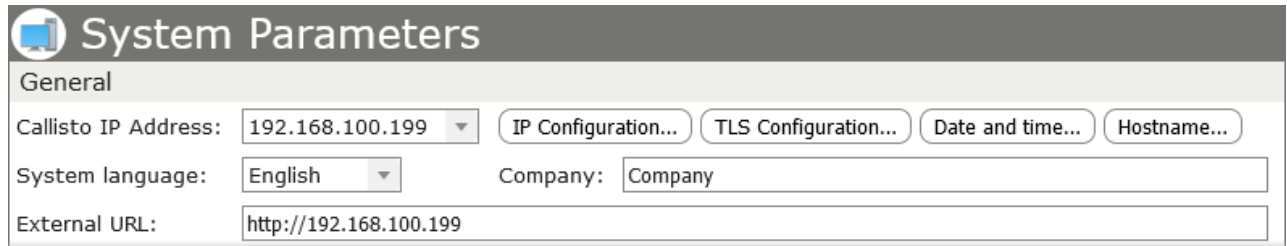


System

System parameters

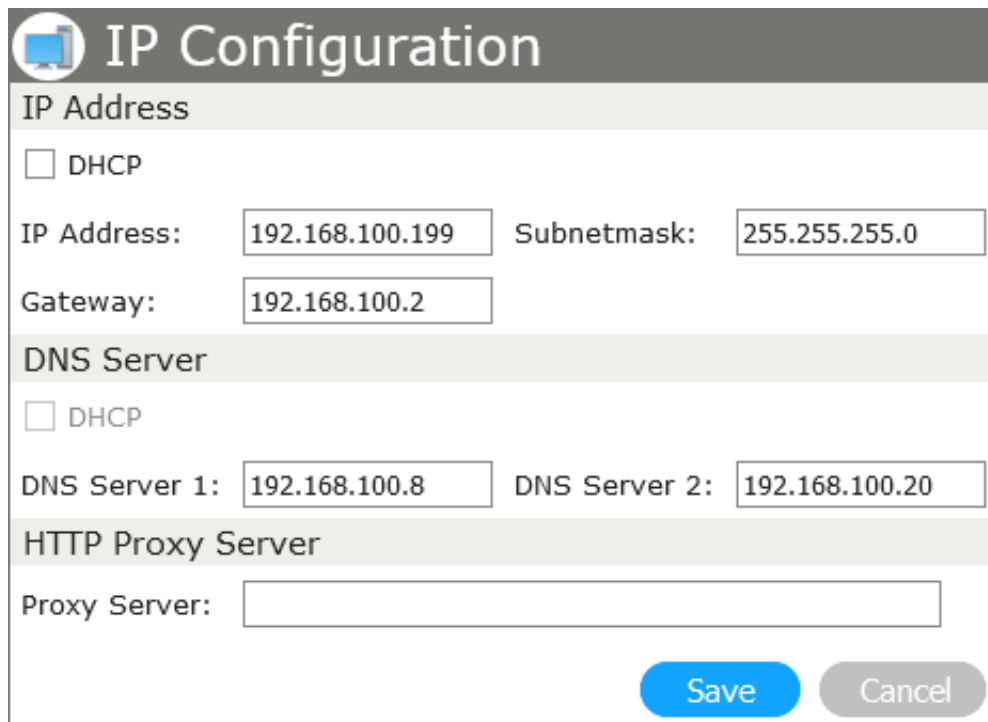
On the navigation bar, click on System > System Parameter. Here, a multitude of settings and parameters can be examined and changed by the administrator.



The screenshot shows the 'System Parameters' configuration page. It has a dark header with a computer icon and the title 'System Parameters'. Below the header is a 'General' section with several fields and buttons. The 'Callisto IP Address' field is set to '192.168.100.199' and has a dropdown arrow. To its right are four buttons: 'IP Configuration...', 'TLS Configuration...', 'Date and time...', and 'Hostname...'. The 'System language' field is set to 'English' with a dropdown arrow. The 'Company' field contains the text 'Company'. The 'External URL' field contains 'http://192.168.100.199'.

Callisto IP address(DHCP or static)

To set the parameters for a static IP configuration, click IP Configuration....



