CALLISTO

CRUISE BASE

ADMINISTRATION MANUAL

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Requirements

Callisto platform

Callisto Cruise Base requires the Callisto platform to run. For information on setup, configuration, and operation of Callisto, refer to the Callisto platform manuals.

Passenger CSS

On the Call Manager, a Passenger CSSCalling Search Space is required; all passenger phones (i.e., cabin phones) need to be associated with this CSS.

Also, on the Call Manager side, a (external) partition is required. To activate direct outward dialing for all passenger phones, add an external partition to the Passenger CSS. Remove the external partition from the Passenger CSS to disable it.

Internal and external CSS

For automated check-in / check-out, two more Calling Search Spaces need to be configured on the Call Manager: an Internal CSS and an External CSS. Of the two, only the External CSS includes an external partition. If automatic check-in / check-out is enabled, the lines of all cabins that use direct outward dialing will be assigned to the External CSS. Lines of cabins for which direct outward dialing is disabled are assigned to the Internal CSS.

Automated check-in / check-out is performed using the AXL protocol. Callisto Cruise needs to be associated with an application user who has the access rights to perform the actions described above. Set the user in the Callisto System parameters (see the Callisto administration manual).

Cabins

The cabins need to be made available in the system (see chapter Cabins).

Reporting

To enable billing and call reports, the Callisto Reporting option must be activated and CDR management must be configured on the Call Manager (see chapter Reporting in the Callisto administration manual).

Time synchronization

For automatic time synchronization, either the Master Clock or GSP (LCCI) can be chosen as a source for automatic time zone changes. If neither of these two sources is selected, the actual local time and UTC offset must be set manually. Upon changing the time zone, the Callisto Cruise system updates the time zone on the Cisco UCM and on the system. Therefore, a Date/Time group needs to be configured on the Call Manager.

Setup

Installation

Cruise Base is a startup script for the Callisto platform. The installation and updating process for startup scripts is described in the chapter Options of the Callisto platform administration manual.

Privileges

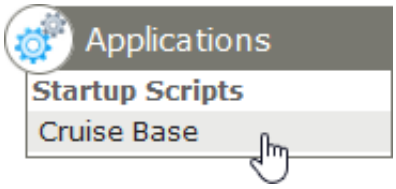
The following application privileges can be assigned to a user for the Cruise Base application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

Settings	Provides access to the *Settings* tab.
CheckInOut	Provides access to the *CheckInOut* tab.
Roles	Provides access to the *Roles* tab.
Cabins	Provides access to the *Cabins* tab.
Groups	Provides access to the *Groups* tab.
TimeSync	Provides access to the *TimeSync* tab.
Billing	Provides access to the *Billing* tab.
CallReports	Provides access to the *Call Reports* tab.
Refund	Enables the ability to refund calls.

Access

Configure icon

Administrators can access the Cruise Base configuration by navigating to System > Startup Scripts in the main menu. In the startup script list, locate the Cruise Base instance and click on the *Configure* icon.



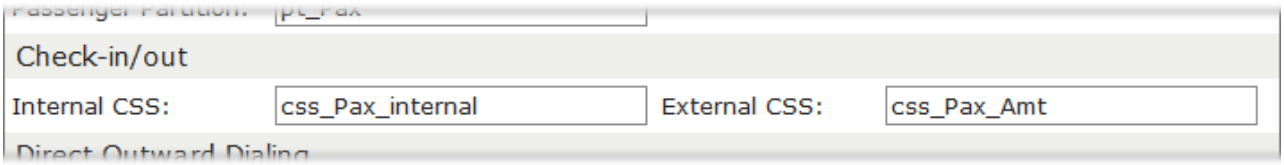
Users who were granted privileges to access the Cruise Base instance can do so by navigating to Applications in the main menu and clicking on the name of the Cruise Base instance inside the Startup Scripts section.

Settings

General settings

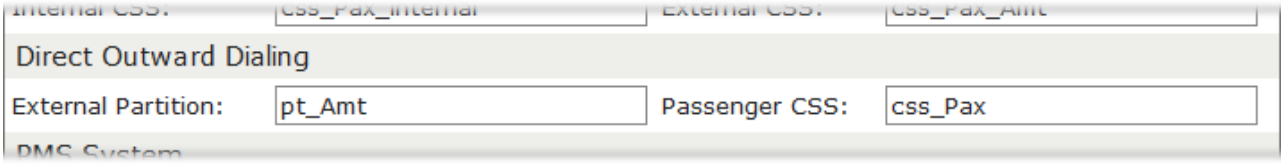
Default Language	The language to which cabin phones are set by default.
Passenger Partition	The partition to which cabin phones are assigned by default.

Check-in/out settings



Internal CSS/Profile	CSS/Profile used only for internal calls (no external calls possible).
External CSS/Profile	CSS/Profile which allows external calls.

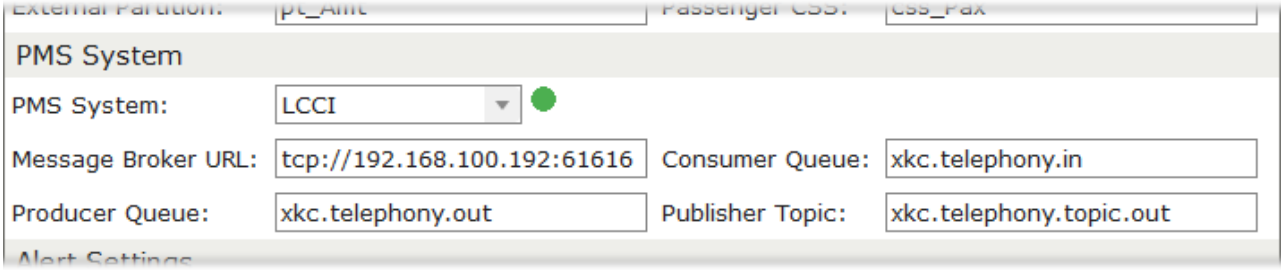
Direct Outward Dialing settings



External Partition	The external partition to use. If assigned to the Passenger CSS, external calls are enabled.
Passenger CSS	The CSS with which all passenger cabin phones are associated.

PMS settings

Select the Property management system used with your Callisto installation from the drop-down menu labeled PMS System. Depending on the PMS, the configuration parameters vary.



LCCI

Message Broker URL	The URL of the message broker.
Consumer Queue	The queue on which LCCI receives messages.
Producer Queue	The queue on which LCCI sends messages to Callisto Cruise.
Publisher Topic	The topic on which LCCI publishes messages (only used for time zone info).

SAPI

SAPI URL	The URL for the SAPI REST API.
Username	The user name to use when authenticating with the SAPI API.
Password	The password to use when authenticating with the SAPI API.
Sync Interval (min)	Set how often Callisto inquires for new passenger data. Minimum value is 60 minutes.

Fidelio Cruise UI

FCUI Address	The address of the Fidelio Cruise Universal Interface (FCUI).
FCUI Port	The port on which FCUI listens.
Local Port	The port on which Callisto listens.
Poll Period (sec)	Set how long Callisto checks if FCUI is active. Minimum value is 60 seconds.
Sync Period (hrs)	Set how often Callisto sends a request to Fidelio to synchronize data (if some data is missing).
Use Inquire for check-in process	If checked, Callisto requests additional data about the checked-in passenger. Enable this option if an old version of FCUI is in use, since older FCUI versions don’t provide some data (i.e., check-out date).

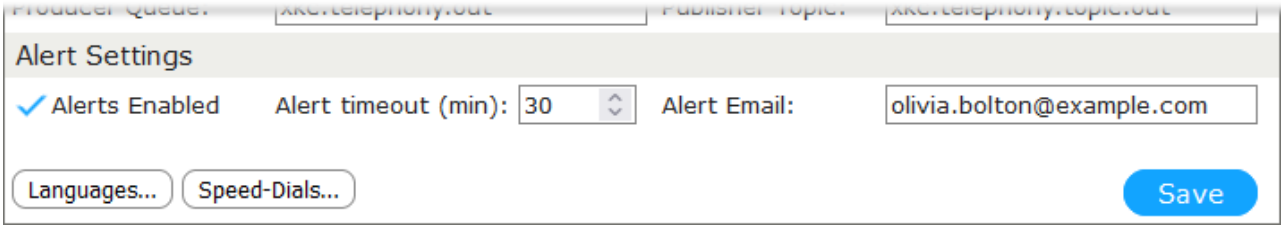
CCL Latitude

API Key Name	The key name to use for API access.
API Key Value	The key value to use for API access.
Post Sale URL	The URL of the Latitude Post Sale method.

MXP

MXP URL	The URL for the MXP REST API.
Username	The user name to use when authenticating with the MXP API.
Password	The password to use when authenticating with the MXP API.
Ship Code	The Ship Code for the specific system installation.
Sync Interval (min)	Set how often Callisto inquires for new passenger data. Minimum value is 60 minutes.

Alert settings



Alerts Enabled	If checked, Callisto sends email notifications when the PMS or master clock is unreachable.
Alert timeout (min)	Set how long Callisto waits for the PMS or master clock to become available again before sending emails notifications.
Upload PFX Certificate	Upload a PFX certificate to establish a secure connection between the PMS and the Callisto Cruise proxy.

