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## **Cisco Smart+Connected Spaces Administrator Guide**

Release 2.5

December, 2014

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## Preface

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This preface describes the audience, organization, and conventions of the *Cisco Smart+Connected Spaces Administrator Guide*. It also references related documentation and provides information about how to provide documentation feedback.

- [Audience, page i](#)
- [Organization, page ii](#)
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## Audience

This guide is meant for system administrators who configure and maintain the Cisco Smart+Connected Spaces application.

## Organization

Chapter	Description
<a href="#">Chapter 1, “Getting Started”</a>	Provides an overview of the Cisco Smart+Connected Spaces application, and describes how you can access the application and the tasks that you can perform using the administration interface.
<a href="#">Chapter 2, “Creating the Spaces Services”</a>	Describes how to configure Cisco IP Phones to use the Cisco Smart+Connected Spaces application.
<a href="#">Chapter 3, “Adding Devices for Interfaces”</a>	Describes how to add the devices that appear for the different interfaces through which the application is accessed.
<a href="#">Chapter 4, “Working with Configurations”</a>	Describes how to add features, messages, energy-saving settings, and faults items for a location.
<a href="#">Chapter 5, “Working with Faults”</a>	Describes how to add, edit, and delete the fault items that appear on Cisco IP Phones.
<a href="#">Chapter 6, “Working with the Signage Menu”</a>	Describes how to add, edit, and delete messages that you can send to digital signage using Cisco IP Phones.
<a href="#">Chapter 7, “Working with the Signage Content”</a>	Describes how to add, edit, and delete content that appears on digital signage.
<a href="#">Chapter 8, “Configuring Room Setup”</a>	Describes how you can add room setups for conference rooms and how you can manage room setup configurations.
<a href="#">Chapter 9, “Working with Emergency Notifications”</a>	Describes how you can create emergency messages and associate these messages to an emergency incident.
<a href="#">Chapter 10, “Working with Information Signage”</a>	Describes how you can add, edit, and delete content displayed on the Information Signage.
<a href="#">Chapter 11, “Working with Smart+Connected Green Advisor”</a>	Describes how you can add, edit, and delete content displayed on the Green Advisor Display.
<a href="#">Chapter 12, “Working with Tools”</a>	Describes how to manage data collection, Cisco IP Phones, energy savings, and templates.
<a href="#">Chapter 13, “Managing Locations”</a>	Describes how to create and assign fixed locations and how to import and export the details about the assignment of the fixed locations.
<a href="#">Chapter 14, “Managing the Quick Response Codes”</a>	Describes how to generate and download the QR codes.
<a href="#">Chapter 15, “Managing Workspace Features”</a>	Describes how to manage the configuration features in the Cisco Smart+Connected Spaces application.
<a href="#">Chapter 16, “Working with Reports”</a>	Describes how to generate conference room and workspaces utilization reports.
<a href="#">Chapter 17, “Usage Scenarios”</a>	Describes how the changes that are made in the Cisco Service Delivery Platform (SDP) and the Cisco Smart+Connected Spaces applications affect the experience of the end user.
<a href="#">Appendix 18, “Troubleshooting”</a>	Describes the issues that you may face when working with the Cisco Smart+Connected Spaces application, and how to troubleshoot them.

## Conventions

Convention	Description
<b>Boldface</b>	Commands, command options, and keywords are in <b>boldface</b> .
<i>Italics</i>	Arguments for which you supply values are in <i>italics</i> .
Option > Option	Used to describe a series of menu options.



### Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

## Related Documentation

- *Cisco Smart+Connected Spaces User Guide*
- *Cisco Smart+Connected Spaces Installation Guide*
- *Cisco Smart+Connected Spaces Customization Guide*
- *Release Notes for Cisco Smart+Connected Spaces*
- *Cisco Service Delivery Platform Installation Guide*
- *Cisco Service Delivery Platform User Guide*

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# Getting Started

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This chapter describes the Cisco Smart+Connected Spaces (Smart+Connected Spaces) solution, how to log in to two administrator portals (for managing meeting spaces and digital, and managing workspaces), and the tasks that you can perform by using these portals.

- [About Smart+Connected Spaces, page 1-1](#)
- [Smart+Connected Spaces Administrator Portals, page 1-5](#)
- [Understanding the Smart+Connected Spaces Administrator Interface, page 1-6](#)

## About Smart+Connected Spaces

The Smart+Connected Spaces application is a part of the Smart+Connected Communities (S+CC) solutions, and leverages the platform capabilities of the Cisco Service Delivery Platform (SDP). The application allows utilization of resources at workspaces and minimizing the energy consumption. It provides features for conference/Cisco TelePresence room booking and workspace check in by using kiosks and the kiosk web portal, and the Smart+Connected Spaces web portal for users (URL context for calendar and ipsapp). The Smart+Connected Spaces includes signage based delivery of enhanced organizational communications and also via Cisco IP Phones as interface.

The Smart+Connected Spaces web portals allows users to search for, book, and set up the conference rooms for meetings, book resources for meeting rooms, send out invites to attendees, and manage your meetings. You can also search for and book the available workspaces for either yourself or another user and set your preferences, such as light settings, blinds, air conditioning, and so on. You can check into a booked workspace at the scheduled time by using either the web portal (ipsapp), kiosk, or a Cisco IP Phone. At the end of the current reservation, you are checked out of the workspace.

You can apply your preferred settings to customize the booking experience, save the search results to use them for future bookings, and set certain conference rooms and workspaces as your favorites so that they are displayed whenever you search for rooms or workspaces.

The Smart+Connected Spaces user portals for room booking (calendar) and workspaces (ipsapp) display the daily, weekly, and monthly meeting calendar, which is up-to-date and synchronized with your enterprise calendaring system. You can use the calendar to quickly view all your workspace bookings and the meetings that you are a part of, whether as the attendee or the organizer. You have the option of accepting, declining, or deleting the meetings from the calendar itself. The recurring meeting feature allows you to create a single reservation for multiple meetings that you need to repeatedly organize over a period of time. This saves you the inconvenience of creating separate reservations on a daily, weekly, or monthly basis. You can add the WebEx meeting option which allows the attendees to log in remotely using the web if they cannot be physically present in the meeting room.

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You can view and/or book available conference/Cisco TelePresence rooms and workspaces using kiosks and check in using the kiosks. Kiosks are large touch screen panels that are mounted in elevator lobbies and placed in other common spaces. The Smart+Connected Spaces kiosk web portal has features and functionality similar to the kiosks.

You can easily access news and other general information such as emergency notifications, tips on better resource management, energy savings, and environment-friendly corporate practices via signage.

The Smart+Connected Spaces application allows the end user to access the following features/solutions:

- Using kiosks
  - Book conference rooms and Cisco TelePresence rooms.
  - Check into any available workspace.
  - View the availability and check-in status of your Jabber contacts.
  - View the route to locate a person, workspace, office, or conference/Cisco TelePresence room on a floor.
  - View the overall conference/Cisco TelePresence room and workspace availability on all of the floors of all of the buildings in the organization and book/check into any of these spaces.
  - View the neighborhoods/zones on a floor.
  - View the building, floor, and name of the workspace or office that you have checked into.
  - Access the floor plans for any building in the enterprise to view the locations and availability of the conference room/Cisco TelePresence rooms and workspaces.
  - Search for the available conference rooms and Cisco TelePresence rooms based on your requirements such as the features available, seating capacity, location, and time and book them.
  - Search for the people within the enterprise.



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**Note** You can also perform all of these tasks by using the kiosk web portal.

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- Reset the PIN by using the Forgot PIN option. The new PIN will be sent to your email ID and get updated in the kiosk web portal.
- Using the kiosk web portal (In addition to the above mentioned features that you can access using kiosks)
  - Locate the workspace that you have checked into.
  - View the building, floor, and name of the workspace that you have checked into.
  - Choose not to display your current check-in location.



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**Note** This option is available only if it is configured by the administrator.

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- Change the kiosk PIN that you use for authentication while checking in, booking rooms, and viewing the list of your Jabber contacts.
- Check out from the workspace that you have occupied.
- Log in and log out of the kiosk web portal.
- Using the mobile phone application
  - View your upcoming meeting and workspace reservation details.
  - Check into and check out of a reserved workspace using your mobile device.



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- Search for the desired conference/Cisco TelePresence room.
- View the availability status of all of the rooms on any floor in any building within the enterprise.
- Book conference/Cisco TelePresence rooms using your mobile device based on your requirements, such as the features available, seating capacity, location, and time.
- Invite people in your enterprise to participate in meetings (during the room booking process).
- Ad hoc checking in from the list of available workspaces and checking out using the QR code scanning feature.
- Mark workspaces and people within an enterprise as favorites.
- Set your preferences for building and floor.
- Search for people within the enterprise.
- Initiate either a call or send text messages and emails using the mobile device.
- Using Cisco IP Phones
  - Quickly book the conference room wherever a Cisco 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 that 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 option.
  - Create a case to notify the facilities team of any issues/problems that might be present in the conference room, and convey the same information to the others in the organization by sending messages to the Cisco IP Phone in the conference room. Once the case is created, the facilities team for the building can try to resolve the fault.
  - Send preconfigured messages and emergency notifications to signage.
- Using the Smart+Connected Spaces user portals for room booking (calendar) and workspaces (ipsapp)
  - Search for the available conference/Cisco 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.
  - Search for the available workspaces based on your requirements such as date, time, location, workspace type, and so on, and reserve them.
  - View the current and upcoming meetings that you are part of or have organized.
  - View the current and upcoming workspace bookings
  - Accept, decline, or tentatively accept meeting invites.
  - View all of the scheduled meetings as a day-, week-, or month-based calendar view.
  - Book conference rooms easily by holding down the mouse button and dragging across the required time slot in the calendar view.
  - Book conference rooms instantly using the Quick Booking option. The process of room reservation becomes simpler as you can enter the number of participants for the meeting. Booking duration options range from 30 (the default duration) to 60 minutes. The location is, by default, the one specified in your preferences.
  - Book the room on behalf of other users by using the Proxy Booking option. For example, an executive administrator can book a workspace for a visiting executive.

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- Use the detailed booking option where you can request for a change in the room setup, book equipment, add meeting agenda, and so on.
- Edit the meetings details and reschedule the meetings that you have organized.
- Save drafts of the bookings and edit them later.
- Personalize your workspace by setting your preference for lights, blinds, dimmers, air conditioning, and digital signage. You can activate the personalized settings when you check into a workspace.
- Check in and check out of a reserved workspace.
- Manage configurations for all of the devices located in a workspace.
- Generate and view reports for usage trends, user statistics, and so on.
- Save your preferred settings such as favorite rooms, location, and time zone.
- Create messages for the various fault cases, such as a non-functioning air conditioner in the workspace or faulty projector in a conference room.
- Using room panels
  - View the conference/Cisco TelePresence room schedule and availability/occupancy status.
  - Book conference/Cisco TelePresence rooms.
  - Confirm conference/Cisco TelePresence room occupancy.
  - Release conference/Cisco TelePresence rooms.
- Using digital signage/Interactive Experience Client (IEC)
  - Book conference/Cisco 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.
  - Cisco Smart+Connected Emergency Notifications (Smart+Connected EN)—Displays the notifications and exit routes on the signage/IEC when there is an emergency and sends audio and visual notifications on the Cisco IP Phones during a crisis.
  - Cisco Smart+Connected Information Signage (Smart+Connected IS)—Displays the general information and news on the digital signage.
  - Cisco Smart+Connected Green Advisor (Smart+Connected GA)—Displays energy consumption data, energy saving tips, and green information.

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

As administrator, you need to manage the overall configuration, maintenance, and content creation for the Smart+Connected Spaces solution through the administrator web portals for managing meeting spaces and digital signage (solutions), and managing workspaces (ipsapp). You need to add locations and devices, create users, and associate devices to locations for the solution in the SDP. For more information on performing these tasks, see the *Cisco Service Delivery Platform User Guide* and *Cisco Service Delivery Platform Installation Guide*. After the locations are added, and the devices are associated to them in the SDP, they are available in the Smart+Connected Spaces user and administrator portals. You can select a location and associate a configuration to it. The features such as fault messages, device control options, signage menu messaging, and room booking that are added to the configuration can be accessed by the end user from the Cisco IP Phones at the location.

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## Smart+Connected Spaces Administrator Portals

The Smart+Connected Spaces administrator web portal for managing meeting spaces and digital signage (solutions) allows you to create, edit, and delete the content that appears on signage and Cisco IP Phones. From the administrator portal for meeting spaces and digital signage, you can manage the information exchange/content that get pushed to the different end points like IP phones, and digital signage. The solution provides end users interface to view additional information such as emergency notifications, news, general organizational updates, tips on better resource management, energy savings, and corporate practices through digital signage/IEC. You can also generate reports about the conference room and export the reports for future reference. All emergency or alert notifications can be configured so that they can be sent out on different channels such as the digital signage/IEC and the Cisco IP Phones.

The Smart+Connected Spaces administrator web portal for managing workspaces (ipsapp) allows you to generate reports about workspace usage, assign fixed desks (permanent workspaces where other employees are not allowed to check in) to the required employees in the enterprise, and import and export the details of the fixed desks. You can generate and download QR codes that users can scan to check in and check out of workspaces and provision the features such as lights, air conditioning and so on, that will be available at the workspaces.

## Logging In to the Smart+Connected Spaces Administrator Portals

You can log in to the Smart+Connected Spaces portals by using any of the browsers certified for the application. After you complete the installation process, the administrator portal for managing meeting spaces and digital signage can be accessed by using `http://host-name:domain-port/solutions`. The administrator portal for managing workspaces and offices can be accessed by using `http://host-name:domain-port/ipsapp`. You can use “superadmin” as the username and password, which is created by default during installation.



### Note

For security reasons, we recommend that you change the default password for the superadmin user by logging in to the SDP portal, clicking the Users and Roles tab, and editing the details of the superadmin user. Please note that this procedure is only for changing the password of the users who are authenticated through the database. For more information, see the *Cisco Smart+Connected Spaces Installation Guide* and the *Cisco Service Delivery Platform User Guide*.

If you want other users to access the application, you need to create additional users by logging in to the Cisco Service Delivery Platform (SDP). For more information, see the *Cisco Smart+Connected Spaces Installation Guide* and the *Cisco Service Delivery Platform User Guide*.

The following are the available roles that you can assign to the users you create:

- proxyuser—Allows a user to access the Smart+Connected Spaces user portal for managing workspaces and offices, and make proxy reservations for other users via the ipsapp web interface.
- scpsuser—Allows a user to access the Smart+Connected Spaces user portal for managing workspaces and offices.
- Webcalendar User—Allows a user to access the Smart+Connected Spaces calendar portal.
- InfoBundle Manager—Allows a user to access the Smart+Connected Spaces admin portal for managing meeting spaces and digital signage.
- SuperAdmin—Allows a user to access all of the Smart+Connected Spaces admin and user portals.

To log in to the Smart+Connected Spaces administrator portal (solutions or ipsapp), perform the following steps:

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**Step 1** Enter the URL in the address field of the web browser, and click **Enter**.

The Smart+Connected Spaces Login page appears.

**Step 2** Enter the username and password.

**Step 3** Click **Login**.

The Smart+Connected Spaces home page appears.

After logging in, if you do not use the portal beyond the idle time out duration, your browsing session will time out. In such a situation, you must log in again to access the portal.



**Note**

The default time out duration is 30 minutes. You can change the session time out duration for any of the Smart+Connected Spaces portals by modifying the session-timeout property in the web.xml file for the required portal. This file can be found at the following path:  
pkg-apps/SmartSpaces.ear/<war file for the portal>.

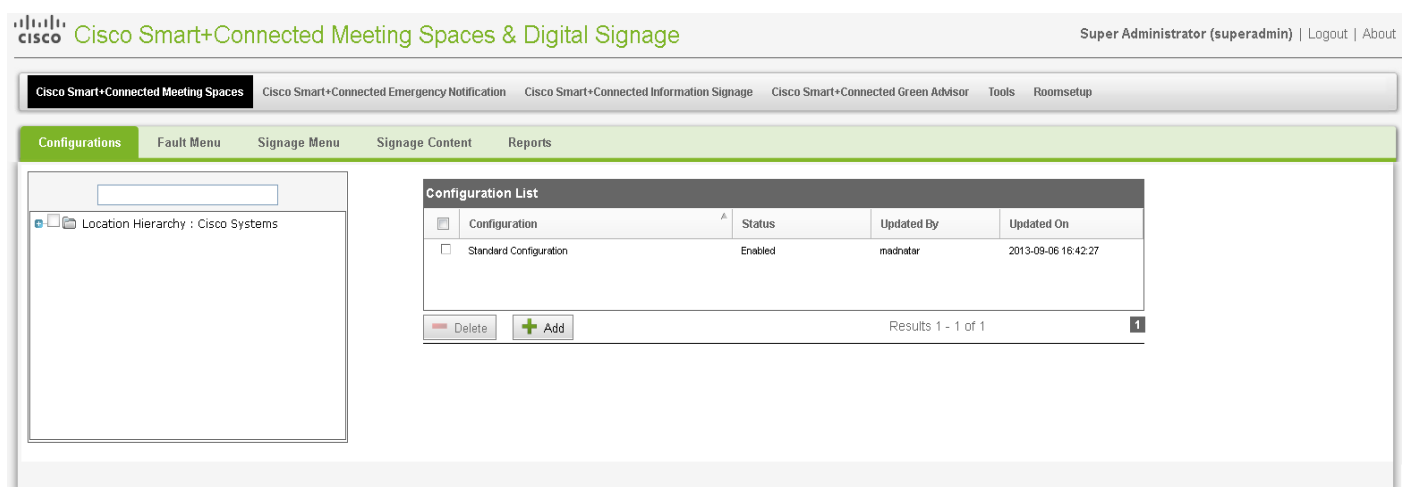
## Understanding the Smart+Connected Spaces Administrator Interface

- [Interface for Managing Meeting Spaces and Digital Signage, page 1-6](#)
- [Interface for Managing Workspaces and Offices, page 1-9](#)

## Interface for Managing Meeting Spaces and Digital Signage

Figure 1-1 displays the Smart+Connected Spaces interface that the administrator can use to manage meeting spaces (conference and Cisco TelePresence rooms) and digital signage/IEC.

**Figure 1-1 Admin Interface—Portal for Managing Meeting Spaces and Digital Signage**



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**Table 1-1 Smart+Connected Spaces Admin Interface — Tabs**

Tab	Description
Cisco Smart+Connected Meeting Spaces	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> <li>• Configurations tab—Allows you to manage configurations, such as list of device-control features, fault messages, signage messages, and energy-saving settings.</li> <li>• Fault Menu—Allows you to manage fault menu items, such as device defects and problems in a conference room.</li> <li>• Signage Menu—Allows you to manage the messages that are listed on the Cisco IP Phone.</li> <li>• Signage Content—Allows you to customize the content for the digital signage at a specific location.</li> <li>• Reports—Allows you to view the usage trend for the conference rooms.</li> </ul>
Cisco Smart+Connected Emergency Notification	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> <li>• Emergency Incident—Allows you to manage emergency incidents.</li> <li>• Incident Status—Allows you to manage emergency incident messages.</li> <li>• Message Template—Allows you to manage all emergency incident message templates.</li> <li>• EISignage Content—Allows you to use any existing emergency incident message templates to display different floor plans for different locations.</li> </ul>
Cisco Smart+Connected Information Signage	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> <li>• News Content—Allows you to manage news content for a specific location.</li> <li>• Content Links—Allows you to manage information that needs to be displayed on the digital signage, kiosk, and room panels.</li> <li>• Sequences— Allows you to manage the sequence of the content links that you want to display, by defining the order and duration of the display.</li> </ul>

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**Table 1-1 Smart+Connected Spaces Admin Interface — Tabs (continued)**

Tab	Description
Cisco Smart+Connected Green Advisor	Includes the following subtabs: <ul style="list-style-type: none"> <li>Green Fact—Allows you to manage the green fact.</li> <li>Usage Data—Allows you to manage usage data.</li> <li>GA Configurator—Allows you to configure and manage different Green Advisor widgets on digital signage and room panels.</li> <li>Widget Configuration—Allows you to display the energy consumption data of a particular location at other location(s).</li> </ul>
Tools	Includes the following subtabs: <ul style="list-style-type: none"> <li>Management—Allows you to collect data from all of the newly added datapoints and update the conference room time zones. It also allows all newly provisioned Cisco IP Phones to access the services without having to restart the application.</li> <li>Template—Allows you to add signage content templates. You can add templates for News Content, Emergency Notification, and Green Advisor.</li> </ul>
Roomsetup	Allows you to add various seating arrangement options for the conference rooms. Based on the setup that you add, the end user can choose any of these room setups while searching for/booking a conference room.

## Interface for Managing Signage Content

Figure 1-2 displays the rich text editor that is provided in the administrator portal for managing meeting spaces and digital signage. You can use the rich text editor to create content that you want to display on the digital signage/IEC. This editor allows you to visually edit the content (see Figure 1-2), in addition to editing the source level (HTML source). This information can be the emergency notification messages, news content, or the green fact.

You can configure templates and insert those in the rich text editor. This enables you to quickly update the content during emergency situations.

For more information on how to work with the rich text editor, click the  icon available on the rich text editor toolbar.