The screenshot shows the 'IP Configuration' dialog box. It has a dark header with a computer icon and the title 'IP Configuration'. The dialog is divided into three sections: 'IP Address', 'DNS Server', and 'HTTP Proxy Server'. In the 'IP Address' section, there is a checkbox for 'DHCP' which is unchecked. Below it are three input fields: 'IP Address' (192.168.100.199), 'Subnetmask' (255.255.255.0), and 'Gateway' (192.168.100.2). In the 'DNS Server' section, there is a checkbox for 'DHCP' which is unchecked. Below it are two input fields: 'DNS Server 1' (192.168.100.8) and 'DNS Server 2' (192.168.100.20). In the 'HTTP Proxy Server' section, there is an input field for 'Proxy Server' which is empty. At the bottom right of the dialog are two buttons: 'Save' (blue) and 'Cancel' (grey).

Secure web access

To set the parameters for a SSL web access, click TLS Configuration.

The screenshot displays the 'TLS Configuration' window. It features two columns of certificate information. The left column is for a certificate named 'company', with a 'Deactivate' button. The right column is for a certificate named 'dev.company', with 'Download PEM', 'Download PFX', and 'Activate' buttons. Each column lists certificate details: Subject, Issuer, Valid from, Valid until, Fingerprint, and Serial number. Below these columns are two large boxes labeled 'Free Slot'. At the bottom left is an 'Options' dropdown menu, and at the bottom right is a 'Close' button.

In the Options drop-down list, you can generate a new self signed certificate or import an existing one. The Import Certificate function only supports PFX files with a set password.

Next to the certificate name, buttons to export to PEM (i.e. for CUCM trusted certificates) and PFX formats are available for moving the certificate to another installation. PFX files will have the password callisto. Click Activate on the certificate to use this certificate and activate secure web access.

Other system parameters

In the Company text field, you can enter a custom text to identify your company. This text is displayed on the header of the web frontend and on the Cisco IP Phones if a system notification is sent (e.g. voicemails or fax information).

The parameter External URL is used to synchronize the “email marked as read” tag between the user’s email application and Callisto. If a user opens a voicemail or a fax message in their email application, the message will also be set to “read” on the Callisto system. This URL must be accessible from the outside web and point to the internal Callisto IP (port forward). You can also use HTTPS if activated on Callisto. The user must allow the download of external images for the Callisto email sender address (see [Subsection “E-Mail”](#)).

Subsection “Unified Communications Manager Express”

This section is only available on Callisto for CUCM Express.

Type the Cisco Unified Communications Manager Express’ Router IP Address and Subnetmask, including Router Password and Router Enable Password. Entering a Router User is optional.

The screenshot shows the configuration form for 'Unified Communications Manager Express'. It contains the following fields and controls:

- Router IP Address: 192.168.100.198
- Router User: cisco
- Router Password: masked with 12 dots
- Router Enable Pwd: empty text field
- Extension Mobility: unchecked checkbox

Check Extension Mobility if you have users with EM enabled. Otherwise, leave this parameter unchecked to prevent unnecessary system load.

Subsection “Unified Communications Manager”

This section is only available on Callisto for Cisco UCM, HCS, Webex.

Unified Communications Manager				
IP Address:	<input type="text" value="192.168.100.198"/>	Version:	<input type="text" value="14.x"/>	<input type="checkbox"/> Extension Mobility
Failover IP:	<input type="text" value="192.168.100.198"/>	Fax-Gateway IP:	<input type="text" value="192.168.100.198"/>	
Main AXL Node:	<input type="text" value="192.168.100.198"/>	Failover AXL Node:	<input type="text" value="192.168.100.198"/>	
Username:	<input type="text" value="callmanager"/>	Password:	<input type="password" value="....."/>	

- In the field IP Address, type the address of the Cisco Unified Communications Manager *publisher*.
- In the field Failover IP, type the address of the Cisco Unified Communications Manager *subscriber*. The subscriber IP is used if the publisher cannot be reached. Callisto will then use the subscriber for all calls until the publisher is reconnecting to Callisto.
- Select the Version of your Cisco Unified Communications Manager.
- Check Extension Mobility if you have users with EM enabled. Otherwise leave this parameter unchecked to prevent unnecessary system load.
- Type the Username and Password for the Cisco Unified Communications Manager access user.
- Type the Fax Gateway IP Address (only for fax termination). Leave it empty to use the Cisco Unified Communications Manager’s IP for fax sending.

For the router and phone user configuration on the Cisco Unified Communications Manager, refer to the Callisto installation manual.

