CALLISTO

REDMANNING MODE

ADMINISTRATION MANUAL

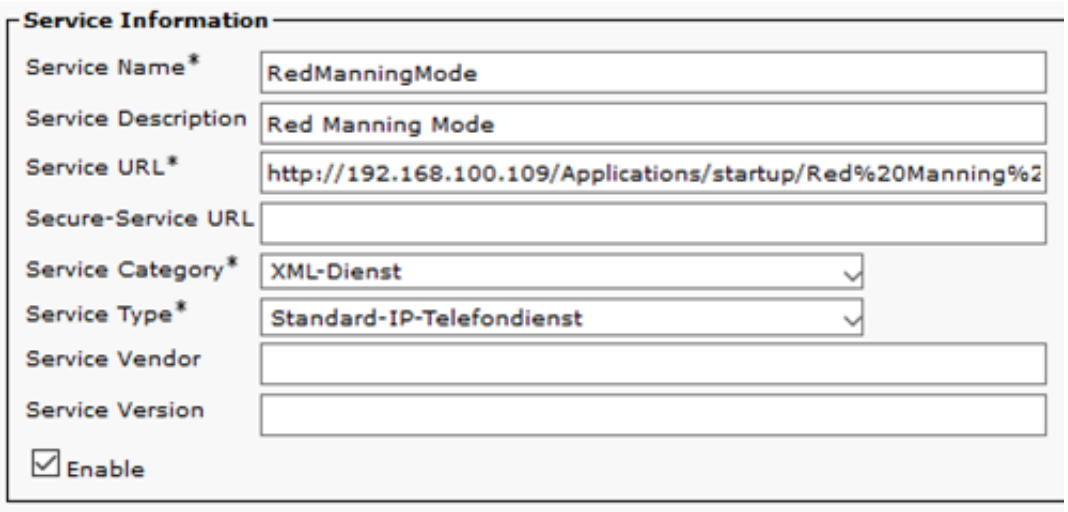
Table Of Contents

Administration manual 3
Requirements 3
Setup 5
Settings 6
Red manning phones and direct access phones 8
Reports 10
Copyright Information, Disclaimer 11

Requirements

XML phone service

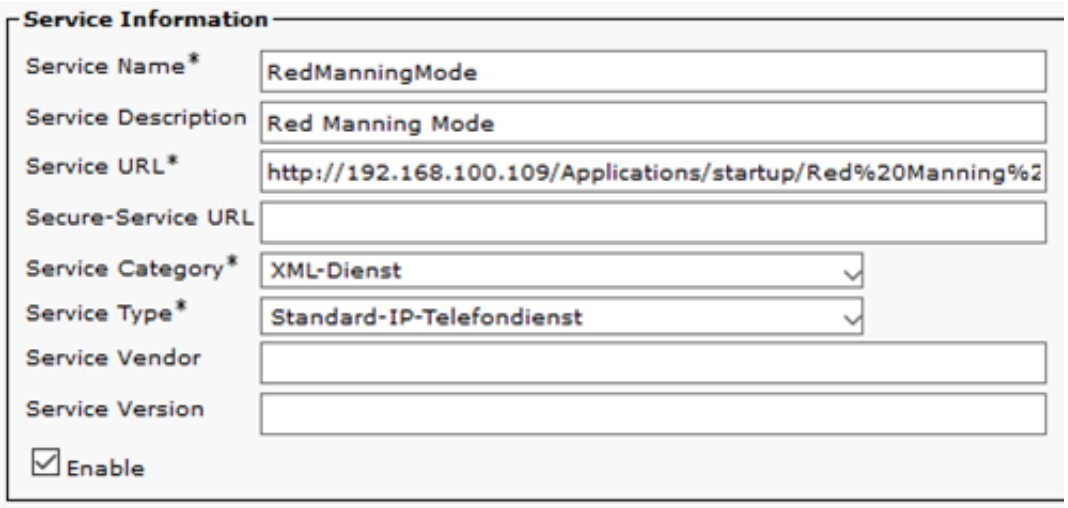
In the Cisco Unified Communications Manager, an XML phone service needs to be defined for RedManning Mode. For the *Service URL*, use the URL provided in the *Settings* section of the RedManning Mode instance (see chapter Settings).



External Call Control profile

Also in the Cisco Unified Communications Manager, an External Call Control profile has to be defined for RedManning Mode. The URL to use as the *Primary Web Service* is provided in the *Settings* section as of the RedManning Mode instance as well.