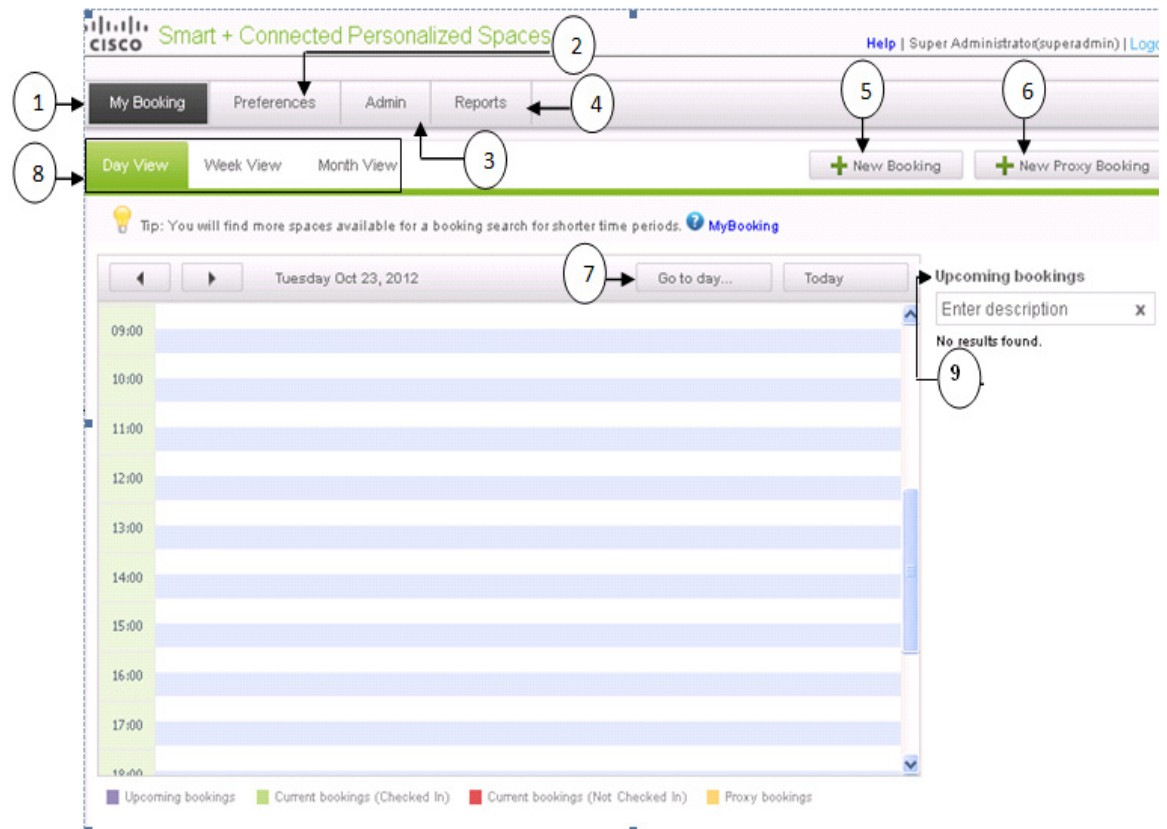
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**Figure 1-2 Rich Text Editor**



## Interface for Managing Workspaces and Offices

**Figure 1-3 User and Admin Interface—Portal for Managing Workspaces and Offices**



**Table 1-2 Elements of the Smart+Connected Spaces Interface**

Number	Description
1	The <b>My Booking</b> tab displays your upcoming bookings. You can view these bookings based on different views such as Day View, Week View, and Month View.
2	The <b>Preferences</b> tab displays the Preference Settings page that allows you to set up personal preferences or comfort settings for the workspace. For example, you can set the air conditioning to be at 22°C or the blinds to be half open.
3	The <b>Admin</b> tab displays options to manage the availability of features and fault items to an end user. You can also manage existing configurations.

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**Table 1-2** *Elements of the Smart+Connected Spaces Interface (continued)*

<b>Number</b>	<b>Description</b>
4	The <b>Reports</b> tab displays options to generate reports. These reports provide metrics that can be used to assess the workspace utilization.
5	The <b>New Booking</b> button displays the Booking Details page that allows you to search for, and book an available workspace.
6	The <b>New Proxy Booking</b> button displays the Booking Details page to create bookings on behalf of another user.
7	The <b>Go to day</b> button displays the pop-up calendar to choose the particular date for which you want to view your bookings.
8	The <b>Day View</b> , <b>Week View</b> , and <b>Month View</b> tabs displays your current, upcoming, and proxy bookings.
9	The <b>Upcoming bookings</b> button displays your upcoming bookings.





## Creating the Spaces Services

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This chapter describes how to configure Cisco IP Phones to access the Cisco Smart+Connected Spaces (Smart+Connected Spaces) solution.

- [Creating the Smart+Connected Spaces Service for Cisco IP Phones, page 2-1](#)
- [Creating the Smart+Connected Spaces Services in the Call Manager, page 2-2](#)
- [Subscribing to the Smart+Connected Spaces Service for Cisco IP Phones, page 2-3](#)

## Creating the Smart+Connected Spaces Service for Cisco IP Phones

A Cisco IP Phone is a full-featured telephone that provides voice communication over an Internet Protocol (IP) network. The Cisco 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 Spaces solution provides customizable services that can be configured on the Cisco IP Phone using the Cisco Unified Communications Manager (CUCM) application.

Once the services are configured, 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 the blinds, air conditioning, projector, projector screen, lights, dimmer, and so on.
- Release a conference room manually if a meeting ends before the scheduled end time.



### Note

The actual actions that users can perform using Cisco IP Phones are based on the features added to the configuration assigned to the location. Booking and releasing rooms is possible only using touchscreen Cisco IP Phones.

- Check in to and check out of workspaces, offices, and cubicles.
- Customize the workspace, office, and cubicle settings such as airconditioning, lights, and so on.
- Raise a raise case for any fault that arises in a workspace, office, or cubicle.

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**Note**

Ensure that the phones in the all of the spaces where you want the users to check in have the extension mobility feature configured and enabled.

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

- Touchscreen Cisco IP Phones
- Non-touchscreen Cisco IP Phones

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

The recommended CUCM version is 9.x. The versions 7.1 and 8.x are also supported. For more information on using the CUCM application, see the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/9\\_0\\_1/ccmcfg/CUCM\\_BK\\_CDF59AFB\\_00\\_admin-guide-90.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/9_0_1/ccmcfg/CUCM_BK_CDF59AFB_00_admin-guide-90.html)

**Note**

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

## Creating the Smart+Connected Spaces Services in the Call Manager

The Smart+Connected Spaces services that you add to CUCM can be given any name. For example, you can name the “S+CC Service for Meeting Spaces” and “S+CC Service for Personalized Spaces”. This is the name that would appear on the Cisco IP Phones.

To create the Smart+Connected Spaces services in CUCM, perform the following steps:

- 
- 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** Choose **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.

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**Note**

The Service URL of the S+CC services should be in the format: <http://host IP address:port/solutions/ip-phone-comm.ip> and <http://host IP address:port/ipsapp/pvoipphone.ip>. For example: <http://10.106.13.76:7001/solutions/ip-phone-comm.ip> and <http://10.106.13.76:7001/ipsapp/pvoipphone.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 services configured in CUCM are 'S+CC Service for Meeting Spaces' and 'S+CC Service for Personalized Spaces'.

## Subscribing to the Smart+Connected Spaces Service for Cisco IP Phones

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

To subscribe to the Smart+Connected Spaces service for Cisco IP Phones using CUCM, perform the following steps:

**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 Cisco IP Phones that you want to associate.

The list of Cisco IP Phones appears.

**Step 6** Click the hyperlink for the required Cisco 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 of the available services.

**Step 9** In the Service Information area, choose **S+CC Service for Meeting Spaces** from the Select the Service drop-down list.

**Step 10** Click **Next**.

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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 Cisco IP Phones and close the page.

**Step 12** In the Phone Configuration window, click **Reset**.

The Device Reset page opens.

**Step 13** Click **Reset**.

**Step 14** Repeat [Step 4](#) to [Step 13](#) for the S+CC Service for Personalized Spaces.



**Note**

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

---



## Adding Devices for Interfaces

---

This chapter describes how to add the devices that are displayed for the interfaces through which the Cisco Smart+Connected Spaces (Smart+Connected Spaces) solution is accessed.

- [Adding Devices for Room Panels and Cisco IP Phones, page 3-1](#)
- [Adding Devices for the Calendar, page 3-1](#)
- [Adding Devices for Kiosks, page 3-2](#)

## Adding Devices for Room Panels and Cisco IP Phones

The devices configured for a particular location, with which the room panel and/or the IP phone are associated, are displayed for these interfaces. For more information, see the [“Managing Configurations for a Location” section on page 4-1](#) and [“Adding Configurations” section on page 4-1](#) in Chapter 4, [“Working with Configurations”](#).

## Adding Devices for the Calendar

The SSP\_DEVICE\_TYPE\_MASTER table in the Smart+Connected Spaces database contains the data of all the available devices (that you add in SDP). The calendar web interface displays a device only if the appropriate device type is created in SDP and the required configurations changes are carried out. For the required configuration, ensure that:

1. The appropriate device type is created in SDP. For more information, see the [“Adding a Device Type in SDP” section on page 3-1](#).
2. The value is set as ‘Y’ for each of the device type in the IS\_WEB\_CAL\_DEVICE column of the SSP\_DEVICE\_TYPE\_MASTER table.

## Adding a Device Type in SDP

To add a device type in SDP, perform the following steps:

- 
- Step 1** Log in to SDP and click **Devices > Device Types**.  
The List of Device Types page appears.
- Step 2** In the List of Device Types page, click **Create Device Type**.

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The Create Device Types page appears.

- Step 3** Select a **Device Category**.
- Step 4** Select the **Manufacturer**.
- Step 5** Type an appropriate model in the **Model** field.
- Step 6** Click **Save**.

The device type gets added and you get an email notification informing you about the same. An ID is also provided. This is the ID that is displayed in the DEVICE\_TYPE\_MASTER column in the SSP\_DEVICE\_TYPE\_MASTER table.



**Note**

The email notification feature is available only if the SMTP adapter is configured.



**Note**

For more information on devices, see the *Cisco Service Delivery Platform User Guide*.

## Adding Devices for Kiosks

The SPATIAL\_HIERARCHY table in the Smart+Connected Spaces database contains the data of all the locations (including the list of preconfigured device types as column names) that are displayed on the kiosks. To enable a device to be displayed as available for a particular location set the value as 'Y', for the associated location and required device.



## Working with Configurations

---

This chapter describes how to work with the configurations for meeting spaces.

- [Managing Configurations for a Location, page 4-1](#)
- [Adding Configurations, page 4-1](#)
- [Viewing Configurations, page 4-4](#)
- [Editing Configurations, page 4-5](#)
- [Deleting Configurations, page 4-6](#)
- [Smart Spaces Outlook Plug-in Configuration, page 4-6](#)

### Managing Configurations for a Location

The Configurations tab in the Cisco Smart+Connected Spaces (Smart+Connected Spaces) portal for managing meeting spaces and digital signage (solutions) allows you to associate configurations to locations. You can add, view, edit, and delete the configurations on the Configurations tab. You can specify a name for each configuration and assign it to a location or a set of locations.

A configuration allows you to select a list of features, such as, light controls, air conditioning controls, fault messages, signage messages, and energy-saving settings. These features are available for the location to which the configuration is associated. End users can access the features to control devices using the Cisco IP Phones at the location.



#### Note

To enable end users to place requests for booking equipment and other resources using the Smart+Connected Spaces user portal (calendar), you must add the equipment and resources using the Devices tab in the SDP.

A location can have only one configuration active for it at a time. If you want to associate a different set of features to a location(s), then you can create a new configuration and associate this configuration to the location(s). The new configuration overrides the existing configuration associated with the location.

### Adding Configurations

You can create a configuration for a location and include the required features, fault items, messages, and energy-saving settings by using the Add option.

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To add a configuration, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. By default, the Configurations tab is selected. The Configurations tab is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Check the check box for the location to which you want to associate the configuration.
- Step 4** Click **Add** in the Configuration List area. The Details, Features, Faults, Messages, and Energy Saving tabs are displayed. The Details tab is selected by default.
- Step 5** To add the details for a configuration, perform the following the steps:
- a. Enter the name for the configuration in the Configuration field.
  - b. The Enabled check box is checked by default. Uncheck it if you want to disable the configuration.




---

**Note** Only the configurations that are enabled are available on the Cisco IP Phones.

---

- Step 6** To add the features for a configuration, perform the following the steps:
- a. Click the **Features** tab.
 

The Available Features column and the Included Features column appear.

The features listed in the Available Features column that can be accessed using a Cisco IP Phone or Room Panel are as follows:

    - Blinds Control—Enables the user to control the window blinds in the room.
    - Case Management—Enables the user to report a fault in the meeting room to the trouble ticketing/case management system.
    - Digital Signage Messages—Enables the user to send messages to be displayed on the digital signage that shows the conference room view.
    - Fan Speed Control—Enables the user to control the fan speed for the air conditioner.
    - Lights (Dimmer) Control—Enables the user to set different levels of brightness for the lights in the room. Applicable only if the room lighting system has dimness/brightness control.
    - Lights (On/Off) Control—Enables the user to switch the lights on/off in the meeting room.
    - Manual Release—Enables the user to release the room earlier than the scheduled meeting end time.
    - Extend Meeting—Enables the user to extend a meeting in a conference/TP rooms using the room panel.
    - Room Booking—Enables the user to book the room using the Cisco IP Phone and digital signage.
    - Room Mode—Enables the user to activate and switch between room modes (one touch control for lights, projector, and projector screen).
    - Thermostat (On/Off) Control—Enables the user to switch the air conditioning on or off in the room.



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- Thermostat (Set Point) Control—Enables the user to set the temperature (as allowed by the administrator) for the room.
- A/V Control—Enables the user to control of A/V resources, such as the projector and projector screen.





The following features can be controlled using Cisco IP Phones:

- Conference Room Details—Enables display of the meeting/conference room details, such as meeting room name, temperature, and schedule.
- Daylight (Sensor) Control—Enables automatic control of the brightness levels of the lighting based on the actual daylight present in the room. This is applicable only if a daylight sensor is available and configured for the particular room.
- Occupancy (Sensor) Control—Enables integration of the solution with the Occupancy sensor in the room (if present).
- TelePresence—Enables booking of TelePresence rooms.



**Note** The Available Features column lists all of the existing features. The Included Features pane appears empty until you move some features from the Available Features list.


b. Choose the required feature from the Available Features column.

- To include a specific feature to the configuration, choose the feature and click .
- To select and move all features from the Available List to the Included List, click .
- To exclude a specific feature from the configuration, choose the feature and click .
- To select and move all features from the Included List to the Available List, click .




**Note** The buttons described are also available on the Faults, Messages, and Energy Saving tabs.

**Step 7** To add fault items for the configuration, perform the following steps:

- Click the **Faults** tab.
- The Available Faults column and the Included Faults column appear. The available fault items are the faults that you create using the Faults Menu tab.
- Choose the required fault from the Available Faults list.
- Click  to include the fault item for the configuration.

**Step 8** To add the digital signage messages to the configuration, perform the following steps:


- Click the **Messages** tab.  
The Available Messages column and the Included Messages column appears. Available messages are the messages that you create using the Signage Menu tab.
- Choose the required message from the Included Messages list.
- Click  to include the message for the configuration.

**Step 9** To configure energy-saving settings, perform the following steps:

- Click the **Energy Saving** tab.
- Enter the number of minutes in the Energy Saving Scheduler Interval field.

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The interval at which the energy-saving scheduler runs. For example, if you enter 30, the scheduler checks for room occupancy every half an hour, and applies the energy-saving mode to the included devices if the room is unoccupied.

- c. Choose the resource to which you want to apply energy savings from the Available Resources list and click .

The resource appears in the Included Resources list.

The features listed in the Available Features column are as follows:

- Aircon
- Auto Release
- Light
- Light Occupancy Sensor
- Manual Release
- Extend Meeting
- Projector

- d. Enter the duration for switching on the device before meetings in the Minutes field.

If the conference room is unoccupied, the selected resources (including but not limited to) aircon, light, and projector are changed to non-occupancy settings to save energy. The resources are reverted to the occupancy mode (x) minutes prior to the meeting. Where x is the duration that you specify in this field. For example, if you enter 10, the resource is changed to occupancy mode half an hour prior to the scheduled meeting start time.



### Note

The duration for switching on the Aircon should be equal to the Energy Savings Scheduler interval or a multiple of it. For example, if the Energy Savings Scheduler is set to 5 minutes, then configure the air conditioning duration value as 5, 10, 15, and so on. In this case, the scheduler checks for occupancy every 5 minutes and the next occupancy check is conducted at 10 minutes.



### Note

The extend meeting interval must be greater than the auto release interval. For example, if the auto release interval is set to 10 minutes, then the interval for extend meeting should be set to 15 minutes.

- Step 10** Click **Save** to add the configuration to the selected location.



### Note

Clicking **Clear** at any point when adding a configuration clears all of the changes that are made, and returns you to the Details tab. Clicking **Cancel** closes all tabs and discards all of the changes that are made.

## Viewing Configurations

You can view the configurations in the Configuration List area.

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To view the configurations, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. By default, the Configurations tab is selected. The Configurations tab is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Click a configuration name in the Configuration List area to view the configuration details and the associated location(s).

Locations associated with the selected configuration appear in the left pane with the ☒ icon.

The Configuration List area displays the following column headers:

- **Configuration**—The name of the configuration. By default, the list is sorted in ascending alphabetical order based on the configuration name. You can change the order to descending by clicking the column header.
- **Status**—Informs whether the configuration is enabled or disabled.
- **Updated By**—The name of the user who made the latest updates to the configuration.
- **Updated On**—The date on which the configuration was last updated.




---

**Note** These columns can be sorted in ascending or descending order. Click any column header to reverse the sorting order.

---

The Configuration List area displays only a certain number of configurations in a page. Click the page number shown below the configuration list to see the configurations in the subsequent pages.

## Editing Configurations

You can add more features, fault items, and messages or remove the existing ones by editing an existing configuration.

To edit a configuration, perform the following the steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
- Step 2** In the Configuration List area, click the name of the configuration that you want to edit. The Details, Features, Faults, Messages, and Energy Saving tabs are displayed.
- Step 3** Click the required tabs and make the necessary changes.




---

**Note** Whenever you make changes using the Energy Saving tab, click **Refresh Energy Savings** on the Tools tab. Unless this is done, the new settings are not applied.

---

- Step 4** Click **Save** to save the changes.

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**Note**

Click **Clear** to clear the changes that were made, or click **Cancel** to cancel the changes and close all tabs.

## Deleting Configurations

If you delete a configuration that is associated with some location(s), then end users are unable to access the features using the Cisco IP Phone(s) at the location(s) with which the deleted configuration was associated.

To delete a configuration, perform the following the steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
  - Step 2** In the Configuration List area, click the name of the configuration that you want to delete.
  - Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the locations to which the configuration is associated. Alternatively, click the plus sign next to a location name to view its child locations.
  - Step 4** Check the check box for the configuration that you want to delete.
  - Step 5** Click **Delete**. The confirmation dialog box appears.
  - Step 6** Click **Yes** to delete the configuration, or click **No** to close the dialog box and return to the Configurations List area.
- 

## Smart Spaces Outlook Plug-in Configuration

Before installing the Smart Spaces Outlook Plug-in, ensure that the autodiscover functionality is enabled in the MS Exchange server, and execute the following command in the Exchange Management Shell:  
 Set-WebServicesVirtualDirectory -identity "<FQDN>\EWS (Default Web Site)" -internalURL  
<https://<FQDN>/EWS/Exchange.asmx>.

Where, FQDN is the Fully Qualified Domain Name of a system.



## Working with Faults

---

This chapter describes how to work with fault items.

- [Managing Fault Items, page 5-1](#)
- [Adding Fault Items, page 5-1](#)
- [Viewing Fault Items, page 5-3](#)
- [Editing Fault Items, page 5-4](#)
- [Deleting Fault Items, page 5-4](#)

### Managing Fault Items

Faults are device defects and other problems that arise at a location and must be resolved. For example, broken chairs in a conference room, inadequate cooling in the room, missing remote controls, non-functional lights in a workspace, and so on. The Fault Menu tab in the Cisco Smart+Connected Spaces portal for managing meeting spaces and digital signage allows you to add, edit, and delete the fault messages. The fault items that are added and enabled on the Fault Menu tab are available on the Configurations tab. When added to a configuration, these fault items are available on the Cisco IP Phones. When an end user selects the required fault item using a Cisco IP Phone to report a fault, a case is created in the trouble ticketing system, if the organization has a trouble ticketing system. In the absence of a trouble ticketing system, the solution can send an email to a configured email ID when a fault item is selected on the Cisco IP Phone. For information on reporting faults, see the *Cisco Smart+Connected Spaces User Guide*.

### Adding Fault Items

All fault items that you add using the Faults tab are displayed on the Configurations tab.

To add a fault item, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.<br>The home page appears. |
| <b>Step 2</b> | Click the <b>Fault Menu</b> tab.<br>The Fault Menu List area appears.  |
| <b>Step 3</b> | Click <b>Add</b> .   |

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The Fault Menu Details area appears.

**Step 4** In the Menu field, enter the text that must be displayed on the Cisco IP Phones.

**Step 5** In the Operational Category, Product Category 1, Product Category 2, and Product Category 3 fields, enter the various categories under which the product falls. These are categories to which the product belongs to in the Remedy trouble ticketing system.



**Note** It is not mandatory to fill in all of the fields provided in the Fault Menu Details area. You can leave some of the fields blank and enter only the data that your trouble ticketing system requires. However, the fields marked with the asterisk symbol are mandatory.

**Step 6** In the Description field, enter the description of the fault item.

**Step 7** In the Manufacturer field, enter the name of the device.

**Step 8** Check the **Enabled** check box to enable the fault item. Only an enabled fault item is available on the Cisco IP Phones.

**Step 9** From the Urgency drop-down list, choose the status that should be assigned to the fault item.



**Tip** If the priority level is minor, choose 4. The default selection is 3-Moderate.

**Step 10** From the Impact drop-down list, choose the impact status that should be assigned to the fault item.



**Tip** If the impact level is minor, choose 4. The default selection is 3-Moderate.

**Step 11** Enter the product name.



**Note** The fields mentioned in [Step 5](#) through [Step 11](#) are values used by the Remedy trouble ticketing system.

**Step 12** Enter the asset code, problem code, failure class code, and priority. These are the values used by the Service Insight and Maximo trouble ticketing systems.

**Step 13** Click **Save** to create the fault item.

A new row is added in the Fault Menu List area.



**Note** The Product Category 1, 2, and 3 should exactly match the categories that are provided in the trouble ticketing system, otherwise, a case is not created in the trouble ticketing system.

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Table 5-1 lists the fields that appear when you create a fault item.

**Table 5-1**      **Fault Item Fields**

Field(s)	Description
Menu	The text that is displayed on the Cisco IP Phones.
Operational Category, Product Category 1, Product Category 2, and Product Category 3	These are categories to which the product belongs to, in the Remedy trouble ticketing system. Product Category 1 is the main category to which the product belongs. Product Category 2 and 3 are the subcategories.
Manufacturer	The name of the device in which the problem/issue has occurred.
Description	The text which explains what the fault is.
Enabled	The fault items with an Enabled status are available on the Cisco IP Phones. The user can raise a case for any available fault item.
Urgency	The priority that should be assigned to the fault item.
Impact	The effect of the fault can be moderate or minor.
Product Name	The name of the device group in which the fault has occurred.
Asset Code, Problem Code, Failure Class Code, Priority	The value used by the Service Insight and Maximo trouble ticketing systems.

In addition to the Add and Save buttons, the following buttons are also available in this page:

- **Delete**—Deletes the fault item in the Fault Menu List area. For more information, see the [“Deleting Fault Items” section on page 5-4](#).
- **Move to**—Moves the messages up or down in the Fault Menu List area.
- **Clear**—Removes the changes that are made in the Fault Menu Details area, and enables you to enter fresh data.
- **Cancel**—Closes the Fault Menu Details area without saving the changes that are made.

