

Whozz Calling?™ 2, 4 & 8 Deluxe

Installation Guide for Serial Port Models

[V4.0 - 12/20/2021]

The Whozz Calling? Deluxe model is capable of capturing all details of inbound and outbound calls. Data is sent 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. Your exact connections to the Whozz Calling? unit will depend on how your phone jacks are wired. Whozz Calling? Deluxe units accommodate either single line phone cords, or dual line phone cords.



Connect using only 4 wire phone cords

It is strongly recommended that the Whozz Calling? unit be connected in parallel with your existing phone lines using modular splitters. A parallel connection uses only the input ports on the unit. This connection type allows for the unit to be easily removed from the circuit for troubleshooting and/or repair without affecting the telephone call path.

You can connect phone lines in series such that they pass through the unit using the input and output ports, but this is not the recommended connection and is only required in special circumstances.



Parallel Connections

Parallel Telephone Connections

1. Unplug the telephone cord from the wall jack or modem
2. Insert an unmarked modular splitter into the jack.
3. Connect the telephone cord into one side on the splitter outlet. Check your phone for dial tone.
4. Connect another phone cord from the other splitter outlet into the unit port marked "L1 or L1/L2, IN".
5. If the wall or modem jack is wired for 2 phone lines, then the LEDs on both Line 1 and Line 2 will light solid.



If both LEDs are solid on, DO NOT connect a phone cord to the L2 port.

6. If only Line 1 LED comes on solid, then locate the jack for Line 2.



Connect to this jack first

7. Using an additional splitter, split Line 2 the same way as Line 1. Connect a phone cord to "**L2, IN**"
8. If applicable, perform the same steps for Line 3, Line 4, etc.

Note: On 4-Line models, port 1 and port 3 can accept either single or dual line phone cords, while port 2 and port 4 can only accept single line phone cords.

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.

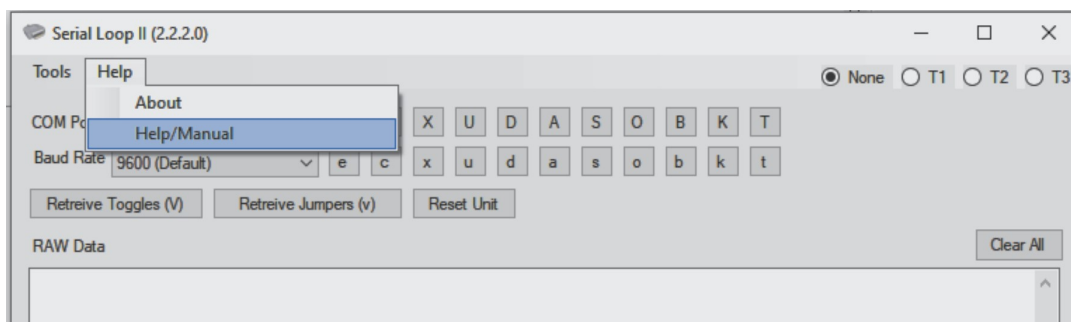
Serial Loop Diagnostic Tool

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. Check the line number and the associated Caller ID data.
5. The unit output is set using upper and lower case letters referred to as Toggles. Select "Retrieve Toggles" to view the settings. Use all uppercase toggles, with the following exceptions:
 - If your application displays or logs **outbound** calls, select the lower case "**o**" button.
 - If your application uses **detailed** call information, select the lower case "**d**" button.
6. When testing is complete, **close the Serial Loop application.**
7. Set your Caller ID popup application to the same COM port number used in Serial Loop.

Mounting Hardware

Remove the two Phillips head screws on the bottom of the enclosure. Attach the plastic bracket to the unit using the same screws. Mount to wall using appropriate hardware.



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Complete manuals can be found here:
www.CallerID.com/Product_Manuals.php