

Options

Installation

The basic version of the Callisto Platform includes four lines (*Callisto for UCM, HCS, Webex*) or two lines (*Callisto for UCME*), excluding any options. Callisto can be upgraded by using additional license keys. New license keys can be acquired via your Callisto vendor or by contacting support@ctmodule.com.

Once you obtained a new license key, enter it by choosing System > Callisto License.

Callisto License

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:

Enter License Key

: : : : :

Callisto Express only










After activating the *COC Proxy Service* option, the configuration of COC Express needs to be updated: Instead of the Cisco UCME IP address, enter the IP address of the Callisto Platform.


If you use a COC multi-user solution, the site license needs to be added to the Callisto configuration. This way, all installed workstations will be centrally activated through Callisto?eliminating the need for any additional or individual license registrations (see [Option "COC Proxy Service"](#)).

Option "Virtual Conference Room"











Callisto provides a Virtual Conference Room, enabling companies to quickly and easily create virtual meetings. On Callisto, the meeting place is referred to by a "room number", which is allocated by an

administrator.

-  admin ▾
-  System ▾
-  User ▾
-  Messages ▾
-  Voice Recording ▾
-  Conference Rooms ▲
 - New Conference Room
 - Conference Rooms
-  External Contacts ▾
-  Reports ▾
-  Downloads ▾

 **<New Conference Room>**

Name:	<input type="text" value="Monthly Meeting"/>		
Number:	<input type="text" value="8200"/>	Room:	<input type="text" value="1000"/>
Admin PIN:	<input type="text" value="0326"/>	User PIN:	<input type="text" value="5563"/>
Language:	<input type="text" value="English"/> ▾	Music on Hold:	<input type="text" value="Britney_Spears.wav"/> ▾

 Conference Rooms							
Name	Number	Room	Language	Admin PIN	User PIN		
 Sales Conference	8000	1111	English	3912	9334		
 Generalversammlung	8100		Deutsch	5886	6545		
 Monthly Meeting	8200	1000	English	0326	5563		

Conference Rooms: 3

Choose System > Conference Rooms to set up and configure conference rooms. You can configure the following parameters:

- Phone number: the number to dial when accessing the conference room
- Room number (optional): Leave this field empty if you want to set up only one room for this number.
- Administration PIN (optional): A caller who logs in using this PIN will be able to invite further participants (see [user manual](#)) and can control the conference by using LiveView from a browser.
- User PIN
- Language
- Music on hold

You can delete conference room assignments by clicking the *recycle* icon.

The maximum amount of simultaneous conference participants is determined by the total number of available and licensed Callisto lines.

For Callisto UCM

Configure a new route pattern on the Cisco Unified Communications Manager which includes the new conference room number. For details, refer to the [Cisco UCM configuration manual](#).

For Callisto Express

The settings will automatically be stored on the IOS router.

Option “Open Application Manager”

With Callisto's Open Application Manager, administrators are able to define inbound numbers for Callisto applications such as Interactive Voice Response (IVR), Automatic Call Distribution (ACD), Auto-Attendant, etc. A structured file administration of custom applications is accessible by the web GUI.

Inbound applications can be created with the development environment CTMaker and tested using the integrated simulator and debugging tools.

After creating an application, open a text file, copy the application code into it, and save this file with the extension `.cts`.

Go to System > Open Application Manager and enter a name for the new application in the New Application field.

Name ^	Application	Application Lines	Background process	External Call Control
Alarming	Alarming 1.9.1	1 Number		
CheSe	CheSe 2.33.0	2 Numbers		
MobileInbound	MobileInbound 2.23.0	0 Numbers		
MobileOutbound	MobileOutbound 2.22.0	0 Numbers		
ProfACD2	ProfACD 2.80.01	7 Numbers	<input checked="" type="checkbox"/> Running	
ProfACD2 Viewer	ProfACD Viewer 2.80.01			
ProfAlarm	ProfAlarm 1.7.6	4 Numbers		
ShortNumbers	ShortNumbers 1.6.2	1 Number		

Applications: 8 / 8

Update

Configure

Delete record



Use the *update* icon to install or update your application. The *configure* icon opens the configuration, if the application has a frontend.

For Callisto UCM, HCS, Webex

Configure a new route pattern on the Cisco Unified Communications Manager which includes the new OAM number. For details, refer to the [Cisco UCM configuration manual](#).

The screenshot shows the 'Open Application Manager' interface. At the top left is a gear icon and the title 'Open Application Manager'. Below the title is a '+ New Application Line' button and a search bar. The main area contains a table with the following data:

Number	Application	Description
8881	Paging	Paging
8882	ProfACD	ProfACD
8883	Callback	Callback
8884	Radio	Radio
8885	Tox_Announce	Tox_Announce
8886	Shoptline	Shoptline
8887	ProfIVR	ProfIVR

At the bottom left of the table area, it says 'Lines: 7 / 7'.

