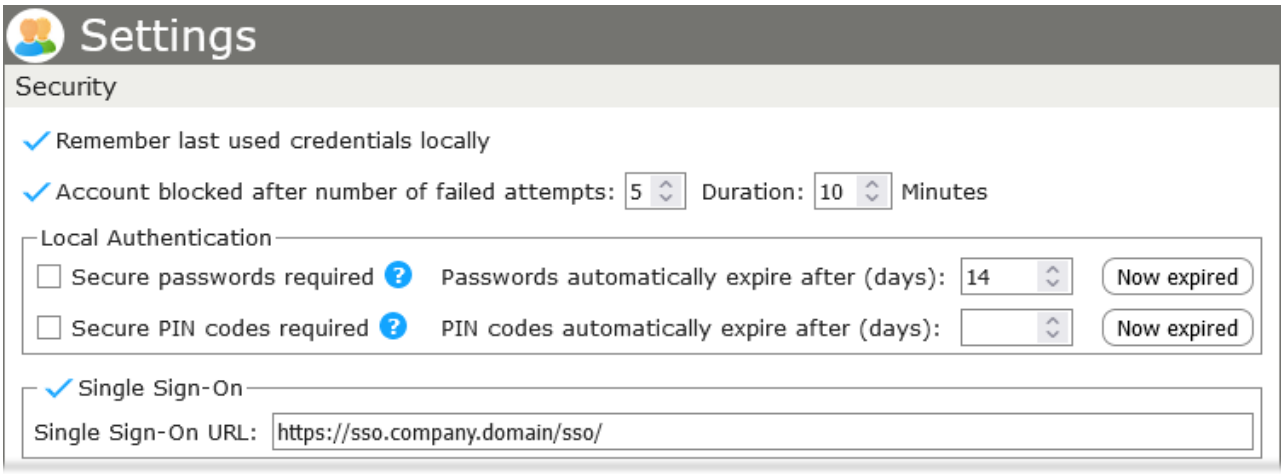
User administration

Administrators have the capability to manage any user's configuration and privileges through the User Administration screen.

User settings

These settings apply to all Callisto users.

Security



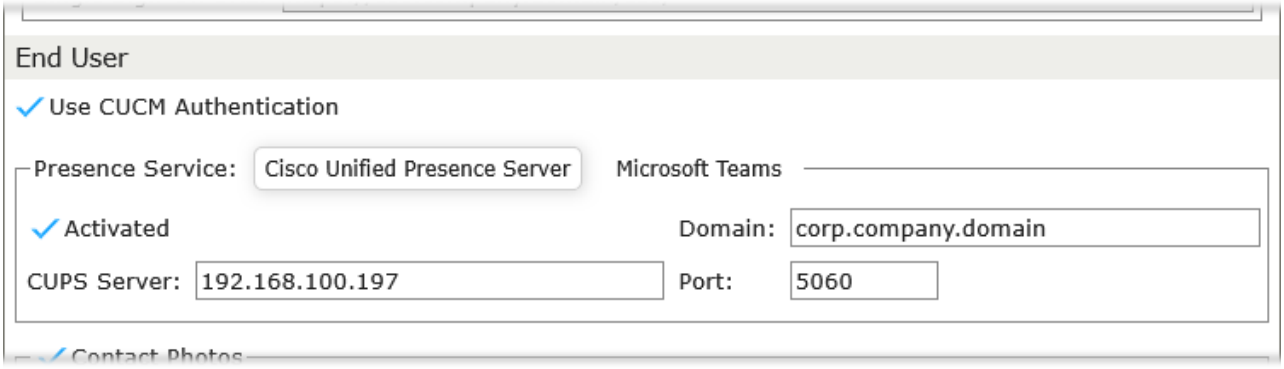
- When Passwords automatically expire after (days) is defined, users will be forced to change their password at the next login after the set expiration period.
- By clicking Now expired, all passwords from all existing users in Callisto will expire immediately. This only works if the parameter Passwords automatically expire after (days) is set.
- When Secure passwords required is set, users are forced to use passwords with higher safety. In this case, a password must be at least eight characters long and include at least one uppercase character, one lowercase character, one number, and one special character.
- PIN codes automatically expire after (days) and Now expired are the corresponding PIN code settings, as outlined in the password settings above.
- When Secure PIN code required is set, users are forced to use PIN codes with safety standards. In this case, PIN codes must have a length of 4–8 digits and may not include periodic sequences like 1234 (ascending digits), 8765 (descending digits), or 3885 (multiple identical digits in a row).

End user

These settings only apply to non-administrator users.

Checking Use CUCM Authentication will authenticate end users using CUCM.