Languages

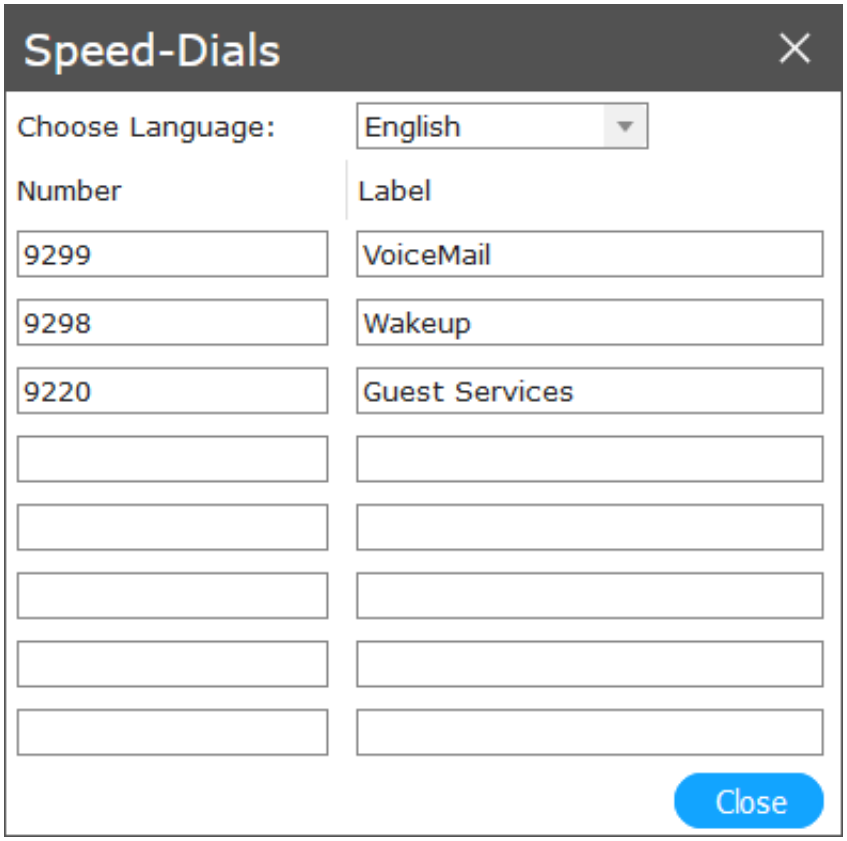
Click on the Languages… button to access the *Languages* dialog. Callisto supports seven languages: English, German, French, Italian, Spanish, Portuguese, and Chinese.

For every language, two values can be set:

Code	Set the same language code or language tag as provided by the PMS system. The language code/tag is provided during check-in.
Phone Locale	Set a phone locale from the list of locales that are installed on the Call Manager. If the proper language isn't available, set the locale of another language as fallback instead.

Speed-Dials

Click on the Speed-Dials… button to access the *Speed-Dials* dialog. Callisto allows administrators to define speed-dials which will be set on the phones during check-in. Separate Speed-Dials can be configured for every language.



If the speed-dial fields here are left empty, the Speed-Dial configuration on the phones during check-in is left unaltered.

PFX certificates

This option is only available when the PMS System is set to CCL Latitude.

PFX certificates are used to ensure safe communication between the PMS and the Cruise proxy. Click the Upload PFX Certificate button to upload a certificate. Click the Import certificate button, select the file and enter the certificate password. If authentication was successful, the certificate is shown in the dialog window; if an error occurred, no certificate is displayed.

Only one certificate can be present at a time.

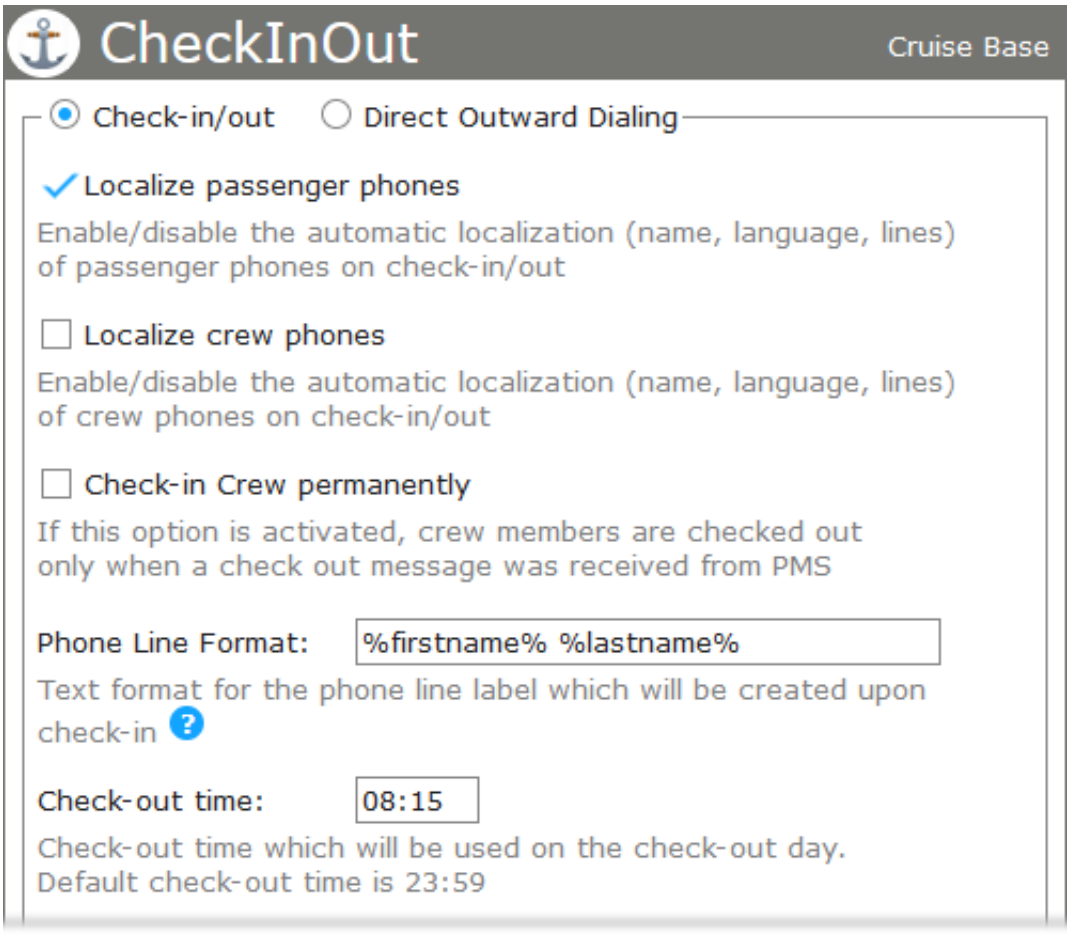
Check-in/out

Callisto Cruise supports two different check-in/out modes:

- Check-in/out mode (i.e., automatic check-in/out)
- Direct Outward Dialing mode (i.e., manual check-in/out)

Automatic check-in/out

If PMS integration is configured, the PMS can perform check-in/out operations in Callisto Cruise. To do so, select the Check-in/out radio button at the top of the *CheckInOut* window.



Localize passenger phones	Enable the automatic localization (name, language, lines) of passenger phones on check-in/out.
Localize crew phones	Enable the automatic localization (name, language, lines) of crew phones on check-in/out.
Check-in Crew permanently	If checked, crew members are checked in permanently when Callisto receives the check-in notification from the PMS. The check-out date is disregarded and check-out must be performed directly from the PMS.
Phone Line Format	This section is only available on Callisto for Cisco UCM, HCS, Webex.

Set the format for the phone line label which is created upon check-in. The following placeholders are available for creating a format:

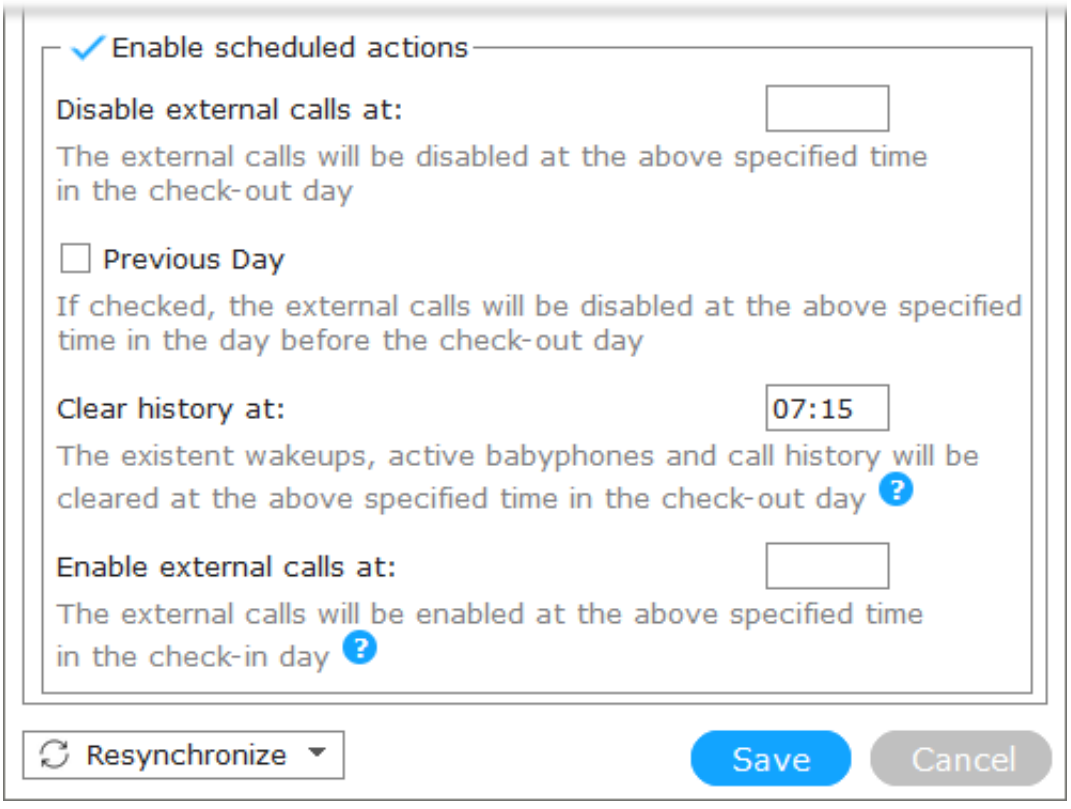
%greeting%	A greeting phrase (if available).
%title%	The passenger's title, e.g., *Mr.*, *Mrs.*, or *Dr.* (if available).
%firstname%	The passenger's first name.
%lastname%	The passenger's last name.
%cabnumber%	The cabin number.
%phonenumber%	The phone number of the cabin phone.
%cabname%	The name of the cabin.
%langcode%	The language code of the passenger's language.
%langname%	The name of the passenger's language.

