CALLISTO

PLATFORM

USER MANUAL

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Quick start

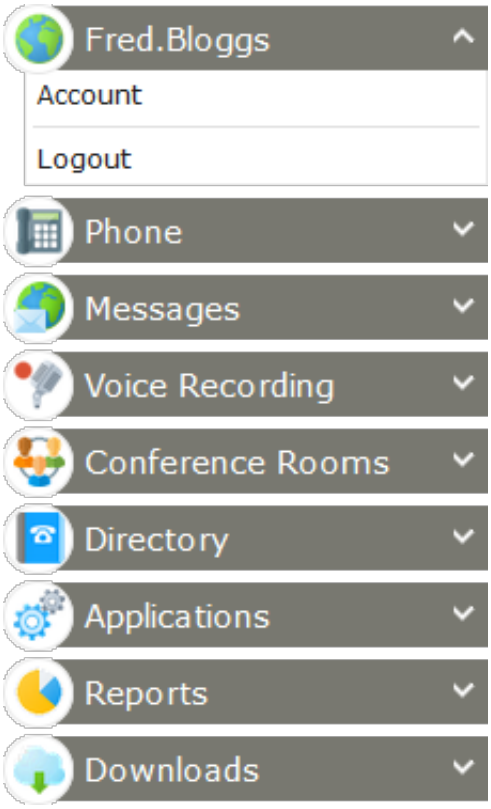
Open your web browser and navigate either to http://calllisto or an URL specified by your administrator.

Type your username and password provided by your administrator and click Logon. Note that both are case-sensitive. If your credentials don’t work or if you forget your credentials, contact your Callisto administrator.

For security purposes, it is highly recommended to change your password after logging in for the first time: from the main menu, click your user name (the topmost element), then select Account. Enter a new password in the Password and Confirm Password fields. In the same menu, you can also set your preferred Language and verify if all the user data provided by your adiminstrator is correct. To apply any changes you made, click the Save button.

In case you forget your logon details, contact your Callisto administrator for assistance.

User menu



In the Callisto web interface, the main menu's topmost menu item is the user menu. It is labeled with your user name.

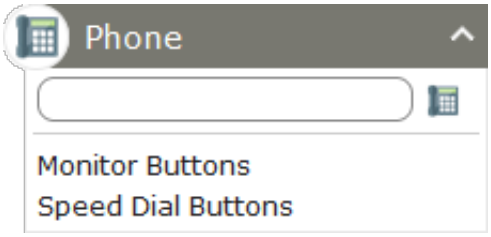
Account

Here, you can manage user-specific settings and preferences such as password, email address, phone number and the UI language. Clicking Save will apply your changes, clicking Cancel will discard them.

Logout

Click this item to quit the Callisto session. You can also log out by clicking the logout link located in the top-right corner of the Callisto interface. For security reasons it is recommended to always log out manually from Callisto.

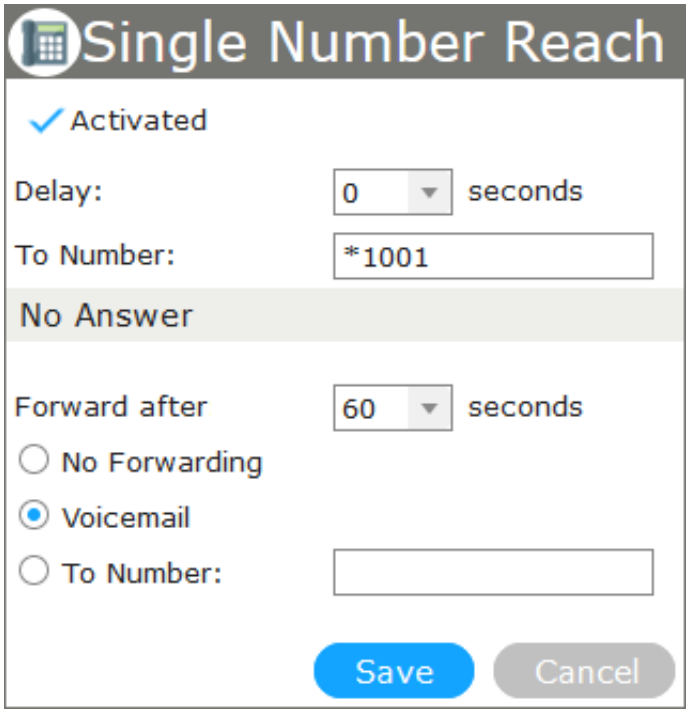
Phone menu



The first item in the Phone menu is an input field for your phone. From here, you can dial any phone number directly (for example, a number copied from a website).

