

**Whozz Calling?  
Basic POS 2  
Caller ID Unit**



**Product Manual**

Revision 3.0 - 11/17/2015  
(SMT Versions)

# **Whozz Calling? Basic POS 2**

## **Product Manual**

[SMT V3.0 - 11/17/2015]

## Introduction

The Whozz Calling? Basic POS units capture Caller ID data and sends this information to a computer via RS232 serial port, USB (using a USB-to-Serial adaptor cable), or an Ethernet link depending on the model purchased. If Ethernet, also refer to the [Ethernet Link Supplement](#).

The Whozz Calling? Basic POS reports Caller ID information with associated telephone line number. Caller ID information consists of date, time, caller's phone number and caller's name (when name is delivered by phone company). This information is sent to the computer immediately after Caller ID data is captured. All options, formats, and addresses are set using DIP switches located on the front panel of the unit.

## Telephone Line and Serial Communication Requirements

The Whozz Calling? POS is designed to collect call data from standard analog central office telephone lines. It will not work properly when connected to extensions (or station) lines coming from a telephone switch. Connect the unit only to analog phone lines or phone lines that have been converted to analog signaling (i.e. Cable box converters, analog terminal adaptors, etc.).

If your unit connects to a computer through a serial port, the serial port must be functioning correctly and no other software application can be accessing this same port. This unit will work with any serial port or COM number setting that your software supports. If you do not have an available serial port on your computer, a USB-to-serial adaptor cable can be used. These can be found at any computer store or most office supply outlets. The USB-to-serial adaptor cable must be verified as, "correctly installed and operational" within the Windows device Manager

If your unit connects via Ethernet cable, plug it into any switch or router on your Local Area Network. Use the Ethernet Configuration Tool located at [www CallerID.com/Downloads/Diagnostic-Tools/](http://www CallerID.com/Downloads/Diagnostic-Tools/) to set the unit to a static IP address within your IP scheme and outside any DHCP range. Refer to the [Ethernet Supplement](#) for more details.

## Connecting the Phones Lines

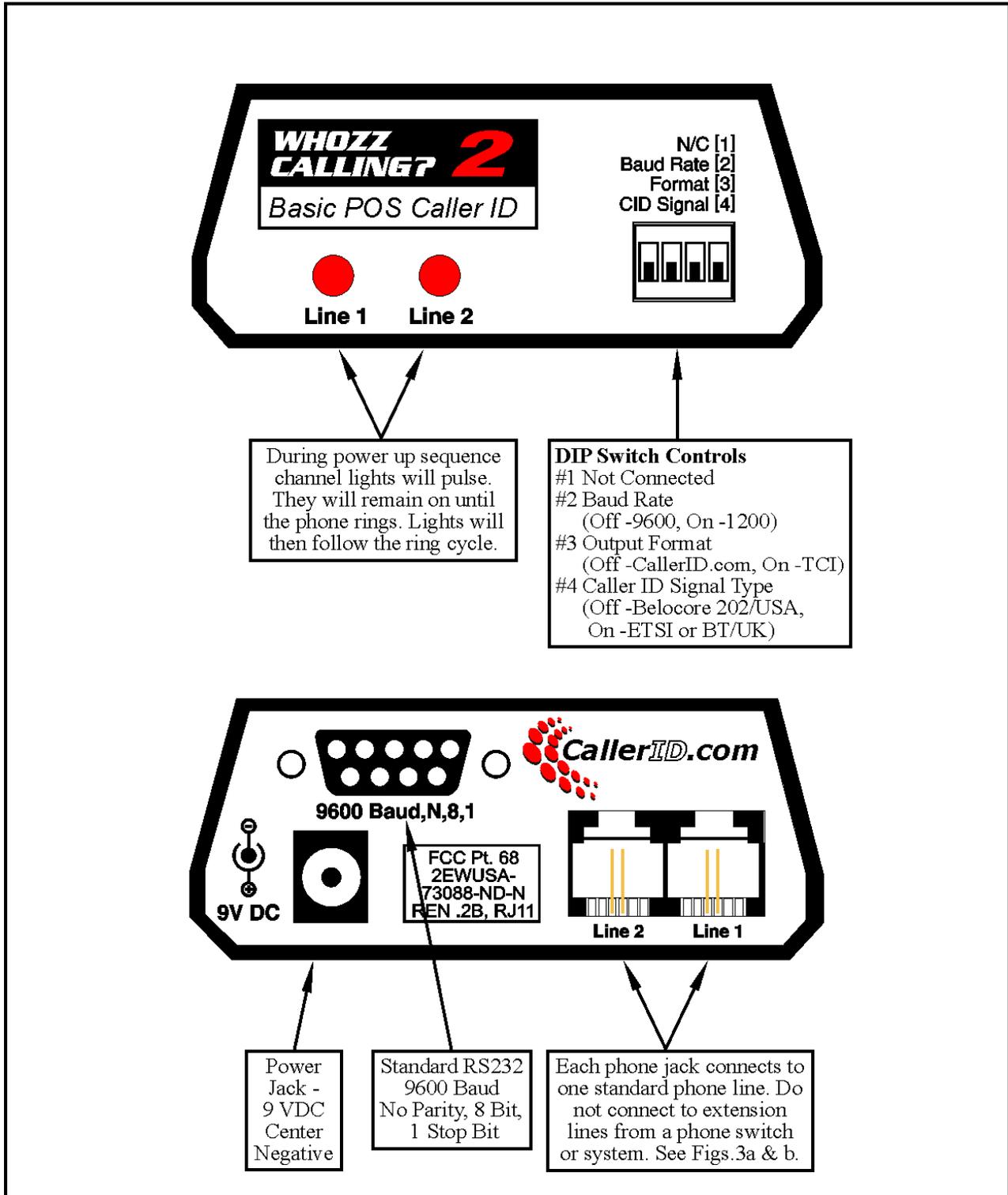
The unit will only capture Caller ID when connected to the central office phone lines coming into the building. The unit will not function properly when connected to extension lines from a telephone switch. If your wiring is modular, simple modular splitters will be required to form a "Y", "T", or branching circuit such that each phone line can connect to the Whozz Calling? Basic POS unit in parallel.

