

U S WEST PC CALLER ID

User Manual



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Chapter 1: Overview

PC CALLER ID brings your telephone and your computer together to give you flexibility in managing your calls and callers. PC CALLER ID allows your telephone and your computer to communicate, so you can get the most out of your U S WEST Caller ID telephone service, and -- if you subscribe -- to U S WEST Voice Messaging service. It also lets you maintain a log of incoming and outgoing phone calls, including date, time and call duration. PC CALLER ID works with many leading contact management and Personal Information Management (PIM) software applications to let you build and manage your PC CALLER ID Phonebook.

PC CALLER ID's key features

PC CALLER ID:

- Displays Caller ID information, that is, caller names and phone numbers, on your computer screen so you can decide whether or not to take calls.
- Displays and logs outgoing call information.
- Provides a flashing light and icon to notify you of new voice messages without requiring you to pick up the handset.
- Keeps track of who called while you were away from your computer, including the callers' names, telephone numbers, and the date and time of their calls.
- Lets you assign pictures and sounds to callers' phone numbers so you can easily identify your most important callers.
- Lets you add an incoming caller's phone number directly to your PC CALLER ID Phonebook with a single mouse click.

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- Dials phone numbers for you, even when you're using other applications on your computer.
 - Is compatible with several leading contact and Personal Information Management (PIM) software applications.

What you need

To set up and operate PC CALLER ID, you will need Custom Calling Services provided by U S WEST, PC CALLER ID hardware, PC CALLER ID software, and a Windows95 (or later) computer.

U S WEST Calling Services

- Caller ID

For PC CALLER ID to work, you need to subscribe to U S WEST's Caller ID service. This service transmits a caller's name and telephone number over the telephone network. Typically, you buy or lease a special box or telephone that receives and displays Caller ID information.

With PC CALLER ID, you will not need special equipment to make U S WEST's Caller ID service work. When you receive a telephone call, the PC CALLER ID hardware receives the caller's name and number from the telephone company and stores it in its memory.

When your computer is on, PC CALLER ID displays the caller's name and phone number on your computer screen as soon as a call comes in.

When your computer is off, PC CALLER ID's software will read the Caller ID information from the hardware and save it in your PC CALLER ID Logbook the next time you start your computer.

- U S WEST Voice Messaging Service (recommended)

U S WEST Voice Messaging Service lets callers leave voice message for you in your own Voice Mailbox. You can hear your messages from any phone by dialing an access phone number and keying in your password.

PC CALLER ID will notify you that you have received new voice messages by flashing a light on the PC CALLER ID box, by flashing an icon on your computer screen, or by displaying a special text banner that works with your computer's screen saver.

PC CALLER ID hardware

The PC CALLER ID box handles the communication between your telephone and your computer – it's a white box shaped somewhat like a large computer mouse. It also stores the names and phone numbers of people who call you while your computer is off.

Windows computer

PC CALLER ID runs on an IBM PC-compatible computer with:

- A 386 processor (or higher).
- Windows® 95/98, or Windows® NT 4.0 or later. (PC CALLER ID does not support Windows 3.x.).
- 8 MB RAM (16 MB recommended).
- 5 MB (minimum) available disk space.
- A free serial (COM) port (see *Appendix A: Troubleshooting* for more information).

Answering Machine (optional)

If you do not subscribe to U S WEST Voice Messaging Service, PC CALLER ID can send messages to your answering machine. PC CALLER ID cannot notify you when you've received messages on an answering machine, so you will have to check the machine directly.

PC CALLER ID Software

PC CALLER ID's software comes on a single CD-ROM for easy installation on your computer's hard drive.

- If you do not have a CD-ROM drive, you can immediately download the software from U S WEST's web site, at <http://www.uswest.com/pccallerid>

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- You can also order the software on floppy diskettes from U S WEST Customer Service and Technical Support Toll Free at (877) 204-HELP (4357). Please allow 5-7 days for delivery. Or, you can send an e-mail request to pcclrid@uswest.com.

Other PC CALLER ID help resources

- You can refer to the Quick Reference Guide for basic functions and set up of PC CALLER ID.
- You can view online help files in either of the following ways:
 - From the PC CALLER ID Help menu, select Contents
 - For help on any single screen, press F1 from that screen.
- You can also contact U S WEST Customer Service and Technical Support Toll Free at (877) 204 -HELP (4357), or send e-mail to pcclrid@uswest.com.

Chapter 2: Getting started

Installing the PC CALLER ID hardware

Once you have removed PC CALLER ID from its package, gather the following items together near your computer:

Supplied in the PC CALLER ID package

- PC CALLER ID box
- PC CALLER ID software on CD-ROM
- Power adapter
- Telephone cord
- DB-9 to DB-25 pin adapter
- Quick Reference Guide

Note: If you do not have a CD-ROM drive, you can download the software from U S WEST's web site (<http://www.uswest.com/pccallerid>) or you can request the software on floppy disks from U S WEST Customer Service and Technical Support at (877) 204-HELP. (Please allow 5-7 days for delivery.)

Supplied by you

- Windows-compatible computer
- Telephone
- Telephone cord
- U S WEST Caller ID Service
- U S WEST Voice Messaging Service (recommended)
- Surge protector (recommended)
- Microphone, speakers, and sound card (optional)

You will need to connect PC CALLER ID to an available serial (COM) port on the back of your computer. (See *Appendix A: Troubleshooting* for more information.)

