CALLISTO

# REDMANNING MODE

ADMINISTRATION MANUAL

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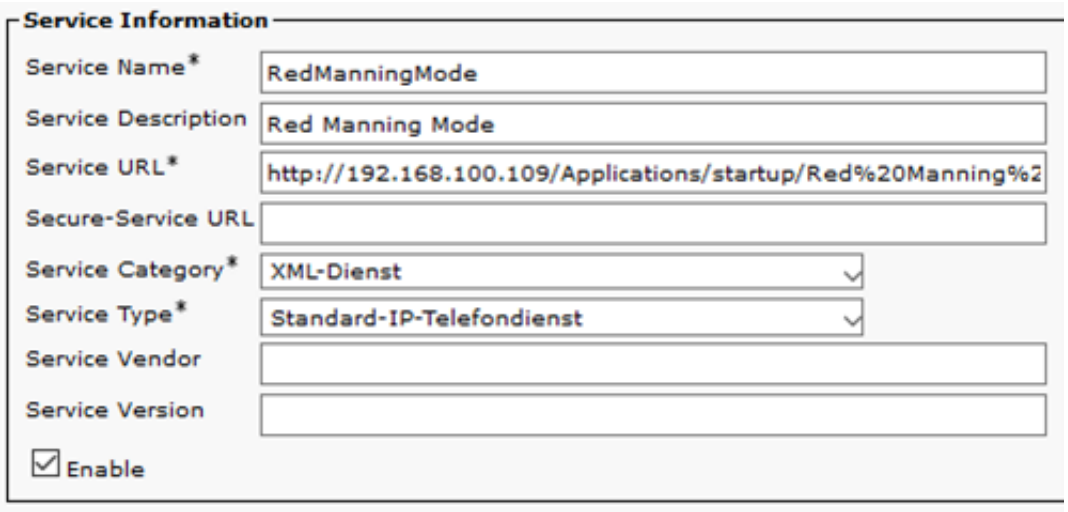
# Requirements

## XML phone service

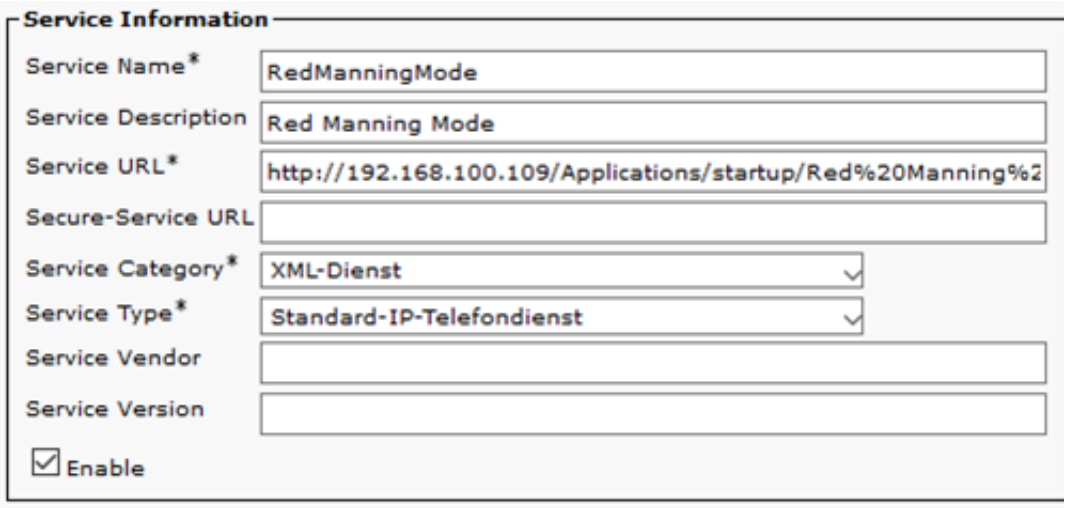
In the Cisco Unified Communications Manager, an XML phone service needs to be defined for RedManning Mode. For the *Service URL*, use the URL provided in the *Settings* section of the RedManning Mode instance (see chapter Settings).