If your existing telephone wiring is not modular, consisting of "punched down" solid wire connections, it is recommended that a qualified telephone technician install modular connectors for the installation. Figure 2 diagrams the parallel connections required for proper installation.

### 4-Wire (RJ14) Phone Cord Connections

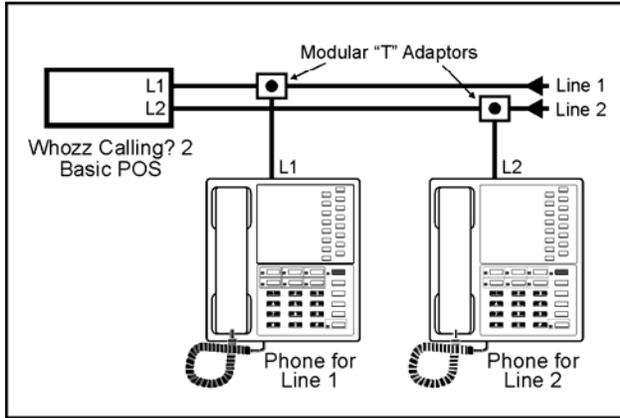
Most modular phone cords contain 4 wires which can supply two phone lines (2 wires for each line.) Your wiring scheme may have either 1 phone line connected (RJ11 – using 2 wires) or 2 phone lines connected (RJ14 – using all 4 wires). The modular connectors on the unit are equipped to handle only 1 phone line per channel (RJ11 connection). If you have 2-line, RJ14 connections, consult with a telephone technician to convert them to a compatible single line, RJ11 wiring.

