

# CHAPTER 9

## Usage Scenarios

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This chapter describes how the changes that are made in the Service Delivery Platform (SDP) and Smart+Connected MS applications affect the end user's experience when working with the devices and other features.

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### Lights Scenarios

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### Scenario 1: Lights Control

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the Building Management System (BMS) adapter properties are configured in the database.
3. Create a device “Lights” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights On/Off Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.


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7. Select the service and ensure that the lights control  icon is displayed on the IP phone.
8. When a user taps the lights control icon, the options to switch the lights on and off are displayed.

## **Scenario 2: Dimmer Control**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device “Dimmer” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights Dimmer Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the lights control  icon is displayed on the IP phone.
8. When a user taps the lights control icon and selects the required light device, the options for setting the brightness levels are displayed. For example: 3%, 30%, 50%, 75%, and 100% brightness.
9. Set the brightness level of the lights using IP phone by tapping the required icon.


## **Window Blinds Scenario**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor..
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device “Blinds” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights Dimmer Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the blinds control  icon is displayed on the IP phone.
8. When a user taps the blinds control icon, the options to open and close the blinds are displayed.


## **Temperature Control Scenario**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device “VAV” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Thermostat (On/Off) Control and Thermostat (Set Point) Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.

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7. Select the service and ensure that the temperature control  icon is displayed on the IP phone.
8. When a user taps the temperature control icon, the options to switch the air conditioner on and off are displayed.
9. The user can also select the temperature degree by tapping any of the temperature set points that are displayed. The temperature set point range shown on the IP phone is based on the Minimum Temperature value and Maximum Temperature value given for the VAV device in the SDP.


## **Audio/Visual Equipment Scenario**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “Audio Video Controller” for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room.
4. Assign a configuration, which has the A/V Control feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Ensure that Audio/Video adapter properties are configured in the database.
7. Select the service and ensure that the A/V control  icon is displayed on the IP phone.
8. When a user taps the A/V control icon, the options to switch the projector on and off are displayed.

## **Fault Reporting Scenarios**

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- [Scenario 2: Fault Reporting Using E-mail, page 9-4](#)
- [Scenario 3: Entering Invalid User ID, page 9-4](#)

### **Scenario 1: Fault Reporting Using Remedy**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Assign a configuration, which has the case management feature, to the location.
3. Create a device “IP Phone” for the conference room using the Devices tab in the SDP.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Select the service and ensure that the faults  icon is displayed on the IP phone.
6. Ensure that the Remedy adapter properties are configured in the database and the adapter is linked to the location, preferably the root location.
7. When user taps the faults icon, the list of predefined fault reporting options for the location will be displayed.

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- When a user selects a fault item, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP). A case will be created in the trouble ticketing application and routed to the appropriate team for resolution. The user will see a confirmation message on the IP phone with the unique case number.



**Note**


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Ensure that the Smart+Connected MS application is integrated with the Active Directory or LDAP.

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## **Scenario 2: Fault Reporting Using E-mail**

- In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
- Assign a configuration, which has the case management feature, to the location.
- Create a device “IP Phone” for the conference room using the Devices tab in the SDP.
- Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
- Select the service and ensure that the faults  icon is displayed on the IP phone.
- Ensure that e-mail adapter properties are configured in the database.
- When user taps the faults icon, the list of predefined fault reporting options for the location will be displayed.
- When a user selects a fault item, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP). A fault report is compiled with the relevant information such as location, the ID of the user who has raised the fault, and so on. The report is sent as an e-mail to the configured mail ID, ideally the e-mail ID of the facilities team, who can take action on the fault complaint. The user receives a confirmation message with the unique case number through e-mail.

## **Scenario 3: Entering Invalid User ID**

- Assign an IP phone and a VAV to a conference room using the Devices tab in the SDP.
- Add a configuration which has the fault item “Air conditioning is not cold” to the room.
- A user who enters an invalid User ID, using the IP phone, will not be able to report the fault. The User ID is the ID that uniquely identifies the user in the corporate directory (LDAP).

## **Signage Messaging Scenarios**

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## **Scenario 1: Displaying Message on Conference Room Signage**

- In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.

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2. Create a device “DMP/IEC” and associate it to the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room.
4. Assign a configuration, which has the signage messages feature, to a location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the service and ensure that the signage messaging icon  is displayed on the IP phone.
7. When the user taps the signage messaging icon, the list of available messages that can be send to the digital signage/IEC is displayed.
8. Selecting any of the menu items will update the message section of the conference room digital signage/IEC display associated to the location of the IP phone.

### **Scenario 2: Fault Message Disabled in Configuration**

1. Assign an IP phone and a digital media player to a conference room using the Devices tab in the SDP.
2. Add a configuration to the room which has a message “Meeting has been extended for 5 minutes” but disable this message.
3. The user will not see the message “Meeting has been extended for 5 minutes” under the Faults list on the IP phone at the location.

