CHAPTER **1**

Getting Started

Cisco Smart+Connected Meeting Spaces (Smart+Connected MS) is a solution that leverages the Cisco Service Delivery Platform (SDP). This solution enables viewing of the conference room details on IP phones, signage, and Smart+Connected MS web portal and also allows booking of meetings rooms using these devices.

About the Smart+Connected Meeting Spaces

The Smart+Connected MS is a solution that leverages the Service Delivery Platform (SDP). It provides features for conference room management and signage-based messaging using IP phones. The Smart+Connected MS leads to enhanced user experience, enhanced enterprise communication, and enhanced meeting room resource utilization as the updated meeting room information is widely available and easily accessible to the employees and the administrator. It leads to better resource management and energy savings that translate to reduced energy bills and more environment-friendly corporate practices.

The Smart+Connected MS solution allows you to do the following:

- Using Digital Signage/IEC
    - Book conference rooms and TelePresence rooms.
    - View detailed floor plans with the locations of the conference rooms.
    - View the conference room schedule in different views—Building level, Floor level, and Conference Room level.
    - View the news content associated with the location.
- Using IP Phones
    - Quickly book the conference room and TelePresence room wherever the IP phone is located based on the room availability.
    - Control the meeting room devices and equipment.
    - Save energy by manually releasing a room for the duration it is unoccupied, in addition to the energy savings made when the solution automatically switches off devices.

– Configure multiple devices to suit your meeting and presentation needs using a single menu selection.

– Create a case to resolve a fault in a conference room, and convey the same to the others in the organization by sending messages to the IP phone in the room. Creating a case also notifies the administrator of the building who tries to resolve the fault.

• Using the Smart+Connected MS web portal

– Search for the available conference rooms and TelePresence rooms based on your requirements such as room setup, room size, location, and so on and book them. Rooms that closely meet your search criteria are displayed if no exact match is found.

– View the current and upcoming meetings that you are part of or have organized.

– Accept, decline, or tentatively accept meeting invites.

– View all the scheduled meetings as a day, week, or month based calendar view.

– Book conference rooms easily by holding down the mouse key and dragging across the required time slot in the calendar view.

– Book conference rooms instantly using the Quick Booking option. Reservation is made simpler as you can key in the number of participants. Booking duration options range from 30 (the default duration) to 60 minutes. Location is by default the one specified in your Preferences.

– Use the detailed booking option where you can request for change in the room setup, book equipment, add meeting agenda and notes, and so on.

– Edit the details of the meetings you have organized.

– Save drafts of the bookings and edit them later.

– Save your preferred settings such as favorite rooms, location, and time zone.

In addition, the solution can help in energy savings by automatically switching devices to a standby mode when the meeting room is unoccupied and based on the configuration, turn them back on before the actual occupancy.

The overall configuration, maintenance, and content creation for the Smart+Connected MS solution is managed by the administrator through a web application. As an end user, the Smart+Connected MS helps you to effectively utilize and manage office resources using the digital signage/IEC, IP phones, and the web application. You can view the availability of the conference rooms/TelePresence rooms and book them using digital signage/IEC, search for and book available meeting spaces using the Smart+Connected MS web application, control the conference room resources and customize the settings using IP phones, save energy by releasing the conference room ahead of the booking schedule, send messages to the digital signage/IEC from the conference room/TelePresence room, and so on.

For more information, see: Chapter 5, "Managing the Conference Room Resources"

Smart+Connected Meeting Spaces Feature Matrix

You can view/access the various features of the Smart+Connected MS application using touchscreen and non-touchscreen IP phones and signage and the web portal. Some additional features are available when using touchscreen signage and touchscreen IP phones. For more information, see the "Features Available in Signage" section on page 1-8 and the "Features Available in IP Phones" section on page 5-3 in Chapter 5, "Managing the Conference Room Resources".

Viewing the Conference Room Availability

To book a conference room, you first need to check the availability of the rooms. You can do this by viewing the display on the Smart+Connected solution enabled signage. The three types of views on the signage are as follows:

- Building View—Displays the schedule for all the conference rooms in the building categorized at the floor level.

- Floor Level View—Displays the plan for the current floor with the location of the conference rooms, the availability status, and the schedule. For touchscreen signage, you can book a room on the current floor or navigate to other floors and book any room located there.