Single number reach

This feature is only available with Callisto Express.



When your main phone is ringing, Single Number Reach allows for a secondary phone to ring at the same time. The same call can be picked up from either phone, and both phones stop ringing once the call is picked up.

With the Delay option, you can set how many seconds the main phone should keep ringing before the before the secondary phone starts ringing. To Number sets the number of the secondary phone. In addition, a forwarding option can be set in case the call remains unanswered. Forward after defines the time after which the call will be forwarded. No Forwarding deactivates forwarding, Voice Mail redirects the call to the voice mail number, and To Number sets another phone number to which the call will be redirected.

Select the Activated check box to quickly enable/disable this feature.

Monitor buttons

This view lists the phone’s buttons which can be used for monitoring. The buttons already in use are shown as unavailable, any other buttons can be edited. Click the Save button to apply the changes you made.

Speed dial buttons

This view lists the phone’s buttons which are available for speed dialing. Click the Save button to apply the changes you made.

Message settings

The first item in the Messages menu are the settings regarding voice mails, Fax messages, and SMS messages.

Security

To access voice mail from any phone, setting a User PIN is required. This PIN may consist of an arbitrary number of digits. After dialing in, type your phone extension and then authenticate by typing your PIN.

Selecting Always prompt will promt the PIN any time you access voice mail, also when using your internal Cisco IP phone.

Forward

Set the phone's forwarding actions. These settings can be configured individually for the call diversion states Unconditional, Busy and No Answer.

To configure a call diversion state's forwarding settings, click on the respective tab. The following settings are available:

No Forwarding	Your phone will be called directly.
Voicemail	Calls will be forwarded to your voice mail box.
To Number	Calls will be forwarded to the provided number.
Voicemail with Transfer	Callers are asked to leave a voice mail; if they refuse, calls will be forwarded to your mail box.
Mobile Connect	Calls will be forwarded to a mobile number or any other external phone number (see section Mobile Connect).
Forward after […] Seconds	Set the time the phone will keep ringing before forwarding the call. This option is only available for the No Answer state.

Mobile Connect

Allows you to forward a call to a mobile phone or any other external phone. On the configured phone, your company's central number will be shown as caller. After accepting by pressing the key 1 on your phone, an automatic voice message announces the caller's number (if available). Hanging up dismisses the call.

All calls that make use of Mobile Connect have the following capabilities:

Call-back to internal or external parties

During the call, press the star key ? on your phone. The call will be held while you enter an internal or external phone number to which this call should be redirected. Wait until the connection is established. Alternatively, you can return to the held call at any time by pressing the star key ? again.

Transfer an internal or external party

Follow the same steps as with *Call-back to an internal or external party*. Once the internal or external party answers the phone, press the pound key # ort hang up; the call will automatically be transferred to the called

party.

Three-way conference

Follow the same steps as with *Call-back to an internal or external party* but instead of pressing the star key, press 3 after the third party has answered. The calls will be connected to a three-party conference.

Notification

Forward to Email Account will send an email to your account whenever such a message arrives. The voice mail or fax message itself will be included in the email as attachment.

Mark messages as read will mark messages as read and stores them as old messages; no messages are subsequently signaled on any phones, neither by means of MWImessage waiting indicator nor on the displays. Select this option if you use an external email client only and do not intend to access your voice mail messages on the phone or via Callisto's web interface.

Send SMS when receiving a message will send a notification to your mobile phone whenever a new message arrives. This option is only available if your account is authorized to send SMS messages.

Announcement

Here you can modify and select your custom messages and announcements. The following options are available:

- Standard option for Callisto standard welcome message
- Announcement A option for your custom welcome message A
- Announcement B option for your custom welcome message B
- Announcement C option for your custom welcome message C

Select the Recording active check box next to the corresponding message to give callers the ability to leave a message. Per default, the standard greeting has recording enabled.

