Setting up a WHOZZ CALLING POS Caller ID

Index (Clickable)

An Important Prerequisite:

1. 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:
   \\UBCFTP\HarborTouch\Hospitality\Hospitality 3.2
   If you do not have access to this, please email a supervisor so that you may access this folder

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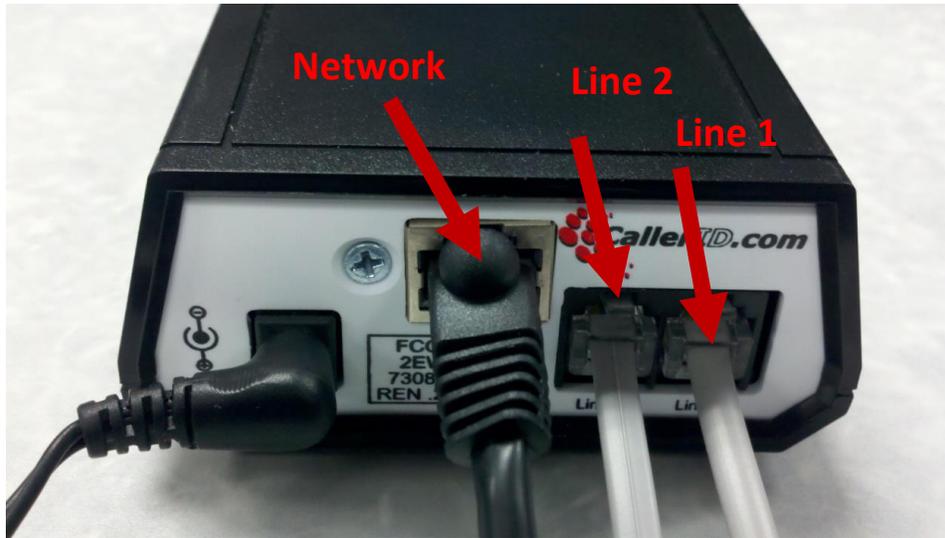
(Note: there may be a 4 line caller ID box that is deployed as well)

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.
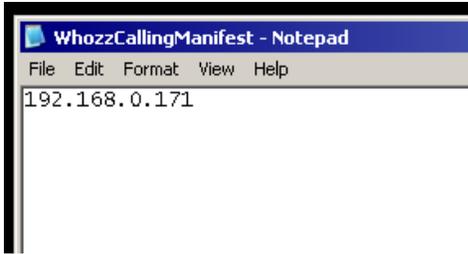
Finding an IP Address

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.

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.
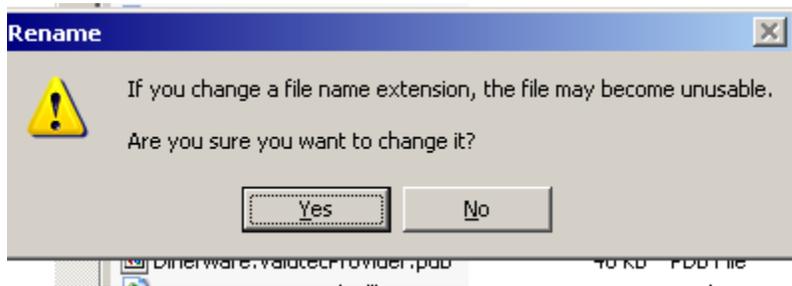
Caller ID Software Installation

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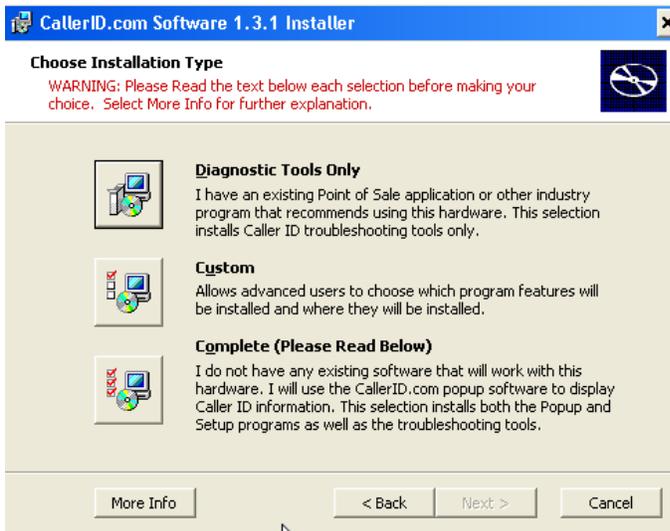
Once on the merchant's computer, double click on start.exe

