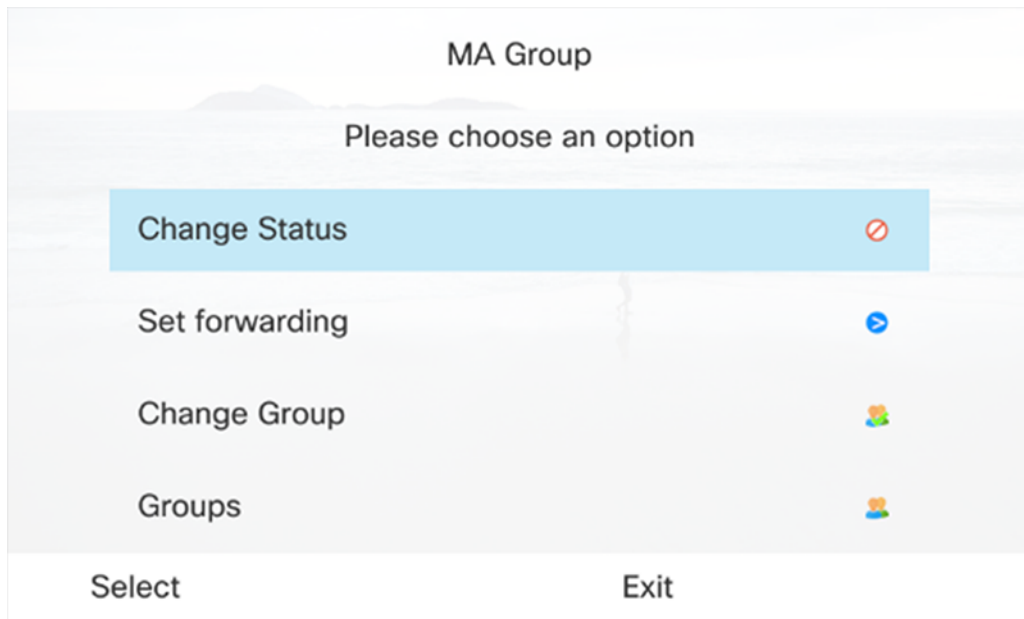


# Phone main menu

The main menu is a phone service to control various functions of ManagerAssistant Group using a Cisco IP Phone. The URL for implementing the main menu can be found in the Callisto web interface, in the [Settings tab](#) of the ManagerAssistant Group instance. Like any Cisco Service, it can be assigned to a line button.



*group manager icon*



*group member icon*



In the various options where a group's members are listed, managers are displayed with a special *group manager icon*.

Not all options are available to every user, depending on member role, privilege settings, and call state. A user must be a member of the group to access the main menu.

## Change status

The status of the team members can be changed in this menu. All members can change their own status, and members can also change the status of other members in their groups.

The following statuses are available:



My Status

Change your own status.



Team member status

1. Select your new status.
2. Set an optional status message.\*
3. Select Save to apply the new status.

Only available to users who have the privilege TeammateStatus (see [Privileges](#)). Change the status of other members in your groups.

1. If multiple groups are available, select a group.
2. Select the member whose status you want to change.
3. Set the member's new status.
4. Set an optional status message.\*
5. Select Save to apply the new status.

\*Status messages are available if the status is set to *Away*, *Busy*, or *DND*.

## Set forwarding

Here, configurations for call forwarding are made.

My forwarding

Team member forwarding

Change your own status forwarding settings.

Only available to users who have the privilege TeammateStatus (see [Privileges](#)). Change the forwarding settings of other members in your groups.

The following forwarding options are available:

No Forwarding

Group

Disable forwarding.

Only available to group managers. Forwards calls to the first available assistant.

Voicemail

Forward calls to the member's voicemail box. Only available if a voicemail number is set for the user's Callisto account.

Mobile

Forward calls to the member's mobile number. Only available if a mobile number is set for the user's Callisto account.

To Number

Enter a custom number to which calls are forwarded.

Since the + character is not supported for input on Cisco IP Phones, use the number sign # instead when entering a phone number. The # character will afterwards be substituted with + by Callisto.

*Group members*

After the above options, all members in the same group as the user are listed. Any member can be set as forwarding destination.

If the user is member of multiple groups, a list of groups will be listed instead; selecting a group will list all members of the group, which can be selected as forwarding destination.

VIP calls directed to a group manager are exempt from the forwarding configuration.

While the forwarding settings are configured the same for both managers and assistants, different forwarding procedures are executed depending on the member's role.

