Setting up a WHOZZ CALLING POS Caller ID



Index (Clickable)

- 1) <u>Prerequisite</u>
- 2) How to Install (Hardware)
- 3) How to Install (Software)
 - a. <u>Whozz Calling Manifest</u>
 - b. Finding an IP Address
 - c. Finding the computer name
 - d. Caller ID software installation
 - e. Installing the Harbortouch Addins
 - f. <u>Testing out The Caller ID</u>

An Important Prerequisite:

 This caller ID is only designed to work with Hospitality Version 3.2.3.5400 and will NOT work with any older version. This can be found at the following link: <u>\UBCFTP\HarborTouch\Hospitality\Hospitality 3.2</u>
If you do not have access to this, please email a supervisor so that you may access this folder
Output
Description:

How to Install

Hardware

After unpacking the Whozz Calling caller ID you will find the following items:

- 1. 2 Phone cables
- 2. 1 Whozz Calling POS caller ID box make sure all dip switches are in the off position, (pushed down)
- 3. 1 CAT 5E Ethernet Network Cable
- 4. 1 power cord

First, plug the network cable in that goes from the router to the Whozz Calling Caller ID box. Then plug phone lines 1 and 2 into the box.

Note If they have both lines coming in on 1 cable they will need to find a phone jack splitter that splits lines 1 and 2. It must say line 1 and line 2 on it or it will not work. This can be found at the merchant's local RadioShack and may look something like this:



Now plug the power cable in and you can now switch focus to the software.

Backside of hardware for visual:



(Note: there may be a 4 line caller ID box that is deployed as well)

Software

WhozzCallingManifest

The first thing that we will need to do is to create a file that will be recognized by the software so it knows which computers will respond to the caller ID and pull the customer information to display on the screen.

To do that, first open up notepad by going to start > All Programs > Accessories > notepad

All we need to do for this file is to enter in either the IP addresses of the computers that will respond to the caller ID on separate lines or the computer name.

Finding an IP Address

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stem Propert	ies				?
System Re General	store Comp	Automa	tic Updates Hardware		Remote Idvanced
Wind on th	dows uses ne network	the following inf 	ormation to ide	ntify your ci	omputer
Computer desc	ription:				
		For example: "I Computer".	Kitchen Compu	ter" or "Ma uter	ry's
Full computer n Workgroup:	iame:	PUS-5. Workgroup	Name		
To use the Net domain and cre ID.	work Iden ate a loca	tification Wizard I user account,	to join a click Network	Netw	ork ID
To rename this	computer	or join a domain	, click Change.	Cha	nge
		OK	Ca	ncel	Apply

To find the IP address go to Start>Run and then type in CMD. Then in the command prompt that opens up type in ipconfig from there you should find the IP address

Finding the Computer Name

To find the computer name, go to Start > Right Click on My Computer and then click on properties and then click on the computer name tab. WhozzCallingManifest - Notepad File Edit Format View Help 192.168.0.171 Once the computer name or IP address has been figured out, enter that into the text file

Then go to file>save as and name the file WhozzCallingManifest in the BrainAddIns folder at this Directory: C:\Program Files\Harbortouch 3.2\BrainAddIns

By default notepad will add a .txt extension. We want to remove that otherwise the caller ID software will not recognize the computers to respond to.

To do this right click on start>Explore and then navigate to the following directory:

C:\Program Files\Harbortouch 3.2\BrainAddIns

Right Click on the file WhozzCallingManifest.txt and choose rename and remove the .txt leaving WhozzCallingManifest and click enter to save

It will show this error message, this is ok, click yes to change it.



Caller ID Software Installation

Now we need to install the actual caller ID software.

To find this please navigate to the below directory, if you do not have access to this, please see a supervisor to be granted access.

\\UBCFTP\HarborTouch\Hospitality\Hospitality 3.2\Caller ID

you will need to copy and paste the whole Caller ID folder to your computer and transfer all of the files over to the merchant's computer.

