

Cisco Spaces: Smart Workspaces Solution Federal Support Guide

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Preface

This preface describes the audience, organization, and conventions of this document. It also provides information on how to obtain other documentation.

This preface contains the following sections:

- Audience, on page iii
- Document Conventions, on page iii
- List of Acronyms and Abbreviations, on page iv
- Related Documentation, on page iv
- Communications, services, and additional information, on page v

Audience

This document is designed for those persons who are responsible for enabling your Cisco Spaces: Smart Workspaces account. This document is intended primarily for the following audiences:

- Cisco Spaces account administrators who can enable the hybrid work experience
- Building managers who can improve workspace facilities to enrich the employee experience
- IT and network administrators who deploy Smart Workspaces
- System administrators who are responsible for configuring WebEx and Meraki technologies

Document Conventions

This document uses the following conventions:

Table 1: Document Conventions

Convention	Description
Bold font	Commands and keywords and user-entered text appear in **bold** font. Commands, command options, and keywords are in boldface.

Convention	Description
Italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in *italic* font.
Option > **Option**	Used to describe a series of menu procedures in the GUI.

Reader Alert Conventions

This document may also use the following conventions for reader alerts:



Note Means the following information includes helpful suggestions or references to material not covered in this document.



Tip Means the following information will help you solve a problem.



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

List of Acronyms and Abbreviations

Table 2: List of Acronyms and Abbreviations

Acronym	Expansion
BLE	Bluetooth Low Energy
RSSI	Received Signal Strength Indicator
SSID	Service Set Identifier
UUID	Universally Unique Identifier

Related Documentation

- Release Notes for Cisco Spaces
- Cisco Spaces Configuration Guide
- All support documentation for Cisco Spaces

For detailed information about the Cisco Spaces solution, go to https://cisco.com/go/spaces.

Communications, services, and additional information

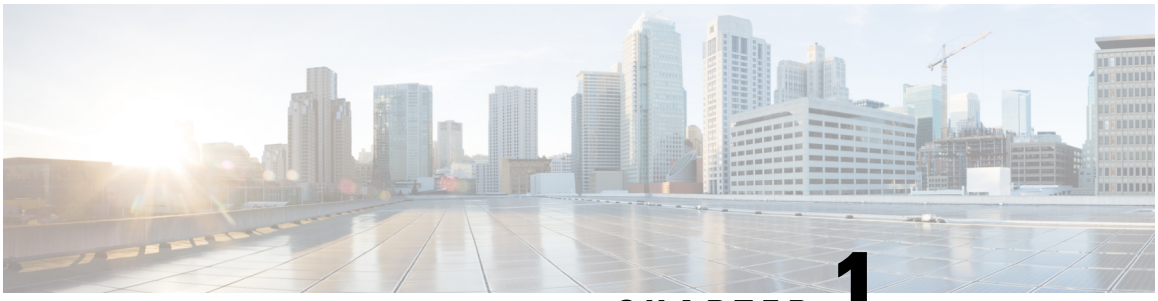
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- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover and browse secure, validated enterprise-class apps, products, solutions, and services, visit Cisco DevNet.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a gateway to the Cisco bug-tracking system, which maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. The BST provides you with detailed defect information about your products and software.

Documentation feedback

To provide feedback about Cisco technical documentation, use the feedback form available in the right pane of every online document.

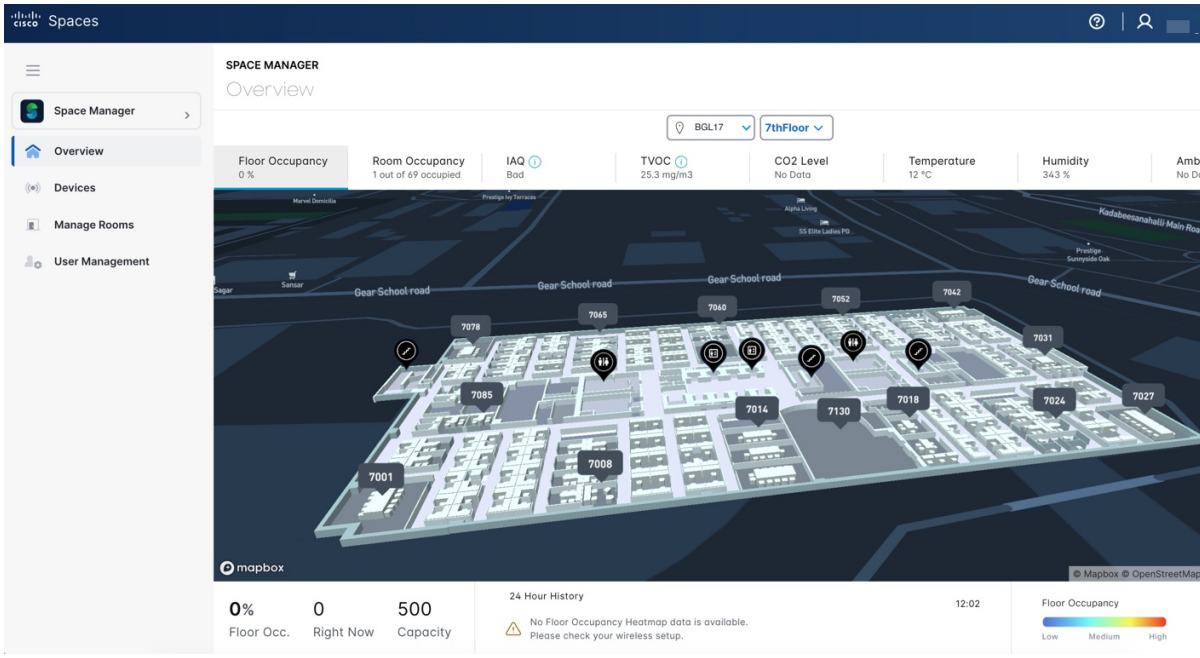


CHAPTER 1

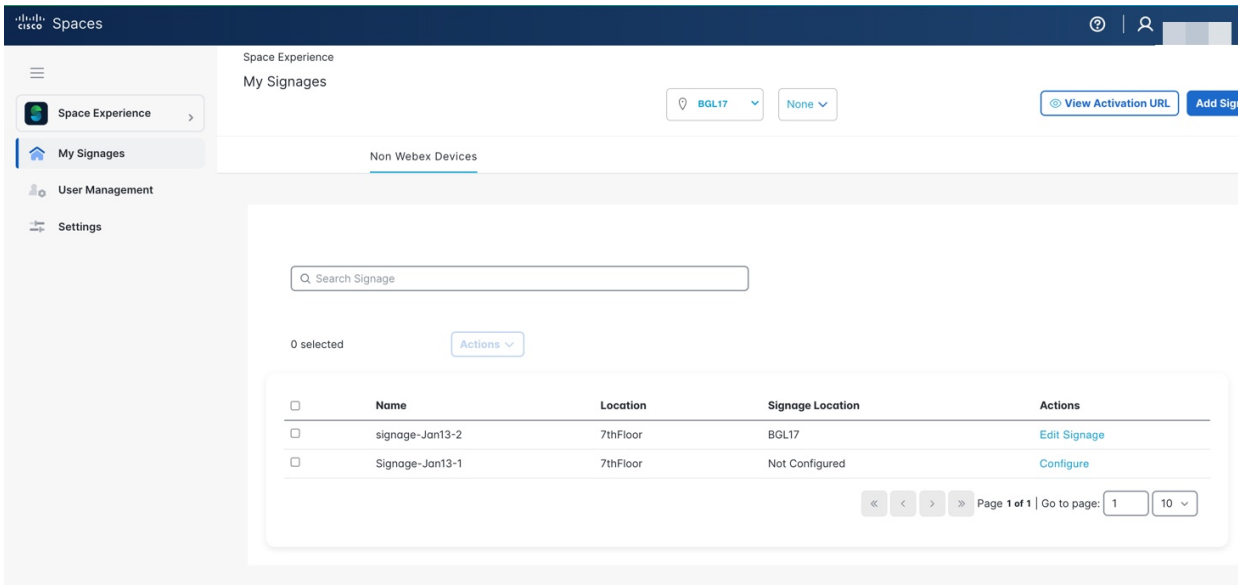
Overview of Cisco Spaces: Smart Workspaces

The Cisco Spaces: Smart Workspaces solution enables hybrid work for your office facilities through applications such as **Space Experience** and **Space Manager**. This solution offers a quick and easy onboarding experience both for your employees and building facility managers.

- The **Space Manager** app provides access to real-time occupancy data such as meeting room capacity and availability. The app also displays environment-related telemetry such as ambient temperature, humidity, air quality, and noise.



- The **Space Experience** app allows you to enable signages across buildings, and floors through Cisco Spaces.

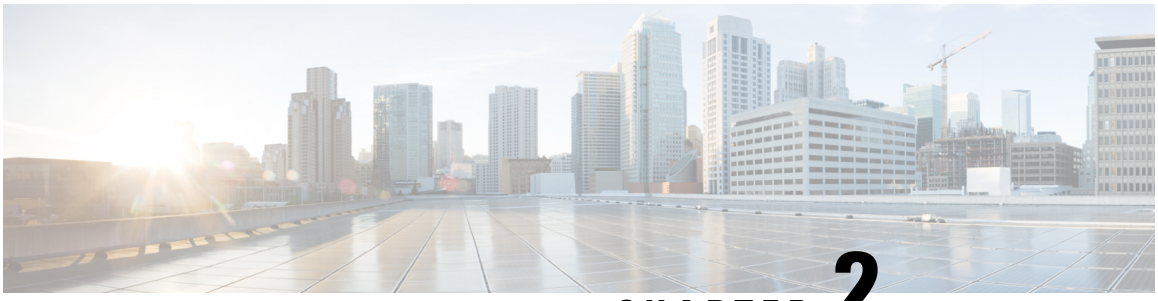


• Licensing Requirements, on page 2

Licensing Requirements

Both the **Space Experience** and **Space Manager** applications are tied to these license types:

- ACT (displayed in UI as Advantage)
- UNLIMITED
- PREMIER_W
- PREMIER_CW



CHAPTER 2

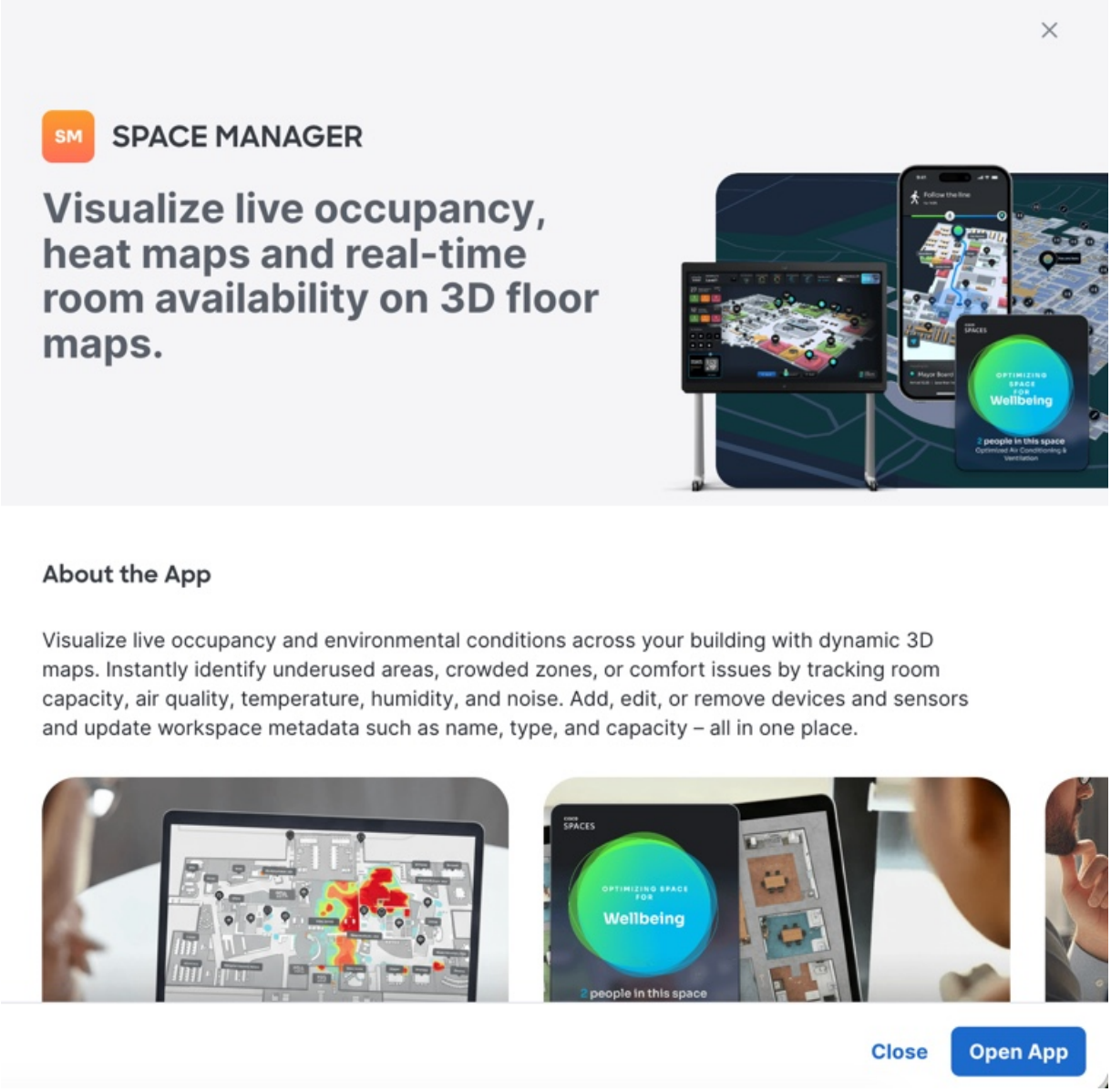
Space Manager

- Overview of Space Manager, on page 3
- Manage Devices, on page 5
- Manage Rooms, on page 6
- Manage Users, on page 16