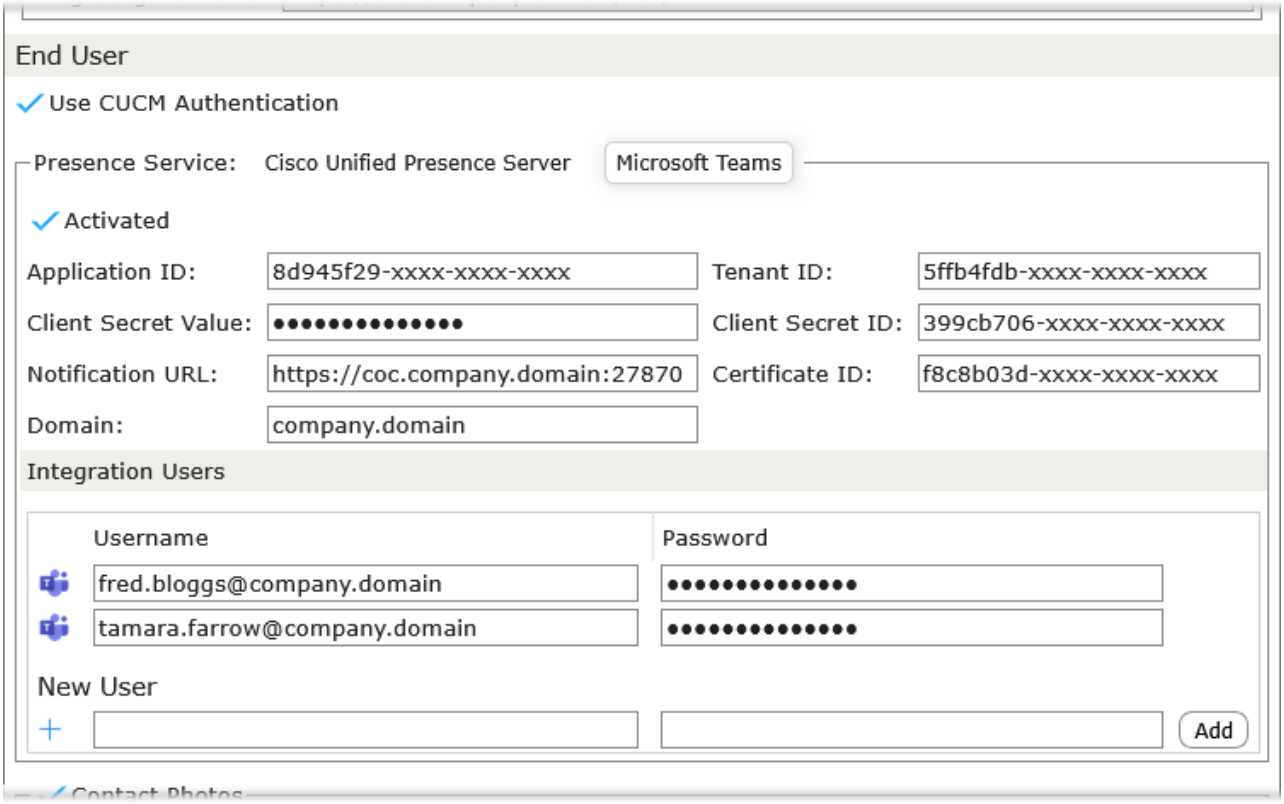
Authentication using Cisco Unified Presence Server



If Presence Service is set to Cisco Unified Presence Server, this section allows you to configure integration with Cisco Unified Presence Server (CUPS) to enable presence status visibility (e.g., available, busy, away) within the system.

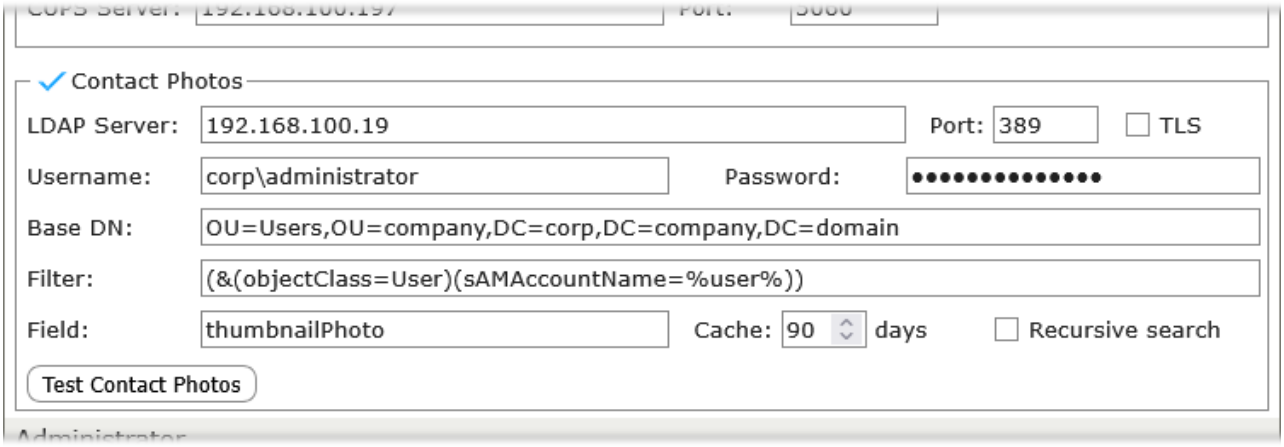
Activated	Check this box to enable CUPS integration. When activated, the system will connect to the specified CUPS server to retrieve and display user presence information.
CUPS Server	Enter the host name or IP address of your Cisco Unified Presence Server. This is the server that manages and distributes presence information.
Port	Enter the port number used to communicate with the CUPS server. Common port values include: • 5060 (for SIP over UDP/TCP) • 5061 (for SIP over TLS) • 8443 (for HTTPS-based communication)
Domain	Enter the domain name associated with your Cisco Unified Communications environment. This is often the same domain used in user SIP addresses (e.g., example.com). Ensure that the CUPS server is correctly configured, reachable from the system, and that proper credentials and licensing are in place.