- Conference Room View—Displays the schedule of the primary conference room and the other rooms associated to the signage. For touchscreen signage, you can use the signage to check the available meeting slots and book the room for those slots.

The view is displayed for a specific preset duration of time, after which the other content added to the signage, if any, appears in a sequence.

Building View

The building view displays the following information:

- Location, Time, and Date—These details are shown as the header on the signage screen. The location includes the building and floor name. The time and date are also displayed.

- Floors—The floors in the building are displayed as columns with the conference rooms on each floor listed as rows below the floor name. If there are several floors in the building, the screen displays a certain number of floors, and then the view changes to the next few floors. For touchscreen signage, you can also use the left and right arrow buttons to navigate to the required floor.

- Meeting Room Schedule—The schedule is available for three hours for all the conference rooms on each of the floors. The rooms are listed in alphabetical order. The available rooms and time slots are shown in green and the unavailable rooms and time slots are shown in orange. If the number of rooms is more than what can be shown in the initial view, the remaining rooms will be shown in the next flip. For touchscreen signage, you can also use the up and down arrow buttons to navigate to the required conference room.

Figure 1-1 shows the building view displayed on the signage.

Figure 1-1   Building Level View

Understanding the Building View

Table 1-1 lists the main areas of the building view.

Table 1-1   Building View

Number	View Area	Description
1	Location, Time, and Date	The name of the building and the floor where the signage is placed along with the current time and date.
2	Floors	The floors in the building are displayed as separate columns that contain rows listing the various conference rooms.
3	Meeting Room Schedule	The availability/non-availability of conference rooms is shown for hourly time slots.

Floor Level View

The floor level view displays the following information:

- Location, Time, Date, and Logo—These details are shown as the header on the signage screen. The location includes the building and floor name. The time, date, and the Meeting Spaces logo are also displayed.

- Floor Plan—It is a map of the floor and appears towards the top-left corner, and occupies more than 75% of the signage display area. The conference room/TelePresence room names appear as per the location on the floor map, and are indicated with a red dot to show a reserved status and a green dot to show an available status. There is a user location indicator titled "You Are Here".

- Schedule—The meeting details for each of the conference room/TelePresence room on the floor are shown at the top-right corner of the display. The schedule can list the details of 10 conference rooms at a time. If there are more than 10 rooms on the floor, the display cycles through the rooms every few seconds. The rooms are listed in the alphabetical order, and the room details are available for three hours. The icons for the available rooms are shown in green, the icons for the unavailable rooms are shown in maroon, and the icons for the rooms that will be available soon are shown in yellow. There are scrolling bars for the different booking slots for each room. These bars too appear in green, maroon, and yellow indicating the meeting room status. Rose color bars appear for the past time slots for which meetings have got over. For touchscreen signage, you can select any of the available conference rooms, and make a booking for the required time slot by tapping it.

Note   You can book any room plotted in the floor plan, if it is available, by tapping it. The Booking Details pop-up dialog opens.

- Legend—The legend is located at the bottom-left corner of the display. It displays the icons that are used in the floor plan. For example, Meeting Room.

- Floor Navigation—The floor navigation buttons appear towards the right side of the footer section. There are numbered buttons for each floor in the building and only three buttons are displayed at a time. The left and right arrow buttons allow you to scroll to the numbered buttons for the other floors. The button for the floor for which the plan is currently displayed is highlighted. For touchscreen signage, you can tap any of the buttons and navigate to all the floors in the building where the signage is located.

- News Content—At the bottom of the signage screen, there is a section for the news content that is associated to the location. The title of the news items is displayed.

- Home Icon—For touchscreen signage, you can click the home icon and select any of the other content you want to view.

Figure 1-2 shows the floor view displayed on the signage.