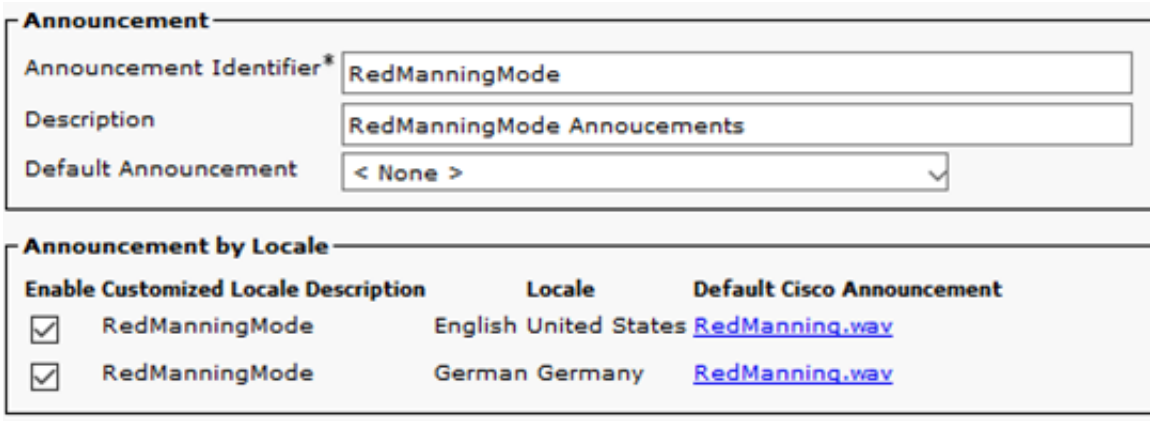
Lines which belong to ECR phones must be assigned to this External Call Control Profile. ECR phones must be subscribed to Red Manning Mode Service.



Announcements

An individual RedManning Mode announcement must be uploaded to the Communications Manager. In order to do so, go to Cisco Unified *Administration* ? *Media Resources* ? *Announcements* and add a new announcement definition.

An announcement has to be defined for each used *Phone Locale*. Otherwise, if a phone without a defined locale uses this service and the *Default Announcement* parameter is set to *None*, no announcement will be played.



Setup

Installation

RedManning Mode 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 RedManning Mode application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

Settings	Provides access to the *Settings* tab.
RedManningPhones	Provides access to the *Red Manning Phones* tab.
DirectAccessPhones	Provides access to the *Direct Access Phones* tab.
ActivateRedManningMode	Allows the user to activate red manning mode
Reports	Provides access to the *Reports* tab.