Once on the merchant's computer, double click on start.exe

Name	Date modified	Туре	Size
🐌 CDmenu	7/11/2011 9:04 AM	File folder	
퉬 manuals	7/11/2011 9:04 AM	File folder	
Programs_And_SourceCode	7/11/2011 9:05 AM	File folder	
autorun.inf	5/6/2006 10:01 AM	Setup Information	1 KB
CallerID Ethernet Emulator.txt	7/11/2011 9:07 AM	Text Document	1 KB
🐔 CallerID.ico	5/6/2006 10:01 AM	Icon	2 KB
CellerID WS Addin.sip	6/17/2011 9:16 AM	WinRAR ZIP archive	235 KB
Start.exe	5/6/2006 10:02 AM	Application	32 KB

At the main screen, select "Install Software and Tools"



Install the software via the "Complete" Option.

뤻 CallerID.com Soft	tware 1.3.1 Installer	×
Choose Installation WARNING: Please Re choice. Select More	Type ead the text below each selection before making your Info for further explanation.	
	<u>D</u> iagnostic Tools Only I have an existing Point of Sale application or other industry program that recommends using this hardware. This selection installs Caller ID troubleshooting tools only.	
:	Custom Allows advanced users to choose which program features will be installed and where they will be installed.	
	Complete (Please Read Below)	
N CONTRACTOR	I do not have any existing software that will work with this hardware. I will use the CallerID.com popup software to display Caller ID information. This selection installs both the Popup and Setup programs as well as the troubleshooting tools.	
More Info	Back Next > Cancel	

Disable the Run ELPopup Automatically every time the computer is started option. (any diagnostic tool running will cause the HT 3.2 portion of the function to cease working.)

🔂 CallerID.com Software 1.3.1 Installer
Place Shortcuts Choose which shortcuts you want installed.
Create a shortcut to ELPopup on the Desktop Run ELPopup automatically every time the computer is started
< Back Next > Cancel

The EL Pop program will run after this is installed, this MUST be closed for caller ID to work

A CallerID.com program group will be added to the start menu after installation complete. ELPopup will display a message on screen when it sense a incoming call broadcast over the network. ELConfig will detect any WhozzCalling unit on the network and display their information.

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	۹	Windows Movie Maker				
k	G	CallerID.com	m	Toc 🔪 🔹 🕨	03	ELConfig
	m	Harbortouch 3.2	ļĒ	ELPopup	Ľ	Remote Destkop Support
		UBC 3.2	8	Manual	-	WCToolbox
ľ	•	LogMeIn				

Installing the Harbortouch add ins

The final piece required to make the hospitality integrate with the caller id is to setup the hospitality addins so that Harbortouch recognizes the software.

This can be found in \\UBCFTP\HarborTouch\Hospitality\Hospitality 3.2\Caller ID

In that directory you should find Dinerware_WhozzCalling_Driver_3.2.3.5368.zip

🐌 CDmenu	8/19/2011 2:41 PM	File folder	
🐌 manuals	8/19/2011 2:41 PM	File folder	
Programs_And_SourceCode	8/19/2011 2:41 PM	File folder	
autorun	5/6/2006 10:01 AM	Setup Information	1 KB
CallerID Ethernet Emulator	8/19/2011 3:39 PM	Text Document	1 KB
🐔 CallerID	5/6/2006 10:01 AM	Icon	2 KB
🔁 callerid-overview2	8/19/2011 3:39 PM	Adobe Acrobat D	242 KB
Dinerware_WhozzCalling_Driver_3.2.3.5368	6/17/2011 9:16 AM	ZIP archive	235 KB
🔩 Start	5/6/2006 10:02 AM	Application	32 KB
🗐 WhozzCalling Caller ID for Hospitality 3	8/19/2011 3:39 PM	Microsoft Office	600 KB

Extract that on the merchant's computer and we will need to copy and paste it to the 2 below directories.

