CALLISTO

PINCODE TELEPHONY

ADMINISTRATION MANUAL

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Setup

Requirements

PINCode Telephony is only available on Callisto setups on which Cruise Base is installed. Also, the application requires automatic check-in/out to be active in order to work.

Installation

PINCode Telephony 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.

Access

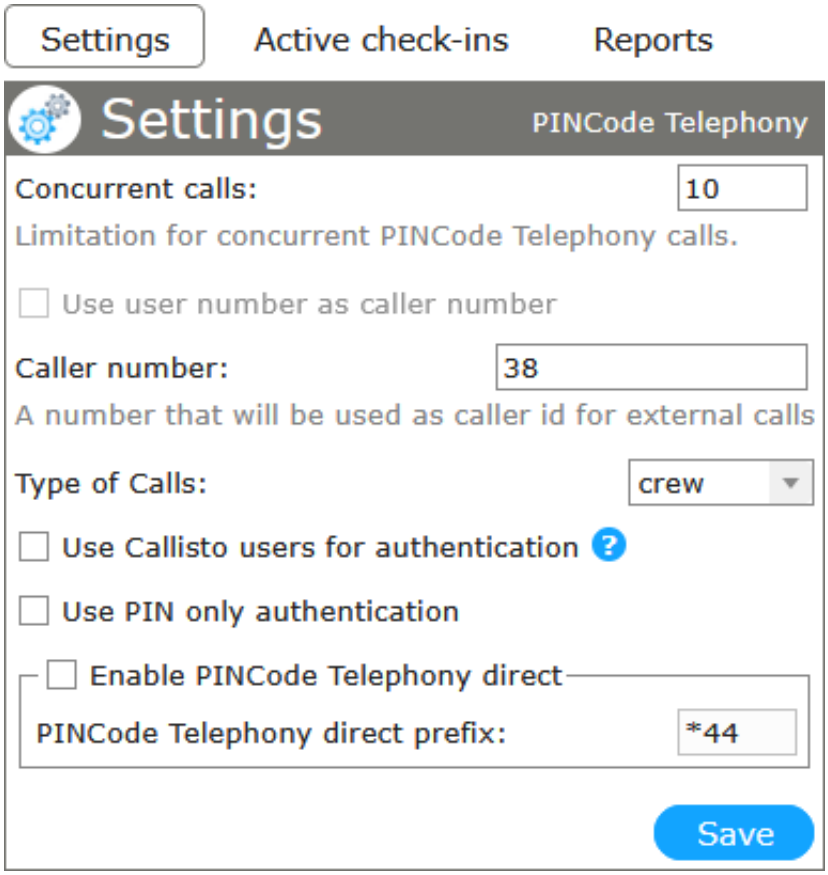
Configure icon

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

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

Settings

This tab contains the general settings.



Setting	Description
Concurrent calls	Limit how many calls can be conducted using PINCode Telephony at a given time.
Use user number as caller number	This option is available when Use Callisto users for authentication is enabled. If checked, the Callisto user number of the caller is used as caller identification. If unchecked, the number entered in Caller number will be used.
Caller number	This number is used as caller identification for external calls. If the field is left empty, then the line number associated with this PINCode Telephony instance (see Open Application Manager) will be used as caller identification.
Type of Calls	Set the type of calls that will conducted with this instance of PINCode Telephony. See section Admission control.
Use Callisto users for authentication	If checked, user data present in Callisto will be used for authentication.

Setting	Description
	• The user's Number (as defined in the account settings) is used as manning number. • The User PIN (as defined in the messages settings) is used as security PIN. With the Select group drop-down menu, usage of PINCode Telephony can be restricted to users who are members of the selected group. For managing user groups, seethe chapter User administration in the Callisto platform administration manual. The state of this option depends on the selected type of call. • If crew is set, this option can be enabled or disabled manually. • If pax is set, this option is always disabled. • If admin is set, this option is always enabled.
Use PIN only authentication	If checked, the application will ask only for the PIN to authenticate the caller. Otherwise, the caller must enter the safety/manning number as well.
Enable PINCode Telephony direct	Enable or disable the PINCode Telephony direct function. If enabled, a PINCode Telephony direct prefix needs to be defined as well. This prefix must also be defined in the inbound manager, and respective calls need to be routed to Callisto.

Admission control

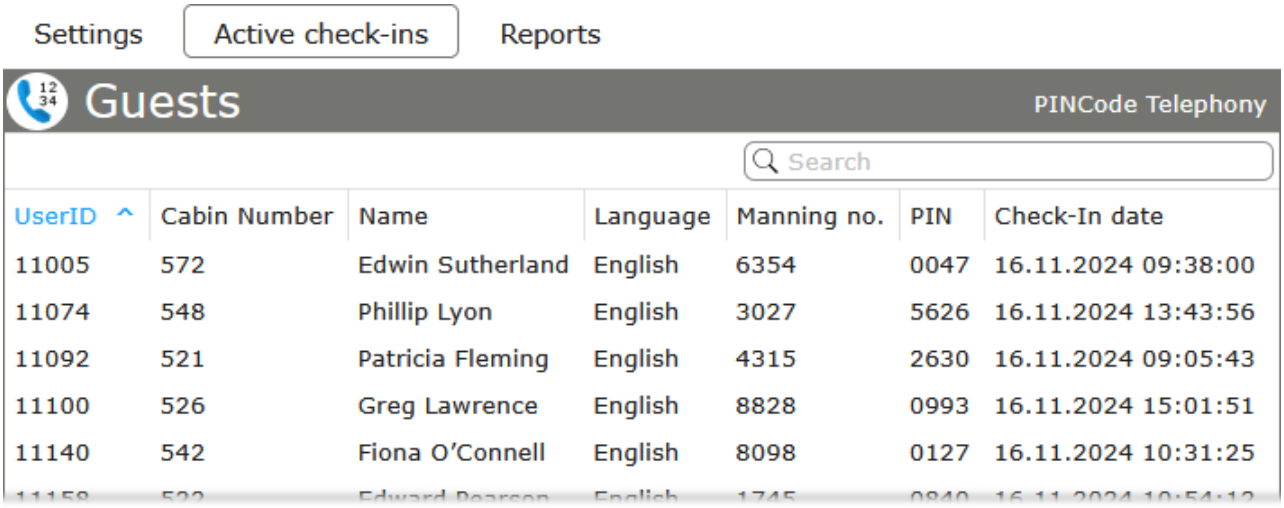
Multiple types of users can be billed differently by setting up multiple instances of PINCode Telephony and setting a different option from the Type of Calls drop-down menu. Three types of calls are available:

crew:	The instance is used for crew calls. Crew members and Callisto users with the appropriate privileges can use this instance. Crew members will be charged according to the passenger tariff (see Cruise Base – Billing), and Callisto users will be excluded from billing.
pax:	The instance is used for passenger calls. Only passengers can use this instance and will be charged according to the passenger tariff (see Cruise Base – Billing).
admin:	The instance is used for admin calls (usually by officers on the vessel). Select a Callisto user group from the drop-down menu labeled Select group; only members of the selected group can use this instance and will be excluded from billing.

Check-in and reports

Active crew check-ins

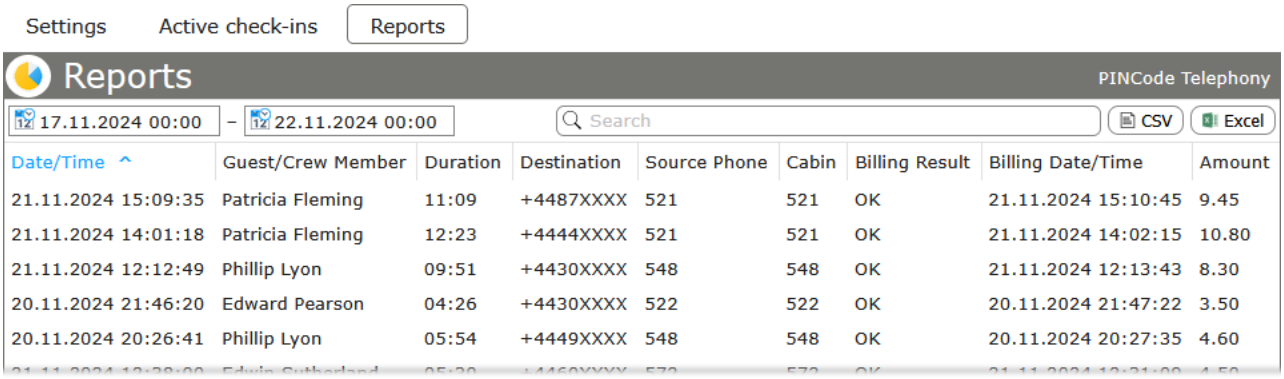
If automatic check-in/out is enabled, checked-in crew members are listed in the *Active ckeck-ins* tab. The members' cabin number, manning number and PIN can also be reviewed in this view.



UserID	Cabin Number	Name	Language	Manning no.	PIN	Check-In date
11005	572	Edwin Sutherland	English	6354	0047	16.11.2024 09:38:00
11074	548	Phillip Lyon	English	3027	5626	16.11.2024 13:43:56
11092	521	Patricia Fleming	English	4315	2630	16.11.2024 09:05:43
11100	526	Greg Lawrence	English	8828	0993	16.11.2024 15:01:51
11140	542	Fiona O'Connell	English	8098	0127	16.11.2024 10:31:25

Reports

All calls conducted using PINCode Telephony are listed in the *Reports* tab.



Date/Time	Guest/Crew Member	Duration	Destination	Source Phone	Cabin	Billing Result	Billing Date/Time	Amount
21.11.2024 15:09:35	Patricia Fleming	11:09	+4487XXXX	521	521	OK	21.11.2024 15:10:45	9.45
21.11.2024 14:01:18	Patricia Fleming	12:23	+4444XXXX	521	521	OK	21.11.2024 14:02:15	10.80
21.11.2024 12:12:49	Phillip Lyon	09:51	+4430XXXX	548	548	OK	21.11.2024 12:13:43	8.30
20.11.2024 21:46:20	Edward Pearson	04:26	+4430XXXX	522	522	OK	20.11.2024 21:47:22	3.50
20.11.2024 20:26:41	Phillip Lyon	05:54	+4449XXXX	548	548	OK	20.11.2024 20:27:35	4.60

The list can be filtered by date/time and by action. Additionally, using the search field in the top-right corner, the list can be filtered by guest/crew member, destination, source, or cabin 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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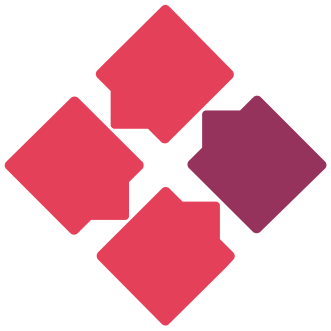

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