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

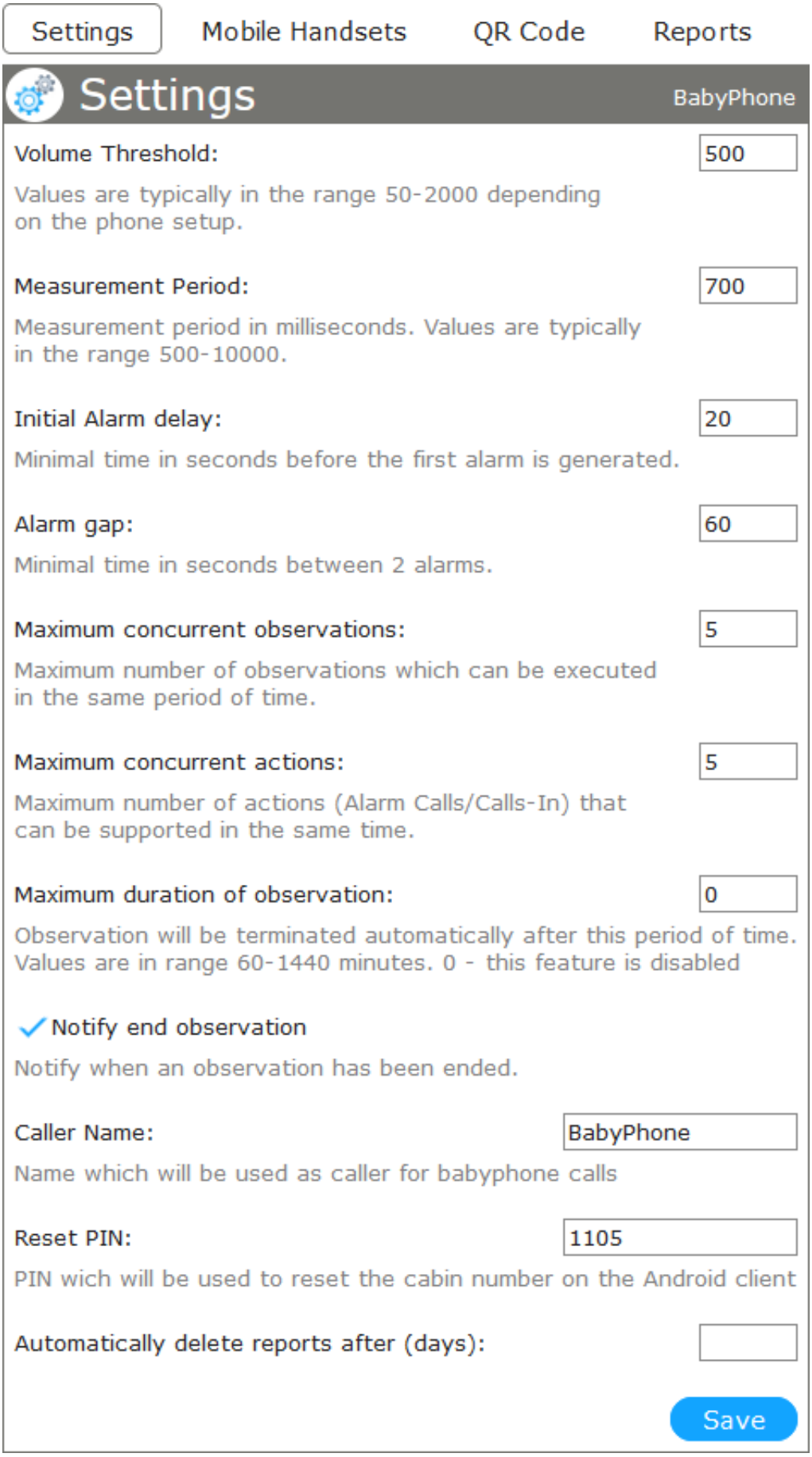
Configure icon

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.

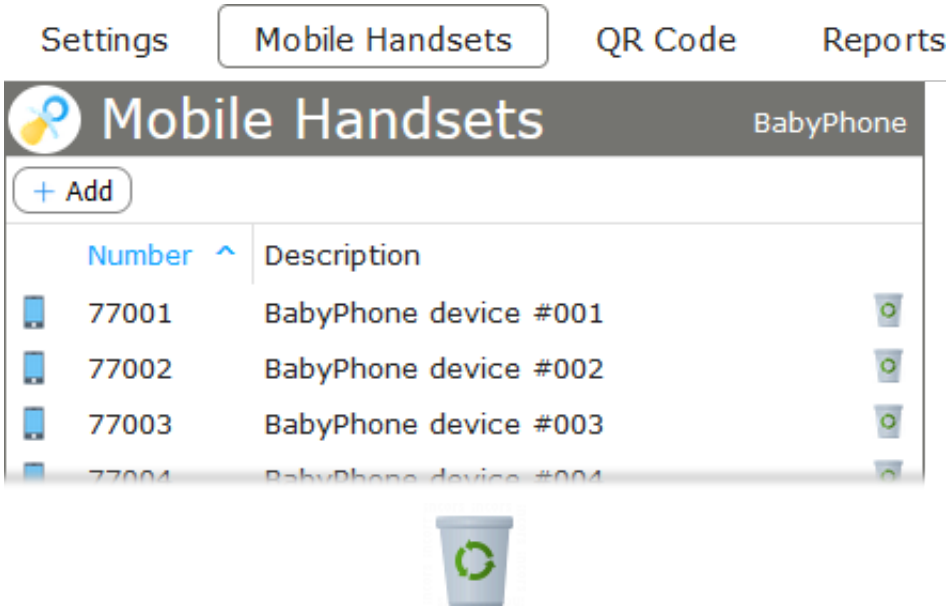


Volume Threshold	The noise level at which the alarm gets triggered. Takes a value between 50 and 2000; A lower value means the alarm gets triggered at a lover noise level.
Measurement Period	Set in milliseconds between 500 and 1000. The

	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

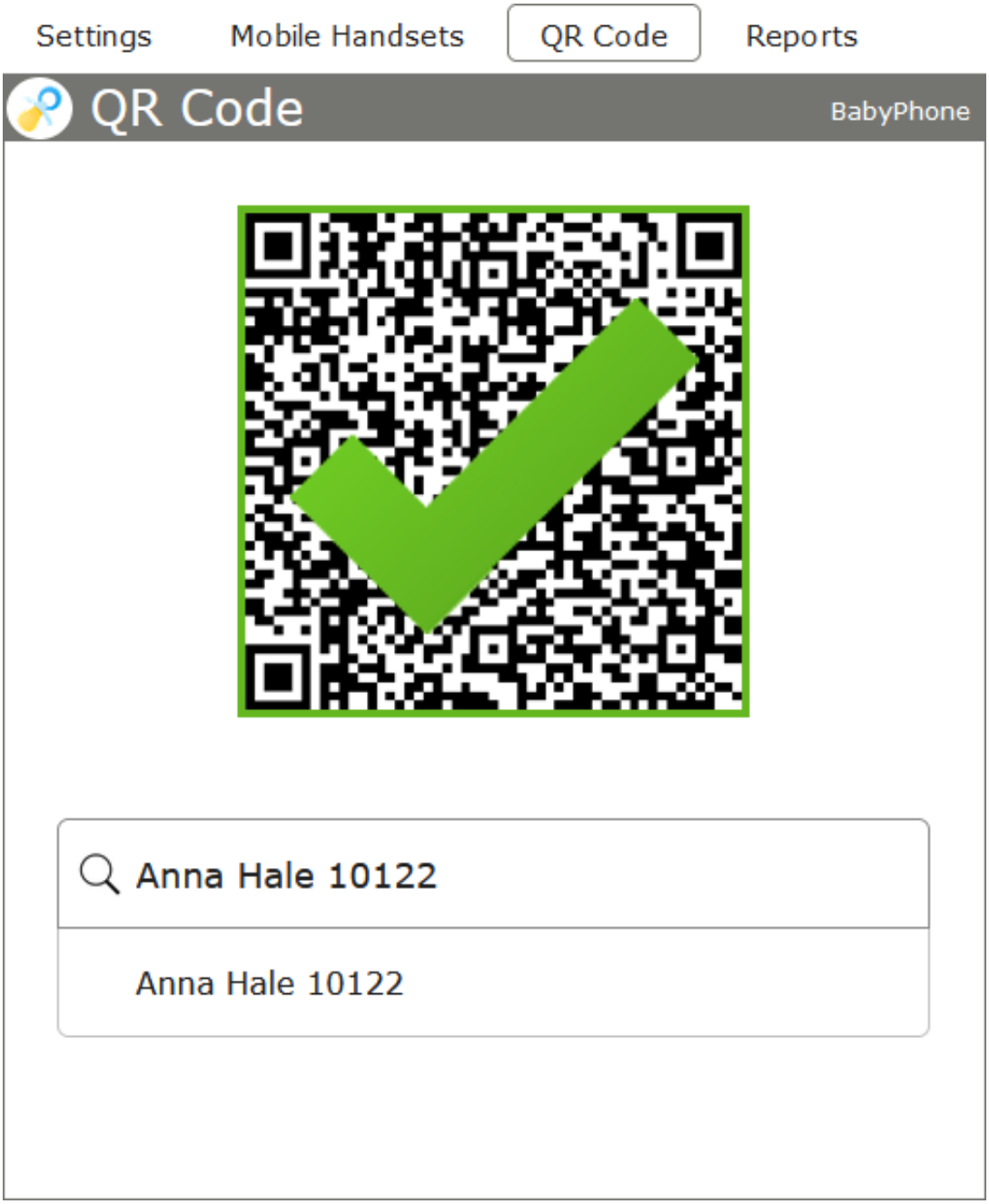
1. Use the cabin phone to call the BabyPhone service.
   The BabyPhone service number is the application line which has been assigned to the BabyPhone instance. The number can be reviewed and changed by admin users in the Open Application Manager.
2. Enter the number of a mobile device that is registered 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.