C:\Program Files\Harbortouch 3.2\BrainAddIns

😂 BrainAddIns					<u>_ 0 ×</u>
File Edit View Favorites Tools Help					
🕞 Back 🔹 🕥 🗸 🏂 🔎 Search 🎼 Fo	olders	-			
Address 🛅 C:\Program Files\Harbortouch 3.2\BrainA	ddIns				💌 ラ Go
Folders	х	Name 🔺	Size	Туре	Date Modified
BitDefender CollerID.com ComPus Applications DirectSystems, Inc DirectSystems		GallerIDWhozz.pdb Dinerware.BuiltInLoyalty.dll Dinerware.BuiltInLoyalty.ddl Dinerware.DailyReports.dll Dinerware.DailyReports.dll Dinerware.DemoProvider.dll Dinerware.DemoProvider.dll Dinerware.PaymentechProvid Dinerware.PaymentechProvid	84 KB 31 KB 58 KB 72 KB 164 KB 31 KB 48 KB 55 KB 98 KB	PDB File Application Extension PDB File Application Extension PDB File Application Extension PDB File Application Extension PDB File	6/17/2011 6:00 AP 6/30/2011 2:36 PM 6/30/2011 2:32 PM 6/30/2011 2:32 PM 6/30/2011 2:32 PM 6/30/2011 2:32 PM 6/30/2011 2:35 PM 6/30/2011 2:35 PM
BrainAddIns BrainAddIns Carlot BrainAddIns Carlot Brain Carlot		Dinerware.Receipts.dll Dinerware.Receipts.pdb Dinerware.TenderCardProvid Dinerware.TenderCardProvid Dinerware.ValutecProvider.dll Dinerware.ValutecProvider.pdb Interop.Paymentech.dll System.CoreEx.dll System.CoreEx.dll	17 KB 36 KB 86 KB 202 KB 26 KB 48 KB 10 KB 76 KB 59 KB	Application Extension PDB File Application Extension PDB File Application Extension PDB File Application Extension Application Extension	6/30/2011 2:32 PM 6/30/2011 2:36 PM 6/30/2011 2:36 PM 6/30/2011 2:37 PM 6/30/2011 2:36 PM 6/30/2011 2:36 PM 6/30/2011 2:36 PM 6/2/2011 6:01 AM 6/2/2011 6:01 AM
 →+VN →+VN → VorkstationAddIns → J+Hans → InstallShield Installation Information → Internet Explorer → Messenger → Microsoft Office 		System. Observable. dll System. Reactive. dll WhozzCallingAddin. dll WhozzCallingAddin. pdb WhozzCallingManifest. WhozzCallingManifest. txt Yes TelecomCallerIDAddin. dll	11 KB 543 KB 14 KB 32 KB 1 KB 1 KB 13 KB	Application Extension Application Extension Application Extension PDB File File Text Document Application Extension	6/2/2011 6:01 AM 6/2/2011 6:01 AM 6/17/2011 5:57 AN 6/17/2011 5:57 AN 8/23/2011 11:17 P 8/23/2011 11:23 P 6/30/2011 2:33 PN