Subsection “Security”

Security		
Phone authentication	Miscellaneous	
Username: <input type="text" value="CTIUser"/>	VoIP: <input type="text" value="SIP (UDP, RTP)"/>	<input type="button" value="SNMP..."/>
Password: <input type="password" value="....."/>	<input type="checkbox"/> Force HTTPS <input checked="" type="checkbox"/> Telnet enabled	<input type="button" value="Firewall..."/>
<input checked="" type="checkbox"/> Syslog Server		
Transport: <input type="text" value="UDP"/>	IP Address: <input type="text" value="192.168.100.90"/>	Port: <input type="text" value="514"/>

Phone authentication

Type the Username and Password for phone authentication (XML-Push).


Miscellaneous

- Check the Secure SIP (TLS, SRTP) box to enable secured traffic to and from Callisto.
- Check the Telnet enabled box to monitor Callisto actions.

Syslog Server

If you want to use a syslog server, you can enter the connection details here.

Subsection “Messages”

Messages				
Voicemail Number:	<input type="text" value="9100"/>	Delete old messages after	<input type="text" value="180"/>	days
External prefix:	<input type="text"/>	Internal number length:	<input type="text" value="6"/>	
Internal prefix:	<input type="text"/>			
Audio Format:	<input type="text" value="MP3, Normal compression; 4 KB/s"/>	Fax Format:	<input type="text" value="PDF document original size"/>	
MWI On Number:	<input type="text" value="9991"/>	MWI Off Number:	<input type="text" value="9992"/>	

- In the field Voicemail Number, type in the Voice Mail Pilot Number as configured in the Cisco UCM(see [Cisco UCM configuration manual](#)).
- Type the number of days after which old messages should be deleted in the Delete old messages after field. (0 = never)
- The External prefix is the prefix required to be entered by users to facilitate external calls during normal operation in the box. Applying the prefix depends on the following two parameters. Leaving the field empty will disable the external prefix.
In order to use the external prefix, either one of the two parameters Internal number length or Internal prefix must be set.
- The Internal number length enables Callisto to distinguish between internal and external calls based on the length of the entered number. Setting it to 0 or leaving it empty disables this function.
- Internal prefix can be used as an alternative to the parameter above. If you have internal extensions of different length or using the e.164 number format on your trunk, use this method. This parameter is used to identify internal users and applying the external prefix on external calls. Leaving the field empty disables this function.
- The System language sets the display language that is used when a user calls Callisto from an external number before logging on.
- Audio Format determines the format in which voicemail attachments are saved.
- Using the Fax Format parameter, fax documents can be saved in either TIFF or PDF format.
- The MWI On and MWI Off Number parameters are only available with CUCM. These correspond to the MWI numbers configured in the Cisco UCM (see [Cisco UCM configuration manual](#)).

To listen to a voice mail by phone, dial the internal voice mail number. This number is dialled by users to access the voice messages for their phone. For external access an external number on the public telephone network must point to the internal number.

Subsection “E-Mail & SMS”

E-Mail settings

Enter your SMTP Server and Addressor's address as seen in the screen shot; optionally, for SMTP (RFC 2821) authentication, a Username and Password can be set.

In the section Failover, you can set an alternative email server if the primary one cannot be reached. The primary connection availability will be checked each time an email is send by Callisto.

E-Mail settings

E-Mail

SMTP Server: mail.company.domain

Port: 25 TLS

Sender: callisto@company.domain

Username: Callisto

Password: ●●●●●●●●

Failover

SMTP Server:

Port: TLS

Sender:

Username:

Password:

Testmail... Save Cancel

SMS settings

Using Callisto, SMS can be either sent using the third-party provider aspsms.com or a custom email provider. The Settings dialog box will be different depending on the selected provider.

www.aspsms.com

Select www.aspsms.com from the SMS Provider drop-down list and click on Settings..., then enter the credentials of an active *aspsms.com* account.

www.aspsms.com

SMS URL: www.aspsms.com

Username: Callisto Password: ●●●●●●

Save Cancel

E-Mail ? SMS

Using this method, Callisto will send an email to a provider of your choice. The provider will then convert the email into an SMS and forward the message.

Select Email to SMS from the SMS Provider drop-down list and click on Settings....

The term <SMSNumber> is a placeholder and will be automatically replaced with the recipient's phone number. Depending on the provider, this placeholder must be used either as part of the Receiver address or the message Subject in order to have the SMS properly forwarded.

