



Caller ID Installation Instructions

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Introduction

Caller-ID is an optional service provided by the phone company which allows the recipient of a phone call to view the phone number of the calling party. This service can be useful in home delivery operations where the customer phone number must be entered with the transaction.

ASI's Restaurant Manager provides an interface that bridges the Caller ID provided by the phone company, a Caller ID unit needed to convert the information, and the RM software. Restaurant Manager's Caller ID Interface must be purchased separately as part of the 'Hardware Interface". Restaurant Manager interfaces with practically any caller ID unit that outputs the caller id information via a standard RS232 serial port. Instead of typing in the phone number, the user can touch the appropriate phone line button on the screen to enter the phone number automatically. This saves time and reduces errors.

Currently, ASI's Caller ID Server program is pre-configured to work with two different Caller ID boxes:

- CallerID.com –Whozzcalling
- Telecomp

ASI is constantly updating its list for [certified product vendors](#) and [certified hardware](#). It is best you consult these lists to verify the current status of a vendor and product.

Overview

To enable the Caller ID feature of RESTAURANT MANAGER you must do the following:

1. Run ASI's Caller ID Server module ([RMCIDWIN.EXE](#)) on the computer receiving the Caller Id information. This module takes care of making the caller ID information available to all the POS stations. The module is included in the standard Restaurant Manager setup. Rmciwin.exe- is the executable that can run on only one computer and must be run from the rmwin directory.
2. Provide a Caller ID serial feed into computer running on the POS network. In its simplest form this consists of a box having as inputs the telephone lines and as output a serial cable going into one of the networked computers. The computer receiving the Caller ID Info is typically located nearest where phone lines come in (e.g. Office)
3. Set up & match port settings for the following:
 - Caller ID Settings
 - [Rmciwin](#)
 - Com Port properties in [Windows Device Settings](#)
4. [Enable Caller ID](#) in Station Configuration
5. [Initiate](#) Rmciwin.exe at startup

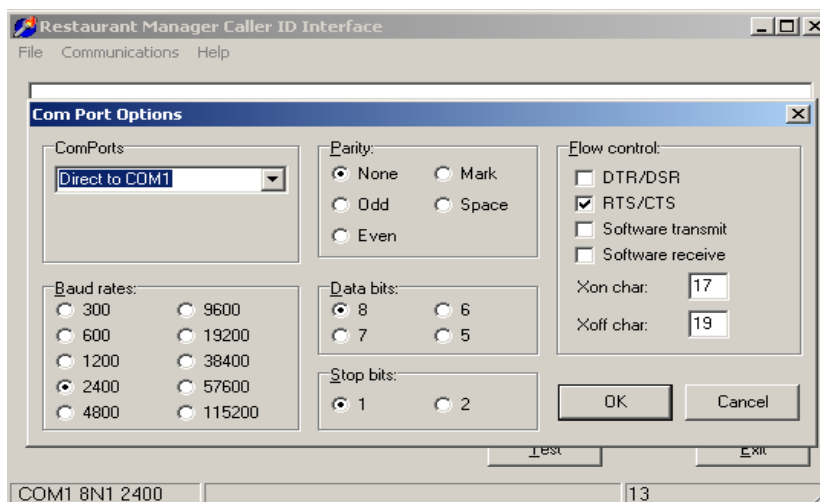
Setup

Rmciwin.exe

Found in Windows "Start" menu > Programs > Restaurant Manager, Version XXX folder > Caller ID Controller. The executable is also found in the rmwin folder (rmciwin.exe) on a local drive. Note Rmciwin.exe- is the executable that can run on only one computer.

