CALLISTO



PHONEBOOK

ADMINISTRATION MANUAL

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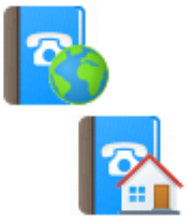
Administration manual

Global entry



Private entry

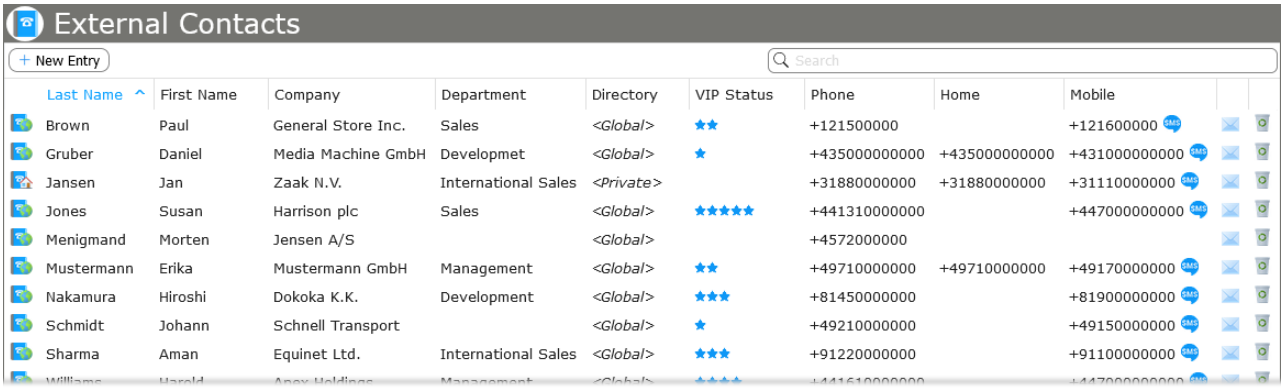
Callisto provides two kinds of contact directories:

Internal contacts are the contacts connected to the call manager system. They can only be edited with the call manager.

External contacts are contacts saved and managed in Callisto. Two types of external contacts exist:

- Global entries are available to all internal users connected to Callisto. They can be edited by administrators and users who have the permission *Edit global Directory* (see chapter User administration in the Callisto administration manual).
- Private entries can be created by any user and are only available to the user who created themthem. Administrators can access all private entries as well.

Choosing External Contacts > External Contacts, entries can be edited by or deleted. A the icon on the left side indicates the type of the contact entry.