## Viewing Fault Items

To view the fault items in the Fault Menu list area, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The home page appears with the Configurations tab selected by default.
- Step 2** Click the **Fault Menu** tab.
- The Fault Menu List area appears. The fault item details are displayed as columns:
- Order

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- Menu Item
- Problem Code
- Failure Class Code
- Product Category 1
- Product Category 2
- Product Name
- Status
- Updated By
- Updated On


**Note**

These columns can be sorted in ascending or descending order. Click any column header to reverse the sorting order.

The Fault Menu List area displays only a certain number of fault items per page. Click the page number shown below the fault items list to see the fault items on the subsequent pages.

## Editing Fault Items

To edit a fault item, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
  - Step 2** Click the **Fault Menu** tab.  
The Fault Menu List area appears.
  - Step 3** Choose the fault item that you want to edit by clicking the fault item name.  
The Fault Menu Details area appears.
  - Step 4** Make the necessary changes in the Fault Menu Details area.
  - Step 5** Click **Save**.
- 

## Deleting Fault Items

A fault item that is deleted does not appear in the list of fault items that are available for a configuration. The fault item is removed from the configurations to which it is added. It is unavailable for new configurations, and so cannot be listed on the Cisco IP Phones.

To delete a fault menu item, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.  
The home page appears.
  - Step 2** Click the **Fault Menu** tab.



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The fault menu list area appears.

**Step 3** Check the check box for the fault item that you want to delete.

**Step 4** Click **Delete**.

A confirmation dialog box appears.

**Step 5** Click **Yes** to delete the fault item.

---

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## Working with the Signage Menu

---

This chapter provides information on working with the messages displayed on the digital signage:

- [About the Signage Menu, page 6-1](#)
- [Adding a Signage Message, page 6-1](#)
- [Viewing the Signage Menu, page 6-2](#)
- [Editing the Signage Message, page 6-3](#)
- [Deleting the Signage Message, page 6-3](#)

### About the Signage Menu

The Signage Menu tab contains messages that you can display on the digital signage that is associated with a conference room. For example, the meeting has been extended by 20 minutes, extra chairs Cisco Smart+Connected Spaces portal for managing meeting spaces and digital signage allows you to view, add, edit, and delete the signage messages.

The messages added using the Signage Menu tab are displayed on the Configurations tab. You can add these messages to a configuration. The messages that are added to a configuration are displayed on the Cisco IP Phones. The messages selected on the Cisco IP Phone are displayed on the digital signage that is associated with the conference room.

### Adding a Signage Message

The messages that are added to the Signage Menu are available on the Configurations tab from where you can add them to a configuration.

To add a message, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.<br>The home page appears. |
| <b>Step 2</b> | Click the <b>Signage Menu</b> tab.<br>The Message Menu List area appears.  |
| <b>Step 3</b> | Click <b>Add</b> .<br>The Message Menu Details area appears.   |

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**Step 4** Enter the text that you want to display on the Cisco IP Phones in the Menu Item field.

**Step 5** Enter the Display Time in minutes.

**Step 6** Ensure that the Enabled check box is checked.



**Note** If you uncheck the Enabled check box, the message is not displayed on the Cisco IP Phone.

**Step 7** Click **Save** to add the message.

A new row is added in the Message Menu List area.



**Note** You must enter the details for the fields that are marked with an asterisk. Warning messages are displayed if you do not enter all of the details or if you do not enter a valid value in the Display Time field.

## Viewing the Signage Menu

To view the Signage Menu tab, perform the following steps:

**Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.

The home page appears.

**Step 2** Click the **Signage Menu** tab.

The Message Menu list area appears displaying the following column headers:

- **Order**—The sequence number of the message based on when it was created. For example, the message that is created first is listed as “1”, and the message that is created soon after is listed as “2”, and so on.
- **Menu Item**—The text to be displayed on the digital signage.
- **Status**—The status of the message. The messages that are enabled are available on the Cisco IP Phones and can be displayed on the digital signage.
- **Updated By**—The name of the user who last updated the message.
- **Updated On**—The date on which the message was last updated.



**Note** You can sort the messages in ascending or descending order for each column. Click the column names to change the sorting from ascending to descending order or vice versa.

The Message Menu List area displays only a certain number of messages in one page. Click the page number shown below the message list to see the messages in the subsequent pages.

In addition to the Save and Add buttons, the following buttons are also available on this page:

- **Delete**—Deletes the messages in the Message Menu List area. For more information, see the [“Deleting the Signage Message”](#) section on page 6-3.
- **Move**—Moves the messages up or down in the Message Menu List area.

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- **Clear**—Removes the changes that were made in the Message Menu Details area and enables you to enter fresh data.
  - **Cancel**—Closes the Message Menu Details area without saving the changes that are made.
- 

## Editing the Signage Message

To edit a message menu item, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.<br>The home page appears. |
| <b>Step 2</b> | Click the <b>Signage Menu</b> tab.<br>The Message Menu List area appears.  |
| <b>Step 3</b> | Choose the message that you want to edit by clicking the message name.<br>The Message Menu Details area appears.       |
| <b>Step 4</b> | Make the necessary changes to the message.   |
| <b>Step 5</b> | Click <b>Save</b> .  |
- 

## Deleting the Signage Message

A message that is deleted does not appear in the list of messages that are available for a configuration. The message is removed from the configurations to which it is added. It is unavailable for new configurations and is not listed on the Cisco IP Phones.

To delete a message, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.<br>The home page appears. |
| <b>Step 2</b> | Click the <b>Signage Menu</b> tab.<br>The Message Menu List area appears.  |
| <b>Step 3</b> | Check the check box for the message that you want to delete.   |
| <b>Step 4</b> | Click <b>Delete</b> .<br>A confirmation dialog box appears.  |
| <b>Step 5</b> | Click <b>Yes</b> to delete the message menu item.  |
-

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## Working with the Signage Content

This chapter how to work with the content that is displayed on the signage.

- [Managing Signage Content, page 7-1](#)
- [Adding Signage Content, page 7-4](#)
- [Viewing Signage Content Configuration, page 7-6](#)
- [Editing Signage Content Configuration, page 7-6](#)

## Managing Signage Content

Signage content is the content that is displayed on the digital signage/Cisco Interactive Experience Client (IEC), such as the building view, floor plan, and conference room details. The Signage Content tab in the Cisco Smart+Connected Spaces portal for managing meeting spaces and digital signage allows you to add, view, edit, and customize the contents for the digital signage/IEC for a specific location.



### Note

Ensure that the selected location has a digital media player (DMP)/IEC. You must have a DMP/IEC available to add signage content for the location.

The templates allow you to add the details of a location for which you want to add the signage content. The Details tab allows you to select a template. After you select a template, you can associate conference rooms to the signage. The application provides the following templates:

- Building View
- Floor Plan
- Conference Room

When you select the Building View template, you can choose rooms from all conference rooms available in the building. The schedule of these rooms is displayed on the signage.



### Note

You should add the Building View template only to a DMP/IEC that is added at the building level. Floor Plan templates should be added to DMPs/IECs at the floor level and Conference Room templates should be added to DMPs/IECs associated with conference rooms.

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Figure 7-1 displays the Building View as shown on the digital signage/IEC.

**Figure 7-1 Building View**



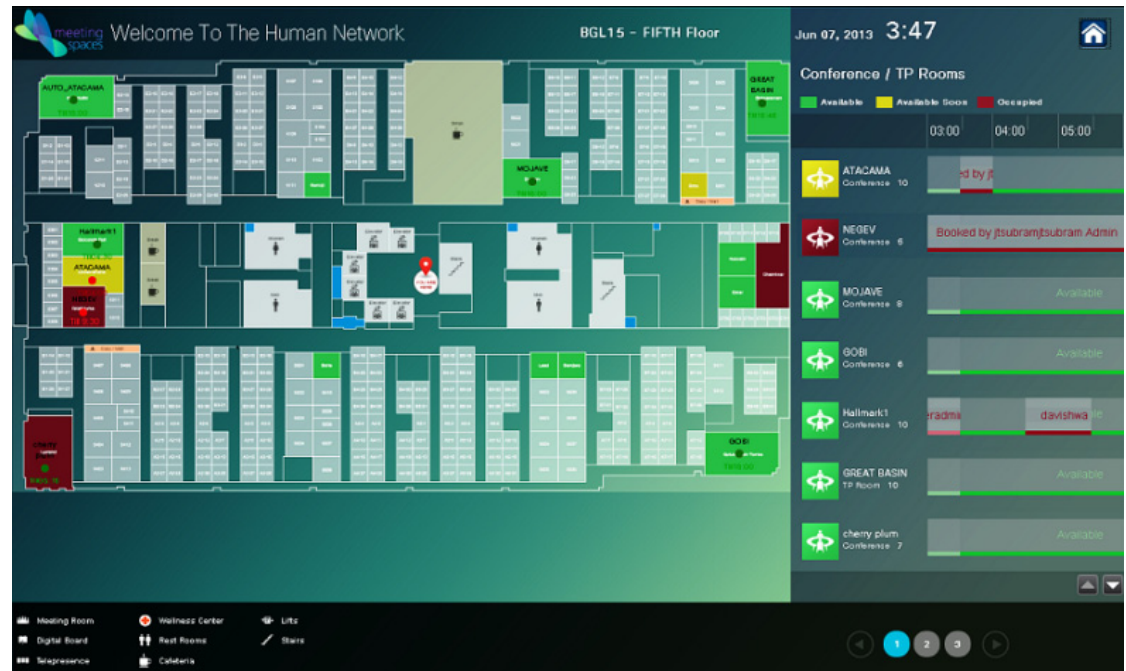
When you select the Floor Plan template, you can upload a desired floor plan image and display the location of the conference rooms on the floor in the digital signage/IEC. You can upload the floor plan images in .png, .jpg, and .jpeg file formats.



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Figure 7-2 displays the Floor Plan as shown on the digital signage/IEC.

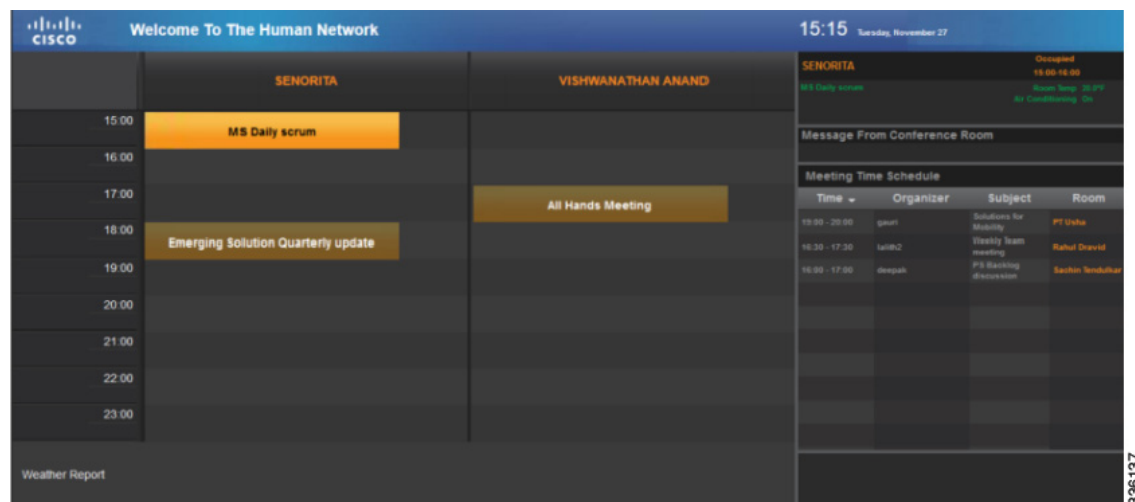
**Figure 7-2 Floor Plan**



When you select the Conference Room template, you can choose the rooms that you want to associate to the digital signage/IEC on the current floor. Of these rooms, you can select any two conference rooms as the primary conference rooms. The Primary conference rooms are those whose schedule details are displayed prominently on the associated digital signage/IEC. Information about the other conference rooms that are associated with the same digital signage/IEC are displayed adjacent to the details of the primary conference rooms.

Figure 7-3 displays the Conference Room details as shown on the digital signage/IEC.

**Figure 7-3 Conference Room Details**











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## Adding Signage Content

You can add the building view, floor plan, and conference room details to a location using the Details tab. The content added to a digital media player is displayed on the digital signage/IEC for the selected location.





To add signage content, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The home page appears.
- Step 2** Click the **Signage Content** tab.
- The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Digital Signage details.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all of the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Click a location name in the Location Hierarchy folder.
- The DMPs/IECs that are associated with the location are displayed in the Digital Signage area. Only a certain number of devices are listed per page. Click the page number shown below the list to see the devices on the subsequent pages.
- Step 5** Choose the desired device by clicking the device name.
- The Details and Rooms tabs appear.
- Step 6** Click the **Details** tab to choose the templates.
- The following templates are available: Building View, Floor Plan, and Conference Room.
- Step 7** To add the building view as the signage content, perform the following steps:
- Choose **Building View** from the Template drop-down list.
  - Enter the title of the template in the Title field.
  - Click the **Rooms** tab.
- The Available Rooms and Included Rooms lists appear. The Available Rooms list contains the available rooms for a location. The Included Rooms list contains the conference rooms that are included for the building view.
- To add a room to the template, choose the room and click .
  - To select and move all rooms from the Available List to the Included List, click .
  - To remove any of the included rooms from the configuration, choose the room and click .
  - To choose and move all rooms from the Included List to the Available List, click .
  - To move a room to the top of the list, choose the room and click .
  - To move a room to the bottom of the list, choose the room and click .
  - To move the conference room up in the list, choose the room and click .
  - To move the conference room down in the list, choose the room and click .



**Note** These buttons are also available for the Floor Plan and Conference Room templates.

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- Step 8** To add a floor plan as the signage content, perform the following steps:
- Choose **Floor Plan** from the Template drop-down list.
  - Enter the title of the template in the Title field.
  - Click **Browse** and locate an image of the floor plan.  
The Upload dialog box appears.
  - Click **Upload** to upload the image.  
The uploaded image appears in the form of a hyperlink. Click the hyperlink to preview the uploaded image.
  - Click the **Rooms** tab to add the conference rooms to the floor plan.  
The Available Rooms and Included Rooms lists appear. The Available Rooms list contains the available rooms for a location. The Included Rooms list contains the rooms which are included for the floor plan.
  - To add a room to the template, choose the room and click .
  - Click **Set Room Position** to set the position of the rooms in the floor plan. The names of all of the included conference rooms will be displayed in the top left of the floor plan.
  - Drag the room icon in the floor plan to set the location of the room in the floor plan.
  - Click **Map Position and Close** to confirm the setting of the room and close the window.
- Step 9** To add the signage content for the conference rooms, perform the following steps:
- Choose **Conference Room** from the Template drop-down list.
  - Enter the title for the signage content in the Title field.
  - Click the **Rooms** tab.  
The Available Conference Rooms and Included Conference Rooms lists appear. The Available Rooms list contains the available rooms for the location. The Included Rooms list contains the conference rooms that are included for the conference room plan.
  - To add a conference room to the template, choose the room and click .
  - Choose a conference room from the Included Conference Room list, and check the **Primary Conference Room** check box to make the room the primary preference. You can add only two primary rooms for a conference room template.  
The schedule details of the primary conference rooms are displayed prominently on the digital signage/IEC.
- Step 10** (Optional) Click **Clear** to clear the entry.
- Step 11** Click **Save** to save the signage content.
-  **Note** The reserved conference rooms are displayed in orange, and the available conference rooms are displayed in green on the digital signage/IEC. The  icon is displayed for rooms released automatically or manually.
- Step 12** (Optional) Click **Cancel** to cancel the addition of the signage.

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## Viewing Signage Content Configuration

To view the signage content, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The home page appears.
- Step 2** Click the **Signage Content** tab. The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the digital signage details.
- Step 3** In the left pane, right-click the **Location Hierarchy** folder, and click **Expand** to view all of the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Click a location name in the **Location Hierarchy**. The DMPs/IECs that are associated with the location are displayed in the Digital Signage area. The following details are shown for the DMPs/IECs:
- Device Name—Name of the digital media player.
  - Model—Name of the model.
  - Location—Location with which the digital media player is associated.
- Step 5** Choose the desired DMP/IEC by clicking the device name. The Details and Rooms tabs appear. Click these tabs to view the following signage content:
- Details—To view the signage template that is added to the DMP/IEC using this tab.
  - Rooms—To view the conference room that is added to the signage content using this tab.
- 

## Editing Signage Content Configuration

To edit the signage content, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The home page appears.
- Step 2** Click the **Signage Content** tab. The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the digital signage details.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all of the associated locations. Alternatively, click the plus sign that is displayed next to a location name to view its child locations.
- Step 4** Click a location name in the Location Hierarchy folder. The DMPs/IECs that are associated to the location are displayed in the Digital Signage area.
- Step 5** Choose the desired device by clicking the device row. The Details and Rooms tabs appear.

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**Step 6** Make the necessary changes on the Details and Rooms tabs.

**Step 7** Click **Save** to save the changes.

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## Configuring Room Setup

---

This chapter describes how you can add the room setup feature for conference rooms and how you can manage the room setup configurations.

- [About Room Setup, page 8-1](#)
- [Adding the Room Setup, page 8-2](#)
- [Viewing the Room Setup, page 8-3](#)
- [Editing the Room Setup, page 8-4](#)
- [Deleting the Room Setup, page 8-4](#)
- [Creating a Room Setup, page 8-5](#)
- [Configuring Equipment and Facilities Admin IDs, page 8-5](#)

### About Room Setup

The room setup option allows you to add seating arrangement styles for the conference rooms. You can add multiple layout styles depending on the availability of space in the room and the purpose for which the room is expected to be utilized. These options are available in the user portal for booking meeting spaces (calendar) when the users search for a meeting space or booking it.

When the user selects a particular room setup style, the available rooms with that particular layout feature are displayed in the search result. On confirmation of the booking, a request in the form of a meeting invite is sent to the facilities team which sets up the room according to the user's choice before the scheduled meeting time. The facilities team also rearranges the room and returns it to the default room setup if you configure the setup removal settings.

Suppose that User A books a room for the 2 pm to 3 pm slot and opts for the classroom setup for which the setup removal time is 15 minutes. This room will appear as available to other users only after 3.15 pm due to the duration required for the setup removal. User B who searches for available rooms during the 3:00 to 3:30 pm slot will be unable to book the room even though the room is free. User C who wants rooms from 3:20 onwards, will find this room available for booking, provided the room meets the other search criteria specified by User C.

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## Adding the Room Setup

This option allows you to create configurations that contain one or more types of room setup options. A configuration can be added to a single conference room or associated with multiple rooms. Whenever an end user selects a room setup option, all of the rooms which can be configured per the chosen setup appear in the search results.

For example, you can create the Presentation configuration with U-shape and auditorium styles. Associate this configuration with all of the large conference rooms in your organization. Similarly, create a configuration called Mid-sized Rooms which has the conference and classroom layout styles. You can associate this with the medium size conference rooms on various floors. When a user selects the Classroom option, all of the medium-sized rooms, with which the Mid-sized configuration is associated, are displayed in the search results.

To create room setup configurations, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The Details tab is selected by default. The Room Setup Menu area is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Check the check box for the location(s) to which you want to associate the room setup configuration.
- Step 4** Click **Add** in the Configuration List area.
- The Details and Room Setup tabs are displayed. The Details tab is selected by default.
- Step 5** To add the details for a room setup configuration, perform the following the steps:
- Enter the name for the configuration in the Room Setup Configuration field.
  - The Enabled check box is checked by default. Uncheck it if you want to disable the configuration.




---

**Note** The room setup configuration will be available only for the conference rooms associated to it if it is enabled.

---

- Step 6** To add the room setups for a configuration, perform the following the steps:
- Click the **Room Setup** tab.
 

The Available Room Setup pane and the Included Room Setup pane appear.

The Available Room Setup pane lists the following room layout styles according to which a conference room can be set up:

    - Auditorium
    - Classroom
    - Conference
    - U-Shape





These are the default room setup options. These available styles may differ based on the configurations you set in the SCMS\_ROOMSETUP\_MASTER table.



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**Note**

The Available Room Setup pane lists all existing room setup options. The Included Room Setup pane appears empty until you move some room setup options from the Available Room Setup pane list.

- b. Choose the required conference room setup style from the Available Room Setup pane.
- To include a specific setup style to the configuration, choose the feature and click .
  - To select and move all setup style from the Available List to the Included List, click .
  - To exclude a specific setup style from the configuration, choose the feature and click .
  - To select and move all setup style from the Included List to the Available List, click .

**Step 7** Click **Save** to add the Room Setup Configuration to the selected location.

**Note**

Clicking **Clear** at any point when adding a configuration clears all changes that are made, and returns you to the Details tab. Clicking **Cancel** closes both tabs and discards all of the changes that are made.

## Viewing the Room Setup

You can check and review the different room setup options available for the conference rooms by viewing the Room Setup Configuration. This also gives you a view of the locations with which each of the configuration is associated.

To view a room setup, perform the following steps:

- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
- The Details tab is selected by default. The Room Setup Menu area is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder and click Expand to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Click a configuration name in the Configuration List area to view the configuration details and the associated location(s).

Locations associated with the selected configuration appear in the left pane with the ☒ icon.

The Configuration List area displays the following column headings:

- **Room Setup Configuration**—The name of the configuration. By default, the list is sorted in ascending alphabetical order based on the configuration name. You can change the order to descending by clicking the column header.
- **Status**—Informs whether the configuration is enabled or disabled.
- **Updated By**—The name of the user who made the latest updates to the configuration.
- **Updated On**—The date on which the configuration was last updated.

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**Note**

These columns can be sorted in the ascending or descending order. Click any column header to reverse the sorting order.

- Step 4** The Configuration List area displays only a certain number of configurations per page. Click the page number shown below the configuration list to see the configurations on the subsequent pages.

## Editing the Room Setup

The editing option allows you to add new room layout styles or remove existing layout styles from a configuration. For example, you might decide that the medium-sized conference rooms on a particular floor should be utilized only for training, edit the Mid-sized Rooms configuration, and remove the conference layout style. You can also change locations with which a configuration is associated by selecting/deselecting locations from the location hierarchy tree.

To edit a room setup, perform the following steps:

- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
- Step 2** From the Configuration List, choose the name of the configuration that you want to edit.  
The Details and Room Setup tabs are displayed.
- Step 3** Click the required tabs and make the necessary changes.