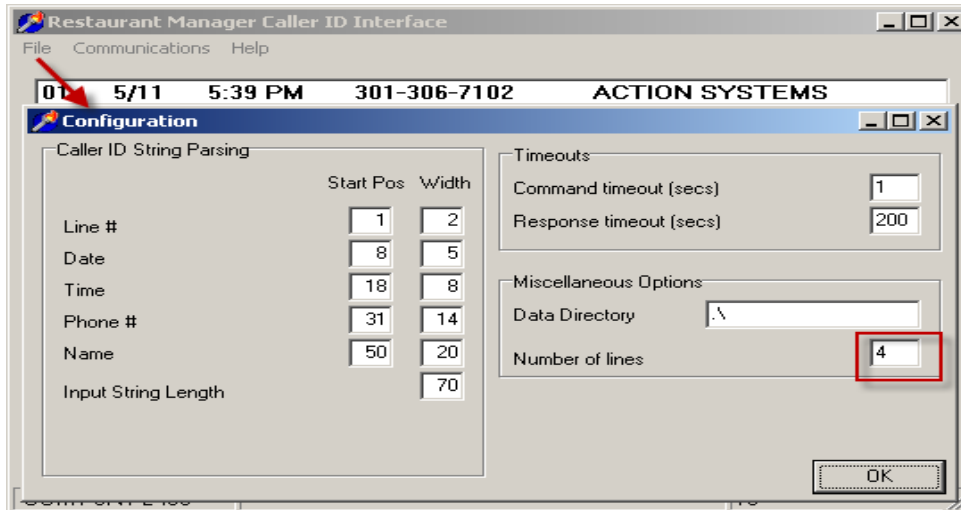
Com Port Options

Open the [Rmciwin executable](#), click on the "Communications" option at the top of the field. Make sure the settings match the manufacture settings (i.e. dip switches on Whozzcalling box). If the settings do not match, change the setting in the "Com Port" setting in Rmciwin. Select the correct Com port from the drop down menu in the "ComPorts" field. Match the com port setting to the com port the device will be attached to.



Configuration Field

This field is located in the Rmclidwin under **File” > Setup**. The default settings should work in most cases but may need to be changed depending on manufacturer’s directions



Caller ID String Parsing-

The field settings under this section tell the program how to extract the information from the input stream

Start Pos- Indicates the beginning of field to be decoded

Width- Indicates the length of the field

Input String length- The total number of characters in one line of caller id information. This number is used as a check for valid data

Timeouts

- Increase the timeouts if you experience communications errors

Miscellaneous Options

Data Directory- Leave this blank, or insert a period followed by a backslash

Number of Lines- Enter the number of lines the caller id hardware is

Trouble shouting example:

PROBLEM: With Whozz Calling Caller ID, keep getting "Incorrect Length. Modem length is: 62, Configured length is: 70

Please configure your Called ID String Parsing settings under File ->Setup". Settings appear to be correct.

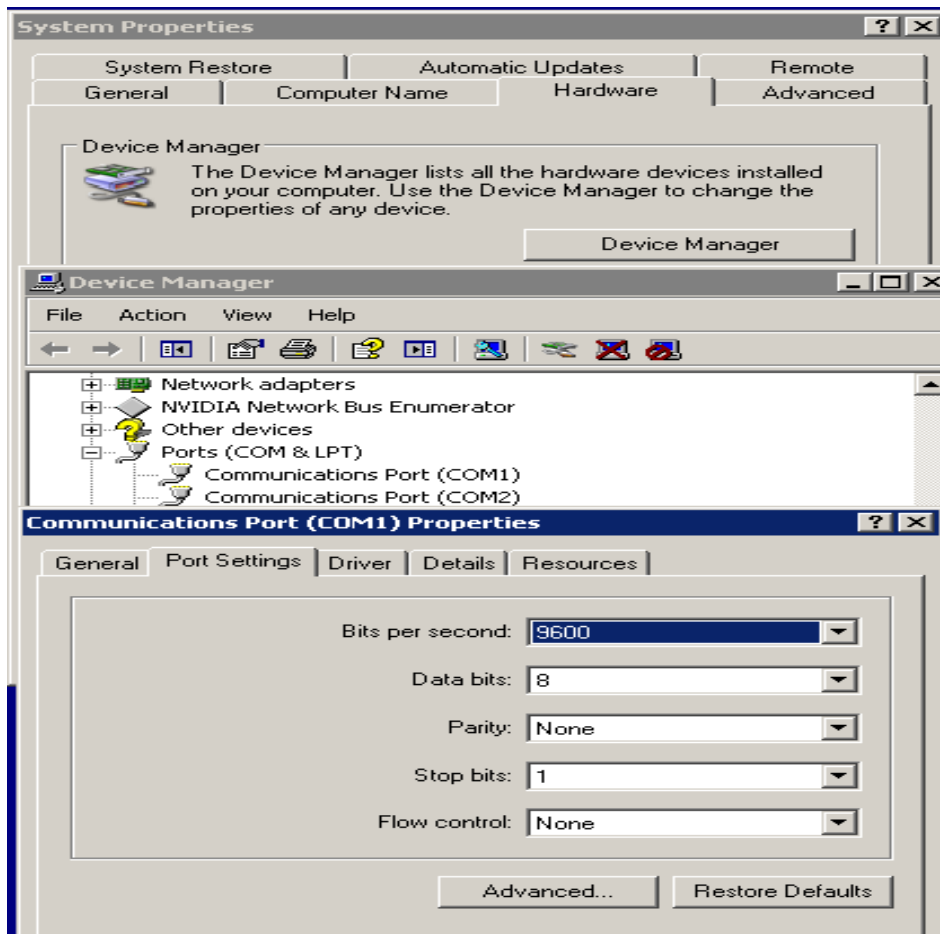
SOLUTION: Try the following:

1. Make sure you use the TCI format (dip switch #7 and #8 set ON only), DO NOT use the callerID.com format.
2. Use the following table to setup each field and its length
 - I. Start POS Width
 - II. Line # 1 2
 - III. Date 8 5
 - IV. Time 18 8
 - V. Phone # 31 14
 - VI. Name 56 15
 - VII. Import String Length 70

More trouble shooting information can be found here- [Caller ID Search](#)

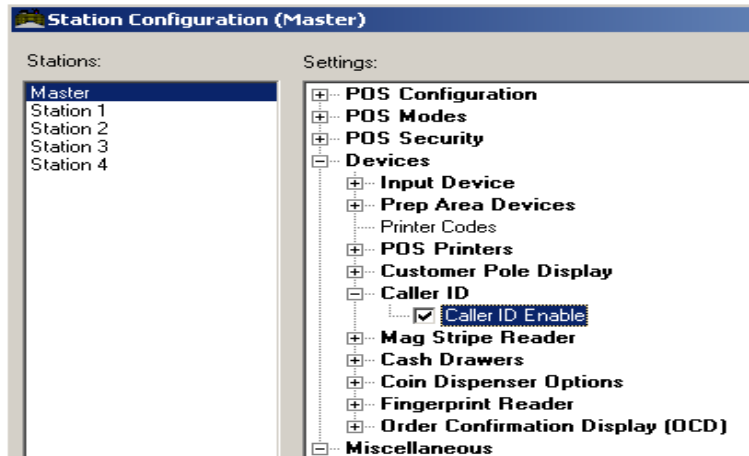
Windows Port Settings

Check to make sure the ports settings between the caller id device, Rmciwin match, and Windows match in Device Manager > Ports



Enable Caller ID

Enable Caller ID in RM BackOffice > **Station Config** > **Devices**. Caller ID must be enabled on all stations where orders are taken and the caller id will be used.

