Cisco Smart+Connected Meeting Spaces Administrator Guide

Release 2.1

May, 2013

Cisco Systems, Inc.
www.cisco.com

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Text Part Number: OL-29055-01


CONTENTS

Preface

This preface describes the audience, organization, and conventions of the *Cisco Smart+Connected Meeting Spaces Administrator Guide* and provides information about the related documentation and, how to obtain documentation and submit a service request.

Audience

This guide is intended for the system administrators of the Cisco Smart+Connected Meeting Spaces application.

Organization

Chapter	Description
Chapter 1, "Getting Started"	Describes how you can log in to the Smart+Connected Meeting Spaces web portal, and the tasks that you can perform using the administration interface.
Chapter 2, "Creating The Meeting Spaces Service"	Describes how to configure IP phones to use the Smart+Connected Meeting Spaces application.
Chapter 3, "Working with Configurations"	Describes how to add features, messages, energy-saving settings, and faults items for a location.
Chapter 4, "Working with Faults"	Describes how to add, edit, and delete the faults items that appear on IP phones.

Chapter	Description
Chapter 5, "Working with the Signage Menu"	Describes how to add, edit, and delete messages that you can send to digital signage using IP phones.
Chapter 6, "Working with the Signage Content"	Describes how to add, edit, and delete content that appears on digital signage.
Chapter 7, "Working with Reports"	Describes how to generate the conference room usage, early release, and auto release reports.
Chapter 8, "Configuring Room Setup"	Describes how you can add room setups for conference rooms and how you can manage the room setup configurations.
Chapter 9, "Usage Scenarios"	Describes how the changes that are made in the SDP and the Smart+Connected Meeting Spaces applications affect the end user's experience.
Chapter A, "Troubleshooting"	Describes the issues that you may face when working with the Smart+Connected Meeting Spaces application, and how to troubleshoot them.

Conventions

This guide uses the following conventions:

Convention	Description
Boldface	Commands, command options, and keywords are in **boldface**.
Italics	Arguments for which you supply values are in *italics*.
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.

Caution Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

Related Documentation

- *Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide*
- *Cisco Smart+Connected Meeting Spaces User Guide*
- *Release Notes for Smart+Connected Meeting Spaces*

- *Cisco Service Delivery Platform Administrator Guide*
- *Cisco Service Delivery Platform Installation Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at:
http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.

Getting Started

This chapter describes how to log in to the Cisco Smart+Connected Meeting Spaces (Smart+Connected MS) web portal and the tasks that you can perform using the portal.

About Smart+Connected Meeting Spaces

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

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

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

- Create a case to resolve a fault in a conference room by using the IP phone in the room. Creating a case notifies the administrator of the building who tries to resolve the fault.

- Using the Smart+Connected MS user portal
  - Search for the available conference rooms and TelePresence rooms and book them.

Note If the LDAP name, alias, and the SDP conference room names are different, then priority is given to the SDP location name and it is displayed in the search results and the meeting information view.

  - View the current and upcoming meetings that you are part of or have organized.
  - Accept, decline, or tentatively accept meeting invites.
  - View all the scheduled meetings as a day, week, or month based calendar view.
  - Book conference rooms easily by dragging across the required time slot in the calendar view.
  - Book conference rooms instantly using the Quick Booking option. Reservation is made simpler as you can key in the number of participants. Booking duration options range from 30 (the default duration) to 60 minutes. Location is by default the one specified in your Preferences.
  - Use the detailed booking option where you can request for change in the room setup, book equipment, add meeting agenda and notes, and so on.
  - Edit the details of the meetings you have organized.
  - Save drafts of the bookings and edit them later.
  - Save your preferred settings such as favorite rooms, location, and time zone.

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

As administrator, you need to manage the overall configuration, maintenance, and content creation for the Smart+Connected MS solution through a web portal. 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 MS portal. 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 IP phones at the location.

Smart+Connected Meeting Spaces Portal

The Smart+Connected MS portal allows you to create, edit, and delete the content that appears on digital signage and IP phones. You can manage the communication and transfer of information between IP phones and digital signage using the various tabs provided by the portal. You can also generate reports about the conference room usage.

Logging In

You can log in to the Smart+Connected MS web portal using any of the browsers certified for the application. After you complete the installation process, the portal can be accessed using http://host-name:domain-port/solutions. You can use "superadmin" as the username and password, which is created by default during installation.

Note For security reasons, it is recommended that you change the default password.