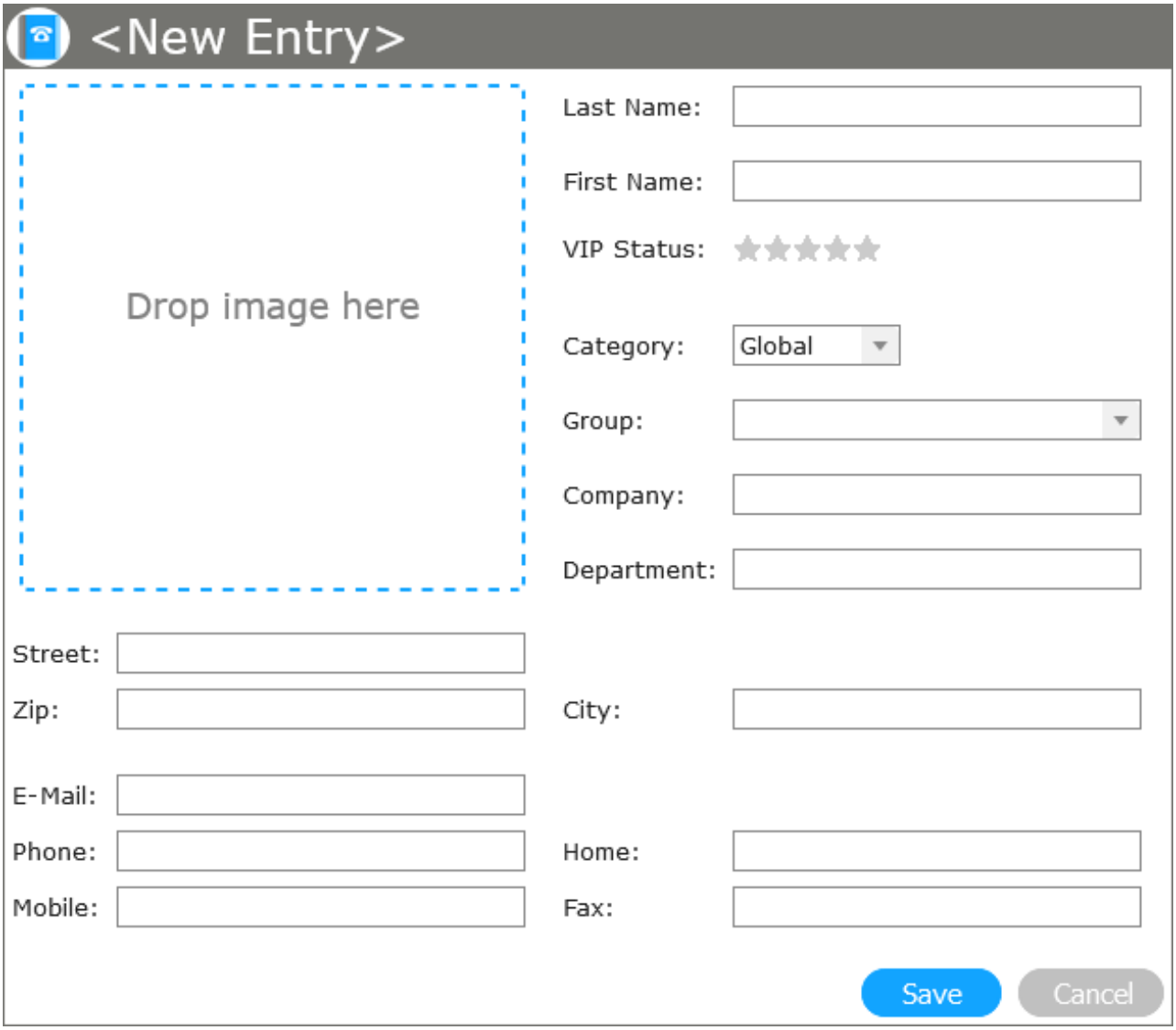


Last Name	First Name	Company	Department	Directory	VIP Status	Phone	Home	Mobile
Brown	Paul	General Store Inc.	Sales	<Global>	★★	+121500000		+121600000
Gruber	Daniel	Media Machine GmbH	Developmet	<Global>	★	+435000000000	+435000000000	+431000000000
Jansen	Jan	Zaak N.V.	International Sales	<Private>		+31880000000	+31880000000	+31110000000
Jones	Susan	Harrison plc	Sales	<Global>	★★★★★	+441310000000		+447000000000
Menigmand	Morten	Jensen A/S		<Global>		+4572000000		
Mustermann	Erika	Mustermann GmbH	Management	<Global>	★★	+49710000000	+49710000000	+49170000000
Nakamura	Hiroshi	Dokoka K.K.	Development	<Global>	★★★	+81450000000		+81900000000
Schmidt	Johann	Schnell Transport		<Global>	★	+49210000000		+49150000000
Sharma	Aman	Equinet Ltd.	International Sales	<Global>	★★★	+91220000000		+91100000000

By typing in the Search box, the directory can be searched for specific entries. For details on available search operators, refer to the search operators quick reference.

Clicking on any column title, entries can be sorted alphabetically by the respective value value.