To record a custom message, you can either use the phone (see Phone functions – Change settings) or upload a wave file:

1. In the *Announcement* menu, click Upload new audio file.
2. From the Announcement drop-down menu, click either Announcement A, Announcement B, or Announcement C.
3. Click Browse and select the target file.
4. Upload the wave file to Callisto by clicking Upload.

Wave files must be of the format Wave (PCM); 8 kHz; 16 Bit; mono.

To listen to a message, click on the speaker icon.

On rare occasions, the MWI of your phone desynchronizes with new incoming voice messages. To resolve this, you can calibrate the MWI with the MWI On or Off buttons (if the option is available).

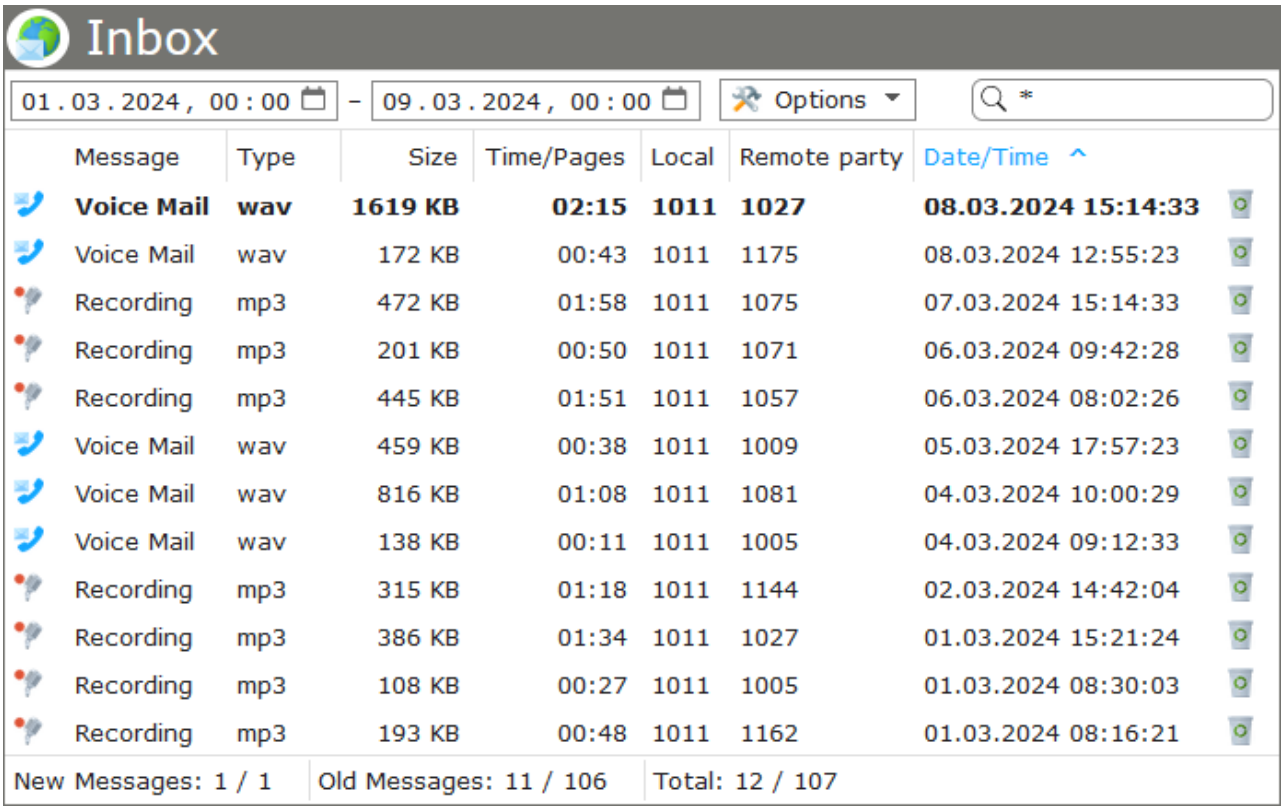
Make sure to click Save, otherwise any changes will be lost.

Message functions

In the main menu's *Messages* menu, all menu items below *Settings* are functions for managing various kinds of messages.

Inbox

All your incoming voice mail and fax messages are listed here. Click a caller's number to initiate a call back. Clicking the *recycle* icon deletes the message.