Overview of Space Manager

The **Space Manager** app enables facility managers to configure integrated devices such as Cisco Catalyst, Cisco Meraki, Cisco Webex, and Cisco IoT devices and sensors in your workspace to provide access to real-time occupancy data like meeting room capacity and availability.

Figure 1: Space Manager



This app also displays environment and occupancy-related telemetry, including ambient temperature, humidity, CO2 levels, air quality, noise, people count, and presence status on 3D digital maps for the meeting room, floor, or building.

- In the **Devices** section, you can view the configured devices and their telemetry details on digital maps

  Devices are displayed on the map when they have rich-map placement or valid coordinate/geolocation data available for the selected location.

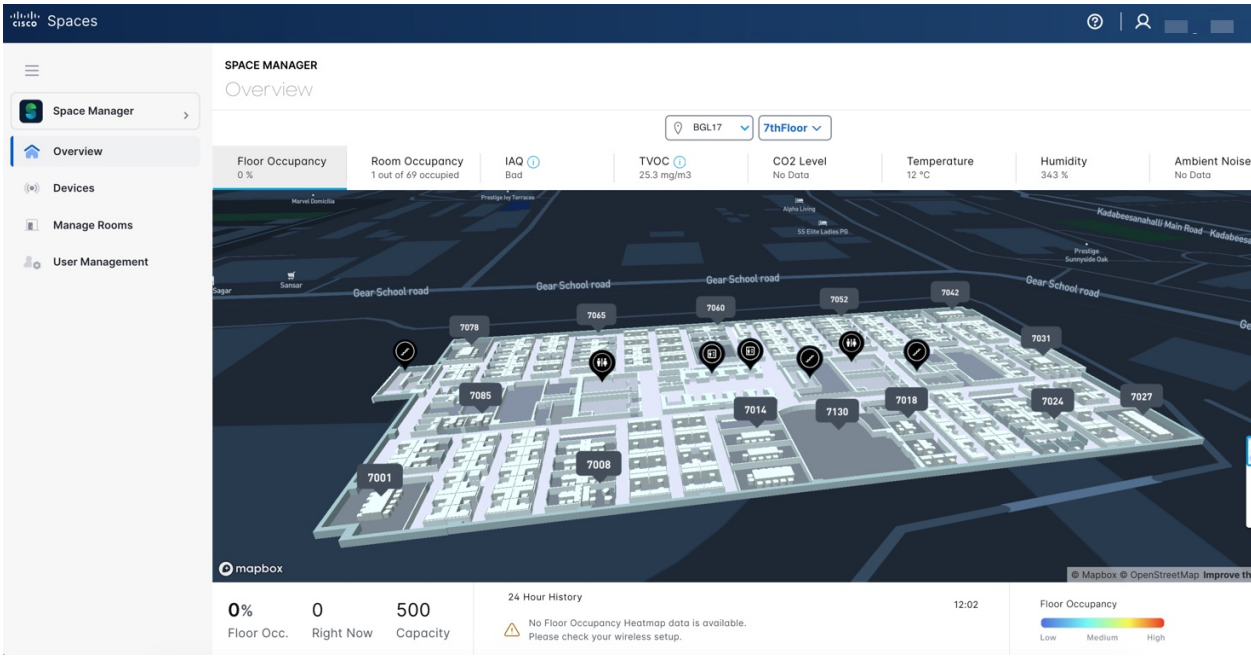
- In the **Manage Rooms** section, you can view the count of configured meeting rooms and their details such as number of associated devices. You can also add or remove devices from the selected meeting rooms.

- In the **User Management** section, you can view a listing of all **Space Manager** users and their assigned roles. You also have the option to invite users to a specific campus, Meraki Org, building or network.

The **Space Manager** app is tied to these license types:

- ACT (displayed in UI as Advantage)
- UNLIMITED
- PREMIER_W
- PREMIER_CW

Figure 2: Space Manager App



Manage Devices

Procedure

Step 1 In Cisco Spaces, choose **Dashboard** > **Space Manager**.
The **Space Manager** window is displayed.

Step 2 In the left pane, click **Devices**.

Step 3 From the filter options drop-down list, choose the building and floor.

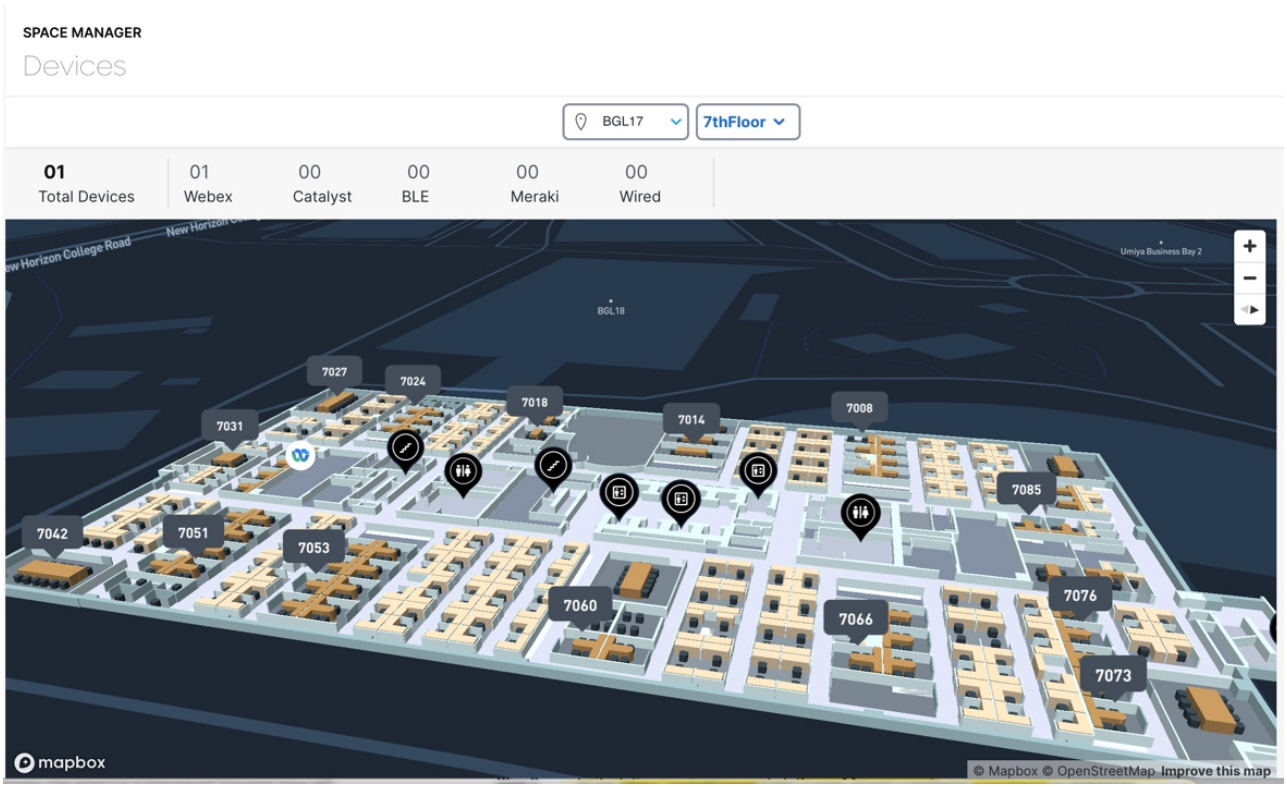
Step 4 View these device details:

- Total Devices
- Webex

- Catalyst
- BLE
- Meraki
- Wired

Note
Devices that do not have rich-map placement or usable coordinates may not appear in the Devices map or normalized device list.

Figure 3: Devices



Manage Rooms

In the **Space Manager** app, you can view information about various rooms in a building or floor in the **Manage Rooms** page.

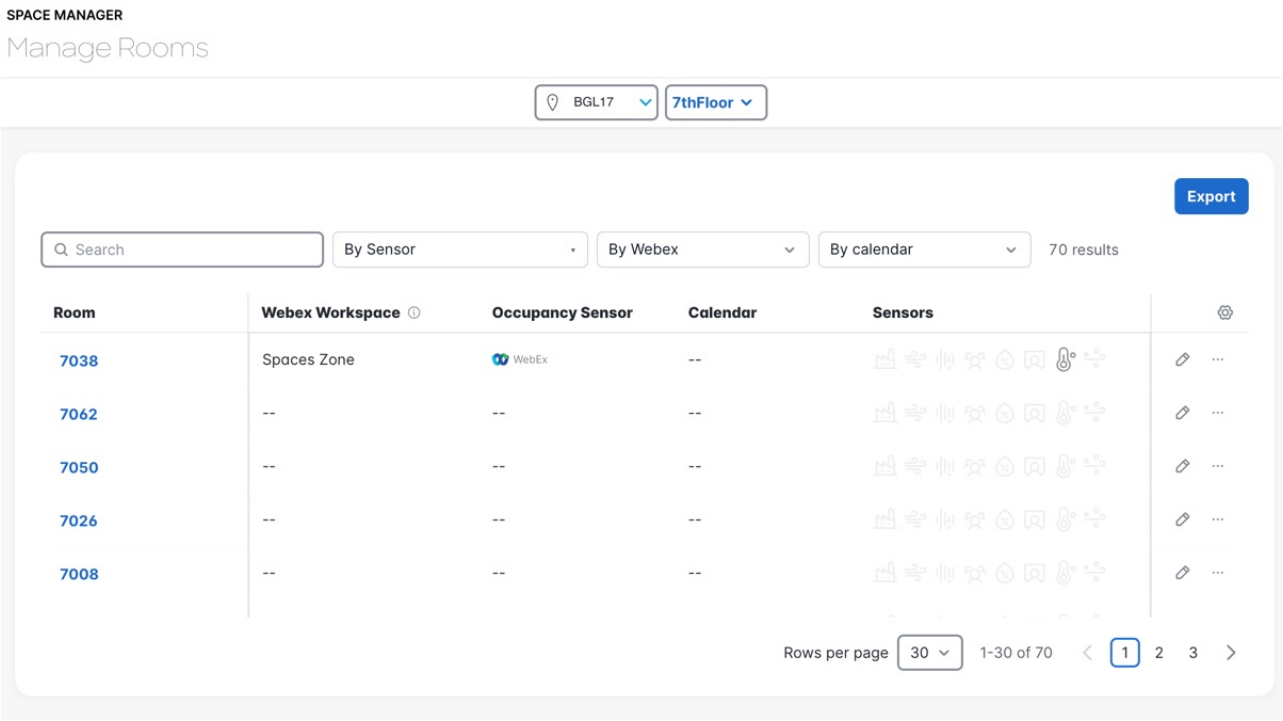
If you select a room, you can add **Capacity** and **Tags** metadata to the room details to provide additional information. These changes are intended to help you manage rooms more efficiently

Procedure

Step 1 In Cisco Spaces, choose **Dashboard** > **Space Manager**.
The **Space Manager** window is displayed.