Subsection “Alarm messages”

In order to use this function, the email configuration described above must be set up and running. Alarm messages will be sent to the address entered in the E-Mail field.

Exceeding the number of simultaneous calls will set the maximum calls that can be connected simultaneously before an alarm message is sent.

On Callisto for Cisco UCME

Clicking the Router Settings button displays the current Cisco Unified Communications Manager Express configuration.

When saving the system parameters, the Cisco Unified Communications Manager Express is configured automatically by Callisto.

On any Callisto Platform

Save the current settings by clicking the Save button.

For the phone configurations to take effect, reboot the Cisco phones. Go to System -> Cisco Phone on the navigation bar, then click on the Reboot all button.

Cisco settings

Callisto for Cisco UCME only

On the Cisco Unified Communication Manager Express, features such as routing of external to internal phone numbers can be configured, which can be used for remote access to voice mail boxes, fax and conference rooms.



Start the Cisco Unified Communications Manager Express configuration Web interface by clicking System on the navigation bar, then click Cisco Settings. For further information please refer to the [manuals provided by Cisco Systems](#).

System phones

Clicking System > System Phones will list all IP Phones connected to the system. Phones can be rebooted individually by clicking on the Reboot button on the right side of the phone's list entry. All phones can be rebooted simultaneously by clicking the Reboot all button. Clicking on the *camera* icon will generate a screenshot of the phone's display.

System Phones						
Import...		Search				
Name ^	Type	Description	Number	IP Address		
CSFAshok	Unified Client Services Framework	Ashok's Jabber phone	1043	172.26.1.11		Reboot
CSFJan	Unified Client Services Framework	Jan's Jabber phone	1035	192.168.100.160		Reboot
CSFJohn	Unified Client Services Framework	John's Jabber phone	1014	172.26.1.5		Reboot
SEP001122334459	Third-party SIP Device (Advanced)	SEP001122334459	1109	192.168.16.51		Reboot
SEP001122334460	Third-party SIP Device (Basic)	SEP001122334460	1108	172.26.1.21		Reboot
SEP001122334487	Third-party SIP Device (Advanced)	SEP001122334487	1107	172.26.1.32		Reboot
SEP00FFAE38E864	CIPC	Hans CIPC	1041	172.26.1.4		Reboot
SEP00FFEFF137B8	CIPC	Petar CIPC	1020	172.26.1.10		Reboot
SEP0800270AEDE1	CIPC	Hanako CIPC	1078	172.26.1.15		Reboot
SEP080027821B2B	CIPC	Juan CIPC	1024	172.26.1.17		Reboot
SEP10F311B60495	7926	Auto 1077	1077	192.168.0.100		Reboot
SEP2834A283DAB4	8861	Front desk phone	1072	192.168.105.25		Reboot
SEP500604721447	7945	Jane's phone	1012	192.168.100.105		Reboot
SEP5006047239BC	7945	Elisabeth's phone	1011	192.168.100.201		Reboot
SEP500604723B5A	7945	Taro's phone	1026	192.168.16.12		Reboot
SEP64A0E7F6BC2D	7975	Maria's phone	1053	192.168.100.164		Reboot
SEPF8A5C5B2380D	8861	SEPF8A5C5B2380D	1033	192.168.100.141		Reboot
TCTJP	Dual Mode for iPhone	Jabber iOS Jean-Pascal	1014	192.168.100.103		Reboot

System Phones: 18 / 18 Reboot all

Depending on the number of phones connected, generating a complete list can take several minutes.

The **Extended...** button generates a *txt* file with extended information on the phones, such as hardware revision, serial number, load information and memory overview. Generating this list can also take several minutes.

Only on Callisto for Cisco UCM, HCM, Webex

To initiate a manual import of the phones from the Cisco Unified Communications Manager, click the Import button. Alternatively, the import can be performed using the startup script "Import User Phones".

Startup scripts



Update icon




























Configure icon

Clicking on Startup Scripts will open the startup script management application. Here, scripts can be transferred to the Callisto system by clicking the button New Application. The scripts can be configured to start automatically during system boot.

Use the *Update* icon to install or update your application. The *Configure* icon opens the configuration if the application has a GUI.