Message	Type	Size	Time/Pages	Local	Remote party	Date/Time
Voice Mail	**wav**	**1619 KB**	**02:15**	**1011**	**1027**	**08.03.2024 15:14:33**
Voice Mail	wav	172 KB	00:43	1011	1175	08.03.2024 12:55:23
Recording	mp3	472 KB	01:58	1011	1075	07.03.2024 15:14:33
Recording	mp3	201 KB	00:50	1011	1071	06.03.2024 09:42:28
Recording	mp3	445 KB	01:51	1011	1057	06.03.2024 08:02:26
Voice Mail	wav	459 KB	00:38	1011	1009	05.03.2024 17:57:23
Voice Mail	wav	816 KB	01:08	1011	1081	04.03.2024 10:00:29
Voice Mail	wav	138 KB	00:11	1011	1005	04.03.2024 09:12:33
Recording	mp3	315 KB	01:18	1011	1144	02.03.2024 14:42:04
Recording	mp3	386 KB	01:34	1011	1027	01.03.2024 15:21:24
Recording	mp3	108 KB	00:27	1011	1005	01.03.2024 08:30:03
Recording	mp3	193 KB	00:48	1011	1162	01.03.2024 08:16:21

New messages will be displayed in bold. Once a message is played or read, it will be marked as old message and be shown in a regular font.

Sent items

List of all messages which were successfully transmitted to the receiver.

Outbox

Messages which are pending, outgoing, or could not be delivered are listed in the outbox. The State lets you know the reason why the message hasn't been delivered (yet).

Send Fax

Send your fax messages from the Callisto web-interface. Alternatively, you can send faxes directly from any

Windows-compatible application which is able to print or to create a PDF.

Enter the receivers number and provide the document you want to send in PDF format

Send SMS

Send SMS messages directly from Callisto. To use this feature, your Callisto administrator must have configured it first.

Cisco Phone Message

Similar to SMS messages, you can send messages to other Cisco IP phones in your domain.

Enter a title, message, and your phone number, then you can send it to a single or multiple users at once.

Reports menu

In the main menu, choose Reports > Call Records to view records of conducted calls. Access to use report filters is given to users by Callisto administrators. Contact your administrator for permission and creation of new filters.

Select the filter apply and then select an output option from the radio buttons: Monitor will display the records in your browser, MS Excel will export the reports as an XLS file and MS Access will export the reports as an MDB file. Microsoft Access reports contain additional details, like lists and graphs.

Call Records

Date/Time	Caller	Disconnect Cause	Called	Original Called	Redirect Reason	Duration	Account Code
29.03.2024 09:21:35	03145XXXXX	Normal clearing	1118	4	Unconditional	00:00:54	
28.03.2024 18:32:05	0049163XXXXXXXX	Normal clearing	1052	4	Unconditional	00:02:21	4678
28.03.2024 17:55:21	07946XXXXX	Normal clearing	1005			00:01:48	
28.03.2024 15:11:37	04396XXXXX	Unknown (27)	1052			00:01:37	
28.03.2024 11:49:32	03419XXXXX	Normal clearing	1073			00:07:16	1465
28.03.2024 09:38:25	07964XXXXX	Normal clearing	1068			00:02:40	
27.03.2024 16:07:22	03189XXXXX	Normal clearing	1054	3	Unconditional	00:01:07	
27.03.2024 14:31:52	0049301XXXXXXXX	Normal clearing	1162			00:01:26	

Call reports shown in *Monitor* view.

Account codes can be provided during ongoing calls by typing the code digits on the Cisco IP phone's keypad.