By typing out the variables in uppercase, the respective text will be shown in uppercase as well.

Check-out time

The time at which the passenger check-out will be performed on the day of check-out. This time is used by default if no other time is set in the check-in message. It will be overridden if the check-out message is received first.

Scheduled actions



The passengers' travel schedules are provided to Callisto Cruise by the PMS. The travel schedule data

includes:

- Date of check-in and check-out
- Name of the guest / crew member
- Language
- Manning number
- PIN
- Billing account

If the option Scheduled Actions is enabled, Callisto Cruise executes the following actions based on the travel schedule data and the current local system time:

1. Disable external calls	• External calls for the cabin are blocked. This is initiated either on the check-out date, or on the day before if the option Previous Day is checked.
2. Clear history	• Pending wakeups and call history are deleted at the on the check-out date at the time specified in the settings. • Current baby phone monitoring is terminated. • The name of the line and any voice messages are deleted.
3. Enable external calls	• External calls for the cabin are enabled at the check-in date. • The name of the first checked-in guest on the telephone line and all other parameters are set. • The cabin language is set.

For each of these three actions, a global execution time between 00:00 and 23:59 can be set. If a value is set to 0, the action will not be scheduled, i.e. it will be performed immediately when a check-in/out message is received.

The time for blocking external calls must always be before the time for enabling external calls.

Resynchronize

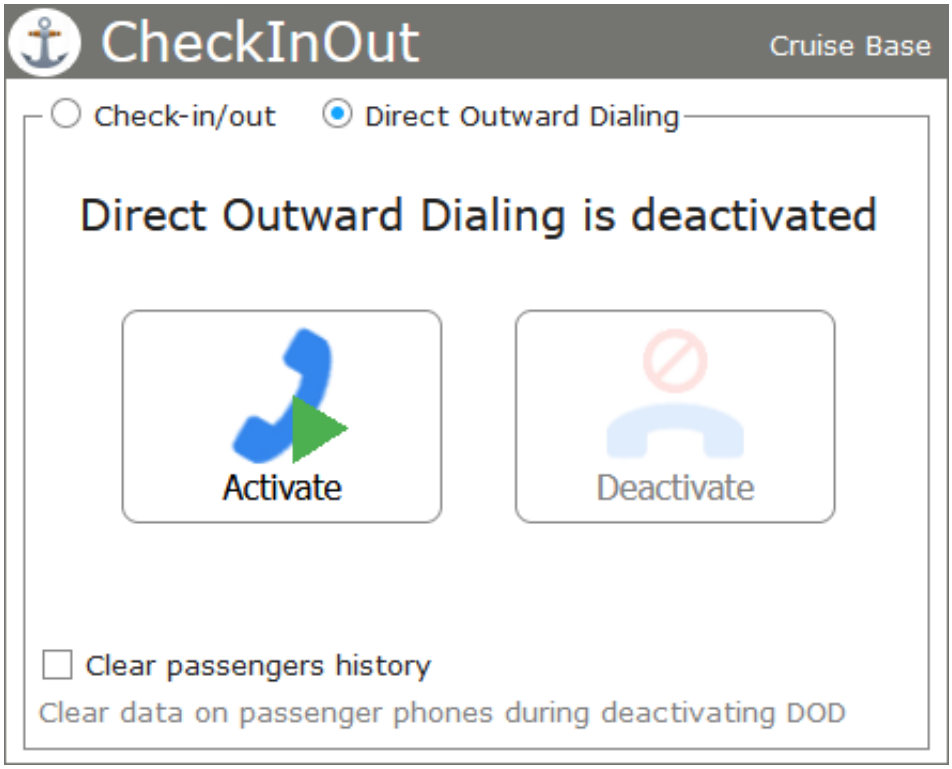
If a PMS is configured, a drop-down menu in the bottom-left corner labeled Resynchronize can be used to resynchronize Callisto data with the data present on the PMS. Two actions are avaible:

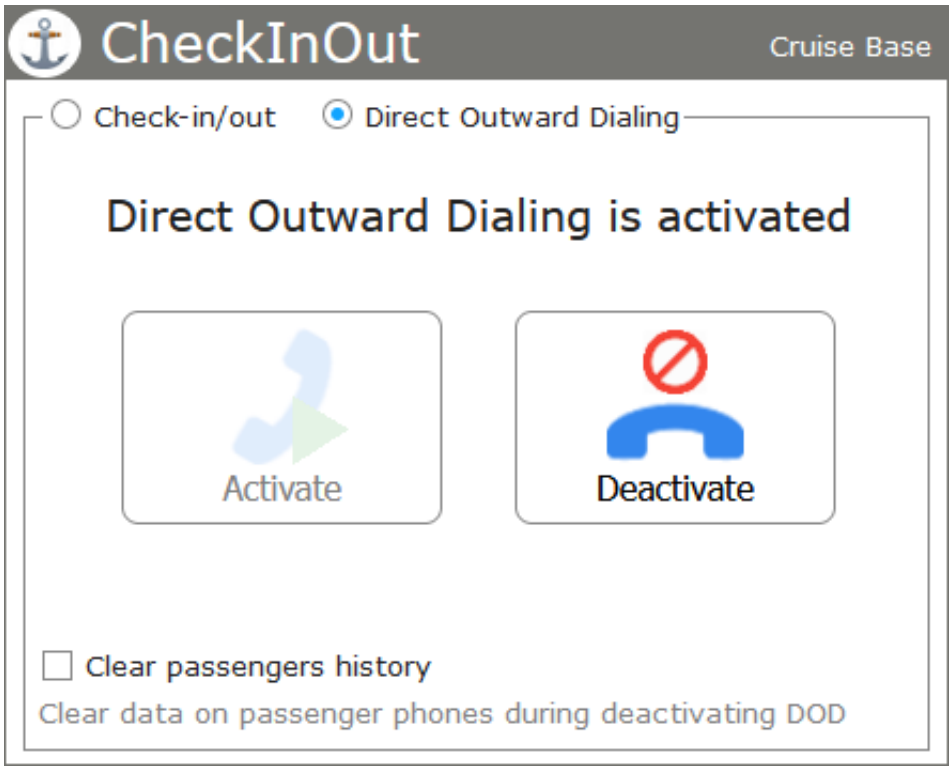
Resynch	Perform a classic resynchronization: Callisto requests all check-in data from the PMS and only updates the passenger data which is different from the data present on Callisto.
Full Resynch	Callisto requests all check-in data from the PMS and updates the data present on Callisto, regardless whether there are any differences. This is useful if communication with the Call Manager gets interrupted during Check-in/out. Only use this option if synchronization problems occur with the guest's data or the information shown on the cabin phone's display. Check the guest's cabin data in the *Cabins* tab of the Cruise Base application.

Direct Outward Dialing

If the mode is set to Direct Outward Dialing, the view will show two buttons with which DOD can be activated

or deactivated for all passengers. If the option Clear passengers history is checked, call history, wake-up configurations, and voicemails will be deleted upon deactivating DOD.





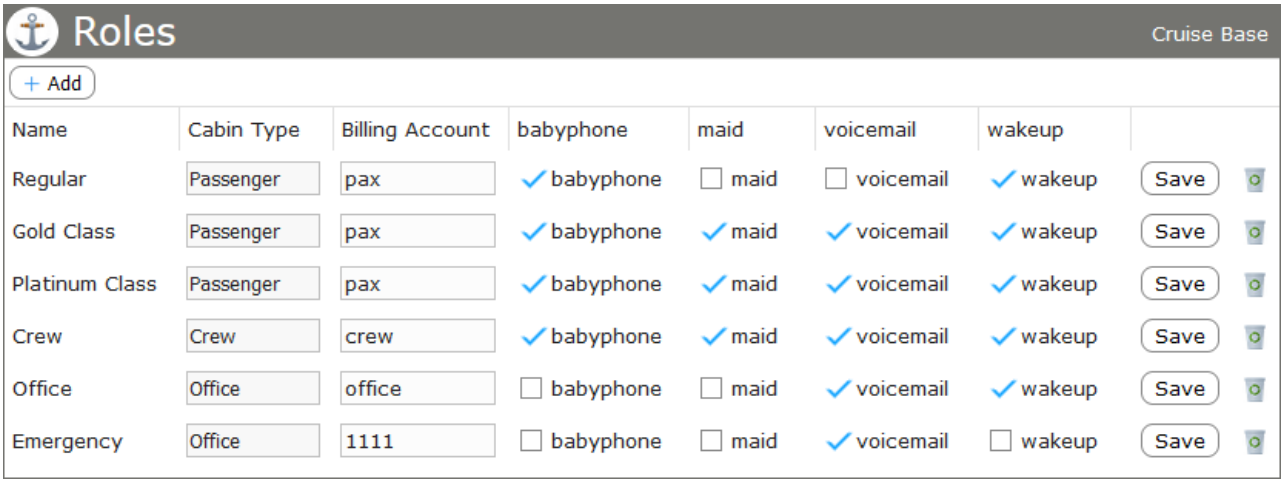
Name resolution

The Name Resolution feature is only available if External Call Control is set up on Callisto. It is used to show the a checked-in passenger's name when line personalization is not possible in the Call manager (i.e., when the cabin phones are registered on a different PBX).

