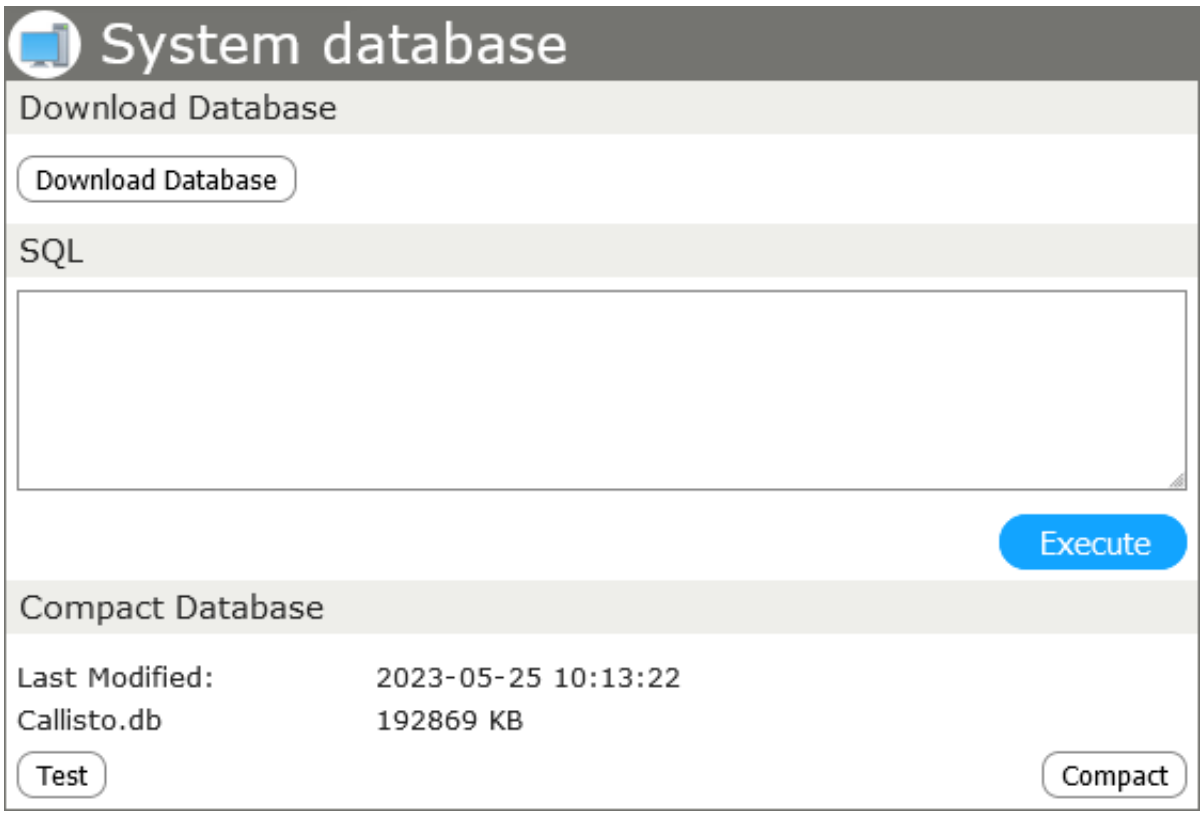
Maintenance and service

The Callisto concept ensures a maintenance free system over years. This is achieved through modern, efficient, integrated technology design.

In the unlikely event of a system failure we differentiate between services within a defined warranty period and those outside a defined warranty period.

The warranty duration is defined as per the relevant GTC document, valid at date of purchase. After warranty expiration, CTModule endeavors to facilitate replacements quickly and efficiently in order to keep down-time at a minimum.



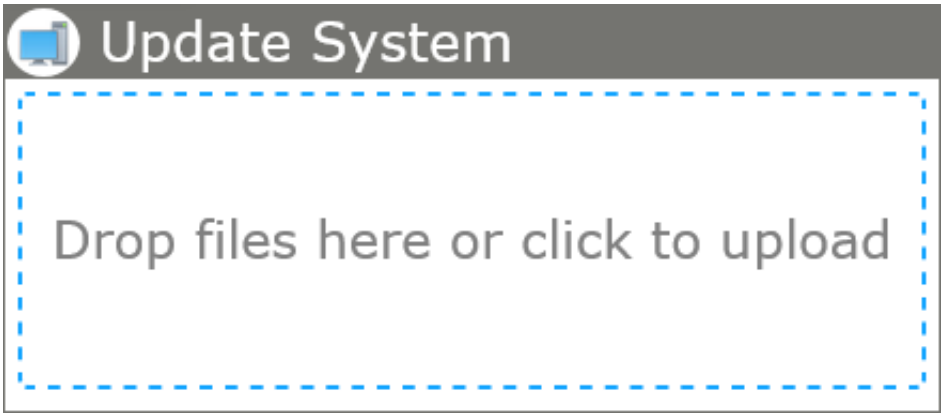
It is highly recommended to backup system parameters and user settings periodically, especially immediately before and after larger changes. Additionally, the system database should be cleaned from time to time.

To backup the database, go to the System menu, and click Backup. The downloaded and archived system database contains all Callisto Platform configurations and settings.

When restoring a database, ensure that the file name is *Callisto.mdb*.

Restoring a system database requires a backup originating from a system with an identical Callisto version.

CTModule provides occasional Callisto Platform updates and upgrades, which can be downloaded from www.ctmodule.com. They can be uploaded and installed by choosing System > Update System. A system restart may or may not be required.



After a system update, it is essential to generate a new backup. Earlier backups may possibly not be compatible any longer.

Before reporting an error, check the following:

- Are the LEDs at the front of the Callisto appliance on? Or, do they flash from time to time?
- Is the power cable plugged in firmly and properly?
- Is the correct power supply in use?
- Can the fan and/or the hard disk be heard in the Callisto appliance?
- Do the LEDs flash on the RJ45 LAN plug socket at the back of the Callisto appliance?
- Does DHCPDynamic Host Configuration Protocol function correctly in the LAN?
- Do you get the login screen on a Client PC's browser if you type http://callisto/ into the browser's address bar?
- Is the Cisco Unified Communications Manager configured correctly according the Cisco UCM Configuration Guide and the Appendix? Is the communication link between the Cisco Unified Communications Manager and Callisto working?

Should there be any unexpected malfunctions, please consult the Callisto FAQ list, call your Callisto dealer or follow the instructions according to the Callisto GTC and/or SLA.

In case of software or configuration problems, our technicians might need to activate trace logging on your Callisto Platform. Further information about this can be found on the page Telnet access of the Administration Guide (see also Additional administration).