



**CALLISTO**<sup>+</sup>

# 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 <a href="#">Settings</a> tab.
Wakeup	Provides access to the <a href="#">Wakeup</a> tab.
Reports	Provides access to the <a href="#">Reports</a> 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.



# Settings

Cruise Wake-up

**Ringtime:**

Time in seconds a phone will ring when executing a wakeup call.  
(Valid values are between 5 and 80 seconds)

**Repetitions:**

Number of repetitions for failed (no answer) wakeup calls.  
(Valid values are between 0 and 5 repetitions)

**Repetitions gap:**

Time in seconds between wakeup call repetitions.  
(Valid values are between 30 and 600 seconds)

**Maximum number of concurrent wakeup setups:**

Maximum number of wakeup setups which can be executed  
in the same period of time (Must be 0 or positive integer)

**Maximum number of concurrent wakeup alarms:**

Maximum number of wakeup alarms that can be supported  
in the same time (Must be 0 or positive integer)

**Use 12-hour clock format**

Use 12-hour clock format (AM/PM) for English language

**Detect Redirection**

If this option is enabled, Wakeup service will detect  
if cabin phone is redirected and mark wakeup call as failed

**Caller number:**

**Caller name:**

Number and name which will be used as caller for wakeups.

**Automatically delete reports after (days):**

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.

Settings **Wakeup** Reports

## Wakeup

Cruise Wake-up

Action: All Cabins ▼

Cabin: 10120 No wakeup defined	Cabin: 10121 No wakeup defined	Cabin: 10122 Execute: Every day Time: 08:00	Cabin: 10123 No wakeup defined
Cabin: 10124 No wakeup defined	Cabin: 10125 No wakeup defined	Cabin: 10126 No guests in the cabin	Cabin: 10127 Execute: 5 days Time: 07:30
Cabin: 10128 No wakeup defined	Cabin: 10129 No wakeup defined	Cabin: 10130 No wakeup defined	Cabin: 10131 No wakeup defined

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

All Cabins

Cabins with Wakeups

Cabins without Wakeups

Groups

Show all available cabins.

Show cabins for which a wake-up alert is active.

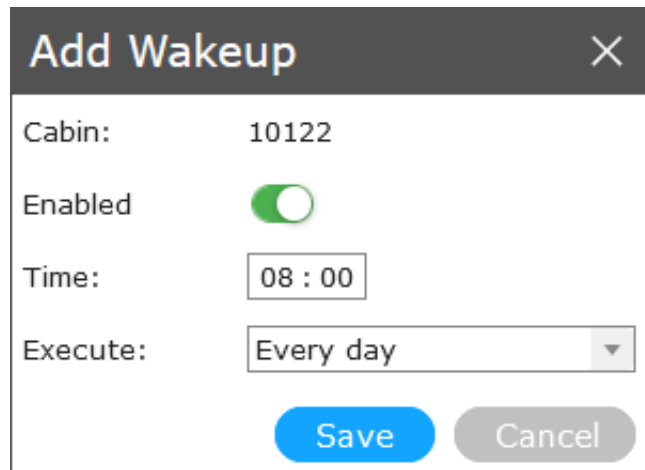
Show cabins for which no wake-up alert is active.

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.

Settings   Wakeup   **Reports**

 **Reports** Cruise Wake-up

📅 01.09.2024 00:00 - 📅 07.09.2024 00:00   Action: All   🔍 Search   📄 CSV   📊 Excel

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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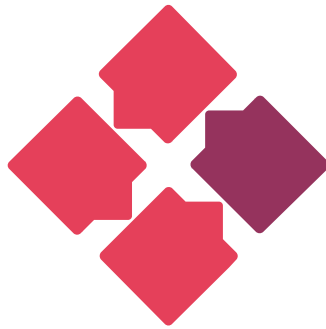
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