On the Call Manager, an external call control profile needs to be defined and assigned to the related Cisco phones. See the Cisco UCM configuration guide for more information.

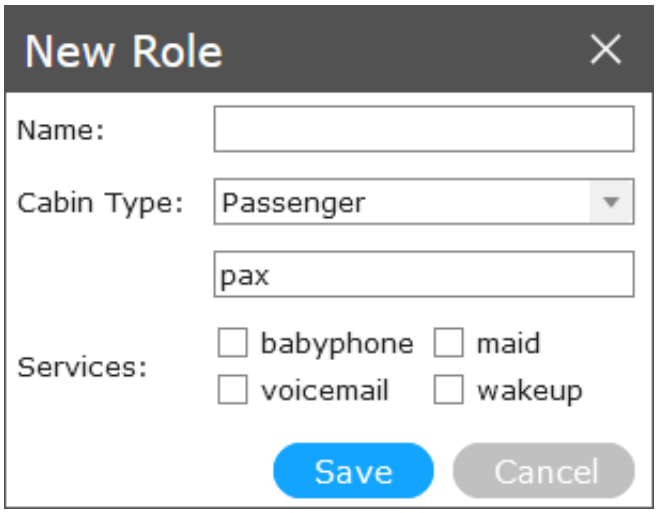
Roles

Roles are assigned to cabin phones in order to set various properties and access rights.



Delete icon

New roles can be added by clicking the Add button in the top left corner. A role can be deleted by clicking the *Delete* icon on the right side. To save any changes made to an existing role, click the Save button.



The following settings can be configured for each role:

Name*
A unique name to identify the role.

Cabin Type*
Cabins with this role will be of the type set here.
Available types are:

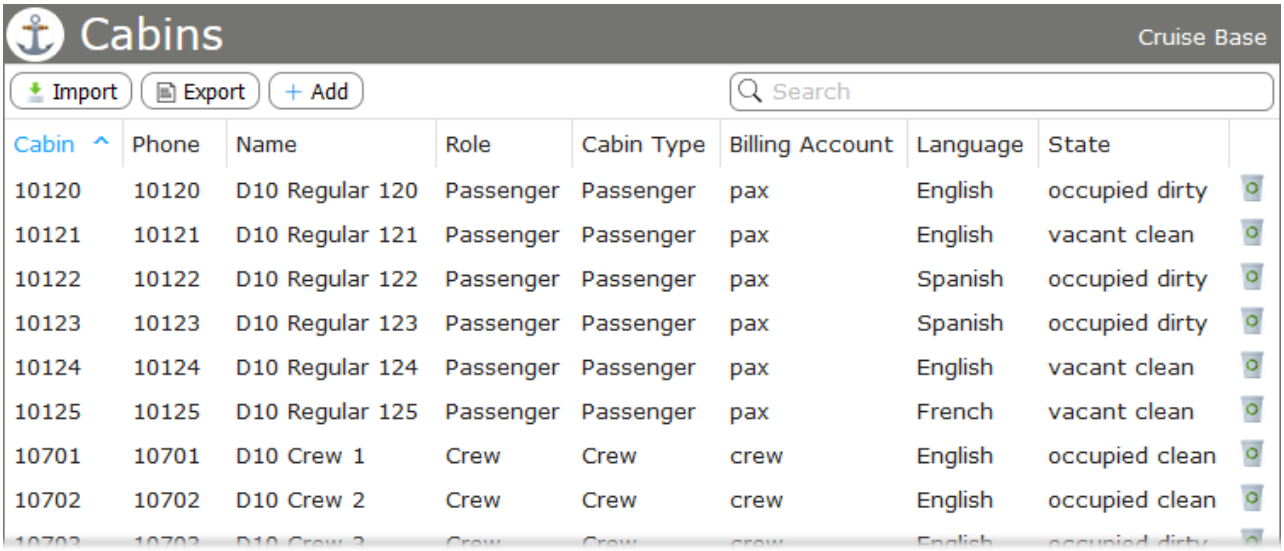
- Passenger
- Crew

	• Office
Billing Account*	The billing account with which the cabins are associated. Depending on the set Cabin Type, this setting might not be changed.
Service applications	Enabling the checkbox of an application will make the application available to all cabins with this role. Access to the following applications can be controlled: • BabyPhone • Housekeeping • VoiceMail • Wake-up Only applications which are installed on Callisto are available.

*These options cannot be changed after the role has been created.

Cabins

In the *Cabins* tab, cabin phones can be added, deleted and edited.

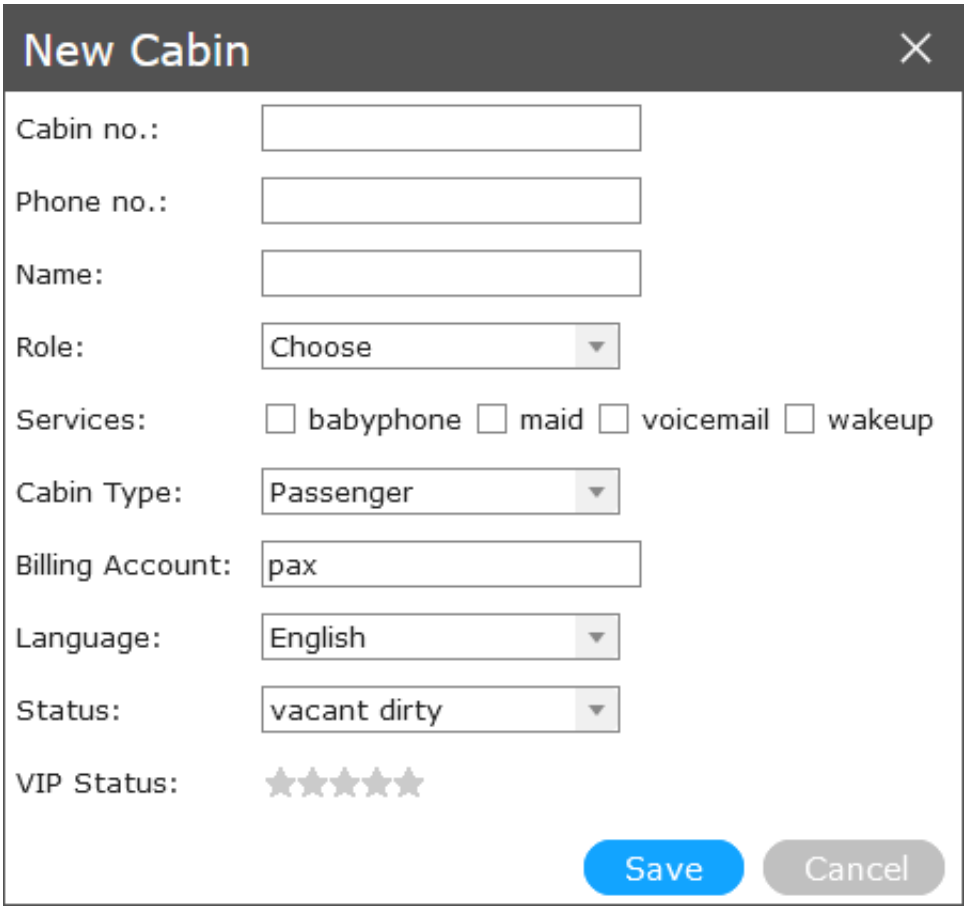


Cabin	Phone	Name	Role	Cabin Type	Billing Account	Language	State
10120	10120	D10 Regular 120	Passenger	Passenger	pax	English	occupied dirty
10121	10121	D10 Regular 121	Passenger	Passenger	pax	English	vacant clean
10122	10122	D10 Regular 122	Passenger	Passenger	pax	Spanish	occupied dirty
10123	10123	D10 Regular 123	Passenger	Passenger	pax	Spanish	occupied dirty
10124	10124	D10 Regular 124	Passenger	Passenger	pax	English	vacant clean
10125	10125	D10 Regular 125	Passenger	Passenger	pax	French	vacant clean
10701	10701	D10 Crew 1	Crew	Crew	crew	English	occupied clean
10702	10702	D10 Crew 2	Crew	Crew	crew	English	occupied clean

With the search field in the top right corner, the cabins can be filtered by cabin number, phone number, passenger name or billing account.

Add a new cabin

To add a new cabin, click the Add button in the top left corner.