**Note**

Click **Clear** to undo the changes that were made, or click **Cancel** to cancel the changes and close all tabs.

- Step 4** Click **Save** to save the changes.

## Deleting the Room Setup

To delete a room setup, perform the following steps:

- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage.
- Step 2** In the Configuration List area, click the name of the configuration that you want to delete.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the locations to which the configuration is associated. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Check the check box for the configuration that you want to delete.
- Step 5** Click **Delete**. The confirmation dialog box appears.

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Click **Yes** to delete the configuration, or click **No** to close the dialog box and return to the Configurations List area.

## Creating a Room Setup

In addition to the room setup types available by default, you can create additional room setup styles.

To create a room setup, enter the following details in the SCMS\_ROOMSETUP\_MASTER table, which is available in the database schema that you created for the Smart+Connected Spaces application:

- ROOM\_SETUP\_ID—Unique ID for the room setup.
- ROOM\_SETUP\_NAME—Name of the room setup.
- IMAGE\_PATH—Path of the image should be /images.



**Note** You need to place the image inside the images folder of the web calendar in the .ear and update the deployment folder or place it directly in the deployment folder. The image dimensions/resolution should be 98\*60. This image is displayed to the user while choosing a room setup type so that the user knows how the room will look like once it is set up.

- SET\_UP\_TIME—Time required to arrange the room for a meeting.
- DE\_SET\_UP\_TIME—Time required to rearrange the room after a meeting is over.
- NOTICE\_PERIOD—Minimum time gap required to place a room setup request.

If the SQL GUI is not available, use the **insert sql** command to insert the data.

Example:

```
Insert into DB.SCMS_ROOMSETUP_MASTER
(ROOM_SETUP_ID,ROOM_SETUP_NAME,IMAGE_PATH,SET_UP_TIME,DE_SET_UP_TIME,NOTICE_PERIOD) values (1,'Auditorium','/images/auditorium_icon.jpg',15,15,4);v
```

## Configuring Equipment and Facilities Admin IDs

The room facility administrator automatically gets room setup and/or setup removal requests as email invites. Similarly, the equipment facility administrator gets resource requests, which the Smart+Connected web portal (calendar) users place while they book meetings, as email invites. The emails inform the administrator about the item and quantity required, and the time and place where the item is required. These requests are similar to the other meeting invites and appear in the calendar when the administrators log in to the Smart+Connected Spaces user portal (calendar).

You must update the following properties for the Campus level location in the SDP to configure the equipment and facilities administrator email IDs:

- Room Facility Admin—Enter the email ID of the room facility administrator in this field.
- Equipment Facility Admin—Enter the email ID of the equipment facility administrator in this field.

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## Working with Emergency Notifications

This chapter describes the Emergency Notification solution and how to configure emergency incident messages.

- [About Emergency Notification, page 9-1](#)
- [Configuring EN Audio Notifications on the Cisco IP Phone, page 9-2](#)
- [Configuring Emergency Incident Messages, page 9-4](#)

### About Emergency Notification

The Cisco Smart+Connected Emergency Notification (Smart+Connected EN) solution allows you to communicate important information to the end users during an emergency or crisis. You can broadcast important information, such as evacuation routes, floor plan, warnings, and emergency contact details on the digital signage/IEC and audio notifications and text messages on the Cisco IP Phones. The Smart+Connected EN solutions supports sending of EN messages to the Cisco IP Phones via either CUCM JTAPI and InformaCast.

These emergency incident messages can be of the following types:

- Alerts—For warning the end users about an emergency.
- Notifications—For providing information or general updates to the end users about an emergency.

To broadcast the emergency incident messages, you need to configure the messages by performing the following tasks:

1. Managing the emergency incident message templates—You can add the emergency incident message templates in the Smart+Connected Spaces application. In addition, you can view, modify, or delete the templates.
2. Managing the emergency incident messages—You can add the emergency incident messages and save these in the Smart+Connected Spaces application by using the defined templates, audio recordings, or images. You can also associate these messages with specific locations where the message needs to be broadcast. In addition, you can enable or disable the saved messages. This helps you in quickly broadcasting these messages to digital signage/IEC and Cisco IP Phones during an emergency.
3. Managing the Emergency Information Signage (EISignage) content—The EISignage content allows you to inform the end users about necessary measures to be taken in an emergency. In addition to associating the emergency notification to specific locations, you can also upload floor plans against specific DMPs available at a floor. You can add, modify, or view the EISignage content in the Smart+Connected Spaces application. This content is displayed on the digital signage/IEC.

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For example, the EISignage content can be the way finding floor plan, location of the nearest fire extinguishers, availability of the first-aid boxes, location of the emergency exits, and so on.

To configure the Smart+Connected EN, perform the following steps:

1. Create a template (see the [“Adding Templates” section on page 12-2](#))
2. Create the EISignage template using the Message Templates tab (see the [“Adding the Emergency Incident Message Templates” section on page 9-4](#))
3. Add floor plans using EISignage content (see the [“Adding the EISignage Content” section on page 9-8](#))
4. Manage and enable the EISignage content (see the [“Adding or Enabling Emergency Incident Messages” section on page 9-10](#))

## Configuring EN Audio Notifications on the Cisco IP Phone

Broadcasting of the audio and text emergency notifications to the Cisco IP Phones is supported via either of the following:

- [Using CUCM JTAPI, page 9-2](#)
- [Using InformaCast, page 9-2](#)

### Using CUCM JTAPI

To add audio or text messages using CUCM JTAPI, see the [“Adding the Emergency Incident Message Templates” section on page 9-4](#).

### Using InformaCast

InformaCast is an emergency notification solution by Singlewire, that can broadcast audio stream, text messages, and notifications to multiple Cisco IP Phones simultaneously as a group. InformaCast can broadcast either a live, recorded, or a scheduled message on your IP network with a single click from your computer or via the API interface.

Before you trigger InformaCast to send out audio or text message to the Cisco IP Phone via the Smart+Connected Spaces application, you must create recipient groups for all of the applicable devices. You can create an audio message and/or a text message. The messages can be configured as follows:

- Brief message—A short text message that can be immediately displayed on the Cisco IP Phone.
- Detailed message—A detailed message that can be broadcasted through the Cisco IP Phone at the scheduled time or later during an emergency, by selecting the message in Emergency Notification and enabling it.

Configuring the audio or text messages includes the following:

- Creating the messages/incidents in InformaCast
- Associating the messages/incidents to a location in the SDP

To add an audio or a text message from InformaCast, perform the following steps:

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- Step 1** In the address field of a web browser, enter the InformaCast URL (for example, `https://<InformaCast IP Address>:<InformaCast Port number>/InformaCast/admin`), and then press **Enter**.

The Welcome page appears.



**Note** InformaCast is shipped with a number of stock messages.

- Step 2** Choose **Messages > Send or Edit messages**.

The Messages page appears.

- Step 3** Click **Add**.

The Add Message page appears.

- Step 4** Enter the message description in the Description field.

This information is used when you select the message for broadcast.

- Step 5** From the Message Type drop-down list, choose the type of message that you want to create. The available options are as follows:

- **Text**
- **Text and Pre-recorded audio**
- **Text and Ad hoc audio**
- **Text and Live audio**
- **Pre-recorded audio**
- **Ad hoc audio**
- **Live audio**
- **Talk**
- **Listen**



**Note** Based on the message type that you select, the Edit Message page displays the tabs and the appropriate options. You must ensure that you enter the maximum details for all of the optional fields.

- Step 6** Click **Save**.

- Step 7** Log in to the SDP application.

For more information on how to log in to the SDP application, see the *Cisco Service Delivery Platform User Guide*.

- Step 8** Choose a location and click **Edit**.

- Step 9** Populate the MessageId and RecipientId with values taken from InformaCast. The messages with the configured MessageId can be sent to the recipients only if the entries are populated.



**Note** The grouping of the Cisco IP Phones in InformaCast should align with the provisioning in the SDP locations. For example, in the SDP, if Floor X is configured with locations that have Cisco IP Phones with MAC ID A, B, and C, then you should ensure that the recipient group created in InformaCast (whose information is included in the Floor X location property) includes these Cisco IP Phones.

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**Note**

You can populate the required parameters only from the campus, building, and floor levels.

**Step 10** Log in to the Smart+Connected Spaces application and click the **Emergency Incident** tab.

**Step 11** Create an emergency incident message and assign it to the location where the message needs to be broadcasted.

To create an emergency incident message, see the [“Adding or Enabling Emergency Incident Messages” section on page 9-10](#).

**Step 12** Click **Save** to save the emergency incident message and click **Exit** to exit from the Cisco IP Phone.

**Note**

To broadcast an emergency incident message, you must choose the appropriate emergency incident message, and click **Send**.

Repeat the procedure to save another emergency incident message.

## Configuring Emergency Incident Messages

- [Managing Emergency Incident Message Templates, page 9-4](#)
- [Managing EISignage Content, page 9-8](#)
- [Managing Emergency Incident Messages, page 9-10](#)

## Managing Emergency Incident Message Templates

You can add, edit, view, or delete the emergency incident message templates. You use these templates while adding the emergency incident messages. You can create an emergency incident message template from scratch using the available rich text editor that is provided as a part of the solutions or you can use the predefined template by editing it appropriately.

- [Adding the Emergency Incident Message Templates, page 9-4](#)
- [Editing Emergency Incident Message Templates, page 9-6](#)
- [Viewing Emergency Incident Message Templates, page 9-7](#)
- [Deleting Emergency Incident Message Templates, page 9-7](#)

## Adding the Emergency Incident Message Templates

You can add templates for the emergency incident messages that you can use to display on the digital signage/IEC and Cisco IP Phones.

The following procedure is for the configuration of the audio notification to the Cisco IP Phones via JTAPI.

To add the emergency incident message templates, perform the following steps:



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- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Message Templates**.
- The Messages List appears with a list of templates that you have added to the Smart+Connected Spaces application.

Figure 9-1 displays the Message Templates tab > Message List area.

**Figure 9-1 Message Templates tab**

Cisco Smart+Connected Meeting Spaces						
Cisco Smart+Connected Emergency Notification						
Cisco Smart+Connected Information Signage						
Cisco Smart+Connected Green Advisor						
Tools						
Emergency Incident						
Incident Status						
Message Templates						
EISignage Content						
Message List						
<input type="checkbox"/>	Title	Message Type	DSAudio File	IPPhoneAudio File	Updated By	Updated On
<input type="checkbox"/>	Alert	Alert	fire_alarm.mp3	fire_alarm.wav	superadmin	2012-11-02 11:07:40

Results 1 - 2 of 2

- Step 2** Click **Add**.

The DS Content and IP Phone Content screen appears.

- Step 3** To create an emergency incident message on a digital signage/IEC, in the DS Content area, do the following:
- In the Title field, enter the title of the emergency incident message that you want to display on a digital signage/IEC.
  - From the Message Type drop-down list, choose one of the following message types:
    - Alert—For warning the end users about an emergency.
    - Notification—For providing information or general updates to the end users about an emergency.
  - From the Template drop-down list, choose an emergency incident message template.
 

The template is added in the rich text editor.

You can configure the emergency incident message templates on the Tools tab. For more information on how to configure the emergency incident message template, see the [“Adding Templates”](#) section on page 12-2.
  - Using the rich text editor, add the emergency incident message to the template.
  - To broadcast an audio message with the emergency incident message, in the Audio File field, click **Browse** to add a recorded audio file.
 

The audio file must be in MPEG format.
- Step 4** To display an emergency incident message on a Cisco IP Phone via JTAPI, do the following in the IP Phone Content area:
- In the Message field, enter the title of the emergency incident message that you want to display on a Cisco IP Phone.
  - In the Audio Loop field, enter the number of times that you want the message to be played on the Cisco IP Phone.
 

If you do not want the audio to be played on the Cisco IP Phone, enter the Audio Loop value as 0 (zero).

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- c. In the Play Time field, enter the play time of the emergency notification message in seconds.

The play time plays the audio message for the specified number of seconds. The play time must be greater than or equal to the duration of the audio message.

- d. In the Audio File field, click **Browse** to add a recorded audio file that can be broadcasted along with the emergency incident message.

The audio file must be in a WAV format with the specifications as follows:

- G.711 mu-Law Codec
- 8000 samples per second
- 8 bits per sample.

### **Step 5** Click **Save**.

The added emergency incident message templates are listed in the Message List area. In addition, these template titles appear in the Message Details area of the Emergency Incidents tab. You can choose a template and enable the message on a digital signage/IEC or a Cisco IP Phone. For more information on how to enable these messages, see the [“Adding or Enabling Emergency Incident Messages” section on page 9-10](#).

---

## **Editing Emergency Incident Message Templates**

After adding an emergency incident message template, you can modify all of the existing template details, such as message title, message type, template, and so on.

To modify the existing emergency incident message templates, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Message Templates**.

- Step 2** In the Title column, click a message that you want to modify.

The existing message details of the selected message appear in the DS Content and IP Phone Content areas.

- Step 3** Modify the message details.

For more information on how to modify the message details, see the [“Adding or Enabling Emergency Incident Messages” section on page 9-10](#).

- Step 4** Click **Save**.

The modified emergency incident message template is listed in the Message List area. In addition, this template title appears in the Message Details area of the Emergency Incidents tab. You can choose the template and enable the message on a digital signage/IEC or a Cisco IP Phone. For more information on how to enable these messages, see the [“Adding or Enabling Emergency Incident Messages” section on page 9-10](#).

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## Viewing Emergency Incident Message Templates

You can view detailed information about the existing emergency incident message templates that you have configured to be displayed on the digital signage/IEC or Cisco IP Phones. These details are the message title, message type, templates used, audio file details, users who last updated the message, and time at which the message was updated.

To view the existing emergency incident message templates, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Message Templates**.
- The Message List area displays the following details about the templates that have been added to the Smart+Connected Spaces application:
- Title—Title of the message template.
  - Message Type—Type of message, such as alert or a notification.
  - DSAudio File—Details of the recorded audio file of the audio message that you want to broadcast on the digital signage/IEC.
  - IPPhoneAudio File—Details of the recorded audio file of the audio message that you want to broadcast on the Cisco IP Phone via CUCM JTAPI.
  - Updated By—User who last updated the template details.
  - Updated On—Time at which the template details were last updated.
- By default, the messages list is sorted alphabetically.
- Step 2** To sort the message details in an ascending or descending order, click the respective column headings.
- If you want to modify the existing template details, see the [“Editing Emergency Incident Message Templates” section on page 9-6](#).
- 

## Deleting Emergency Incident Message Templates

You can delete the emergency incident message templates that you have added to the Smart+Connected Spaces application.

To delete the emergency incident message templates, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Message Templates**.
- The Message List area displays the templates that have been added to the Smart+Connected Spaces application.
- Step 2** In the Title column, check one or more check boxes for the templates that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The emergency incident message templates are deleted, and are not recoverable.
-

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## Managing EISignage Content

The EISignage content allows you to inform end users about the necessary measures to be taken during an emergency, such as way finding floor plan, the 'You Are Here' markers, location of the nearest fire extinguishers, availability of the first-aid boxes, location of the emergency exits, and so on.

The EISignage content feature allows you to use any existing emergency incident message templates to display different floor plans for different locations. For all EISignage content, although you use the pre-defined EN templates, you can upload floor plans dynamically. You can upload specific floor plans for each of the DMP available at that floor. Another advantage of uploading an individual floor plan for the DMPs is that the 'You Are Here' marker can be shown. This is not possible when you upload a common floor plan of the entire floor/location(s).

The Smart+Connected EN solution provides different methods by which you can provision emergency content that needs to be displayed on the digital signage/IEC, such as the following:

1. Using a common emergency signage template for multiple locations. Although this method allows you to set up the content quickly, you cannot show appropriate “You are Here” markers on the floor plans. These markers are a part of the floor plan and are intended to show the DMP/digital signage/IEC in relation to the position on the floor.
2. Using a common emergency signage template and uploading different floor plans against the DMPs. In this case, the Smart+Connected EN solution would automatically update the appropriate floor plans in the template during the broadcasting. This method can be used when the layout, formatting, and the content for the EI signage content is common across all of the floors and you want to display different floor plans for different DMPs/IECs.
3. Using different emergency signage templates per location. In this method, you can create a different emergency signage template for each location.

Method (2) and (3) allows you to display different floor plans for different locations. Additionally, method (3) allows you to customize the EI signage content and display it for each of the location.

- [Adding the EISignage Content, page 9-8](#)
- [Viewing EISignage Content, page 9-9](#)
- [Editing EISignage Content, page 9-10](#)

## Adding the EISignage Content

To add the EISignage content in the Smart+Connected Spaces application, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > EISignage Content**.

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Figure 9-2 displays the EISignage Content tab. The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

**Figure 9-2** *EISignage Content tab*



**Step 2** Right-click the location hierarchy, choose **Expand**, and select a location for which you want to add the EISignage content:

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP/IEC device.
- Model—Model number of the DMP/IEC device.
- Location—Location at which the DMP device is available.

**Step 3** In the Device Name column, select the device on which you want to broadcast the EISignage content. The Details area appears.

**Step 4** To add a floor plan of the selected location, from the Template drop-down list, choose **Floor Plan**.

**Step 5** To add a floor plan, click **Browse** and upload the image.

The selected floor plan image is added.

**Step 6** Click **Save**.

## Viewing EISignage Content

To view the EISignage content, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > EISignage Content**.

The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

**Step 2** Right-click the location hierarchy, choose **Expand**, and select a location for which you want to view the EISignage content.

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP device
- Model—Model name of the DMP device
- Location—Location at which the DMP device is available.

**Step 3** In the Device Name column, select the device for which you want to view the EISignage content.

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The Details area that appears, displays the link for the floor plan image if a floor plan has been added against the DMP device. Alternatively, you can add the floor plan image.

---

## Editing EISignage Content

For information on how to modify the EISignage content, see the [“Adding the EISignage Content” section on page 9-8](#).

## Managing Emergency Incident Messages

You can add, view, or delete the emergency incident messages. In addition, you can quickly enable the saved messages during an emergency. You must disable the messages after the emergency situation ends.



### Note

When the Smart+Connected EN is enabled for a digital signage/IEC, all other content is overridden. After the Smart+Connected EN is disabled, the digital signage/IEC display returns to its standard content.

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- [Adding or Enabling Emergency Incident Messages, page 9-10](#)
- [Viewing Emergency Incident Messages, page 9-12](#)
- [Disabling Emergency Incident Messages, page 9-13](#)
- [Editing Emergency Incident Messages, page 9-13](#)
- [Deleting Emergency Incident Messages, page 9-14](#)

## Adding or Enabling Emergency Incident Messages

You can add the emergency incident messages for a particular location or set of locations in the Smart+Connected Spaces application. After adding these messages, you can quickly broadcast or enable these on the associated digital signage/IEC and Cisco IP Phones during an emergency.

To add or enable the emergency incident messages, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Emergency Incident**.

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Figure 9-3 displays the Emergency Incidents tab. The left pane displays the location hierarchy. The right pane displays the Emergency Incident, Incident Message, and Message Details areas.

**Figure 9-3** *Emergency Incidents tab*

**Step 2** In the location hierarchy, select a location or a set of locations for which you want to add the emergency incident message:

- a. Right-click the root location in the location hierarchy and choose **Expand**.
- b. Check the check box next to the location or locations for which you would like to configure the Emergency Message content.

**Step 3** In the Emergency Incident area, enter the following details:

- In the Incident field, enter a title for the emergency incident message.
- In the Incident Report field, enter the URL of the incident report, if available (this URL would provide more information about the incident).
- Check the **Include Incident Report** check box to include an incident report.



**Note** If you do not choose the Include Incident Report check box, the incident report is not displayed on the digital signage/IEC.

- Check the **Include Contact** check box to include contact details of the person to be contacted in case of an emergency.



**Note** If you do not check the Include Contact check box, the contact details are not displayed on the digital signage/IEC. Also, you must add contact details in the database and map them with the location where the incident needs to be displayed. You need to add these details in the 'SSP\_EI\_CONTACTS' and 'SSP\_EI\_CONTACTS\_LOCATION' tables of the database, and map the location ID with that of the 'SSP\_LOCATION' table.

**Step 4** In the Message Details area, enter the following details:

- From the Message Type drop-down list, choose one of the following message types:
  - Alerts—For warning the end users about an emergency.

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- Notifications—For providing information or general updates to the end users about an emergency.

- From the Message Title drop-down list, choose a title of the emergency incident message template that you had added in the [“Adding the Emergency Incident Message Templates”](#) section on page 9-4.

**Step 5** In the Incident Message area, click **Add**.

The emergency incident message that you had chosen in [Step 4](#) is added to be displayed on the digital signage/IEC and Cisco IP Phone of the selected location.

**Step 6** Click **Save**.

The added message is saved. You can enable the saved message during an emergency.

**Step 7** To preview the emergency incident message, click **Preview**.

A preview of the emergency incident message appears in the web browser.

**Step 8** To broadcast or enable the emergency incident message through the configured digital signage/IEC and Cisco IP Phones, click **Send**.

The text message is displayed on the digital signage/IEC with an increased font size for easy readability.

When a location-specific emergency notification is activated for display, the other contents are paused to display the emergency notification. The emergency notification remains active in all of the digital signage/IEC until the emergency incident is disabled from the Incident Status tab.

You can view the status of the emergency notification messages from the Incident Status tab. For more information on how to view the status of the emergency notification messages, see the [“Viewing Emergency Incident Messages”](#) section on page 9-12.

## **Viewing Emergency Incident Messages**

You can view the status of the existing emergency incident messages that you have added in the Smart+Connected Spaces application. These details are the message title, message type, templates used, audio file details, message status (enabled or disabled), users who last updated the message, and time at which the message was updated.

To view the existing emergency incident messages, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage choose **Smart+Connected Emergency Notification > Incident Status**.

The Incident List area displays the following details about the emergency incident messages that have been added to the Smart+Connected Spaces application:

- Incident Name—Name of the message.
- Incident Locations—Location that is associated with the message.
- Sent On—Date and time when the message was sent to be broadcast or enabled.
- Disabled On—Date and time when the message was disabled.
- Status—Status of the message:
  - Enabled—For messages that are being broadcast.
  - Disabled—For messages that have been stopped from being broadcast.
- Updated By—User who last updated the message details.



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- Updated On—Time at which the message details were last updated.

By default, the messages list is sorted alphabetically based on the incident name.

- Step 2** To sort the message details in an ascending or descending order, click the respective column headings. If you want to modify the existing emergency incident messages, see the [“Editing Emergency Incident Messages” section on page 9-13](#).
- 

## Disabling Emergency Incident Messages

You can stop the emergency incident messages that are being broadcasted on the digital signage/IEC or Cisco IP Phones by disabling them in the Smart+Connected Spaces application. After the emergency situation has normalized, you must disable these messages manually.

