



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](#)).

Service Information	
Service Name*	RedManningMode
Service Description	Red Manning Mode
Service URL*	http://192.168.100.109/Applications/startup/Red%20Manning%2
Secure-Service URL	
Service Category*	XML-Dienst
Service Type*	Standard-IP-Telefondienst
Service Vendor	
Service Version	
<input checked="" type="checkbox"/> Enable	

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.

Service Information	
Service Name*	RedManningMode
Service Description	Red Manning Mode
Service URL*	http://192.168.100.109/Applications/startup/Red%20Manning%2
Secure-Service URL	
Service Category*	XML-Dienst
Service Type*	Standard-IP-Telefondienst
Service Vendor	
Service Version	
<input checked="" type="checkbox"/> Enable	

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.

Announcement			
Announcement Identifier*	<input type="text" value="RedManningMode"/>		
Description	<input type="text" value="RedManningMode Announcements"/>		
Default Announcement	<input type="text" value=" < None >"/>		

Announcement by Locale			
Enable	Customized Locale Description	Locale	Default Cisco Announcement
<input checked="" type="checkbox"/>	RedManningMode	English United States	RedManning.wav
<input checked="" type="checkbox"/>	RedManningMode	German Germany	RedManning.wav

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.

SettingsRed Manning PhonesDirect Access PhonesReports



Settings

Red Manning Mode

Copy/Paste this URL to your callmanager's IP Phone Service.

`http://192.168.xxx.xxx/Applications/Inbound/Red%20Manning%20Mode/src/PhoneService`

External Call Control Profile URL

`http://192.168.xxx.xxx:80/curri/curri.asp`

Jabber integration URL:

`http://192.168.xxx.xxx/Applications/Inbound/Red%20Manning%20Mode/src/Jabber.asp`

Service URL Label:	<input type="text" value="RM Mode"/>
Call handling:	<input type="text" value="Drop"/>
CUCM Announcement:	<input type="text" value="RedManningMode"/>

Name of the custom CUCM Announcement to be played when Red Manning Mode is active.

Automatically delete reports after (days):	<input type="text" value="0"/>
--	--------------------------------

Save

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.

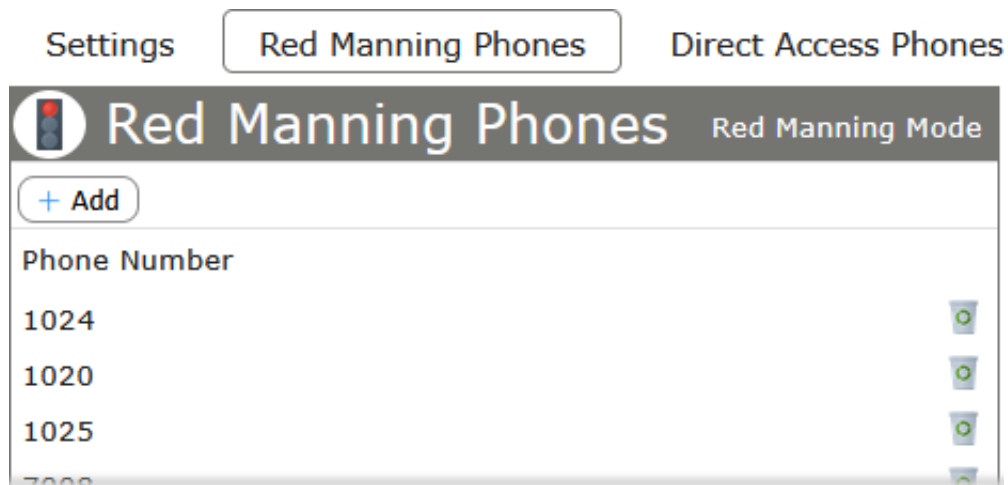
Service URL Label	This text will appear on all red manning phones as label of the button that is tied to the service. Additionally, the label will indicate if red manning mode is activated or deactivated.		
Call handling	Set how to handle calls made to red manning phones while red manning mode is active.		
	<table style="width: 100%;"><tr><td style="width: 50%;">Continue</td><td>After the announcement, the call is forwarded to the phone</td></tr></table>	Continue	After the announcement, the call is forwarded to the phone
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