**Fig. 1 Front and Back Views of Serial Version Whozz Calling? 2 Basic POS**



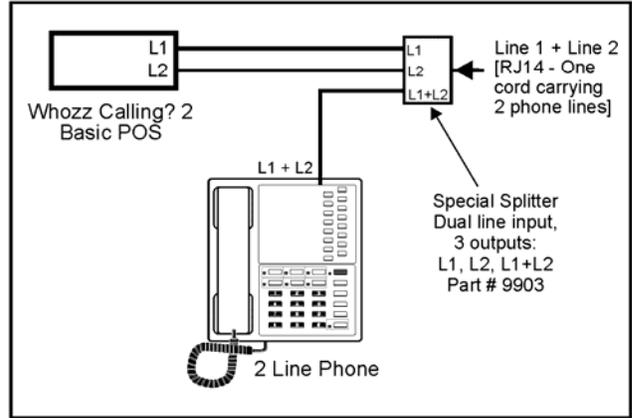
## Types of Phone line Connections

**Fig. 2a**  
**2 Single Line Phone Jacks**



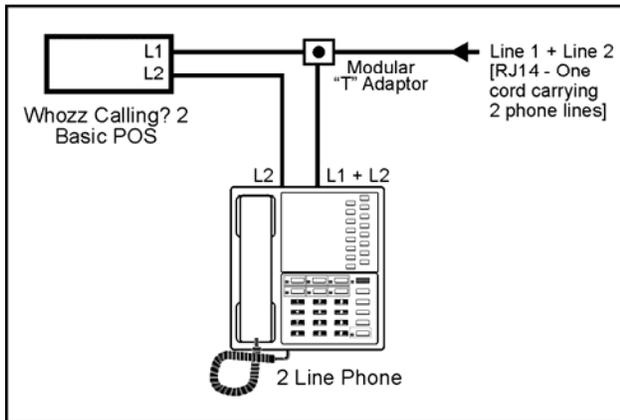
If each line is on a separate wall jack, simply connect a standard splitter to each wall jack. Run a set of cords for both lines 1 and 2 to the phone(s) and another set to the Whozz Calling? 2 unit.

**Fig. 2c**  
**One 2-Line Modular Jack w/ Special Splitter**



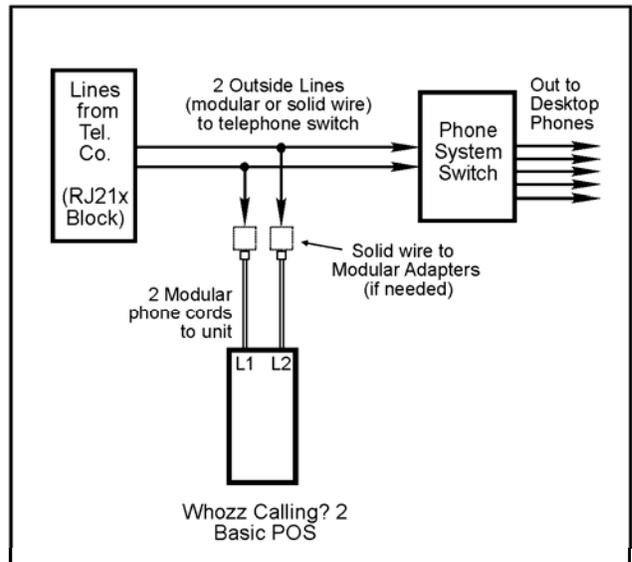
When both phone lines are on one wall jack, connect a special splitter to the wall jack. The special splitter has the 3 outputs clearly marked as L1, L2, and L1+L2. It allows for individual connections to line 1 and line 2 for the Whozz Calling? unit along with L1+L2 for the phone. This splitter is available at select Web sites and from CallerID.com, part # 9903.

**Fig. 2b**  
**One 2-Line Modular Jack**



If both lines are on one wall jack, connect one standard splitter to the wall jack. The outputs from the splitter will connect line 1 & 2 to the phone but only line 1 to the Whozz Calling? unit. To get L2 to the Whozz Calling? unit, connect another phone cord from the L2 jack of the phone to L2 of the Whozz Calling? unit.

**Fig. 2d**  
**Connections with Phone System Switch**



Even if your telephone system switch is Caller ID capable, it will not pass analog Caller ID. Therefore, the POS 2 unit must be connected to the phone lines coming into the building from the telephone company.

These lines are branched (split or half-tapped) and connected to the input jacks of the monitoring unit. If these lines are not modular, solid wire to modular adaptors must be used.

## DIP Switch Settings

Located on the front panel, the DIP switches are used to set line numbers for units chained together, Caller ID input formats, and data output formats. Normally the DIP switches are preset from the factory to match your requirements.