## 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.

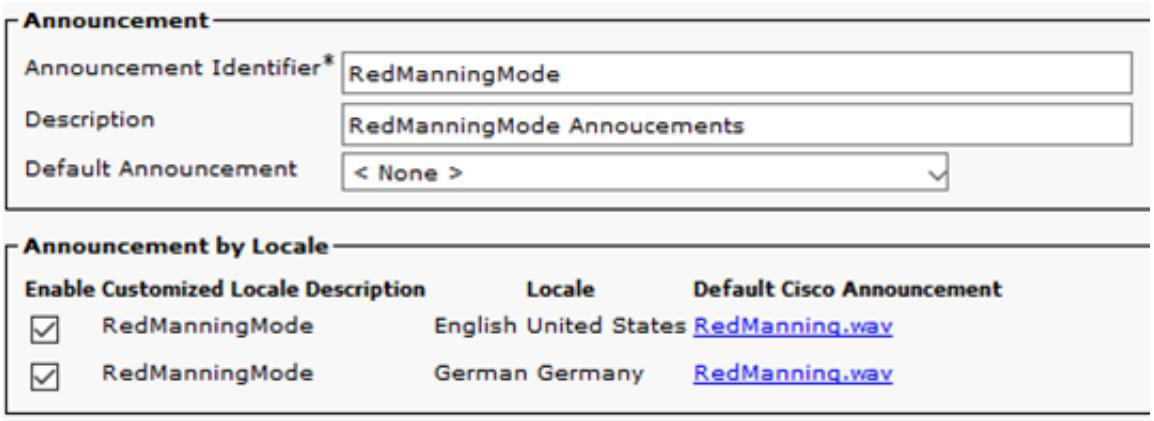
Lines which belong to ECR phones must be assigned to this External Call Control Profile. ECR phones must be subscribed to Red Manning Mode Service.