Authentication using Microsoft Teams Presence



Activated	When checked, the Microsoft Teams presence integration is enabled.
Application ID	The Azure Active Directory (AAD) Application (Client) ID used to authenticate over the Microsoft Graph API.
Tenant ID	The Directory (tenant) ID from Azure Active Directory associated with your Microsoft 365 organization.
Client Secret Value	The secret key generated in Azure for the registered app. This key is used alongside the Application ID to authenticate API requests.
Client Secret ID	The identifier for the client secret in Azure AD. This ID used for managing secrets in Azure but might not be required, depending on the integrations.
Notification URL	The URL where Microsoft Graph sends change notifications for presence updates. It must be accessible from Azure and is provided by CTModule as part of the subscription to Callisto.
Certificate ID	If a certificate is used for encoding/decoding the rich presence data authentication, enter the certificate identifier in this field.
Domain	The domain associated with the Teams user accounts, typically in the form of *yourcompany.com*. This domain will be applied to all subscribed users.
Integration Users section	Used to add Microsoft Teams user credentials for integration. Up to 30 users can be added.
New User	Input the username and password for a user who will be used in the integration process. Click Add to save the credentials.

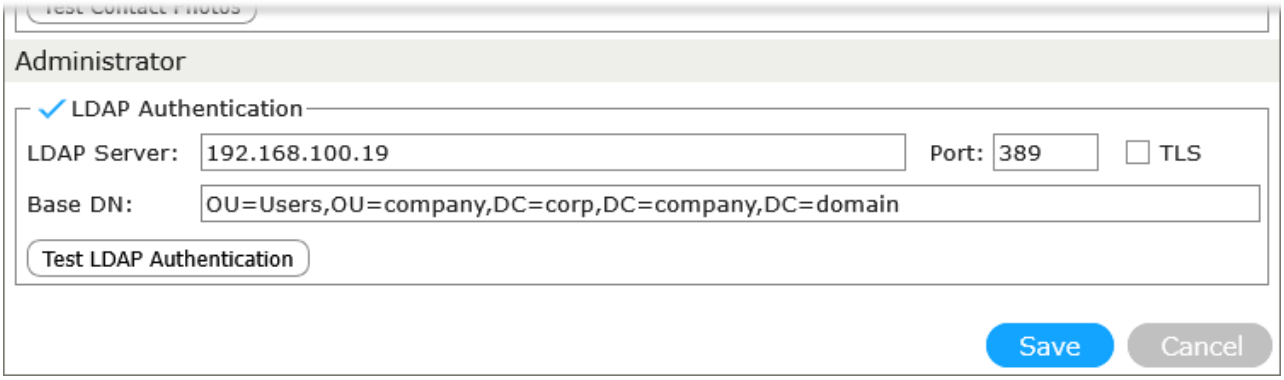
Contact Photos



Contact Photos section is used to retrieve and display user photos from an LDAP directory (such as Microsoft Active Directory).

LDAP Server	The hostname or IP address of the LDAP server (e.g., ldap.company.com).
Port	The port used to connect to the LDAP server. Standard ports: • 389 for LDAP • 636 for LDAPS (if TLS is checked)
TLS	Enables secure LDAP over TLS (Transport Layer Security). Check this if the LDAP server requires a secure connection.
Username	The distinguished name (DN) or login name used to authenticate against the LDAP server (e.g., cn=admin,dc=company,dc=com).
Password	Password for the LDAP user account.
Base DN	The base distinguished name from where the LDAP search begins (e.g., dc=company,dc=com).
Filter	LDAP search filter to locate users, e.g., (objectClass=person) or (sAMAccountName=*).
Field	The LDAP attribute that holds the photo data. For Active Directory, this is typically thumbnailPhoto.
Cache	Number of days to cache the retrieved contact photos to reduce repeated LDAP queries.
Recursive Search	When checked, the search includes sub-containers within the Base DN.
Test Contact Photos button	Allows you to verify the configuration and test photo retrieval without saving the settings permanently.