To disable the existing emergency incident messages, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected Spaces application:
- Step 2** In the Incident Name column, check one or more check boxes for the messages that you want to disable, and click **Disable**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm.
- The emergency incident messages are stopped from being broadcasted on the digital signage/IEC and Cisco IP Phones. However, you can enable these messages again, if required. For more information on how to enable the disabled messages, see the [“Editing Emergency Incident Messages” section on page 9-13](#).
- 

## Editing Emergency Incident Messages

You can modify all existing emergency incident message details such as the message title, message types, and the template used. In addition, you can also choose to broadcast the disabled messages on the digital signage/IEC and Cisco IP Phones by enabling them.

To modify the existing emergency incident messages, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected DS application:
- Step 2** In the Incident Name column, select a message that you want to modify, and click **Edit**.
- The Emergency Incident tab appears. The left pane displays the location hierarchy. The right pane displays the Emergency Incident, Incident Message, and Message Details areas.

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For more information on how to modify the selected message details, see the [“Adding or Enabling Emergency Incident Messages”](#) section on page 9-10.

---

## Deleting Emergency Incident Messages

You can delete the emergency incident messages that you have disabled from being broadcast on the digital signage/IEC and Cisco IP Phones.

To delete the emergency incident messages, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected Spaces application:
- Step 2** Ensure that you have disabled all of the messages that you want to delete.
- Step 3** In the Incident Name column, check one or more check boxes for the messages that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 4** Click **Yes** to confirm the deletion.
- The emergency incident messages are deleted, and are not recoverable.
-



## Working with Information Signage

---

The Cisco Smart+Connected Information Signage (Smart+Connected IS) solution allows you to communicate with the end users about news or other useful information, such as important events, financial results of the organization, acquisitions, general updates, and so on. You can display this information on the digital signage/IEC. In addition, you can also display internal and external URLs in a logical sequence.

- [About Information Signage, page 10-1](#)
- [Managing News Content, page 10-2](#)
- [Managing Content Links, page 10-6](#)
- [Managing Sequence, page 10-9](#)
- [Enabling Conference/TP Room Panel on a Tablet, page 10-12](#)

### About Information Signage

The Smart+Connected IS solution allows you to broadcast news and other useful information on the digital signage/IEC, kiosks, and room panels. You can broadcast news about important events, financial results of the organization, acquisitions, general updates, and so on.

You can use the following types of signage based on the location at which the events and occurrences are taking place:

- Building signage
- Floor signage
- Conference room signage
- Signage setup in any location

The content that is relevant for an entire organization, such as the annual performance, the financial results, and so on, can be displayed on all three types of signage at all locations. The events and occurrences that concern a particular building, floor, or conference room are selectively displayed only on the signage associated with that particular location.

For example, if the end users on a particular floor are expected to attend a gathering on the same floor, news announcing the event and requesting their presence can be displayed only on the floor signage and conference room signage present on that floor.

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You can configure content and broadcast it by performing the following tasks:

- Managing the news content—You can manually add the news content or other information in the Smart+Connected Spaces application. After adding and enabling the content, the content is displayed on the digital signage/IEC of the associated location. You can also view, modify, and delete this content.
- Managing the content links—You can use the following content links to add information:
  - External Application Links—External content URLs that are outside the Smart+Connected Spaces application. These URLs must be reachable from the Digital Media Player (DMP) and compatible with the format supported by the DMP.
  - SSP Application Links—Intranet URLs that are a part of the Smart+Connected Spaces application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel. You need to create content links for each content type that you want to display on the digital signage/IEC.

You can also view, modify, and delete the content links.

- Managing the sequence of the content links—If you have enabled multiple content links for a location, you can define their order and duration by adding a sequence. For example, you can display a floor plan for 120 seconds followed by news content for 60 seconds. You can also view or modify the defined sequence.

## Managing News Content

You can add, modify, view, or delete the news content for a specific location. You can also enable or disable the content from being displayed on the digital signage/IEC of the selected location.

- [Adding or Enabling News Content, page 10-2](#)
- [Viewing News Content, page 10-4](#)
- [Editing News Content, page 10-4](#)
- [Disabling News Content, page 10-5](#)
- [Deleting News Content, page 10-6](#)

## Adding or Enabling News Content

You can add the news content or other useful information in the Smart+Connected Spaces application. After the information is added and enabled, it is automatically displayed on the digital signage/IEC of a specified location.

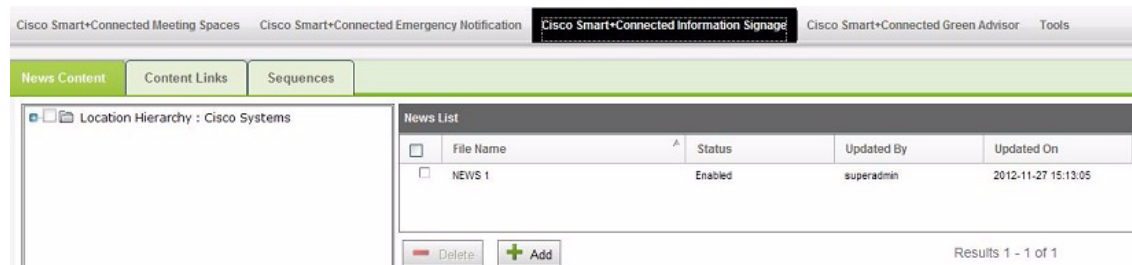
To add the news content or other useful information, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > News Content**.

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Figure 10-1 displays the News Content tab. The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected Spaces application.

**Figure 10-1** News Content tab



**Step 2** In the location hierarchy, select a location for which you want to add the news content:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Check the check box(es) for the appropriate location(s).

**Step 3** In the News List area, click **Add**.

The News Content area appears.

**Step 4** Enter the following details:

- Enter a name or the title for the news content in the File Name field.
- From the Template drop-down list, choose a template for the news content if you have configured it.  
You can configure the news template from the Tools tab. For more information on how to configure the news template, see the [“Adding Templates” section on page 12-2](#).
- Using the rich text editor, add the news content.  
The **Enabled** check box is checked by default, which indicates that the added news content is to be displayed on the digital signage/IEC.
- To add and save the news content file in the application but not display it on the digital signage/IEC, uncheck the **Enabled** check box.

**Step 5** Click **Save**.

The added news file is listed in the News List area. If you have enabled the news content file, the content is automatically broadcasted on the digital signage/IEC at the selected location(s), provided the sequence for the specified digital signage/IEC has been setup to display the news content.

You can choose to enable multiple news content at a time. In case multiple news content is enabled for a location or set of locations, then the new content is displayed one after another in a sequence, based on the order in which they were created. For more information on how to add a sequence to the multiple news content, see the [“Adding a Sequence” section on page 10-9](#).

If you want to disable the news content, see the [“Disabling News Content” section on page 10-5](#).

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## Viewing News Content

You can view details about the news content or other useful information that you have added in the Smart+Connected Spaces application. These details are the added news filename, content status (enabled or disabled), users who last updated the message, and time at which the message was updated, and the detailed news text.

To view details about the added news content, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > News Content**.
- The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.
- Step 2** In the location hierarchy, select a location for which you want to view the news content:
- Right-click the root location in the location hierarchy, and choose **Expand**.
  - Check the check box(es) for the appropriate location(s).
- The News List area displays the following details about the news files that have been added to the Smart+Connected DS application:
- File Name—Title or the name of the news content.
  - Status—Status of the news content:
    - Enabled—If the news content is being broadcasted.
    - Disabled—If the news content have been stopped from being broadcasted.
  - Updated By—User who last updated the news content details.
  - Updated On—Time at which the news content details were last updated.
- By default, the news content list is sorted alphabetically.
- Step 3** To sort the news content details in an ascending or descending order, click the respective column headings.
- Step 4** To view the detailed news text, in the File Name column, select the news filename.
- The News Content area appears with the detailed news text.
- If you want to modify the existing news content details, see the [“Editing News Content” section on page 10-4](#).
- 

## Editing News Content

You can modify details about the existing news content that you have added in the Smart+Connected Spaces application. These details are the news filename, news template, and news text. After modifying, the updated content is automatically enabled on the digital signage/IEC.

To modify the news content, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > News Content**.

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The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that has been added to the Smart+Connected Spaces application.

**Step 2** In the location hierarchy, select a location for which you want to modify the news content:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Check the check box(es) for the appropriate location(s).

**Step 3** In the File Name column of the News List area, select the news filename that you want to modify. The News Content area appears with the existing details.

**Step 4** Modify the following details, as necessary:

- Enter a title or name for the news content in the File Name field.
- From the Template drop-down list, choose a template for the news content.

You can configure the news template from the Tools tab. For more information on how to configure the news template, see the [“Adding Templates” section on page 12-2](#).

- Using the rich text editor, add or modify the news content.

The **Enabled** check box is checked by default, which indicates that the modified news content will be displayed on the digital signage/IEC.

- To modify and save the news content file in the application but not display it on the digital signage/IEC, uncheck the **Enabled** check box.

**Step 5** Click **Save**.

The updated news file is listed in the News List area. If you have enabled the news content file, the content is automatically broadcast on the digital signage/IEC of the selected location(s) based on the sequence configuration.

If you want to disable the news content, see the [“Disabling News Content” section on page 10-5](#).

## Disabling News Content

You can disable the news content that is being displayed on the digital signage/IEC of a location. After disabling the content, it is not displayed on the digital signage/IEC of the specified location.

To disable the news content, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > News Content**.

The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that has been added to the Smart+Connected DS application.

**Step 2** In the File Name column, select the news filename that you want to disable.

The News Content area appears with the existing details.

**Step 3** Uncheck the **Enabled** check box.

**Step 4** Click **Save**.

In the News List area, the status of the selected news file appears as disabled. Also, the news content is automatically removed from the digital signage/IEC of the selected location.

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## Deleting News Content

You can delete all news content that has been previously disabled.

To delete the news content, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > News Content**.
- The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that has been added to the Smart+Connected Spaces application.
- Step 2** In the File Name column, select the news filename that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The news content is deleted, and is not recoverable.
- 

## Managing Content Links

You can use one or more content links to add information that needs to be displayed on the digital signage/IEC. In addition, you can modify, view, and delete the content links.

- [Adding Content Links, page 10-6](#)
- [Viewing Content Links, page 10-7](#)
- [Editing Content Links, page 10-8](#)
- [Deleting Content Links, page 10-9](#)

## Adding Content Links

You can add one or more content links to display information on the digital signage/IEC.

To add the content links, perform the following steps:

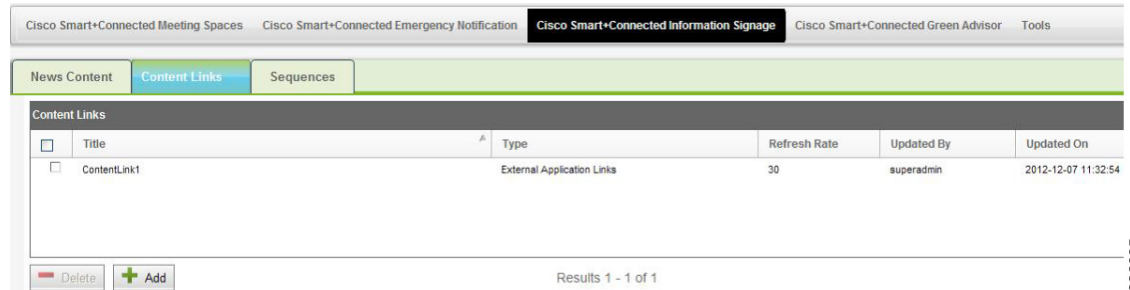
- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Content Links**.



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Figure 10-2 displays the Content Links tab. The Content Links area displays the content links that have been added to the Smart+Connected Spaces application.

**Figure 10-2**      **Content Links tab**



**Step 2**      Click **Add**.

The Content Link Detail area appears.

**Step 3**      Enter the following details:

- From the Content Type drop-down list, choose content link type:
  - External Application Links—External content URLs that are outside the Smart+Connected Spaces application.



**Note**      The URL must be accessible from the DMP and the content in the URL should be in a format that is compatible with the DMP.

- SSP Application Links—Content URLs that are part of the Smart+Connected Spaces application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.
- Enter a title for the content link in the Title field.
- Enter the duration (in seconds) after which the displayed page needs to be refreshed in the Refresh Rate field.



**Note**      We recommend that you provide a refresh rate value greater than 30 seconds.

**Step 4**      Click **Save**.

The added content link is listed in the Content Links area. You can add a sequence in which these links should be broadcast on the digital signage/IEC. For more information on how to add a sequence to the content links, see the [“Adding a Sequence” section on page 10-9](#).

## Viewing Content Links

You can view details of the content links that have been added in the Smart+Connected Spaces application. These details are the content link title, content link type (external application link or SSP application link), the duration after which the detailed page should be refreshed, the user who last updated the content link, and time at which the content link was updated.

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To view the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the following details for the content links that are added to the Smart+Connected Spaces application:
- Title—Title of the content link.
  - Type—Type of content link:
    - External Application Links—External content URLs that are outside the Smart+Connected Spaces application.
    - SSP Application Links—Content URLs that are part of the Smart+Connected DS application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.
  - Refresh Rate—Duration after which the displayed page needs to be refreshed.
  - Updated By—User who last updated the content link details.
  - Updated On—Time at which the content link details were last updated.
- By default, the content links list is sorted alphabetically.
- Step 2** To sort the news content details in an ascending or descending order, click the respective column headings.
- If you want to modify the existing content link details, see the [“Editing Content Links” section on page 10-8](#).
- 

## **Editing Content Links**

You can modify the details of the content links that you have added in the Smart+Connected Spaces application. These details are the content link title, content link type (external application link or SSP application link), and the duration after which the detailed page should be refreshed.

To modify the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the content links that are added to the Smart+Connected Spaces application.
- Step 2** In the Title column of the Content Links area, click a content link title that you want to modify.
- The Content Link Detail area appears with the existing details.
- Step 3** Modify the following details, as necessary:
- From the Content Type drop-down list, choose the content link type:
    - External Application Links—External content URLs that are outside the Smart+Connected Spaces application.

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- SSP Application Links—Content URLs that are part of the Smart+Connected Spaces application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.
- Enter a title for the content link in the Title field.
- Enter the duration after which the displayed page needs to be refreshed in the Refresh Rate field.

**Step 4** Click **Save**.

The updated content link is listed in the Content Links area.

---

## **Deleting Content Links**

You can delete the content links that you have added to the Smart+Connected Spaces application. After a content link is deleted, it is automatically removed from the sequence and all of the content associated with the link is not displayed on the digital signage/IEC.

To delete the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the content links that are added to the Smart+Connected Spaces application.
- Step 2** In the Title column of the Content Links area, check the check boxes for one or more content links that you want to modify, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The content link is deleted, and is not recoverable.
- 

## **Managing Sequence**

You can add a sequence to the content links that you want to display on the digital signage/IEC by defining the order and duration of the display. In addition, you can modify and view the added sequence.

- [Adding a Sequence, page 10-9](#)
- [Viewing a Sequence, page 10-11](#)
- [Editing a Sequence, page 10-11](#)

## **Adding a Sequence**

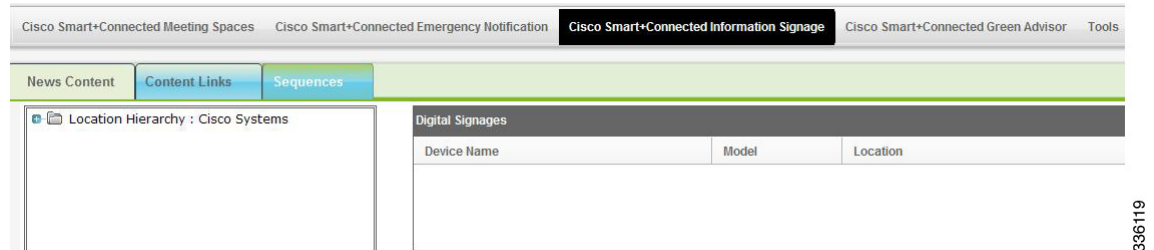
To add a sequence to the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Sequences**.

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Figure 10-3 displays the Sequences tab. The left pane displays the location hierarchy. The right pane displays the Digital Signages area.

**Figure 10-3**      **Sequences Tab**





- Step 2** In the location hierarchy, select a location at which you want to display the news content:
- a. Right-click the root location in the location hierarchy, and choose **Expand**.
  - b. Click the appropriate location. The DMPs associated with the location and any child locations appears in the right pane. The following details are displayed about the digital signage/IEC devices that are associated with the selected location.
    - Device Name—Name of the DMP.
    - Model—Model number of the DMP.
    - Location—Location at which the DMP is available.


- Step 3** In the Device Name column, select the DMP device on which you want to broadcast the content links. The Content Links area appears.


- Step 4** In the Content Links area, do the following:

- a. Add a list of content links that you want to display on the digital signage/IEC:

Click  to move a single content link from the left to the right text area.

Click  to move all of the content links from the left to the right text area.

Click  to move a single content link from the right to the left text area.


Click  to move all of the content links from the right to the left text area.





**Note** Ensure that you add the content links that are compatible with the associated location types. For example, if a digital signage/IEC has been added at a floor level, you must not add the conference room content link.


- b. In the right text area, do the following:

1. Add the sequence to the added content links:

Click  to push a content link to the first position in the list.

Click  to push a content link one step higher.

Click  to push the content link one step lower.

Click  to push the content link to the last position in the list.

2. Select each content link, and in the Display Time field, enter the time for which the content link needs to appear on the digital signage/IEC before the display is changed to the next content link.

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**Note**

We recommend that have the display time value be greater than 30 seconds.

**Step 5** Click **Save**.

A sequence is added to the selected content links. If you want to modify the sequence, see the [“Editing a Sequence” section on page 10-11](#).

## Viewing a Sequence

To view the sequence that you have added to the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Sequences**.
- The left pane displays the location hierarchy. The right pane displays the Digital Signages area.
- Step 2** In the location hierarchy, select a location for which you want to view the content links’ sequence:
- Right-click the root location in the location hierarchy, and choose **Expand**.
  - Check the check box(es) next to the appropriate location(s).
- The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:
- Device Name—Name of the DMP.
  - Model—Model number of the DMP.
  - Location—Location at which the DMP is available.
- Step 3** In the Device Name column, select the DMP device that is configured to broadcast the content links.
- The Content Links area appears. The right text pane displays the sequence in which the content links have been added.
- If you want to modify the existing sequence, see the [“Editing a Sequence” section on page 10-11](#).
- 

## Editing a Sequence

To modify the sequence that you have added to the content links, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Information Signage > Sequences**.
- The left pane displays the location hierarchy. The right pane displays the Digital Signages area.
- Step 2** In the location hierarchy, select a location for which you want to modify the content links’ sequence:
- Right-click the root location in the location hierarchy, and choose **Expand**.
  - Check the check box(es) next to the appropriate location(s).

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The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:


- Device Name—Name of the DMP.
- Model—Model number of the DMP.
- Location—Location at which the DMP is available.


**Step 3** In the Device Name column, select the DMP device that is configured to broadcast the content links. The Content Links area appears.


**Step 4** In the Content Links area, modify the necessary details:

- a. Add a list of content links that you want to display on the digital signage/IEC:

Click  to move a single content link from the left to the right text area.

Click  to move all of the content links from the left to the right text area.

Click  to move a single content link from the right to the left text area.


Click  to move all of the content links from the right to the left text area.





**Note** Ensure that you add the content links that are compatible with the associated location types. For example, if a digital signage/IEC has been added at a floor level, you must not add the conference room content link.


- b. In the right text area, do the following:

1. Add the sequence to the added content links:

Click  to push a content link to the first position in the list.

Click  to push a content link one step higher.

Click  to push the content link one step lower.

Click  to push the content link to the last position in the list.

2. Select each content link, and in the Display Time field, enter the time for which the content link needs to appear on the digital signage/IEC before the display is changed to the next content link.

**Step 5** Click **Save**.

The sequence is modified for the selected content links.

## Enabling Conference/TP Room Panel on a Tablet

Conference or TP room panels are used to view the room schedule, availability/occupancy status, confirm room occupancy, and book and release the rooms.

To enable a conference/TP room panel on a tablet, perform the following steps:

**Step 1** Download and install the room panel application.

- a. To download the room panel application, go to the following URL:  
[http://<mshps host>:<port>/ipsapp/roompanel\\_download/](http://<mshps host>:<port>/ipsapp/roompanel_download/), and tap **Go**.

The Smart+ Connected Spaces Welcome screen appears.


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- b. Tap **Download**.
- c. Once the application is downloaded to a tablet, tap **Install** and follow the on-screen instructions to install the application.

The “Application Installed Successfully” message is displayed upon successful installation.

- d. Tap **Done** to close the application.

**Step 2** Configure the room panel application.

- a. To configure the room panel application, tap the  icon on the tablet.

Room Panel Configuration screen appears.

- b. Enter the following details:
  - Host URL—Enter the IP address or the DNS name of the host on which the Smart Spaces application is deployed, and the port is the port number that you have defined for the application server, and then tap **Set**. Currently, only HTTP is supported.
  - Refresh Rate—Select the screen refresh interval in seconds from the drop-down list.
  - Building—Select the building name from the drop-down list.
  - Floor—Select the floor number from the drop-down list.
  - Room—Select the conference room name from the drop-down list.

- c. Tap **Next**.

The Scheduler screen appears.

The room panel application is successfully installed and configured on a tablet.

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## Working with Smart+Connected Green Advisor

---

This chapter describes the Cisco Smart+Connected Green Advisor (Smart+Connected GA) content that appears on the digital signage/IEC.

- [About Smart+Connected GA, page 11-1](#)
- [Managing Green Fact, page 11-1](#)
- [Managing Usage Data, page 11-4](#)
- [Managing GA Configurator, page 11-6](#)
- [Managing the Widget Configuration, page 11-11](#)

### About Smart+Connected GA

Cisco Smart+Connected Green Advisor helps organizations push green tips, energy consumption data (energy consumption for a particular location and timeline), energy saving tips, green news and updates, eco-friendly practices, and so on to digital signage/IEC. This helps to increase the awareness about reducing the energy consumption and the carbon footprint in the building.

### Managing Green Fact

The Green Fact tab allows you to add, view, edit, and delete green facts.

- [Adding a Green Fact, page 11-1](#)
- [Viewing the Green Fact, page 11-2](#)
- [Editing the Green Fact, page 11-3](#)
- [Deleting the Green Fact, page 11-4](#)

### Adding a Green Fact

To add the Green Fact, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose <b>Smart+Connected Green Advisor &gt; Green Fact</b> . |
| <b>Step 2</b> | In the Green Content section, click <b>Add</b> to add the green fact.  |

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The rich text editor appears.

