CHAPTER 9

Working with Emergency Notifications

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

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.

Send documentation comments to scc-docfeedback@cisco.com

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:

Send documentation comments to scc-docfeedback@cisco.com

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.

✎

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

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

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:

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

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:

  a. In the Title field, enter the title of the emergency incident message that you want to display on a digital signage/IEC.

  b. 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.

  c. 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.

  d. Using the rich text editor, add the emergency incident message to the template.

  e. 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:

  a. In the Message field, enter the title of the emergency incident message that you want to display on a Cisco IP Phone.

  b. 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).

    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.

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.

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**.

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.

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 .

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.

- 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

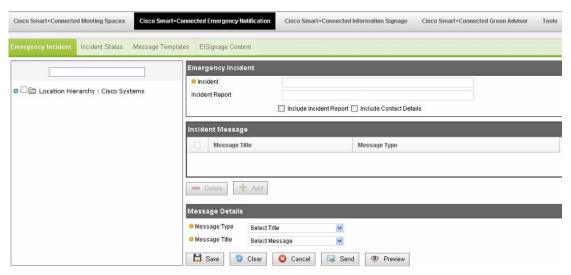## Adding or Enabling Emergency Incident Messages

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**.

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.

– 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.

- 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.

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.