Connecting PC CALLER ID to your computer

1. Shut down your computer to avoid damaging it or the PC CALLER ID box.
2. Locate the serial ports on the back of your computer. They may be labeled COM 1 and COM 2 or just “1” and “2”, and are shaped like the connector at the end of PC CALLER ID’s cable. Plug PC CALLER ID into any available serial port.

If your computer’s COM port is not shaped the same as PC CALLER ID’s cable (i.e., it has 25 pins), connect the DB-9-to-DB-25 pin adapter to PC CALLER ID’s cable and plug the cable into the computer.

3. Plug the power adapter into the round jack on the back of the PC CALLER ID box. Plug the other end into a surge protector or 3-prong electrical outlet.

Note: You *must* use the power cable that is supplied in the package to connect PC CALLER ID to an electrical outlet or surge protector. Failure to do so may cause PC CALLER ID to function improperly, and may result in damage. Also, you *must* connect PC CALLER ID into a 3-prong, grounded outlet. Do not attempt to plug it into a 2-prong electrical outlet using a 3-prong to 2-prong adapter. Doing so may damage the product.

4. PC CALLER ID’s light should now be red. If the light does not turn red, check the cable connections, then see *Appendix A: Troubleshooting* for further suggestions.
5. Put the PC CALLER ID box where you can see its light.

Connecting PC CALLER ID to your telephone

The next five pages describe the rest of the setup procedure depending on the equipment that you have, including:

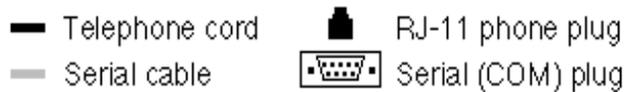
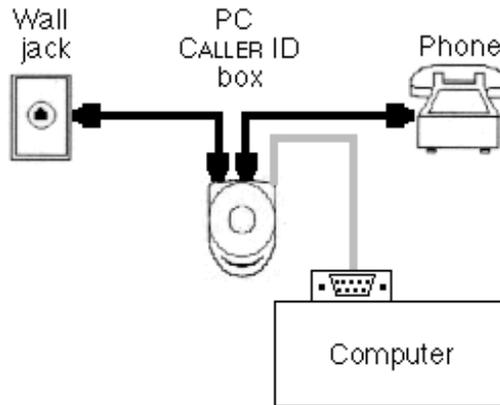
- A telephone line without a modem (Internet connection), Caller ID box, or answering machine on the same line

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- A telephone line with an internal modem (Internet connection) on the same line
 - A telephone with a Caller ID display box or answering machine on the same line
 - A telephone with an external modem (Internet connection) on the same line
 - A telephone with caller ID on one telephone line and a computer with a modem (Internet Connection) on a second line

Note: If you have two separate phone lines with one dedicated to modem/fax use and the other for regular (voice) phone calls; you should install PC CALLER ID on the line you use for regular phone calls. You should also make sure that U S WEST Caller ID and Voice Messaging Service (recommended) are active on this line.

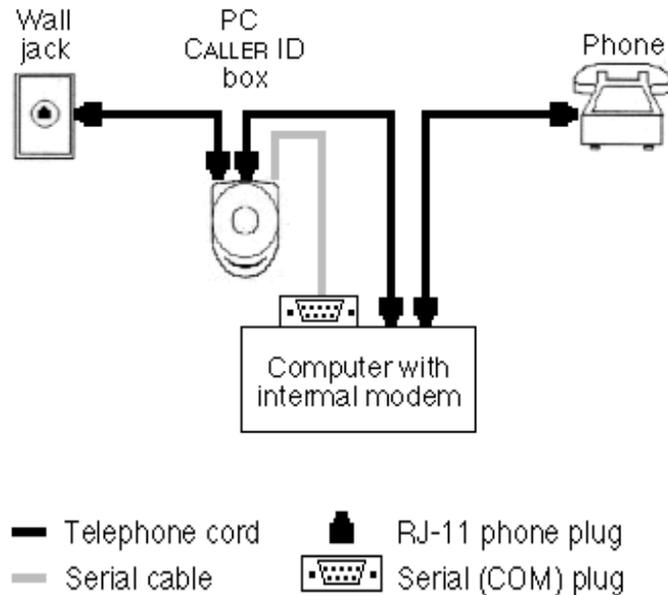
Select one of the procedures to finish connecting PC CALLER ID to your computer and telephone.

Connecting PC CALLER ID to a telephone without a modem (Internet connection), Caller ID box, or answering machine on the same line.



