CALLISTO

CRUISE WAKE-UP

ADMINISTRATION MANUAL

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Setup

Installation

Cruise Wake-up is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications 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 Wake-up application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

Settings	Provides access to the *Settings* tab.
Wakeup	Provides access to the *Wakeup* tab.
Reports	Provides access to the *Reports* tab.

Access

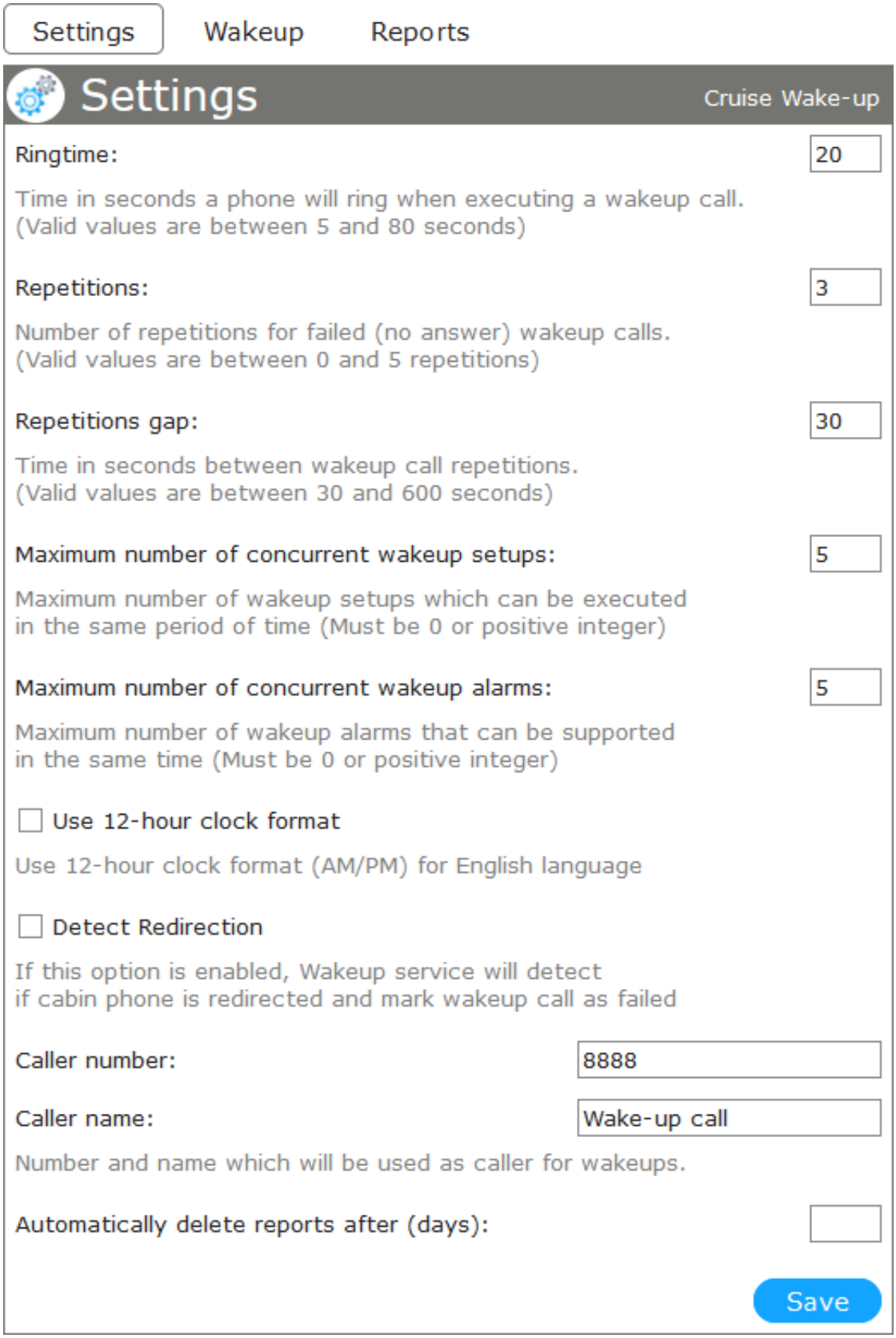
Configure icon

Administrators can access the Cruise Wake-up configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the Cruise Wake-up instance and click on the *Configure* icon.