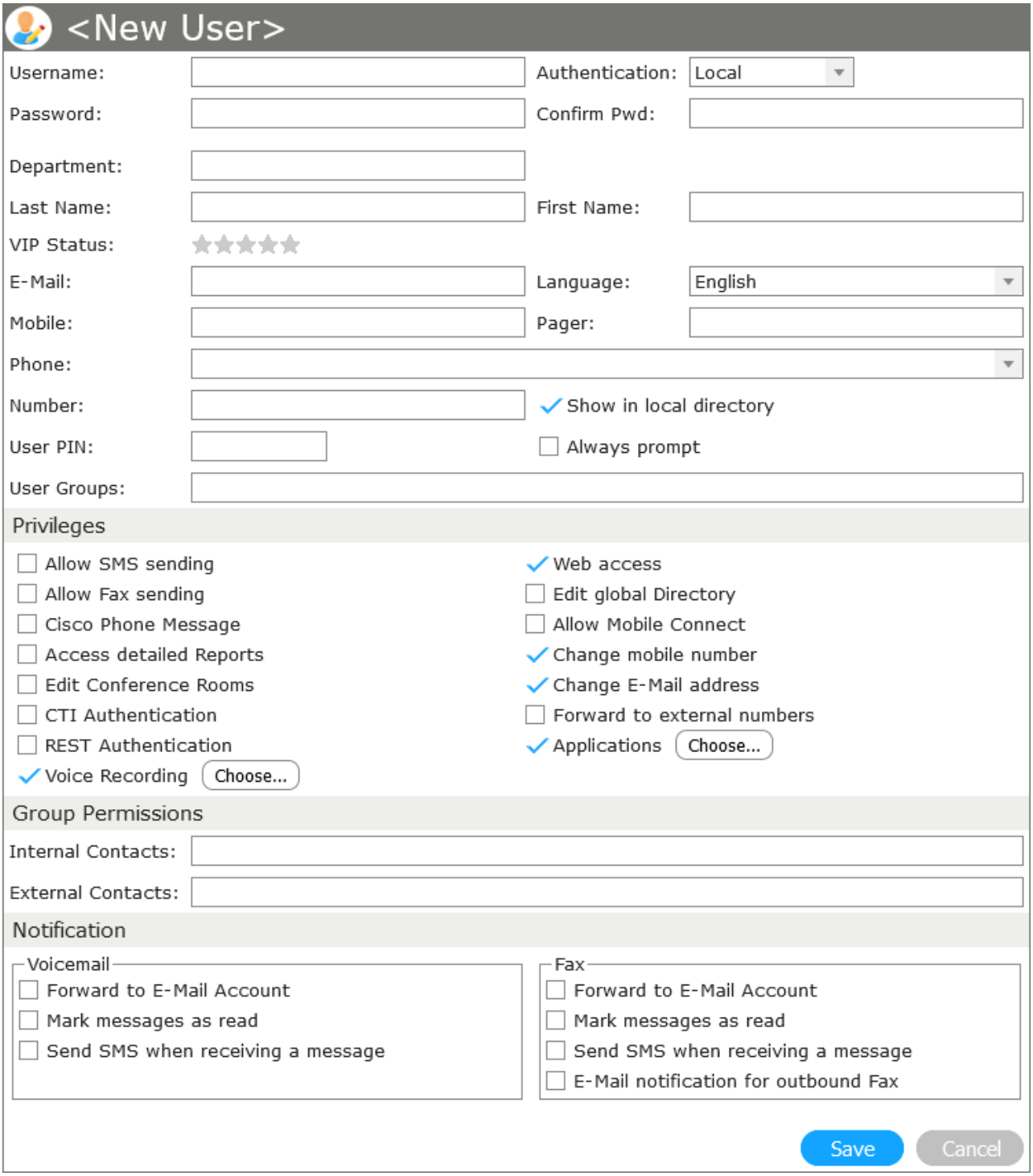
Administrator LDAP authentication



This section enables centralized administrator authentication through an external LDAP directory such as Microsoft Active Directory. This setup allows administrator credentials to be managed via LDAP, which supports centralized authentication and improved security management.

LDAP Authentication	Enables administrator login authentication via an LDAP server.
LDAP Server	The address (hostname or IP) of the LDAP server used for authentication, e.g., ldap.company.com.
Port	The port number used to connect to the LDAP server: • 389 for standard LDAP • 636 for LDAPS (if TLS is checked)
TLS	Enables Transport Layer Security (TLS) encryption for secure LDAP communication. Typically used with port 636.
Base DN (*distinguished name*)	Specifies the starting point in the LDAP directory tree for searching users, e.g., dc=company,dc=com.
Test LDAP Authentication button	Validates the LDAP settings by attempting a connection and search within the specified Base DN.

Add a new user



From the User menu, click New User to add a new user. Assign the corresponding IP phone by selecting it from the Phones drop-down menu, enter all other parameters and set the user privileges. When you're done, click on Save.

Click on the Choose… buttons to access additional settings.

The availability of some privileges depends on the license in use.

Options

Show in local directory	If checked, this user will be listed in the local directory on Callisto.
Always prompt	The user will always be asked to enter his phone PIN if he is calling the voicemail system. If left unchecked,

	the PIN needs only be entered if the call doesn't originate from the user's telephone extension.