Step 2 In the left pane, click **Manage Rooms**.

Figure 4: Manage Rooms



Step 3 In the **Manage Rooms** page, a table listing of configured rooms is displayed.

You can view configuration information about these parameters:

- Webex Workspace
- Occupancy Sensor
- Calendar
- Sensors

Use the **Search** field to search for meeting rooms.

Step 4 From the filter options drop-down list, choose the building and floor.

Step 5 To filter the records, click from any one of these drop-down lists:

- **By Sensor**: Choose the required sensor filter options.
- **By Webex**: Choose the required filter options.

- **By Calendar**: Choose the required filter options.

Step 6 Click **Export** if you want to export the room details in a CSV format.

Step 7 Perform these if required:

- Click **Edit** icon to edit any of these parameters.
- Click the three dots to view these options: **Add IoT Sensors**, **Connect Webex Workspace**, and **Disconnect Webex Workspace**.
  - Click **Add IoT Sensors** to add sensor devices. For more information, refer to Add IoT Sensor(s), on page 12.
  - Click **Connect Webex Workspace** to connect Webex workspaces. Only Webex devices that are compatible with Cisco Spaces are mapped to this space from Webex workspaces. You can add or remove Webex devices from the Webex Control Hub.
  - Click **Disconnect Webex Workspace** to disconnect Webex workspaces.
- Click the **Settings** icon to reset or filter the display options. For more information, refer to Table Settings, on page 13.

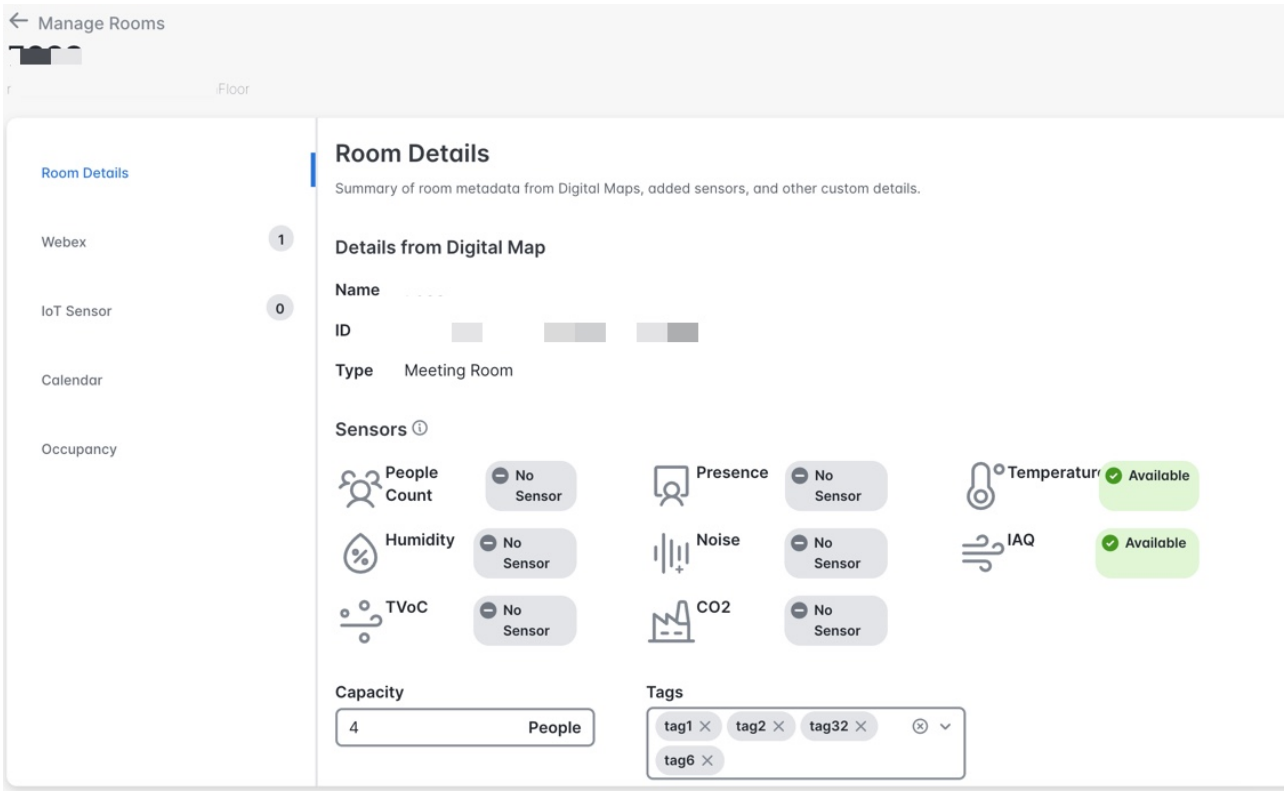
Step 8 Click the room to view the summary of the room metadata from digital maps, added sensors and other relavant information.

The left pane displays these options:

- Room Details
- Webex
- IoT Sensor
- Calendar
- Occupancy

Note
If you make changes in a room details section and navigate away without saving, the app prompts you before discarding the changes.

Figure 5: Room details

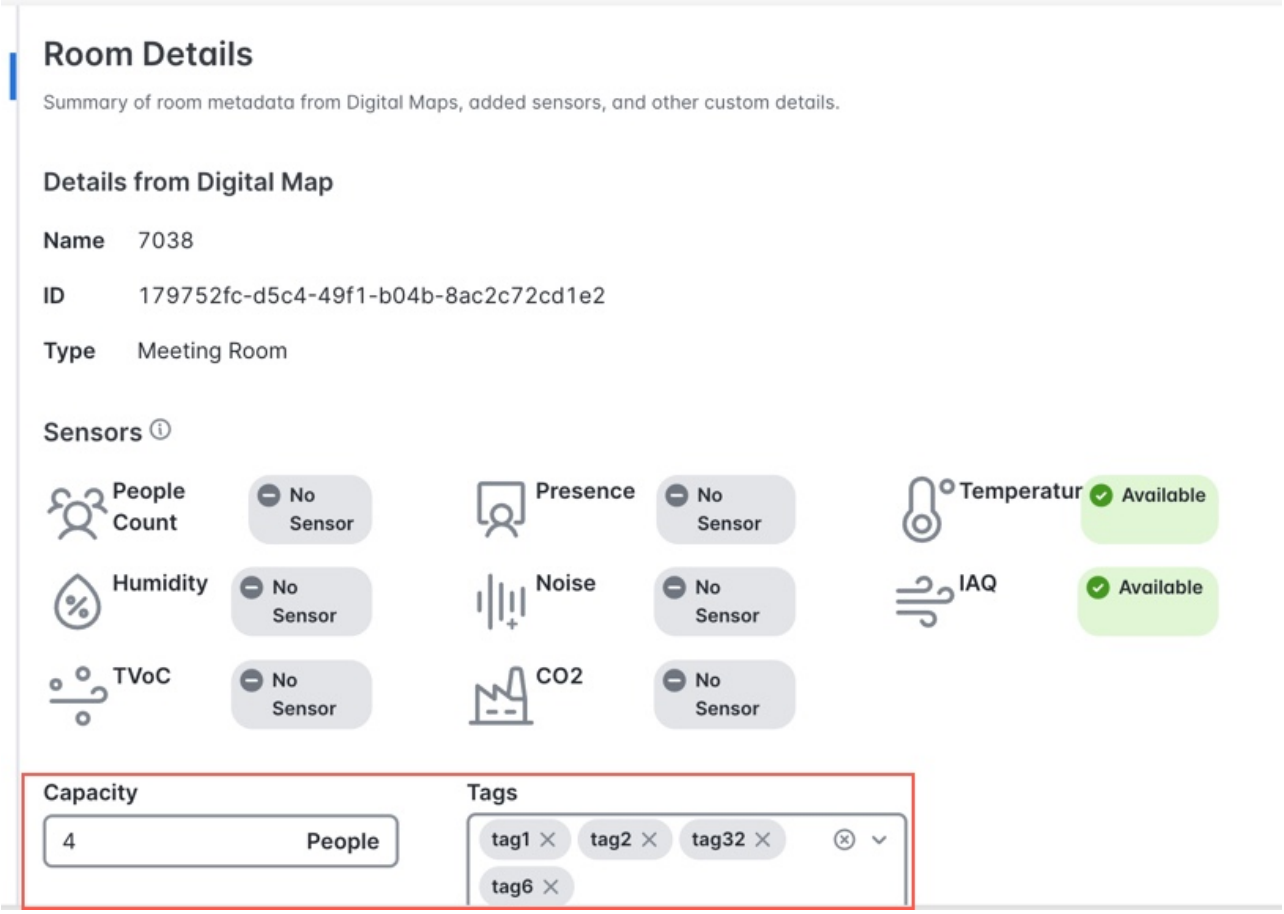


Step 9 In the **Room Details** section, for the room you select, you can:

a) In the **Capacity** field, enter the people capacity. The **Capacity** field supports values from 0 through 99999.
b) Click **Tags** field to view the list of available tags.
c) Check the required tag check box.
d) Click **Save**.

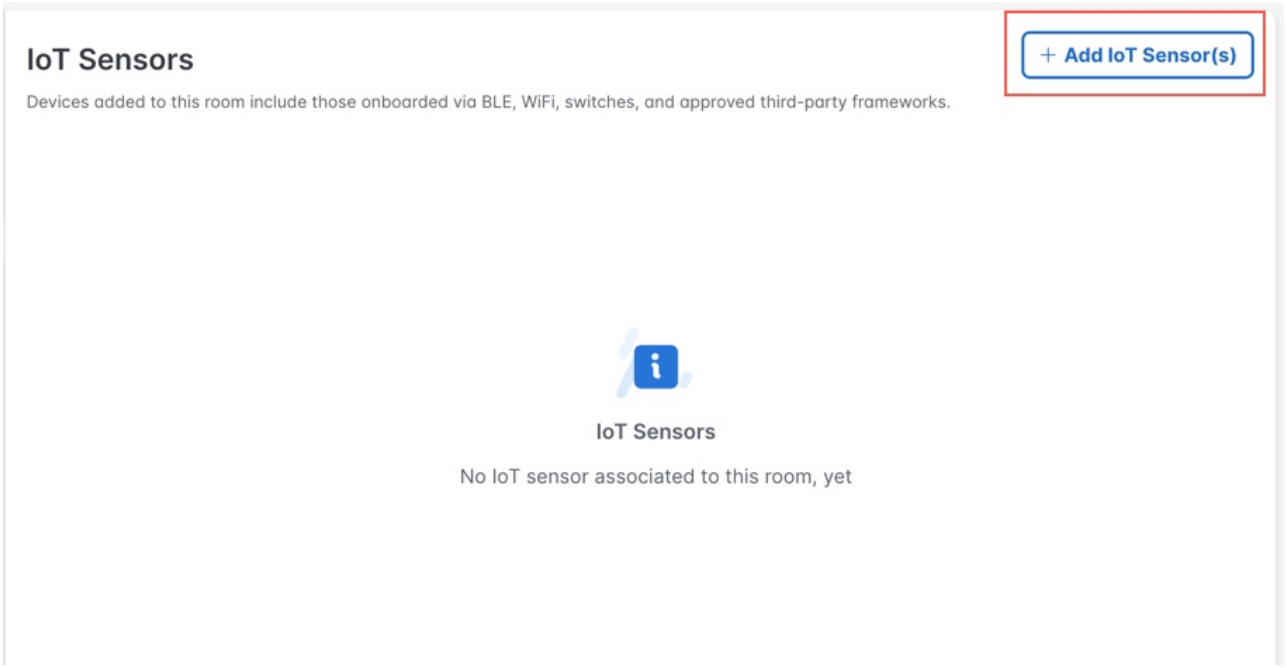
Note
Users with write permission can add, change, or clear tags.