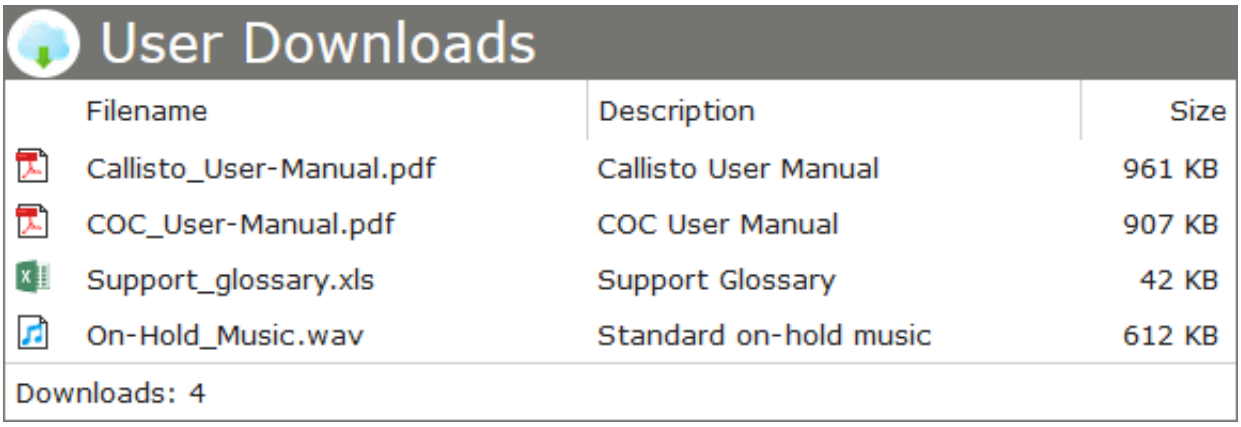
If the caller's number is associated with a directory entry, hovering over the number will reveal detailed information about the caller.

Callisto UCM limits the CDR output to reports on fax messages only, since Cisco Unified Communications Manager already provides call detail records for voice calls but not for fax messages.

Callisto Express provides records for both voice calls and fax messages, since no CDRs are available in Cisco Unified Communications Manager Express.

Downloads

In the main menu, choose Download > User Downloads to see a list of downloadable content such as features (e.g. Jabber extensions), information or other files provided by your system administrator.



User Downloads

Filename	Description	Size
Callisto_User-Manual.pdf	Callisto User Manual	961 KB
COC_User-Manual.pdf	COC User Manual	907 KB
Support_glossary.xls	Support Glossary	42 KB
On-Hold_Music.wav	Standard on-hold music	612 KB

Downloads: 4

Administrators can associate download files with one or multiple languages. Such files will only show up in your download list when your account language is set to one of the associated languages, e.g., an English-language file will only appear in the download view if your account language is set to English as well.

The account language can be changed in the user menu.

Virtual Conference Rooms

The optional *Virtual Conference Rooms* service provides telephone conferences for three or more participants. Rooms are protected by passwords, which are managed by the system administrator.

Virtual Conference Rooms can be accessed either by phone or by LiveView.

Access via phone

Dial the conference room's access number and password on your phone's keypad. If you are the first participant to enter, you will be welcomed by music on hold. As soon as another participant arrives, a ring tone signal will play. Any further participant entering the conference will be announced by a ring tone as well.

If you have a conference administrator password, you can invite other parties to the conference. To do so, press the asterisk key ? on your phone, followed by the phone number of the person you wish to invite to the conference. If the invitee is available, pressing the pound key # returns both of you to the conference. Alternatively, press the asterisk key ? again to terminate the call and return to the conference without the invitee.

