

## CHAPTER 2

# Creating The Meeting Spaces Service

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This chapter describes how to configure IP phones to access the Cisco Smart+Connected MS.

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## Creating the Smart+Connected MS Service for IP Phones

An IP phone is a full-featured telephone that provides voice communication over an Internet Protocol (IP) network. The IP phone offers features such as access to network information and customizable services. Customizable services are those that can be configured to suit the requirements of a particular business, user, or location. The Smart+Connected MS solution provides a customizable service that can be configured on the IP phone using the Cisco Unified Communications Manager (CUCM) application.

Once the service is configured, the end users can perform the following actions:

- Instant booking of meetings
- Send messages to the conference room digital signage
- Report faults by raising a case
- Control conference room devices such as blinds, air conditioner, projector, projector screen, lights, dimmer, and so on.
- Release a conference room manually if a meeting ends before the scheduled end time.



### Note

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The actual actions that users can perform using IP phones are based on the features added to the configuration assigned to the location. Also, booking and releasing rooms is possible only using touchscreen IP phones.

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The following types of the IP phones are available based on the user-interaction method with the phone:

- Touchscreen IP phones
- Non-touchscreen IP phones

For more information, on how to use the IP phones and the models supported by the Smart+Connected MS application, see the *Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide*, and the Cisco IP Phone user manuals.

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The recommended CUCM versions are 7.1 and 8.x. For more information on using the CUCM application, see the following URL:  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/admin/8\\_0\\_1/ccmcfg/bccm-801-cm.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_0_1/ccmcfg/bccm-801-cm.html)



**Note**

The audio notification feature does not work with the Cisco Unified Communications Manager 7.1.

## Creating the Smart+Connected MS Service in the Call Manager

The Smart+Connected MS service that you add to the CUCM can be given any name. For example, you can name it “S+CC Service”. This is the name that would appear on the IP phones.

To create the Smart+Connected MS service in the CUCM, perform the following steps:

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- Step 1** Enter the URL of the call manager in the address bar of the web browser.  
The Login page appears.
  - Step 2** Choose the User ID and Password.
  - Step 3** Click **Login** to log in to the CUCM application.  
The call manager home page appears.
  - Step 4** Select **Device > Device Settings > Phone Services**.  
The Find and List IP Phone Services page appears.
  - Step 5** Click **Find** to find the list of available services.  
The List of Services page appears.
  - Step 6** Click **Add New** to add the new service.
  - Step 7** Enter the Service Name, Service Description, Service URL, Service Category, and Service Type in the respective fields.



**Note**

The Service URL of the S+CC Service should be in the format: <http://<host IP address>:<port>/solutions/ip-phone-comm.ip>. For example:  
<http://10.106.13.76:7001/solutions/ip-phone-comm.ip>

- Step 8** Check the **Enable** check box.
- Step 9** Click **Save** to add the service.



**Note**

In this guide, it is assumed that the name of the service configured in CUCM is ‘S+CC Service’.

## Subscribing to the Smart+Connected MS Service for IP Phones

After you create the Smart+Connected Service, you need to subscribe to it for the IP phones on which the service has to be accessed. Unless this is done, the end user cannot access and use the service from the IP phones.

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To subscribe to the Smart+Connected MS service for IP phones using the CUCM, perform the following steps:

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- Step 1** Enter the URL of the call manager in the address bar of the web browser and press **Enter**.  
The Login page appears.
- Step 2** In the Login page, enter the User ID and Password.
- Step 3** Click **Login** to log in to the call manager application.  
The call manager home page appears.
- Step 4** Choose **Device > Phone**.  
The Phone page appears.
- Step 5** Click **Find** to find the IP phones that you want to associate.  
The list of IP phones appears.
- Step 6** Click the hyperlink for the required IP phones.  
The Device Information page appears.
- Step 7** From the Related Links drop-down list, choose **Subscribe/Unsubscribe Services**.
- Step 8** Click **Go**.  
A window appears listing all the available services.
- Step 9** In the Service Information block, choose **S+CC Service** from the Select the Service drop-down list.
- Step 10** Click **Next**.  
A window appears with the relative ASCII Service name. The selected service name is displayed in the Service Name field.
- Step 11** Click **Subscribe** to activate the service for the IP phones and close the page.
- Step 12** In the Phone Configuration window, click **Reset**. The Device Reset page opens.
- Step 13** Click **Reset**.



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**Note** You must add the IP phones in the SDP and clear the IP phone cache present in the solution before you try to access the Smart+Connected MS service on the IP phones. Unless you do this, the service will not appear on the IP phones. To clear the IP phone details cached in the solution, click **Remove IP Phone Cache** on the Tools tab.

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