### BAUD RATE SETTING

The unit can be set to deliver data to the serial port at either 9600 or 1200 Baud. The DIP switch number 2 controls this setting. Refer to the table below.

| <u>Baud Rate</u> | <u>DIP Switch #2</u> |
|------------------|----------------------|
| 9600             | -                    |
| 1200             | ON                   |

### OUTPUT FORMAT

The unit can deliver either the CallerID.com Whozz Calling? format or the alternative TCI format. DIP switch number 3 control the unit output format. Refer to the table below and Fig 3.

| <u>Format</u> | <u>#3</u> |
|---------------|-----------|
| CallerID.com  | -         |
| TCI           | ON        |

Unless the popup application you are using has only integrated the TCI format, the CallerID.com format is recommended since it is the industry standard. This format is used with all other CallerID.com products. Most software vendors have adopted this standard since it gives them the flexibility use both Basic and Deluxe Whozz Calling? units. The CallerID.com format provides additional fields for outbound digits dialed, inbound digits dialed after answer, number of rings before answer, call duration, and type of distinctive ring pattern reported by Whozz Calling? Deluxe units.

Refer to Figure 3a and 3b on the following page for details on the two formats available.

### CALLER ID DELIVERY TYPE

Caller ID signaling is sent by the local phone company's central office in either of 4 different electronic formats. Belcore 202 signaling is sent between the first and second ring in the countries such as the US, Canada, Mexico, Australia, and others. Caller ID is sent before the first ring by British Telecom (BT) in the United Kingdom. Similarly, Caller ID is sent before the first ring or after a very short ring burst using ETSI signaling that is prevalent in Eastern and Northern Europe. In countries or regions where older central office equipment is used Caller ID is delivered via DTMF (touch-tones). This unit is not compatible with DTMF signaling.

This unit is capable of capturing either Belcore 202, BT, or ETSI Caller ID signaling.

| <u>Caller ID Signaling</u> | <u>DIP Switch #4</u> |
|----------------------------|----------------------|
| Belcore 202 (USA)          | -                    |
| BT or ETSI                 | ON                   |



## Connecting to the Computer (for Serial Port models only, else refer to the [Ethernet Supplement](#))

Connect the unit to a computer serial port with the supplied serial cable or using a “USB-to-Serial Port Adapter Cable”. If using a USB-to-Serial Port Adaptor Cable, make sure that your drivers are loaded properly by checking your Windows Device Manger.

If you purchased a software package designed to work in conjunction with the Whozz Calling? Basic POS, you will need to set the COM port number within your software to match the connection.

If no communication can be established between the software and hardware, then most likely the serial port is not operational, USB cable drivers are not loaded properly, or another software application is already using that port. To determine whether your serial port is working properly without software conflicts, use the “Serial Loop” application. It is a terminal program specifically designed for use with Whozz Calling? hardware.

**NOTE:** Close the software application designed to work with the Whozz Calling? hardware BEFORE running the Serial Loop testing program below.

### Using Serial Loop terminal application.

Location: [www.CallerID.com/Downloads/Diagnostic-Tools/](http://www.CallerID.com/Downloads/Diagnostic-Tools/) **Serial Loop II**

1. Within Serial Loop, determine the status of all COM ports on computer by using:  
Menu Selection: **Tools / Port Scan**

#### Possible Results

“Port Available” – no other software is using this port, you can connect the Whozz Calling? unit

“Another Program using Port” – the Whozz Calling? unit cannot be used on this port

“Modem Detected” – the Whozz Calling? unit cannot be used on this port

Close Port Scan window

- 2.. Attempt connection using Main Serial Loop screen
  - a. Select an available COM port
  - b. Use Default Baud Rate of 9600
  - c. Set all DIP switches on front of unit to Down position
  - d. Re-boot unit by power cycling the Whozz Calling? hardware

Upon power cycling, the unit immediately sends information from all channels of the Whozz Calling? unit.

