Whozz Calling?™ 2, 4 & 8 Basic

Installation Guide for Serial Port Models

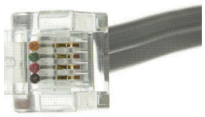
[V4.0 - 12/20/2021]

The Whozz Calling? Basic model captures inbound Caller ID information and sends data via a serial port connection to a PC. Most applications will relay the data to all other workstations.

The unit collects call data from analog telephone lines directly from the phone company, or an analog converter installed by your service provider. It should not be connected to extension lines coming from a telephone switch (PABX). Whozz Calling? devices are not compatible with VoIP phone service.

Connection to Phone Lines

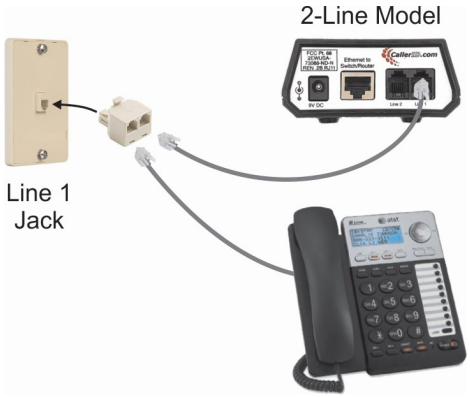
Most phone cords have 4 wires so they can carry two phone lines.
Modular jacks can be wired for either a single phone line or two phone lines.
Depending on how your phone jacks are wired, you will use either modular Duplicators or Splitters to connect the unit in parallel with phone lines.



4-wire phone cords can connect 2 phone lines

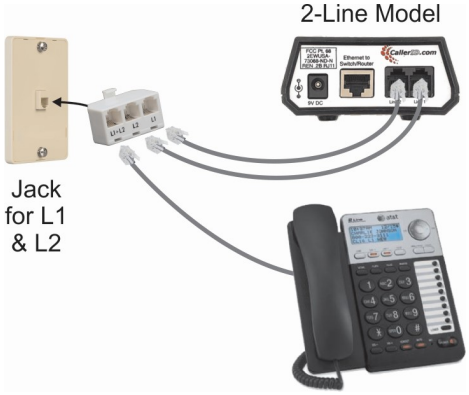
Scenario 1: **Modular Jack wired for only 1 phone line.**
(Phone cord carries only 1 phone line.)

1. Unplug the telephone cord for Line 1 from the wall jack or modem.
2. Insert an **unmarked** modular Duplicator into the jack.
3. Connect the telephone back to one side of the Duplicator outlet. Check your phone for dial tone.
4. Connect another phone cord from the other Duplicator outlet into the Whozz Calling? unit "**L1**" port.
5. If needed, use additional Duplicators to connect more lines in the same manner.



Scenario 2: **Modular Jack wired for 2 phone lines.**
(Phone cord carries 2 phone lines.)

1. Unplug the telephone cord for Lines 1&2 from the wall jack or modem
2. Insert a 3-way modular Splitter marked " **L1+L2 L2 L1** " into the jack.
3. Connect the telephone to the L1+L2 output of the Splitter. Check your phone for dial tone on both lines.
4. Connect phone cords from Splitter output L1 and L2 to the Caller ID unit ports L1 and L2, respectively.
5. If needed, use additional Splitters to connect more lines in the same manner (e.g., lines 3 & 4 on a 4-line system).



Serial Connection

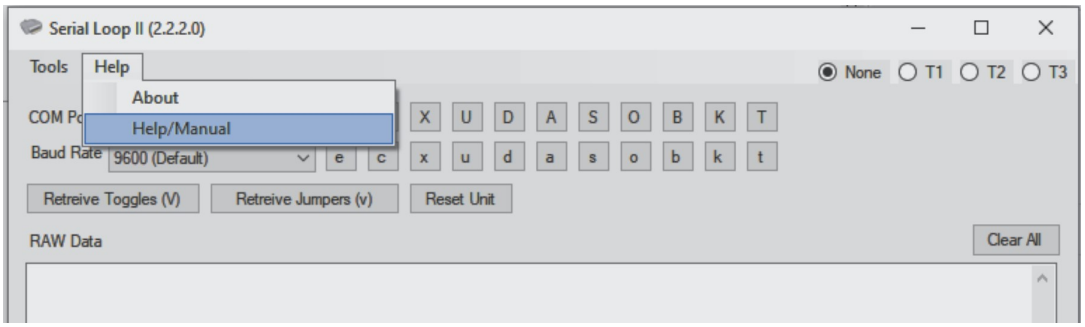
Connect the unit to the computer using the included serial cable. Some applications allow connecting the unit to any workstation, others require that it be connected only to the server. Within the application, set the COM port number to which the unit is connected.

Serial Loop Diagnostic Tool

Troubleshoot serial connections and view the data output from hardware using the Serial Loop Tool.

URL: **CallerID.com/Diagnostic_Tools.php?tab=Serial**
Navigate: **CallerID.com ⇒ Support ⇒ Diagnostic Tools⇒** (Tab) **Serial Whozz Calling?**

1. Close the application you are using for Caller ID popup screens.
2. Install and run the Serial Loop application.
3. Use Menu**: Help ⇒ Help/Manual** to determine the COM port to which the unit is connected.



4. Select the appropriate COM port number and make test calls to each line.
5. If test calls produce Caller ID data and correct line numbers, **close the Serial Loop application.**
6. Set your Caller ID popup application to the same COM port number used in Serial Loop.

Additional Information

1. In most cases, all DIP switch settings on the front of the unit should be in the down position with the following exceptions:
   - **UK, EU, and any other countries using ETSI FSK signaling:** DIP# 4 up, all others down.
   - **4-line and 8-line models for Domino's™:** DIP# 5 and 7 up, all others down.

2. The 3-way modular Splitter specified for connections in the above Scenario 2 are **not** unmarked 3-way Duplicators sold at local retail stores. Splitters must be marked "**L1+L2 L2 L1**". They can be found on-line at Amazon and other web sites using a search term similar to "*L1 + L2 Telephone Splitter*".