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

To log in to the Smart+Connected MS portal, perform the following steps:

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

The Smart+Connected MS Login page appears.

Step 2 Enter the username and password.

Step 3 Click **Login**.

The Smart+Connected MS home page appears.

After logging in, if you do not use the portal for a while, your browsing session will time out. In such a situation, you must re-log in to the portal.

Portal Tabs

The Smart+Connected MS portal has the following main tabs:

- Smart+Connected Meeting Spaces Tab, page 1-3
- Tools Tab, page 1-5
- Room Setup Tab, page 1-5

Smart+Connected Meeting Spaces Tab

The Smart+Connected Meeting Spaces tab has five subtabs:

- Configurations Tab, page 1-4
- Fault Menu Tab, page 1-4
- Signage Menu Tab, page 1-4
- Signage Content Tab, page 1-4
- Reports Tab, page 1-4

Configurations Tab

The Configurations tab allows you to add, view, edit, and delete configurations. A configuration allows you to specify the list of device-control features, fault messages, signage messages, and energy-saving settings for the location to which it is associated. You can add a new configuration or select an existing configuration and assign it to a location. A configuration can be assigned to multiple locations. The end user would be able to work with and see only the features that are added to a configuration using the IP phones at that location. For more information on working with the Configurations tab, see Chapter 3, "Working with Configurations".

Fault Menu Tab

Device defects and problems in a conference room that you want to report and resolve are known as faults. The Fault Menu tab allows you to add, view, edit, and delete fault items. These fault items are also available on the Configurations tab from where you can add them to a configuration. The fault items added to a configuration that is associated to a location are listed on the IP phone at that location. After a user selects a fault from the IP phone, a case is created in the trouble ticketing system. For more information on working with the Fault Menu tab, see Chapter 4, "Working with Faults".

Signage Menu Tab

The Signage Menu tab allows you to add, view, edit, and delete messages that are listed on the IP phone and are displayed on the conference room digital signage, once the user selects them. The messages that are added to the configuration that is associated to a location are listed on the IP phone at that location. After a user selects a message from the IP phone, it is displayed on the digital signage associated to the location (outside the conference room where the phone is located). For more information on working with the Signage Menu tab, see Chapter 5, "Working with the Signage Menu".

Signage Content Tab

The signage content refers to information such as the schedule and availability of conference rooms. This data can be seen through different views—at the building level, floor level, and conference room level. The Signage Content tab allows you to add, view, edit, and delete signage content. You can select the digital signage for which you want to add the content, select a template, and associate conference rooms to the digital signage. The Signage Content tab allows you to customize the content for the digital signage at a specific location. For more information on working with the Signage Content tab, see Chapter 6, "Working with the Signage Content".

Reports Tab

The Reports tab allows you to view the usage trend for the conference rooms. This gives you an overall picture of the rooms that are used more frequently, the total number of hours for which they are used during a period of time, and so on. Four types of reports are available: the Auto Release report, Early Release report, Room Usage report, and Room Utilization report. You can select the location(s) for which you want to generate the report and specify the time range and report type. You can download the reports that you generate as PDF files. For more information on working with the Reports tab, see Chapter 7, "Working with Reports".

Tools Tab

The Tools tab has two subtabs:

- Management Tab, page 1-5
- Templates Tab, page 1-5

Management Tab

When you click Tools, the Management tab appears by default; it has the following options:

- Refresh Data Collection
- Refresh Energy Savings
- Remove IP Phone Cache
- Remove Location Property Cache
- Remove Time Zone Cache

The Refresh Data Collection option allows you to collect data from the newly added data points.

Each time that you make changes to the Energy Saving settings in the Configurations tab, you need to use the Refresh Energy Savings option to activate the changes.

You can use the Remove IP Phone Cache option to ensure that IP phones, which are newly provisioned in the solution (through SDP), can start accessing the service without restarting the solution.

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

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

For more information, see the "Adding Configurations" section on page 3-1 in Chapter 3, "Working with Configurations" and the "Subscribing to the Smart+Connected MS Service for IP Phones" section on page 2-2 in Chapter 2, "Creating The Meeting Spaces Service".

Templates Tab

The Templates tab allows you to add signage content templates. You can add templates for News Content, Emergency Notification, and Green Advisor. For more information, see the *Cisco Smart+Connected Digital Signage Administrator's Guide*

Room Setup Tab

You can use the Room Setup tab to add various seating arrangement options for conference rooms. The end user can choose any of these room setups while searching for/booking a conference room. For more information, see the "About Room Setup" section on page 8-1 in Chapter 8, "Configuring Room Setup".