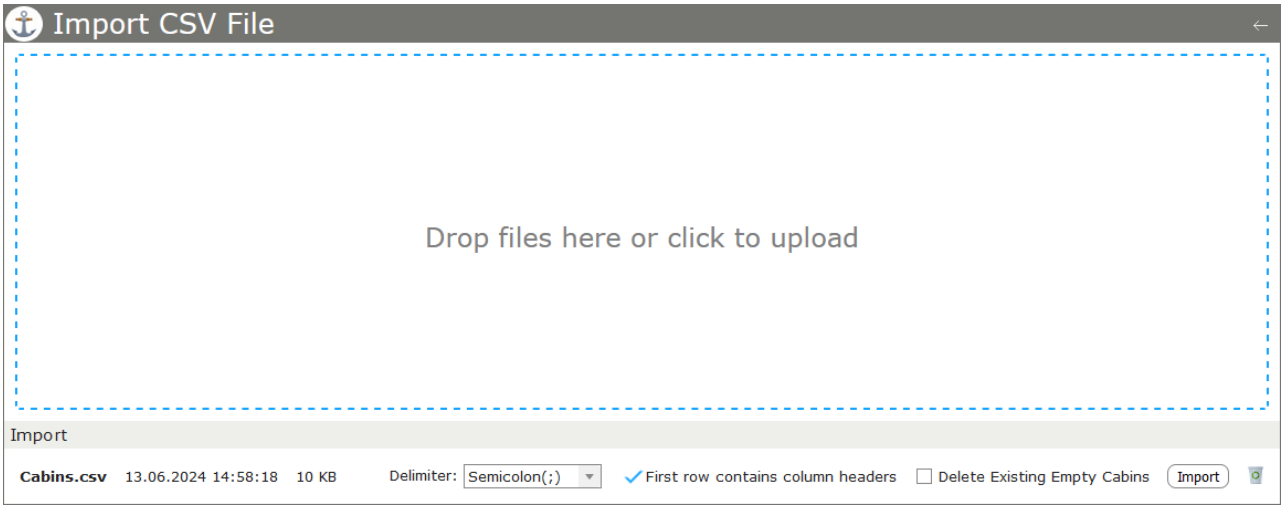
In the dialog window, the following properties can be set:

Cabin no.	An unique cabin number.
Phone no.	The phone number of the cabin phone.
Name	The name of the checked-in passenger.
Role	The role of the cabin. Roles can be managed in the *Roles* tab.
Services*	Access to the various services.
Cabin Type*	The type of the cabin. Available types are: • Passenger • Crew • Office
Billing Account*	The billing account with which the cabin is associated. Depending on the set Cabin Type, this setting might not be changed.
Language	The language of the checked-in passenger.
Status	The current status of the cabin, indicating whether passengers are residing in it and whether the cabin requires cleaning. Available statuses are: • vacant dirty • vacant clean • occupied dirty • occupied clean
VIP Status	The VIP status of this cabin phone, ranging from zero to five stars. Calls from phones with higher VIP status will be prioritized.

*If a role is chosen, these options are set automatically.

Importing and exporting cabins

CSV files with proper cabin configuration can be imported with the button labeled Import in the top left corner. A new dialog window will open where files can be uploaded.



After upload, the CSV files gets listed ad the bottom of the window, and a few settings can be configured before importing the data:

Delimiter	Set the delimiter that is used in the uploaded file. Accepted delimiters are comma (,) and semicolon (;).
First row contains column headers	If checked, the first row in the CSV file will be treated as a header row instead of a data row.
Delete Existing Empty Cabins	If checked, any cabins existing in Callisto Cruise that are not present in the imported CSV file get deleted. Using this option will delete all current cabin information, as all cabins are either getting replaced or deleted.

The CSV file to import should include the following columns in this order:

Cabin no.	The cabin number.
Phone no.	The phone number of the cabin phone.
Name	The name of the checked-in passenger.
Language	The language of the checked-in passenger.
Role	The role of the cabin.
Cabin Type	The type of the cabin.
babyphone*	Access to the BabyPhone service.
maid*	Access to the Housekeeping service.
voicemail*	Access to the VoiceMail service.
wakeup*	Access to the Wake-Up service.
VIP Status	The phone's VIP status. The value is an integer between 0 and 5.

*These are boolean values. The character X means the service is accessible, an empty string means it is not.

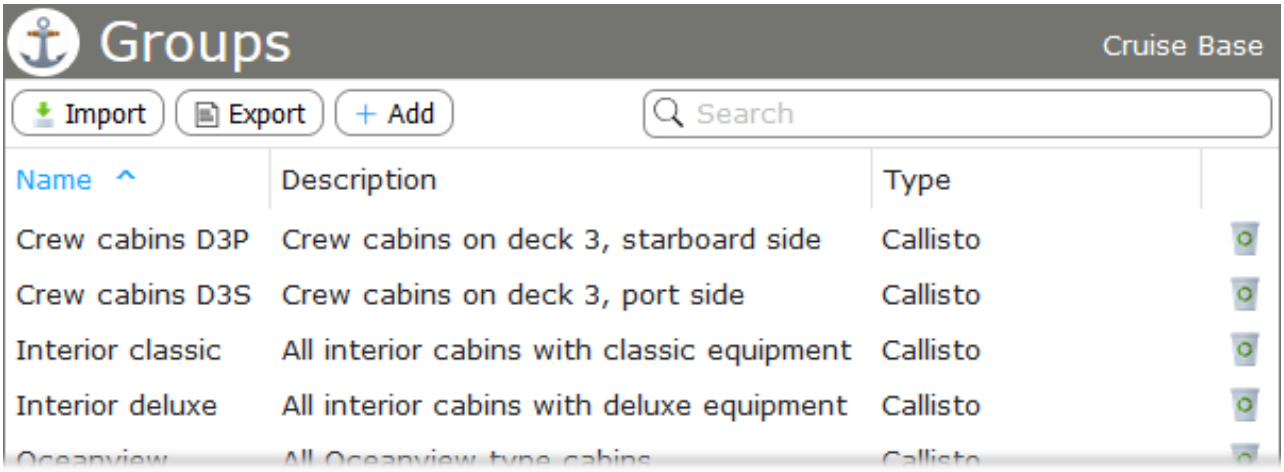
To export the current cabin configuration as a CSV file, click the Export button in the top left corner. It will use the same format as described above.

Groups

In this tab, *global groups* are defined and groups from other applications can be accessed.

Global groups from VoiceMail can only be accessed with the respective permissions.

Groups (i.e., group of cabins) can be managed in this view. Groups are either created directly in the Cruise Base application, or can be synchronized with the PMS. Only groups created with Callisto can be modified here.



Groups can be exported as CSV files and CSV files containing group configurations can be imported . Only Callisto type groups can be exported and imported.

Upon importing group data from a CSV file, all existing group information will be overwritten and non-existing groups will be deleted.

The CSV file to import should include the following columns in this order:

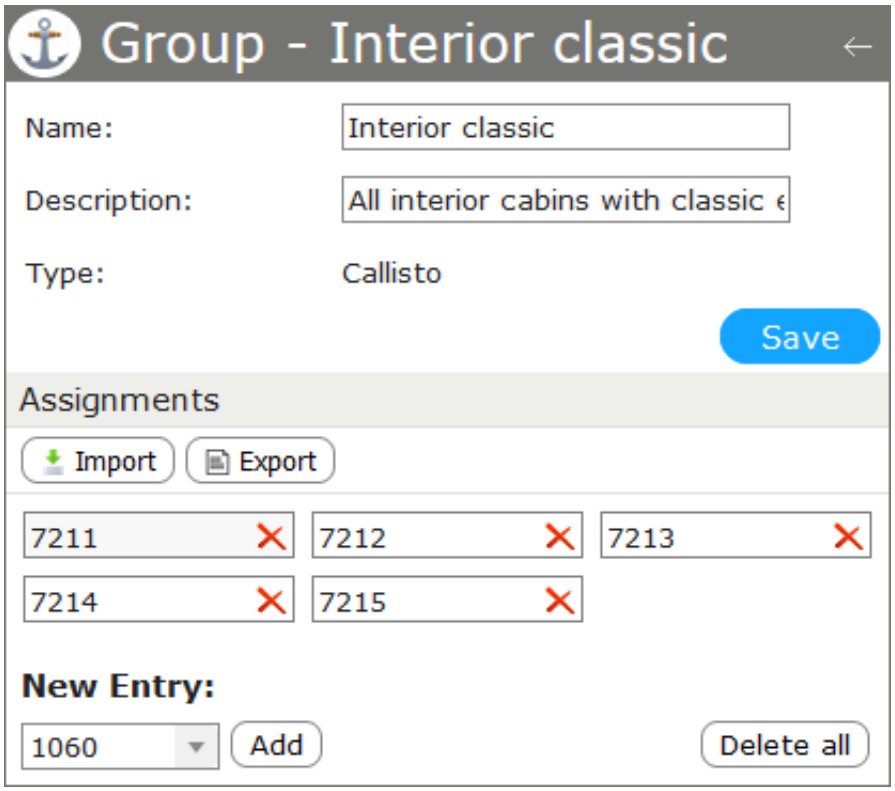
Group Name	A unique group name.
Group Description	A description of the group.
Group Assignments	All cabins assigned to the group, enclosed by double quotes and separated by commas.

A CSV file containing a header and using semicolons as separators.

```
Group Name;Group Description;Group Assignments;
Interior classic;All interior cabins with classic equipment;"7211,7212,7213,721
4,7215";
Interior deluxe;All interior cabins with deluxe equipment;"7341,7342,7343,7344,
7345";
Oceanview;All Oceanview type cabins;"7401,7402,7403,7404,7405";
Crew cabins D3S;Crew cabins on deck 3, starboard side;"3701,3702,3703";
Crew cabins D3P;Crew cabins on deck 3, port side;"3711,3712,3713";
```

Group details

Clicking on a group from the list view will open the group details.



These details are available:

Name	A unique group name.
Description	A description of the group.
Type*	The type of the group. The following types exist: • Callisto: A group handled by Callisto • PMS: A group synchronized with the data provided by the PMS
Assignments	All cabins assigned to the group.

*Cannot be changed.

For Callisto type groups, instead of adding cabin phone assignments manually, data can be imported and exported via CSV files. CSV files used for import may either list all data in a single row, or every cabin name may be set a separate row.