## 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

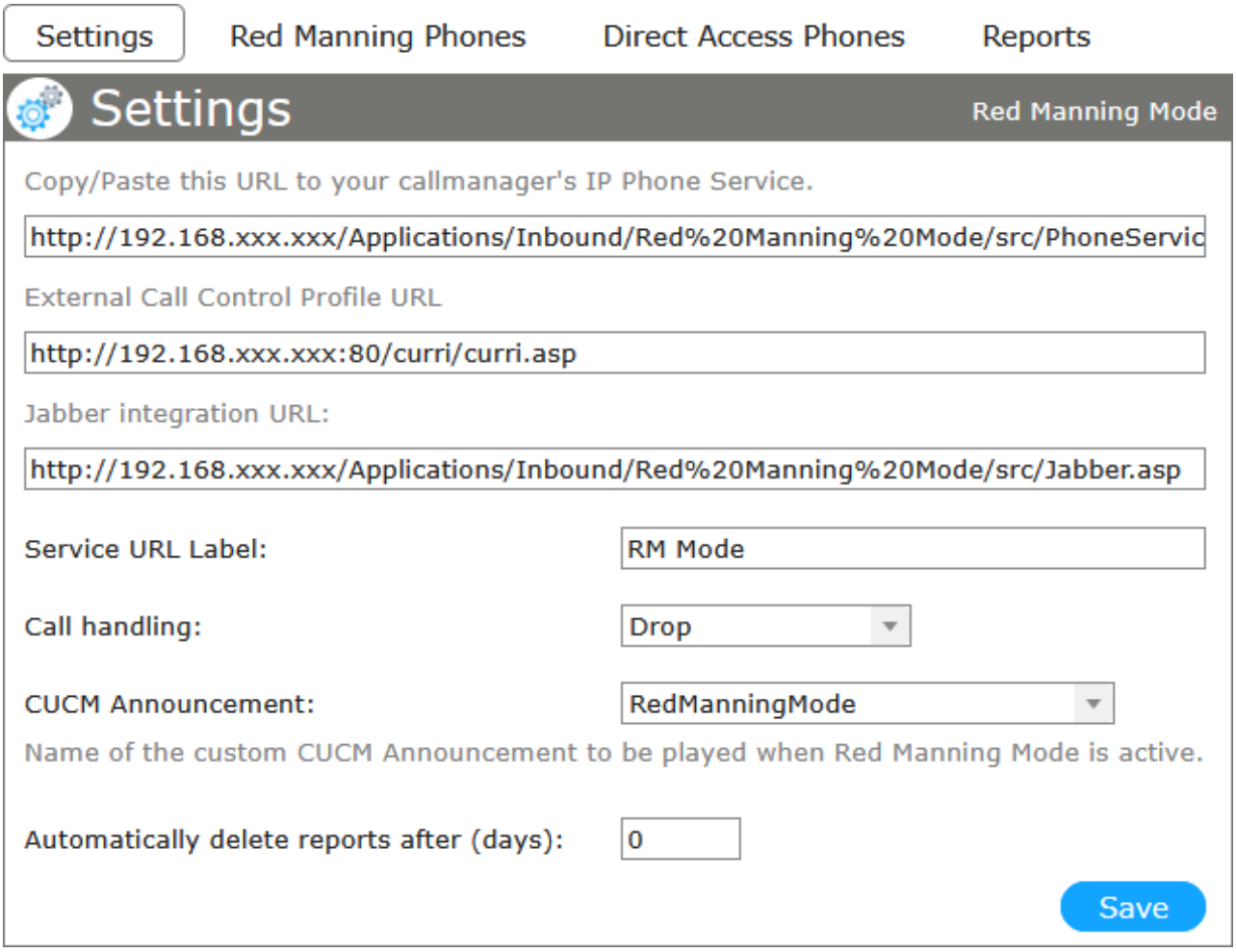
*Configure* icon

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.

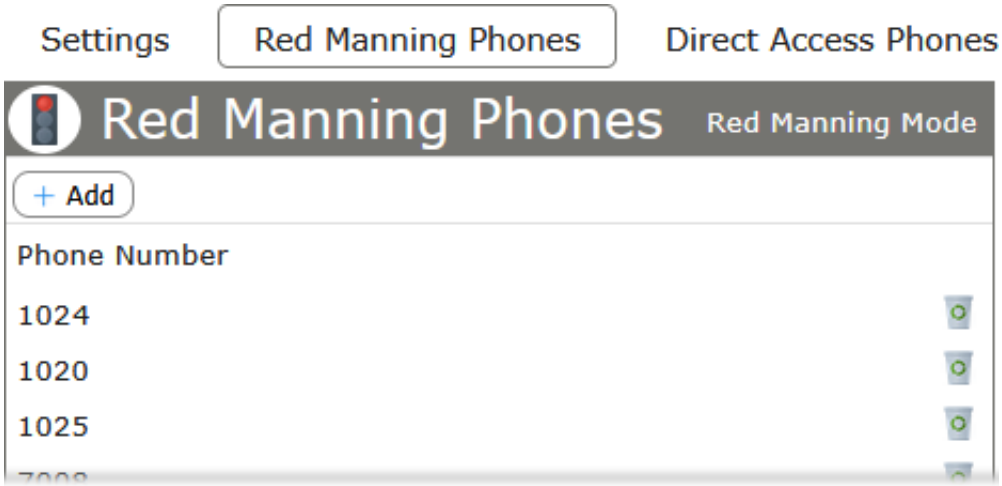
| | | |
|---|---|---|
| Service URL Label | This text will appear on all red manning phones as label of the button that is tied to the service. Additionally, the label will indicate if red manning mode is activated or deactivated. | |
| Call handling | Set how to handle calls made to red manning phones 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<br><br>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 | |

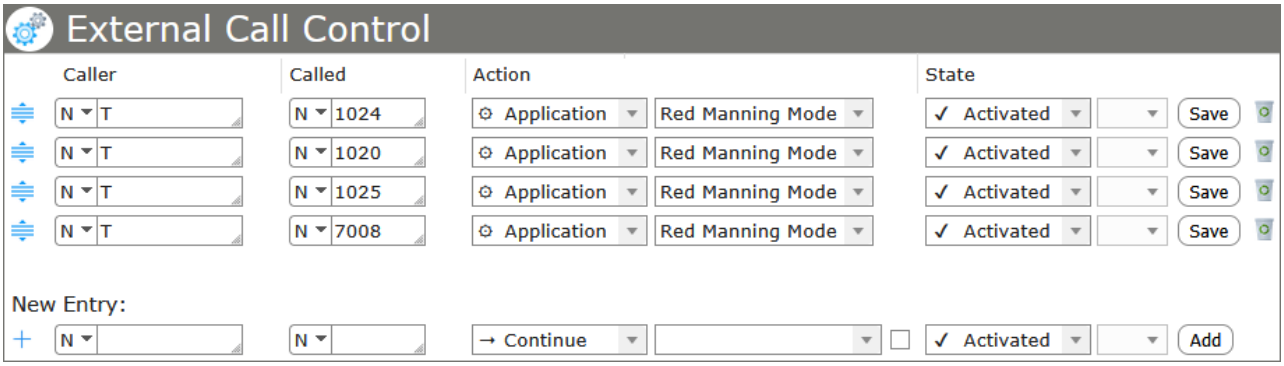
# Red manning phones and direct access phones