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

Install the software via the "Complete" Option.

(any diagnostic tool running will cause the HT 3.2 portion of the function to cease working.)
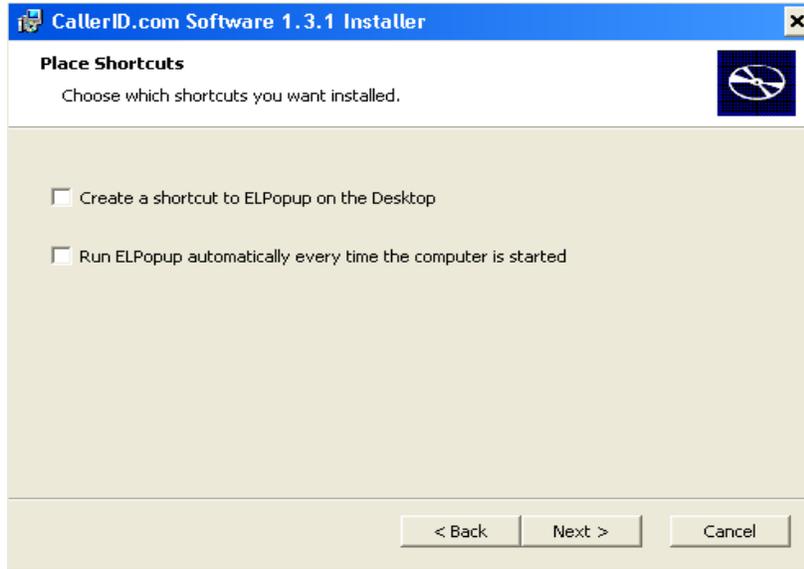

The EL Pop program will run after this is installed, this MUST be closed for caller ID to work

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.
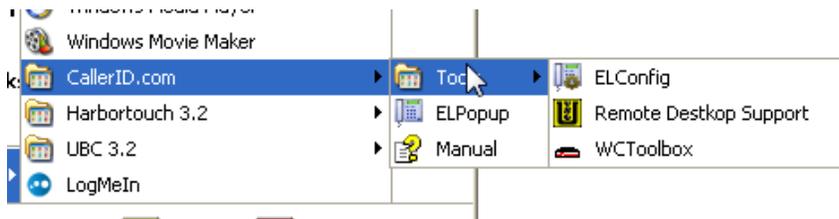
Installing the Harbortouch add ins