Both of these CSV files are valid for importing assignments of a single group.

```
Numbers
7211,7212,7213,7214,7215
```

```
Numbers
7211
7212
7213
```

7214
7215

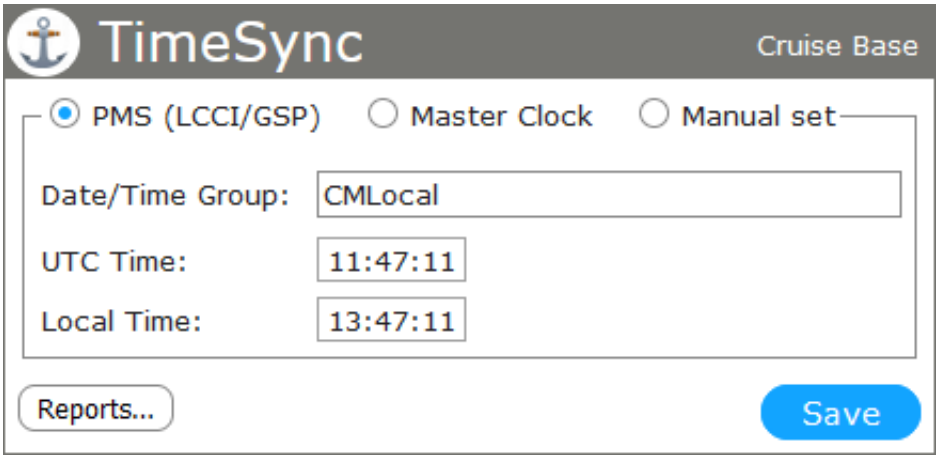
TimeSync

In this tab, settings can be configured as how to handle local time when entering a different time zone. Both automatic and manual handling is available.

When changing the time zone, the Callisto Cruise system updates the time zone on the Call Manager and the system. Therefore, the group entered in the Date/Time Group field has to be defined beforehand on the Call Manager itself.

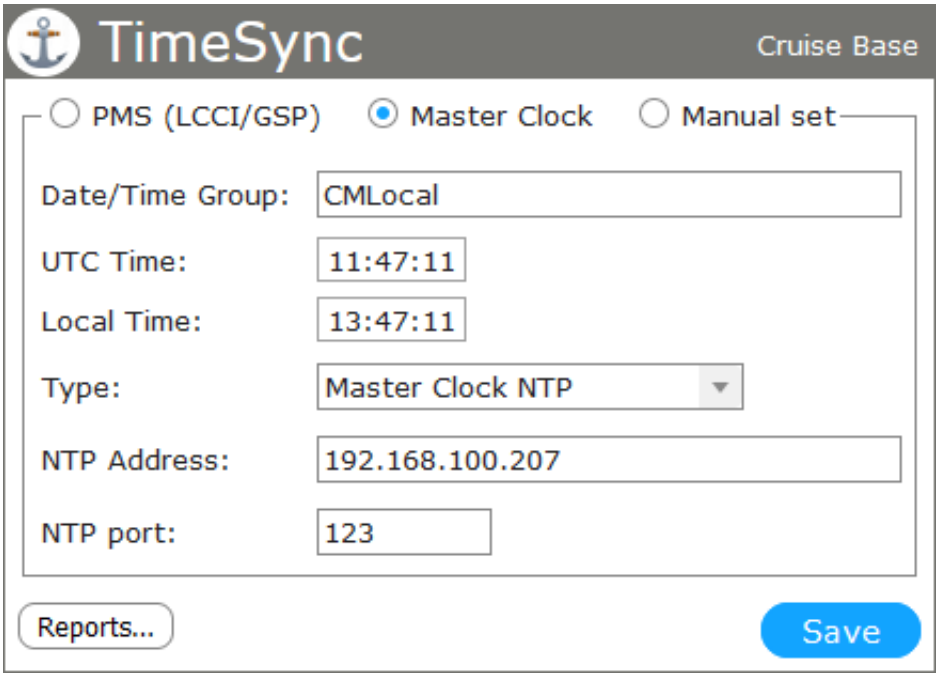
Whenever a time zone change occurs, all phones will be reset to apply the new local time.

PMS (LCCI/GSP)



With this option, both the UTC time and the local time provided by the PMS are used. Any settings need to be configured on the PMS.

Master clock

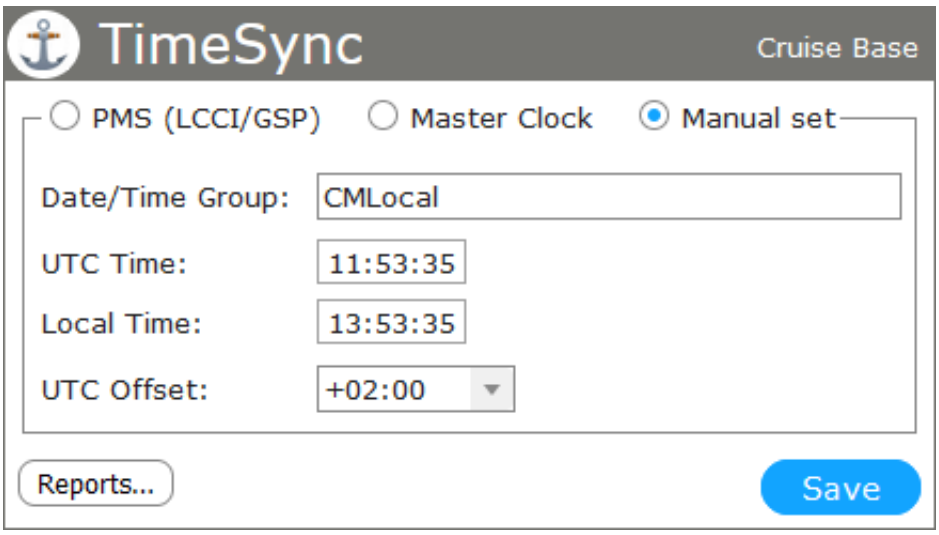


Use a master clock server as source. Callisto supports two types of master clock:

Siemens Time Manager: Requires a valid multicast address and ports to receive the time information.

Master Clock NTP: Requires the IP address of the local NTP server and the port over which the data is transmitted (usually 123).

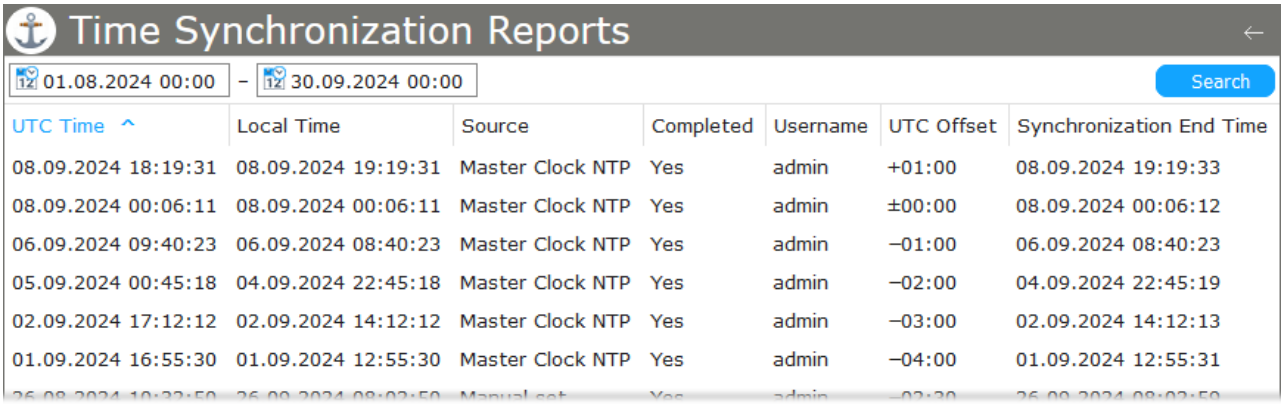
Manual set



The time zone can be set manually by selecting the appropriate offset from the UTC Offset drop-down menu.