Privileges

Allow SMS sending	Enables sending Fax by choosing Messages > Send SMS on the web GUI. Furthermore, the user can enable SMS notifications for incoming voicemail and fax messages.
Allow Fax sending	Enables sending Fax by choosing Messages > Send Fax on the web GUI. The user will also have access to the fax printer driver.
Cisco Phone Message	Enables Messages > Cisco Phone Message on the web GUI.
Access detailed reports	Enables Reports > Call Reports (global) on the web GUI. If unchecked, the user will find the function Reports > Call Reports (local) instead.
Edit Conference Rooms	Enables Conference Rooms > Conference LiveView > Edit on the web GUI. A user can only edit conference rooms that have been added by an admin beforehand.
CTI Authentication	Allows usage of the COC Proxy. If unchecked, the user will not be able to log on to the COC client.
Voice Recording	Sets options for Voice Recording. See Options – Voice Recording.
Web access	Allows the user to log on to the web GUI.
Edit global Directory	Enables Directory > New Entry > Category: Global on the web GUI. The user will also be able to edit already existing entries in the global directory.
Allow Mobile Connect	Enables Messages > Settings > Forward > Mobile Connect on the web GUI.
Change Mobile Number	Enables editing of the mobile number by choosing User > Account > Mobile on the web GUI.
Forward to external numbers	Enables using external numbers in the menu Messages > Settings > Forward on the web GUI. Make sure that the internal number length and internal prefix are configured properly in the menu System > System Parameters > Messages.
Applications	Access to individual applications like OIM applications, startup scripts or Cisco Services can be made available to the user. See also Options – Open Application Manager. For many applications, additional privileges can be set to control the scope of access individual users have for each application. Such privileges can be configured by clicking the button labeled "…" next to the application name. Refer to an application's administration manual for more details.

Voicemail notifications

Forward to E-Mail Account	Enables forwarding of voicemails to the user's email address.
Mark messages as read	Marks voicemails in the users inbox at Messages > Inbox on the web GUI as read.
Send SMS when receiving a message	Will send an SMS to the user's mobile phone when a new voicemail is received. To enable SMS notifications, the privilege Allow SMS sending must

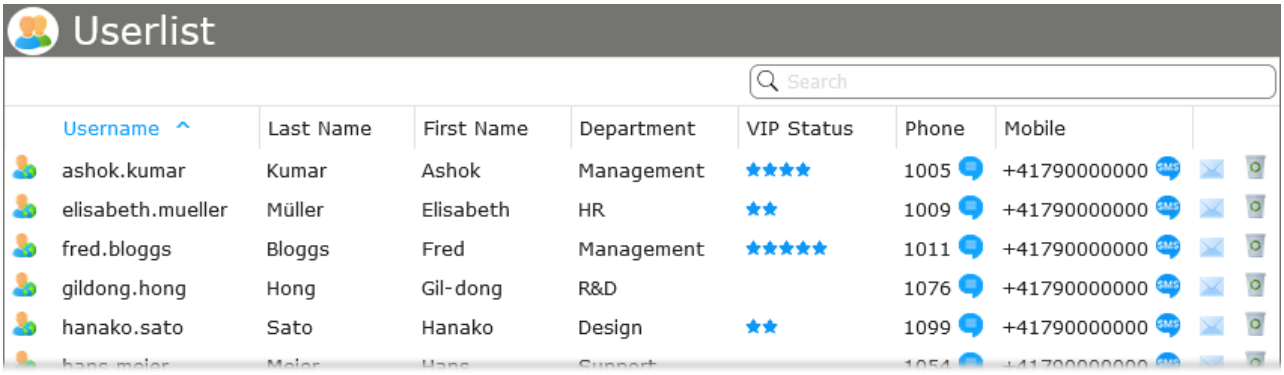
	be checked.

Fax notifications

Forward to E-Mail Account	Enables forwarding of fax messages to the user's email address.
Mark messages as read	Marks fax messages in the users inbox at Messages > Inbox on the web GUI as read.
Send SMS when receiving a message	Will send an SMS to the user's mobile phone when a new fax is received. To enable SMS notifications, the privilege Allow SMS sending must be checked.
E-Mail notifications for outbound fax	Enabling this option will send a confirmation message to the user's email address whenever a fax message is sent. The user will be notified on both successful and failed fax transmissions. The original fax will be included as an attachment.

Edit users

Users' data can be verified, edited or deleted by choosing User > Userlist.