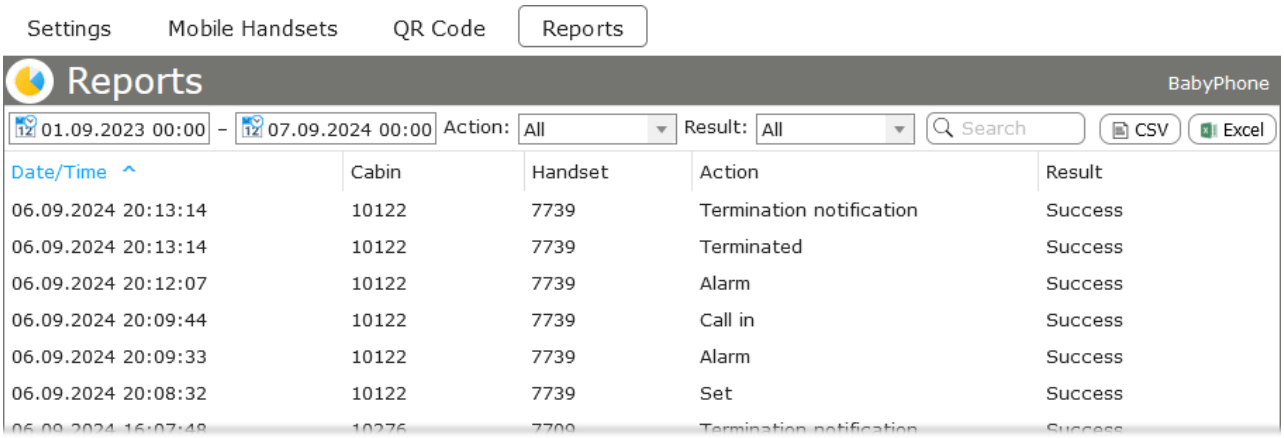
In the search field, passengers can be looked up by cabin number, first name, or last name. Selecting a search result generates a QR Code which can be read by the BabyPhone Mobile app to assign the mobile device to this passenger. Upon successful assignment, the QR code will show a green check mark as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

BABYPHONE

BABYPHONE MOBILE MANUAL

Overview

BabyPhone Mobile application works as a client for Callisto BabyPhone which uses the cabin phone as a baby monitoring system. Guests can use a mobile device to listen to the room their baby is in, and may receive alarm calls if the cabin phone detects noise in the room.

Usage overview

The baby monitoring setup requires two devices:

- A cabin phone or room phone which is registered as a system phone in Callisto.
- A mobile device running Android with BabyPhone Mobile installed.

The setup is designed to be used with mobile devices that are dedicated for use with BabyPhone: The devices are owned and managed by the ship or hotel and are temporarily handed out to guests when requested.

Before lending a mobile device to the guest, the front desk staff will assign the guest's cabin phone to the mobile device (see chapter Cabin assignment).

When the cabin phone detects a noise, the guest will get an alarm call on the mobile device. The mobile device can also be used to dial into the cabin phone and listen to the room at any time.

Depending on the configuration, guests can activate BabyPhone by calling the service from the cabin phone or directly via the mobile device.

BabyPhone states

BapyPhone Mobile has the following states:

Not assigned

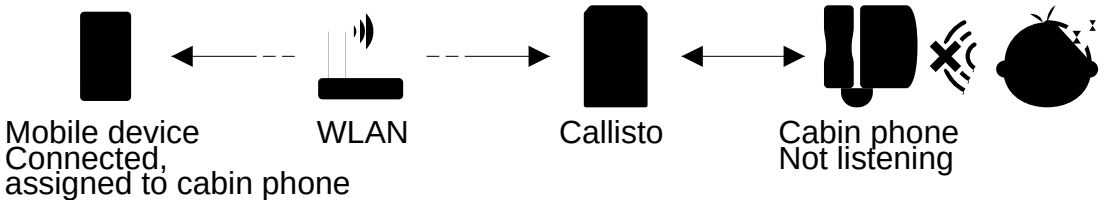
No guest, cabin, or cabin phone is currently assigned to the mobile device. Assignment is conducted by entering a cabin number or scanning a QR code (see chapter Cabin assignment). In this state, monitoring mode can be activated using a cabin phone.

Not connected

The mobile device is either not connected to the network or the SIP parameters are not configured correctly.

Connected

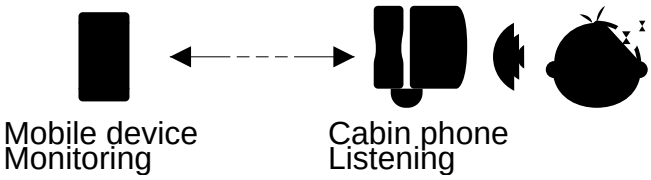
Once the mobile device is assigned and connected to a cabin phone, BabyPhone is ready to enter monitoring mode.



For easier understanding, the connection to WLAN and the Callisto server is omitted in the following graphs.

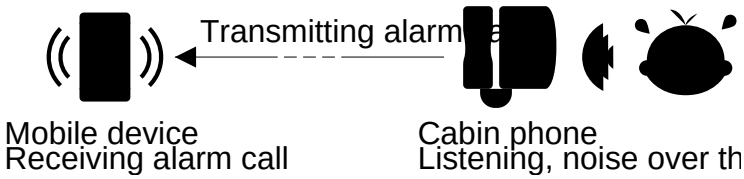
Monitoring mode

The mobile device can actively listen to the room through the cabin phone. It is also ready to receive alert calls.



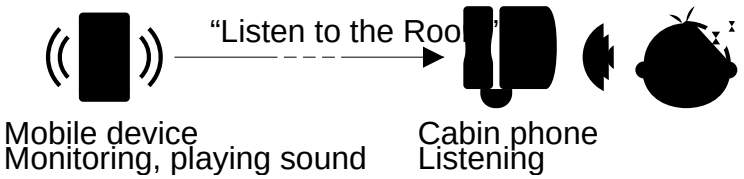
In-call mode

While in monitoring mode, when the noise threshold in the room is exceeded, the cabin phone transmits an alarm call to the mobile device. Accepting the call will enter listening mode.



Listening mode

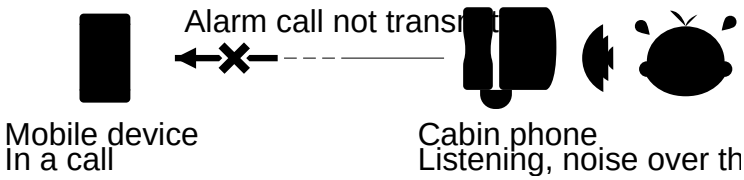
The mobile device is currently playing back the sound which the cabin phone is receiving.



Handling incoming calls

By default, any incoming calls other than alarm calls from the assigned cabin phone get blocked by BabyPhone Mobile. Setting the corresponding parameter can allow incoming external calls.

While the mobile device is in a call, no alarm calls can be received by the BabyPhone service.



Setup

BabyPhone Mobile needs to be installed by an administrator on all mobile devices that are intended to be used with BaybPhone. The application can be installed using any MDMMobile Device Management platform or manually by installing the generated .apk file from the phone's file system. After the application is installed, the several parameters must be set by an administrator. There are multiple methods to set the parameters (see section Setting parameters).

Required settings

The following parameters are mandatory.

