CALLISTO

BABYPHONE

ADMINISTRATION MANUAL

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Setup

Installation

BabyPhone is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter Options of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the BabyPhone application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

Settings	Provides access to the *Settings* tab.
MobileHandsets	Provides access to the *Mobile Handsets* tab.
QRCode	Provides access to the *QR Code* tab.
Reports	Provides access to the *Reports* tab.

Access

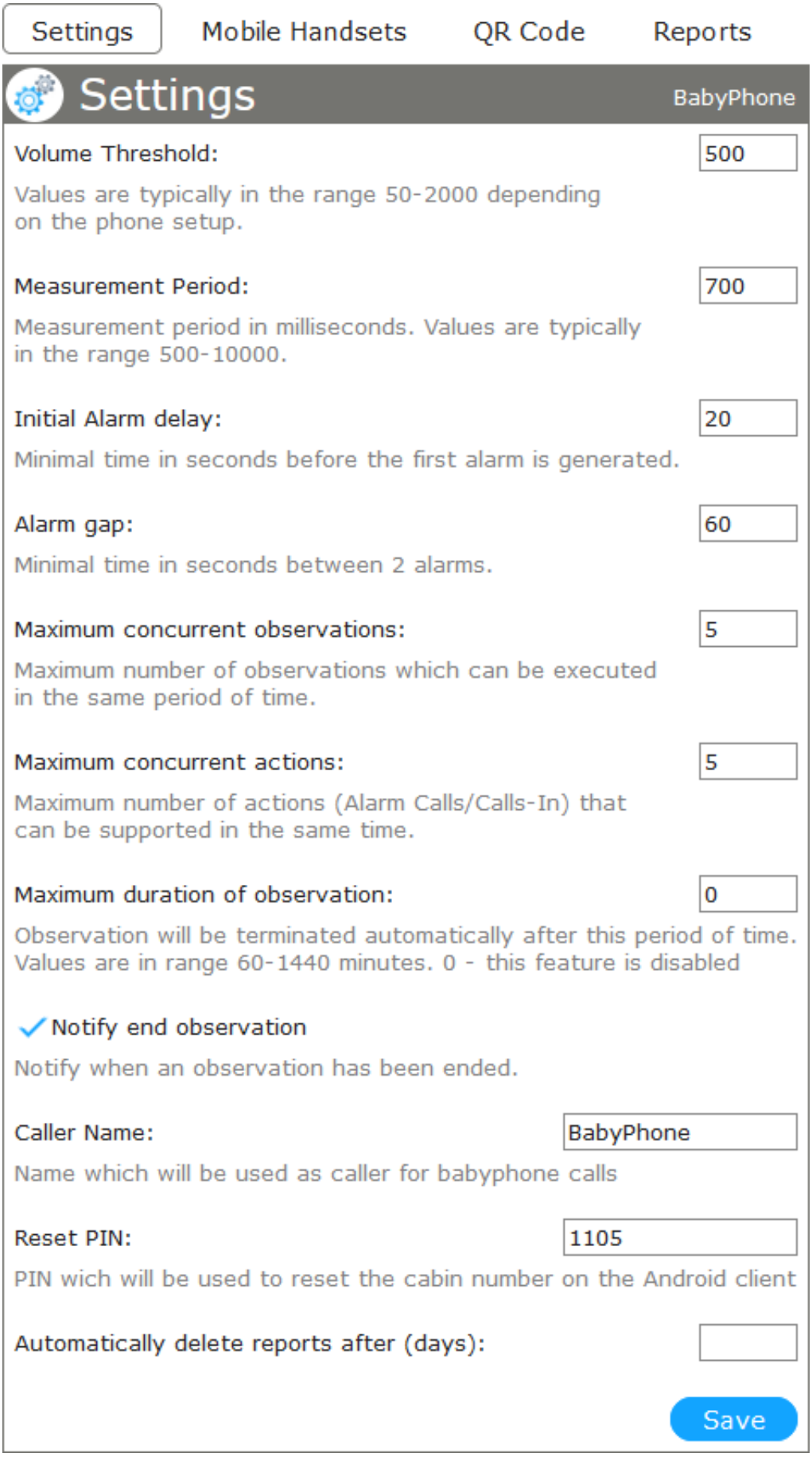
Configure icon

Administrators can access the BabyPhone configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the BabyPhone instance and click on the *Configure* icon.