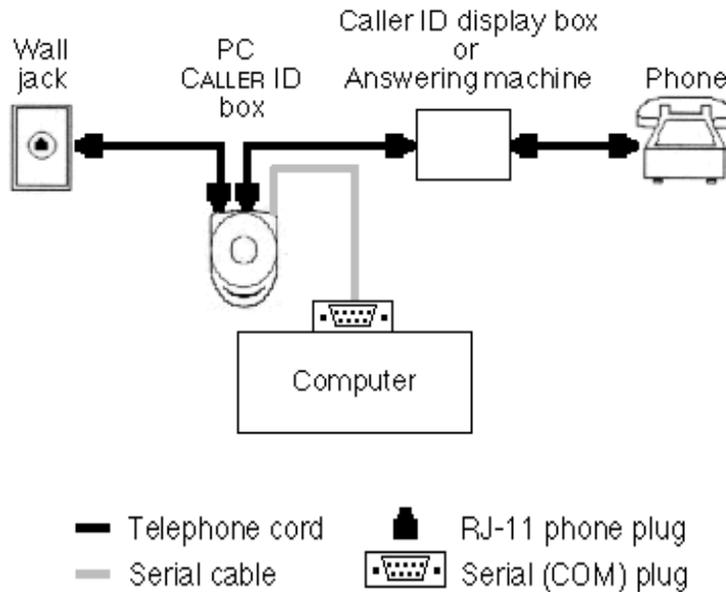
1. Connect one end of a telephone cord to your wall jack. Connect the other end to the jack labeled ■ on the PC CALLER ID box.
2. PC CALLER ID's light should turn green. If it does not, check all cable connections, then see Appendix A: Troubleshooting for more suggestions.
3. Connect one end of another telephone cord to the jack labeled ☎ on the PC CALLER ID box.
4. Connect the other end to your telephone.
5. Start your computer and install the PC CALLER ID software.

Connecting PC CALLER ID to a telephone with an internal modem (Internet connection) on the same line



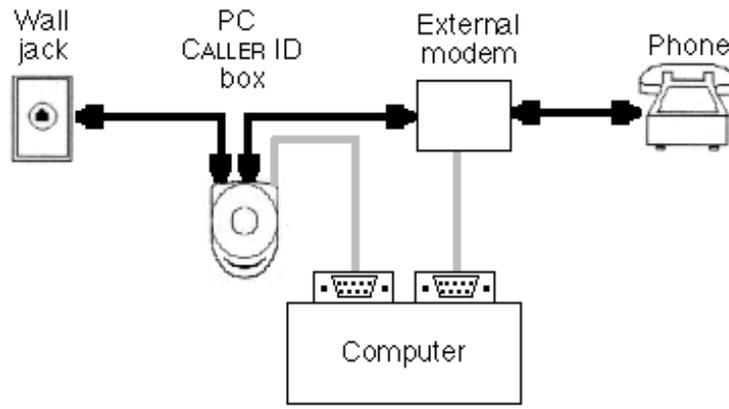
1. Connect one end of a telephone cord to your wall jack. Connect the other end to the jack labeled  on the PC CALLER ID box.
2. PC CALLER ID's light should turn green. If it does not, check all cable connections, then *see Appendix A: Troubleshooting* for more suggestions.
3. Connect one end of another telephone cord to the jack labeled  on the PC CALLER ID box.
4. Connect the other end to your telephone OR to the jack labeled Wall Jack or Line on your internal modem.
5. If you are using an internal modem, connect one end of a third telephone cord to the jack labeled Phone on your modem, and then connect the other end to your telephone.
6. Start your computer and install the PC CALLER ID software.

Connecting PC CALLER ID to a telephone with a Caller ID display box or answering machine on the same line



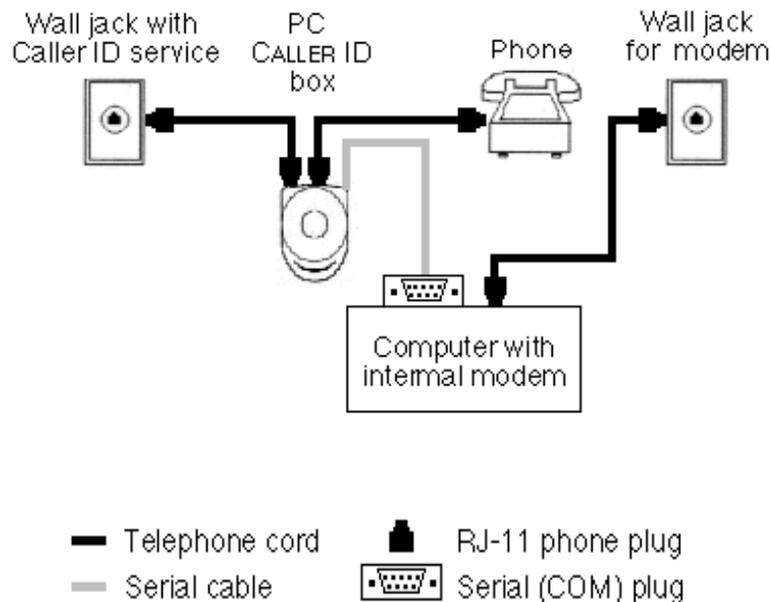
1. Connect one end of a telephone cord to your wall jack. Connect the other end to the jack labeled ■ on the PC CALLER ID box.
2. PC CALLER ID's light should turn green. If it does not, check all cable connections, then see *Appendix A: Troubleshooting* for more suggestions.
3. Connect one end of another telephone cord to the jack labeled ☎ on the PC CALLER ID box.
4. Connect the other end to the jack labeled Wall Jack or Line on your display box or answering machine.
5. Connect one end of a third telephone cord to the jack labeled Phone on your display box or answering machine. Connect the other end to your telephone.
6. Start your computer and install the PC CALLER ID software.

Connecting PC CALLER ID to a telephone with an external modem (Internet connection) on the same line



1. Connect one end of a telephone cord to your wall jack. Connect the other end to the jack labeled  on the PC CALLER ID box.
2. PC CALLER ID's light should turn green. If it does not, check all cable connections, then see *Appendix A: Troubleshooting* for more suggestions.
3. Connect one end of another telephone cord to the jack labeled  on the PC CALLER ID box.
4. Connect the other end to the jack labeled Wall Jack or Line on your external modem.
5. Connect one end of a third telephone cord to the jack labeled Phone on your external modem. Connect the other end to your telephone.
6. Start your computer and install the PC CALLER ID software.