Recycle icon

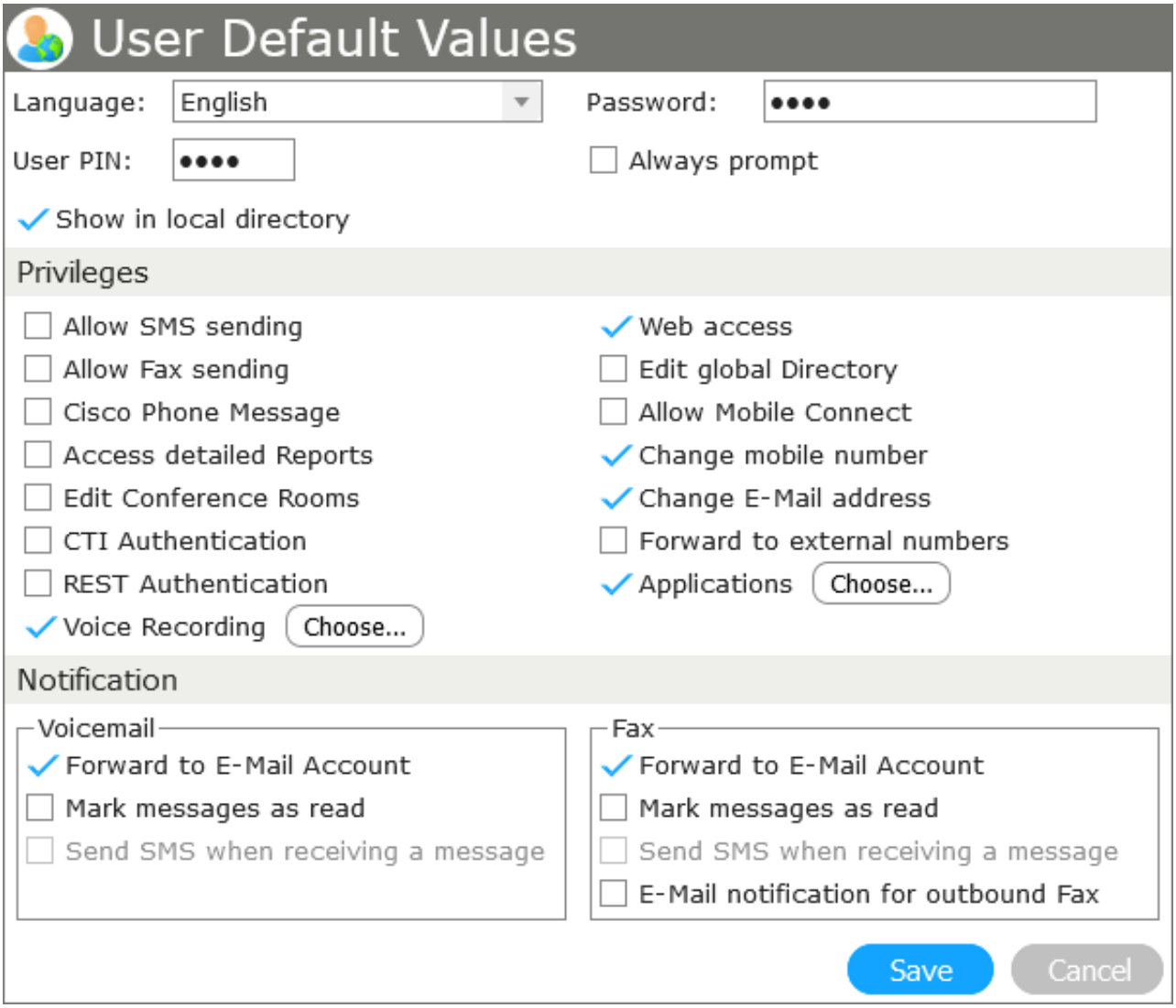
Phone message icon

SMS icon

- Use the Search box on the title bar to find any user or selection of users. For details on available search operators, refer to the search operators quick reference.
- User details and privileges can be edited by clicking on the list entry. Clicking on the *recycle* icon deletes the user.
- Click the *phone message* icon to send a Cisco phone message. The *SMS* icon initiates an SMS.

Default values

You can customize the default values assigned to new users by choosing User > User Default Values. These default values are also used when importing users (see Import users) if the import doesn't contain any user information.



User groups

User groups are used to manually group together multiple users to a set that can be used in various applications (e.g., granting access rights to all members of a group). Choose User > User Groups to add, edit, and delete user groups. Every group consists of a name, an optional description and an ID which cannot be edited.

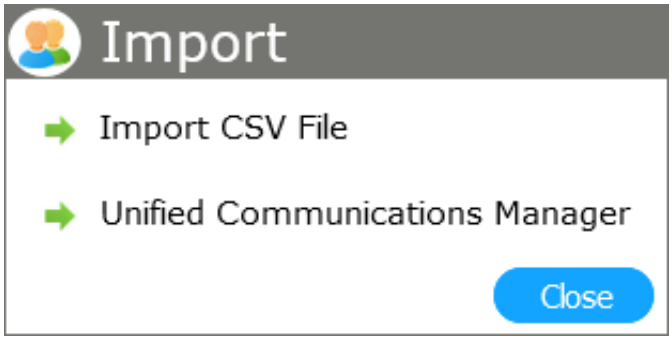
To add or remove a user from a group, choose User > Userlist, select the user you want to edit and choose all groups the user is a member of in the User Groups field.

