


# Wake-up alerts

In the *Wakeup* tab, the individual wake-up alerts for each cabin are set. Cabins with active wake-up alerts are colored green, cabins without wake-up alert are colored red.

Settings **Wakeup** Reports

 **Wakeup** Cruise Wake-up

Action: All Cabins

Cabin: 10120 No wakeup defined	Cabin: 10121 No wakeup defined	Cabin: 10122 Execute: Every day Time: 08:00	Cabin: 10123 No wakeup defined
Cabin: 10124 No wakeup defined	Cabin: 10125 No wakeup defined	Cabin: 10126 No guests in the cabin	Cabin: 10127 Execute: 5 days Time: 07:30
Cabin: 10128 No wakeup defined	Cabin: 10129 No wakeup defined	Cabin: 10130 No wakeup defined	Cabin: 10131 No wakeup defined

The view can be filtered by choosing a filter action from the drop-down menu labeled Action in the top left corner.

All Cabins

Cabins with Wakeups

Cabins without Wakeups

Groups

Show all available cabins.

Show cabins for which a wake-up alert is active.

Show cabins for which no wake-up alert is active.

Show the *Group wake-up* view.

Additionally, the list can be filtered by searching for cabin numbers with the text search in the top right corner.

## Set wake-up alerts

Various methods are available to set wake-up alerts.

The screenshot shows a dialog box titled "Add Wakeup" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Cabin:** 10122
- Enabled:** A green toggle switch is turned on.
- Time:** A text input field containing "08 : 00".
- Execute:** A dropdown menu showing "Every day".
- Buttons:** A blue "Save" button and a grey "Cancel" button are located at the bottom.

## Set wake-up alerts in the Callisto web GUI

Using the Callisto web GUI, a wake-up alert can be set for every cabin phone individually. Clicking on a cabin will open the Add Wakeup dialog window where the following configuration can be set:

Enabled

Time

Execute

This is the recommended method to manage wake-up alerts by front-desk staff.

## Set wake-up alerts via phone

Guests and crew members can call the wake-up service number (as defined in the Cruise Base [speed-dials](#)) in order to set or edit the time when a wake-up call should occur.

An IVR menu allows the caller to set a wake-up time within the next 24 hours. What language the IVR menu is in depends on the [check-in mode](#):

- If the check-in mode is set to automatic, the language set for the *guest* is used.
- If the check-in mode is set to manual (i.e., Direct Outward Dialing), the language set for the *cabin* is used.

## Set wake-up alerts via LCCI

Wake-up calls can be set using 3rd party entertainment systems (e.g., cabin TV systems) if they are integrated in the LCCI system. When setting a wake-up alert this way, LCCI will send a message/request to Callisto to initiate, edit, or delete the alert. Any previously set alerts will be overwritten.

## Group wake-up

Choosing the action *Groups* from the Action drop-down menu will show the *Group wake-up* view. In this view, wake-up alerts can be set for entire cabin groups instead of individual cabins. Groups are defined in

the [Cruise Base configuration](#) and can only be accessed by users with the appropriate privileges.

Group wake-up alerts are independent from individual wake-up alerts; guests can set individual wake-up alerts for their cabin regardless of the group wake-up settings.