Connecting PC CALLER ID to a telephone with Caller ID on one telephone line and a computer with a modem (Internet connection) on a second line



1. Connect one end of a telephone cord to the wall jack whose line has Caller ID service. Connect the other end to the jack labeled  on the PC CALLER ID box.
2. PC CALLER ID's light should turn green. If it does not, check all cable connections and see *Appendix A: Troubleshooting* for more suggestions.
3. Connect one end of a telephone cord to the jack labeled  on the PC CALLER ID box. Connect the other end to the jack on your telephone.
4. Connect one end of another telephone cord to the wall jack for your second telephone line. Connect the other end to the jack labeled Wall Jack or Line on your modem.
5. Start your computer and install the PC CALLER ID software.

Installing PC CALLER ID software from the CD-ROM

Follow these steps after you've connected PC CALLER ID to your telephone, computer, and other devices (e.g., modem or Caller ID display box.)

1. Make sure your computer is on.
2. Close any programs that you have open.
3. Insert the PC CALLER ID CD-ROM in your computer's CD-ROM drive.
4. The PC CALLER ID Setup program will start automatically. Click NEXT to continue.
5. Click NEXT to install PC CALLER ID in the suggested destination directory, or click BROWSE to select a different directory.
6. The PC CALLER ID User Manual is an Adobe Acrobat file. You will need this software to open the manual. If you do not have Adobe Acrobat installed already, you will be asked whether you want to install it at this time.
7. Before restarting the computer, remove the CD-ROM and any diskettes from their drives.
8. Click OK to restart the computer.
9. After the computer restarts, check for the PC CALLER ID icon in the Windows taskbar.



If this icon does not appear, see *Appendix A: Troubleshooting* for suggestions.

The PC CALLER ID Setup wizard will start automatically. Click NEXT to continue.

1. In the Dialing Setup window, type your area code and phone number into the boxes. Click NEXT to continue.

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2. If you need to dial a '9' to get an outside line, type a '9' into the Local Prefix box. If a pause is required between the Local Prefix and the phone number, type a comma immediately after the '9'. Each comma specifies a two-second pause. (For example, type two commas to specify a four-second pause.) Click NEXT to continue.
 3. If you typed a '9' in the Local Prefix box, type a '9' before the '1' in the Long-Distance Prefix box. If a pause is required between the Long-Distance prefix and the phone number, type a comma immediately after the '9' (between the '9' and the '1'). Each comma specifies a two-second pause. (For example, type two commas to specify a four-second pause.) Click NEXT to continue.
 4. Click BACK to review or update your information.
 5. Click FINISH to save your settings.

Chapter 3: Customizing PC CALLER ID

Accessing PC CALLER ID features

The chapter describes how you can customize or update the following PC CALLER ID features:

- Phone lines and numbers (Dialing)
- Incoming call information (Caller ID)
- The Logbook (Logging)
- Message notification (Messages)

The starting point for customizing these features is the PC CALLER ID main window:



Note: In the windows described in this chapter, you move forward through boxes by pressing the Tab key. To move backward, press the Tab key while holding down the Shift key. Or, put the cursor in any box, click the mouse, and begin typing. If you press Enter, PC CALLER ID will save your settings and return you to the PC CALLER ID main window.

You can open the PC CALLER ID main window either from the Windows taskbar or from the Start menu.

To open the PC CALLER ID main window from the taskbar:

1. Click the PC CALLER ID icon in the Windows taskbar.



2. Choose PC CALLER ID main window from the menu.

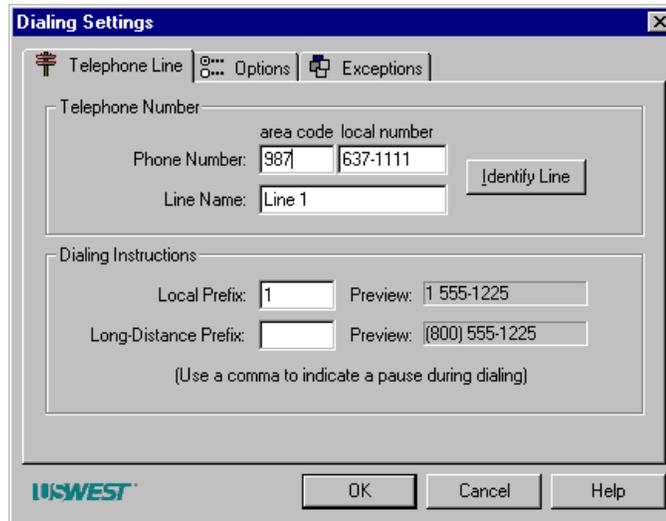
To open the PC CALLER ID main window from the Windows Start menu:

1. Click Start on the Windows taskbar.
2. From the Start menu, select Programs, then U S WEST PC Caller ID, and then PC Caller ID.

Changing and updating phone lines and numbers (Dialing)

For PC CALLER ID to work properly, you must specify the phone number of the line it is connected to. You also must specify your area code so it can tell when calls come in from outside that area code.