**Step 3** In the File name field, enter the a name for the green fact.

From the Green Content Type drop-down list, choose the appropriate Green Content Type. These content types correspond to the widgets that are a part of the GA configurator. After you configure the Smart+Connected GA, the data that appears on the digital signage/IEC is per the specified content types.

The available options are as follows:

- Green Tip—Displays tips related to saving energy, lowering Green House Gas (GHG) emission lowering, saving water, and so on.
- Did You Know—Displays text and real data for the location.
- How Can You Help—Displays a text/intuitive image-based piece of content that can be tailored for the nuances of a specific location and time.
- Campus Updates—Displays information regarding global and local sustainability efforts in the community.
- Savings—Displays the savings details.

**Step 4** From the Select Template drop-down list, choose the template.



**Note** Only those templates that have been created appear in the drop-down list. To add templates, see the [“Adding Templates” section on page 12-2](#).

You can enter the content that you want to display and also upload an image for the content.

**Step 5** To associate content to the locations, check the check boxes next to the location(s).



**Note** If you add multiple green facts that are of the same Green Content type and are associated to the same location, then the green facts are displayed one after the other in a sequence, in the order that they were created.

**Step 6** Click **Save**.

**Step 7** (Optional) Click **Clear** to clear the entry.

**Step 8** (Optional) Click **Cancel** to cancel the task.

**Step 9** Check the **Enabled** check box to enable the green fact.

The green fact is enabled.

## Viewing the Green Fact

To view the green fact, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Green Fact**.



The Green Fact page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Green Content area.

**Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.

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Table 11-1 displays the components of the Green Content page.

**Table 11-1 Components of the Green Content Page**

Component	Description
Order	Displays the date order in which the Green Content is displayed.
File Name	Displays the title of the Green Content file.
Content Type	Displays the type of content that is present in the Green Type Content-drop-down list. The available values are as follows: <ul style="list-style-type: none"> <li>Green Tips</li> <li>Did you know</li> <li>How can you help</li> <li>Campus Updates</li> <li>Savings</li> </ul>
Status	Displays the current status of the Green Content. The available states are enabled and disabled. <div>  <p><b>Note</b> Only the Green content that is enabled is displayed on the digital signage/IEC based on the sequence configuration.</p> </div>
Updated By	Displays name of the user who last updated the Green Content.
Updated On	Displays date on which the Green Content was last updated. <div>  <p><b>Note</b> By default, the Green Content section table is sorted alphabetically in the Order column in ascending order. The user can click the column headings to change the entries in the table by ascending / descending order.</p> </div>
Save	Allows you to save the newly created green content.
Clear	Allows you to clear the data that you have entered in all of the fields.
Cancel	Allows you to cancel a selected task.
Add	Opens the Green Content pane, which allows you to add green content.
Delete	Allows you to delete the green content in the Green Content area.

## Editing the Green Fact

To edit the green fact content, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Green Fact**.
- Step 2** In the Green Content area, check the **Green Content** check box and choose the Green Content that you want to modify.

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The location tree expands automatically and displays all of the locations next to which the content that has been created.

- Step 3** Edit the green content details, as required in the rich text editor. You can also select or unselect locations from the location tree.
  - Step 4** Click **Save**.
  - Step 5** (Optional) Click **Clear** to clear the entry.
  - Step 6** (Optional) Click **Cancel** to cancel the template content.
  - Step 7** Check the **Enabled** check box to enable the green content that you modified.
- 

## Deleting the Green Fact

To delete the template content, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Green Fact**.
  - Step 2** In the Green Content area, check the **Green Content** check box that you want to delete.
  - Step 3** Click **Delete**.
  - Step 4** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
- 

## Managing Usage Data

The Usage Data tab allows you to add, view, and delete usage data.

- [Adding Usage Data, page 11-4](#)
- [Viewing Usage Data, page 11-5](#)
- [Deleting Usage Data, page 11-5](#)

## Adding Usage Data

To create the usage data, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Usage Data**.  
  
The Usage Data page is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Usage Data area.
- Step 2** In the Usage Data area, click **Add**.
- Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**.  
  
The Usage Unit is displayed by default.
- Step 4** In the Usage Value field, enter the **Usage Value**.

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- Step 5** In the Date field, enter the date using the calendar that appears.
- Step 6** Check the check box next to a location to associate the usage data with that location.
- Step 7** Click **Save**.
- Step 8** (Optional) Click **Clear** to clear the entry.
- Step 9** (Optional) Click **Cancel** to cancel the Usage Data content.


## Viewing Usage Data

To view the usage data, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Usage Data**.  
The Usage Data page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Usage Data area.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
- Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**, and then click **Load Grid**.  
The usage data is displayed.

Table 11-2 displays the components of the Usage Data page.

**Table 11-2**      **Components of the Usage Data Page**

Component	Description
Usage Value	Displays the usage value which is the consumption value for the chosen consumption type.
Usage Unit	Displays the usage unit for the chosen consumption type.
Date	Displays the date on which the usage data was updated the last time.
	 <b>Note</b> By default, the Usage Data area table is sorted alphabetically on the <i>Usage Value</i> column in ascending order. You can click the column header to sort the entries in an ascending or a descending order.
Add	Allows you to add the usage data.
Delete	Allows you to delete the usage data.

## Deleting Usage Data

To delete the Usage Data, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Usage Data**.

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- Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
  - Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**, and click **Load Grid**.
  - Step 4** In the Usage Data pane, check the **Usage Data** check box next to the usage date that you want to delete.
  - Step 5** Click **Delete**.
  - Step 6** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
- 

## Managing GA Configurator

The GA Configurator allows you to configure various Green Advisor widgets on the digital signage/IEC. You can display either existing GA content or create and display new content.

The GA Configurator tab allows you to create and view GA displays.

- [Creating a New Display, page 11-6](#)
- [Viewing Existing Displays, page 11-8](#)
- [Editing Existing Displays, page 11-10](#)
- [Deleting Existing Displays, page 11-11](#)

## Creating a New Display

Creating a New Display allows you to customize the Green Aware content that appears on the digital signage/IEC. You can choose the Green Aware content that you want to display on the digital signage/IEC by choosing the appropriate widget. You must also assign the location(s) where you want this GA content to be displayed.

To create GA content using the Location Selector, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > GA Configurator**.
  - Step 2** Click **Create New Display**.  
The Create New Display page appears and is divided into two panes. The left pane displays the list of the widgets and the right pane displays the display area.
  - Step 3** In the Display Name field in the Choose Widgets page, enter the name to be displayed for the Green Aware page.
  - Step 4** In the Description field in the Choose Widget page, enter a description for the Green Aware page.
  - Step 5** From the Select a Layout drop-down list in the Choose Widget page, choose a layout for the Green Aware page.  
The display pane gets divided into segments based on the type of layout that you choose.
  - Step 6** Drag the widgets from the List of Widgets pane into each of the segments in the display area.  
The segments are named as a, b, and c depending on the number of segments in the layout. You can use the up, down, left, and right arrow head icons to collapse/expand the segments. You can also hold down the mouse button and drag across the margin separating any two segments to resize them.

See [Table 11-3](#) for more information about these widgets.


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**Note**

You can choose more than one widget for any/all segments of the layout but only one widget will be displayed on the signage at a time. The next widget will be displayed on the signage in the next transition.


**Table 11-3**      **List of Widgets**

Green Context	Explanation
Energy Consumption	Displays the energy consumption data for a specified location.
Carbon Emission	Displays the amount of CO <sub>2</sub> produced based on the energy consumption in kWh.
Gas Usage	Displays the total gas consumption for the selected locations.
Water Usage	Displays the total water consumption for the selected locations.
Energy By Usage Type	Provides a graphical display of the energy consumption categorized by usage type (Lighting, RAW power, UPS, and HVAC).
Telepresence	Displays the key facts about the use of the Cisco TelePresence resource and its impact on the environment or business.
Savings	Displays the savings details.
Temperature	Displays the current temperature of the location.
Did You Know	Displays information based on the actual data for a location. For example, Did you know that it is five to eight times cheaper to conserve 1 kWh of electricity than to generate it?
How Can You Help	Displays text or intuitive image-based content that can be modified for a specific location at any given point of time.  For example: When not in use, shut off all electronics in your work area.
Green Tips	Displays tips related to energy savings, carbon emission lowering, water savings, and so on.
Updates	Displays information related to global and local sustainability efforts in the community.

- Step 7** (Optional) Click **Cancel** to remove the content that has been entered for display.
- Step 8** In the Choose Widget page, click **Next** to choose the location where you want to display the GA content.
- Step 9** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
- Step 10** In the Location Hierarchy folder, check the check box for the location(s) where you want to display the GA content.
- Step 11** Click the  icon to assign the chosen location to the Selected Locations list on the right pane.

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**Note**

The  icon indicates that there is a display already associated with the location.

**Step 12** In the right pane, click the GA content that you want to preview and click **Preview**.

**Note**

By default the display is in a disabled state. You must click Enable Display to enable it.

**Step 13** In the Assign Location page, click **Enable Display** to enable the GA content for the selected locations that you have created.

**Step 14** Click **Save**.

**Note**

By default, only five locations are displayed in the list. To view the remaining locations, you can click the page number that is available in the bottom right corner of the page.

## Viewing Existing Displays

The My Existing Displays tab displays all of the content that has been created.

This allows you to select the location where you want to display the Smart+Connected GA message and view the digital signage/IEC content in an alphabetical order: You can view all existing displays using either the location selector or the content name.

- [Using the Location Selector, page 11-8](#)
- [Using the Content Name, page 11-9](#)

## Using the Location Selector

To display the GA content using a location selector, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.

The My Existing Displays page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Green Content area.


**Step 2** In the left pane, check the location check box where you want to view the GA content.



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The GA content table appears. Table 11-4 lists the components of the GA content table.

**Table 11-4 GA Content Table**

Component	Description
Content Name	Displays the title of the GA content.
Assigned to Location	Displays the location where the GA content will be displayed.
Status	Displays the current status of the GA content. The available states are enabled and disabled.
	 <b>Note</b> Only the GA content that is enabled is displayed on the digital signage/IEC based on the sequence configuration.
Created By	Displays the name of the user who created GA content.
Created On	Displays the date on which the GA content was created.

**Step 3** Choose the GA content that you want to preview, and then click **Click to Preview**.

The preview window appears to display the chosen content.



**Note** You can preview the content even when the content is disabled. However, the disabled content does not appear on the digital signage/IEC.



**Note** The first three messages are displayed in the GA content table. If the total result is more than three, then you must navigate to the required message by clicking the page number displayed in the lower right side of the List area.

**Step 4** In the table that appears, check the **Show Child Locations** check box to view the child locations for the locations.

## Using the Content Name

The Content Name page displays all of the content that is displayed on the digital signage/IEC in alphabetical order. You can either enter the name of the content manually or choose from the given list.



**Note** You can view the GA display either by choosing the location or the GA Content Name.

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To view the GA content using the content name, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**.

**Step 2** The left pane displays an alphabetical list of content names (hyperlinks).

**Step 3** Click the hyperlink to view the displays available for that content name.

**Step 4** Click the content that is displayed to view the GA content.

The GA content table appears in the right pane. See [Table 11-4](#) for more details.

**Step 5** Click the GA content that you want to preview, then click **Click to Preview**.

The preview window appears displaying the selected GA content.



**Note** You can preview the content even when the content is disabled. However, the disabled content does not appear on the digital signage/IEC.



**Note** The first three messages are displayed in the Content Name area. If the total result is more than three, then you must navigate to the required message by clicking the page number displayed in the lower right hand side of the Content Name area.

**Step 6** In the table that appears, check the **Show Child Locations** check box to view the displays available next to the child locations of the selected location.

## Editing Existing Displays

To edit existing GA content, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.

(Alternatively) You can choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**, click the name of the content that you want to edit, and proceed to [Step 3](#).

**Step 2** Check the check box for the required location(s) in the location hierarchy pane.

The GA content for the location(s) is displayed in the right pane as a table.

**Step 3** Click the GA content that you want to edit from the table in the right pane, and then click **Edit Display**. The Choose Widgets page appears.

**Step 4** Make the required changes in the Choose Widgets page and click **Next** to go to the Assign Locations page.

**Step 5** Make the required changes to the locations with which the GA content is associated.

**Step 6** Check the check box for any of the locations and click **Click to Preview** to view how the changed content will appear.

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**Step 7** Click **Save**.

You are redirected to the My Existing Displays page.

## Deleting Existing Displays

To delete existing GA content, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.
- (Alternatively) You can choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**, click the name of the content that you want to edit, and proceed to [Step 3](#).
- Step 2** Check the check box for the required location(s) in the location hierarchy pane.
- The GA content for the location(s) is displayed in the right pane as a table.
- Step 3** Check the check box for the GA content that you want to delete from the table in the right pane, and then click **Delete Display**.
- A dialog box appears asking you to confirm the deletion. Click **Yes**.



**Note** You can delete the GA content only if it is in the disabled status. If you try to delete an enabled GA content, a dialog box appears informing that you cannot delete an enabled display.

## Managing the Widget Configuration

The Widget Configuration tab allows you to display the energy consumption data of a particular location at other location(s). The consumption data can also be displayed as a comparison of two different locations, if you select two locations. You can configure the separate charts for the various types of energy consumption and other GA widgets. You can choose the location(s) where you want each of these charts to appear on the digital signage/IEC.

- [Adding a Widget Configuration, page 11-11](#)
- [Viewing a Widget Configuration, page 11-12](#)
- [Deleting a Widget Configuration, page 11-12](#)

## Adding a Widget Configuration

To add a widget configuration, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Widget Configuration**.

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The Widget Configuration page is divided into two panes. The left pane displays the Location Hierarchy pane and the right pane displays the Consumption Type area.

- Step 2** From the Consumption Type drop-down list, choose any of the following options:
- **Electricity Consumption Chart**
  - **Carbon Emission Chart**
  - **Gas Consumption Chart**
  - **Water Consumption Chart**
  - **Energy By Usage Chart**
- Step 3** In the Select Location 1 pane, click inside the **Choose from preset group** field.  
A dialog box appears displaying the hierarchical list of the available locations.
- Step 4** Expand the Location Hierarchy tree and navigate to the location for which you want to display the data.
- Step 5** Click the desired location and then click **OK**.  
The selected location is listed in the Select Location 1 pane.
- Step 6** (Optional) Repeat [Step 3](#) through [Step 5](#) for the Select Location 2 pane if you want the chart to display the data for another location.
- Step 7** In the left pane, expand the location hierarchy tree and navigate to the location for which you want to display the data.
- Step 8** (Alternatively) Search for a particular location by entering the name in the Location Selector field.  
The Location Hierarchy tree gets expanded with the required location highlighted.
- Step 9** Check the check box for the location(s) where you want the widget to be displayed.
- Step 10** Click **Save**.
- Step 11** (Optional) Click **Clear** to clear all of the changes made in the Widget Configuration page.
- 

## Viewing a Widget Configuration

To view the widget configuration for a location, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Widget Configuration**.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and click the name of the required location.
- Step 3** From the Consumption Type drop-down list, choose the chart that you want to view.  
The Select Location 1 and Select Location 2 panes display the location, if any, configured for the selected consumption chart.
- 

## Deleting a Widget Configuration

To delete the widget configuration for a location, perform the following steps:

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- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Smart+Connected Green Advisor > Widget Configuration**.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and check the check box for the required location.
- Step 3** From the Consumption Type drop-down list, choose the chart that you want to delete.
- Step 4** Click **Delete**.  
A dialog box appears asking you to confirm the deletion.
- Step 5** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
-

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## Working with Tools

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This chapter describes the Tools in the Cisco Smart+Connected Spaces application.

- [The Management Tab, page 12-1](#)
- [The Templates Tab, page 12-2](#)

### The Management Tab

The Management tab allows you perform the following tasks:

- [Refreshing Data Collection, page 12-1](#)
- [Refreshing Energy Savings, page 12-1](#)
- [Removing the IP Phone Cache, page 12-1](#)
- [Removing the Location Property Cache, page 12-2](#)
- [Removing the Time Zone Cache, page 12-2](#)

### Refreshing Data Collection

The Refresh Data Collection option enables you to collect data from the newly added data points. You can use this option when you want the data collection module to start using the updated metadata that has been created in the database, without restarting the application.

### Refreshing Energy Savings

The Refresh Energy Savings option allows you to utilize the updated values in the energy savings settings, without restarting the application.

### Removing the IP Phone Cache

The Remove IP Phone Cache option allows the Smart+Connected Spaces solution to consider the following changes without restarting the application:

- Timezone value in the SDP for a location
- Cisco IP Phone MAC address

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## Removing the Location Property Cache

Any changes that you make to the location properties in the SDP such as changing the room setup, room size, or enabling/disabling the Cisco TelePresence service are reflected in the application only after you use the Remove Location Property Cache option.

## Removing the Time Zone Cache

The Remove Time Zone Cache option must be used to update the conference room time zone if the property is changed in the SDP.

## The Templates Tab

Templates help you create a base format or a layout that can be set up by end users and used to add content as required. The rich text editor that is bundled along with the Smart+Connected Spaces solution allows both visual editing as well as source-level (HTML) editing of the template content.

The Templates tab allows you to add and delete templates for the News Content, Green Advisor, and Emergency Notification.

We recommend that the end user must have relevant knowledge of the HTML/Cascading Style Sheets (CSS) for creating the templates.

- [Adding Templates, page 12-2](#)
- [Viewing Templates, page 12-3](#)
- [Editing a Template, page 12-4](#)
- [Deleting Templates, page 12-5](#)

## Adding Templates

You can create template content for the News Content, Green Advisor, and Emergency Notification.

To create a template, perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose <b>Tools &gt; Templates</b> .<br>The Templates page appears.                                  |
| <b>Step 2</b> | In the Templates page, click <b>Add</b> .<br>The rich text editor appears.  |
| <b>Step 3</b> | In the rich text editor, enter the <b>Template Name</b> .   |
| <b>Step 4</b> | From the Category drop-down list, choose the appropriate category based on the type of template that you want to create. The available options are News Content, Green Advisor, and Emergency Notification. |



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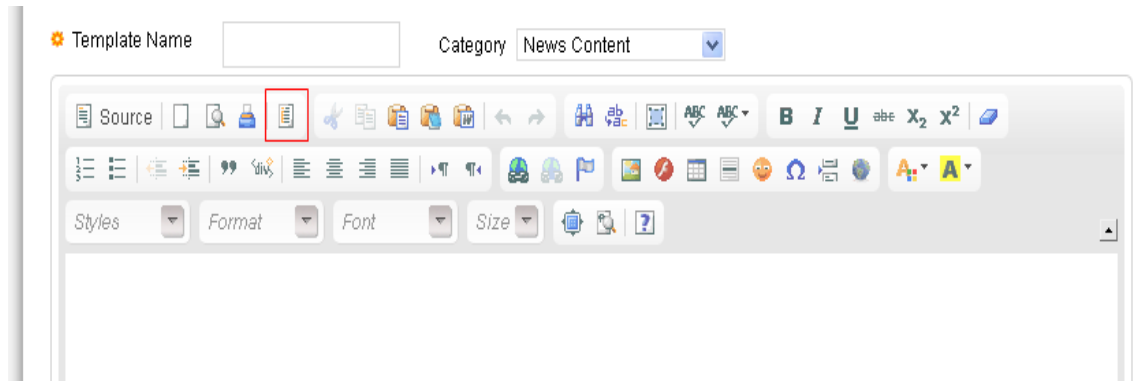
In the rich text editor, click the templates  icon to choose a set of predefined templates. This icon appears in the first row and is the 5th icon from the left (see Figure 12-1). You can choose to either create the template on your own, or use a predefined template. You can edit the predefined templates to create a new template.

Figure 12-1 displays the icons in the rich text editor.

**Figure 12-1** Templates Icon in the Rich Text Editor



The Content Template pop-up window that appears has a set of predefined templates for News Content, Alert Message, and Notification Message. You can choose the template that you wish to display on the signage. When you choose any of these templates, predefined template content is displayed in the rich text editor.

**Step 5** (Optional) In the Content Template pop-up window, check the **Replace actual contents** check box to replace the actual contents. This allows you to edit the selected template.

You can use this option when you want to replace existing content with the pre-defined template content.



**Note** You can control the template layout, formatting, using the Source option available in the rich text editor. This allows you to view or edit the underlying HTML source.

**Step 6** Click **Save**.

**Step 7** (Optional) Click **Clear** to clear the entry.

**Step 8** (Optional) Click **Cancel** to cancel the task.



**Note** For all emergency notifications, if you want to utilize the option of using the floor plans uploaded via the EISignage to automatically be used by the template, then you must not edit the floor plan area of the EN template.


## Viewing Templates

To view templates, perform the following steps in the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Tools > Templates**. The Templates page appears.

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Table 12-1 displays the components of the Templates page.

**Table 12-1 Components of the Templates Page**

Component	Description
Name	Displays the name of the template.
Category	Displays the category of the template. The available options are News Content, Emergency Notification, and Green Advisor.
Status	Displays the status of the template. The template can be either enabled or disabled.
Updated By	Displays the name of the user who last edited the template.
Updated On	Displays when the last edit was made to the template.
	 <b>Note</b> By default, the Template List area table is sorted alphabetically in the Template Name column in ascending order. The user can click the column headings to change the entries in the table by ascending or descending order.
Add	Allows you to add the selected template.
Delete	Allows you to delete the selected template.

## Editing a Template

To edit a template, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose **Tools > Templates**.
- The Templates page appears.
- In the Template List area table, check the check box next to the template that you want to edit.
- The rich text editor displays the template details.
- Step 2** (Optional) Edit the template name in the Template Name field.
- Step 3** (Optional) From the Category drop-down list, choose the category based on the type of template. The available options are News Content, Green Advisor, and Emergency Notification.
- Step 4** Edit the template contents and click **Save**.
- Step 5** (Optional) Click **Clear** to clear the entry.
- Step 6** (Optional) Click **Cancel** to cancel the task.
-

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## Deleting Templates

To delete the template content, perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the home page of the Smart+Connected Spaces portal for managing meeting spaces and digital signage, choose <b>Smart+Connected Tools &gt; Templates</b> . |
|               | The Templates page appears.   |
| <b>Step 2</b> | In the Templates List area table, check the check box next to the template that you want to delete.   |
| <b>Step 3</b> | Click <b>Delete</b> .   |
|               | A confirmation message asking you to confirm the deletion appears.  |
| <b>Step 4</b> | Click <b>Yes</b> to confirm the deletion. Alternatively, you can click <b>No</b> to cancel the deletion.  |
-

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## Managing Locations

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This chapter describes how you can manage the creation and assignment of locations, that is, workspaces and offices that are allocated to individual employees.