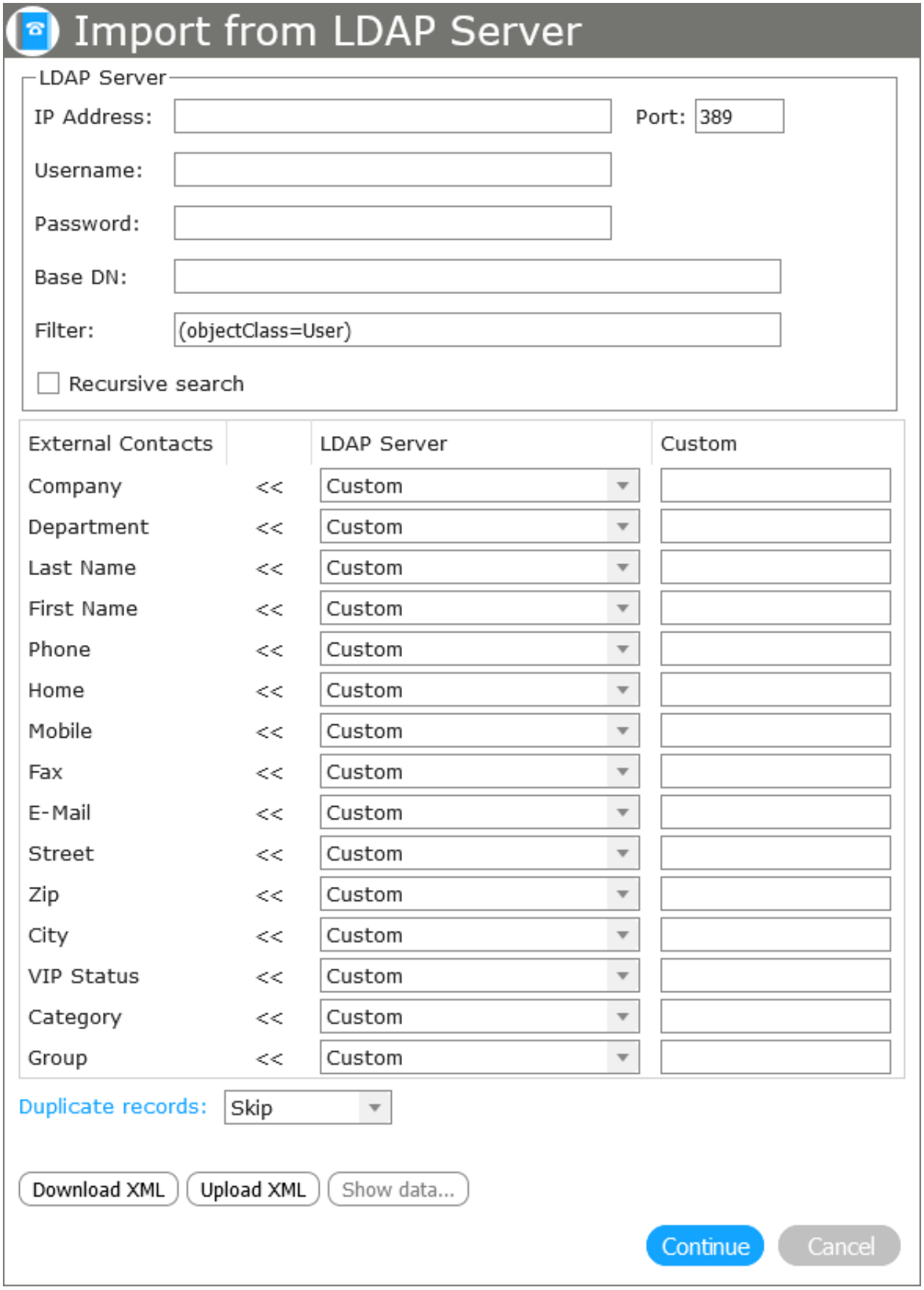
Click the button New Entry to create a new directory entry. With the Category drop-down list, you can set in which directory the new entry will appear.



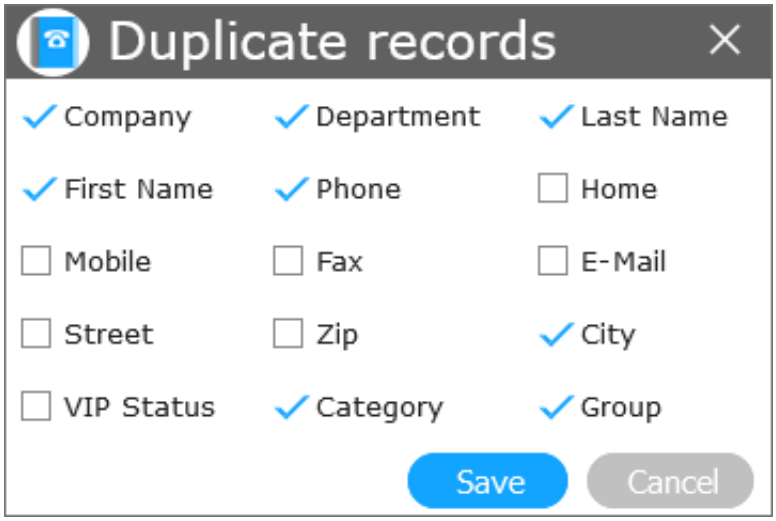
Import contacts

In the menu External Contacts > Import, you can choose between Import CSV File and Import from LDAP Server.