Users who were granted privileges to access the Cruise Wake-up instance can do so by navigating to Applications in the main menu and clicking on the name of the Cruise Wake-up instance.

Settings

This tab contains the general settings for wake-up calls.

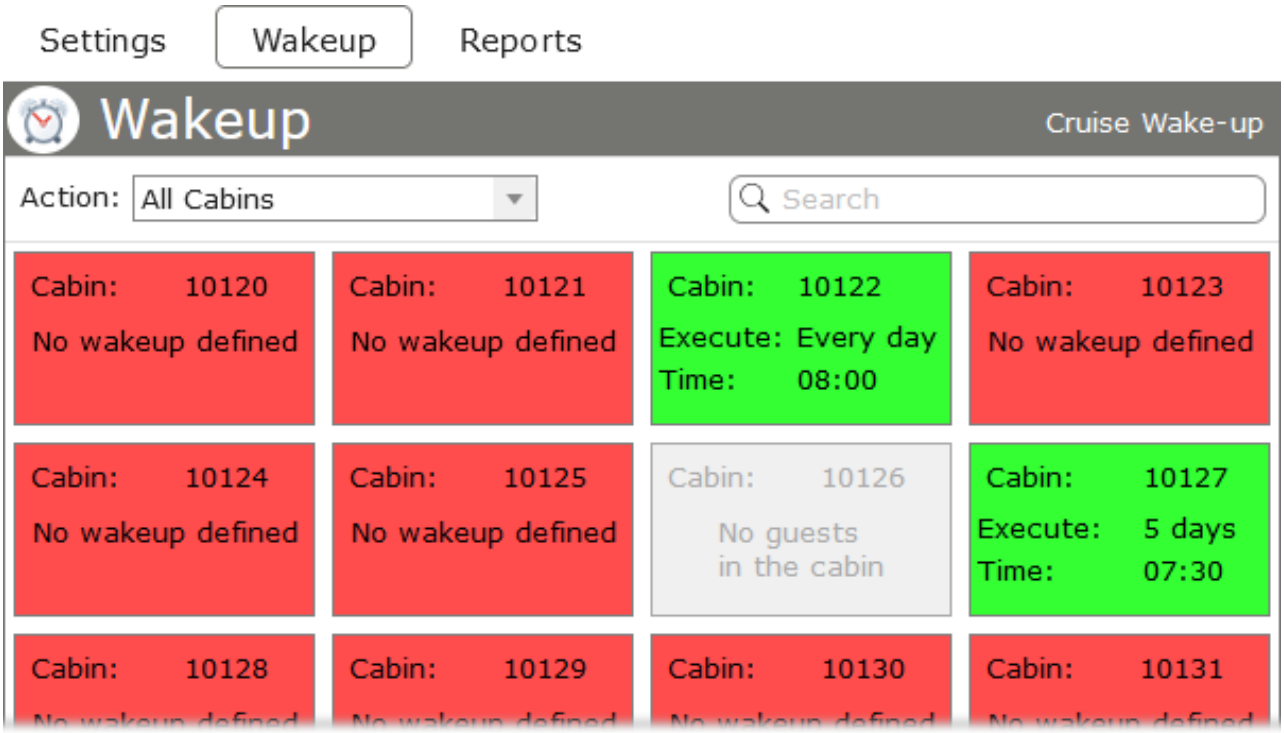


Setting	Description	Accepted values
Ringtime	Set in seconds. The duration a single phone ring when executing a wake-up call.	5–80 seconds
Repetitions	How often a wake-up call is repeated when remaining unanswered.	0–5 repetitions
Repetitions gap	Set in seconds. The interval to wait	30–600 seconds