Access

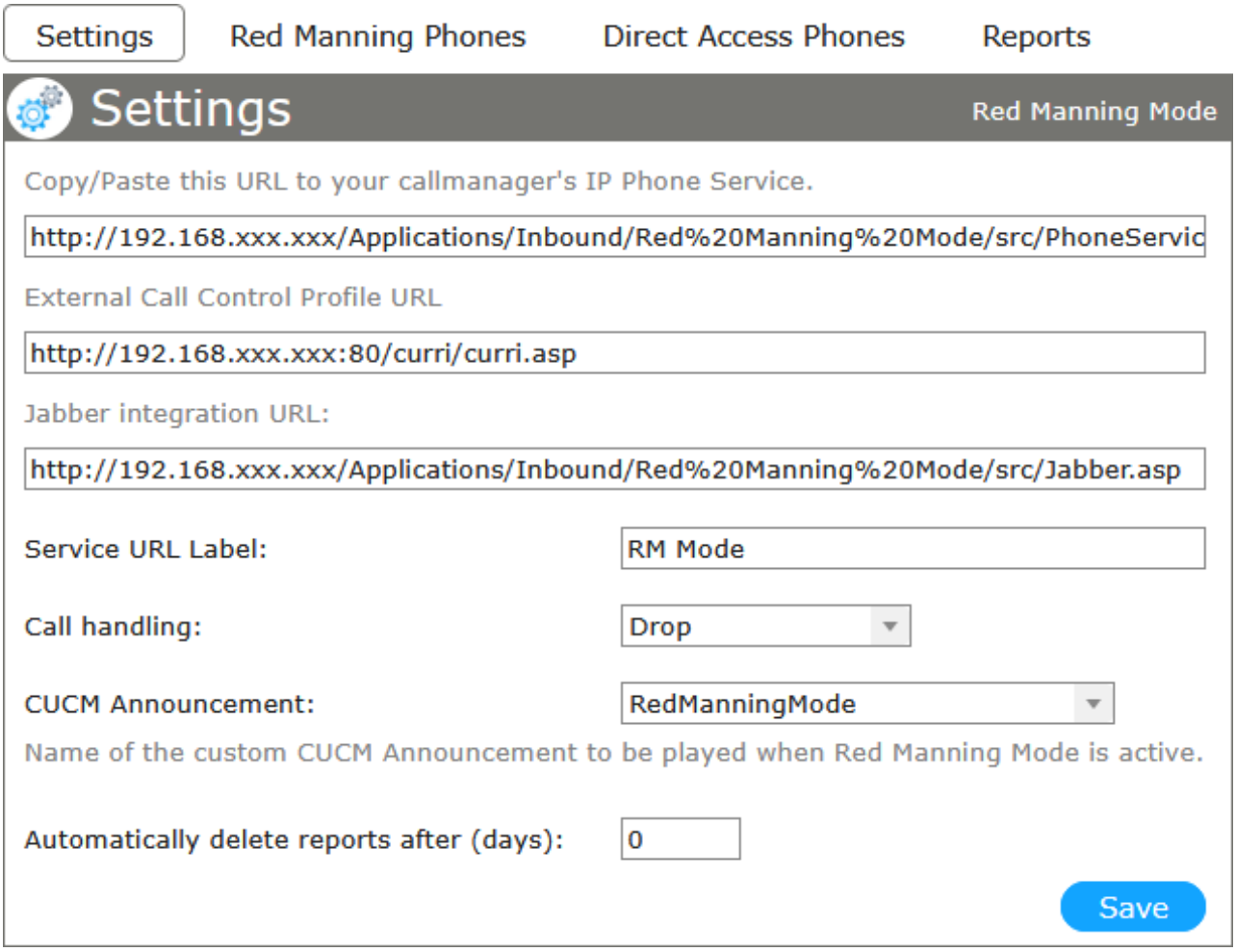
Configure icon

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

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

Settings

General RedManning Mode settings are configured in this tab.



The URLs at the top are used to integrate the service into the call manager (see Requirements) and optionally into Jabber.

Place the respective service URL on a line button on the phones that will serve as Red Manning phones. This button can then be used to activate and deactivate red manning mode.

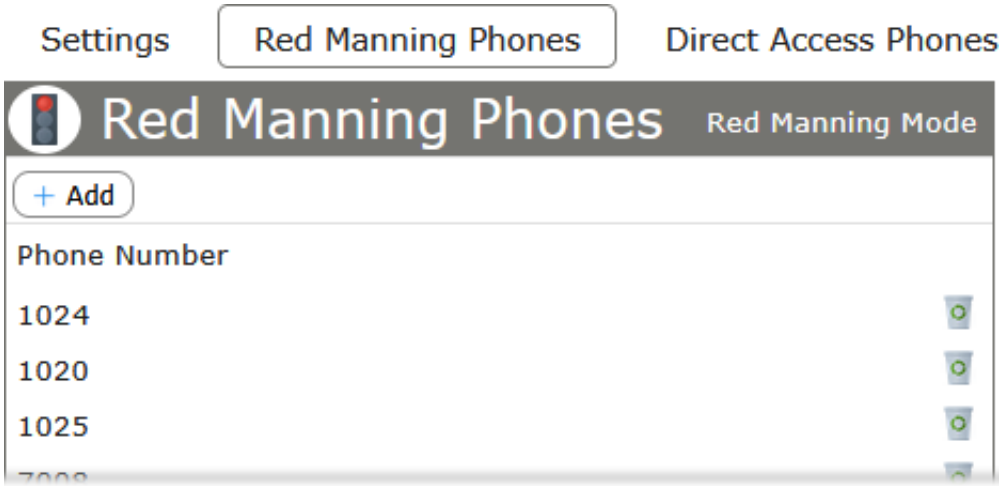
Service URL Label	This text will appear on all red manning phones as label of the button that is tied to the service. Additionally, the label will indicate if red manning mode is activated or deactivated.	
Call handling	Set how to handle calls made to red manning phones while red manning mode is active.	
	Continue	After the announcement, the call is forwarded to the phone

	Drop	After the announcement, the call is dropped
	Divert	After the announcement, the call is diverted to a number set at Divert Destination Only numbers not set as red manning phones can be used as divert destination
CUCM Announcement	Select the custom CUCM announcement to be played when red manning Mode is active.	
Automatically delete reports after (days)	Delete reports data after the set number of days	