Choose System > Open Application Manager, then click on the tab Application Lines. Enter the OAM number and assign the new application from the drop-down list. Optionally, you can also add a description.

For Callisto Express

Your selection will automatically be stored on the IOS router.

The maximum amount of simultaneous inbound calls are determined by the total number of available and licensed Callisto lines.

Option “Mobile Connect”

The option *Mobile Connect* is used to connect mobile phones or external landline connections to your company’s communication infrastructure. With this option, calls can be made between external phones and company phones using only internal phone numbers. A detailed description can be found in the [user manual](#).

The option Mobile Connect needs up to 3 lines according to the switching status and/or the chosen function. Please ensure that Callisto has a sufficient number of lines available.

By choosing User > New User, permissions regarding *Mobile Connect* for each user can be configured.

After enabling Allow Mobile Connect, users are able to forward calls to *Mobile Connect* and external phone numbers in the user settings (please refer to the [user manual](#)).

<New User>

Username:	<input type="text"/>	Authentication:	<input type="text" value="Local"/>
Password:	<input type="password"/>	Confirm Pwd:	<input type="password"/>
Department:	<input type="text"/>		
Last Name:	<input type="text"/>	First Name:	<input type="text"/>
VIP Status:	★★★★★		
E-Mail:	<input type="text"/>	Language:	<input type="text" value="English"/>
Mobile:	<input type="text"/>	Pager:	<input type="text"/>
Phone:	<input type="text"/>		
Number:	<input type="text"/>	<input checked="" type="checkbox"/> Show in local directory	
User PIN:	<input type="text"/>	<input type="checkbox"/> Always prompt	
User Groups:	<input type="text"/>		

Privileges

<input type="checkbox"/> Allow SMS sending <input type="checkbox"/> Allow Fax sending <input type="checkbox"/> Cisco Phone Message <input type="checkbox"/> Access detailed Reports <input type="checkbox"/> Edit Conference Rooms <input type="checkbox"/> CTI Authentication <input type="checkbox"/> REST Authentication <input checked="" type="checkbox"/> Voice Recording <input type="button" value="Choose..."/>	<input checked="" type="checkbox"/> Web access <input type="checkbox"/> Edit global Directory <input type="checkbox"/> Allow Mobile Connect <input checked="" type="checkbox"/> Change mobile number <input checked="" type="checkbox"/> Change E-Mail address <input type="checkbox"/> Forward to external numbers <input checked="" type="checkbox"/> Applications <input type="button" value="Choose..."/>
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Group Permissions

Internal Contacts: <input type="text"/>	
External Contacts: <input type="text"/>	

Notification

Voicemail <input type="checkbox"/> Forward to E-Mail Account <input type="checkbox"/> Mark messages as read <input type="checkbox"/> Send SMS when receiving a message	Fax <input type="checkbox"/> Forward to E-Mail Account <input type="checkbox"/> Mark messages as read <input type="checkbox"/> Send SMS when receiving a message <input type="checkbox"/> E-Mail notification for outbound Fax
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Option “COC Proxy Service”

On Callisto for UCME

By default, Cisco Unified Communications Manager Express allows a phone to be used only by one single client software application (e.g. COC Express). Using the option *COC Proxy Service* enables the Operator Console COC Express to be used as a multi-user solution. Additionally, COC Express and other TAPI client software can be installed side-by-side on a client PC, for example, Microsoft Outlook Phone Dialer (Cisco TAPI Service light).

There are three cases:

1. Option COC Proxy Service switched off: COC Express can be used as single-user version (COC

- Express itself being licensed) without any additional client software (such as Cisco TAPI Service light).
- Option COC Proxy Service switched on: COC Express can be used as single- and multi-user version (COC Express itself being licensed) with additional client software such as Microsoft Outlook Phone Dialer (Cisco TAPI Service light).
 - Option COC Proxy Service switched on, Site License active: COC Express can be used as multi-user version (no licensing in COC Express necessary, the licensing is done centrally in Callisto for UCME), in conjunction with additional client software such as Microsoft Outlook Phone Dialer (Cisco TAPI Service light).

On Callisto for UCM, HCS, Webex

The COC Proxy Service will provide the connection needed by the Cisco Unified Communications Manager to enable COC clients. Please refer to the [Callisto COC UCM manual](#).

- To enable the COC Proxy, add the Site License for the COC Proxy Service. All installed work stations will be centrally activated through Callisto, so no further individual license registrations will be necessary.

Callisto License

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COC Proxy: Site:

Enter License Key

: : : : :

- After activating the COC Proxy Service option, the COC Express configuration needs to be updated with the Callisto Express IP address in place of the previously configured Cisco Unified Communications Manager IP address. If a site license has already been added to the optional COC Proxy Service, no further licenses are necessary on the COC Express client.
- For COC UCM Client connection please refer to the Callisto COC UCM manual.

Option “Voice Recording”

See the [VoiceRecording administration manual](#).

Option “External Call Control”

See the [External Call Control administration manual](#).