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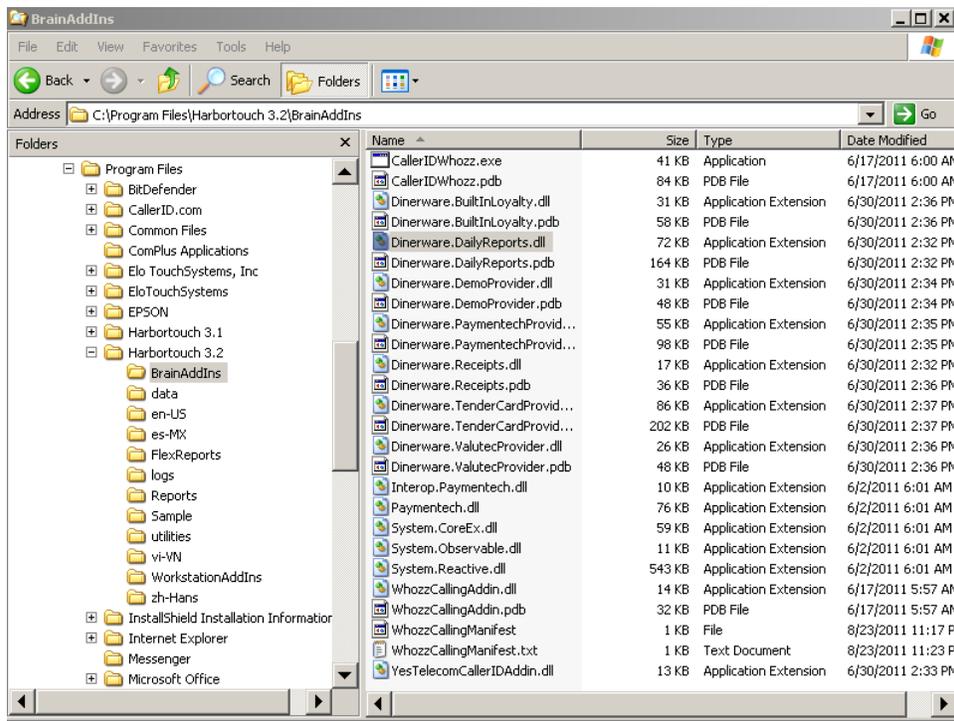
This can be found in \\UBCFTP\HarborTouch\Hospitality\Hospitality 3.2\Caller ID

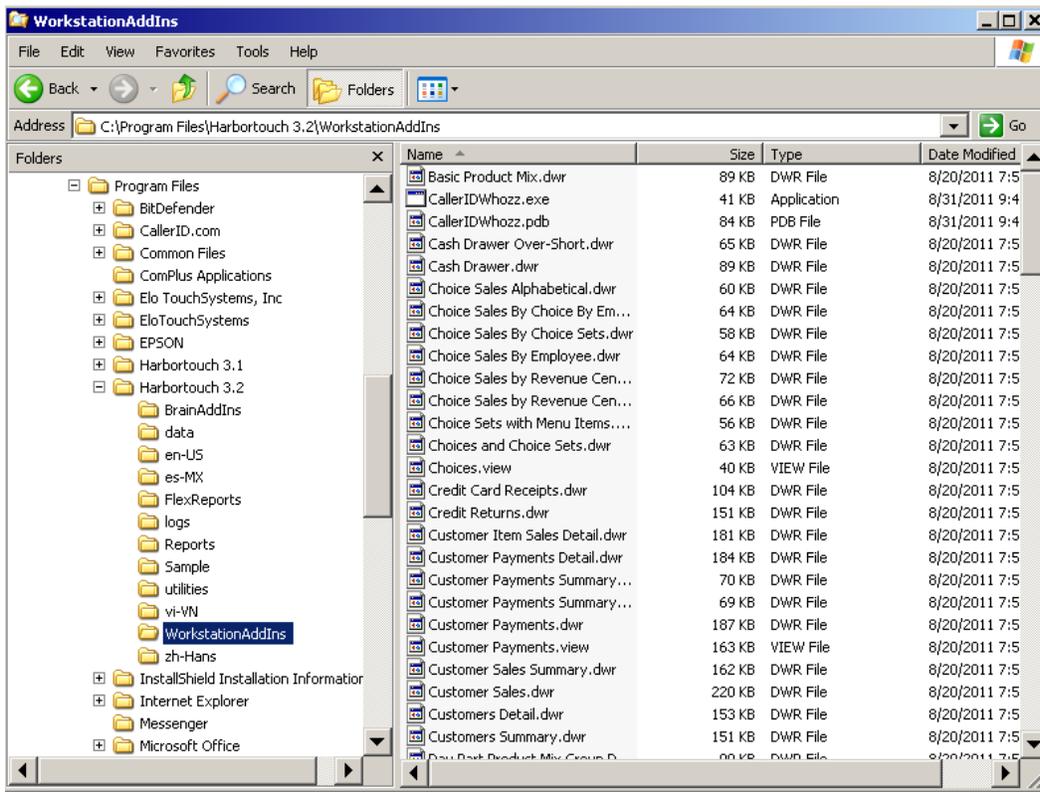In that directory you should find Dinerware_WhozzCalling_Driver_3.2.3.5368.zip