Creating The Meeting Spaces Service

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

Creating the Smart+Connected MS Service for IP Phones

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

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

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

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

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

- Touchscreen IP phones
- Non-touchscreen IP phones

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

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

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

Creating the Smart+Connected MS Service in the Call Manager

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

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

Step 1 Enter the URL of the call manager in the address bar of the web browser.

The Login page appears.

Step 2 Choose the User ID and Password.

Step 3 Click **Login** to log in to the CUCM application.

The call manager home page appears.

Step 4 Select **Device > Device Settings > Phone Services**.

The Find and List IP Phone Services page appears.

Step 5 Click **Find** to find the list of available services.

The List of Services page appears.

Step 6 Click **Add New** to add the new service.

Step 7 Enter the Service Name, Service Description, Service URL, Service Category, and Service Type in the respective fields.

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

Step 8 Check the **Enable** check box.

Step 9 Click **Save** to add the service.

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

Subscribing to the Smart+Connected MS Service for IP Phones

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

To subscribe to the Smart+Connected MS service for IP phones using the 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 IP phones that you want to associate.

The list of IP phones appears.

Step 6 Click the hyperlink for the required IP phones.

The Device Information page appears.

Step 7 From the Related Links drop-down list, choose **Subscribe/Unsubscribe Services**.

Step 8 Click **Go**.

A window appears listing all the available services.

Step 9 In the Service Information block, choose **S+CC Service** from the Select the Service drop-down list.

Step 10 Click **Next**.

A window appears with the relative ASCII Service name. The selected service name is displayed in the Service Name field.

Step 11 Click **Subscribe** to activate the service for the IP phones and close the page.

Step 12 In the Phone Configuration window, click **Reset**. The Device Reset page opens.

Step 13 Click **Reset**.

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

Working with Configurations

This chapter describes how to work with configurations.

Managing Configurations for a Location

The Configurations tab in the Cisco Smart+Connected Meeting Spaces (Smart+Connected MS) portal 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, airconditioner controls, fault messages, signage messages, and energy-saving settings. These features are available for the location to which the configuration is associated. The end users can access the features to control devices using the IP phones at the location.

Note To enable the end users to place requests for booking equipment and other resources using the Smart+Connected MS user portal, you have to add the equipment and resources using the Devices tab in 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.

To add a configuration, perform the following the steps:

Step 1 Log in to the Smart+Connected MS portal.

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 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 an IP phone 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.
  - Room Booking—Enables the user to book the room using the 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 on or off the air conditioning in the room.
  - 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 cannot be controlled using IP phones, but are important for managing meeting room resources:

- 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.
- Energy Savings—Enables energy savings policy by changing air conditioner and light settings based on the schedule and occupancy of the meeting room.
- Occupancy (Sensor) Control—Enables integration of the solution with the Occupancy sensor in the room (if present).
- Auto Release—Enables automatic release of the meeting room based on non-occupancy of the room, as detected by the Occupancy Sensor.
- Telepresence—If this feature is added for a meeting space, it shows up in the search results whenever an end user searches for 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, select 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, select 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:

a. Click the **Faults** tab.

b. 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.

c. Choose the required fault from the Available Faults list.

d. Click  to include the fault item for the configuration.

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

a. 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.

b. Choose the required message from the Included Messages list.

c. Click  to include the message for the configuration.

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

a. Click the **Energy Saving** tab.

b. Enter the number of minutes in the Energy Saving Scheduler Interval field.

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.

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

If the conference room is unoccupied, the selected resource is changed to non-occupancy settings to save energy. The resource is reverted to the occupancy mode (x) minutes prior to the meeting. Where x is the duration 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 e.g. if the Energy Savings Scheduler is set to 5 minutes, then configure the Aircon 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.

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

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

Viewing Configurations

You can view the configurations in the Configuration List area.

To view the configurations, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

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 the ascending or descending order. Click any column header to reverse the sorting order.

The Configuration List area displays only a certain number of configurations on a page. Click the page number shown below the configuration list to see the configurations on 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 MS portal.

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.

Note Click **Clear** to undo 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 the end users are unable to access the features using the 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 MS portal.

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.

Working with Faults

This chapter describes how to work with fault items:

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, and so on. The Fault Menu tab in the Smart+Connected MS portal 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 IP phones. When an end user selects the required fault item using an IP phone, 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 e-mail to a configured e-mail ID when a fault item is selected on the IP phone. For information on reporting faults, see *Cisco Smart+Connected Meeting 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:

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

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

The Fault Menu List area appears.