Click Dialing in the PC CALLER ID main window. The Dialing window appears:



Click the Telephone Line tab to configure PC CALLER ID for your phone line.

Enter the full number of the phone line to which the PC CALLER ID box is connected. You can change the Line Name from Line 1 to any name you wish.



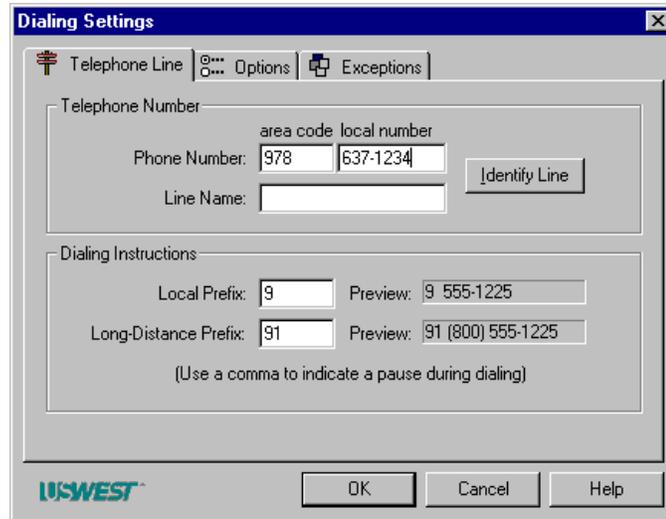
When you click Identify Line, the light blinks on the PC CALLER ID box connected to the phone line.

The Dialing Instructions area is where you specify any special local or long-distance dialing prefixes. For example, you may need to tell PC CALLER ID that you have to dial a '9' to get an outside line before placing a call. Type the '9' into the Local Prefix box.

If you type a number (e.g., '9') into the Local Prefix box, PC CALLER ID will dial a '9' before it dials any of your Phonebook entries with no area code or with the same area code as PC CALLER ID's own phone number.

If you type a number (e.g., '1') into the Long-distance Prefix box, PC CALLER ID will dial a '1' before the area code and number whenever you dial a Phonebook entry that is different from your area code. The digit '1' has already been entered in the box.

Note: If you need to dial a number, (e.g., '9') to dial an outside line, you need to specify both a '9' and a '1' in the Long-Distance Prefix box for PC CALLER ID to dial long-distance calls.



You can specify whether to add a pause between dialing prefixes and the phone number here. You specify each two-second pause with each comma you insert (e.g., type two commas to specify a four-second pause).

Check the preview to the right of the prefix boxes to make sure that PC CALLER ID will dial local and long-distance calls as you expect.

Note: PC CALLER ID does not support credit card dialing at this time.

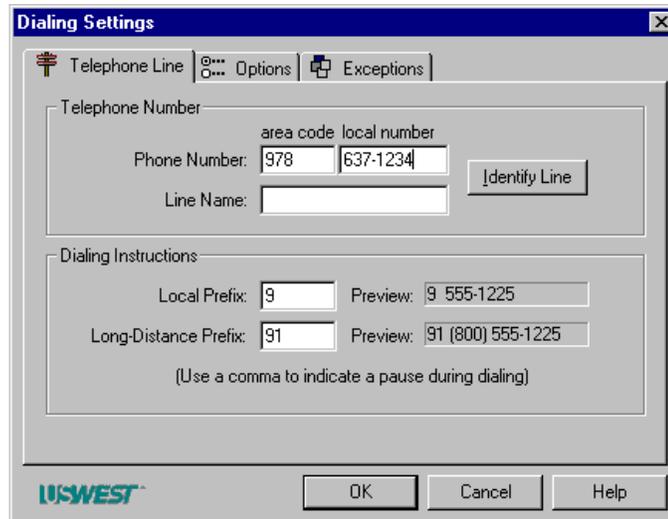
Saving your settings

To save your settings and leave the window, click OK. PC CALLER ID will return you to its main window.

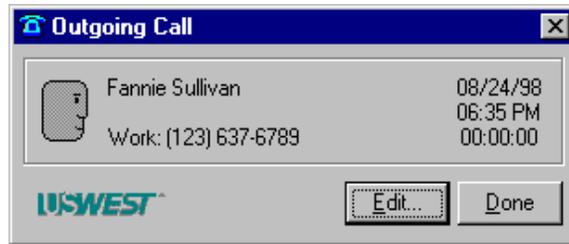
Customizing dialing options

PC CALLER ID comes with a Phonebook that holds different types of telephone numbers and more. (See Chapter 6: *Using the Phonebook* for more information.)

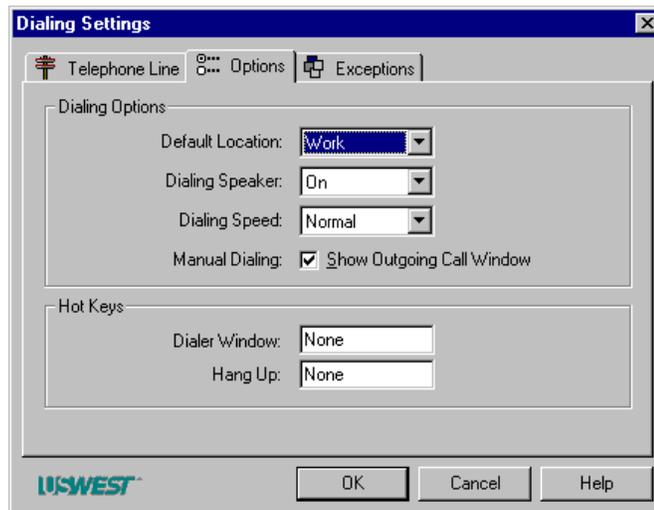
You can select individuals and dial calls to them directly from your phonebook. Clicking the Options tab allows you to select among dialing settings.