Figure 6: Room details



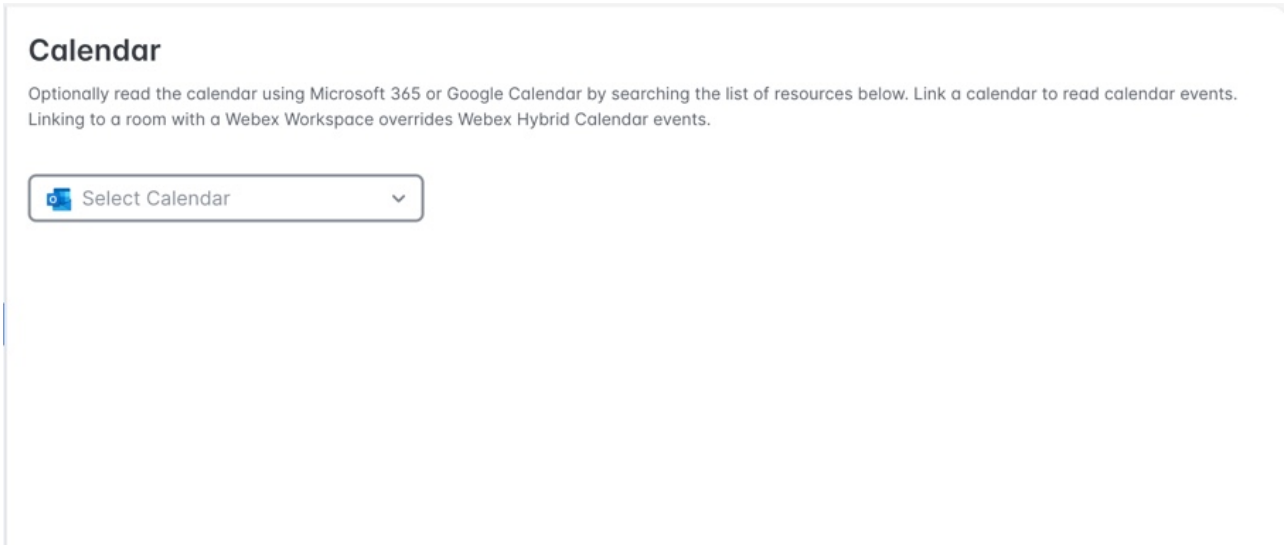
Step 10 In the **IoT Sensor** section, click **Add IoT Sensor(s)** to associate IoT sensor devices to the selected room.

Figure 7: IoT Sensor



Step 11 In the **Calendar** section, from the **Select Calendar** drop-down list, select and link a calendar to read calendar events.

Figure 8: Calendar



Step 12 In the **Occupancy** section, update the primary device for occupancy status.

a) From the **Occupancy Device** drop-down list, select the device.

a) Click **Save**.

Step 13 Click **Save** to save the updates.

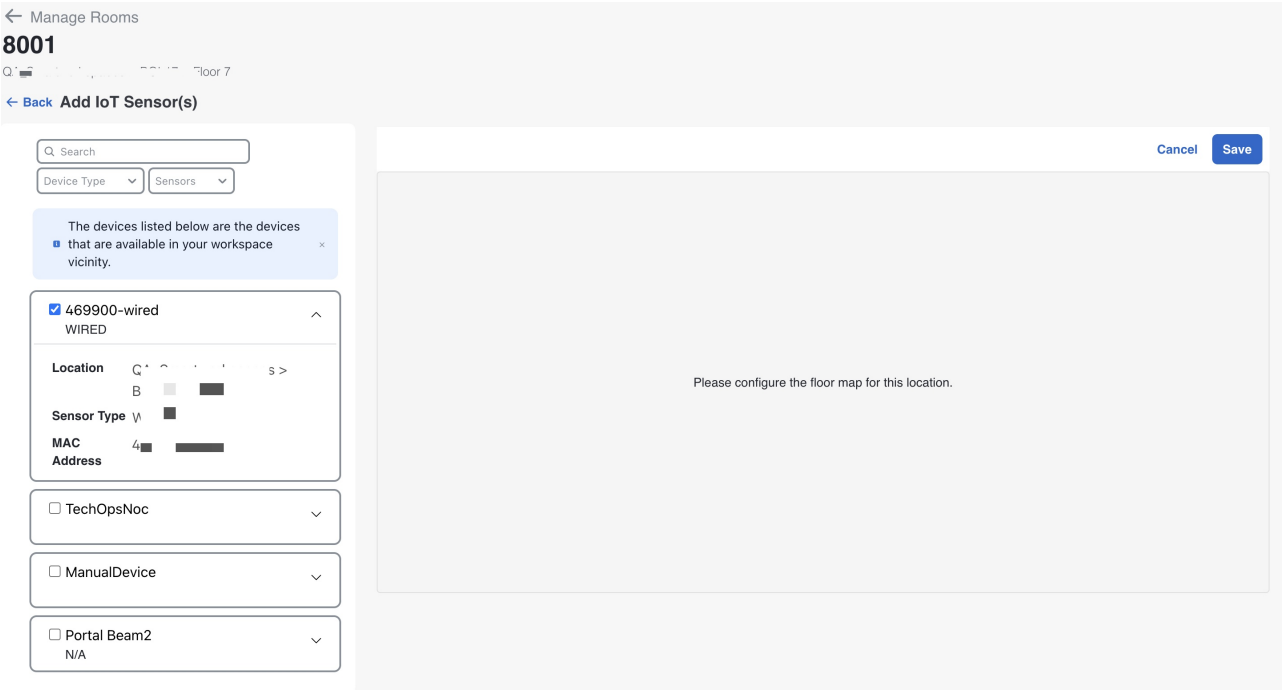
Add IoT Sensor(s)

The **Add IoT Sensor(s)** page enables administrators to associate available IoT sensor devices with a selected room. This page displays all the devices available in your workspace vicinity.

Procedure

Step 1 In the **Add IoT Sensor(s)** page, check the check box next to the required device tile.

Figure 9: Add IoT Sensor(s)



Step 2 For the selected device, click the down arrow to view these details.

- Location
- Sensor Type
- MAC Address

Step 3 At the top of the left panel, you can use these filter options to refine the list of available devices.

a) Use the **Search** field to find a device by name or identifier.

b) From the **Device Type** drop-down list, choose the category to filter devices. The options are:

- **Wired**
- **Wireless**
- **BLE**
- **Meraki**

- **Presence**

c) From the **Sensors** drop-down list, choose any required sensor-related devices option to refine the display.

The options are:

- Humidity
- AQI
- Weather
- Temperature
- CO2
- Presence

Step 4 Configure the floor map for the location.

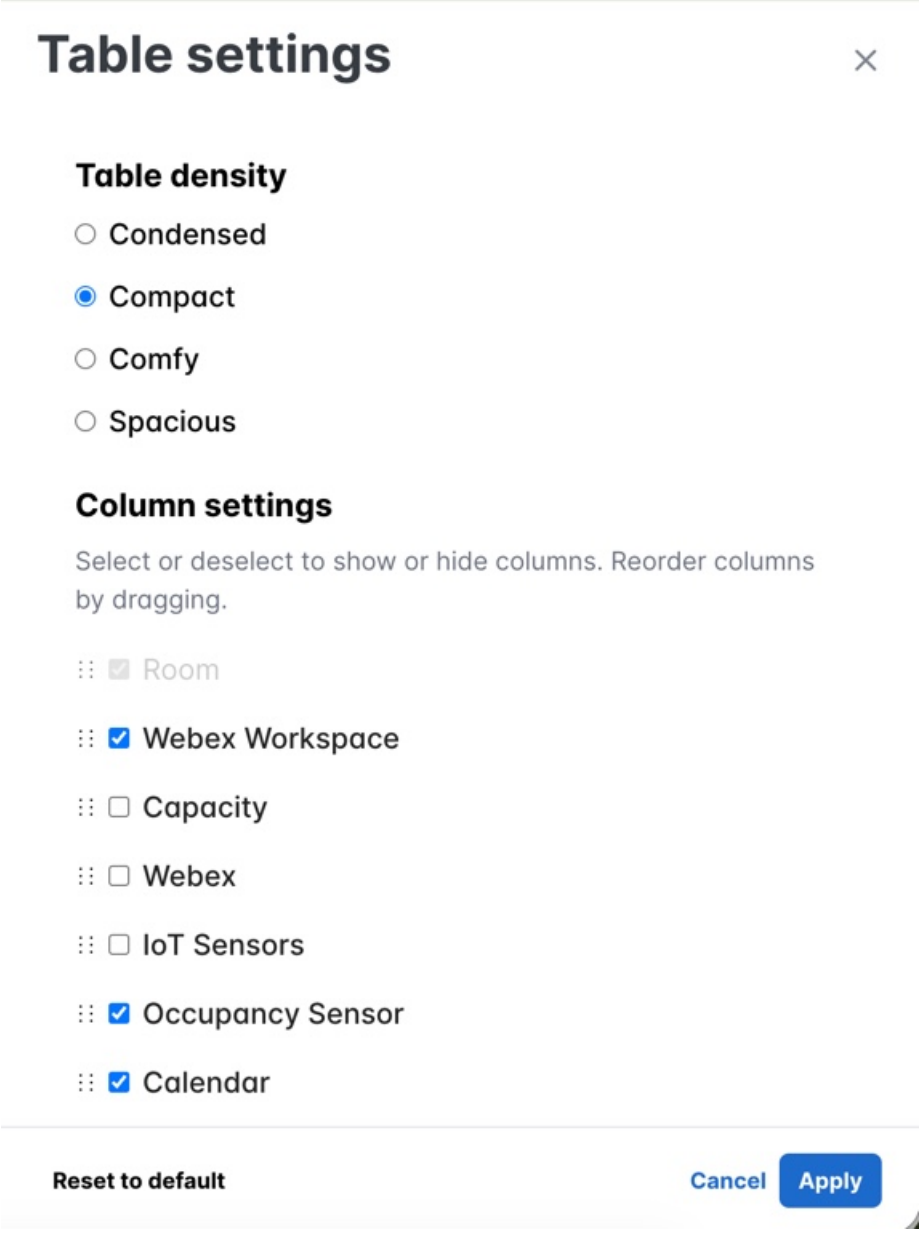
Step 5 Click **Save**.

Table Settings

Table settings allow you to personalize the appearance and layout of the table by adjusting row density, selecting which columns to display, and arranging the order of columns.

To access **Table settings**, click the **Settings** icon in the **Manage Rooms** window.

Figure 10: Table settings



In the **Table settings** slide-in window, you can perform these actions.

Change Table Density

Under **Table density** area, select how compact or spacious the rows in your table appear. The options are:

- **Condensed**: Displays more rows with tight spacing.
- **Compact**: Offers balanced spacing.
- **Comfy**: Adds more padding for easier reading.

- **Spacious**: Provides the most spacing for maximum readability.

Show or Hide Columns

In **Column settings**, use checkboxes to control column visibility:

- Check a check box to show a column.
- Uncheck a check box to hide a column.

Available options include:

- **Webex Workspace**
- **Capacity**
- **Webex**
- **IoT Sensors**
- **Occupancy Sensor**
- **Calendar**



Note The **Room** column is mandatory and cannot be hidden.

The table column include these options: Room, Webex Workspace, Capacity, Webex, IoT Sensors, Occupancy Sensor, Calendar, Sensors Type, and Settings. Among these, the Room and Settings columns are locked and cannot be modified. The Capacity, Webex, and IoT Sensors columns are hidden by default, so they do not appear initially in the table view but can be made visible if needed.

Reorder Columns

Within **Column settings**, drag columns using the drag handle (grip icon) to change their order. After applying changes, the table updates to reflect the new column arrangement.

Save or Discard Changes

At the bottom of the settings panel, you can click:

- **Apply**: To save changes and update the table.
- **Cancel**: To close the panel without saving.
- **Reset to default**: To restore default settings for density, columns, and column order.