Callisto IP address	The IP address of the Callisto installation. Paramerer name: callisto_address MDM console intent: SET_CALLISTO_ADDRESS
Baby phone	The line number associated with the BabyPhone instance in Callisto. Paramerer name: baby_phone MDM console intent: SET_BABY_PHONE
Application name	The name of the BabyPhone instance set up in Callisto. Paramerer name: app_name MDM console intent: SET_APP_NAME
UCM IP address	The IP address of the UCM associated with Callisto. Paramerer name: ucm_address MDM console intent: SET_UCM_ADDRESS
SIP Username	The SIP username as defined on UCM. If auth_type is set to digest, set this parameter to the Directory Number as defined on the UCM. Paramerer name: sip_username MDM console intent: SET_SIP_USERNAME
Authentication Type	The authentication type to use. Supported options are: • Plain text (value: plain) • Digest (value: digest) Paramerer name: auth_type MDM console intent: SET_AUTH_TYPE

Authorization Username	Only used if auth_type is set to digest. The digest authorization username defined on the UCM. Paramerer name: auth_username MDM console intent: SET_AUTH_USERNAME
Password	The SIP password as defined on the UCM. Paramerer name: sip_password MDM console intent: SET_SIP_PASSWORD

Optional settings

The following parameters may be omitted when configuring the application.

Start monitoring by entering Cabin number*	Boolean. If set to true, the staff can manually enter a cabin number to assign a cabin phone to the mobile device. Paramerer name: start_monitoring_with_cabin_number MDM console intent: SET_START_MONITORING_WITH_CABIN_NUMBER
Start monitoring by scanning the QR code *	Boolean. If set to true, the staff can use the QR code feature of Callisto BabyPhone to assign a cabin phone to the mobile device. Paramerer name: start_monitoring_with_qr_code MDM console intent: SET_START_MONITORING_WITH_QR_CODE
Incoming calls	Boolean. If set to false, any incoming call with a number number different to the number set in the baby_phone parameter will be rejected automatically by the mobile device. Default value is false. During active calls, no alarm notifications by the BabyPhone service can be received. Paramerer name: incoming_calls MDM console intent: SET_INCOMING_CALLS
Save logs	Boolean. If set to true, logs for BabyPhone Mobile are written. They are saved to a text file on the mobile device in the directory located at InternalStorage/Android/data/com.callistocruise.babyphone/files/BabyPhone/log. Depending on the system of the mobile device, this path may vary.

	A new log file is created for every day, and files older than three days are deleted automatically. Logs are only written when the application is running in the foreground. Paramerer name: save_logs MDM console intent: SET_SAVE_LOGS
Hide Settings Menu	Boolean. If set to true, the settings menu cannot be accessed form the application menu as a security measure. Default value is false. Paramerer name: hide_settings_menu MDM console intent: SET_HIDE_SETTINGS_MENU
Show Welcome Screen	Boolean. If set to true, an instruction screen is shown to the user when BabyPhone Mobile launches. Default value is false. Paramerer name: show_welcome_screen MDM console intent: SET_SHOW_WELCOME_SCREEN

* Either of these options must be set to true for guests to be able to start monitoring with the mobile device. Otherwise, guests can activate monitoring only over the cabin phone.

Setting parameters

Three methods are available to configure the application with the settings mentioned above:

1. Use an MDM tool and provide the parameters in a configuration scheme.
2. Use an MDM console to set the parameters by firing their corresponding intents.
3. In the BabyPhone mobile application, tap the menu button and navigate to the Settings menu.

The BabyPhone application implements managed configuration settings, so parameters can be configured by setting attributes over the MDM IT admin console.

Using the Settings menu has lower priority than parameters set through MDM: Any settings made in the menu will be overwritten when reconfigured using MDM, and if a configuration scheme exists, the settings in the menu become read-only. Therefore, using the Settings menu is only recommended for testing purposes.

Set the parameters with a configuration schema using *Custom Settings* within VMWare Workspace ONE MDM:

```
<characteristic type="com.airwatch.androidwork.app:com.callistocruise.babyphone
" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec">
    <parm name="callisto_address" vaule="192.168.100.109" type="string">
    <parm name="baby_phone" vaule="9297" type="string">
    <parm name="app_name" vaule="BabyPhone" type="string">
    <parm name="ucm_address" vaule="192.168.100.198" type="string">
    <parm name="sip_username" vaule="1107" type="string">
    <parm name="auth_type" vaule="plain" type="string">
    <parm name="auth_username" vaule="" type="string">
    <parm name="sip_password" vaule="1107" type="string">
```

```
    <parm name="start_monitoring_with_cabin_number" vaule="True" type="boolean"
>
    <parm name="start_monitoring_with_qr_code" vaule="False" type="boolean">
    <parm name="save_logs" vaule="False" type="boolean">
    <parm name="incoming_calls" vaule="False" type="boolean">
    <parm name="hide_settings" vaule="True" type="boolean">
    <parm name="show_welcome_screen" vaule="True" type="boolean">
</characteristic>
```

If the configuration schema is not readable by the MDM console, the parameters can also be set using console intents. Each parameter's console intent is listed above.

If the phone is part of an MDM system, configuration using MDM has higher priority than manually set parameters. Manually set parameters will be overwritten if they are are present in a configuration scheme.

Set the parameters using SOTI MDM.

```
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_CALLISTO_ADDRESS;S.callisto_address=192.168.100.109;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_BABY_PHONE;S.baby_phone=9297;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_APP_NAME;S.app_name=BabyPhone;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_UCM_ADDRESS;S.ucm_address=192.168.100.198;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_SIP_USERNAME;S.sip_username=1107;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_AUTH_TYPE;S.auth_type=digest;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_AUTH_USERNAME;S.auth_username=babyphone1107;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_SIP_PASSWORD;S.sip_password=1107;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_START_MONITORING_WITH_PIN;B.start_monitoring_with_cabin_number=true;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_START_MONITORING_WITH_QR_CODE;B.start_monitoring_with_qr_code=true;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_SAVE_LOGS;B.save_logs=true;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_INCOMING_CALLS;B.incoming_calls=false;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_HIDE_SETTINGS_MENU;B.hide_settings_menu=true;end;"
sendintent -b "intent:#Intent;action=com.callistocruise.babyphone.intent.action
.SET_SHOW_WELCOME_SCREEN;B.show_welcome_screen=true;end;"
```

Set the parameters using VMWare Workspace ONE MDM.

```
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_CALLISTO_ADDRESS,extraString=callisto_address=192.168.100.109
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_BABY_PHONE,extraString=baby_phone=9297
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_APP_NAME,extraString=app_name=BabyPhone
```

```
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_UCM_ADDRESS,extraString=ucm_address=192.168.100.198
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_SIP_USERNAME,extraString=sip_username=1107
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_AUTH_TYPE,extraString=auth_type=plain
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_AUTH_USERNAME,extraString=auth_username=babyphone1107
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_SIP_PASSWORD,extraString=sip_password=1107
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_START_MONITORING_WITH_PIN,extraBoolean=start_monitoring_with_cabin_number=t
rue
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_START_MONITORING_WITH_QR_CODE,extraBoolean=start_monitoring_with_qr_code=tr
ue
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_SAVE_LOGS,extraBoolean=save_logs=true
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_INCOMING_CALLS,extraBoolean=incoming_calls=false
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_HIDE_SETTINGS_MENU,extraBoolean=hide_settings_menu=true
mode=implicit,broadcast=true,action=com.callistocruise.babyphone.intent.action.
SET_SHOW_WELCOME_SCREEN,extraBoolean=show_welcome_screen=true
```

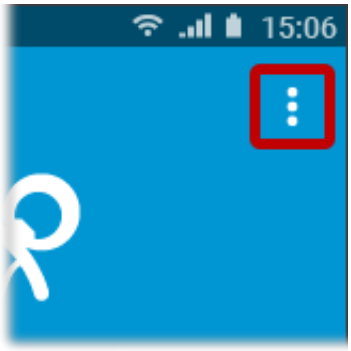
Once all required application parameters are set up, the BabyPhone service becomes active and is ready to enter monitoring mode. The service can be terminated by navigating to the Phone Settings > Apps, locating the BabyPhone application and choosing Force Stop.

Additional settings

Since the Android operating system is open-source software, it might be necessary to configure additional settings or permissions depending on the version and distribution.

To work properly, BabyPhone Mobile needs permission to show notifications in any phone state (including lock screen etc.), and it needs to be able to run services without any interruption. This is especially important when power saving tools are active on the phone; since such tools might suspend or stop application services, make sure that BabyPhone Mobile is not affected.

Main menu



The main screen of BabyPhone Mobile features a menu button in the top right corner. Touching it reveals the following menu items:

Clear alarm history	Deletes all entries of the BabyPhone Mobile alarm history. The dialog window to clear alarm history is also shown every time the mobile device is restarted.
Reset cabin	Perform a cabin reset. This option is intended to be used by the front desk staff only.
Show instructions	Show the instruction screen again.
Change language	Change the interface language.
Settings	Enter the application settings menu. The settings that can be configured here are the same as the parameters that are configured during setup. It is possible to hide this menu item by setting the corresponding parameter. It is recommended to hide this item once the application is configured properly.
About	Shows information about the BabyPhone Mobile application and all open source libraries that are being used.