Users who were granted privileges to access the BabyPhone instance can do so by navigating to Applications in the main menu and clicking on the name of the BabyPhone instance.

Settings

The general configuration for BabyPhone is found in the *Settings* tab. These settings are applied for all phones that use this BabyPhone instance.

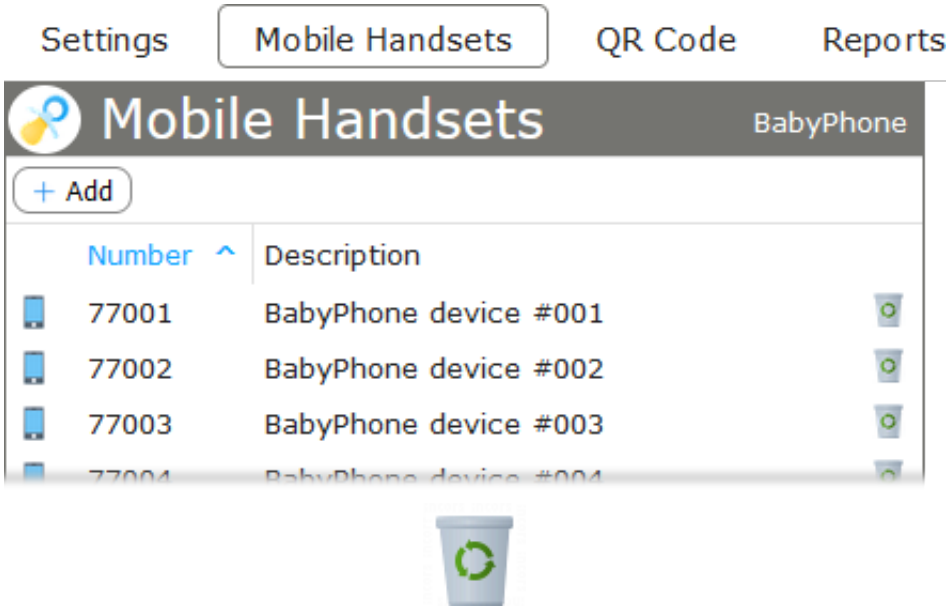


Volume Threshold	The noise level at which the alarm gets triggered. Takes a value between 50 and 2000; A lower value means the alarm gets triggered at a lover noise level.
Measurement Period	Set in milliseconds between 500 and 1000. The

	interval at which the noise level is measured.
Initial Alarm delay	Set in seconds. Set the delay after activating BabyPhone before it starts observing the noise level.
Alarm gap	Set in seconds. The interval to wait after triggering an alarm and before triggering the alarm again.
Maximum concurrent observations.	The maximum number of simultaneously executable observations (i.e., active noise level checks).
Maximum concurrent actions	The maximum number of simultaneously executable actions (i.e., alarm calls and call-ins).
Maximum duration of observation	Set in minutes between 60 and 1440. The time after which observation mode is automatically terminated. Set to 0 to disable automatic termination.
Notify end observation	If checked, guest will receive a notification after observation mode is terminated.
Caller Name	The name to display when a phone receives an alarm call from BabyPhone.
Reset PIN	The PIN to use for resetting the cabin number on BabyPhone Mobile.
Automatically delete reports after	Set in days. The period after which BabyPhone reports get deleted.

Mobile devices

Mobile devices are managed in the *Mobile Handsets* tab. The BabyPhone monitoring service is only available to the devices registered here, so these devices should be distributed to the cabins that use BabyPhone monitoring.



Delete icon

A mobile device can be registered for use with the BabyPhone application by clicking the Add button in the top left corner and removed by clicking the respective delete button on the right side.