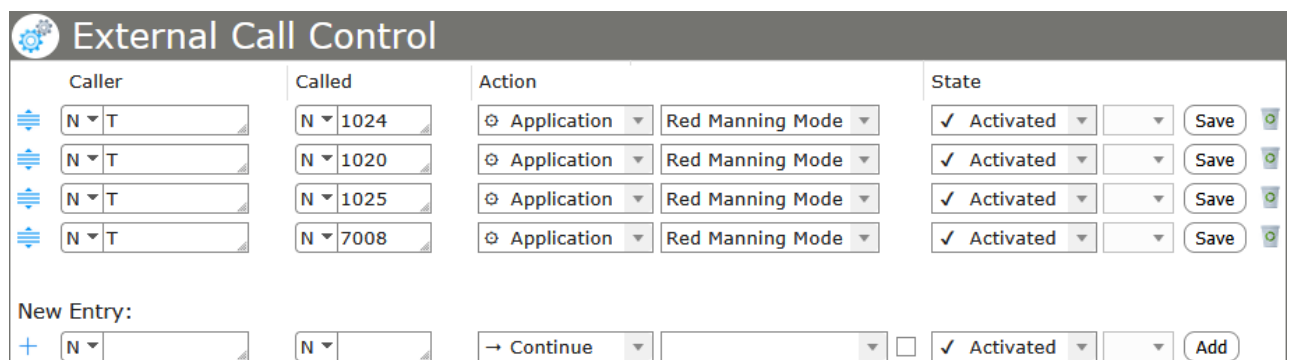
Red manning phones and direct access phones

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, except for the direct access phones.

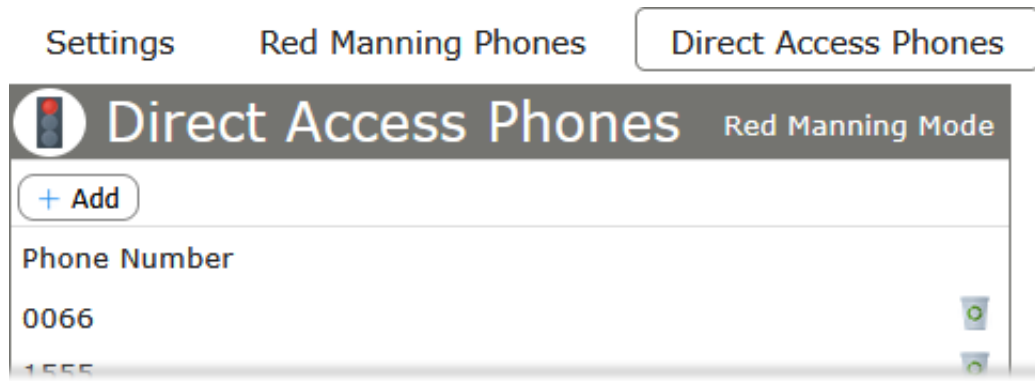


Since version 3.0.0 of the RedManning Mode application, every red manning phone needs to be registered in the section [External Call Control](#) of Callisto. For each phone defined on the *Red Manning Phones* page, an additional record needs to be added for any call that gets directed to a particular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

Settings

Red Manning Phones

Direct Access Phones

Reports

Reports		Red Manning Mode	
Date/Time ^	Status	User	Phone
08.07.2025 17:08:45	Deactivated	Fred Bloggs (admin)	1020
30.06.2025 09:25:28	Activated	Fred Bloggs (admin)	1020
19.05.2025 10:12:55	Deactivated	Fred Bloggs (admin)	1020
22.04.2025 15:47:57	Activated	Fred Bloggs (admin)	1020
22.04.2025 15:47:48	Deactivated	Fred Bloggs (admin)	1020

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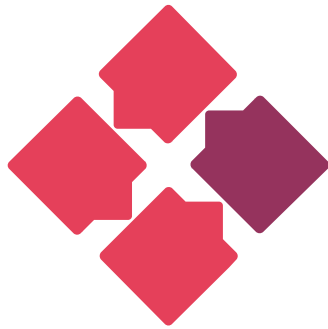
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