

CabVista – Caller ID set-up

Important: Before starting, follow these steps:

- 1) Install CabVista from the CD-ROM. See Manual for instructions.
- 2) Ask your telephone supplier to enable “Caller ID” on your telephone line (if you haven’t already). They will usually make a small charge per month for this.

Overview and Restrictions

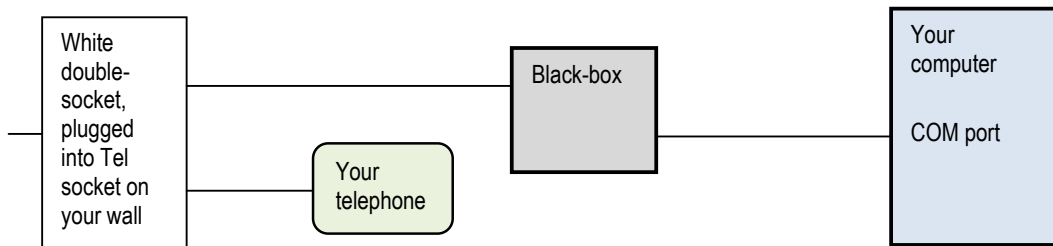
We sell a "CallerID Black box" that will read the caller ID information from your telephone line and use it on the CabVista Booking Screen to recall the details of customers who have called your previously.

However, for it to work successfully, the following criteria must be met:

- a) your line is analogue, not digital
- b) you have a single telephone plugged into a standard UK telephone socket - not a multi-line telephone system such as those sold by BT, Samsung, etc.
- c) you have a free/available COM port on your PC

1 Setting-up the Hardware

Attach the black-box to your telephone socket and your PC as follows:



2 Setting-up the Software

Follow these steps:

1. Run CabVista and click on “Basic Data”, then on “Parameters & Options”.
2. Click on “Telephone Caller-ID”, then select the COM port & Telephone system you are using from the drop-down list, for eg:
Connection: COM1
Telephone system: Black-box
3. Click “Close” then exit from CabVista.

3 Using Caller-ID

Follow these steps:

1. Re-start CabVista and either press F5 to start a booking, or press F8 to see the Dispatch Screen.
2. If a telephone call arrives you will be told the number calling, and (if the caller has phoned before) the name and pickup of the caller.
The feature only works if you are in either the Booking or the Dispatch screen.
3. If the caller has not phoned before, you will be told there is no match. Simply enter the details manually, and next time he calls, a match will be found.

4 Lights on the Black-box

The CallerID Black box has two lights. Their meanings are as follows:

Light	Meaning
Steady red light	Box is ready & waiting for a call
Flashing red light (briefly)	receiving a call
Flashing green light	CLID data is being received
Flashing red light (continuously)	phone is off-hook or not connected to telephone socket
No lights	Box is <u>not</u> ready. Box is not properly connected to PC, or CabVista is not currently running.

If you are running CabVista but do not get any lights on the black-box, check that you have made all the necessary connections, and that you have connected the black-box to the correct COM port on your PC.