- [About Assigning Locations, page 13-1](#)
- [Creating/Editing Locations in the SDP, page 13-1](#)
- [Changing the Reservation Property, page 13-2](#)
- [Exporting Location Details, page 13-2](#)
- [Importing Location Assignment Data, page 13-2](#)
- [Assigning Locations, page 13-3](#)
- [Viewing Location Assignment Details, page 13-4](#)
- [Changing Location Assignment, page 13-4](#)
- [Removing Location Assignment, page 13-5](#)

### About Assigning Locations

As an administrator, you can assign certain locations to employees as their fixed desks. These workspaces or offices are meant to be exclusively used by the employees to whom they are allocated, that is, no other employee is allowed to reserve or check into the fixed desks.

Employees who are assigned a location, will be unable to avail themselves of the automatic extension mobility feature which is provided on check-in. They can log in to or log out of the extension mobility on the IP phone at the fixed desk provided that this feature is configured in CUCM.

The assigned locations and details of the employees to whom the locations are allocated are shown in the floor maps that are displayed on the kiosks, but these locations are not available for reservation or check-in.

### Creating/Editing Locations in the SDP

Before you assign a location to an employee, you need to add a workspace or office in the SDP and then specify the location property as non-reservable. For more information, see the “Adding Locations” section in the *Cisco Smart+Connected Spaces Installation Guide*.

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## Changing the Reservation Property

You can change the location from non-reservable to reservable and vice versa any time that you want by editing the location property in the SDP. For more information, see the “Editing Locations” section in the *Cisco Smart+Connected Spaces Installation Guide*.

## Exporting Location Details

You can export the fixed location details for a floor as an Excel sheet. Once the file is exported, you can fill in the location assignment details and import it back to the application.

To export the location assignment data, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
  - Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The country that you have chosen is displayed with an arrow button next to it.
  - Step 3** Click the arrow buttons next to the country, city, and building name to expand the location hierarchy to view the list of fixed locations.
  - Step 4** Click the floor for which you want to export the data and then click **Export**.
  - Step 5** Save the file to a desired location.

The downloaded file contains the following columns:

- Location ID, and Location Name columns  
These columns always display the location details whether the locations are assigned to users or not.
- User ID, First Name, and Last Name columns  
These are the columns where you provide the details of the employee to whom you want to assign the location.



### Note

The exported file will be populated with user data, that is, display the user details if some of the locations are already assigned to users. This happens when you have assigned locations to users directly through the portal or have imported the location assignment details. For more information, see the “[Importing Location Assignment Data](#)” section on page 13-2, and the “[Assigning Locations](#)” section on page 13-3.

---

## Importing Location Assignment Data

You can import the location assignment data for a floor from xlsx files. Once the file is imported, you can view the details before saving it to the application. After the import process is complete, the user ID, first name, and last name of the employees to whom these locations are assigned will appear in right pane for each of these locations in the admin portal. This indicates that the locations are assigned to these employees.

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If the exported file contains only the user ID, the first name and last name are retrieved from LDAP and imported into the application. In case you enter a wrong first and/or last name, the correct data for the specified user ID is imported into the application from LDAP.



**Note**

Ensure that you enter the exact user ID as contained in LDAP. If the user ID provided for a location is found to be incorrect during the import process, the location assignment data for that location is ignored and data for the other locations is imported.

To import the location assignment data, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
  - Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The name of the country that you have chosen is displayed with an arrow button next to it.
  - Step 3** Click the arrow buttons next to the country, city, and building name to expand the location hierarchy to view the list of fixed locations.
  - Step 4** Click the floor for which you want to import the data.
  - Step 5** Click **Browse** and choose the file that you want to import.  
The file is displayed next to the Browse button.
  - Step 6** Click **Import**.  
The Import Data dialog box appears and displays a preview of the data, which will be imported, as separate columns.
  - Step 7** Verify that the data is correct and click **Save**.  
(Optional) If you want to make any changes in the location assignment, click the  icon next to the name of any user. The User Name field becomes editable and you can enter the name of another user. To remove the location assignment, click the  icon next to the name of any user. The user name is removed and the location becomes available for reassignment. Click **Save**.
- 

**Note** If a location is assigned to a user but the Excel sheet being imported does not contain any data for that location (the user ID field is left blank), the existing location assignment is removed after the import. The location is available for reassignment.
- Step 8** Click **OK** in the dialog box that appears informing you that the import process is started.  
The locations are assigned to the specified persons. The first name, last name, and user ID of the employee are displayed along with the Remove and Change buttons for each of the assigned locations.
  - Step 9** (Alternatively) Click **Cancel** to cancel the import process and close the Import Data dialog box.

## Assigning Locations

To assign a location to an employee, perform the following steps:

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- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
- Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The name of the country that you have chosen is displayed with an arrow button next to it.
- Step 3** Click the arrow buttons next to the country, city, building, and floor name to expand the location hierarchy to view the list of fixed locations.
- Step 4** Click the fixed location that you want to assign.
- Step 5** Enter the first three alphabet characters of an employee's company ID, first name, or last name in the **Search People** field.  
The Search People Result dialog box appears. It displays the first and last name of the users who match the search criteria along with the Add button.
- Step 6** Click **Add** for the required name in the list.  
The location is assigned to the employee. The first name, last name, and User ID of the employee are displayed along with the Remove and Change buttons.
- 

## Viewing Location Assignment Details

To view the names of the employees to whom the locations are assigned, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
- Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The name of the country that you have chosen is displayed with an arrow button next to it.
- Step 3** Click the arrow buttons next to the country, city, building, and floor name to expand the location hierarchy and to view the list of fixed locations.
- Step 4** Click the location for which you want to view the location assignment.



**Note** You can also view the names of the employees to whom the various locations have been assigned by viewing the exported file, if some locations are already assigned to employees. For more information, see the [“Exporting Location Details” section on page 13-2](#).

---

The first name, last name, and user ID of the employee are displayed along with the Remove and Change buttons.

---

## Changing Location Assignment

To change the user to whom a location is assigned, perform the following steps:



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- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
- Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The name of the country that you have chosen is displayed with an arrow button next to it.
- Step 3** Click the arrow buttons next to the country, city, building, and floor name to expand the location hierarchy to view the list of fixed locations.
- Step 4** Click the location for which you want to change the location assignment.  
The first name, last name, and user ID of the employee to whom the location is assigned are displayed along with the Remove and Change buttons.
- Step 5** Click **Change**.  
The Search People field appears.
- Step 6** Enter the first three alphabet characters of an employee's company ID, first name, or last name in the **Search People** field.  
The Search People Result dialog box appears. It displays the first and last name of the employees who match the search criteria along with the Update button.
- Step 7** Click **Update** for the required name in the list.  
The location is reassigned to the selected employee. The first name, last name, and user ID of the employee are displayed along with the Remove and Change buttons.
- 

## Removing Location Assignment

You can remove the name of an employee to whom a location is assigned. Once this is done, the same location can be assigned to another employee whenever required. Also, before you convert a non-reservable location to a reservable location you need to remove the location assignment.

To remove a location assignment, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > Assign Location**.
- Step 2** Choose the required options from the Select Country and Select City drop-down lists.  
The name of the country that you have chosen is displayed with an arrow button next to it.
- Step 3** Click the arrow buttons next to the country, city, building, and floor name to expand the location hierarchy to view the list of fixed locations.
- Step 4** Click the location for which you want to remove the location assignment.
- Step 5** Click **Remove**.  
The user details and the Remove and Change buttons are removed. The location is unassigned and available for reassignment. The Search People field appears.
-

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## Managing the Quick Response Codes

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This chapter describes how to generate and download the Quick Response (QR) codes, which allow users to quickly check in to and check out from a workspace using mobile devices.

- [About the QR Codes, page 14-1](#)
- [Generating the QR Codes, page 14-1](#)
- [Downloading the QR Codes, page 14-2](#)

### About the QR Codes

A QR code is a matrix barcode or a two-dimensional code that is readable by the QR scanners, mobile phones with a camera, and smartphones. By scanning these QR codes available at the workspaces, end users can quickly check in to and check out from a workspace.

You can generate the QR codes by selecting the specific locations or location types in the location hierarchy, which defines a tree structure of the parent locations and their respective child locations. In addition, you can download or print the QR codes.

You can generate the QR codes for the following location types in the location hierarchy:

- Building—Generates the QR codes for all of the workspaces in the selected building
- Floor—Generates the QR codes for all of the workspaces on the selected floor
- Workspace—Generates the QR code for the selected workspace

For example, you can generate the QR codes for the building, floor, cubicle, and office locations in the location hierarchy.

### Generating the QR Codes

To generate the QR codes, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, choose **Admin > QRCode Generator**.
- The left pane displays the location hierarchy.
- Step 2** In the location hierarchy, click one of the following location types for which you want to generate the QR code:

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- Building—To generate the QR codes for all of the workspaces of the selected building
- Floor—To generate the QR codes for all workspaces on the selected floor
- Workspace—To generate the QR code for the selected workspace

The Generate QR Code button appears in the right pane.

**Step 3** Click **Generate QR Code**.

The specific QR codes are created and displayed in the right pane. The Download QR Code button also appears.

**Figure 14-1** QR Code Generator Tab – Sample QR Codes for All Workspaces on a Floor



You can download the generated QR codes in a zip format. For more information on downloading the QR codes, see the [“Downloading the QR Codes” section on page 14-2](#).

## Downloading the QR Codes

To download the generated QR codes, perform the following steps:

**Step 1** Generate the QR codes for a specific location type or location.

For more information on generating the QR codes, see the [“Generating the QR Codes” section on page 14-1](#).

The specific QR codes are created and displayed in the right pane (see [Figure 14-1](#)). The Download QR Code button also appears.

**Step 2** Select the QR code that you want to download, and click **Download QR Code**.

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- To download one or more QR codes, check the check box next to each QR code that you want to download.
- To download all of the generated QR codes, check the **Select All** check box.

The QR codes are saved in a zip format.

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## Managing Workspace Features

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This chapter describes how you can manage the availability of device features at a workspace.

- [About the Feature Management, page 15-1](#)
- [Viewing Features, page 15-1](#)
- [Provisioning Features, page 15-2](#)
- [Editing Features, page 15-3](#)
- [Deleting Features, page 15-3](#)
- [Managing the Saved Features, page 15-4](#)
- [Assigning Features to Locations, page 15-4](#)

### About the Feature Management

In the Cisco Smart+Connected Spaces application, feature management allows you to manage the availability of device features to an end user using a workspace. It also allows you to configure features that can be controlled by an end user using either the Cisco IP Phone or the web portal (ipsapp). You can assign features to one or more locations within the location hierarchy.

### Viewing Features

To view the available features of the workspaces and devices associated to a location, perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the home page of the Smart+Connected Spaces portal for managing workspaces, click the <b>Admin</b> tab. The Feature Management page appears.<br>The workspaces in the location hierarchy appear in an expanded view. |
| <b>Step 2</b> | Select a workspace for which you want to view the available features.<br>For the selected workspace location, the configuration details for the devices configured for the location (if not configured earlier) appear. |
-

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## Provisioning Features

You can provision features for all of the workspace devices by adding new configurations. After you provision a feature for a location, the feature is automatically provisioned for all of the child locations within that location hierarchy. However, you can also provision features for a child location separately.

To provision features for a workspace location, perform the following steps:

**Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, click the **Admin** tab. The Feature Management page appears.

The workspaces in the location hierarchy appear in an expanded view.

**Step 2** Select a location. For example, Floor level or Bay/Wing level.

For the selected workspace location, the configuration details for the devices configured for the location (if not configured earlier) appear in the Configuration Details area.

**Step 3** In the Configuration Details area, enter the following details:

- In the Configuration Name field, enter a name for the device configuration.
- In the Features Controlled from Web Browser area, check the check boxes to provision features for the appropriate devices that you want an end user to control from the web browser, such as light settings, dimmers, and so on.
- In the Features Controlled from Cisco IP Phone area, check the check boxes to provision features for the appropriate devices that you want an end user to control from the Cisco IP Phone, such as light settings, and dimmer.



**Note**

For features controlled from both, the web browser and the Cisco IP phone, the devices that appear are those that are associated to the location through the SDP interface.

- In the Fault Menu Items area, check the check boxes for the appropriate menu items. The Fault menu is available only if the Fault menu has been added on the Fault Management tab.



**Note**

You are allowed to check the check boxes in the **Fault menu Items** area only if you choose the **IP Phone** in the **Features controlled from Web Browser** area.

**Step 4** Click **Save**.

A message appears that prompts you to confirm the addition of the new configuration to the specified location.

**Step 5** Click **OK**.


A confirmation message indicating that a new configuration is added appears.



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## Editing Features

To modify the existing features or configurations of workspace locations, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, click the **Admin** tab. The Feature Management page appears.
- The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a location for which you want to modify the device configuration details.
- For the selected workspace location, the configuration details for the devices configured for the location (if not configured earlier) appears.
- Step 3** Modify the following details, as necessary:
- In the Features Controlled from Web Browser area, check the check boxes to provision features for the appropriate devices that you want an end user to control from the web, such as lights, dimmer, DMP, IEC, and so on.
  - In the Features Controlled from Cisco IP Phone area, check the check boxes to provision features for the appropriate devices that you want to control from the Cisco IP phone, such as lights, dimmer, DMP, IEC, and so on.
  - In the Fault Menu Items area, check the check boxes for the appropriate menu item.
-  **Note** You are allowed to check the check boxes in the **Fault menu Items** area only if you choose the **IP Phone** in the **Features controlled from Web Browser** area.
- 
- Step 4** Click **Save**.
- A confirmation message indicating that the configured features have been updated appears. You can click the location and view the configuration details that have been updated.
- 

## Deleting Features

To delete the existing configurations of your workspace devices, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, click the **Admin** tab. The Feature Management page appears.
- The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a location for which you want to delete the existing configuration.
- For the selected workspace location, the configuration details for the devices configured for the location (if not configured earlier) appears.
- Step 3** Click **Delete**.
- A confirmation message appears prompting the deletion of the selected configuration.

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You can also individually delete configurations for workspace locations. For more information on how to individually delete configurations, see the “[Managing the Saved Features](#)” section on page 15-4.

## Managing the Saved Features

You can save configurations of devices even if the devices are not assigned to a location.

To add, update, or delete the saved features, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, click the **Admin** tab. The Feature Management page appears.
- Step 2** Click the **Saved Configurations** tab.



**Note** The option to save a configuration is not available for configurations that have been assigned to the locations.

---

- Step 3** From the Configuration Name drop-down list, choose a configuration.
- The Device Control Feature Options area appears with configuration details. You can update or delete the configuration.
- To delete the configuration, click **Delete**. For more information on how to delete the configuration, see the “[Deleting Features](#)” section on page 15-3.
- To add a new configuration, click **Add**. For more information on how to add a new configuration, see the “[Provisioning Features](#)” section on page 15-2.
- To assign a newly added or updated configuration to locations, see the “[Assigning Features to Locations](#)” section on page 15-4.
- 

## Assigning Features to Locations

You can quickly assign a configuration feature for your workspace device to one or more locations.

To assign configured features to locations, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces, click the **Admin** tab. The Feature Management page appears.
- Step 2** Click the **Assign Configuration** tab.
- The Assign Configuration page appears. The workspaces in the location hierarchy appear in an expanded view.
- Step 3** Select one or more locations to which you want to assign the device configuration.

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- Step 4** From the Assign Configuration drop-down list, choose the configuration that you want to assign to one or more locations, and click **Save**. The configuration is assigned to the selected location(s).
-

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## Working with Reports

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This chapter describes how to track the usage trends for conference/Cisco TelePresence rooms and workspaces and offices by generating various types of reports.

- [About Reports, page 16-1](#)
- [Conference and Cisco TelePresence Room Usage Reports, page 16-1](#)
- [Workspace and Office Utilization Reports, page 16-3](#)

### About Reports

The Reports tabs in the Cisco Smart+Connected Spaces administrator portals (solutions and ipsapp) allow you to generate usage reports for the conference rooms and workspaces at the locations that are added to the application. You can select the location for which you want to view the usage trend and also specify the time range and report type. The date and time when the report is generated is also provided along with the usage details. This helps you to track room and workspace usage patterns and formulate policies for better resource utilization and energy savings. You can also download the reports that you generate and share them with all of the stakeholders.

### Conference and Cisco TelePresence Room Usage Reports

The room usage reports are generated by logging in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage (solutions).

- [Auto Release Report, page 16-1](#)
- [Early Release Report, page 16-2](#)
- [Room Usage Report, page 16-2](#)
- [Room Utilization Report, page 16-2](#)
- [Generating Reports, page 16-2](#)

### Auto Release Report

This report provides you information about the total time for which the conference/Cisco TelePresence rooms were moved to energy savings mode due to auto release. When a room is released automatically, the air conditioning, lights, and other devices are returned to the energy saving state. The Auto Release

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report provides details such as the name and location of the conference rooms that were released automatically during the specified time range, the date of the auto release, and the duration (in hours) for which the room was used before it was automatically released.

## Early Release Report

This report provides you information about the total time for which the conference/Cisco TelePresence rooms were moved to energy savings due to early release. There may be times when a meeting ends earlier than the duration for which the room is booked. In such a case, the user can release the conference/Cisco TelePresence room earlier using the Cisco IP Phone in the room. When a room is indicated as released, the settings of the devices and air conditioning in the room are automatically changed to the energy saving mode. This leads to energy savings. For more information on releasing rooms, see the *Cisco Smart+Connected Spaces User Guide*. The Early Release report provides details, such as the name and location of the conference rooms released earlier during the specified time range, the date of the early release, and the duration (in hours) for which power savings were made due to the early release.

## Room Usage Report

This report provides the details of the total usage time for the conference rooms. The Room Usage report provides an overall picture of the conference room usage. Information on the total number of hours for which the rooms are used in a given day helps to identify which rooms are used more frequently than the others. The report gives you details, such as the names of the conference rooms, the building and floor where they are located, and the date and duration of the conference room usage.

## Room Utilization Report

This report provides the total number of hours for which the conference rooms at a location were occupied, unused, or booked but not used (No Shows) during the selected time period. A bar graph displays the locations on the X-axis and the room utilization percent on the Y-axis, where 100% percent means the sum total of the working hours for all of the working days in the weeks during the selected time period. Each location is represented as a separate bar. The bar is divided into three segments, each of which lists the percentage and the number of hours. The blue bar represents No Shows, pink is for Occupied Hours, and beige is for Used Hours.

## Generating Reports

You can generate the reports for the time range that you want.

To generate a report, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing meeting spaces and digital signage. The home page appears.
  - Step 2** Click the **Reports** tab. The Reports page appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the report details.

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- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all of the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Check the location check boxes in the Location Hierarchy folder for the buildings, floors, or conference rooms for which you want the report.
- Step 5** In the right pane, click the calendar icons in the From Date and To Date fields, and specify the time frame for the report.
- Step 6** From the Select Report Type drop-down list, choose the type of report. The available options are as follows:
- Auto Release Report
  - Early Release Report
  - Room Usage Report
  - Room Utilization Report

- Step 7** Click **Generate Report**.

The report is displayed in a tabular form with the report title on top followed by the Building, Floor, Conference Room, Date, and Hours columns. The date and time at which the report is generated is displayed at the bottom of the table.



**Note** These column names are common for the three types of room reports.

- Step 8** Click **Download Report** to export the report and save it as a PDF file for future reference.

## Workspace and Office Utilization Reports

The workspace and office utilization reports are generated by logging in to the Smart+Connected Spaces for managing workspaces (ipsapp).

- [Current Workspace Utilization Report, page 16-3](#)
- [Historical Workspace Utilization Report, page 16-3](#)
- [Current Users Check-in Report, page 16-4](#)
- [Historical Workspace Utilization Comparison Report, page 16-4](#)
- [Daily Utilization Report, page 16-4](#)

### Current Workspace Utilization Report

This report provides information on workspace utilization such as workspaces in use, available workspaces, and so on.

### Historical Workspace Utilization Report

This report provides information on the utilization of the workspaces on the selected floor, in terms of the percentage-wise breakup of the utilized and unutilized workspaces over the specified time period.

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## Current Users Check-in Report

This report provides details of the end users who have checked-in at the selected location.

## Historical Workspace Utilization Comparison Report


This report provides information on the comparative utilization of the workspaces on a selected floor, in terms of status such as booked, checked-in, cancel, auto cancel, check out, and auto checkout over the specified time period.

## Daily Utilization Report

This report provides information on the daily usage of workspaces on a selected floor over the specific time period.


## Generating the Current Workspace Utilization Reports

To generate the current workspace utilization report, perform the following steps:

- 
- Step 1** Log in to the Smart+Connected Spaces portal for managing workspaces and offices.  
The home page appears.
  - Step 2** Click **Reports**.  
The Current Workspace Utilization tab appears.
  - Step 3** Click the expand  icon to view workspaces in the location hierarchy, select the floor level for which you want to generate a utilization report, and click **Generate Report**.  
A pie chart, that displays the number of available workspaces, reserved workspaces but not checked in and the checked-in workspaces appears.
- 

## Generating the Historical Workspace Utilization Reports

To generate the historical workspace utilization report, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces and offices, choose **Reports > Historical Workspace Utilization**.
  - Step 2** Click the  expand icon to view workspaces in the location hierarchy, and select the floor level for which you want to generate the report.
  - Step 3** Choose the required dates from the From Date and the To Date drop-down lists.
  - Step 4** Choose the required time from the From Time and the To Time drop-down lists.
  - Step 5** Click **Generate Report**.

The following metrics are represented as a pie chart:



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- Utilized Spaces—Percentage of the workspaces that were occupied by employees.
- Unutilized Spaces—Percentage of the workspaces that were not occupied.

A legend that shows what the colors in the pie chart represent and the date and time at which the report is generated is displayed next to the pie chart.


A table that provides data such as the location name and type (workspace or office), the building and floor where it is located, the number of hours for which each location is used, and the aggregate number of hours for which the locations are occupied, is displayed below the pie chart:

The date and time at which the report is generated and the export icons are provided below the table.

- Step 6** Click the  icon to download the report as an Excel sheet.  
(Alternatively) Click the  icon to download the report in PDF format.

## Generating the Current Users Check-in Reports

To generate the current users check-in report, perform the following steps:


- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces and offices, choose **Reports > Current Users Checkin**.
- Step 2** Click the expand  icon to view workspaces in the location hierarchy, select any floor level higher than the workspace for which you want to view the report, and then click **Generate Report**.