For regular members, the phone line's forwarding functionality is used. For managers, the forwarding settings are only set on the application level, so no forwarding will be set directly on the manager's phone

line. This way, the application can decide which call will be forwarded (e.g., VIP calls being exempt the forwarding setting).

Additionally, managers can use their phone line's forwarding functionality separately.

The forwarding options are also available as [Cisco Services](#). The services Change Status and Team Status are used to change a user's own status or the status of a team member, respectively.

## Change group

The group that is displayed on a user's phone screen can be changed here. The menu will list the groups which the user is a member of, or if the user has the Admin privilege, all available groups will be listed. The last item in the menu is the option *<No Group>*, which will hide the ManagerAssistant Group interface from the phone screen.

This option is also available as [Cisco Service](#).

## Groups

This menu can only be accessed by users who have the Groups, MembersManagement, or Admin privilege. The following options can be found here:

Create Group

Only available to members with the Groups privilege. New groups can be created by providing the following information:

1. A group name
2. The user's role in the group (member or manager)
3. The user's short name in the group
4. The user's line number.
5. The group's [manager number](#).

Edit Group

Change the group's configuration. Users with the Admin privilege can edit all available groups, while users with the Groups privilege can edit the groups they're members of.

Members with the MembersManagement privilege but without Groups privilege will only have access to the Edit Members option.

Group Name	Change the group's name.
Manager Group Options	Only available to group managers and members with the Admin privilege. Change the <a href="#">manager number</a> as well as the <a href="#">timeout for the manager and the assistants</a> .
Overflow	Change the <a href="#">overflow settings</a> .
Greeting	Set the audio file to use as <a href="#">initial announcement</a> .
Edit Announcements	Set the audio files to use as <a href="#">waiting announcements</a> . Use the phone buttons to add, remove, or reorder

	the audio files.
Join Group	<p>Only available to members with the MembersManagement privilege. Add or remove group members, or change a member's short name or phone number.</p> <p>In a group's member list, the manager will displayed with a crown icon.</p> <p>When adding a user, all Callisto users are listed. If this list contains more than 100 users, the list is split in pages of 100 users per page, and the pages can be navigated with the &lt;&lt; and &gt;&gt; buttons.</p>
Leave Group	<p>Change the <a href="#">team member ringtone notification settings</a>.</p>
	<p>Delete the selected group.</p>
	<p>Delete</p>
	<p>Join a group. Users with the Admin privilege can change any group; otherwise, only groups without manager can be joined. When joining a group without manager, a user can choose whether to join as manager or as regular member.</p>
	<p>Leave a group.</p>
	<p>Team Member Notifications</p>
	<p>Edit Members</p>

## Transfer call

This option is only available if a call is either active or ringing on the phone.

Transfer an active call to another member.

1. If there is more than one call active, selecting this option will list all active calls; select the one you wish to transfer.
2. A list of all group members will be shown, or a list of groups if you are member of multiple groups. Select the member to whom the call should be transferred.
3. If the call is an active call, consult transfer will be initiated. A message reading "Consultation transfer is set up" will be displayed. Click Complete to complete the transfer.  
If the call is in ringing state, the call will be redirected to the destination immediately.

This option is also available as [Cisco Service](#).

## Pickup calls

This option is only available if there are calls present that can be picked up.

Pick up a currently ringing call that is directed to another team member. Selecting this option will list all ringing calls, calls directed to managers being listed on top. Calls are displayed in the following format:

*<number or name of caller> -> <short name of group member>*

This option is also available as [Cisco Service](#).

## VIP list

This menu can only be accessed by users who have the VIPList or Admin privilege. Here, group managers' VIP lists can be edited. Users with the VIPList privilege can edit the VIP lists of managers in the same groups as them, while users with the Admin privilege can edit any manager's VIP list.

VIP callers can also be Callisto users with a VIP status high enough to match the criteria configured in the [Groups tab](#) of ManagerAssistant Group. Callisto users cannot be edited with the phone interface.

### Add Number

Add a number to a manager's VIP list. If more than one VIP list is available, select the manager whose VIP list to edit. Then, enter the new VIP number into the Number field.

Since the + character is not supported for input on Cisco IP Phones, use the number sign # instead when entering a phone number. The # character will be substituted afterwards with + by Callisto.

### Remove Number

Remove a number from a manager's VIP list. If more than one VIP list is available, select the manager whose VIP list to edit. Then, enter the select the VIP number to delete.