The CSV import is similar to the user CSV import for users (see User administration – Import users). When using LDAP import, define your server settings and assign the fields the same way as in the CSV import.



Clicking on Duplicate records gives you the option to determine records that already exist in your contact list. If you select multiple checkboxes, the records where *all* values are identical will be treated as duplicate records.



In the drop-down list to the right of Duplicate Records, you can decide how to handle duplicates.

Click Show data… to verify your settings and click Continue to start the import.

Synchronize LDAP

With the Download XML button, users can download the XML configuration file onto their computer, which can be used later to exchange the configuration. For security reasons, the file does not contain the IP address, username and password.

With Upload XML, previously saved configuration files can be uploaded to set up the LDAP import.

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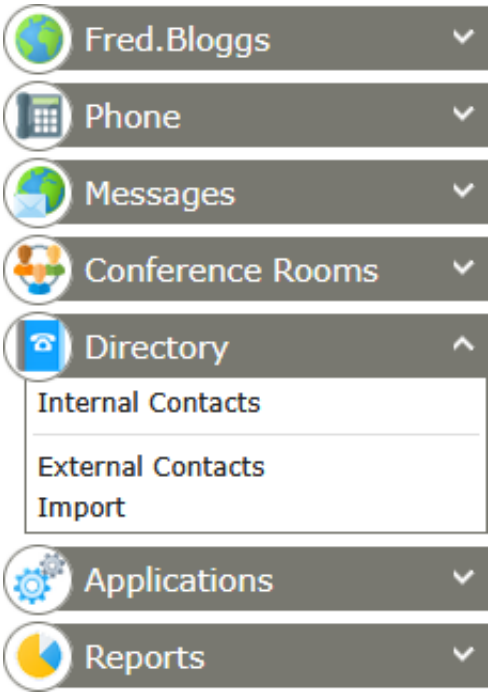
USER MANUAL

User manual



Users can access contact directories by selecting the Directories menu.

Callisto provides two kinds of contact directories:

Internal contacts are the contacts connected to the call manager system.

External contacts are contacts saved and managed in Callisto. Two types of external contacts exist:

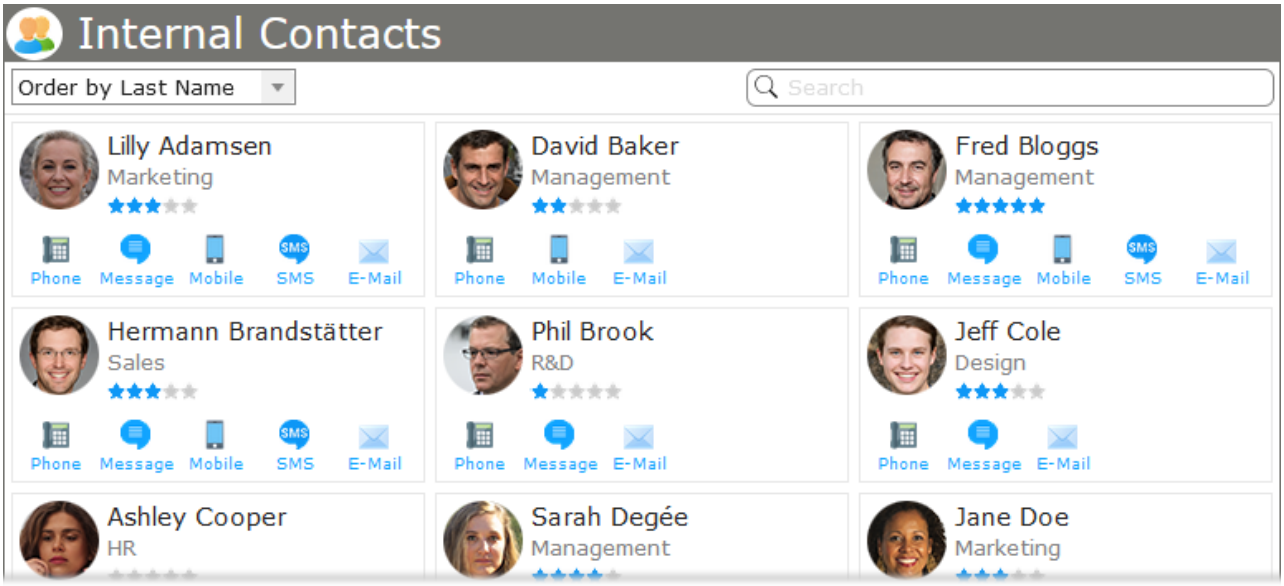
- Global entries are available to all internal users connected to Callisto. Users can only edit them if they are granted the corresponding permission by an administrator.
- Private entries can be created by any user and are only available to the user who created them. Administrators can access all private entries as well.