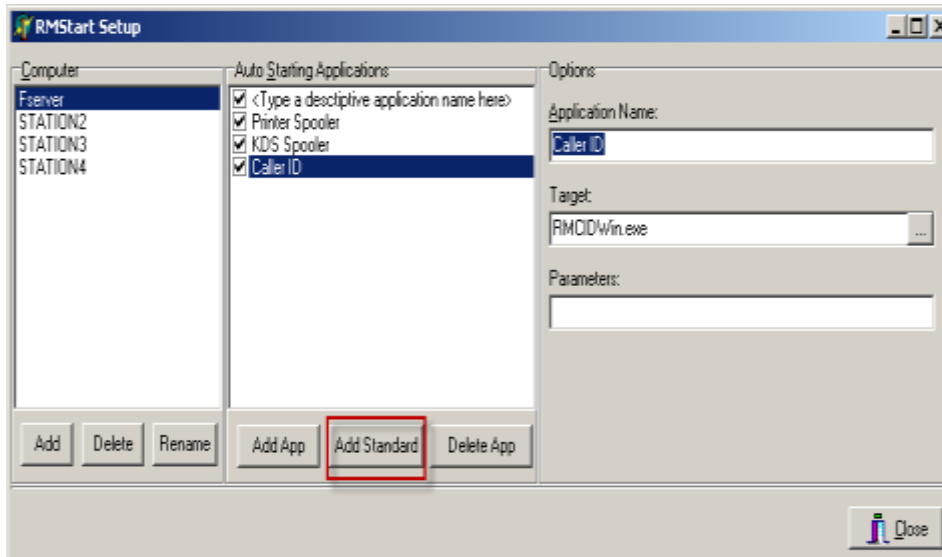


Caller ID Startup

The Caller ID Interface executable must be installed on the computers with the caller id device attached. The interface will not work if Rmciwin.exe is not installed on the local machine.

Rmciwin can be installed using one of two methods:

- 1) Include the Rmciwin .exe in the Startup folder of the computer with caller id device, making sure that it is executed from the working directory.
- 2) **RMStart**- Restaurant Manager™ uses a program to load RM executable files called **RMStart**. **RMStart Setup** (RMStartSetup.exe) is the program used to load starting applications. Several different RM executables can be programmed in RM Start Setup but for our purposes here, we will limit our example to the Caller ID interface. To load Rmciwin.exe automatically using **RMStart**:
 - I. Open RMStart Setup by going to **Start > Programs > Restaurant Manager Version xxx > Central Program Control (aka RMStart Setup)**.
 - II. Under the computer heading, click on the **[Add]** button. Type in the computer name.
 - III. Click on the **[Add Standard]** button under the Auto Starting Applications heading. Choose the "Caller ID" option in the drop down menu.

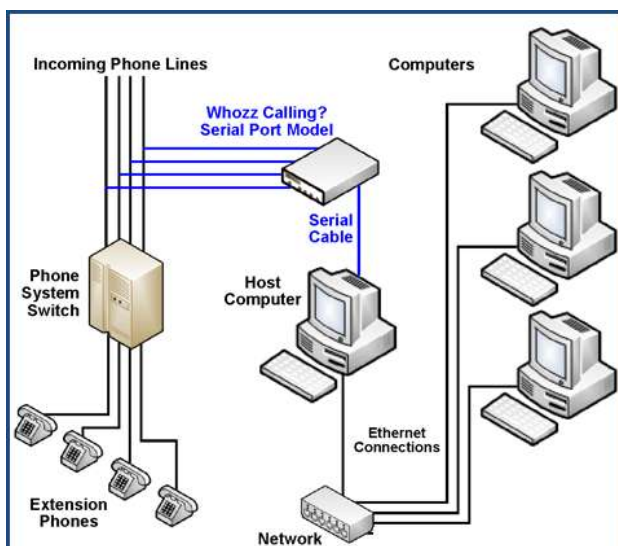


Caller ID for Digital Phones

The following information applies to digital phone lines and Whozzcalling from CallerID.com. The information has been provided by dealers. ASI has not tested this information but deems the information reliable.

Wiring Scheme

In order to capture Caller ID, it is required that the "Whozz Calling?" unit be connected to the main incoming lines before they terminate into a telephone system switch. Most likely, professional telephony tools and connectors will be needed for the installation. If you are not exceedingly familiar with your phone system wiring, contact a telephone technician specializing in internal building wiring. Although the unit may have both input and output telephone line ports, it is recommended that the unit be connected in parallel with phone lines**.



** Section taken from Whozz Calling? Installation [instructions web page](#)

Pinouts for adapters

The pinout for the db9--cat5 adapters should be the same as what you use for printers.

1=open
2=white
3=orange
4=brown
5=red
6=yellow
7=green
8=black
9=open