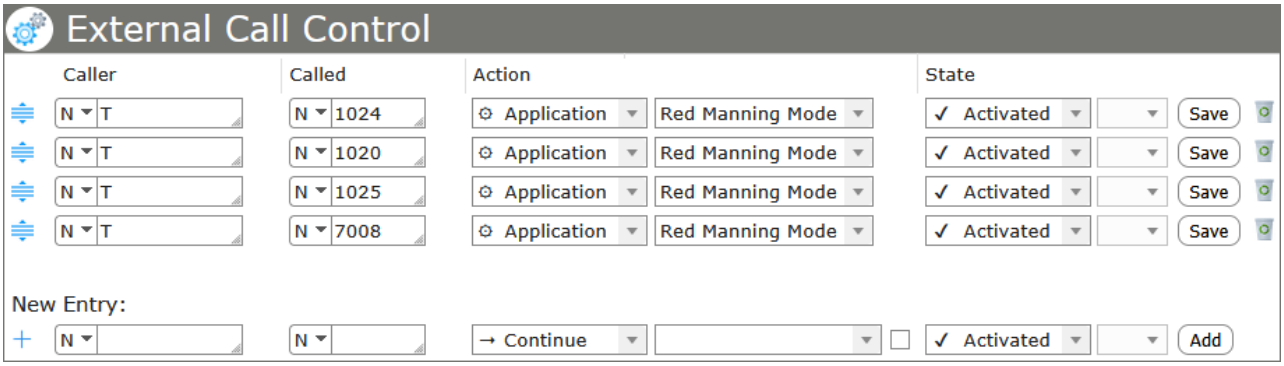
Red manning phones and direct access phones

Red manning phones

Red manning phones are the phone numbers which are observed by RedManning Mode. If the mode is active, those phones cannot be called directly, expect for the direct access phones.

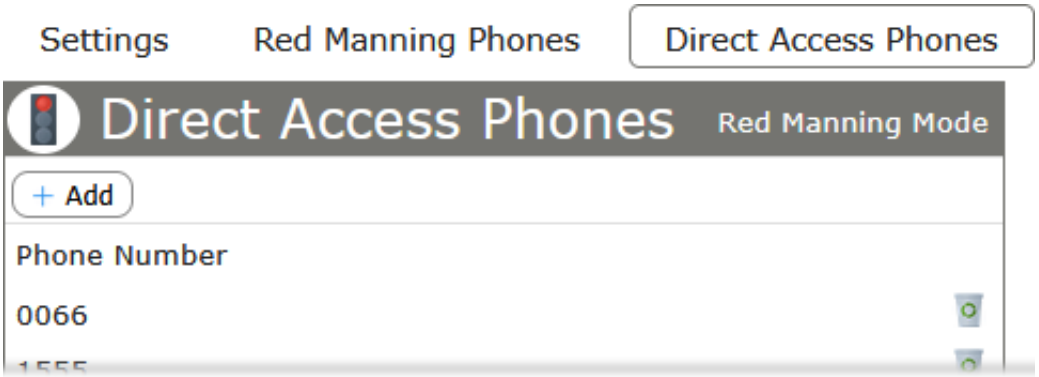


Since version 3.0.0 of the RedManning Mode application, every red manning phone needs to be registered in the section External Call Control of Callisto. For each phone defined on the *Red Manning Phones* page, an additional record needs to be added for any call that gets directed to a particular RedManning Mode instance.



Direct access phones

Direct access phones are the phone numbers that can call the red manning phones directly. Phones which are defined in this section can call the red manning phones, even when red manning mode is active.