C:\Program Files\Harbortouch 3.2\WorkstationAddIns

😂 WorkstationAddIns				
File Edit View Favorites Tools Help				
🙆 Back 🔹 🔿 😴 🏠 🔘 Search 🔀 Folders				
Address C:\Program Files\Harbortouch 3.2\Workstation	AddIns			🗾 🔁 Go
Folders ×	Name 🔺	Size	Туре	Date Modified 🔺
🗆 🦳 Program Files	Basic Product Mix.dwr	89 KB	DWR File	8/20/2011 7:5
E BitDefender	CallerIDWhozz.exe	41 KB	Application	8/31/2011 9:4
E CallerID.com	🔤 CallerIDWhozz.pdb	84 KB	PDB File	8/31/2011 9:4
E Common Files	🔟 Cash Drawer Over-Short.dwr	65 KB	DWR File	8/20/2011 7:5
ComPlus Applications	🔟 Cash Drawer.dwr	89 KB	DWR File	8/20/2011 7:5
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	🖬 Choice Sales By Choice Sets.dwr	58 KB	DWR File	8/20/2011 7:5
E C Harbortouch 3.1	🔟 Choice Sales By Employee.dwr	64 KB	DWR File	8/20/2011 7:5
	🔤 Choice Sales by Revenue Cen	72 KB	DWR File	8/20/2011 7:5
BraipAddIps	🖬 Choice Sales by Revenue Cen	66 KB	DWR File	8/20/2011 7:5
	🖻 Choice Sets with Menu Items	56 KB	DWR File	8/20/2011 7:5
ee-US	🗟 Choices and Choice Sets.dwr	63 KB	DWR File	8/20/2011 7:5
ec-MX	🖬 Choices.view	40 KB	VIEW File	8/20/2011 7:5
	🗟 Credit Card Receipts.dwr	104 KB	DWR File	8/20/2011 7:5
	📼 Credit Returns.dwr	151 KB	DWR File	8/20/2011 7:5
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	🖬 Customer Payments.view	163 KB	VIEW File	8/20/2011 7:5
Tectal/Shield Tectal/Stien Information	🗟 Customer Sales Summary.dwr	162 KB	DWR File	8/20/2011 7:5
	🖬 Customer Sales.dwr	220 KB	DWR File	8/20/2011 7:5
	🖬 Customers Detail.dwr	153 KB	DWR File	8/20/2011 7:5
	🖬 Customers Summary.dwr	151 KB	DWR File	8/20/2011 7:5 😈
	Dou Bart Broduct Mix Croup D	00 V P	nwn eila	e/20/2011 7.5

Testing out the Caller ID

There are 2 ways to test out the caller ID.

The first is to have the merchant call the store from a cell phone and see if it returns the below page:

Harbortouch service@harbortouch. com	(866) 563-3045	140 W. Main Street High Bridge, NJ 08829	Select A Customer
STEVENS, DARREN	(800) 555-6059		Caller ID name CETATION INSTIT Number not found.
STEVENS, DARREN	(800) 555-6059		Please pick an existing customer or touch New Customer. Ignore this call by touching Cancel.
Look Up Info	New	Customer	
		< Scan 123	3
1 2 3	4 5 6	7 8 9 0 + -	-
Q W E	RTY	U I O P ()	
ASI	DFGH	J K L @ \$	
_ Z X	C V B 1	N M , . ? !]
AB ab Ab	Spa	ice Shift CL	Cancel

The other way is to go to <u>www.callerid.com</u>

On the left side of the screen, you will see a Downloads option. Click on that to expand that section, then click on Diagnostic Tools



In the "Application Downloads" frame, click on "Ethernet Emulator"

Then click "Install" on the next page.

CallerID.com Ethernet Emulator

Name:	Ethernet	Emulator
Hame.	Lunginge	LINGACO

Version: 1.2.1.8

The following prerequisites are required:

- Windows Installer 3.1
- .NET Framework 3.5

If these components are already installed, you can <u>launch</u> the application now. Otherwise, click the button below to install the prerequisites and run the application.

Install

After Ethernet Emulator is installed, you can use it to simulate an incoming call broadcasted over the network.

The program can be run from start > all programs > CallerID.com > Ethernet Emulator

Key	Send	Line	In/Out		Phone Number	Name
F9 💌	Send	1	Inbound	-	800-555-3970	CETATION INSTIT
F 💌	Send	2	Inbound	-	800-555-6059	DARRIN STEPHENS
F 💌	Send	3	Outbound	-	555-983-7668	ANIMAL CONTROL
F 💌	Send	4	Outbound	-	555-865-5309	JENNY TUTONE

Use xxx.xxx.255 to broadcast over the entire IP range, or use specific IP address if you're looking to test one specific IP address.

Make sure the ip address in the Ethernet Emulator conforms to an IP address that is in the same range as the computer or it will not work.

Note The user must be logged into the system for it to pull caller ID information, if the user is not logged in then no caller ID information will be pulled.