

Check-in/out

Callisto Cruise supports two different check-in/out modes:

- Check-in/out mode (i.e., automatic check-in/out)
- Direct Outward Dialing mode (i.e., manual check-in/out)

Automatic check-in/out

If [PMS integration](#) is configured, the PMS can perform check-in/out operations in Callisto Cruise. To do so, select the Check-in/out radio button at the top of the *CheckInOut* window.

CheckInOut Cruise Base

Check-in/out Direct Outward Dialing

Localize passenger phones
Enable/disable the automatic localization (name, language, lines) of passenger phones on check-in/out

Localize crew phones
Enable/disable the automatic localization (name, language, lines) of crew phones on check-in/out

Check-in Crew permanently
If this option is activated, crew members are checked out only when a check out message was received from PMS

Phone Line Format:
Text format for the phone line label which will be created upon check-in ?

Check-out time:
Check-out time which will be used on the check-out day.
Default check-out time is 23:59

Localize passenger phones

Enable the automatic localization (name, language, lines) of passenger phones on check-in/out.

Localize crew phones

Enable the automatic localization (name, language, lines) of crew phones on check-in/out.

Check-in Crew permanently

If checked, crew members are checked in permanently when Callisto receives the check-in notification from the PMS. The check-out date is disregarded and check-out must be performed directly from the PMS.

Phone Line Format

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

Set the format for the phone line label which is created upon check-in. The following placeholders are available for creating a format:

%greeting%	A greeting phrase (if available).
%title%	The passenger's title, e.g., <i>Mr.</i> , <i>Mrs.</i> , or <i>Dr.</i> (if available).
%firstname%	The passenger's first name.
%lastname%	The passenger's last name.
%cabnumber%	The cabin number.
%phonenumber%	The phone number of the cabin phone.
%cabname%	The name of the cabin.
%langcode%	The language code of the passenger's language.
%langname%	The name of the passenger's language.

Check-out time

By typing out the variables in uppercase, the respective text will be shown in uppercase as well. The time at which the passenger check-out will be performed on the day of check-out. This time is used by default if no other time is set in the check-in message. It will be overridden if the check-out message is received first.

Scheduled actions

Enable scheduled actions

Disable external calls at:

The external calls will be disabled at the above specified time in the check-out day

Previous Day

If checked, the external calls will be disabled at the above specified time in the day before the check-out day

Clear history at:

The existent wakeups, active babyphones and call history will be cleared at the above specified time in the check-out day ?

Enable external calls at:

The external calls will be enabled at the above specified time in the check-in day ?

The passengers' travel schedules are provided to Callisto Cruise by the PMS. The travel schedule data

includes:

- Date of check-in and check-out
- Name of the guest / crew member
- Language
- Manning number
- PIN
- Billing account

If the option Scheduled Actions is enabled, Callisto Cruise executes the following actions based on the travel schedule data and the current local system time:

1. Disable external calls
 - External calls for the cabin are blocked. This is initiated either on the check-out date, or on the day before if the option Previous Day is checked.
2. Clear history
 - Pending wakeups and call history are deleted at the on the check-out date at the time specified in the settings.
 - Current baby phone monitoring is terminated.
 - The name of the line and any voice messages are deleted.
3. Enable external calls
 - External calls for the cabin are enabled at the check-in date.
 - The name of the first checked-in guest on the telephone line and all other parameters are set.
 - The cabin language is set.

For each of these three actions, a global execution time between 00:00 and 23:59 can be set. If a value is set to 0, the action will not be scheduled, i.e. it will be performed immediately when a check-in/out message is received.

The time for blocking external calls must always be before the time for enabling external calls.

Resynchronize


If a PMS is configured, a drop-down menu in the bottom-left corner labeled Resynchronize can be used to resynchronize Callisto data with the data present on the PMS. Two actions are available:

Resynch	Perform a classic resynchronization: Callisto requests all check-in data from the PMS and only updates the passenger data which is different from the data present on Callisto.
Full Resynch	Callisto requests all check-in data from the PMS and updates the data present on Callisto, regardless whether there are any differences. This is useful if communication with the Call Manager gets interrupted during Check-in/out.
	Only use this option if synchronization problems occur with the guest's data or the information shown on the cabin phone's display. Check the guest's cabin data in the <i>Cabins</i> tab of the Cruise Base application.

Direct Outward Dialing


If the mode is set to Direct Outward Dialing, the view will show two buttons with which DOD can be activated


or deactivated for all passengers. If the option Clear passengers history is checked, call history, wake-up configurations, and voicemails will be deleted upon deactivating DOD.

 **CheckInOut** Cruise Base


Check-in/out Direct Outward Dialing

Direct Outward Dialing is deactivated


Activate



Deactivate


Clear passengers history
Clear data on passenger phones during deactivating DOD

 **CheckInOut** Cruise Base

Check-in/out Direct Outward Dialing

Direct Outward Dialing is activated


Activate


Deactivate

Clear passengers history
Clear data on passenger phones during deactivating DOD