- Because the people you call can have more than one phone number, PC CALLER ID needs to know which number you prefer to dial most of the time. This is the Default Location. By clicking the down arrow, you can select among home, work, or mobile phone numbers.
- Dialing Speaker sets whether PC CALLER ID makes sounds when it dials. Click the down arrow to turn dialing sounds on or off.
- Dialing Speed allows you to change the speed of dialing from Fast to Normal.
- Selecting Manual Dialing lets you display the phone number on your computer screen when you use your telephone, instead of PC CALLER ID, to dial a call. When you pick up the phone, an Outgoing Call window appears. It will display the phone number you've dialed as well as the elapsed time for the call. (See *Chapter 5: Making a Call*, for more information on the Outgoing Call window.)



Click the Options tab to specify more dialing options:



You can designate Hot Keys to open the Dialer Window or to hang up from within any application on your computer. For example, if you set the Dialer window Hot Key to F10, PC CALLER ID will display a Dialer window whenever you press F10 (while your computer is on). You can then dial a call without interfering with your other computer activities.

If you want to use Hot Keys, choose the key or key combination carefully. For example, in many applications, F1 opens a Help window. If you designate the F1 key as your Dialer window Hot Key, both the Help window and the Dialer window will appear when you press F1.

To designate a Hot Key or a key combination:

1. Click in the Hot Key box.
2. Press the key or key combination on your keyboard.

The name of the keys, such as F10 or Shift + H, will then appear in the box.

Note: To reset either Hot Key box back to None, click in the box, then press the Backspace key, the Delete key or the spacebar.

Saving your settings

To save your settings and leave the window, click OK. PC CALLER ID will return you to its main window.

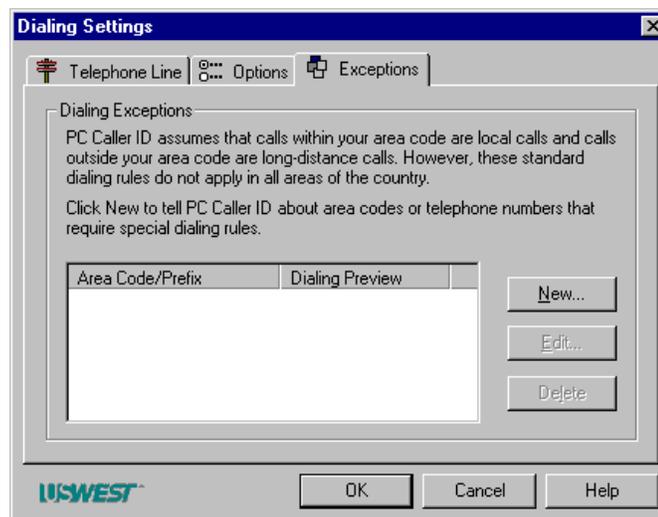
Customizing dialing rule exceptions

Some calling areas require special dialing rules for certain phone numbers. For example, you may need to dial a '1' before some long-distance numbers but not for others, or you may need to dial an area code even when calling numbers within your own area code.

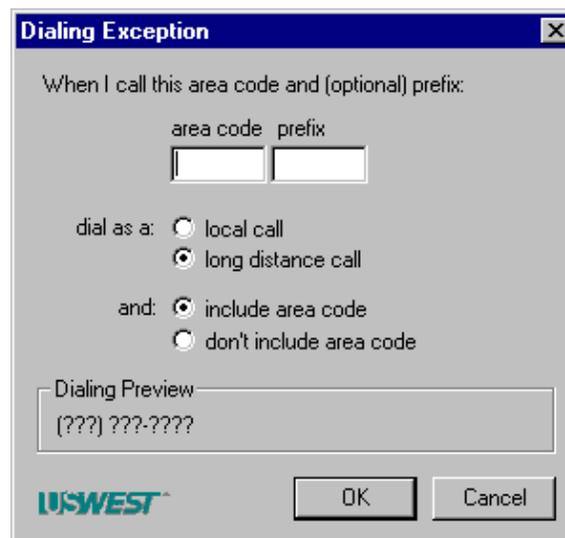
Creating new dialing exceptions

To create a new dialing rule exception, select Dialing from the PC CALLER ID main window.

- Select the Exceptions tab.



Click New. The Dialing Exception window appears:



Type the area code and/or prefix for which the dialing rule exception applies. Click to specify local or long-distance calls, then select the appropriate button to indicate “include area code” or “don’t include area code” for the number you have typed. The Dialing Preview shows you how PC CALLER ID has interpreted your selections.

You can specify additional exceptions by clicking New. You can edit or delete any exception by clicking it and then clicking the appropriate button. If you click Edit, PC CALLER ID will display the Dialing Exception window with

the entry filled in. If you click Delete, PC CALLER ID will delete the entry.

Click OK to save the dialing rule exception and return to the Exceptions tab in the Dialing window.

Saving your settings

To save your settings and leave the window, click OK. PC CALLER ID will return you to its main window.