Manage Users

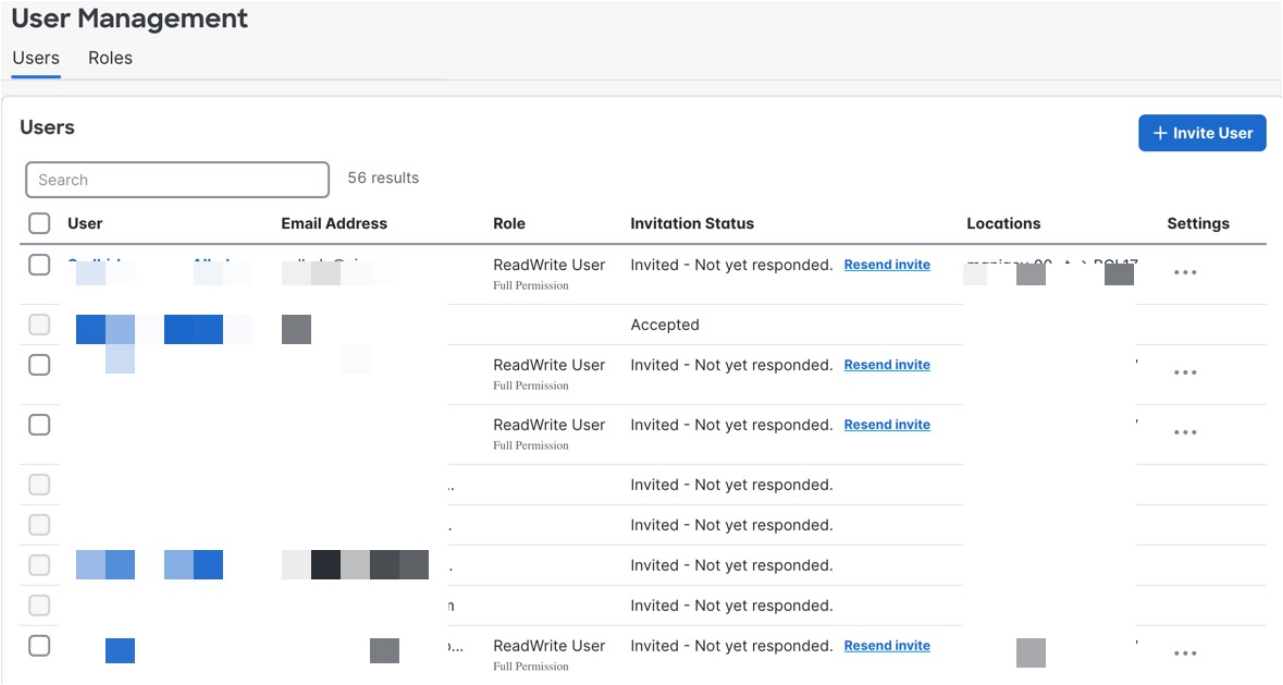
Procedure

Step 1 In Cisco Spaces, choose **Dashboard** > **Space Manager**.
The **Space Manager** window is displayed.

Step 2 In the left navigation pane, click **User Management**.

The **User Management** window is displayed.

Figure 11: User Management



Step 3 In the **User Management** window, click the **Users** tab.

Step 4 To invite other Cisco Spaces users to use the **Space Manager** app, click **Invite User**.

Step 5 Specify these parameters.

a) Enter the user's email address associated with their Cisco Spaces account.

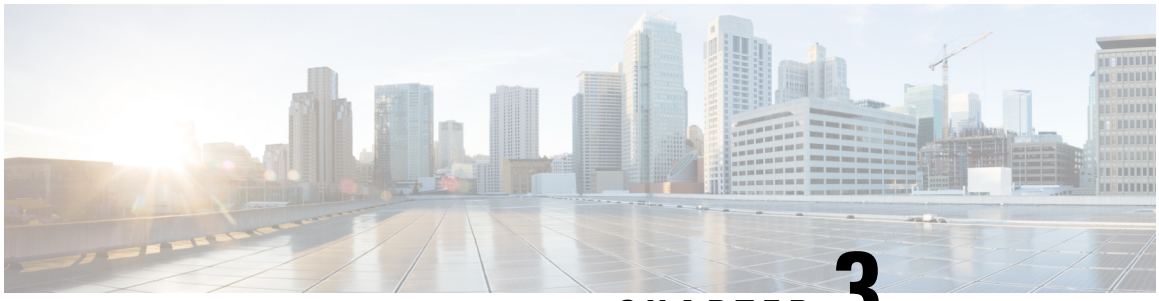
b) Choose the role depending on the user's access privilege. You can choose between **Read Write User** (full access) or **Read Only User** (read-only access).

Note
To view user roles available in **Space Manager**, in the **User Management** window, click the **Roles** tab.

- Role depending on the user's access privilege. You can choose between **Read Write User** (full access) or **Read Only User** (read-only access).
- Location from the **Location Hierarchy** available in Cisco Spaces. Click **Choose Locations** to view all locations.

Step 6 Click **Send Invitation**.

Step 7 To delete an existing user, in the **Users** table, select the desired user(s) and click **Delete**.
The **Users** table is displayed listing available users and their assigned roles.



CHAPTER 3

Space Experience

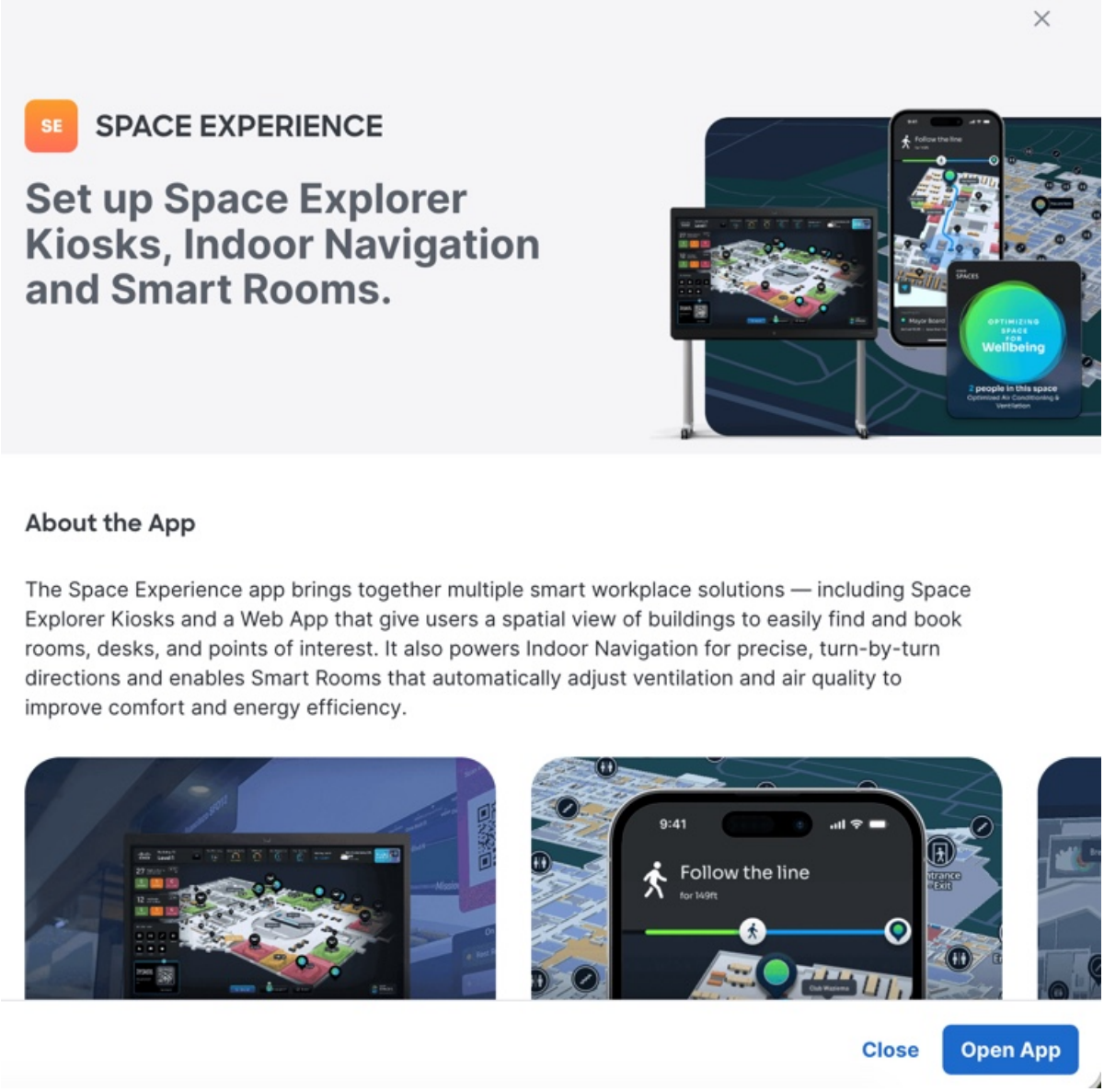
- Overview of Space Experience, on page 19
- Manage Signage Devices, on page 21
- Manage Users, on page 32

Overview of Space Experience

The **Space Experience** app enables you to onboard, configure, and manage digital signages across meeting rooms, floors, and buildings in the workplace using Cisco Spaces.

This app also helps you configure the telemetry parameters on Cisco Webex and non-Webex signages and publish them. These updates are auto-notified to the respective signages.

Figure 12: Space Experience



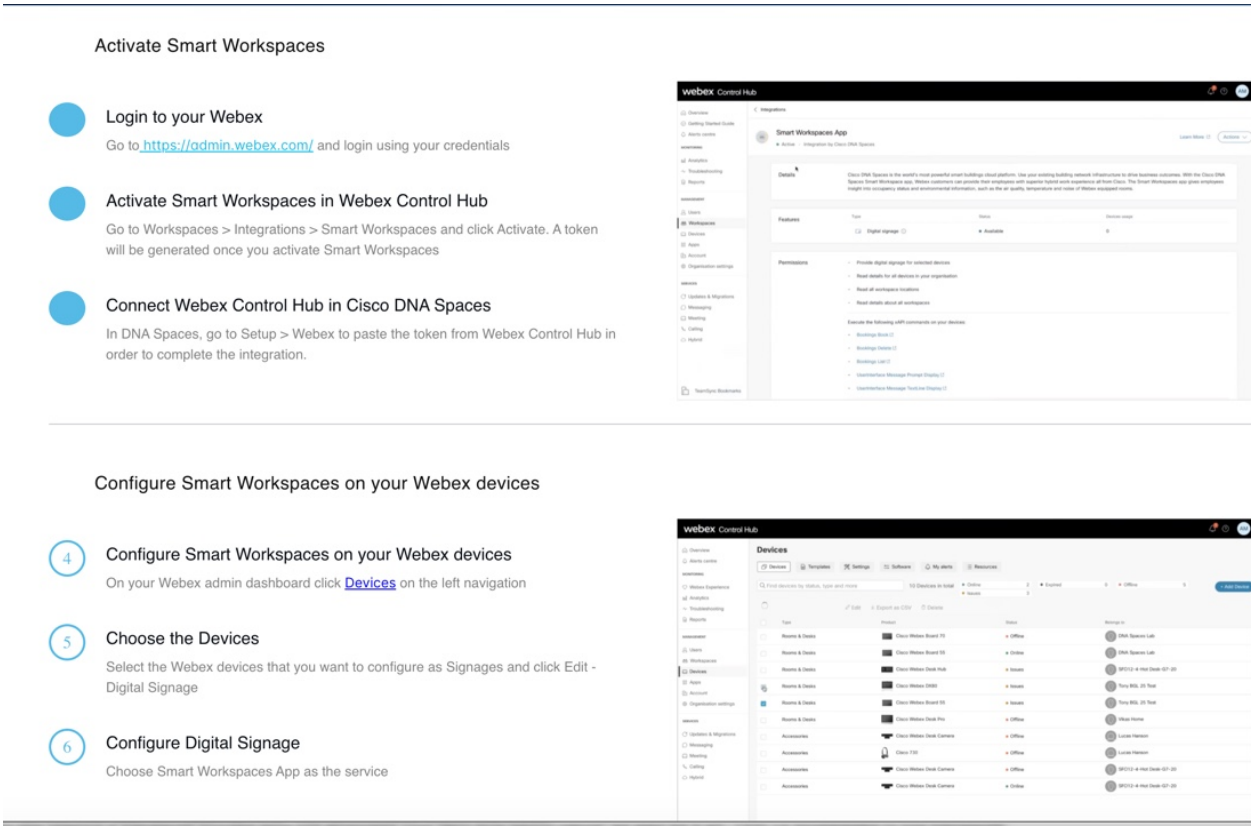
The Space Experience app is tied to these license types:

- ACT (displayed in UI as Advantage)
- UNLIMITED
- PREMIER_W
- PREMIER_CW

To get started with **Space Experience**, you need to connect your Webex Control Hub account, then configure Smart Workspaces signage.

Follow the on-screen instructions to activate your first signage.