Time synchronization reports

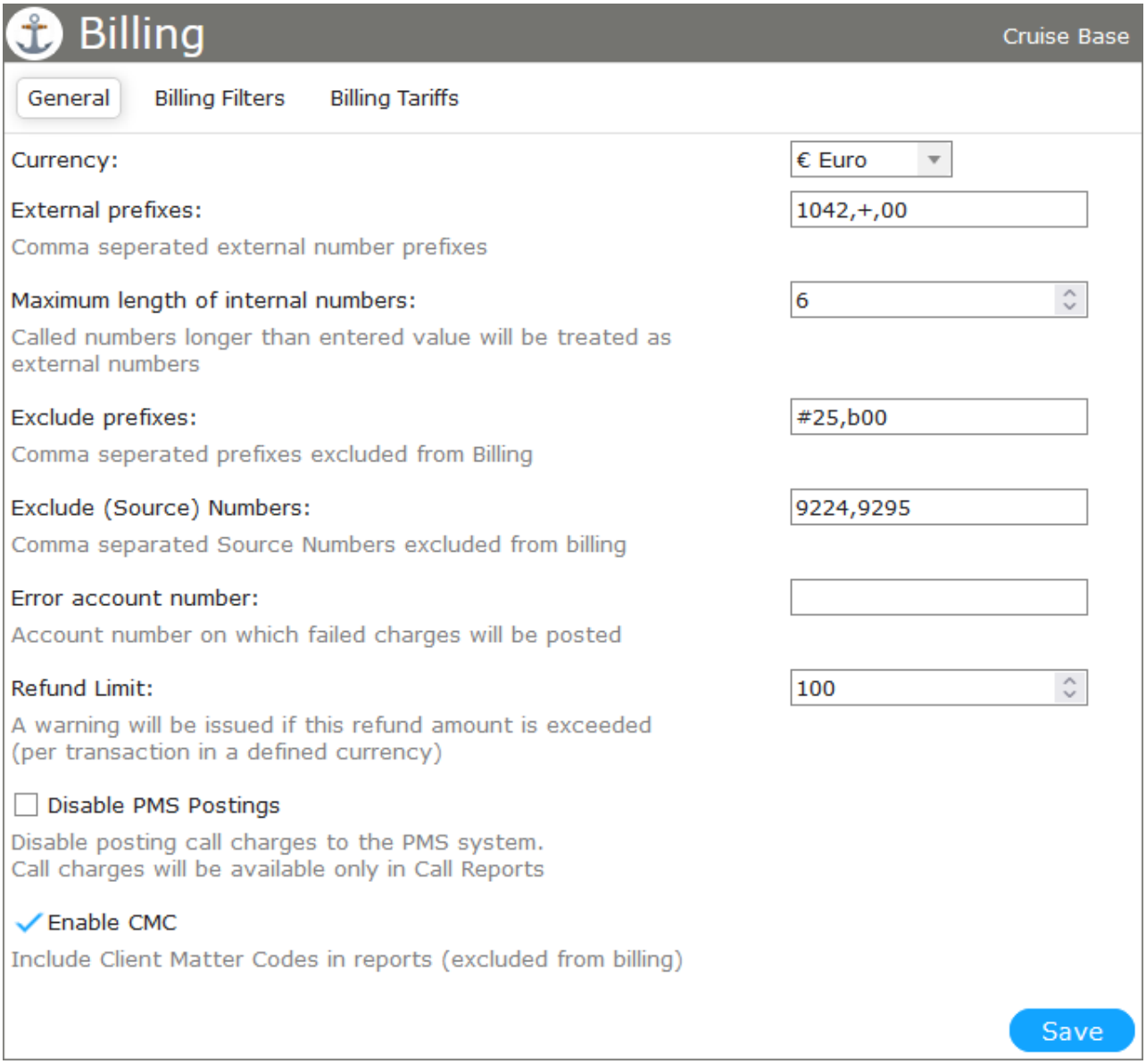
Clicking on the button Reports… reveals a list of time zone changes that were conducted during the selected time.


Time Synchronization Reports
01.08.2024 00:00
30.09.2024 00:00
Search
UTC Time
Local Time
Source
Completed
Username
UTC Offset
Synchronization End Time
08.09.2024 18:19:31 08.09.2024 19:19:31 Master Clock NTP Yes admin +01:00 08.09.2024 19:19:33
08.09.2024 00:06:11 08.09.2024 00:06:11 Master Clock NTP Yes admin ±00:00 08.09.2024 00:06:12
06.09.2024 09:40:23 06.09.2024 08:40:23 Master Clock NTP Yes admin −01:00 06.09.2024 08:40:23
05.09.2024 00:45:18 04.09.2024 22:45:18 Master Clock NTP Yes admin −02:00 04.09.2024 22:45:19
02.09.2024 17:12:12 02.09.2024 14:12:12 Master Clock NTP Yes admin −03:00 02.09.2024 14:12:13
01.09.2024 16:55:30 01.09.2024 12:55:30 Master Clock NTP Yes admin −04:00 01.09.2024 12:55:31

Billing

The *Billing* tab contains preferences for the billing of phone calls. Calls conducted by passengers, crew and office staff can be billed independently.

General settings



Currency	The currency used for billing.
External prefixes	Prefixes which can be used to make external calls.
Maximum length of internal numbers	If a dialed number has more digits than set here, it will be treated as an external number.
Exclude prefixes	Numbers with a prefix set here are excluded from billing.
Exclude (Source) Numbers	Exact numbers set here are excluded from billing.
Error account number	The billing number used when an invalid call action is performed.

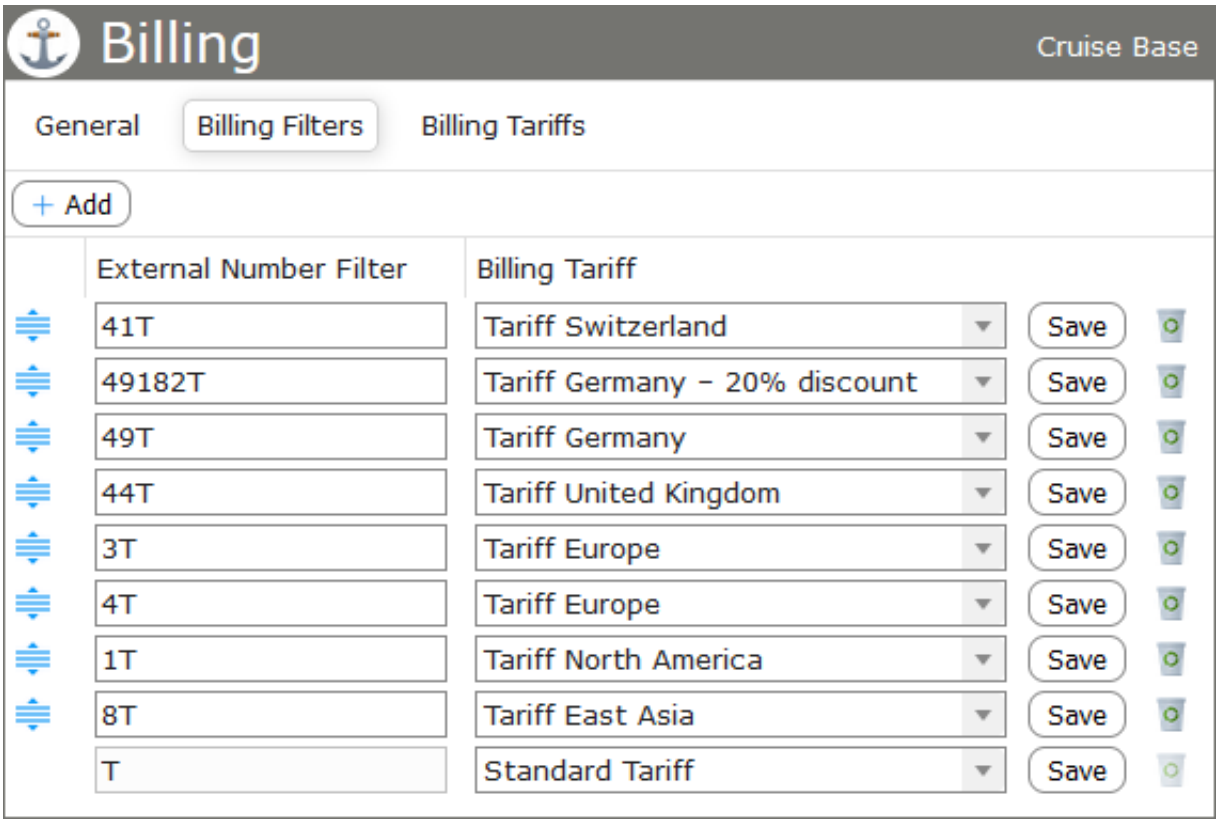
Refund Limit	If the amount on refunds exceeds the value set here, a warning will be issued. The limit is calculated with the currency set in the Currency setting.
Disable PMS Postings	If checked, call charges are not posted to the PMS system. In this case, call charges are only available in the *Call Reports* tab of Callisto Cruise.
Enable CMC	If checked, Client Matter Codes (i.e., officer calls)

Callisto Cruise sends bill information to the Property Management System, which returns the booking information to Callisto Cruise. If the booking was successful, the information includes the booking date.

Only outgoing calls from phones to external numbers are billed. All other calls, as well as calls to the numbers set in the Exclude prefixes and Exclude (source) numbers fields, are ignored by the billing system.

Billing filters

Billing filters are used for matching external numbers with a specific billing tariff.



The filters are strings that match against any outgoing number to determine the billing tariff. Two wildcards are available:

- **T**: Substitutes for zero or more characters.
- **.**: Substitutes for exactly one character.

49 is the calling code for Germany. When a number matching the filter 49T is called, the call will use the German billing tariff.

Delete icon

Reorder icon

Custom filters can be deleted by clicking the respective *delete* icon, and reordered by dragging and dropping the *reorder* icons on the left side of the filters.The order sets the priority of the filters (i.e., if a number matches multiple filters, the topmost matching filter in the list will be applied). Therefore, more limiting filters should be put above broader filters.

Two filters are configured:

1. 49182T
2. 49T

If the number *49182121XXXXXXX* is dialed, the number matches the first filter, which is thus applied.