Step 3 Click **Add**.

The Fault Menu Details area appears.

Step 4 In the Menu field, enter the text that must be displayed on the 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 Its 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 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.

Table 4-1 lists the fields that appear when you create a fault item.

Table 4-1 Fault Item Fields

Field(s)	Description
Menu	The text that is displayed on the 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 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.

Apart from 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 section "Deleting Fault Items" section on page 4-4.
- **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 data afresh.
- **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 MS portal.

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

- 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 an 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 MS portal.

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 IP phones.

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

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

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

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.

Working with the Signage Menu

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

Managing 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 required in the conference room, and so on. The Signage Menu tab that is available in the Smart+Connected MS portal 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 IP phones. The messages selected on the IP phone are displayed on the digital signage that is associated with the conference room.

Viewing the Signage Menu

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

Step 1 Log in to the Smart+Connected MS portal.

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 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 an 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.

Apart from 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 5-3.
- **Move**—Moves the messages up or down in the Message Menu List area.
- **Clear**—Removes the changes that were made in the Message Menu Details area and enables you to enter data afresh.
- **Cancel**—Closes the Message Menu Details area without saving the changes that are made.

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:

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

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

The Message Menu List area appears.

Step 3 Click **Add**.

The Message Menu Details area appears.

Step 4 Enter the text that you want to display on the 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 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 the details or if you do not enter a valid value in the Display Time field.

Editing the Signage Message

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

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

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

The Message Menu List area appears.

Step 3 Choose the message that you want to edit by clicking the message name.

The Message Menu Details area appears.

Step 4 Make the necessary changes to the message.

Step 5 Click **Save**.

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 IP phones.

To delete a message, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

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

The Message Menu List area appears.

Step 3 Check the check box for the message that you want to delete.

Step 4 Click **Delete**.

A confirmation dialog box appears.

Step 5 Click **Yes** to delete the message menu item.

Working with the Signage Content

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

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 Smart+Connected MS portal 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 following templates are provided by the application:

- 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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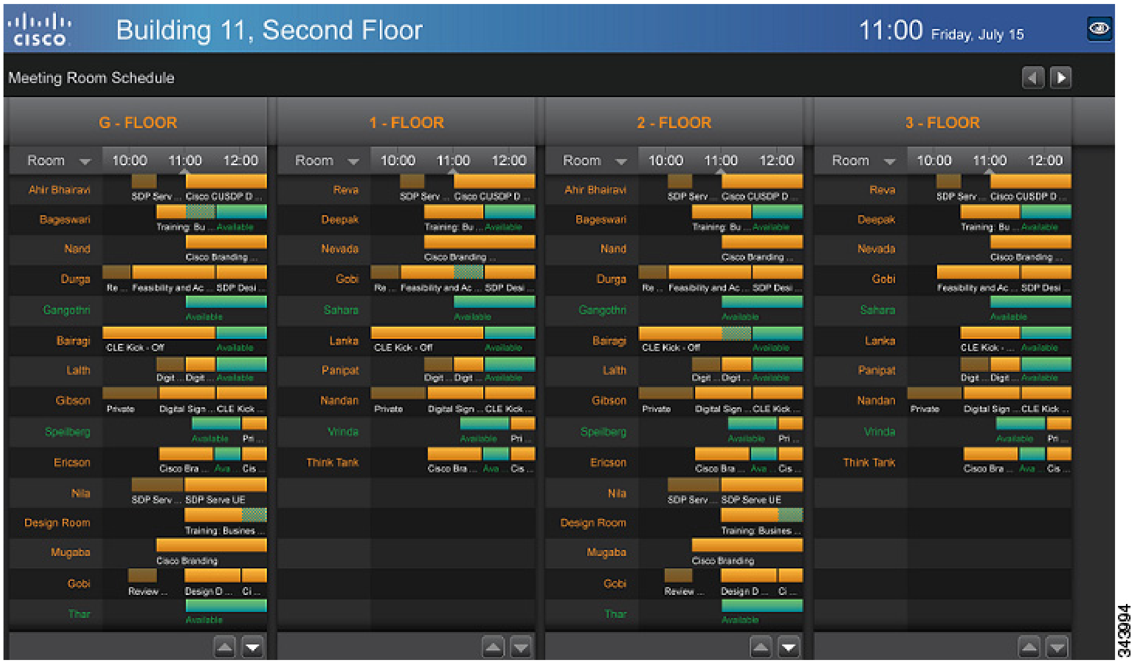
Figure 6-1 displays the Building View as shown on the digital signage/IEC.