Figure 13: Space Experience App



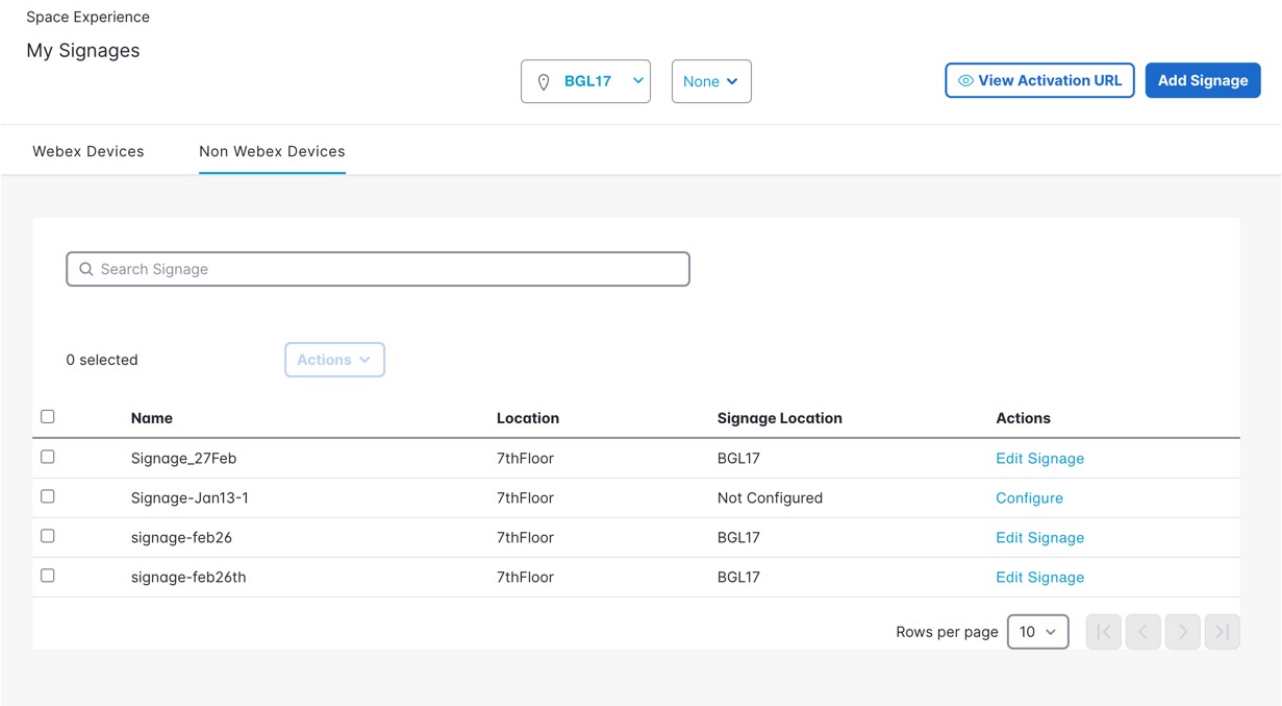
Manage Signage Devices

Procedure

Step 1 In Cisco Spaces, choose **Dashboard** > **Space Experience**.
The **Space Experience** window is displayed.

Step 2 In the left navigation pane, click **My Signages**.

Figure 14: My Signages



Step 3 Choose between **Webex Devices** and **Non-Webex Devices** by clicking on the corresponding tab.

Step 4 For signage-specific instructions, select the desired procedure by clicking one of the links listed below:

- Set Up Webex Signage, on page 22
- Set Up non-Webex Signage, on page 25

Set Up Webex Signage

Procedure

Step 1 Activate **Cisco Smart Workspaces** in Webex Control Hub.

Step 2 Connect Webex Control Hub in Cisco Spaces.

Step 3 Configure **Cisco Smart Workspaces** on your Cisco Webex signage.

What to do next

For detailed instructions, see the procedures listed below:

Integrate Cisco Webex

The integration of Cisco Webex with Cisco Spaces enables Cisco Webex devices in the **Webex Control Hub** account to perform a cloud-to-cloud integration between **Webex Control Hub** and Cisco Spaces.

Note Cisco Webex integration supports only **Cisco Smart Workspaces** users.

This integration supports:

- Synchronization of Cisco Webex entities such as Cisco Webex workspaces, devices, workspace locations, and floor details from the **Webex Control Hub**. The synchronization process is scheduled at the backend every three hours after the token is configured in the Cisco Spaces dashboard. Choose **Setup** > **Webex** to configure the tokens.
- Cisco Webex devices to send device data such as temperature, air quality, occupancy, and so on, which is then used in **Cisco Smart Workspaces**.

As part of **Cisco Webex** integration, Cisco Spaces supports integration with persistent web app for **Cisco Webex** navigators. When a customer activates the control hub integration with Cisco Spaces, the necessary configuration supporting this integration is updated in the **Cisco Webex** control hub.

Note Currently, this integration is only available for **Cisco Smart Workspaces** users.

Set Up Cisco Webex

You can connect your Cisco Webex account to Cisco Spaces and then import the Cisco Webex networks into Location Hierarchy.

Procedure

Step 1 Log in to Cisco Spaces.

Step 2 In the Cisco Spaces dashboard, click the **Menu** icon ( ) and choose **Setup** > **Webex**.

Step 3 In the **Connect your Webex** window, click **Connect**.

The Webex Token slider is displayed.

Step 4 In the **Enter or copy-paste your Webex Token** field, enter the Cisco Webex token.

You can get the token from the **Webex Control Hub**. For more information about generating an activation code, refer to Generate an Activation Code, on page 24.

Step 5 Click **Connect**.

The Cisco Webex synchronization status is displayed as **Active** for all active users in a specific tenant (account) if at least one user successfully connected their Cisco Spaces account with the Cisco Webex account while importing the Cisco Webex networks into **Location Hierarchy**.

Generate an Activation Code

Use the Cisco Webex Control Hub to generate code.

Procedure

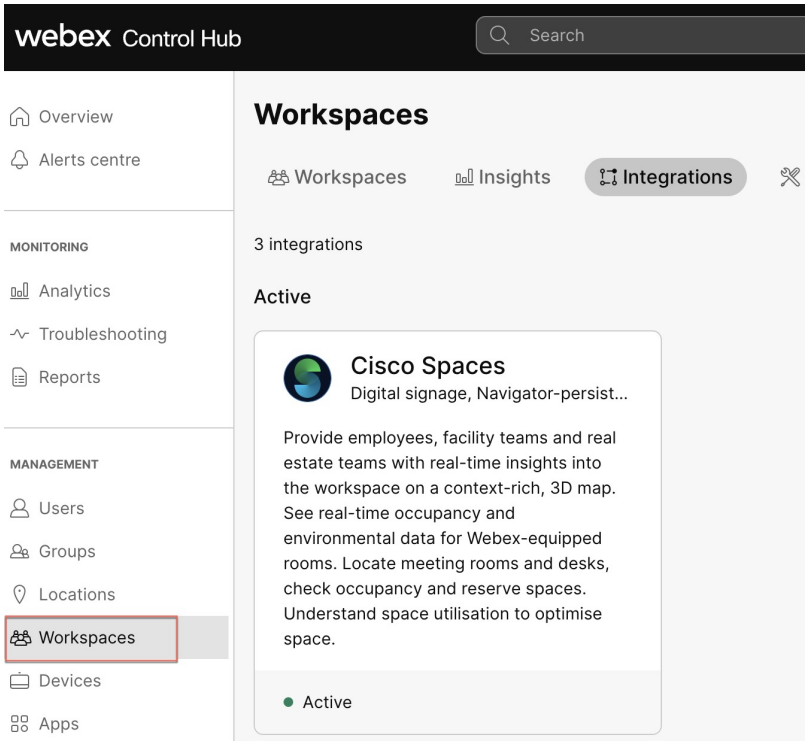
Step 1 Log in to Cisco Webex Control Hub.

Step 2 Enter your **Cisco Webex Control Hub** account email ID to sign in.

Step 3 In the **Cisco Webex Control Hub** dashboard, choose **Management** > **Workspaces**.

Step 4 Click the **Integrations** tab.

Figure 15: Cisco Webex Control Hub



Step 5 On the **Cisco Spaces** app tile, click **Details**.

The **Cisco Smart Workspaces** app integration details window is displayed.

Step 6 At the top-right corner of the window, click **Activate**.

Step 7 Review the permissions requested by **Cisco Smart Workspaces** and check the **Terms and Conditions** check box.

Step 8 Click **Activate**.

Step 9 Use the **Copy to Clipboard** option to copy the activation code and paste the code in **Cisco Spaces** to integrate **Cisco Webex**.

The generated activation code's expiry details are displayed in the **Activate Integration: Cisco Smart Workspaces** window.

Set Up non-Webex Signage

This task shows you how to configure a non-Webex signage using the **Space Experience** app and activate **Cisco Smart Workspaces** on the signage.

Note Limited testing is conducted on non-Webex devices, and Cisco has not certified them for compatibility. Ensure that the device's browser or signage application supports WebGL. You can verify compatibility by visiting the WebGL link. This is a do-it-yourself option, and you need to handle self-testing, maintenance, and monitoring. Some signage displays may need a host device, such as a Room Kit Mini, mini PC, or another computer with an integrated browser or signage application, to load the Cisco Spaces signage web application.

Procedure

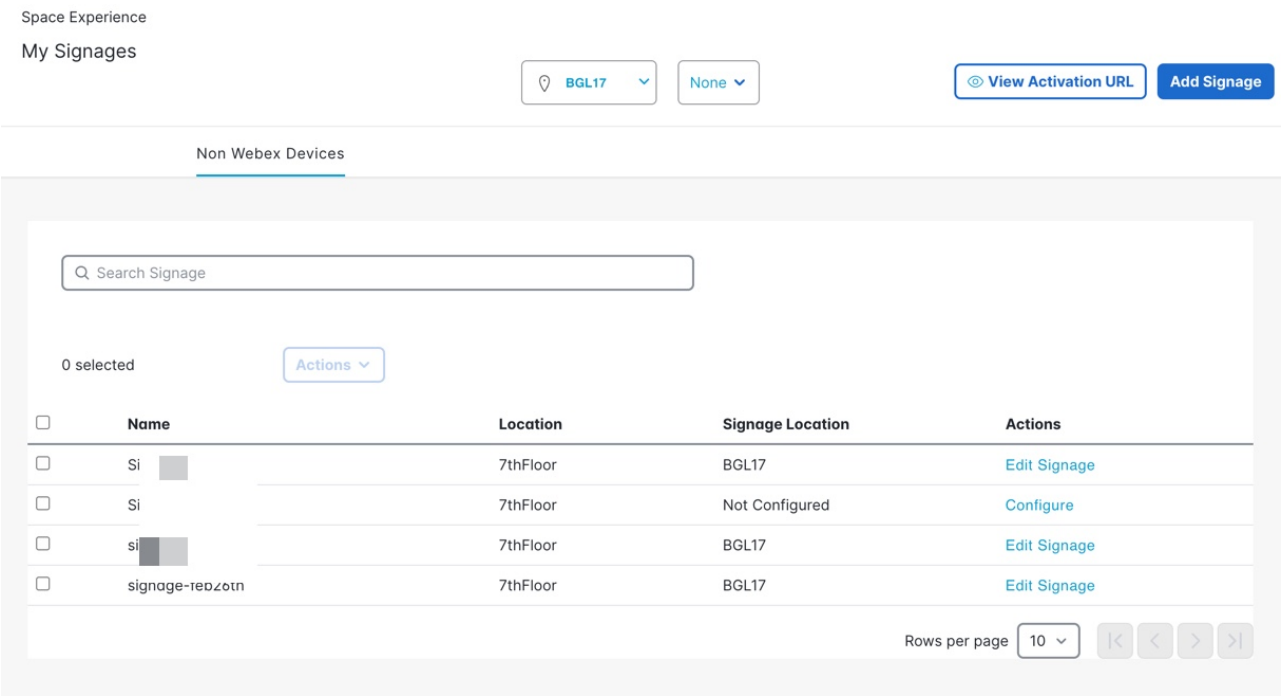
Step 1 In Cisco Spaces, choose **Dashboard** > **Space Experience**.
The **Space Experience** window is displayed.

Step 2 In the left navigation pane, click **My Signages**.