Startup Scripts

+ New Application Search

Name ^	Application	State
● Backup Scheduler	Backup Scheduler 2.9.5	<input type="checkbox"/> Stopped   
● Billy Express	Billy Express 1.2.1	<input type="checkbox"/> Stopped   
● Diversion Scheduler	Diversion Scheduler 2.33.0	<input type="checkbox"/> Stopped   
● ImportUsersPhones	ImportUsersPhones 2.5.1	<input type="checkbox"/> Stopped   
● License Report	License Report 1.9.1	<input type="checkbox"/> Stopped   
● ProfACD2 Reports Scheduler	ProfACD2 Reports Scheduler 2.6.5	<input type="checkbox"/> Stopped   
● Reports Scheduler	Reports Scheduler 1.8.1	<input type="checkbox"/> Stopped   
● Synchronize LDAP	Synchronize LDAP 1.3.1	<input type="checkbox"/> Stopped   
● TrafficAlert	TrafficAlert 1.7.1	<input type="checkbox"/> Stopped   

Applications: 9 / 9

Cisco Services



Services button

Pressing the *Services* button on the Cisco IP Phone will by default display a selection screen for global and local directories. By choosing System > Cisco Services configuration, additional services can be set up that will appear in the Cisco Services selection screen. Examples of such services include:

- Weather forecast, currency and unit converter, world clocks, calendars, etc.
- Visualization and alarming features
- Control for equipment and devices (e.g. intercom systems and door control)
- Directory services

Cisco Services can be managed by choosing System > Cisco Services. A simple example for a service is a quick-dial number: Enter a number in the URL field using the format Dial:<number>, where <number> is any valid phone number.

Cisco Services

Upload file

Name	URL	All	Web	
LastRecording	Dial:9119	<input type="checkbox"/>	<input type="checkbox"/>	Save
ProfACD	http://192.168.100.199/Applications/Inbound/ProfACD2/src/Phone.asp?action=showMenu	<input type="checkbox"/>	<input type="checkbox"/>	Save
MA Group	http://192.168.100.199/Applications/Inbound/MA%20Group/src/PhoneMenu.asp?action=rootMenu&device=#DEVICENAME#	<input type="checkbox"/>	<input type="checkbox"/>	Save
User	http://192.168.100.199/Cisco/Directories.asp	<input type="checkbox"/>	<input type="checkbox"/>	Save

New Cisco Service:

+ Save

Checking All overrides any user privilege settings and makes the service available to all Callisto users. Checking Web enables the web frontend of this service and makes it available in the the user web GUI. This will only work for Cisco Services that have a dedicated web GUI.

Make sure that the URL of the Callisto Platform is configured properly in the Cisco Unified Communications Manager. Please refer to the [Installation Manual](#).

Music on hold

You can change the music that plays when a phone user is put on hold by uploading a custom .wav file to Callisto. To do so, navigate to Music on hold > Browse > Upload.

After uploading, select the file and click Activate.

Music on Hold

Filename ^	Size		
BritneySpears.wav	235 KB	Activate	
Cisco_Default.wav	485 KB	Activated	
RobbieWilliams.wav	235 KB	Activate	
Shakira.wav	237 KB	Activate	

Upload new audio file

No file selected.



Recycle icon

Files can be deleted by clicking the *recycle* icon.

The .wav files need to be of the following format: CCITT A-Law 8 kHz; 8 Bit; Mono.

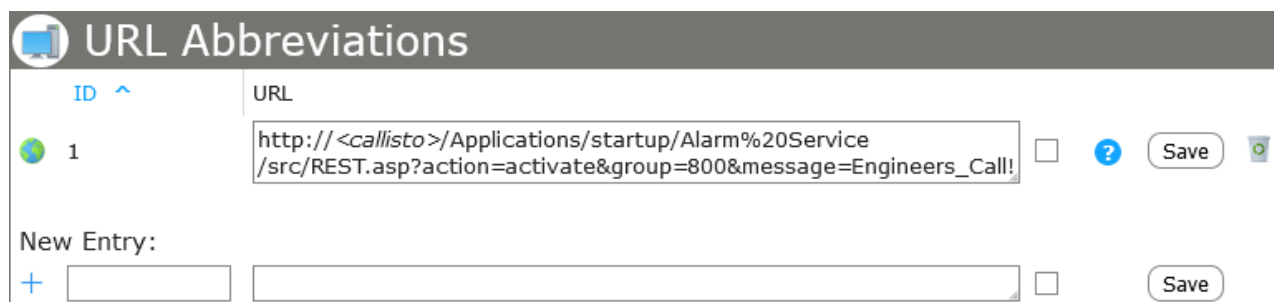
Per default, a Cisco music file (*Cisco_default.wav*) is activated.