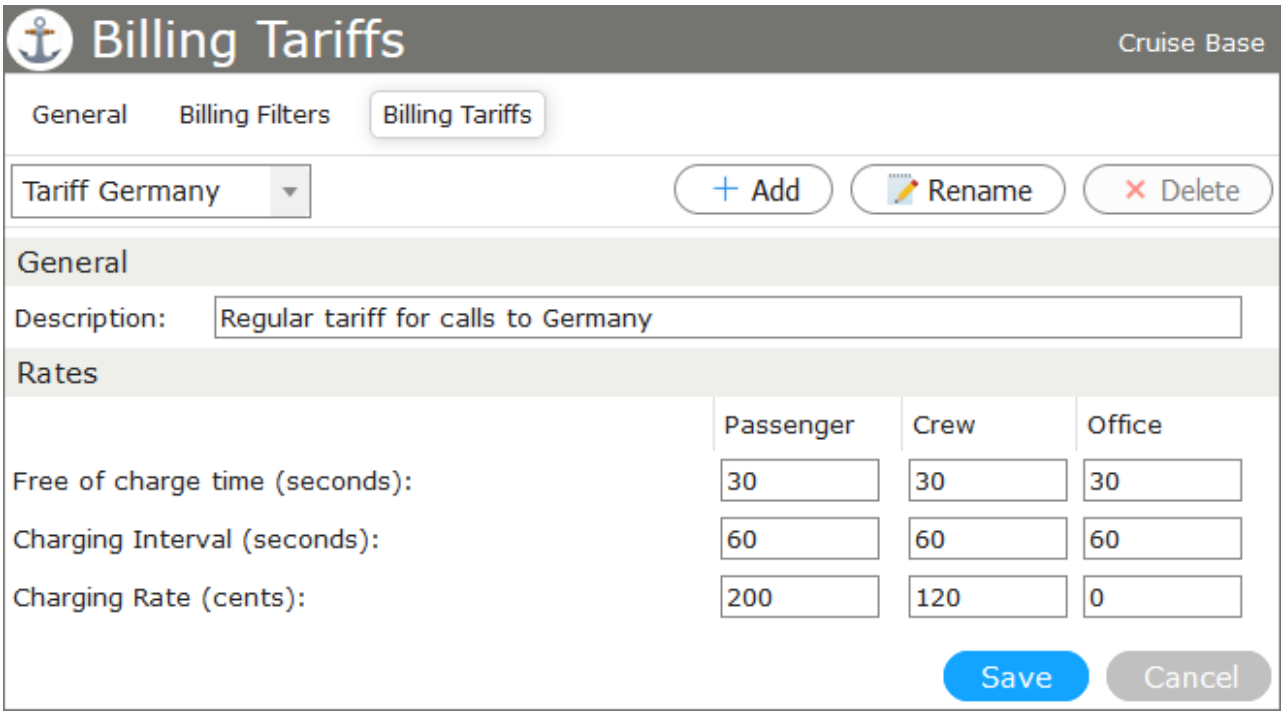
Bad example: Assume the same filters are placed in reverse order:

1. 49T
2. 49182T

In this case, the second filter is never applied since any number matching the second filter also matches the first one, which has higher priority.

The last filter in the list only contains only the character T. This filter matches any number and is therefore intended as the default configuration when no other filter matches the number. This filter cannot be deleted nor can the filter string or the position be changed, but the billing tariff can be set.

Billing tariffs



In this tab, configurations can be made on how various kinds of calls are charged. To create a new tariff, click the Add button in the top right corner. Existing tariffs can be selected by choosing a tariff from the drop-

down menu labeled Choose… in the top left corner and a selected tariff can be renamed or deleted by clicking the respective button in the top right corner.

A billing tariff can only be deleted if it isn't used by any billing filter.

The Description field is optional and may contain a more detailed description of the billing tariff.

The following values can be set for the charging rates. Passengers, crew, and office staff can be charged with separate rates.

Free of charge time	Set in seconds. The duration a call may take before it starts being charged.
Charging interval	Set in seconds. The interval at which the call is charged.
Charging rate	Set in cents or pence*. The amount that is charged every time an interval passes.

*The unit depends on the currency set in the general settings.

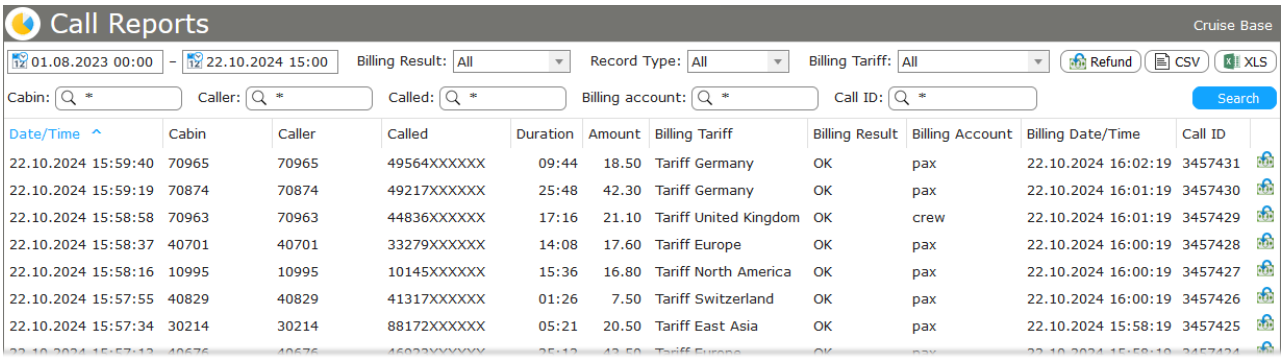
A passenger makes a call that lasts 4:32 and is charged with the standard tariff. The tariff is set as follows:

Free of charge time:	30 seconds
Charging interval:	60 seconds
Charging rate:	200 cents

The first €2 are charged at 0:30 (until then, the call is free). Then, an additional €2 are charged every minute, accumulating to €10 at 4:30. The call ends before the next interval (at 5:30) is reached, so the total charge for this call is €10.

Call reports

All call-related actions are reported in the *Call Reports* tab. These reports are compiled from the CDRs of the Call Manager and the billing information.



Date/Time	Cabin	Caller	Called	Duration	Amount	Billing Tariff	Billing Result	Billing Account	Billing Date/Time	Call ID
22.10.2024 15:59:40	70965	70965	49564XXXXXX	09:44	18.50	Tariff Germany	OK	pax	22.10.2024 16:02:19	3457431
22.10.2024 15:59:19	70874	70874	49217XXXXXX	25:48	42.30	Tariff Germany	OK	pax	22.10.2024 16:01:19	3457430
22.10.2024 15:58:58	70963	70963	44836XXXXXX	17:16	21.10	Tariff United Kingdom	OK	crew	22.10.2024 16:01:19	3457429
22.10.2024 15:58:37	40701	40701	33279XXXXXX	14:08	17.60	Tariff Europe	OK	pax	22.10.2024 16:00:19	3457428
22.10.2024 15:58:16	10995	10995	10145XXXXXX	15:36	16.80	Tariff North America	OK	pax	22.10.2024 16:00:19	3457427
22.10.2024 15:57:55	40829	40829	41317XXXXXX	01:26	7.50	Tariff Switzerland	OK	pax	22.10.2024 16:00:19	3457426
22.10.2024 15:57:34	30214	30214	88172XXXXXX	05:21	20.50	Tariff East Asia	OK	pax	22.10.2024 15:58:19	3457425

When searching the reports, various filters can be applied:

Filter	Description
Start date	Show reports from this date on.
End date	Show reports up to this date.
Billing result	Filter by billing result (see below).
Record type	Show charges, refunds, or both.
Cabin	Filter by cabin number.
Caller number	Filter by caller number.
Called number	Filter by the recipient number.
Billing account	Filter by the billing account related to the call.
Call ID	Filter by a specific call ID (Transaction ID). If this filter is set, all other filters will be ignored.

The search results can be exported as either CSV or Excel file by clicking on the respective button in the top right corner.

Billing results

The billing result states how the call was handled by the PMS. The following result states exist:

OK	The call was registered properly in the PMS and charged as set.
Failure	The call could not be charged correctly and must be charged manually.
Open	The call information was sent to the PMS and is currently awaiting response.
Retry open	Second attempt to send the call data to the PMS after the first attempt failed.
Internal	The call was between two phones in the PMS system.
Incoming	The call was an incoming call from an external phone.
Excluded	The called number is excluded from charging as configured in the general settings.
Refunded	The call has been refunded.

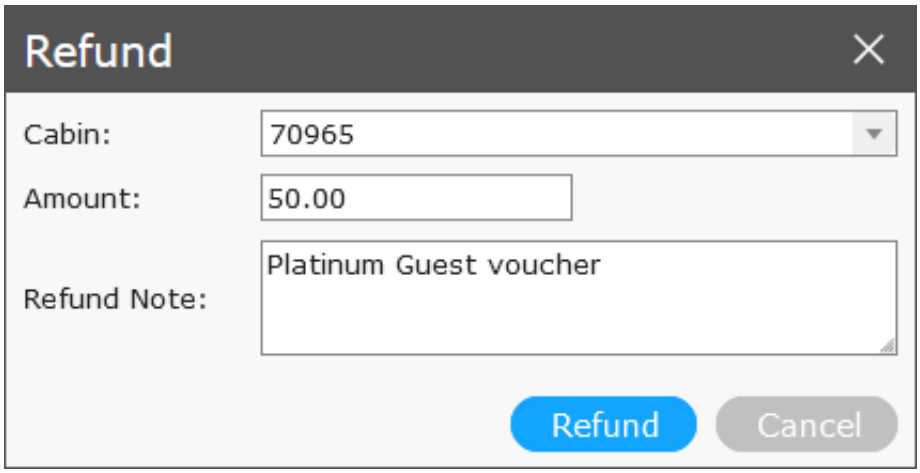
Refunding

Refund icon

Info icon

Calls can be refunded by clicking on the *refund* icon on the right side of a call record. On records of refunded call, clicking on the *info* icon will show details on the refund.

Partial and custom refunds can be conducted by clicking the Refund button in the top right corner and choosing the Cabin and Amount to refund from the respective fields. The refund shows up as a new call record to refund destination (by default *REF0*).



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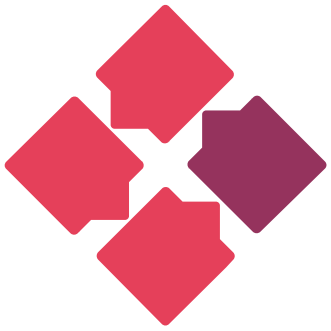

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