Customizing CALLER ID information

PC CALLER ID uses Caller ID information in several ways:

- It displays callers' names and phone numbers on your computer screen before you answer the call.
- It can play a sound with every phone ring. You can record custom sounds to help you identify callers.
- It saves Caller ID information in the PC CALLER ID Logbook even if a call arrives while your computer is off. The PC CALLER ID light will flash green if it receives Caller ID information while your computer is off.

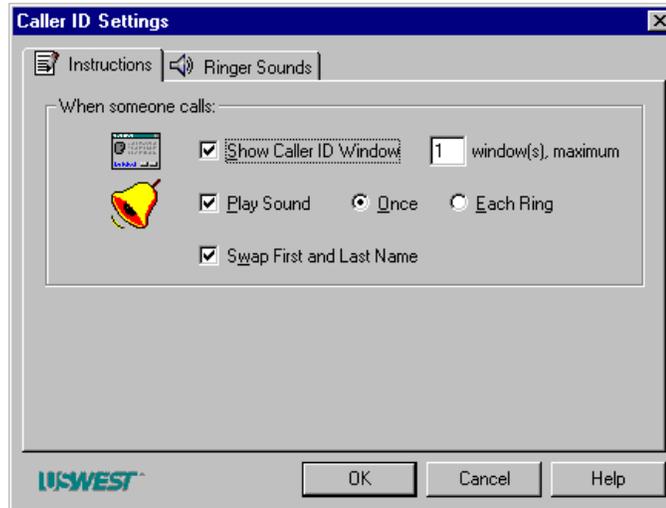
Note: PC CALLER ID can only display Caller ID information if you have ordered that service from U S WEST and it has been activated on your phone line.

If callers have blocked their Caller ID information, PC CALLER ID will display the words “Private Caller”. (See *Appendix A: Troubleshooting*, for more information about blocked calls.)

Caller ID information is transmitted from your phone line to PC CALLER ID between the first and second ring of your telephone. PC CALLER ID determines what actions to take with the information based on the options you set.



Click Caller ID in the PC CALLER ID main window. The Caller ID Settings window appears. Click the Instructions tab.



The “When someone calls” panel allows you to control what happens when you receive a call while your computer is on. Check the appropriate boxes to:

- Display an Incoming Caller ID window whenever you receive a call. The window displays whatever Caller ID information is available.
- Set the maximum number of Incoming Caller ID windows that you want to appear on your computer screen at one time. The default is to display one window at a time, but you can set PC CALLER ID to display up to 20 at once. If you receive more calls than the number of windows that you’ve set, PC CALLER ID will display the most recent calls.

Note: Records of *all* incoming calls will be stored in the Logbook. For more information, see *Chapter 7: Using the Logbook*.

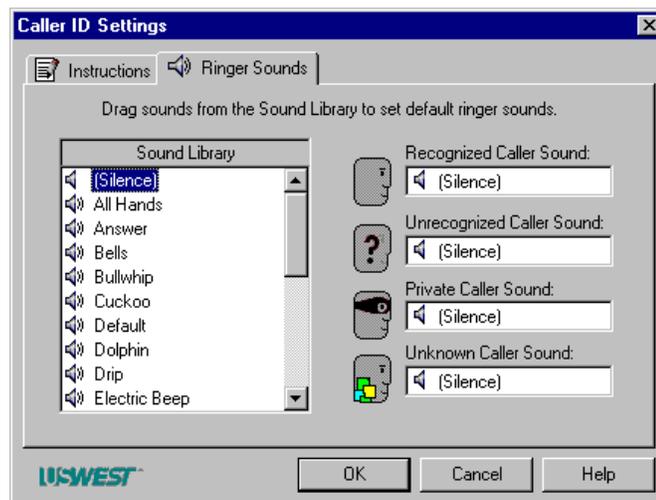
- Play sounds for incoming calls and whether these sounds should play only once or with every ring.
- Swap the positions of the first and the last names in the Incoming Call window. (Some telephone systems transmit Caller ID information with the last name first.)

Saving your settings

If you have finished customizing Caller ID information, click OK. PC CALLER ID will return you to its main window. To review or change any of the Ringer Sounds options, click that tab.

Selecting Ringer Sounds

Click the Ringer Sounds tab to access the Sound Library. This contains a list of sounds you can associate with different categories of callers. On the right-hand side of the window are the four categories of callers used by PC CALLER ID.



The categories are:

- Recognized callers, for whom there is an entry in your PC CALLER ID Phonebook. (See *Chapter 6: Using the Phonebook.*)
- Unrecognized callers, for whom there is no entry in your Phonebook.
- Private callers, who have intentionally blocked their Caller ID information from being transmitted.
- Unknown callers, who are calling from locations that do not support Caller ID, including foreign countries.

To hear a sound, double-click it. To assign a sound to a category, drag the name of the sound to the appropriate box and drop it there. PC CALLER ID will play the sound when you drop it.

Note: You cannot type the name of a sound into a box; you must drag the sound from the list to the box.

To hear PC CALLER ID's sounds, make sure your computer's speakers are on and that the volume is adjusted properly.