Cabin assignment

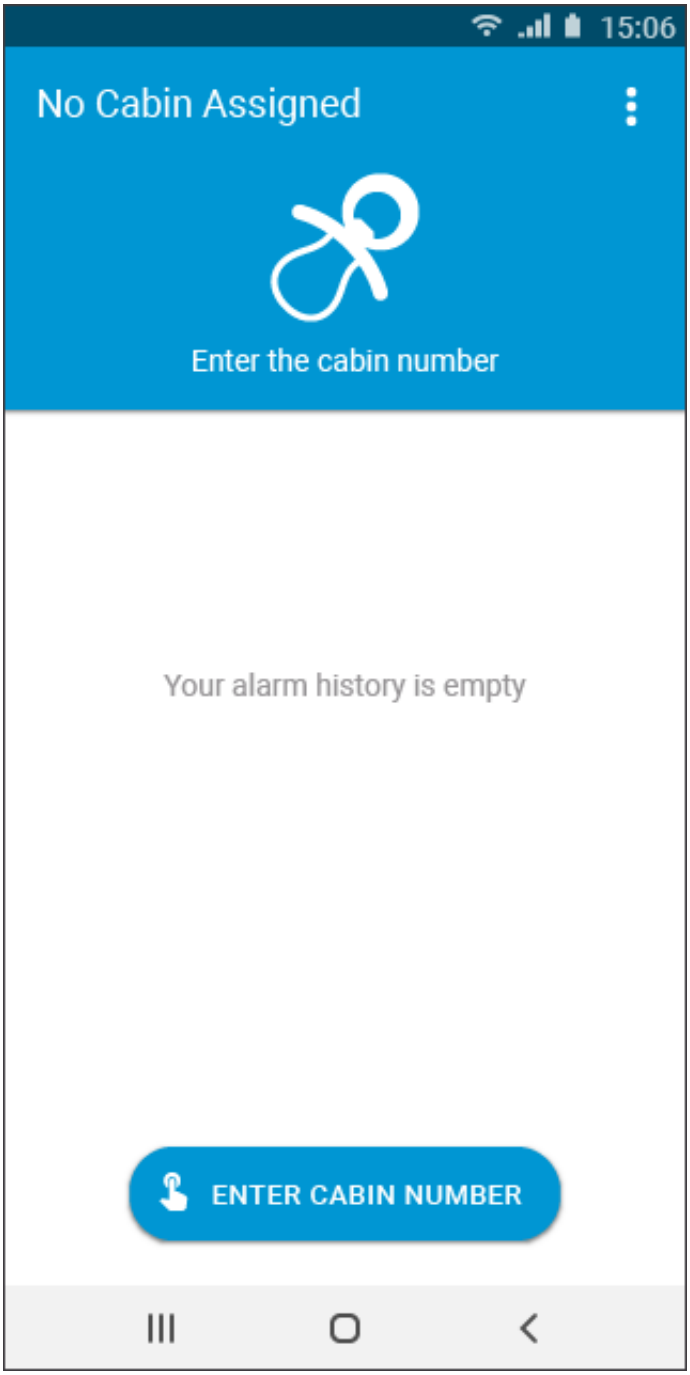
Once BabyPhone Mobile is installed on a mobile device and all parameters have been set, a cabin phone can be assigned to the mobile device. The cabin phone will act as monitoring device, allowing to transmit the noise from the room to the mobile device.

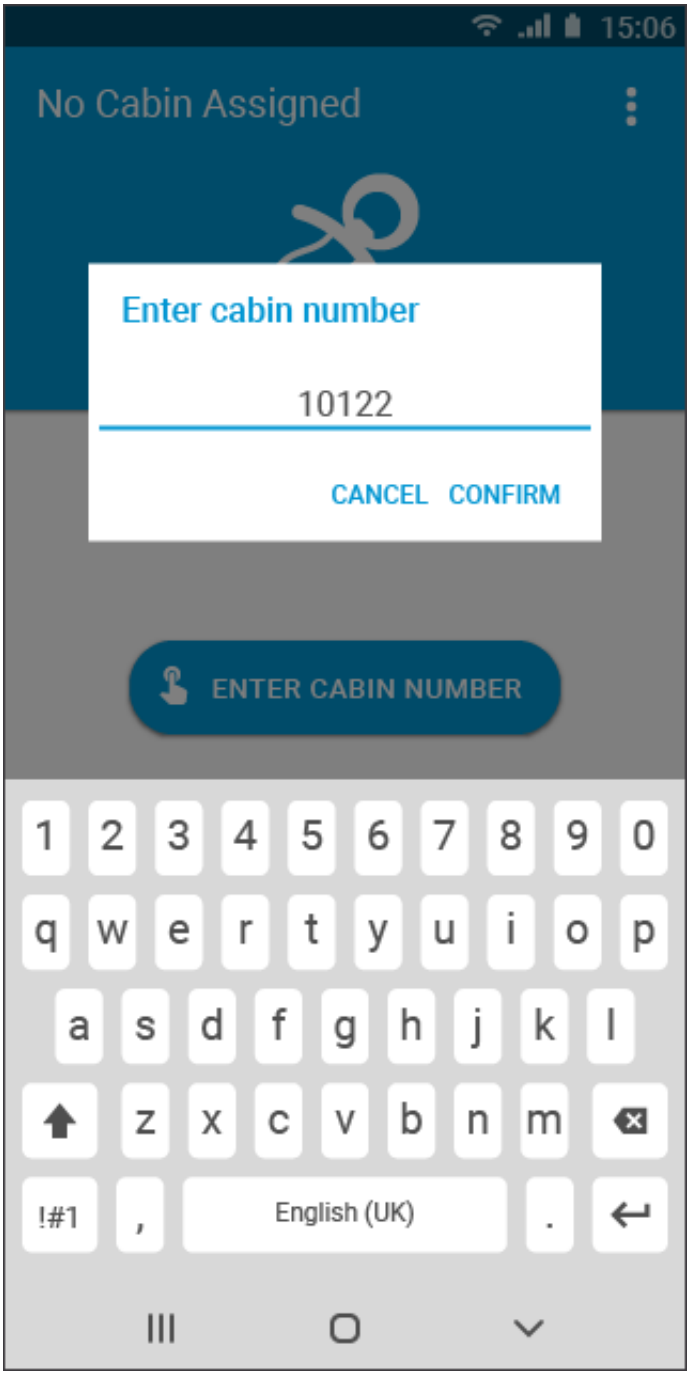
Cabin assignment must be done by the front desk staff before handing over the mobile device to the passenger. If no cabin assignment is conducted, monitoring mode can only be activated using a cabin phone.

There are two methods to assign a cabin phone to the mobile device. Which methods are available depends on the configuration of the settings parameters.

Assignment by cabin number

If the parameter start_monitoring_with_cabin_number is set to true, the main screen of BabyPhone mobile will show a button labeled Enter Cabin Number. Press the button and enter the passenger's cabin number to assign the corresponding cabin phone to the mobile device.

