

ESC by FieldEdge — Whozz Calling Setup Guide

HVAC dispatch software CallerID configuration on Whozz Calling Ethernet units

Who this is for: On-site installers, IT contractors, and ESC end-users who need to connect a CallerID.com Whozz Calling Ethernet unit (Basic Ethernet, Deluxe Ethernet, POS-2, or POS-4) to **Electronic Service Control (ESC) by FieldEdge** so that incoming phone numbers pop up dispatcher screens in the HVAC office.

1. The short answer

Yes — you have to configure CallerID server settings inside ESC, and the **TCP/IP port must match the port the Whozz Calling unit is listening on**. They do **not** auto-discover each other.

IMPORTANT

Port 6100 is ESC's own historical default. It is NOT a CallerID.com factory port. Our Whozz Calling Ethernet units ship listening on **TCP / UDP 3520**. If you leave ESC at 6100 and don't touch the Whozz Calling unit, ESC will silently fail to receive any caller ID data — no error, no popup, no log entry. The two sides must agree on the same port number.

2. Pick one approach (don't do both)

Option A — Recommended: Change ESC to port 3520

Easier, faster, and consistent with every other CallerID.com installation. Leave the Whozz Calling unit at factory default; just point ESC at **3520**. This also matches every firewall rule, port conflict troubleshooting step, and POS daisy-chain diagram in the CallerID.com Tech Support Training Manual.

Option B — Leave ESC at 6100, reconfigure the Whozz Calling unit

Use the **Whozz Calling Configuration Utility** to change the unit's TCP listener from 3520 to 6100. Only do this if a customer or site policy insists on keeping ESC at its default. If you choose Option B, **document it in the helpdesk ticket** so the next tech doesn't troubleshoot a "wrong port" that is actually intentional.

3. Step-by-step setup

1 Confirm the Whozz Calling unit's IP address

Run the **Whozz Calling Configuration Utility** on a PC on the same subnet. The utility finds any Whozz Calling Ethernet unit on the local network and shows its current IP, MAC, and listener ports.

- Assign a **static IP** (or a DHCP reservation by MAC). ESC needs a fixed target — if DHCP renumbers the unit, ESC stops getting caller ID with no warning.
- Write the IP, subnet, and MAC on the install sheet.

2 Confirm the Whozz Calling listener port

In the same configuration utility, check **Network → Local Port**. Factory default is **3520** for both UDP broadcast and TCP server.

- **Option A (recommended):** leave it at 3520.
- **Option B:** change it to **6100** to match ESC's default, then click Save and power-cycle the unit.

3 Open ESC and enter CallerID settings

In ESC by FieldEdge, navigate to:

Tools → Options → Caller ID

(Exact path may vary by ESC version — look for the *Caller ID*, *Phone Integration*, or *Whozz Calling* sub-screen.)

Fill in:

Field	Value
Caller ID Device IP	The static IP from Step 1
TCP / IP Port	3520 (Option A) or 6100 (Option B)
Number of Lines	1, 2, or 4 — match the unit model (POS-4 = 4)
Protocol / Mode	TCP (if ESC asks — ESC does not use UDP for Whozz Calling)

Save and restart ESC.

4 Add a Windows firewall rule on the ESC workstation

The ESC PC must accept inbound TCP on whichever port you chose. Windows Firewall blocks it silently by default on new installs.

- Control Panel → Windows Defender Firewall → Advanced Settings → **Inbound Rules** → **New Rule**
- Rule type: **Port** → **TCP** → Specific Local Ports: **3520** (or 6100)
- Action: **Allow the connection**
- Profile: tick all three (Domain, Private, Public) on dispatch PCs that may roam
- Name it: **CallerID Whozz Calling TCP**

Also confirm the ESC executable is allowed through the firewall under *Allow an app or feature through Windows Defender Firewall*.

5 Verify network reachability

From the ESC workstation, open Command Prompt and run:

```
ping <Whozz_Calling_IP>
```

If ping fails, the unit and the ESC PC are on different subnets / VLANs — ESC's TCP connection will not traverse a router-isolated subnet without an explicit static route. Move them to the same network segment.

If ping succeeds but ESC still receives nothing, try a test connection:

```
telnet <Whozz_Calling_IP> 3520
```

(Install the Windows "Telnet Client" feature first if needed.) A blank cursor means the port is open; *Connection refused* means the unit's TCP server is on a different port — recheck Step 2.

6 Make a live test call

Call the customer's main number from a cell phone. Watch for:

- The Whozz Calling unit's **line LED** flashes on the active line.
- ESC pops a CallerID screen / record matching the inbound number.

VERIFY

If the customer record opens automatically in ESC, you're done. Document the port, IP, and number of lines on the install sheet and in the helpdesk ticket.

4. Topology reference

```
Telco demarc / NID → Whozz Calling Ethernet (POS-2 / POS-4 / Basic / Deluxe) | |  
Ethernet (same subnet as ESC PC) v LAN Switch --> ESC PC (FieldEdge) TCP 3520  
(recommended) or TCP 6100 (ESC default)
```

Whozz Calling sits on the **phone-line side** of the customer's switch / PBX — it taps the analog lines coming in from the telco demarc. ESC subscribes over the LAN by opening a TCP connection to the unit's IP and listener port.

5. Common gotchas

Symptom	Likely Cause	Fix
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No popup, no error in ESC	Port mismatch (ESC=6100, unit=3520)	Make them match per Section 2.
Worked yesterday, dead today	DHCP gave the Whozz Calling unit a new IP	Set a static IP or DHCP reservation by MAC.
ESC popup shows wrong line number	<i>Number of Lines</i> in ESC doesn't match unit model	POS-4 = 4 lines; Basic/Deluxe = 2 lines unless daisy-chained.
Popups only on some calls	Caller ID not delivered on certain lines by telco	Confirm the telco has CID enabled on every line. Test each line individually.
"Connection refused" on telnet test	Unit's TCP server disabled or wrong port	Re-run Whozz Calling Config Utility, confirm TCP listener enabled.
Popups duplicate across multiple ESC PCs	More than one ESC PC opened a TCP connection to the same unit	Whozz Calling Ethernet accepts multiple TCP clients — that's by design. If you want one popup per call, restrict ESC to a single dispatch PC.
VoIP customer (no analog lines)	ESC + Whozz Calling Basic/Deluxe needs analog input	Add an ATA in front — see Tech Support Manual §10.2 and the VoIP ATA Setup Guide.

WATCH OUT

POE warning: Whozz Calling Ethernet units do **not** support Power Over Ethernet. Plug them into a regular switch port and use the supplied wall-wart, or plug both PSU and the data Ethernet line in separately. POE injectors can damage the unit.

TIP

Most HVAC offices running ESC have 2–4 incoming lines and one dispatcher. The cleanest install is: **POS-4 unit on the telco demarc → ESC PC on TCP 3520 with a static IP and a firewall rule.** Total install time once the unit is on the network: under 10 minutes.

6. Related references

- [Tech Support Training Manual §12 — Network Configuration & Common Ports](#)
- [Tech Support Training Manual §13 — POS-4 Daisy Chaining \(8 lines\)](#)

- [Tech Support Training Manual §10 — VoIP / ATA Solutions](#)
- [VoIP ATA + Whozz Calling Setup Guide](#) (for VoIP-only HVAC offices)

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