On Callisto for UCME

The selection will be automatically stored on the Cisco Unified Communications Manager Express and will be used for all functions that use music on hold.

URL abbreviations

With URL abbreviations, you can shorten URLs using a single ID.



ID	URL
1	http://<callisto>/Applications/startup/Alarm%20Service/src/REST.asp?action=activate&group=800&message=Engineers_Call!

New Entry:

+ [] [] [] Save

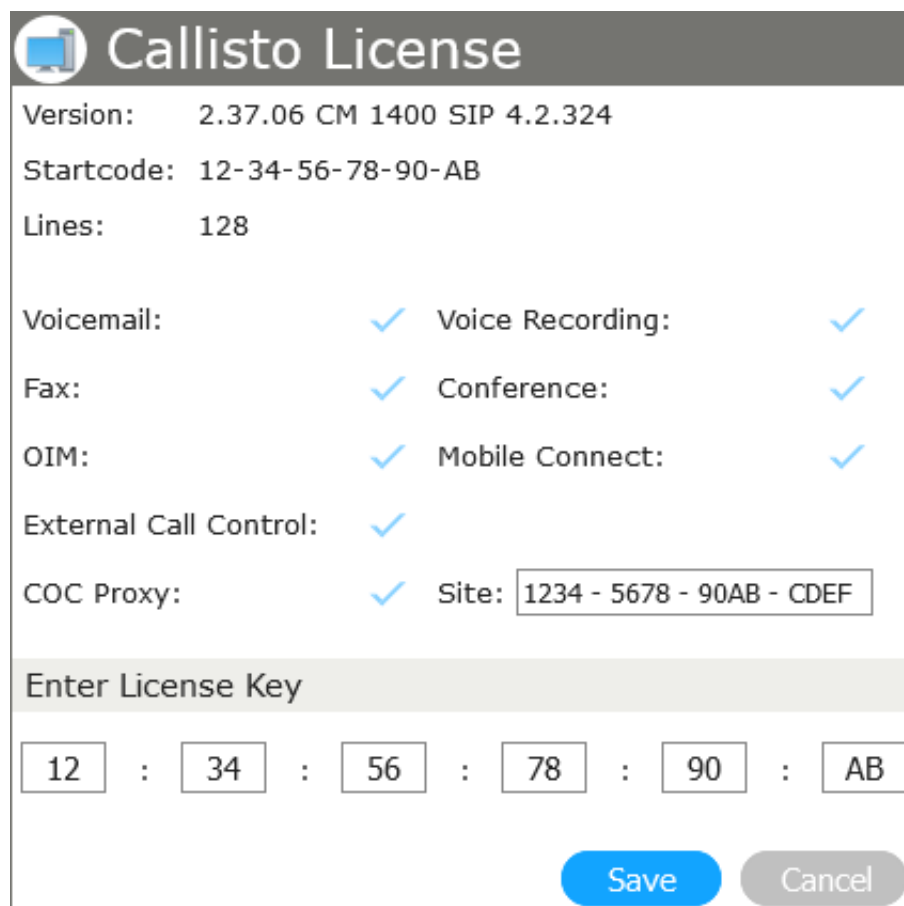
The example above would shorten the URL to `http://<callisto>/ShortURL.asp?id=1`, with `<callisto>` being the domain name or IP address of your Callisto system and the value after `id=` being the number to the left of the original URL.

The checkbox to the right of the URL defines how the abbreviated URL will be linked:

- Unchecked: Bridging.
- Checked: Redirect. This option is more efficient, but may not work on all devices.

Callisto license

The basic version of the Callisto Platform includes four lines (*Callisto for UCM, HCS, Webex*) or two lines (*Callisto for UCME*), excluding any options. If you purchase any additional features or upgrades, you will receive a new license key that can be changed by choosing System > Callisto License. To obtain additional license keys, please contact your Callisto dealer (see [Options](#)).



Version: 2.37.06 CM 1400 SIP 4.2.324

Startcode: 12-34-56-78-90-AB

Lines: 128

Voicemail: ✓ Voice Recording: ✓

Fax: ✓ Conference: ✓

OIM: ✓ Mobile Connect: ✓

External Call Control: ✓

COC Proxy: ✓ Site: 1234 - 5678 - 90AB - CDEF

Enter License Key

12 : 34 : 56 : 78 : 90 : AB

Save Cancel

The option Voice Recording is only available on Callisto for UCM.