### **Scenario 3: Configuration Without Signage Messaging Feature**

1. Assign an IP phone to a conference room using the Devices tab in the SDP. A DMP is assigned to this location.
2. Add a configuration that does not have the digital signage messaging feature.
3. A user will not see the digital signage messaging icon on the IP phone.

## **Meeting Details Scenarios**

- [Scenario 1: Displaying Meeting Details, page 9-5](#)
- [Scenario 2: Hiding Meeting Subject and Attendee List, page 9-6](#)

### **Scenario 1: Displaying Meeting Details**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “IP Phone” for the conference room created in Step 1 by entering the Media Access Control (MAC) address of the IP phone.
3. Assign a configuration, which has the conference room details feature, to the location.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Ensure that adapter properties are configured either for Microsoft Exchange 2007 or 2010 in the database.

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6. Book the conference room using the mail client.
7. Meeting details should get displayed on the IP phone.
8. The current meeting and the next two meetings will be listed. The start and end time of the meetings, along with the meeting subject, are displayed on the IP phone.



**Note**

This scenario is applicable only for touchscreen IP phones; meeting details are not displayed on non-touchscreen IP phones.

## **Scenario 2: Hiding Meeting Subject and Attendee List**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “DMP” for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room by entering the MAC address of the IP phone.
4. Assign a configuration, which has the conference room details feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the conference room created in Step 1 from the location hierarchy, and click the Edit icon. In the Edit Location Properties list, click Private Subject and Private Attendees and check the check boxes that appear for these options.
7. A user books the conference room using the IP phone at the location/the Smart+Connected MS user portal and chooses the Mark as Confidential option. The meeting subject will be shown in format "Booked by <name of organizer>" and the meeting attendees list will not be shown on the digital signage when the room schedule is displayed.

## **Room Booking Scenario**

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “IP Phone” for the conference room created in Step 1 by entering the MAC address of the IP phone.
3. Assign a configuration, which has the conference room details feature, to the location.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Ensure that adapter properties are configured either for Microsoft Exchange 2007 or 2010 in the database.
6. Ensure that LDAP is configured.
7. Select the services and the features that should be displayed on the IP phone.
8. If the room is available, the icon for booking the room  will be shown.
9. When the user taps the book icon, options for time slots appear.
10. Once the time slot is selected, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP).
11. The user must click Submit after entering the User ID.


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12. The meeting is booked for the selected duration and the details are displayed on the IP phone.
13. The calendar of the conference room will be updated with the details of the meeting start and end time and the subject of the meeting: Booked by <userid.>

**Note**

This scenario is applicable only for touchscreen IP phones as room booking is not possible using non-touchscreen IP phones.

## Room Mode Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS and projector adapter properties are configured in the database.
3. Create the devices IP Phone, Projector, Lights, and Blinds for the conference room created in Step 1 using the Devices tab in the SDP.
4. Assign a configuration, which has the Room Mode feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the service and ensure that the room mode icon  is displayed on the IP phone.
7. When the user taps the room mode icon, the Presentation Mode–Day and Presentation Mode–Night options will be displayed. These are one-touch controls for lights, projector, and projector screen. The Normal Mode is a toggle option from the Presentation Modes.

## Room Setup Scenarios

- [Scenario 1: Room Availability, page 9-7](#)
- [Scenario 2: Room Setup Notice Period, page 9-8](#)

### Scenario 1: Room Availability

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Use the Roomsetup tab and add the room setup options for the conference room created in Step 1.
3. Update the setup, de-setup time, and notice period for the room setups in SCMS\_ROOMSETUP\_MASTER. Provide the setup time and de-setup time as 30 minutes each and the notice period as two hours.
4. A user who searches for rooms using the Smart+Connected MS can click the image for any room setup type to notice period, setup/de-setup time and choose any of the room setup options. The conference room you created in Step 1 will show up in the search results.
5. Add the email ID of the room facility admin as the value for the Room Facility Admin property in SDP under the location Campus.
6. The user books this conference room from 3 pm to 4 pm. A room setup request is sent to the facilities team that arranges the room as per the requested setup.

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7. A room de-setup request is sent to the facilities admin who ensures that the room is rearranged after the meeting is over.
8. Though this room is unoccupied, it will appear in the search results only after 4.30 pm because the room de-setup time is 30 minutes.

## Scenario 2: Room Setup Notice Period

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Use the Roomsetup tab and add the room setup options for the conference room created in Step 1.
3. Update the setup, de-setup time, and notice period for the room setups in SCMS\_ROOMSETUP\_MASTER.
4. A user tries to book a room at 4 pm for the 6 pm slot using a room setup option. The user is asked to change the meeting start time because the selected room setup has a four hour notice period.
5. Alternatively, the user can search for available conference rooms without specifying any room setup or opt for a room setup option with a notice period of two hours or less.