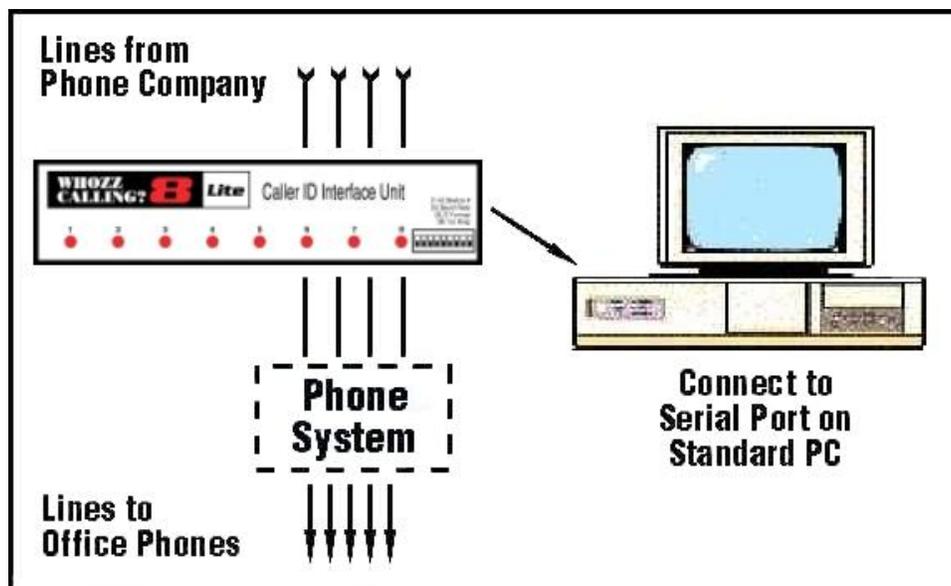


## Caller ID Setup



Setting up the **Whozz Calling** caller ID box is extremely easy. After you have plugged in your equipment and configured your software you will be able to answer calls quickly, lookup customers faster, answer more calls, place people who are not ready to order on hold and have an order history at your fingertips for fast repeat orders.

## Setting up Caller ID in CRE/RPE

The screenshot shows the 'Setup Screen' window with the 'Hardware' tab selected. The window is divided into several sections:

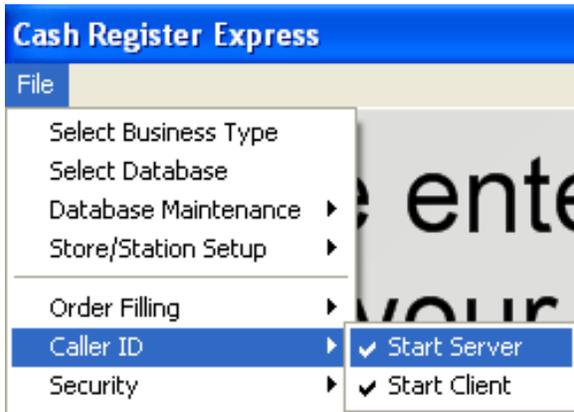
- Caller ID:** Server IP or Name: 192.168.44.12; Server Port: 1544; Caller ID Box connects to COM: 2; # of Phone Lines: 2.
- Scale Weight Formatting:** Radio buttons for None (selected), 30x.01 lb, and 15x.005 kg.
- Coin Dispenser Port:** Radio buttons for None (selected), COM1, COM2, COM3, COM4, COM5, COM6, and Other.
- Bump Bar:** Edit Bump Bars button; Send items Immediately checkbox (unchecked); Server IP or Name and Server Port (42000) fields.
- ID Scanner:** Radio buttons for None (selected), Metrologic Focus \ Genesis Imager.
- DVR:** Server IP or Name and Server Port (42001) fields; DVR Type dropdown (RTS Sentry); DVR COM Port (0) and Camera ID (0) fields.
- Choose your handheld type:** Radio buttons for Palm OS (selected) and Windows Mobile / Pocket PC.
- ReceiptPrinterLogo:** Radio buttons for None (selected) and Picture.

At the bottom of the window are three buttons: **Scale**, **Update**, and **Exit**.

1. Within CRE/RPE, select **Manager/Options > Setup > Setup Screen**
2. Click the **Hardware** tab then **Page 2**
3. Under **Caller ID**, set the **Server IP or Name** to match the IP Address (preferred if on a Static IP network) or the computer name of the computer that the Caller ID box is attached to
4. Within **Server Port**, select a port that you will be using for communication between systems (this can be any number as long as it is a valid port number and the client and server are using the same port)
5. Enter the COM port that the Caller ID box is connected to under **Caller ID Box connects to COM**
6. Type in the number of phone lines the Caller ID system is using under **# of Phone Lines**

**Note:** This information must be the same on all computers using the caller ID feature.

## Setting up Caller ID in CRE/RPE



1. At the initial login screen go to **File > Caller ID > Start Server** (for the machine the caller id box is plugged in to).
2. At the initial login screen go to **File > Caller ID > Start Client** (for a client machine that is networked to the server and for the server).



3. After the server/client has been started you should see a red telephone icon in the system tray (bottom right of the screen near the time/date).



4. On the invoice screen in RPE you should see a **Show/Hide** button right above the **PAY** button.
  - When the **Show/Hide** button is expanded the **Server Status** should show **Connected**.

Line: 1		OUT OF AREA 770-263-7111	Answer	Complete
Line: 2		Empty Line	Answer	Complete
Line: 3		Empty Line	Answer	Complete
Line: 4		Empty Line	Answer	Complete

Server Status:  
Connected to: 90.0.0.73:3000  
MANUAL

◀ ▶

The caller ID screen will only be visible from the Table Layout and Invoice screens. Each register that has the client started will have caller ID capabilities, displaying the name and phone number of the customer during their incoming call.

**Add a New Customer**

General		Extended	Picture
Customer Number	First Name	Last Name	
<input type="text" value="8606546532"/>	<input type="text" value="Ted"/>	<input type="text" value="Nickolopoulos"/>	
Address 1		Primary Phone	
<input type="text" value="42 Ridge Road"/>		<input type="text" value="(860)654-6532"/>	
Address 2		Alternate Phone	
<input type="text"/>		<input type="text"/>	
City	State	Zip Code	
<input type="text" value="Pear River"/>	<input type="text" value="NY"/>	<input style="background-color: yellow;" type="text" value="10965"/>	

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	,	.
@	SPACE			Backspace			ENTER		

Cancel

Done

Select **Answer** to answer the call, if it is a new customer the **Add a New Customer** screen will appear and you can enter the customer information.

Select previous order?	
7/17/2006	Sprite Ice Cream Apple Pie
7/17/2006	PORTERHOUSE RARE Phili Cheese Steak american cheese peppers Prime Rib
7/17/2006	Italian Combo Pork Chops Coke Cherry Pie Fudge Brownies
7/17/2006	Ginger Ale Pork Chops Meatball Sub shredded cheese Black and Blue PORTERHOUSE RARE Apple Pie
7/17/2006	Mountain Dew
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #4CAF50; color: white; padding: 10px 20px; border-radius: 5px; text-align: center;">Reorder</div> <div style="background-color: #F44336; color: white; padding: 10px 20px; border-radius: 5px; text-align: center;">New Order</div> </div>	

If it is a repeat customer the **Select Previous Order** window will appear after you answer the call and you can either select **New Order** or if they are ordering the same food select the appropriate order and the select **Reorder** and it will bring you to the invoice screen.