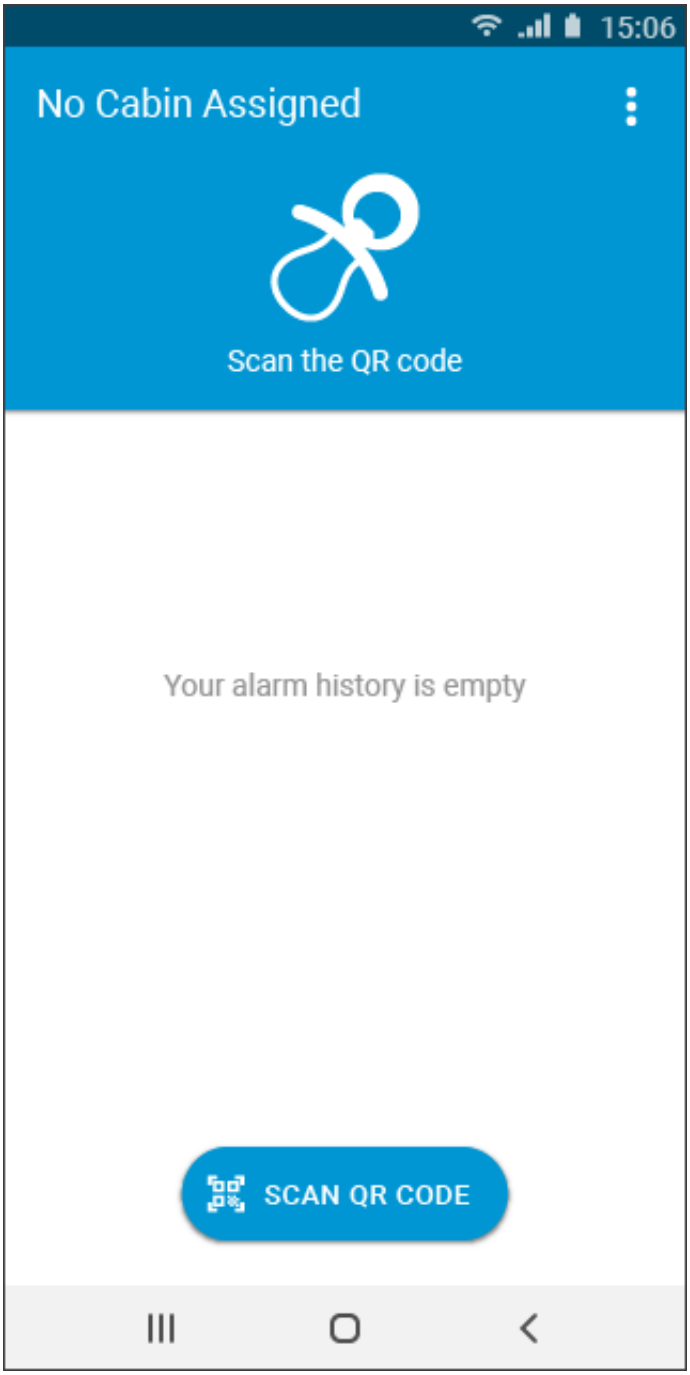

15:06
No Cabin Assigned
Enter the cabin number
Your alarm history is empty
ENTER CABIN NUMBER

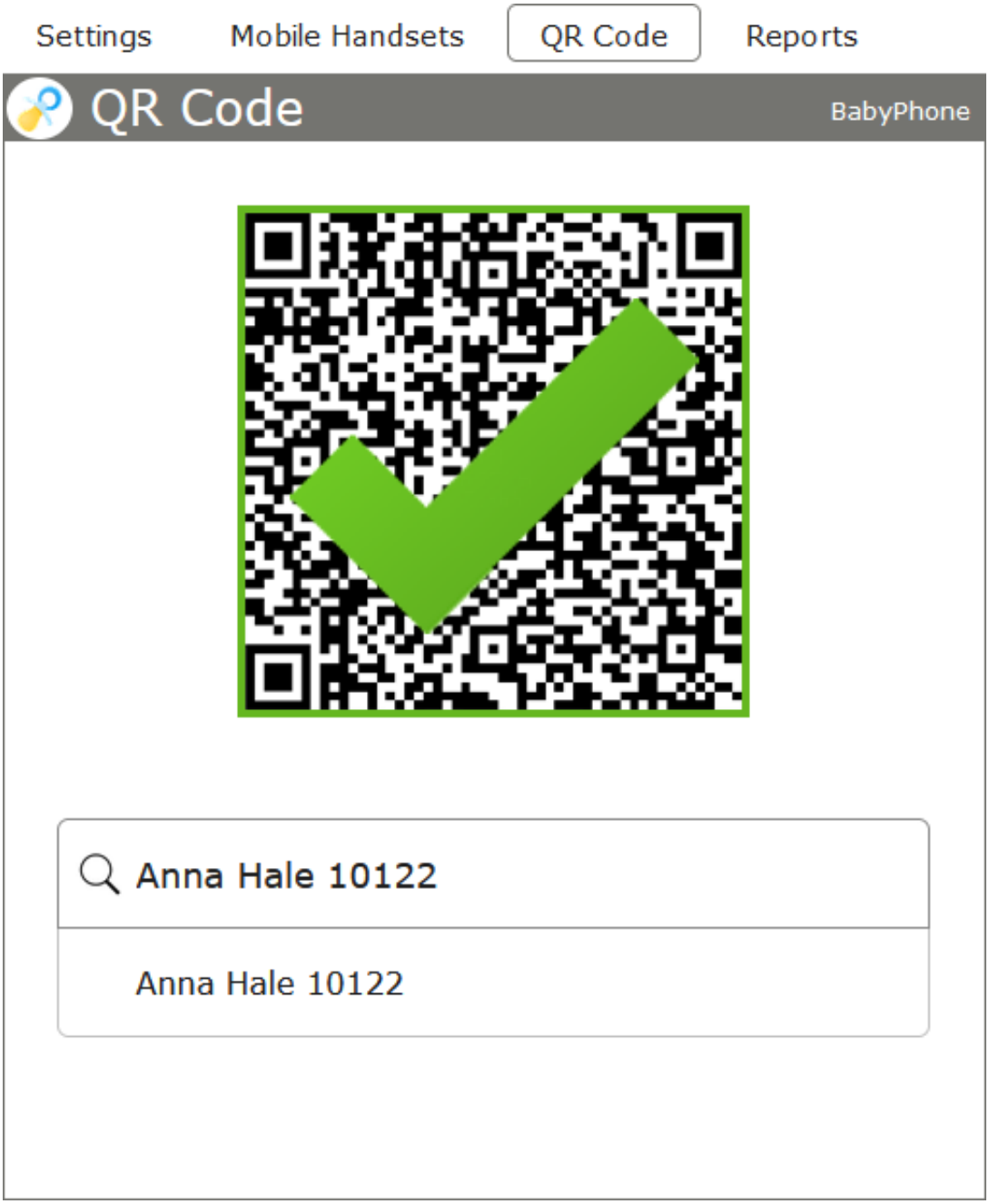


Assignment by QR code

If the parameter start_monitoring_with_qr_code is set to true, the main screen of BabyPhone mobile will show a button labeled Scan QR Code. The QR code for cabin assignment can be generated in the BabyPhone instance on Callisto by navigating to the tab *QR Code*. In the search field, enter a cabin number or passenger name and select the passenger to assign to the mobile device from the search results. A QR code is generated automatically.

On the mobile device, press the button Scan QR Code and scan the QR code generated in Callisto to assign the corresponding cabin phone to the mobile device. After successful assignment, the QR code will display a green check mark.


15:06
No Cabin Assigned
Scan the QR code
Your alarm history is empty
SCAN QR CODE



The information contained in the QR code is only the cabin number of the following format:

```
<?xml version = "1.0" encoding="utf-8"?>
<BabyPhoneConfiguration>
    <cabinNumber><cabin number></cabinNumber>
</BabyPhoneConfiguration>
```

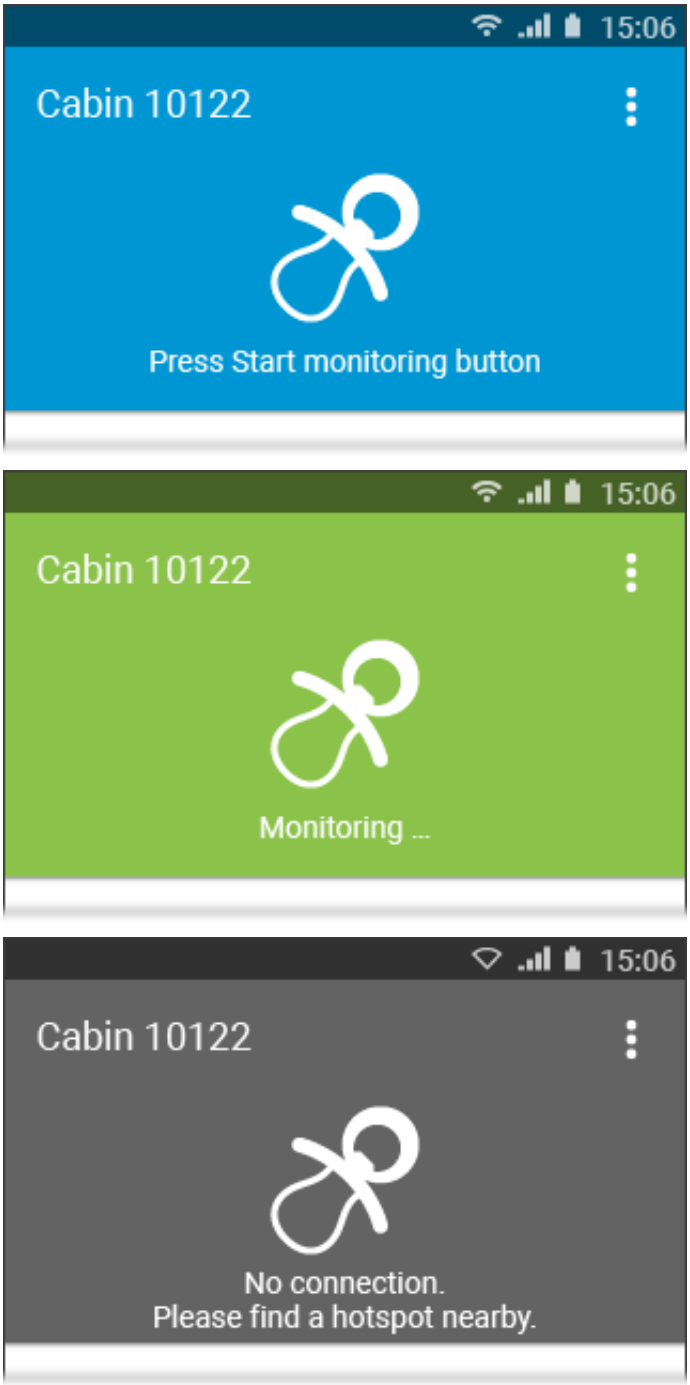
This configuration data can be part of any other XML.