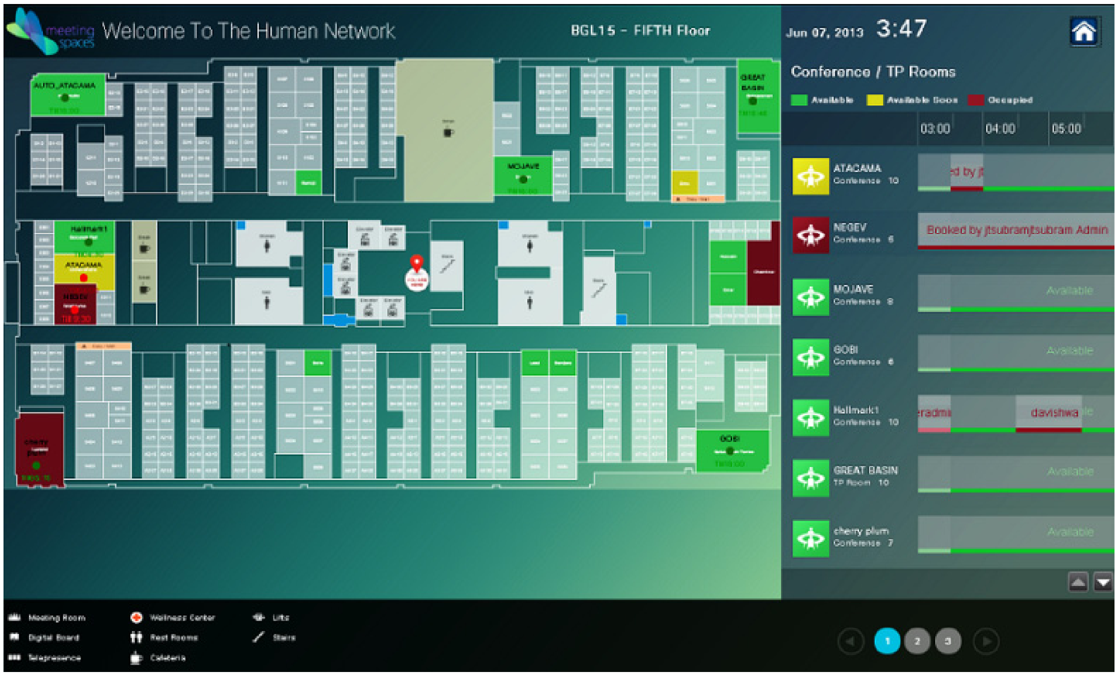
Figure 6-1 Building View



When you select the Floor Plan template, you can upload an image of the floor plan that you want 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.

Figure 6-2 displays the Floor Plan as shown on the digital signage/IEC.

Figure 6-2 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 6-3 displays the Conference Room details as shown on the digital signage/IEC.

Figure 6-3 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 MS portal.

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 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:

a. Choose **Building View** from the Template drop-down list.

b. Enter the title of the template in the Title field.

c. 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.

d. To add a room to the template, choose the room and click .

e. To select and move all rooms from the Available List to the Included List, click .

f. To remove any of the included rooms from the configuration, select the room and click .

g. To choose and move all rooms from the Included List to the Available List, click .

h. To move a room to the top of the list, choose the room and click .

i. To move a room to the bottom of the list, choose the room and click .

j. To move the conference room up in the list, choose the room and click .

k. 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.

Step 8 To add a floor plan as the signage content, perform the following steps:

a. Choose **Floor Plan** from the Template drop-down list.

b. Enter the title of the template in the Title field.

c. Click **Browse** and locate an image of the floor plan.

   The Upload dialog box appears.

d. Click **Upload** to upload the image.

   The uploaded image appears in the form of a hyperlink. Click the hyperlink to preview the uploaded image.

e. 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.

f. To add a room to the template, choose the room and click .

g. Click **Set Room Position** to set the position of the rooms in the floor plan. The names of all the included conference rooms will be displayed at the top left.

h. Drag the room icon in the floor plan to set the location of the room in the floor plan.

i. 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:

a. Choose **Conference Room** from the Template drop-down list.

b. Enter the title of the template in the Title field.

c. 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.

d. To add a conference room to the template, choose the room and click .

e. 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.