Figure 1-2   Floor Level View
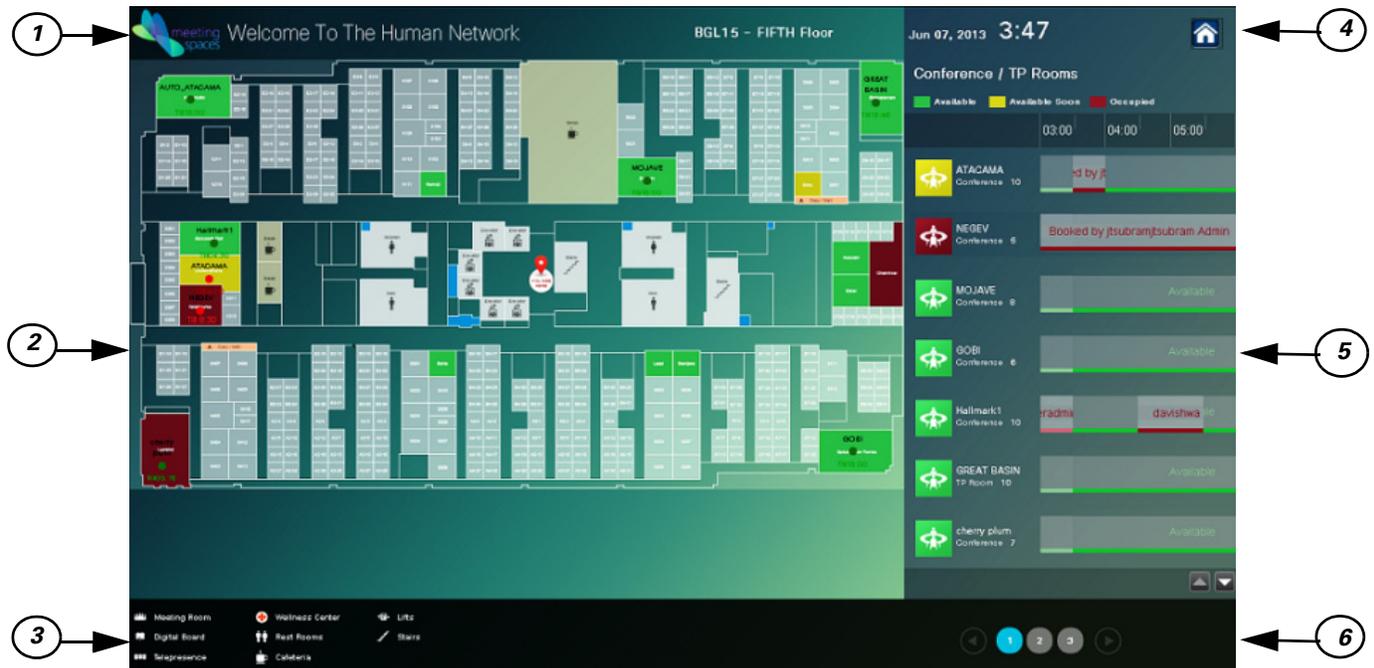
Understanding the Floor View

Table 1-2 lists the main areas of the floor view.

Table 1-2   Floor View

Number	View Area	Description
1	Location, Time, Date, and Logo	The name of the building and the floor where the signage is placed along with the current time and date. The Meeting Spaces logo is also shown.
2	Floor Plan	The floor layout with the schedule data of the conference rooms superimposed. The green dots indicate that the room is available and red dots indicate that the room is currently booked.
3	Legend	The interpretation of the symbols used on the floor plan.
4	Home Icon	The icon used to change the view, if any other content is added for the signage device.
5	Meeting Room Schedule	The availability/non-availability of conference rooms on the floor is shown for hourly time slots.
6	Floor Navigation	The arrow and numbered buttons that you can use to view the plans for the other floors in the building.

Conference Room View

The conference room view displays the following information:

- Date & Time—These details are shown as a header on the signage screen.

- Occupancy Status & Temperature—The status and temperature of the conference room is displayed in the top right corner of the view. The word "Occupied" appears next to the name of the conference room along with time slot of the booking, if the room is occupied. The subject of the meeting, room temperature, and information about whether the air conditioner is on/off is also displayed.

- Primary Room Schedule(s)—The detailed schedules of the one or two primary conference rooms with which the signage is associated are displayed as separate columns for each room. The schedule is displayed as a rolling 9-hour window, which is constantly updated to show the latest room schedule. The room name is displayed as the column header followed by rows depicting availability the room. The available and unavailable time slots are displayed in different colors. For booked slots, the subject of the meeting is also displayed. For touchscreen signage, you can book any of the primary room(s).

> **Note** If a conference room has been booked using the mail client, the subject of the meeting and the attendee list is displayed on the signage. These details are not displayed if the administrator enables the 'Hide Subject' and 'Hide Attendees' options for the conference room. When the 'Hide Subject' option is enabled, the subject of the meeting is displayed in the format "Booked by <name of the meeting organizer>".