Callisto includes three kinds of directories:

- Global directory: available to all users and managed by the Callisto administrator
- Local directory: available to all internal users
- Private directory: managed by and only available to every individual user

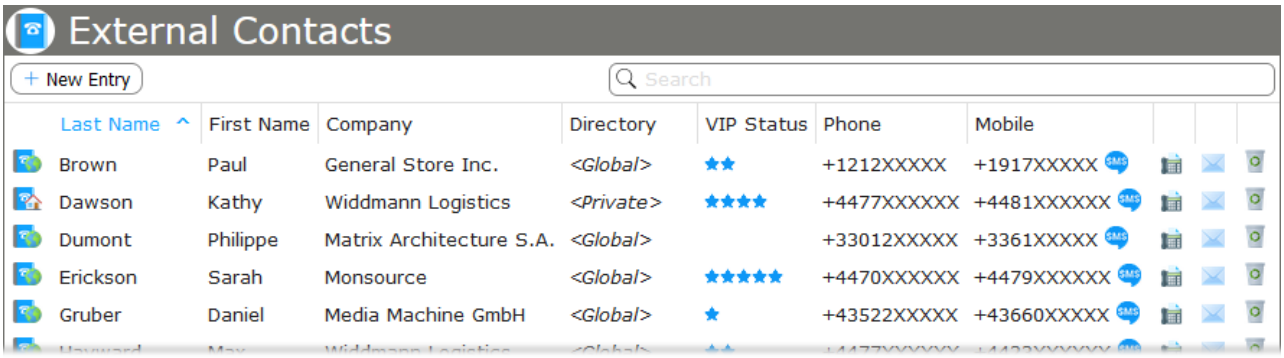
Internal contacts

Parties connected to your company's telephony system (PABX) can be accessed by choosing Directory > Internal Contacts from the main menu and are listed in the *Internal Contacts* view.