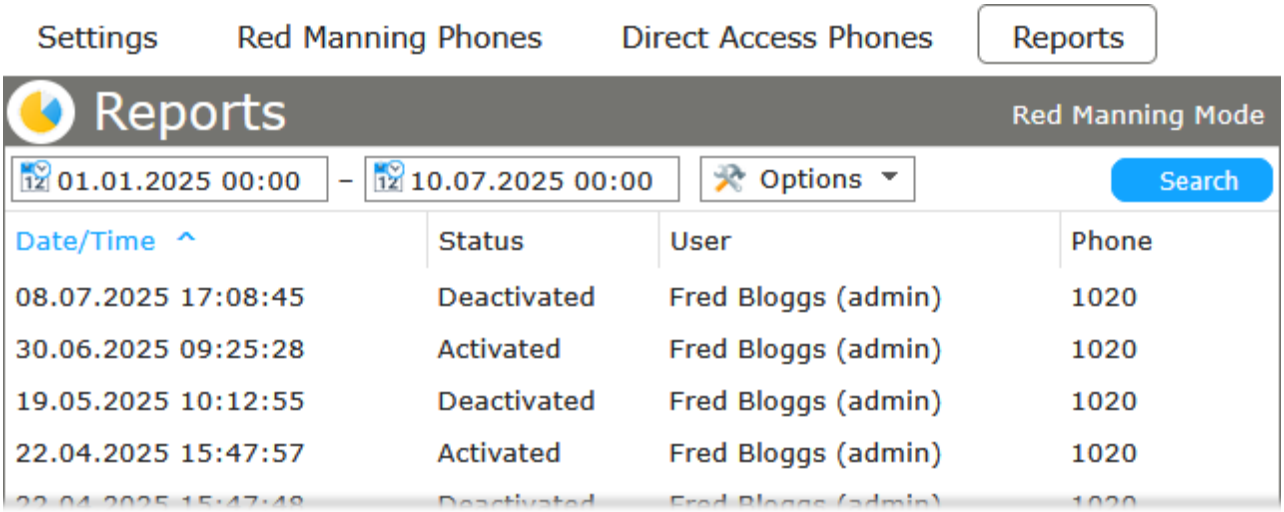
Activation and deactivation of red manning mode

If the phones service is configured and assigned properly, the red manning mode option will be available on the phone display, showing the label defined in the settings. Pressing the assigned service button on the phone will toggle the state of the mode. An announcement will confirm the change of state.

While activated, the display shows the state of the mode and only the direct access phones are able to call directly.

Reports

The *Reports* tab shows details on all occasions when red manning mode has been activated or deactivated in the past. To show the activations and deactivations during a certain time, set the time frame with the two date/time input fields on the top left corner.



Copyright

Copyright © 2026 CTModule AG; All Rights Reserved

This document contains proprietary information of CTModule AG. No part of the work described herein may be reproduced. Reverse engineering of the hardware or software is prohibited and is protected by patent law.

This material or any portion of it may not be copied in any form or by any means, stored in a retrieval system, adopted or transmitted in any form or by any means (electronic, mechanical, photographic, graphic, optic or otherwise), or translated to any language or computer language without the prior written permission of CTModule AG.

The information in this document is subject to change without notice. CTModule AG makes no representation or warranties with respect to the contents herein and shall not be responsible for any loss or damage caused to users either by direct or indirect use of this information. This document may contain information about third party products or processes. This third party information is out of the sphere of influence of CTModule AG. Therefore CTModule AG shall not be responsible for the correctness or legitimacy of this information.

While due care has been taken to deliver accurate documentation, CTModule AG does not warrant that this document is error-free. If you find any errors, inconsistencies, omissions or other problems related to this document, please report this in writing by email to box@ctmodule.com at CTModule AG.

CTMaker, VAS, Callisto, Callisto Express, Callisto ISDN, Callisto One, Callisto UCM, Callisto Cruise, Callisto Hospitality, Callisto X Mobile, COC Express , COC UCM and CTModule AG are trademarks and the CTModule logo is a service mark of CTModule AG.

All other products or company names mentioned herein are used for identification purposes only, and may be trademarks or registered trademarks of their respective owners.

The following description of software, hardware or process of CTModule AG or other third party provider may be included with your product and will be subject to the software, hardware or other license agreement.

Disclaimer

Changes are possible without notice.

The General Terms and Conditions (GTC) of CTModule AG, Switzerland apply.

All rights reserved.

For more information about CTModule AG, visit the CTModule web site at

www.ctmodule.com

CTMODULE

COMMUNICATION TECHNOLOGY MODULES

CTMODULE AG

Lehnweg 1

CH-3123 Belp/Berne

Switzerland

T: +41 (0)31 531 11 11

F: +41 (0)31 531 11 12

sales@ctmodule.com

OFFICE GERMANY

Frankfurter Straße 92

D-65760 Eschborn/Frankfurt

Germany

T: *+49 6196 2049173-0*

F: *+49 6196 2049173-9*

sales-d@ctmodule.com

OFFICE SERBIA

Gospodara Vučića 145

RS-11000 Belgrade

Serbia

T: +381 18 308076

sales@ctmodule.com