Import users

Import with Unified Communications Manager

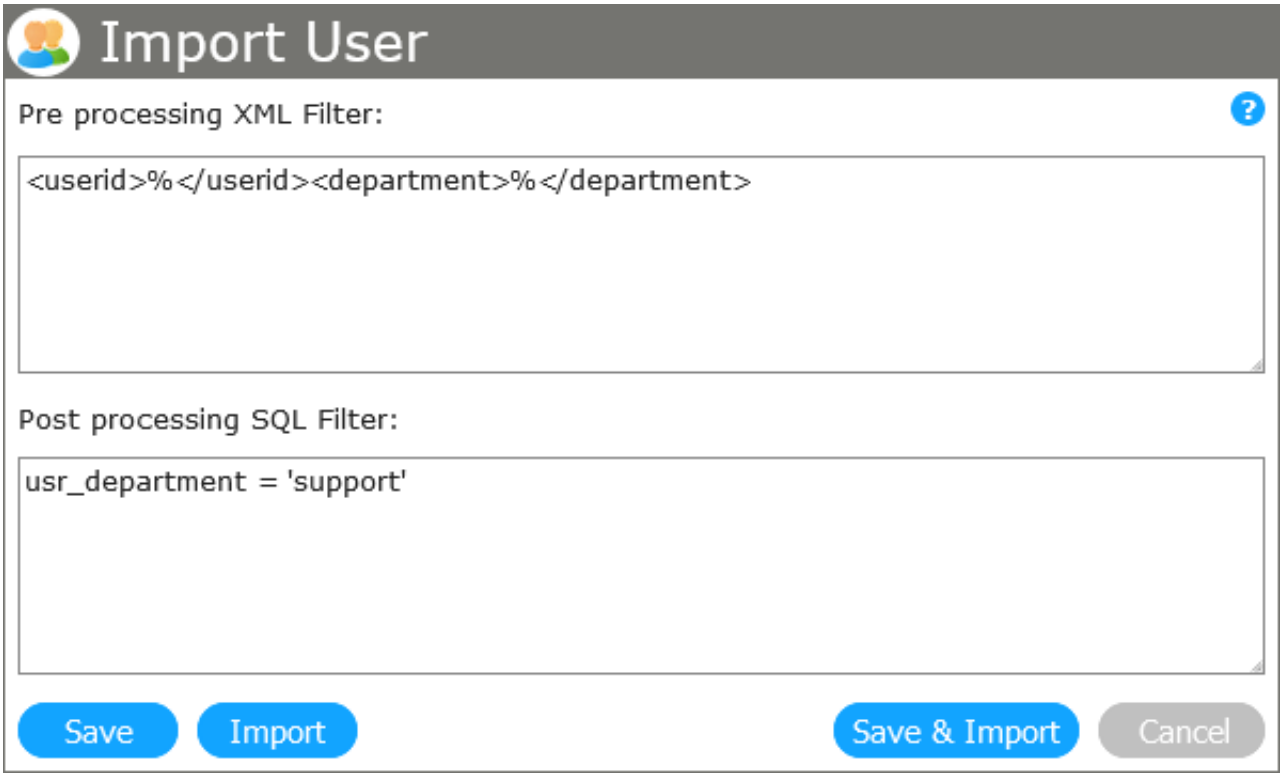
This option is only available on Callisto for UCM, HCS, Webex.

Choose User > Import User to import users by either importing a CSV file or to directly import the users saved in the Unified Communications Manager.



If you choose Unified Communications Manager, an additional dialog box will open which allows you to set XML and SQL import filters: The XML filter is run before importing. The SQL filter's field definitions match directly to the fields used in the Callisto user database.

All users previously imported from CUCM that do not match the filter will be deleted.



Post-processing SQL filter for all users that are in the *support* department, have a phone number between 1000 and 1999, and whose email address ends with *@example.com*.

```
(usr_department = 'support')
AND (usr_PhoneNumber >= '1000')
AND (usr_phoneNumber <='1999')
AND (usr_EMail like '%@company.domain')
```

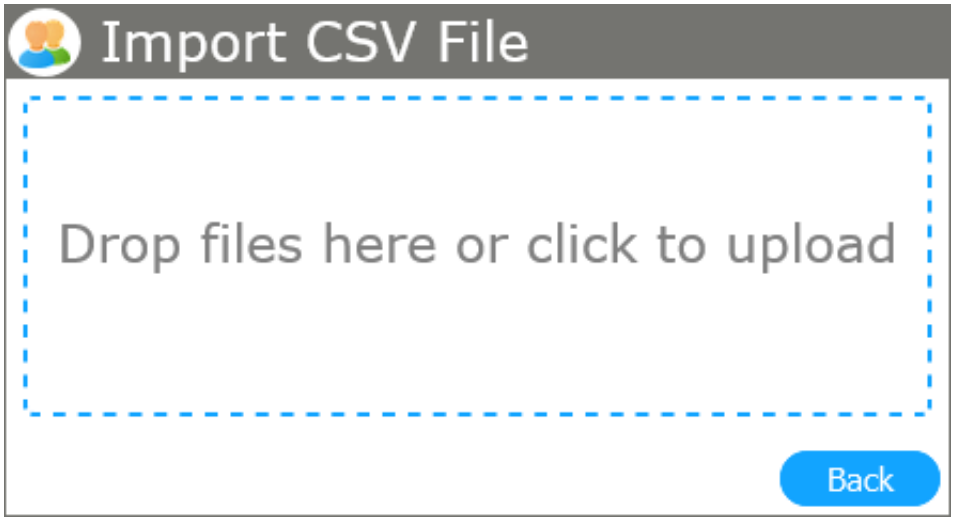
Additional SQL fields

Name	Type	Example
usr_Name	string	'paul.smith'
usr_LastName	string	'smith'
usr_FirstName	string	'paul'
usr_eMail	string	'user@company.domain'
usr_PhoneMac	string	'SEP002304342534'