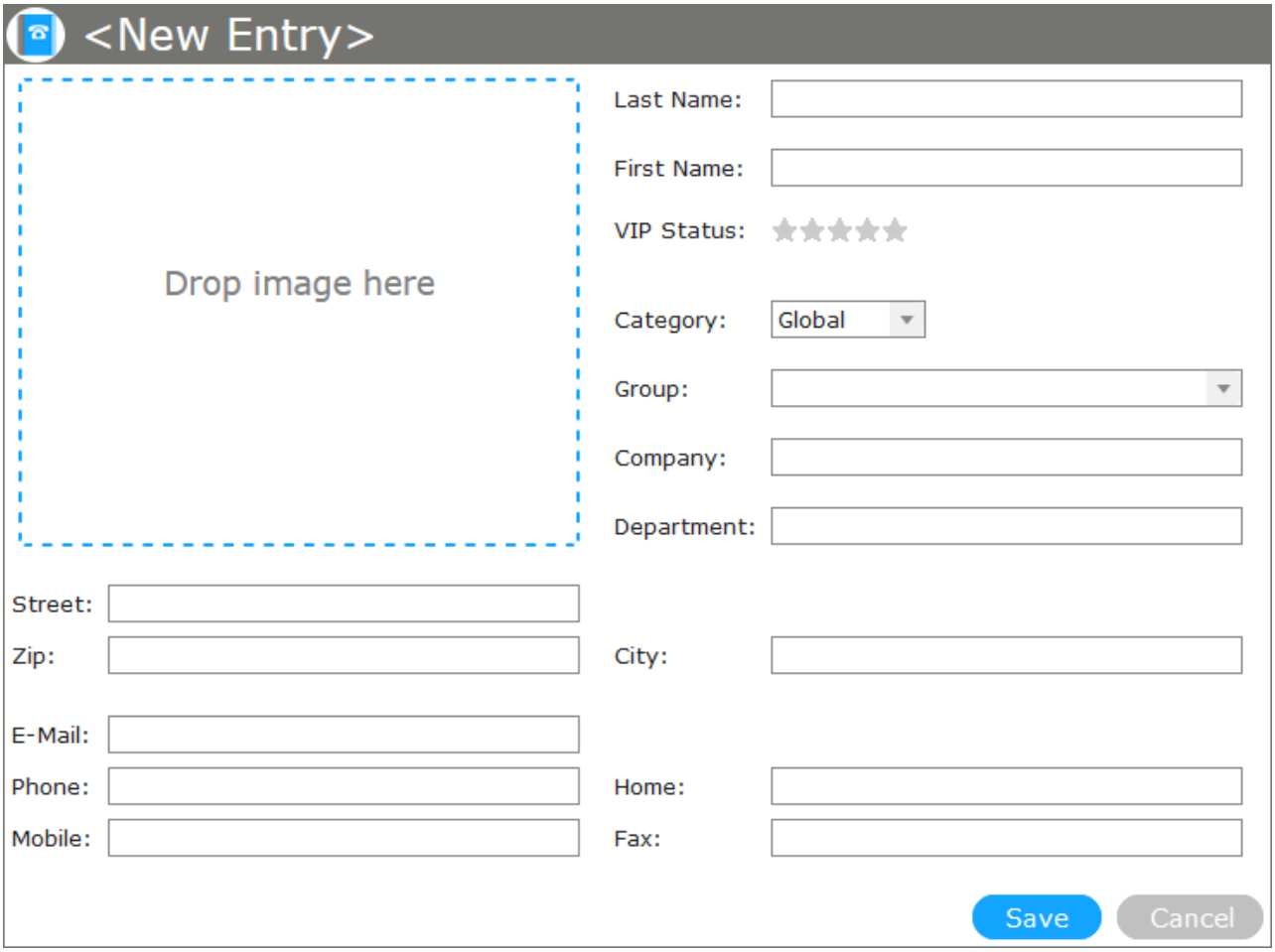
External contacts

The *External Contacts* view lets you browse the directories (both Global and Private) and edit entries. You can directly dial a number, send an SMS, email, or fax message by clicking on the respective number or icon. Clicking an entry's name lets you edit it.



Add a new entry

To create a new external contact, click the New Entry button at the top of the *External Contacts* pane.



Fill out all the information for your new directory entry. The Category drop-down menu determines in which directory the entry is stored. The contact is created when you click Save.

You can only choose between categories if your Callisto user account has the permission to edit the global directory. Otherwise, you can create entries in your local directory only.

Import

External contacts can be imported from CSV files or an LDAP server. From the main menu, choose Directory > Import and select the import method from the pane. Contact your administrator if you are not familiar with handling the import structures.

Import via CSV file

Click Import CSV File and choose a file to upload to Callisto. Set the delimiter used in the CSV file in the Delimiter drop-down list. Set the fields which correspond to the data from the respective drop-down menus. If the checkbox First row contains column headers is checked, the drop-down menus will show the names found in the header row, otherwise a list of numbers (*F1*, *F2*, *F3*…) will indicate the column inside the CSV file. You can also choose *Custom* from the drop-down menus to set custom values that will apply to all imported contacts.

Import from LDPA server

Click Import from LDPA Server and enter the access information to the server you want to import the contacts from. Set the LDPA attributes which correspond to the data from the respective drop-down menus. You can also choose *Custom* from the drop-down menus to set custom values that will apply to all imported contacts.

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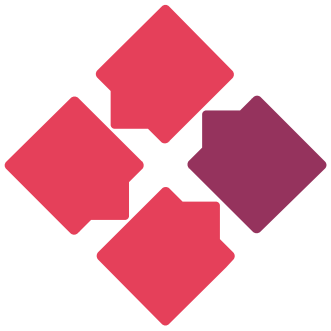

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