Step 3 In the **My Signages** page, click the **Non-Webex Devices** tab.
The **Signages** table displays listing existing non-Webex signages and their locations. Use the **Search** field to search for signages.

Step 4 From the filter options drop-down list, choose the building and floor.

Figure 16: Space Experience App



Step 5 To generate an activation code for a non-Webex signage, click **View Activation URL**.

Step 6 To activate the signage, copy and paste the URL in a browser on the signage.

Step 7 Click **Add Signage** to add a new signage.
The new signage is displayed in the **My Signages** page.

Step 8 To configure the new signage, click **Configure** and follow the on-screen instructions.

Step 9 (Optional) Perform these actions:

a) Delete an existing signage

1. Check the check box next to the signage you want to delete.

   The **Delete** and **Cancel** buttons displays at the top-right of the table.

2. Click **Delete** to remove the selected signage.

b) To update signage, click **Edit Signage** in the **Actions** column.

Add a Signage

This task shows you how to add Cisco Webex and non-Cisco WebEx signages using **Space Experience**.

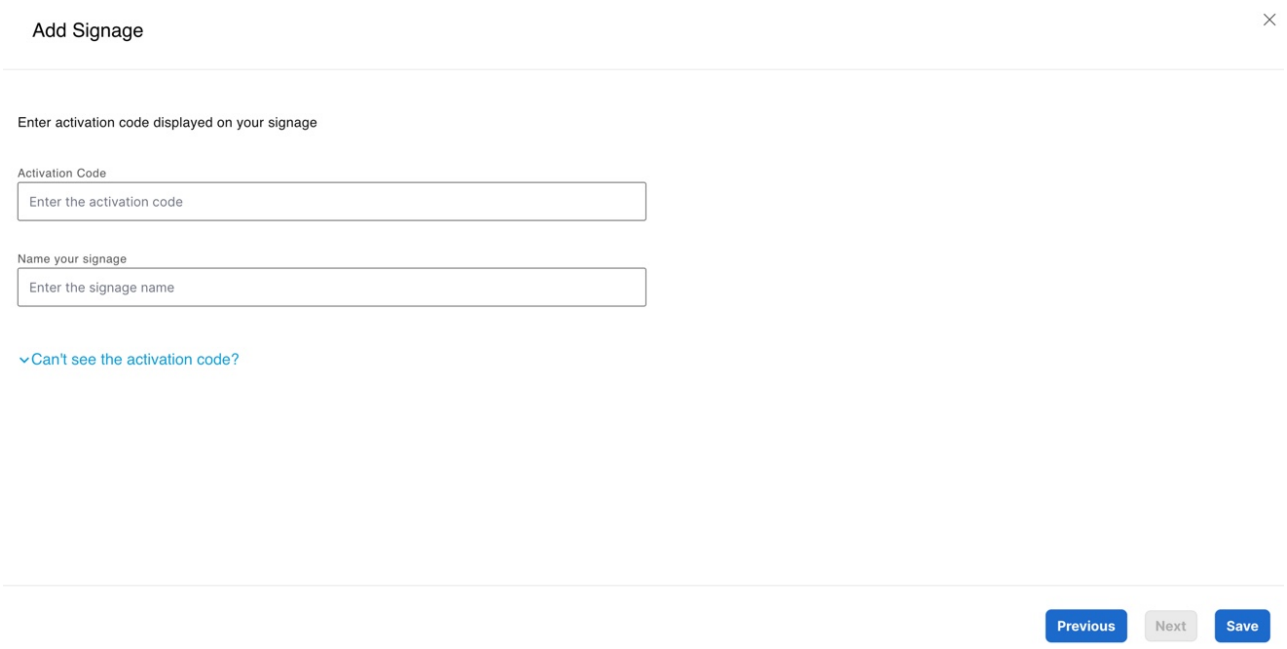
Procedure

Step 1 In the **Space Experience** app, click the **My Signages** tab.

Step 2 Choose between **WebEx Devices** or **Non-WebEx Devices** by clicking on the corresponding tab.

Step 3 Click **Add Signage**.
The **Add Signage** window is displayed.

Figure 17: Add Signage



Step 4 Enter these details:

a) In the **Activation Code** field, enter the activation code.
b) If you cannot view the activation code, click **Can't see the activation code?** drop-down and copy the URL and launch the web browser on your signage and paste the URL.
An activation code is generated in your signage web browser.
c) In the **Name your signage** field, enter a new name for the signage.

Step 5 Click **Save**.

Configure Signage

Use the **Configure Signage** page to configure digital signage display and preview the result in real time in the Building/Floor View.

Procedure

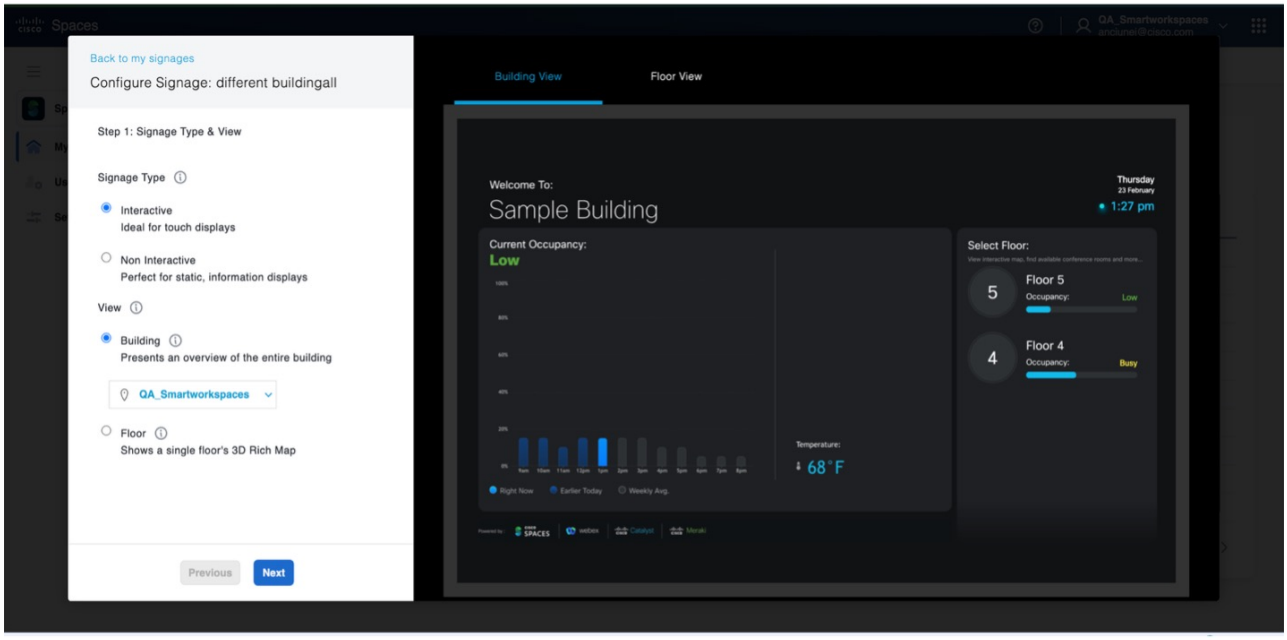
Step 1 To configure the new signage, click **Configure**.

The **Configure Signage** page is displayed with two tabs **Building View** and **Floor View**.

Step 2 In the **Signage type & view** area, configure the signage type and view details.

a) Choose the signage type. The options are **Interactive** and **Non Interactive**.
b) Choose the signage view. The options are **Building** and **Floor**.
c) From the **Location** drop-down list, select the location.
d) Click **Next** to proceed to the next step.

Figure 18: Step 1: Signage type & view



Step 3 In the **Configure Widgets** area, select the check boxes for the widgets you want to display on the signage.

a) Check the widget check box options:

- **Occupancy**: Displays occupancy status and occupancy trends in the signage.
- **Indoor Air Quality**: Displays Indoor Air Quality information in the signage.
- **CO2 Level**: Displays the CO2 readings/indicator level on the signage.
- **Temperature**: Displays temperature in Fahrenheit or Celsius on the signage.
- **Humidity**: Displays humidity information on the signage.
- **Point of Interest (POI)**: Displays POI-related content on the signage.

Figure 19: Step 2: Configure Widgets - Building View

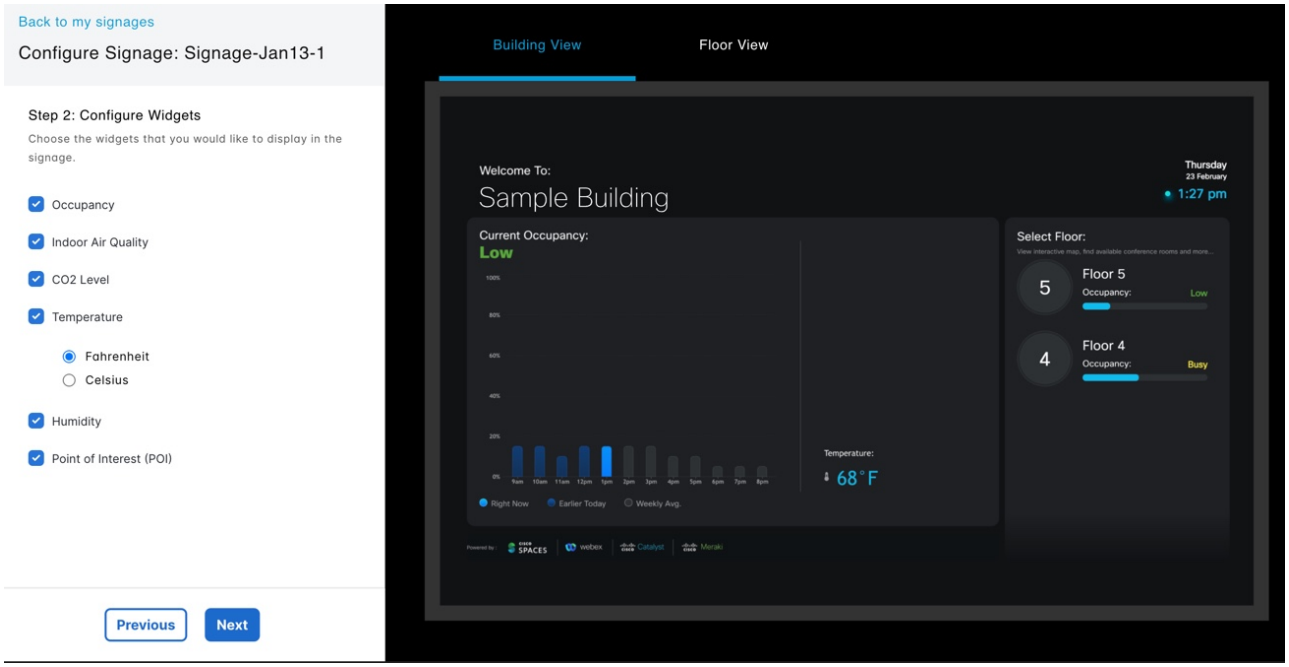
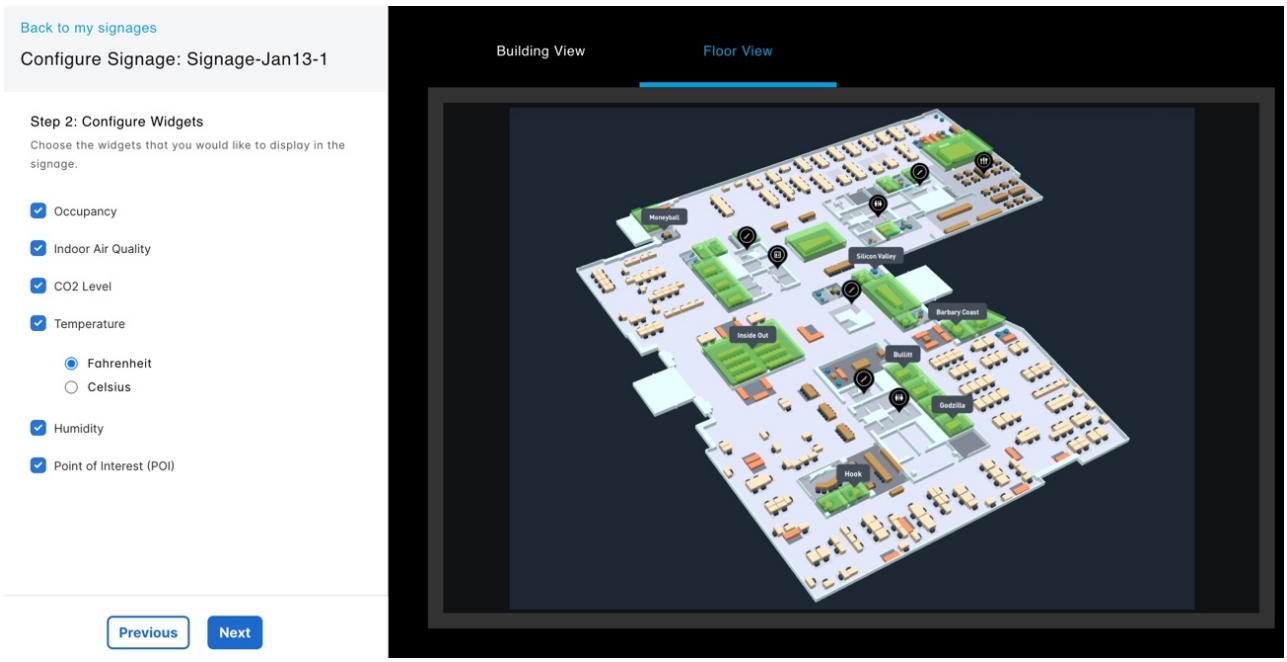