Setting	Description	Accepted values
	before a wake-up call is repeated.	
Maximum number of concurrent wakeup setups	Maximum of setups that can be executed at the same time.	0 or more
Maximum number of concurrent wakeup alarms	Maximum of alarms that can be executed at the same time.	0 or more
Use 12-hour clock format	If checked, 12-hour format is used to represent times.	
Detect redirection	If checked, Cruise Wake-up will detect when the wake-up call to a cabin phone is redirected. In this case, the wake-up call is marked as failed (redirected).	
Caller number	The phone number to use as caller ID when a wake-up call is executed.	
Caller name	The name to show on the recipient's phone display when a wake-up call is executed.	
Automatically delete reports after	Set in days. Time after which wake-up reports will be deleted.	

Wake-up alerts

In the *Wakeup* tab, the individual wake-up alerts for each cabin are set. Cabins with active wake-up alerts are colored green, cabins without wake-up alert are colored red.



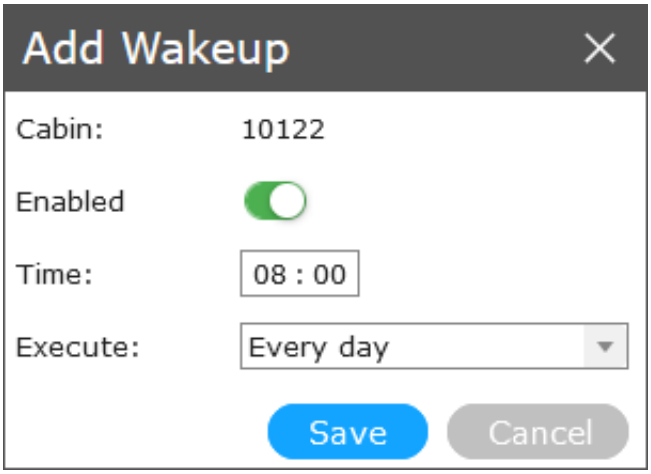
The view can be filtered by choosing a filter action from the drop-down menu labeled Action in the top left corner.

All Cabins	Show all available cabins.
Cabins with Wakeups	Show cabins for which a wake-up alert is active.
Cabins without Wakeups	Show cabins for which no wake-up alert is active.
Groups	Show the *Group wake-up* view.

Additionally, the list can be filtered by searching for cabin numbers with the text search in the top right corner.

Set wake-up alerts

Various methods are available to set wake-up alerts.



Set wake-up alerts in the Callisto web GUI

Using the Callisto web GUI, a wake-up alert can be set for every cabin phone individually. Clicking on a cabin will open the Add Wakeup dialog window where the following configuration can be set:

Enabled

Time

Execute

This is the recommended method to manage wake-up alerts by front-desk staff.

Set wake-up alerts via phone

Guests and crew members can call the wake-up service number (as defined in the Cruise Base speed-dials) in order to set or edit the time when a wake-up call should occur.

An IVR menu allows the caller to set a wake-up time within the next 24 hours. What language the IVR menu is in depends on the check-in mode:

- If the check-in mode is set to automatic, the language set for the *guest* is used.
- If the check-in mode is set to manual (i.e., Direct Outward Dialing), the language set for the *cabin* is used.

Set wake-up alerts via LCCI

Wake-up calls can be set using 3rd party entertainment systems (e.g., cabin TV systems) if they are integrated in the LCCI system. When setting a wake-up alert this way, LCCI will send a message/request to Callisto to initiate, edit, or delete the alert. Any previously set alerts will be overwritten.