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

C:\Program Files\Harbortouch 3.2\WorkstationAddIns

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   (866) 563-3045   140 W. Main Street
service@harbortouch.   High Bridge, NJ 08829
com
STEVENS, DARREN   (800) 555-6059

STEVENS, DARREN   (800) 555-6059

Select A Customer

Call received from 800-555-3970
Caller ID name CETATION INSTIT
Number not found.

Please pick an existing customer or touch New Customer.
Ignore this call by touching Cancel.

New Customer

Look Up Info

| | | << | Scan | 123 |

1	2	3	4	5	6	7	8	9	0	+	-
Q	W	E	R	T	Y	U	I	O	P	(	)
A	S	D	F	G	H	J	K	L	@	$
_	Z	X	C	V	B	N	M	,	.	?	!
AB	ab	Ab	Space	Shift	CL

Cancel   OK

The other way is to go to www.callerid.com

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

Home
Complete Packages
⊞ **Browse Products**
⊞ **Select Product By Series**
Product Selection Guide
Accessories
Countries Supported
Feature Matrix
⊞ **Price Lists**
POS Advantage
⊞ **Developer's Area**
⊞ **Software Partners**
⊟ **Downloads**
   Technical Manuals
   Software & Source Code
   Diagnostic Tools
⊞ **Support**
Compatibility
How It Works
Why Purchase from Us?
About Us
Contact Information
800.240.4637

Application Downloads

- WC Toolbox (*1.1.0.7*)
  WC Troubleshooter is a CallerID.com application tha
  communications tool, much like HyperTeminal for Wi

- HyperTerminal
  HyperTerminal is a standard terminal program that u
  HyperTerminal, this link will take you to the hilgraeve

- Ethernet Link Config
  The ELConfig utility allows you to change network pa
  addresses, Port numbers, and unit ID numbers. This
  parameters from Whozz Calling "full-featured" units.

- Ethernet Emulator
  This tool will send fake Caller ID data over the netwo

- Remote Desktop Support Tool
  This tool will allow a CallerID.com technician to remo
  CallerID.com technical support (770-263-7111) to us
  to the CallerID.com device.

- PuTTY
  PuTTY is a program designed for Telnet and SSH cc

- USB to RS232 Drivers

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

Then click "Install" on the next page.

CallerID.com
Ethernet Emulator

Name: Ethernet Emulator

Version: 1.2.1.8

**Publisher:** CallerID.com

The following prerequisites are required:

- Windows Installer 3.1
- .NET Framework 3.5

If these components are already installed, you can launch 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
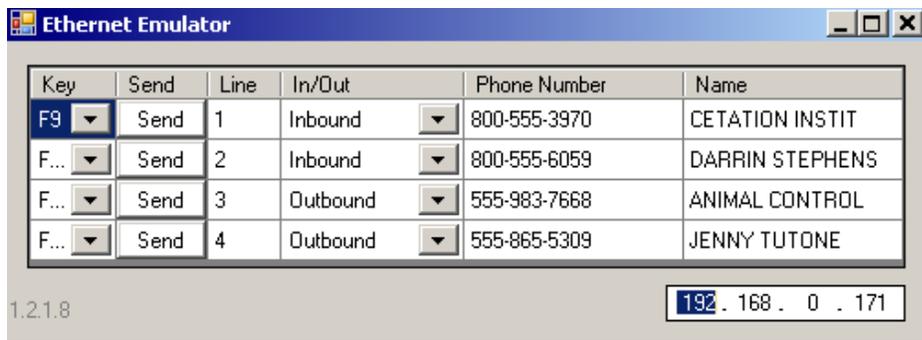
Use xxx.xxx.xxx.255 to broadcast over the entire IP range, or use specific IP address if you're looking to test one specific IP address.

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.