Figure 20: Step 2: Configure Widgets - Floor View

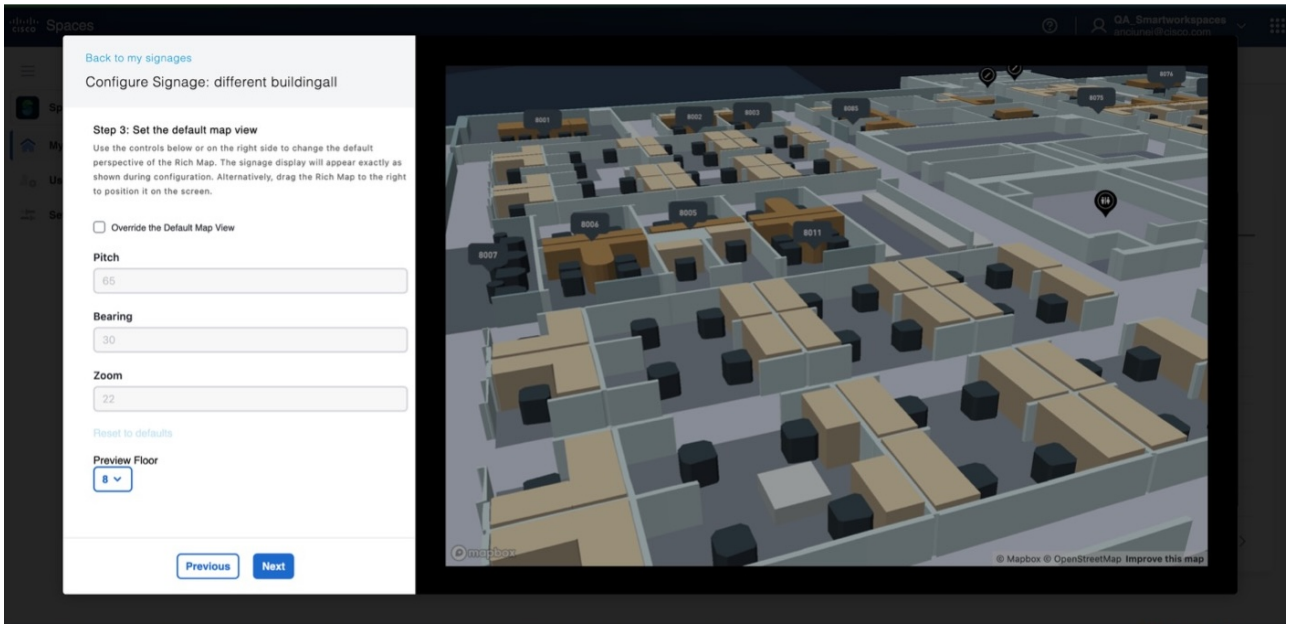


b) Click **Next** to proceed to the next step.

Step 4 In the **Set the default map view** area, use the controls available or on the right pane to change the default perspective of the Rich Map.

a) Configure these map view settings:

Figure 21: Step 3: Set the default map view



For new signage, **Override the Default Map View** is disabled by default. The pitch, bearing, zoom, latitude, and longitude values are taken from the published Rich Map. For more information, refer to **Location and Map > Digital Map >** click **Set Default Map View**.

Figure 22: Step 3: Set the default map view



To customize the map view, enable **Override the Default Map View** and set the following values:

- **Pitch**: Use the arrows to set the value.
- **Bearing**: Use the arrows to set the value.

- **Zoom**: Use the arrows to set the value.

b) (Optional) Click **Reset to defaults** to restore the configured map view settings to the system default values.
c) From the **Preview Floor** drop-down list, select the floor.
d) When **Override the Default Map View** is enabled, the **Map Location Latitude** and **Map Location Longitude** fields are displayed. Enter valid values in both fields. If either value is incorrect, a warning message is displayed, and the **Next** button remains disabled. The **Next** button is enabled only after valid latitude, and longitude values are entered.
e) Click **Next** to proceed to the next step.

Step 5 In the **Configure 'Where am I?' 3D character** area, enable the optional 3D character and position on the Rich Map.

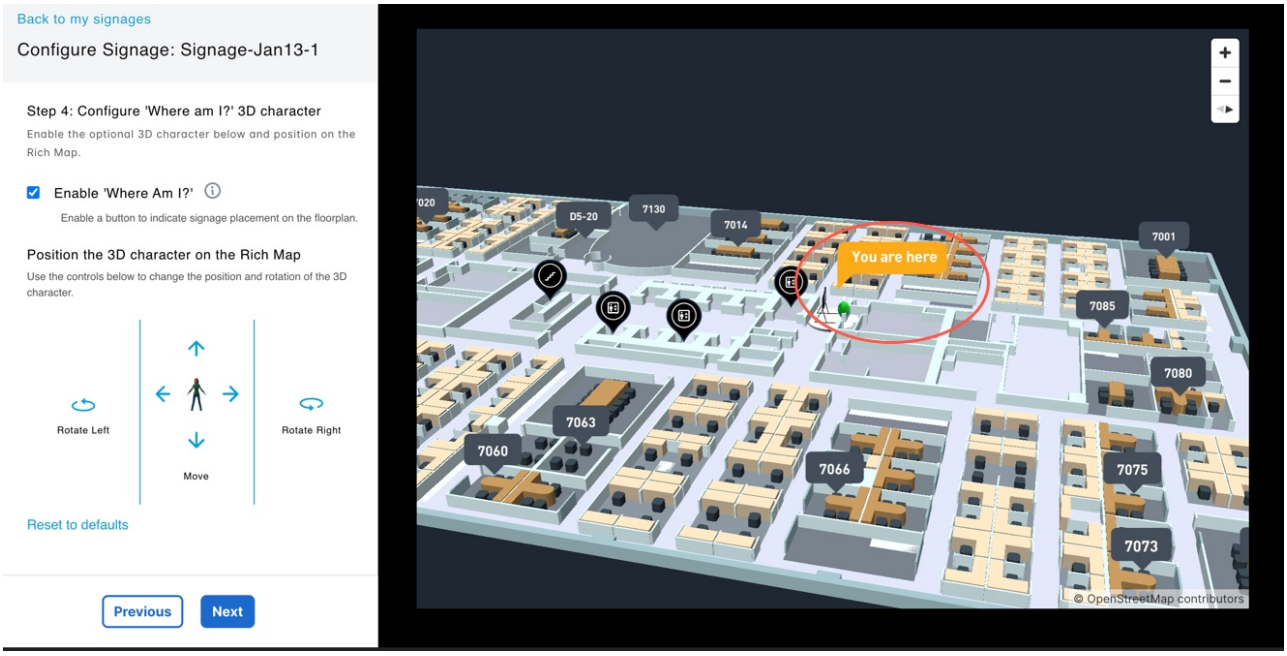
a) Check the **Enable 'Where Am I?'** check box to display the **You are here** indication in the signage on the displayed floor plan.
b) Use the controls to change the position and rotate the 3D character.

The options are:

- Rotate Left
- Rotate Right
- Move (all four directions)

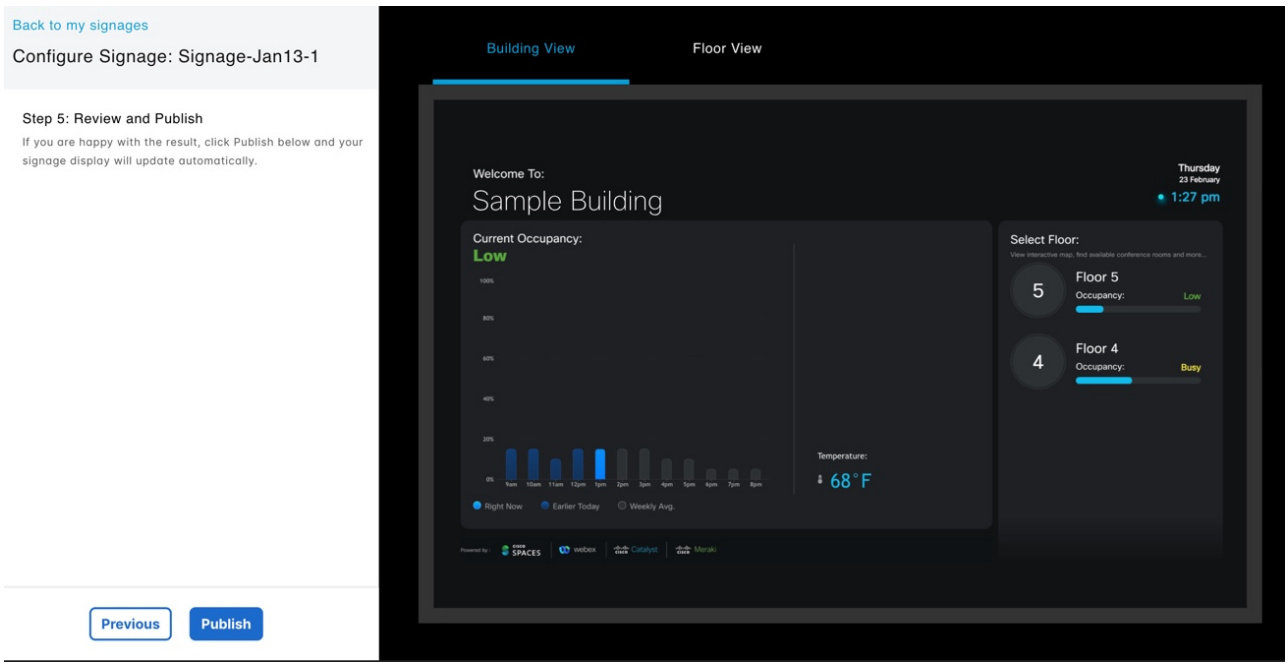
c) (Optional) Click **Reset to defaults** to restore the configured map view settings to the system default values.
d) Click **Next** to proceed to the next step.

Figure 23: Step 4: Configure 'Where am I?' 3D character



Step 6 In the **Review and Publish** area, review the signage configuration and click **Publish**.

Figure 24: Step 5: Review and Publish



What to do next

The signage configuration is published. The **My Signages** page displays the signage. You can click **Edit Signage** to update and republish.

Manage Users

Procedure

Step 1 In Cisco Spaces, choose **Dashboard** > **Space Experience**.
The **Space Experience** window is displayed.

Step 2 In the left navigation pane, click **User Management**.

Step 3 In the **User Management** window, click the **Users** tab.

Step 4 To invite other Cisco Spaces users to use the **Space Experience** app, click **Invite User**.

Step 5 Specify these parameters.

a) Enter the user's email address associated with their Cisco Spaces account.

b) Choose the role depending on the user's access privilege. You can choose between **Read Write User** (full access) or **Read Only User** (read-only access).

Note
To view user roles available in **Space Experience**, in the **User Management** window, click the **Roles** tab.

c) Click **Choose Locations** to view all locations. Location from the **Location Hierarchy** available in Cisco Spaces are displayed.

Step 6 Click **Send Invitation**.

Step 7 To delete an existing user, in the **Users** table, select the desired user(s) and click **Delete**.
The **Users** table is displayed listing available users and their assigned roles.