## 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.

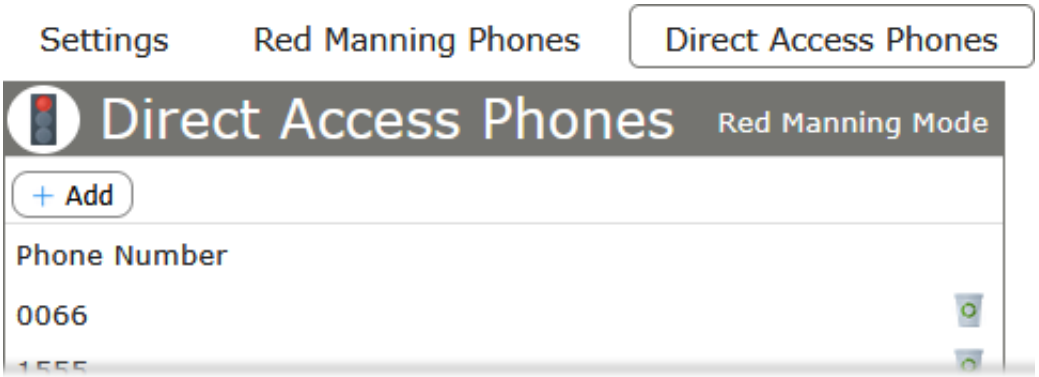



Since version 3.0.0 of the RedManning Mode application, every red manning phone needs to be registered in the section External Call Control of Callisto. For each phone defined on the *Red Manning Phones* page, an additional record needs to be added for any call that gets directed to a particular RedManning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



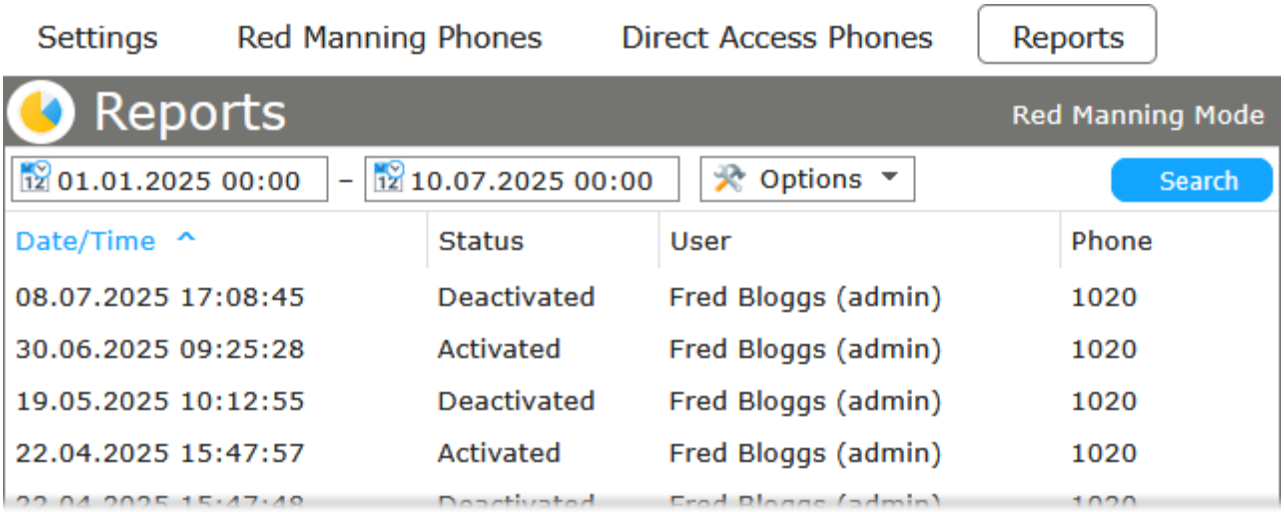

## Activation and deactivation of red manning mode

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.



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