Viewing Signage Content

To view the signage content, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

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 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 a DMP/IEC that you want 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

To edit the signage content, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

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 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 a device that you want by clicking the device row.

The Details and Rooms tabs appear.

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

Step 7 Click **Save** to save the changes that you made.

Working with Reports

This chapter describes how to track conference room usage trends by generating various types of reports.

About Reports

The Reports tab in the Smart+Connected MS portal allows to you to generate usage reports for the conference rooms 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 usage patterns and formulate policies for better resource utilization and energy savings. You can download the reports that you generate and share them with all of the stakeholders.

Auto Release Report

This report gives you information about the total time for which the conference 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 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 gives you information about the total time for which the conference 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 room earlier using the 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 Meeting 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 you 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 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 described in this chapter for the time range that you want.

To generate a report, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

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.

Step 3 In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all 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.

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

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 to the user at the time of searching for a meeting space or while 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 de-setup 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 de-setup time is 15 minutes. This room will appear as available to the other users only after 3.15 pm due to the duration required for the de-setup. User B who searches for available rooms during the 3 to 3.30 pm slot will be unable to book the room even though no meeting is going on there. 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.

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 the rooms which can be configured as 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 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 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 MS portal.

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:

a. Enter the name for the configuration in the Room Setup Configuration field.

b. 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:

a. 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.

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, select 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, select 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 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 MS portal.

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.

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 trainings, edit the Mid-sized Rooms configuration, and remove the conference layout style. You can also change and 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 MS portal.

Step 2 From the Configuration List, click 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 MS portal.

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.

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

Apart from 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 you created for the Smart+Connected MS 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 re-arrange the room after a meeting is over.
- NOTICE_PERIOD—Minimum time gap required to place a room setup request.

If 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 de-setup requests as email invites. Similarly, the equipment facility administrator gets resource requests, which the Smart+Connected web portal users place while they book meetings, as email invites. The emails inform the admin 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 admins log in to the Smart+Connected MS user portal.

You have to update the following properties for the Campus level location in the SDP to configure the equipment and facilities admin 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.

Usage Scenarios

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

Lights Scenarios

Scenario 1: Lights Control

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

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

Scenario 2: Dimmer Control

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

Window Blinds Scenario

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

Temperature Control Scenario

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

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

Audio/Visual Equipment Scenario

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

Fault Reporting Scenarios

- Scenario 1: Fault Reporting Using Remedy, page 9-3
- Scenario 2: Fault Reporting Using E-mail, page 9-4
- Scenario 3: Entering Invalid User ID, page 9-4

Scenario 1: Fault Reporting Using Remedy

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

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 application and routed to the appropriate team for resolution. The user will see a confirmation message on the IP phone with the unique case number.

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

Scenario 2: Fault Reporting Using E-mail

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Assign a configuration, which has the case management feature, to the location.
3. Create a device “IP Phone” for the conference room using the Devices tab in the SDP.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Select the service and ensure that the faults  icon is displayed on the IP phone.
6. Ensure that e-mail 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 e-mail to the configured mail ID, ideally the e-mail ID of the facilities team, who can take action on the fault complaint. The user receives a confirmation message with the unique case number through e-mail.

Scenario 3: Entering Invalid User ID

1. Assign an 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 “Air conditioning is not cold” to the room.
3. A user who enters an invalid User ID, using the IP phone, will not be able to report the fault. The User ID is the ID that uniquely identifies the user in the corporate directory (LDAP).

Signage Messaging Scenarios

Scenario 1: Displaying Message on Conference Room Signage

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

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

Scenario 2: Fault Message Disabled in Configuration

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

Scenario 3: Configuration Without Signage Messaging Feature

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

Meeting Details Scenarios

Scenario 1: Displaying Meeting Details

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

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

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

Scenario 2: Hiding Meeting Subject and Attendee List

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

Room Booking Scenario

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

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

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

Room Mode Scenario

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

Room Setup Scenarios

- Scenario 1: Room Availability, page 9-7
- Scenario 2: Room Setup Notice Period, page 9-8

Scenario 1: Room Availability

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

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

Scenario 2: Room Setup Notice Period

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

Troubleshooting

This appendix describes the errors and warnings that may be encountered when working with the Smart+Connected MS application and their solutions.

- Error Messages, page A-1
- Warning Messages, page A-2

Error Messages

This section lists the error messages that may be displayed on the 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 MS portal, 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.

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 MS portal 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 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.

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.

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 to 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 you gave in the Energy Saving Scheduler Interval, in the Minutes field. Click Save.


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