Statuses

The main screen will show the cabin number in the top left corner once the cabin phone is assigned

successfully. The colored top part of the screen indicates the current application status:

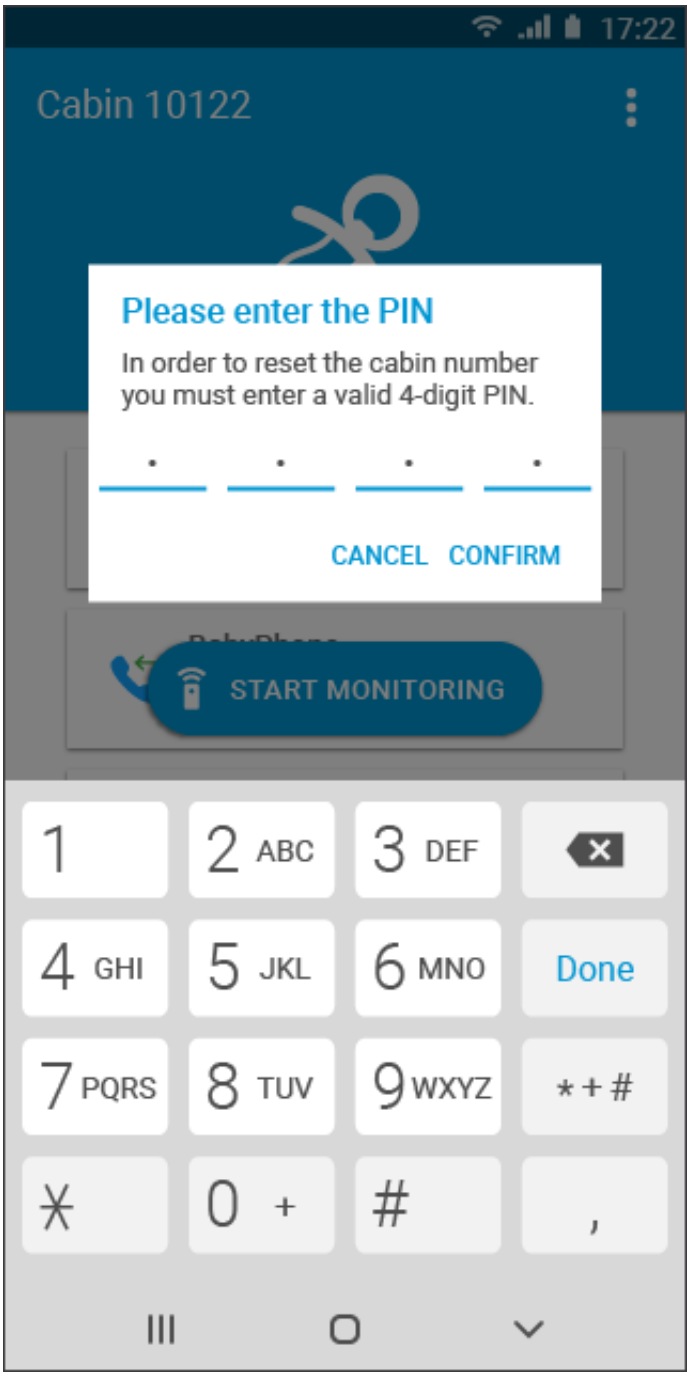
- Blue indicates that the application is properly set up and connected. From this status, BabyPhone Mobile can enter monitoring mode.
- Green indicates that the application is currently in monitoring mode.
- Gray indicates that the device is either not connected to the network or that the SIP parameters are not configured correctly.

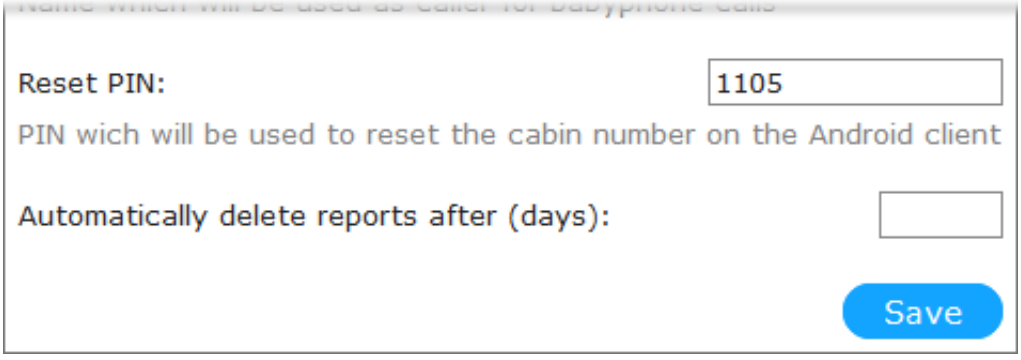


Reset cabin

After a guest returns the mobile device to the staff, a cabin reset must be performed before handing out the mobile device to another guest. Performing a cabin reset resets the assignment of the cabin phone and deletes the complete alarm call history.

To perform a cabin reset, touch the main menu button and select Reset Cabin. A window will pop up, prompting you to enter the reset PIN which is set in the Callisto BabyPhone application. After a successful cabin reset, a text reading *"No Cabin Assigned"* is displayed in the top left corner of the mobile application's screen.



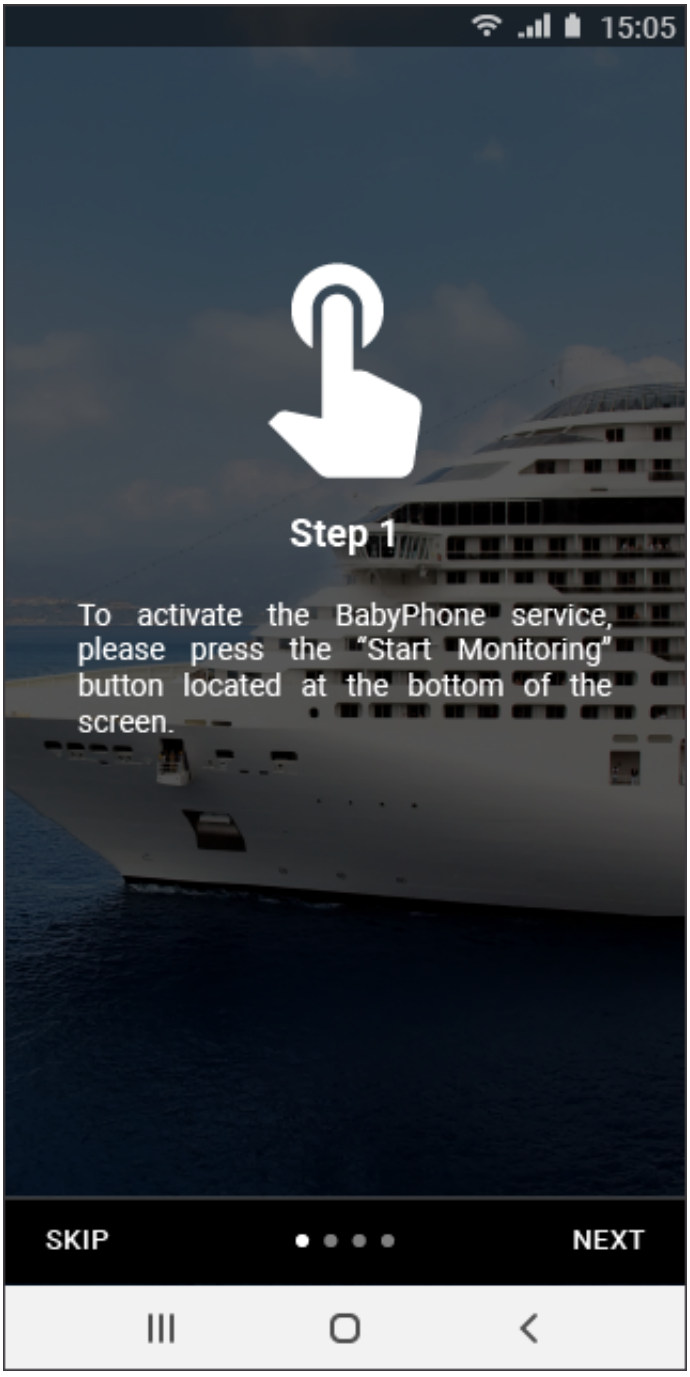


The reset PIN can be found in the *Settings* tab of the BabyPhone instance on Callisto.