Device setup and usage

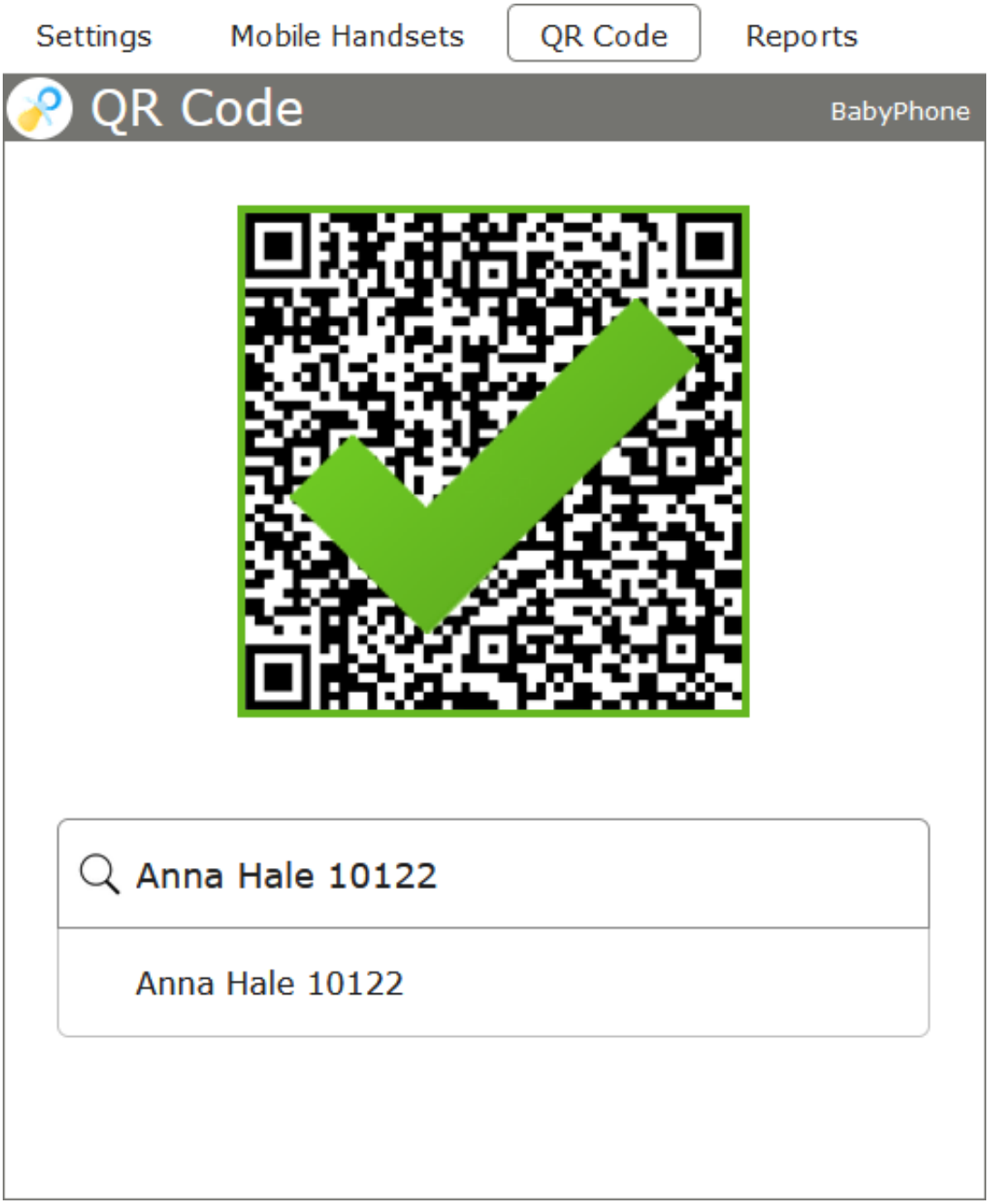
1. Use the cabin phone to call the BabyPhone service.
   The BabyPhone service number is the application line which has been assigned to the BabyPhone instance. The number can be reviewed and changed by admin users in the Open Application Manager.
2. Enter the number of a mobile device that is registered in the BabyPhone application, and confirm with the # key. The service is activated after the Initial Alarms Delay has passed (as configured in the Settings tab).
3. The observing phone (usually the cabin phone), has now entered monitoring mode and is detecting noise. If a sound is detected which is louder than the Volume Threshold defined in the Settings tab, the mobile device is called.
4. The service keeps running after an alarm call is terminated. The service will call again if the sound still exceeds the threshold.
5. When the Maximum duration of observation is reached, the service will be deactivated. If Notify end observation is enabled, the mobile device is called to notify the guest of the deactivation of the BabyPhone service.