The following information is represented in a tabular format:

User Name, Workplace Name, Floor Name, Building Name, and City Name.

## Generating the Historical Workspace Utilization Comparison Reports

To generate historical workspace utilization comparison report at a floor level, perform the following steps:

- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces and offices, choose **Reports > Historical Workspace Utilization Comparison**.
- Step 2** Click the expand  icon to view workspaces in the location hierarchy, and select the desired floor levels for which you want to view the report.
- Step 3** Choose the desired dates from the From Date and the To Date drop-down lists, and click **Generate Report**.

The following metrics are represented in the Status (X-axis) verses Bookings (Y-axis) bar graph and table that displays statistics of the different booking states and the count of these booking states:


- Booked—The state of a workspace that has been booked.
- Checked-in—The state of a booked workspace that has been checked in to by an end user.
- Cancel—The state of a workspace that has been cancelled after a booking.
- Checkout—The state of a workspace that indicates that an end user has checked out of it.

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- **Auto Cancel**—State of a workspace that was booked by an end user, but was automatically cancelled because the end user did not check in to the workspace within the configured time period (in the default configuration, the time period is set to 15 minutes).
  - **Auto Checkout**—The state of a workspace in which user was checked-out of automatically - this would happen in a scenario wherein the end user does not manually check out from the workspace any time before the end of the booking time.
- 

## Generating the Daily Utilization Reports

To generate the daily utilization report at a floor level, perform the following steps:

- 
- Step 1** In the home page of the Smart+Connected Spaces portal for managing workspaces and offices, choose **Reports > Daily Utilization**.
  - Step 2** Click the expand  icon to view workspaces in the location hierarchy, and select the floor level for which you want to view the report.
  - Step 3** From the From Date and the To Date drop-down lists, choose the appropriate dates, and click **Generate Report**. The date range must not exceed seven days.

The following metrics are represented in the Date (X-axis) verses number of Bookings (Y-axis) bar graph and a statistical table:

- Total Workspace Available
  - Utilized Workspace
-



## Usage Scenarios

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This chapter describes how the changes that are made in the Cisco Service Delivery Platform (SDP) and Cisco Smart+Connected Spaces applications affect the end user's experience when working with the devices and other features. You can navigate to the sections that provide information on all of the subtasks that need to be performed to achieve the key tasks.

- [Lights Scenarios, page 17-1](#)
- [Window Blinds Scenario, page 17-2](#)
- [Temperature Control Scenario, page 17-2](#)
- [Audio/Visual Equipment Scenario, page 17-3](#)
- [Fault Reporting Scenarios, page 17-3](#)
- [Signage Messaging Scenarios, page 17-4](#)
- [Meeting Details Scenarios, page 17-5](#)
- [Room Booking Scenario, page 17-6](#)
- [Room Mode Scenario, page 17-7](#)
- [Room Setup Scenarios, page 17-7](#)
- [Smart+Connected EN Scenarios, page 17-8](#)
- [Smart+Connected IS Scenarios, page 17-10](#)
- [Smart+Connected GA Scenarios, page 17-14](#)


## Lights Scenarios

- [Scenario 1: Lights Control, page 17-1](#)
- [Scenario 2: Dimmer Control, page 17-2](#)


### Scenario 1: Lights Control

1. In the Location Hierarchy folder in the SDP, create a Location Type named Conference Room under the desired floor.
2. Ensure that the Building Management System (BMS) adapter properties are configured in the database.


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3. Create a device named Lights for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device named 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 Spaces service for the Cisco IP Phone using the call manager.
7. Select the service and ensure that the lights control  icon is displayed on the Cisco 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 named Conference Room under the desired floor.
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device named Dimmer for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device named 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 Spaces service for the Cisco IP Phone using the call manager.
7. Select the service and ensure that the lights control  icon is displayed on the Cisco 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 a Cisco IP Phone by tapping the required icon.


## Window Blinds Scenario

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

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2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device named VAV for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device named 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 Spaces service for the Cisco IP Phone using the call manager.
7. Select the service and ensure that the temperature control  icon is displayed on the Cisco IP Phone.
8. When a user taps the temperature control icon, the options to switch the air conditioning 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 Cisco 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 named Conference Room under the desired floor.
2. Create a device named Audio Video Controller for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device named 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 Spaces service for the Cisco 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 Cisco 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

- [Scenario 1: Fault Reporting Using Remedy, page 17-3](#)
- [Scenario 2: Fault Reporting Using Email, page 17-4](#)
- [Scenario 3: Entering Invalid User ID, page 17-4](#)

### Scenario 1: Fault Reporting Using Remedy

1. In the Location Hierarchy folder in the SDP, create a Location Type named Conference Room under the desired floor.
2. Assign a configuration, which has the case management feature, to the location.
3. Create a device named IP Phone for the conference room using the Devices tab in the SDP.

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4. Subscribe to the Smart+Connected Spaces service for the Cisco IP Phone using the call manager.
5. Select the service and ensure that the faults  icon is displayed on the Cisco IP Phone.
6. Ensure that the Remedy adapter properties are configured in the database and that 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.
8. 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 system and routed to the appropriate team for resolution. The user will see a confirmation message on the Cisco IP Phone with the unique case number.



**Note**

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

## Scenario 2: Fault Reporting Using Email

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

## Scenario 3: Entering Invalid User ID

1. Assign a Cisco IP Phone and a VAV to a conference room using the Devices tab in the SDP.
2. Add a configuration which has the fault item named Air conditioning is not cold to the room.
3. A user who enters an invalid user ID, using the Cisco 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

- [Scenario 1: Displaying Message on Conference Room Signage, page 17-5](#)
- [Scenario 2: Fault Message Disabled in Configuration, page 17-5](#)

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- [Scenario 3: Configuration Without Signage Messaging Feature, page 17-5](#)

## Scenario 1: Displaying Message on Conference Room Signage

1. In the Location Hierarchy folder in the SDP, create a Location Type named Conference Room under the desired floor.
2. Create a device named DMP/IEC and associate it to the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device named 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 Spaces service for the Cisco IP Phone using the call manager.
6. Select the service and ensure that the signage messaging  icon is displayed on the Cisco 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 Cisco IP Phone.

## Scenario 2: Fault Message Disabled in Configuration

1. Assign a Cisco 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 Cisco IP Phone at the location.

## Scenario 3: Configuration Without Signage Messaging Feature

1. Assign a Cisco 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 Cisco IP Phone.

## Meeting Details Scenarios

- [Scenario 1: Displaying Meeting Details, page 17-6](#)
- [Scenario 2: Hiding Meeting Subject and Attendee List, page 17-6](#)

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## Scenario 1: Displaying Meeting Details

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



### Note

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

## Scenario 2: Hiding Meeting Subject and Attendee List


1. In the Location Hierarchy folder in the SDP, create a Location Type named Conference Room under the desired floor.
2. Create a device named DMP for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device named IP Phone for the conference room by entering the MAC address of the Cisco IP Phone.
4. Assign a configuration, which has the conference room details feature, to the location.
5. Subscribe to the Smart+Connected Spaces service for the Cisco 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 Cisco IP Phone at the location/the Smart+Connected Spaces user portal (calendar) and chooses the Mark as Confidential option. The meeting subject will be shown in the 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 named Conference Room under the desired floor.
2. Create a device named IP Phone for the conference room created in Step 1 by entering the MAC address of the Cisco IP Phone.



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3. Assign a configuration, which has the conference room details feature, to the location.
4. Subscribe to the Smart+Connected Spaces service for the Cisco 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 Cisco 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.
12. The meeting is booked for the selected duration and the details are displayed on the Cisco 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 Cisco IP Phones; room booking is not possible using non-touchscreen Cisco IP Phones.

## Room Mode Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type named Conference Room under the desired floor.
2. Ensure that the BMS and projector adapter properties are configured in the database.
3. Create devices named 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 Spaces service for the Cisco IP Phone using the call manager.
6. Select the service and ensure that the room mode  icon is displayed on the Cisco 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 17-8](#)
- [Scenario 2: Room Setup Notice Period, page 17-8](#)

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## Scenario 1: Room Availability

1. In the Location Hierarchy folder in the SDP, create a Location Type named 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 and setup removal time, and notice period for the room setups in SCMS\_ROOMSETUP\_MASTER. Provide the setup time and setup removal time as 30 minutes each and the notice period as two hours.
4. A user who searches for rooms using the Smart+Connected Spaces can click the image for any room setup type to notice period, setup/setup removal time and choose any of the room setup options. The conference room that 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 the 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.
7. A room setup removal 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 setup removal time is 30 minutes.

## Scenario 2: Room Setup Notice Period

1. In the Location Hierarchy folder in the SDP, create a Location Type name Conference Room under the desired floor.
2. Use the Roomsetup tab to add the room setup options for the conference room created in Step 1.
3. Update the setup and setup removal 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.

## Smart+Connected EN Scenarios

- [Scenario 1: Sending Emergency Incident Messages on the Digital Signage/IEC, page 17-9](#)
- [Scenario 2: Sending Emergency Incident Messages on Cisco IP Phones, page 17-9](#)

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## Scenario 1: Sending Emergency Incident Messages on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	"Importing SSL Certificates" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	"Adding Locations" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device named Digital Media Player (DMP) for the created location(s).	"Adding Devices" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	"Configuring Adapter Properties" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Create or configure the template for emergency notification.	<a href="#">"Adding Templates" section on page 12-2</a>
6	Create the emergency incident message template.	<a href="#">"Adding Templates" section on page 12-2</a>
7	Create the emergency incident message, associate with location(s), and enable the message.	<a href="#">"Adding or Enabling Emergency Incident Messages" section on page 9-10</a>

1. Locations can be either conference rooms, a floor plan, or a building.

## Scenario 2: Sending Emergency Incident Messages on Cisco IP Phones

Order	Tasks	See
1	Import the CUCM certificate for the Cisco IP Phone.	"Importing SSL Certificates" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	"Adding Locations" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device named IP phone for the location(s).	"Adding Devices" section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for IP phone Bean in the database to display the emergency incident message on the Cisco IP Phone.	"Configuring Adapter Properties" section in the <i>Cisco Smart+Connected Meeting Spaces Installation Guide</i>
5	Set up content for the Cisco IP Phone.	<a href="#">"Adding the Emergency Incident Message Templates" section on page 9-4</a>

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Order	Tasks	See
6	Enable the emergency incident message.	<a href="#">“Adding or Enabling Emergency Incident Messages” section on page 9-10</a>
7	Configure audio on the Cisco IP Phone.	“Configuring Audio Notification to IP Phone” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>

1. Locations can be either conference rooms, a floor plan, or a building.

## Smart+Connected IS Scenarios

- [Scenario 1: Displaying Meeting Details on the Floor Plan Display, page 17-10](#)
- [Scenario 2: Displaying Meeting Room Details on the Conference Room Plan Display, page 17-11](#)
- [Scenario 3: Displaying Meeting Room Details in Building View, page 17-12](#)
- [Scenario 4: Displaying News Content on the Digital Signage/IEC, page 17-12](#)
- [Scenario 5: Displaying External Content on the Digital Signage/IEC, page 17-13](#)
- [Scenario 6: Adding Sequence to Signage Content using DMM, page 17-14](#)

### Scenario 1: Displaying Meeting Details on the Floor Plan Display


Order	Tasks	See
1	<ul style="list-style-type: none"> <li>• Import a DMP certificate for the DMP if it uses HTTPS.</li> <li>• Import the certificate for the Exchange.</li> </ul>	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Add ‘floor plan’ as the signage content.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>
6	Create a content link for the added ‘floor plan’.	<a href="#">“Adding Content Links” section on page 10-6</a>

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Order	Tasks	See
7	Add sequence to the added content link and provide the duration of display.	<a href="#">“Adding a Sequence” section on page 10-9</a>
8	Book the conference room through a mail client or a Cisco IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>

1. Locations can be mean either conference rooms, a floor plan, or a building.


## Scenario 2: Displaying Meeting Room Details on the Conference Room Plan Display

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.   <b>Note</b> You must perform this step only if the DMP adaptor was not configured earlier.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Add ‘conference room plan’ as the signage content and select the Primary Conference Room check box to make the room as a primary preference.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>
6	Create a content link for the added ‘conference room plan’ signage content.	<a href="#">“Adding Content Links” section on page 10-6</a>
7	Add sequence to the added content link and provide the duration of display.	<a href="#">“Adding a Sequence” section on page 10-9</a>
8	Book the conference room through a mail client or a Cisco IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>

1. Locations can be either conference rooms, a floor plan, or a building.

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## Scenario 3: Displaying Meeting Room Details in Building View

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.   <b>Note</b> You must perform this step only if the DMP adaptor was not configured earlier.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Add ‘building view’ as the signage content.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>
6	Create a content link for the added building view signage content.	<a href="#">“Adding Content Links” section on page 10-6</a>
7	Add a sequence to the added content link and provide the duration of the display.	<a href="#">“Adding a Sequence” section on page 10-9</a>
8	Book the building through an email exchange or a Cisco IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Spaces Administrator Guide</i>

1. Locations can be either a conference room, a floor plan, or a building.

## Scenario 4: Displaying News Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>

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Order	Tasks	See
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Add and enable the news content for displaying on the digital signage/IEC.	“Adding or Enabling News Content” section on page 10-2
6	Create a content link for the added news content.	“Adding Content Links” section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	“Adding a Sequence” section on page 10-9

1. Locations can be either conference rooms, a floor plan, or a building.

## Scenario 5: Displaying External Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Create a content link for external URLs, such as Google, Yahoo, YouTube, and so on.	“Viewing Content Links” section on page 10-7
6	Add sequence to the added content link and provide the duration of display.	“Adding a Sequence” section on page 10-9

1. Locations can be either conference rooms, a floor plan, or a building.

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## Scenario 6: Adding Sequence to Signage Content using DMM

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Configure adapter properties for DMM Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Add a device ‘Digital Media Player’ to the required location(s).	<p>“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i></p> <p>After adding, the DMP device created for the location is automatically displayed on the Digital Signage tab.</p> <p>For the DMM integration, you must provide the MAC ID of the DMP device.</p>
5	Create a content link for the signage content.	“Adding Content Links” section on page 10-6
6	Add sequence to the added content link and provide the duration of display.	“Adding a Sequence” section on page 10-9

1. Locations can be either conference rooms, a floor plan, or a building.



### Note

There should be no entry of ADAPTER\_INSTANCE\_ID of the DMP Bean (5004) in the adapter tables of the database, if the DMM adaptor is to be used.

## Smart+Connected GA Scenarios

- [Scenario 1: Displaying Green Advisor Content on the Digital Signage/IEC, page 17-15](#)
- [Scenario 2: Displaying the Cisco TelePresence Content, page 17-15](#)



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## Scenario 1: Displaying Green Advisor Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
2	Create location(s) <sup>1</sup> as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
3	Create a device named Digital Media Player for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i>
5	Create Green Advisor (GA) content for the required location(s).	<a href="#">“Adding a Green Fact” section on page 11-1</a>
6	Create a content link for the added GA content.	<a href="#">“Adding Content Links” section on page 10-6</a>
7	Add sequence to the added content link and provide the duration of display.	<a href="#">“Adding a Sequence” section on page 10-9</a>
8	Create a new display of the GA content to appear on the digital signage/IEC by choosing the appropriate widget.	<a href="#">“Creating a New Display” section on page 11-6</a>
9	Display data for the widgets energy, water, and gas consumption in one of the following ways: <ul style="list-style-type: none"> <li>Set up data collection.</li> <li>Manually configure data using the usage data.</li> </ul>	<ul style="list-style-type: none"> <li>To set up data collection, see the “Setting up Data Collection” section in the <i>Cisco Smart+Connected Spaces Installation Guide</i></li> <li>To manually configure data using the usage data, see the <a href="#">“Adding Usage Data” section on page 11-4</a></li> </ul>

1. Locations can be either conference rooms, a floor plan, or a building.

## Scenario 2: Displaying the Cisco TelePresence Content

Order	Tasks	See
1	Create a new display by assigning the widget as ‘Cisco Telepresence’.	<a href="#">“Creating a New Display” section on page 11-6</a>
2	Configure the Cisco TelePresence content using the usage data.	<a href="#">“Adding Usage Data” section on page 11-4</a>

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Order	Tasks	See
3	Create a content link for the Cisco TelePresence content.	<a href="#">“Adding Content Links” section on page 10-6</a>
4	Add a sequence to the added content link and provide the duration of display.	<a href="#">“Adding a Sequence” section on page 10-9</a>



## Troubleshooting

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This appendix describes the errors and warnings that may be encountered when working with the Cisco Smart+Connected Spaces application and the corresponding solutions to these errors and warnings.

- [Error Messages, page 18-1](#)
- [Warning Messages, page 18-3](#)

## Error Messages

This section lists the error messages that may be displayed on the Cisco IP Phones and the suggested solutions.

### Problem 1

Message: "HTTP Error[404]!"...

"Requesting".

**Solution** Check the deployment status of the application and make sure that the application is deployed and accessible.

### Problem 2

Message: "Case not created"

**Solution** Ensure that the product categories 1, 2, and 3 are specified when creating a fault item on the Fault Menu tab of the Smart+Connected Spaces portal for managing meeting spaces, and that these match exactly with the options that are available in the trouble ticketing system.

### Problem 3

Message: "Light controls are not available for this location."

**Solution** Check the configuration of the light device in the SDP. Check if the properties of the device in the SDP match those entered in the Building Management System (BMS). Check the status of the light device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

### Problem 4

Message: "Blind Controls not available."

**Solution** Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the blinds device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

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**Problem 5**

Message: “Thermostat set point controls are not available for this location.”

**Solution** Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the VAV device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

**Problem 6**

Message: “Service not enabled.”

**Solution** Create a configuration in the Smart+Connected Spaces portal for managing meeting spaces and assign the configuration to the location.

**Problem 7**

Message: “Audio Visual Controls are not available for this location.”

**Solution** Check if the adapter property details for the audio/video adapter are correct. Also, check if the A/V device is created for the location.

**Problem 8**

Message: You notice that the conference room details are not displayed on the IP phone.

**Solution** Enter the exchange server details in the SDP\_ADAPTER\_PROPERTIES table in the database. Ensure that meeting details are enabled in the configuration which is assigned to the location. Check if any bookings have been made for the conference room. No meetings details would be seen on the Cisco IP Phone unless at least one booking has been done for the room.

**Problem 9**

Message: The Blinds feature does not work.

**Solution** Check the device configuration in the SDP. Also check the BMS configuration in SSP\_ADAPTER\_PROPERTIES table. Check the device property value in the SSP\_DEVICE\_PROPERTY table in the database.

**Problem 10**

Message: The light devices behave erratically.

**Solution** Check the device configuration in the SDP. Also, check the BMS adapter property values in the SDP\_ADAPTER\_PROPERTIES table in the database.

**Problem 11**

Message: Add an Incident Message.

**Solution** Displayed on the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you add an emergency notification without entering the Incident Message.

**Problem 12**

Message: Some messages are not deleted as they are attached to some incidents.

**Solution** Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when you try to delete a message which is attached to other incidents. Messages attached to other incidents cannot be deleted.

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**Problem 13**

Message: Same location selected for some other message.

**Solution** Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to associate multiple emergency incident messages to the same location.

**Problem 14**

Message: You cannot edit an active incident.

**Solution** Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Editing is possible for a disabled incident only.

**Problem 15**

Message: You cannot delete an active incident.

**Solution** Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Deletion is possible for a disabled incident only.

**Problem 16**

Message: You do not have enough permission to delete some/all of these items.

**Solution** Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when the user with inappropriate permissions tries to delete the messages.

**Problem 17**

Message: There is some Emergency Display in some of the selected locations. Do you want to override them?

**Solution** Displayed on the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to send multiple messages to a selected location.

## **Warning Messages**

This section lists the warning messages that may be displayed, their descriptions, and solutions:

**Problem 1**

Message: "Enter a valid display time."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Menu tab when adding the display time.

**Solution** Enter a whole number (such as 1,2, 3) in the Display Time (Minutes) field. Entering zero or decimal values is not allowed.

**Problem 2**

Message: "Select at least one configuration to delete."

This warning appears when you click Delete on the Configurations tab.

**Solution** By default, the Delete button is disabled if no configuration is selected from the list. However, the button is enabled when a configuration is selected. You must ensure that you check the check box for at least one configuration before you click Delete.

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### **Problem 3**

Message: “Set the room positions.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list on the Details tab, add conference room(s) on the Rooms tab, and then click **Save**.

**Solution** On the Signage Content tab > Rooms tab, click Set Room Position. Drag and drop the icons for the selected room(s) to a desired position on the floor plan image. Click Map Positions, and click Save.

### **Problem 4**

Message: “Select at least one primary room.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you forget to choose at least one conference room as the primary room in the Included Rooms list.

**Solution** On the Rooms tab, add at least one conference room to the Included Rooms list. Click the room name and check the Primary Room check box. Click Save.

### **Problem 5**

Message: “Select the floor plan image.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list, and click **Save** without uploading an image for the floor plan.

**Solution** Choose Signage Content tab > Details tab > Image, click Browse and add an image for the floor plan. Click Upload and then click Save.

### **Problem 6**

Message: “Select the template.”

This warning appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you click Save on the Details tab or Rooms tab without selecting a template.

**Solution** On the Signage Content tab > Details tab, choose an option from the Template drop-down list before you make any other changes on the Details or Room tab and click Save.

### **Problem 7**

Message: “Aircon Minutes should be Equal or Multiple of Scheduler Interval Time”

This warning appears on the Cisco Smart+Connected Meeting Spaces > Configurations tab > Energy Saving tab when you add Aircon to the Included Resources list and click Save.

**Solution** On the Configurations > Energy Savings tab, click Aircon in the Included Resources list. Enter a number, which is equal to/multiple of the value that you provided in the Energy Saving Scheduler Interval, in the Minutes field. Click Save.

### **Problem 8**

Message: Please enter the File Name.

**Solution** Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you leave the File Name field empty. Enter the file name and other required data in all of the fields and click **Save**.

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**Problem 9**

Message: You must enter the story or select an image to be displayed.

**Solution** Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save**, leaving the Story and Title fields empty.

**Problem 10**

Message: Please select location for the News.

**Solution** Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save** without selecting a location after entering the data in all of the fields.

**Problem 11**

Message: Please complete Content Type fields.

**Solution** Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter data in all other fields, but leave the Content Type field blank, and click **Save**.

**Problem 12**

Message: Please enter valid duration for the content link.

**Solution** Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter "0" in the Refresh Rate (Secs) field and click **Save**.

**Problem 13**

Message: You are about to delete the selected Content Links, do you want to continue?

Displayed while deleting a content link in the Cisco Smart+Connected Information Signage > Content Links tab when you check the relevant content link(s), and click **Delete**.

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