Introduction screen

Instruction screen

When the device is ready to be handed over from the staff to the guest, BabyPhone Mobile will display an instruction screen. Thus, the guest can read the instructions before using BabyPhone Mobile.



There are two different versions of the instruction text. Which text is shown depends on the parameters.

- If either start_monitoring_with_cabin_number or start_monitoring_with_qr_code is set to true, the introduction describes how to activate monitoring from the mobile device.
- If both those parameters are set to false (i.e., no cabin assignment is conducted), the introduction describes how to activate monitoring from the cabin phone.
- If show_welcome_screen is set to false, no introduction is shown.

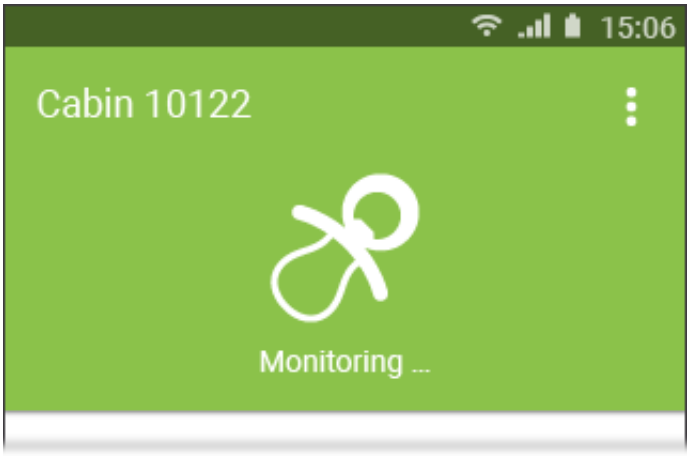
The background image of the instructions screen can be customized. To use a custom background image, place the file at the following path.

http://<*callisto*>/Applications/startup/<*babyphone*>/img/mobile_instructions_bkgd.jpg

<*callisto*> is the address of the Callisto installation and <*babyphone*> the name of the BabyPhone

application instance.

Monitoring and listening



The application in monitoring mode.

In monitoring mode, the mobile device is connected to a cabin phone and ready to listen to it. In this mode, BabyPhone Mobile is also ready to receive alarm calls when the volume threshold is exceeded.

Activate monitoring using the mobile device

Monitoring mode can be activated once a cabin phone has been assigned to the mobile device and the cabin phone is connected to the same network as the Callisto system.

If a cabin phone has been assigned to the mobile device, a button labeled Start Monitoring is available on the mobile screen. Touch this button to enter monitoring mode.

Activate monitoring using the cabin phone

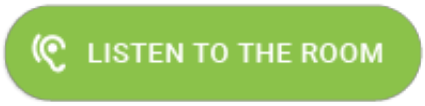
Monitoring mode can be activated once a cabin phone has been assigned to the mobile device and the cabin phone is connected to the same network as the Callisto system.

This method is available by default. On the cabin phone, enter the BabyPhone service number. A voice menu will prompt you to enter the mobile device's SIP number, followed by the pound sign #.

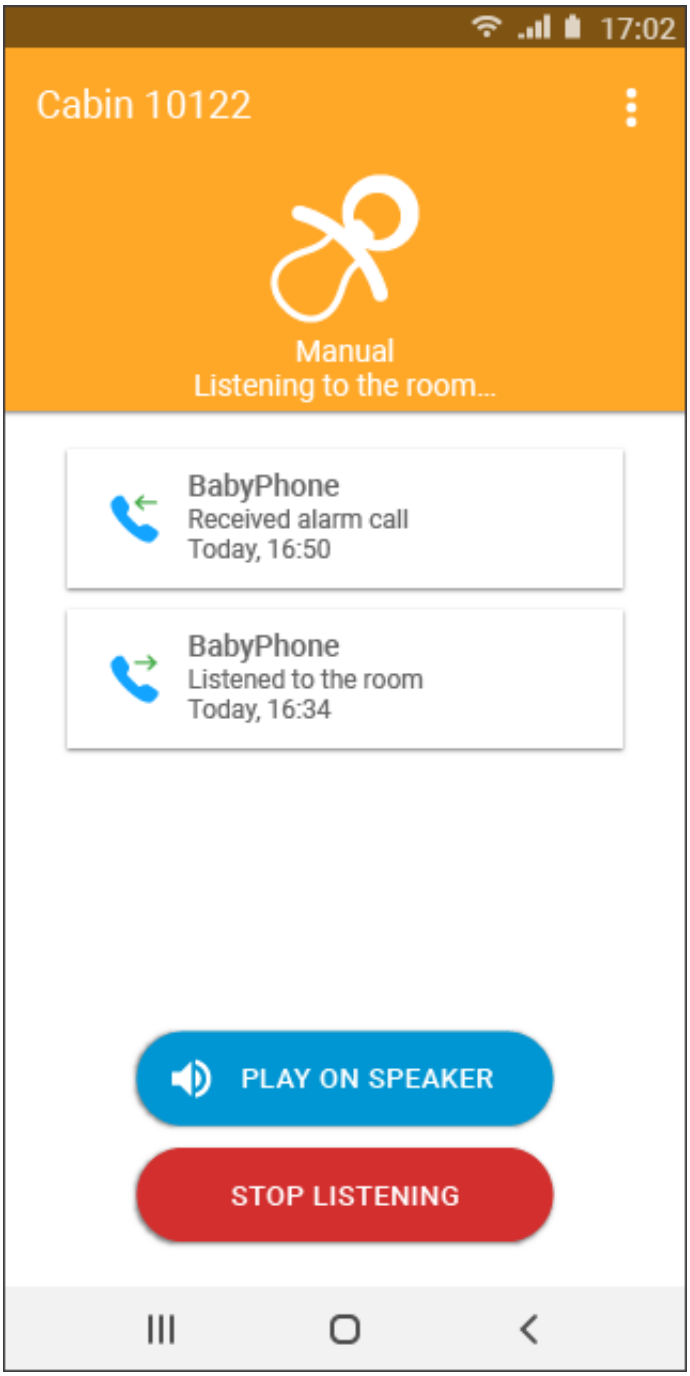
The BabyPhone service number is the application line which has been assigned to the BabyPhone instance. The number can be reviewed and changed by admin users in the Open Application Manager. The numbers of all mobile devices can be reviewed and changed in the Mobile Handsets tab of Callisto BabyPhone.

The service number of BabyPhone is set to *8826*. The mobile device has the SIP number *4002*. To activate monitoring mode on this mobile device, the guest must dial 8826 on the cabin phone, and after receiving an introduction from the voice menu, press 4002#.