- Conference Room Message—All the messages that are sent to the signage using the IP phones in the conference rooms with which the signage is associated (primary conference rooms) are shown at the right hand side of the view. News content appears at the bottom of the display.

- Meeting Time Schedule—The schedule of other rooms in the zone where the signage is located is shown at the right side of the display. The names of the rooms are displayed in a chronological order of meetings. The available and unavailable rooms and slots are displayed in different colors. The meeting subject is also shown for each booked slot. For touchscreen signage, you can click the up and down arrow buttons to navigate to the desired conference room in case there are several rooms.

Figure 1-3 shows the conference room view displayed on the signage.
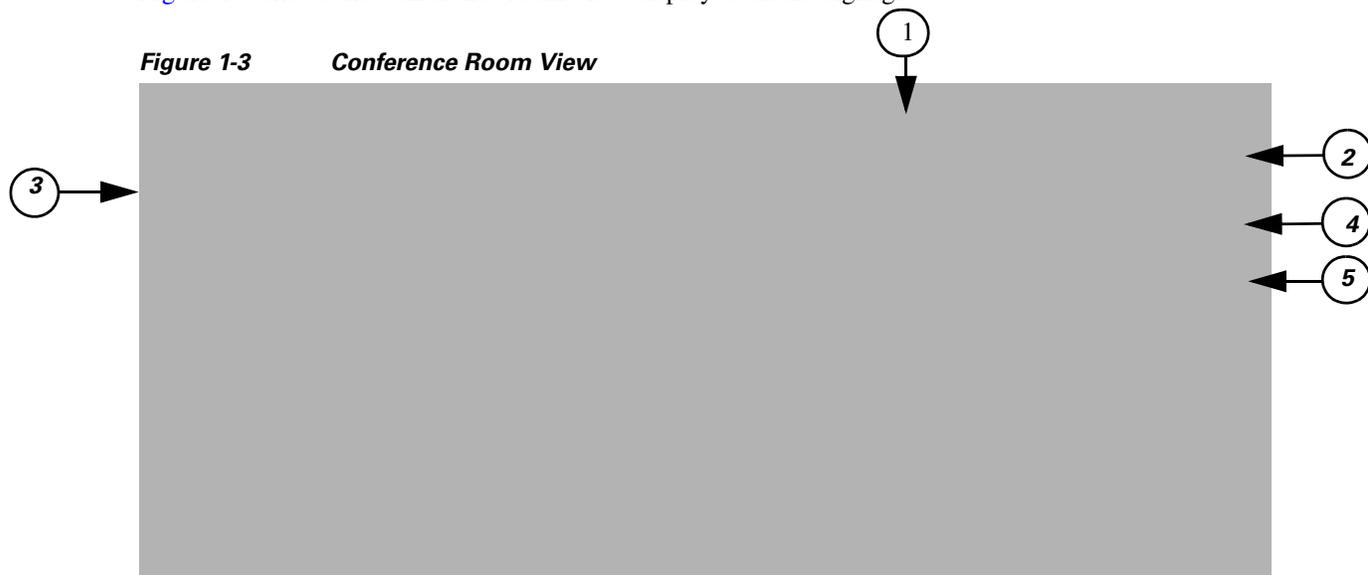
Figure 1-3   Conference Room View

Understanding the Conference Room View

Table 1-3 lists the main areas of the conference room view.

Table 1-3   Conference Room View

Number	View Area	Description
1	Date & Time	The current date and time is displayed on the top right corner.
2	Occupancy Status & Temperature	The details like whether the room is occupied/unoccupied. Also displayed is the temperature of the primary conference room and whether the airconditioner is on/off.
3	Primary Room(s) Schedule	The hourly schedule of the primary room(s) associated to the signage.
4	Conference Room Message	The message send to the signage using an IP phone in a conference room.
5	Meeting Time Schedule	The details of meetings to be held in the conference rooms associated with the signage, such as time, organizer, subject, and room name.