3. If the boot-up information is clearly seen, the serial port on both the Whozz Calling? device and the computer are operating properly.
  - a. Make test calls to all phone lines connected to the Whozz Calling? unit
  - b. Raw data results are seen in top window and formatted phone records in the bottom window
  - c. A “No-CallerID” response means the unit could not capture a Caller ID signal; usually the result of:
    - No Caller ID service on the phone line.
    - The phone cord connected to the port is an extension line from a phone system.
    - The phone call was answered before the phone company actually sent Caller ID signaling.
4. If boot-up information is not seen from Step 2 (no data on Raw Data screen), change the COM port in Serial Loop and re-boot again. Try all COM ports until boot-up data is seen. If not, connect the unit to another serial port on the computer and try all COM ports in the software again, re-booting each time.
5. If Step 4 proves unsuccessful with every combination of COM ports selected and available serial ports connected, then the serial circuitry within the computer, the unit, or both is not functioning properly. You can test the serial port on your computer by using the Loopback Test.

## 6. Loopback Test in Serial Loop

The Loopback test determines whether your computer's serial port hardware is functioning properly. Use Menu selection: **Tools / Port Scan** and then select the "Loopback Test" button at the bottom of the window. Follow the directions on the screen.

- If the Loopback is found by the port scan, then your computers serial port is functioning properly.
- If the Loopback is not found, then the serial port being tested is not working properly and cannot be used. Try connecting the cable to a different serial port and select the "Rescan" button.

## Specifications

|                     |                               |
|---------------------|-------------------------------|
| Supply Voltage:     | 9 VDC, center negative        |
| Supply Current:     | Less than 250 mA              |
| Loop Current Draw:  | Less than 1 mA                |
| Loop Voltage:       | 30 to 105 VDC                 |
| Ringing Voltage:    | 60 to 130 VAC                 |
| Insertion Loss:     | Less than 0.3 dB              |
| Voltage Drop:       | 2.7 VDC at 20 mA loop current |
| Ringer Equivalence: | (REN) 0.1 B                   |
| Dimensions:         | 4.3" x 3.25" x 1.5"           |

## Manufacture's Information

CallerID.com  
5680 Oakbrook Parkway, #150  
Norcross, GA 30093

Sales (800) 240-4637  
Customer Service (770) 263-7111

Web Site [www.CallerID.com](http://www.CallerID.com)  
Email [Info@CallerID.com](mailto:Info@CallerID.com)

## Warranty Information

CallerID.com will repair this product with new or rebuilt parts, free of charge, when returned postage prepaid to the CallerID.com repair facility in Norcross, GA within 2 years from the date of original purchase.

This warranty is extended only to the original purchaser. A purchase receipt or other acceptable proof of purchase date will be required before warranty service is rendered.

This warranty covers failures due only to defects in materials or workmanship occurring during normal use. It does not cover damage which occurs in shipment; failures which are caused by products not manufactured by CallerID.com; failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification or unintended use of product; service by anyone other than an authorized CallerID.com repair facility; or damage attributed to an act of God. Lightning is considered an act of God.

CallerID.com makes no other warranty, either expressed or implied, with respect to this product.

If a problem develops concerning this product, contact your local dealer or CallerID.com directly for a Return Material Authorization (RMA) number. A RMA number is required for all returns.

## Appendix - RS232 Pin Outs

When the serial port is configured to “No Flow Control”, only **Transmit** and **Ground** connections are required. Pin 7 and Pin 8 need to be connected only if other serial flow control types are selected.

### Computer DB9/M Serial Port

### Monitoring Unit DB9/F

|                               |         |  |
|-------------------------------|---------|--|
| Pin 1 (Carrier Detect)        |         | Pin 1 (No Connection)                      |
| Pin 2 (Receive )              | ←—————  | Pin 2 (Transmit)                           |
| Pin 3 (Transmit)              |         | Pin 3 (Receive)                            |
| Pin 4 (Data Term. Ready)      |         | Pin 4 (No Connection)                      |
| Pin 5 (Ground)                | ←—————→ | Pin 5 (Ground)                             |
| Pin 6 (Data Set Ready)        |         | Pin 6 (No Connection)                      |
| Pin 7 (Request to Send) ..... |         | Pin 7 (Internal <input type="checkbox"/> ) |
| Pin 8 (Clear to Send) .....   |         | Pin 8 Connection) <input type="checkbox"/> |
| Pin 9 (Ring Indicator)        |         | Pin 9 (No Connection)                      |



**5680 Oakbrook Parkway, #150, Norcross, GA 30071 800.240.4637 770.263.7111**