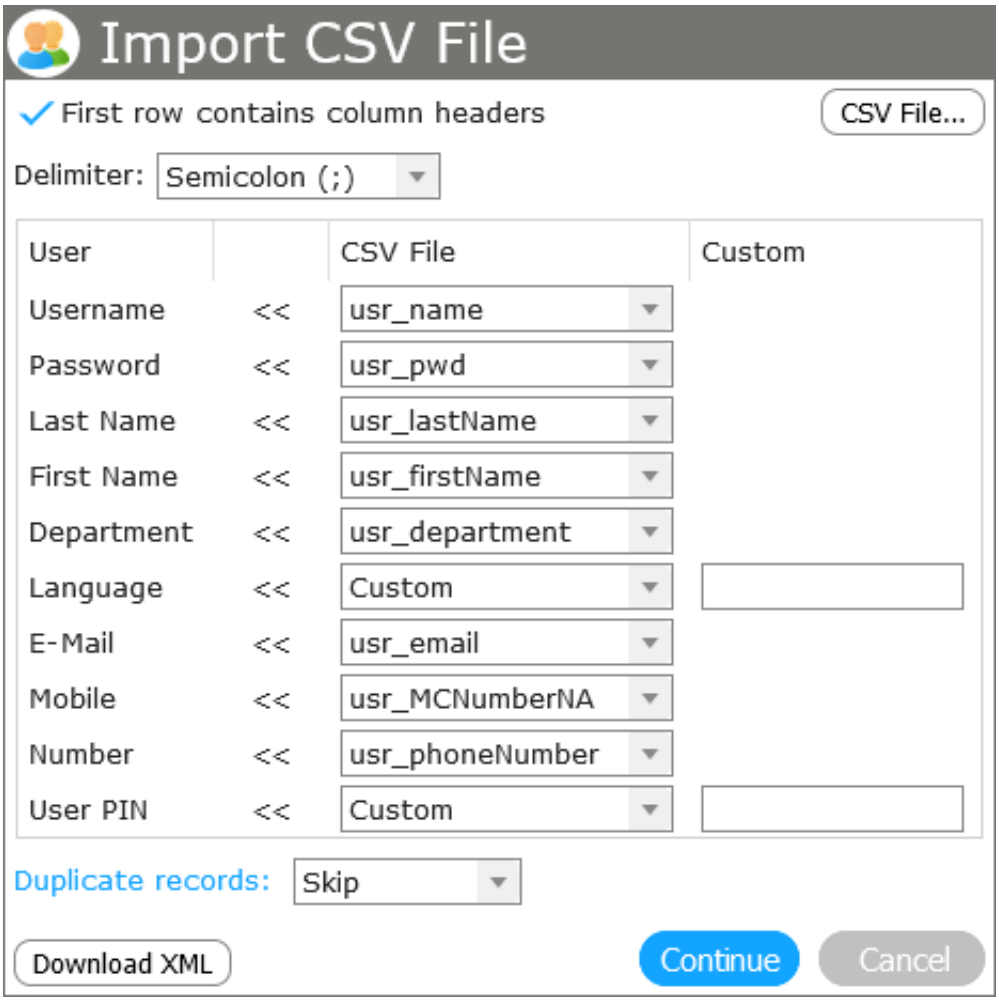
Name	Type	Example
usr_PhoneNumber	string	'1001'
usr_Department	string	'support'

Import with CSV

If you choose Import CSV File, you will be guided through the import process with additional dialog boxes.



Select the CSV file and it will be uploaded automatically. In the next window, you can assign the source CSV fields to Callisto fields.



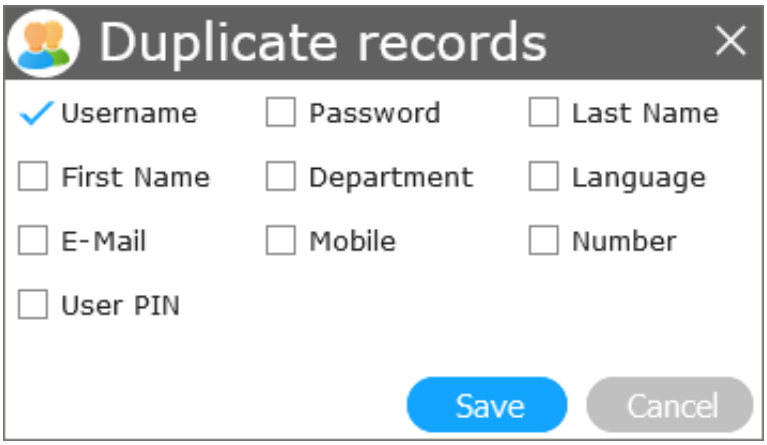
Select the proper Delimiter used in your CSV file. If the file's first row consists of a header record, check First row contains column headers.

Select the fields that correspond to the data in your CSV file.

The language is represented as a value between 1 and 5.

- 1 = English
- 2 = German
- 3 = French
- 4 = Italian
- 5 = Spanish

Clicking on Duplicate Records gives you the option to determine records that already exist in your contact list. If you select multiple checkboxes, the records where *all* values are identical will be treated as duplicate records.



In the drop-down list to the right of Duplicate Records, you can decide how to handle duplicates.

When you are ready, click on Continue and the import will start. Once the import is finished, a summary will be displayed.