Group wake-up

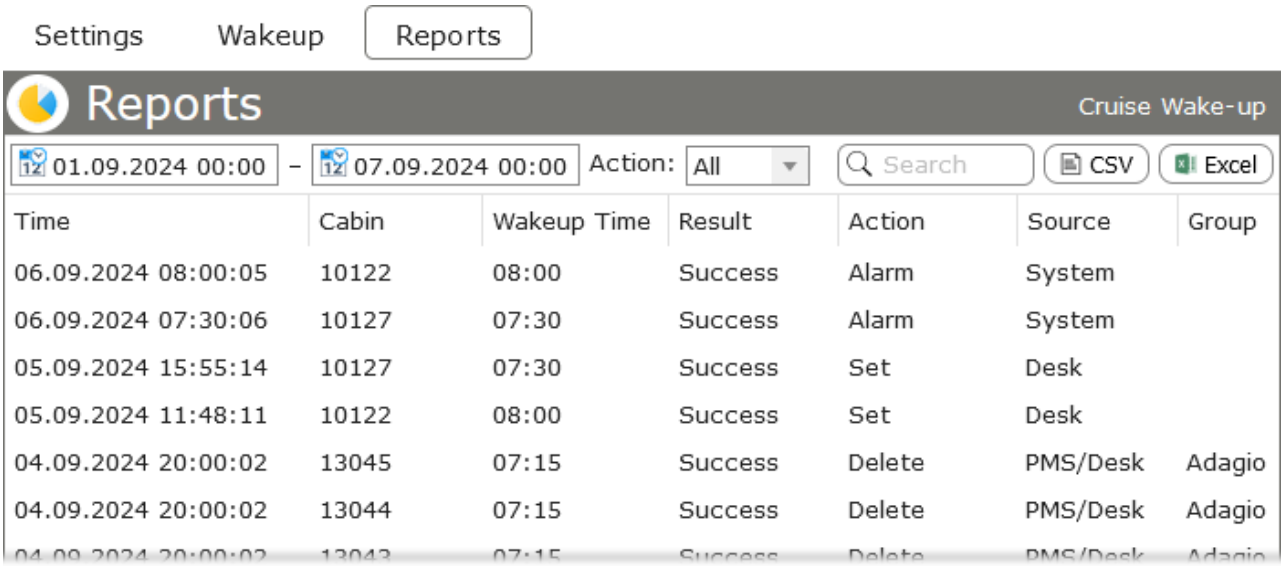
Choosing the action *Groups* from the Action drop-down menu will show the *Group wake-up* view. In this view, wake-up alerts can be set for entire cabin groups instead of individual cabins. Groups are defined in

the Cruise Base configuration and can only be accessed by users with the appropriate privileges.

Group wake-up alerts are independent from individual wake-up alerts; guests can set individual wake-up alerts for their cabin regardless of the group wake-up settings.

Reports

All actions related to wake-up alerts, such as setting and deleting alerts or alarms being executed, are listed in the *Reports* tab.



Time	Cabin	Wakeup Time	Result	Action	Source	Group
06.09.2024 08:00:05	10122	08:00	Success	Alarm	System	
06.09.2024 07:30:06	10127	07:30	Success	Alarm	System	
05.09.2024 15:55:14	10127	07:30	Success	Set	Desk	
05.09.2024 11:48:11	10122	08:00	Success	Set	Desk	
04.09.2024 20:00:02	13045	07:15	Success	Delete	PMS/Desk	Adagio
04.09.2024 20:00:02	13044	07:15	Success	Delete	PMS/Desk	Adagio
04.09.2024 20:00:02	13043	07:15	Success	Delete	PMS/Desk	Adagio

The list can be filtered by date/time and by action. Available action filters are:

All	Show all actions related to wake-up alerts.
Set	Show all times an alert has been set.
Delete	Show all times an alert has been deleted.
Alarm	Show all times an alert was executed.

Additionally, using the search field in the top-right corner, the list can be filtered by user, destination, source, or cabin number.

Report lists can be exported as CSV or Excel files by clicking on the respective button in the top-right corner.

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