For more details on administration and usage of mobile devices with BabyPhone, refer to the BabyPhone mobile manual.

QR code

The tab *QRCode* provides a generator for QR codes which are used by the front desk staff to assign mobile devices to cabins.

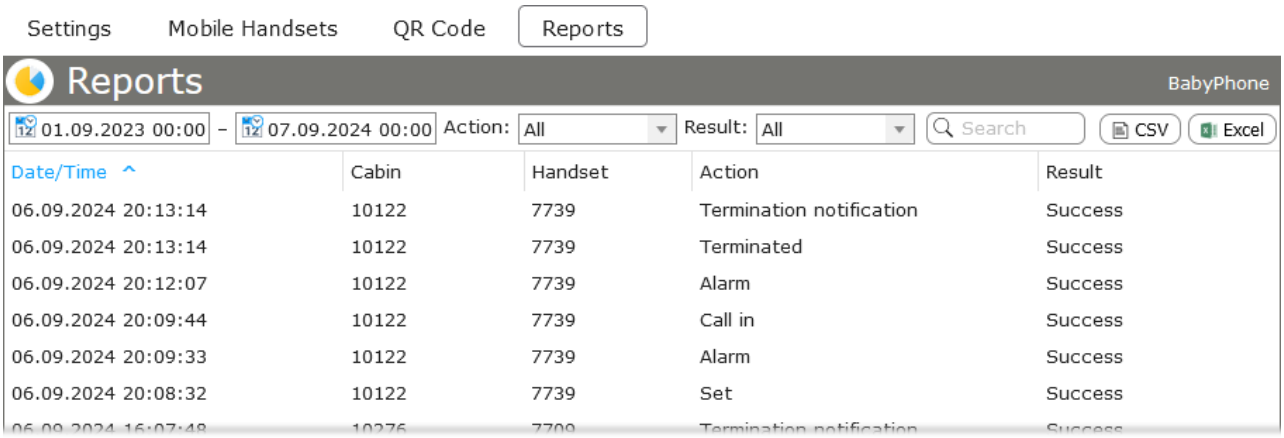
In the search field, passengers can be looked up by cabin number, first name, or last name. Selecting a search result generates a QR Code which can be read by the BabyPhone Mobile app to assign the mobile device to this passenger. Upon successful assignment, the QR code will show a green check mark as confirmation.



For more details on administration and usage of mobile devices with BabyPhone, refer to the BabyPhone mobile manual.

Reports

All actions related to BabyPhone, such as setting monitoring or receiving alarms, are listed in the *Reports* tab.



The list can be filtered by date/time, by action, and by result. Available action filters are:

All	Show all actions related to BabyPhone.
Alarm	Show all times an alarm was executed.
Call in	Show all times a mobile device called into the cabin phone for monitoring.
Set	Show all times monitoring mode was set.
Terminated	Show all times monitoring mode was terminated.
Force Terminated	Show all times monitoring mode was force terminated.
Set by Mobile	Show all times monitoring mode was set using a mobile device.
QR Code Scan	Show all times a mobile device was assigned to a cabin using a QR code scan.
Termination notification	Show all times a mobile device was notified of the termination of monitoring mode.

Available result filters are:

All	Show all actions regardless of result.
Success	Show all actions that concluded successfully.
Busy	Show all alerts that got executed while the recipient was busy.
No Answer	Show all alerts that remained unanswered.
Error	Show all actions that resulted in a general error.
No Line	Show all alerts that didn't connect properly to the phone line.

Additionally, using the search field in the top-right corner, the list can be filtered by cabin number or handset number.

Report lists can be exported as CSV or Excel files by clicking on the respective button in the top-right corner.

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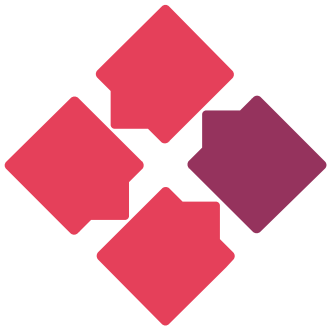

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