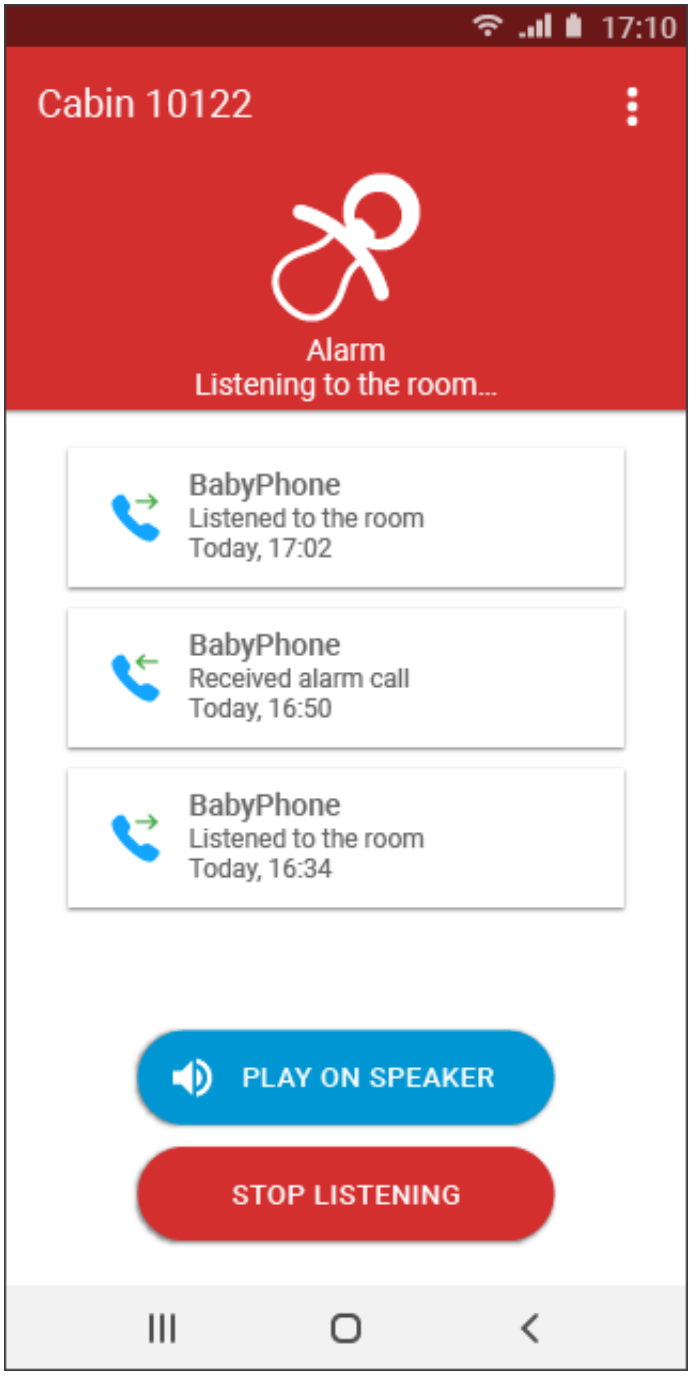
Listening mode



When in monitoring mode, the device is ready to listen to the room. Listening mode can be entered manually by touching the button labeled Listen to the Room or when receiving an alarm call.



Listening mode activated manually.



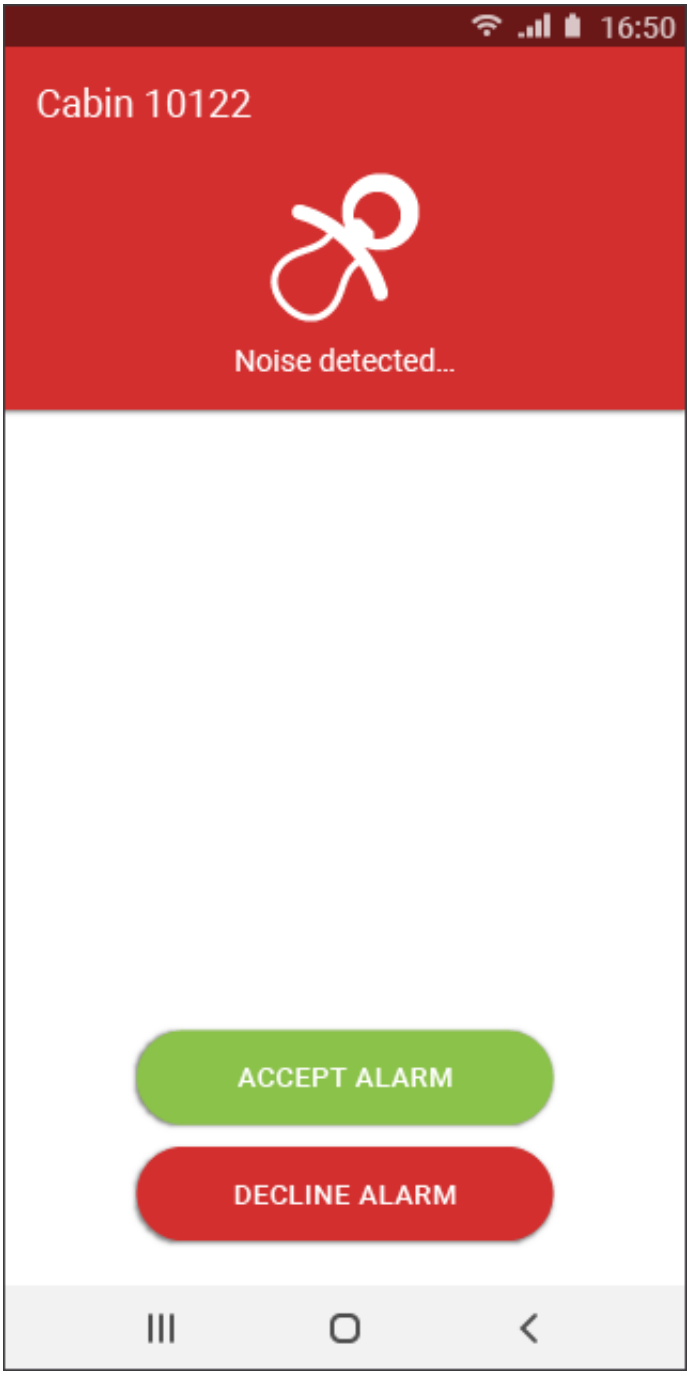
Listening mode activated by accepting an incoming alarm call.

While listening, the sound recorded by the cabin phone is played back on the mobile device. Touching the Play on Speaker button plays the sound on the mobile device's speaker, **Stop Listening** will leave listening mode and return to monitoring mode.

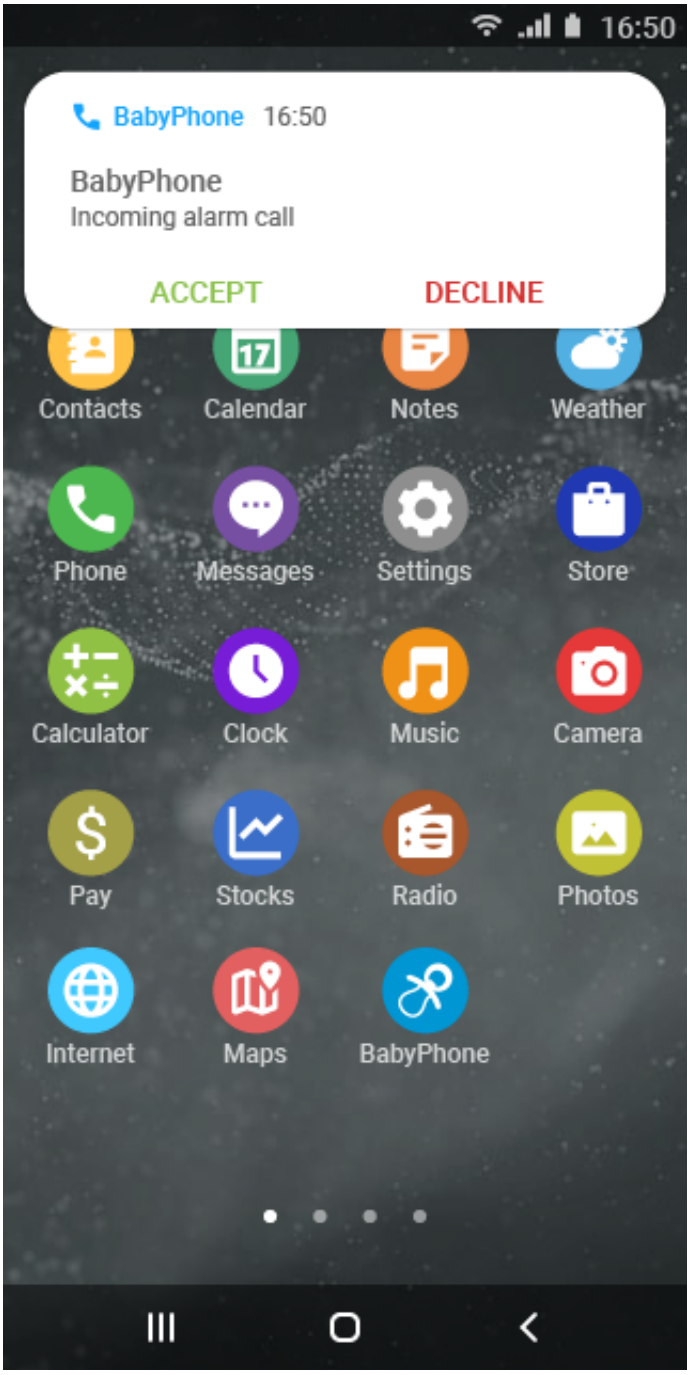
Alarm calls

When the volume threshold defined in the BabyPhone settings is exceeded, the cabin phone will initiate an alarm call to the mobile device and BabyPhone Mobile will enter *in-call mode*.

If the alarm call is received while the mobile device is locked, a full-screen notification will appear. If the device is unlocked, the alarm will appear as a pop-up at the top of the screen. In both cases, the guest can accept or decline the alarm call.



Incoming alarm when the mobile device is locked.



Incoming alarm when the mobile device is unlocked.

Stop monitoring

To leave monitoring mode, hang up the cabin phone which is assigned to the mobile device.

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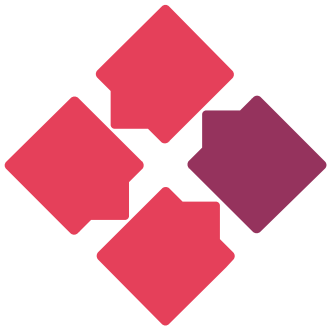

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