Features Available in Signage

Table 1-4 lists the features that are available/can be accessed using the following devices:

- Touchscreen signage
- Non-touchscreen signage

Table 1-4   Features Available in Signage

Features	Touchscreen Signage	Non-Touchscreen Signage
Floor and Building Name	Not shown in Conference Room View	Not shown in Conference Room View
Date & Time	Y	Y
Temperature at Location	Shown only in Conference Room View	Shown only in Conference Room View
Conference Room Name	Shown only in Conference Room View	Shown only in Conference Room View
Conference Room Message	Shown only in Conference Room View	Shown only in Conference Room View
Meeting Room Schedule	Y	Y
News Content (Shown as a footer)	Not shown in Building View	Not shown in Building View
Floor View Navigation	Not available in Conference Room View	N

Table 1-4   Features Available in Signage

Features	Touchscreen Signage	Non-Touchscreen Signage
Room List Scrolling	Y	N
Booking Rooms	Not available in Building View	N

Y=Yes, N=No

Booking the Conference Rooms

Apart from booking the conference rooms using the traditional methods, you can use the touchscreen signage located in a building to book the available conference rooms in the building through the conference room and floor plan layout views. You can view the conference room schedule details using any of the three signage views. You can also book the conference rooms using the Smart+Connected MS user portal and the IP phones located in the conference rooms.

> **Note**   Some of the signage within a premise can be without the touchscreen. Although you cannot use them to book the conference rooms, you can view the room availability as the display is similar to that in the touchscreen signage.

- Using the Signage, page 1-9
- Using the IP Phones, page 1-10
- Using the Smart+Connected MS Web Portal, page 1-11

Using the Signage

You are allowed to book a conference up to three hours in advance.

To book a conference room using the touchscreen signage, perform the following steps:

Step 1   Tap the time slot for which you want to book the conference room from the schedule that is displayed on the signage.

The Schedule a Meeting dialog box appears. The start time of the booking is automatically displayed in the From drop-down list depending on the slot that you have selected. You can change the time by choosing another option from the drop-down list.

Figure 1-4 shows how to book a room using the signage.

Figure 1-4   Booking Room Using Signage

Step 2   Choose the duration for which you want to book the room from the first For drop-down list. Choose the Minutes option from the second For drop-down list. The time of the next meeting is displayed below the drop-down list, so that you can avoid selecting a time slot that clashes with it.

Step 3   Enter your User ID with the help of the virtual keyboard that is displayed on the screen, and tap **Accept**. User ID is the ID that uniquely identifies a user in the corporate directory (LDAP).

Step 4   Tap **Book** to book the conference room or tap **Cancel** to close the dialog box.

If you tap Book, a dialog box appears informing you that the meeting schedule request has been received, and that you need to check your email to know the booking status.

A meeting is scheduled in Microsoft Exchange for the conference room, and an automatic acceptance mail is sent to you from the conference room stating that your meeting request has been accepted. The status of the conference room and the meeting details for the room are updated when the signage page is refreshed. The subject of the meeting will be displayed as: "Booked by <your name>".

Using the IP Phones

You can book a conference room using a touchscreen IP phone in the room only if the status of the room is "Available" at that time. If the room is occupied or a meeting is in progress, the option for booking the room is unavailable. After the booking is done, the schedule of the conference room is updated in the signage displays.

Using Touchscreen IP Phones to Book a Conference Room

To book a conference room using touchscreen IP phone, perform the following steps:

Step 1   On the IP phone, press the **Services** button.

The list of available services appears.

Step 2   Tap the service that has been created for the Smart+Connected MS in Cisco Unified Communications Manager (CUCM).

The Smart+Connected MS service screen appears.

Note   For this guide, it is assumed that the name of the Smart+Connected MS service configured in CUCM is 'S+CC Service'.

Step 3   Tap the book room [ ] icon. Choose the duration for which you want to book the room from the drop-down list that appears.

Note   This room booking feature will be available only if the "Room Booking" feature is added to the configuration that is associated to the location.

Step 4   Enter your user ID to book the room. The room is reserved for the selected time slot. The following room reservation details are displayed on the IP phone:

- "Booked by <your name>"
- Time slot of the booking

Note   The booking of conference rooms feature is not available in non-touchscreen IP phones.

Using the Smart+Connected MS Web Portal

You can book conference rooms by using the Smart+Connected MS web portal. For more information, see Chapter 3, "Booking Rooms Using the Portal".

Send documentation comments to scc-docfeedback@cisco.com