Access and visualization via LiveView

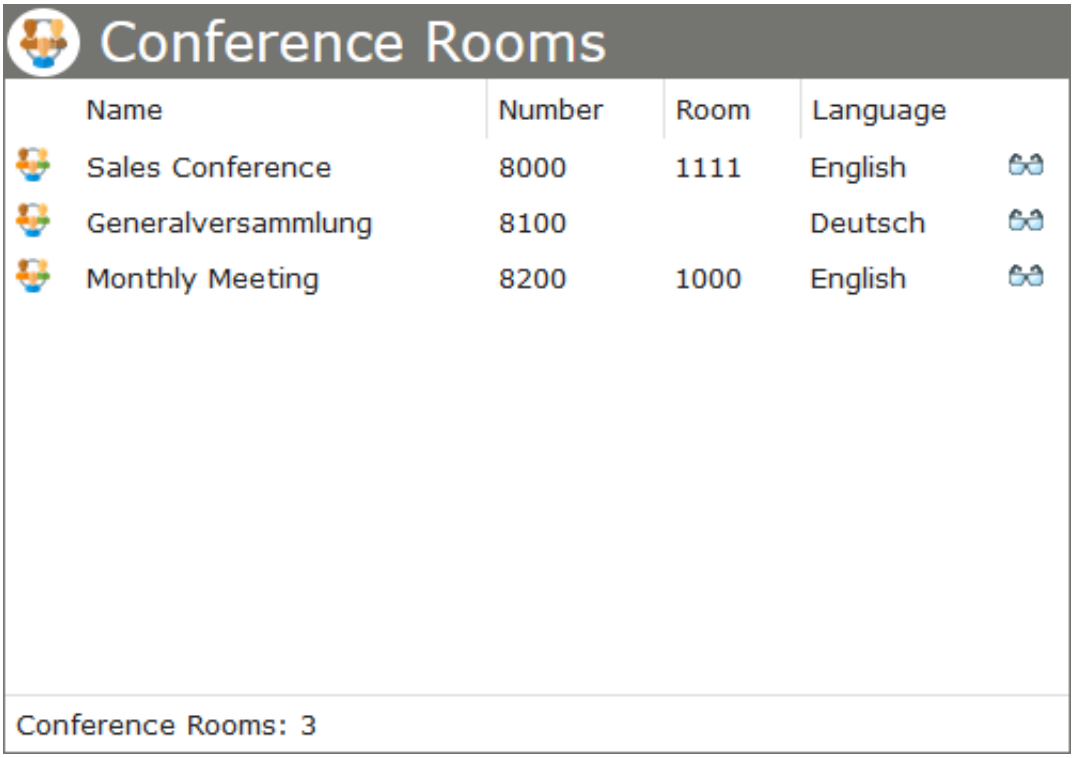
The LiveView plug-in only works within Firefox and Internet Explorer; Chrome no longer supports Java applets.

To prevent problems, the Callisto IP address should be added to the local Java configuration (Control Panel > Java or Startmenu > Java Control Panel) within the Security tab. To modify the exception site list, click on Edit Site List and add the Callisto IP. Additionally, navigate to the General tab and delete the temporary Java cache. Choose Settings > Delete Files and select all checkboxes.

The Callisto conference's LiveView offers complete control of Virtual Conference Rooms through a regular web browser.

LiveView icon

From the main menu, choose Conference Rooms > Conference LiveView to show a list of all available conference rooms. Select a conference room by clicking its *LiveView* icon and enter an administrator PIN to access the LiveView visualization of this conference room.



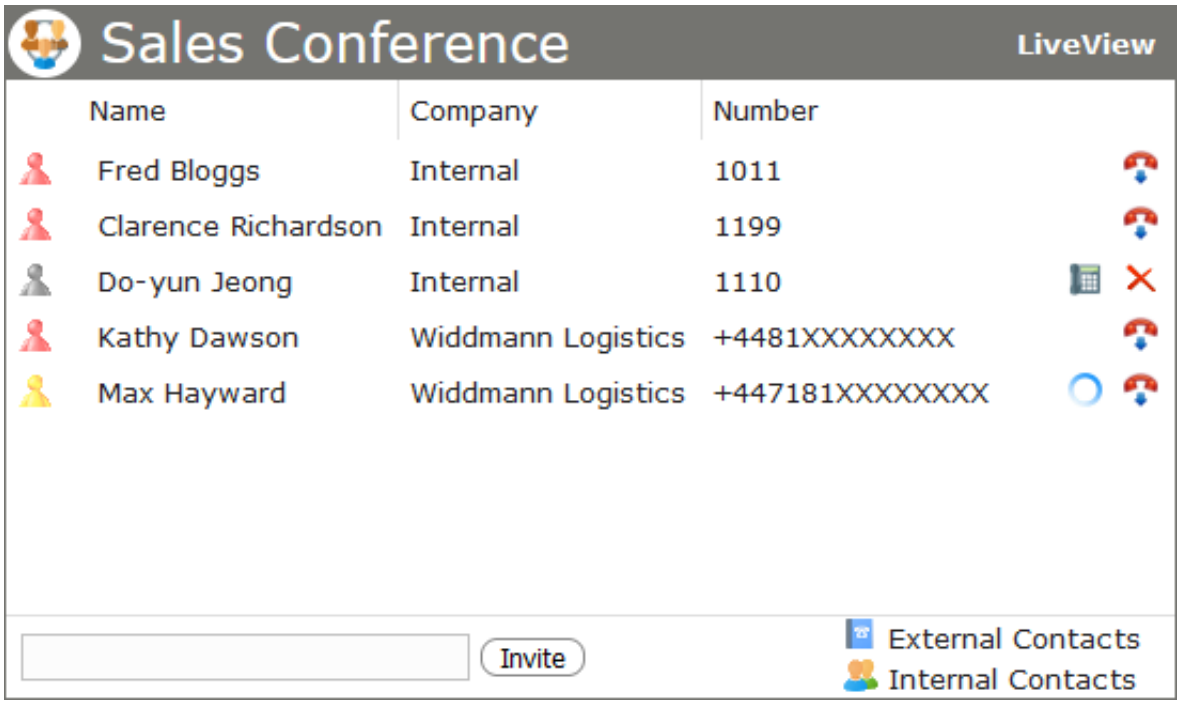
During the LiveView session, all participants are listed showing their current state. The following states are defined:

participant is active

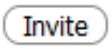
participant currently being added

participant currently being invited (called)

participant has left the conference or has declined the invitation



The following options are available to manage the conference:

	Select external contacts to be invited to the conference.
	Select internal contacts to be invited to the conference.
	Invite a contact to the conference by entering a phone number.
	Terminate a participant's connection/invitation.
	Remove a participant from the conference.
[redacted]	Re-invite a participant to the conference.

Phone functions

Using an internal Cisco IP phone

The following functions are available for Cisco IP phones that are integrated in the same environment as your Callisto installation.

Call forwarding to voice mail

Press the *Forward* button on your Cisco IP phone and type the voice mail number given to you by your Callisto administrator.

Listening to voice mail messages

Messages button on
a Cisco IP phone

Dial the voice mail number or press the *Messages* button on your Cisco IP phone. The total number of new messages is announced and the last message is played back.

1	Store the message (will appear in *Old Messages* afterwards).
2	Listen to the message again.
3	Delete the message.
4	Listen to message information (caller number, date and time of the call).
5	Call back immediately (if the call is answered, the message is stored; otherwise it is played again).
#	Return to the main menu.

Directories

Services button on
a Cisco IP phone

All three types of Callisto directories (global, local, and private) can be selected through your IP phone's display. Press the *Services* button on your Cisco IP phone and select a directory. The phone's keypad can be used to search for contacts. The search behaves the same way as with Callisto's search operators, and the star key ? can be used for the asterisk (*) wildcard. Contacts can be called directly from this menu.

Callisto administrators have the possibility to add further services to the service menu. Ask your administrator about custom services available with your Callisto system.

Using an external phone

The following functions can be accessed with any phone supporting DTMF, by calling the voice mail service number provided by your Callisto administrator. Callisto welcomes you in your company's language and

you are asked to enter your internal phone extension followed by your user PIN. The user PIN can be configured in Callisto (see Message settings). After entering the internal phone extension and the user PIN, you will enter the *main menu*.

Each entry can be terminated by pressing the pound key #.

Main menu

1	Listen to voice mail messages.
2	Change settings.
?	End the call.

Listen to voice mail messages

After pressing 1 in the main menu, all voice mail messages marked as *new* will be played.

1	Store the message (will appear in *Old Messages* afterwards).
2	Listen to the message again.
3	Delete the message.
4	Listen to message information (caller number, date and time of the call).
5	Call back immediately (if the call is answered, the message is stored; otherwise it is played again).
#	Return to the main menu.

Change settings

After pressing 2 in the main menu, you enter the settings menu.

1	Activate a diversion (call forwarding) to your voice mail.		
2	Activate a diversion to an internal or external subscriber number. Enter an internal or external subscriber number and confirm with the pound key #. The entered phone number will be read by the Callisto system, and you will be returned to the settings menu.		
3	Change personal announcements. The currently active announcement will be played. Change it by pressing:		
?	1	Activate the standard announcement.	
	2 3 4	Activate the alternative announcement A, B, or C, respectively.	
	?	1	Listen to the currently configured a nnouncemen t (recording will be played).
		2	Record a new announc ement (speak after

		the beep sound and press 0 to complete the recording).
	3	Activate the alternative announcement you chose in the previous step.

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