As each call comes in, PC CALLER ID plays the sound assigned to that category of caller. You can record your own custom sounds and assign distinctive sounds to particular callers in your Phonebook. (See *Chapter 6: Using the Phonebook.*)

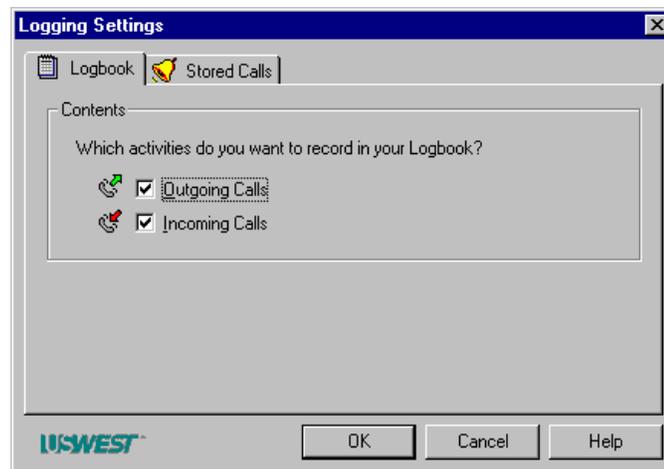
Saving your settings

If you are finished customizing Caller ID settings, click OK to return to the PC CALLER ID main window.

Customizing what goes into your Logbook

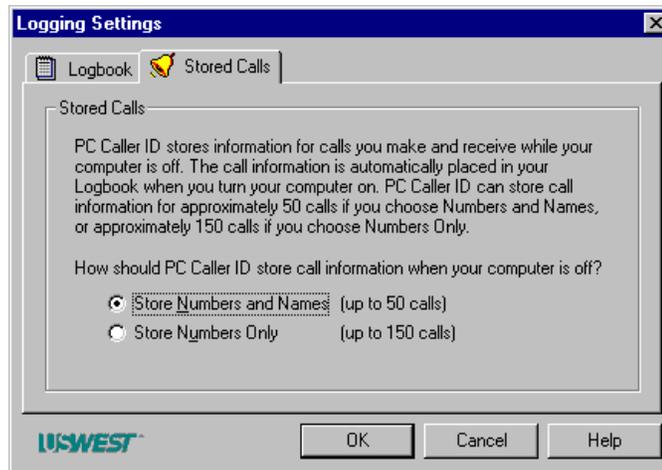


PC CALLER ID can store information about incoming calls and outgoing calls in the Logbook. (See *Chapter 7: Using the Logbook for more information.*) Click Logging in the PC CALLER ID main window. The Logging Settings window appears:



On the Logbook tab, check or uncheck the boxes to select whether you want to log outgoing calls, incoming calls, both, or neither.

The Stored Caller ID tab allows you to set what will go into the PC CALLER ID memory while your computer is turned off.



The PC CALLER ID box has a memory that stores Caller ID information while your computer is off. Typically, U S WEST sends both a caller's name and phone number. Because the memory in the PC CALLER ID box is limited, you may want to check the Store Numbers Only option. PC CALLER ID can then store information about 150 calls instead of the usual 50 calls.

Saving your settings

When you have finished setting logging options, click OK to return to the PC CALLER ID main window.

Customizing how message notification works

PC CALLER ID can let you know that a caller has left a voice message by:

- Flashing the message light on the PC CALLER ID box.

- Flashing the PC CALLER ID icon in the Windows taskbar.
- Displaying a text message in your computer screen saver that tells you how many calls you have received and if any callers have left voice messages.

Customizing PC CALLER ID's message light

PC CALLER ID's message light can indicate that there are voice messages waiting for you or that Caller ID information was stored in memory while your computer was off.

To set up these features, click Messages in the PC CALLER ID main window. The PC CALLER ID Messages Settings window will appear.



You can set the message light to blink red when you have new voice messages. To turn this option on or off, click Flash Red Light in the Message Light window.

You can also set the message light to blink green while your computer is turned off to notify you of stored Caller ID information. To turn this option on or off, click Flash Green Light in the Message Light window.

Note: If you have turned off these options and the light continues to blink, you need to reset the hardware. From the PC CALLER ID main window, go to the Help menu, choose Troubleshooting, and click Reset.



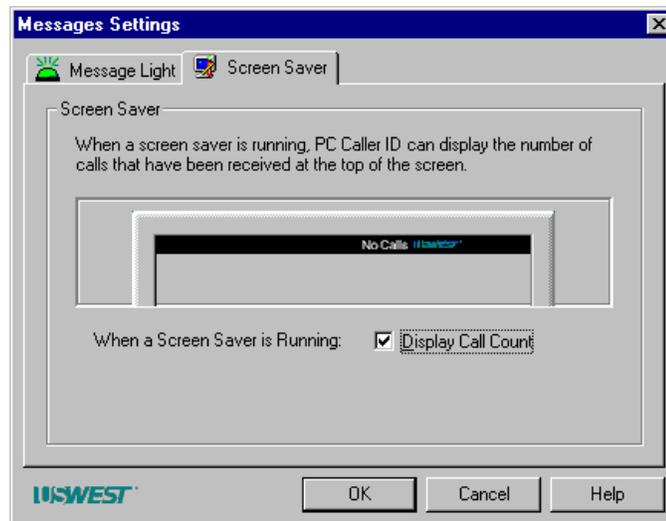
Flashing the PC CALLER ID icon

You can also have the PC CALLER ID icon in the Windows taskbar blink when there are voice messages waiting. To turn this option on or off, click Flash Taskbar Icon in the Message Light window.



Customizing your screen saver

PC CALLER ID can display information about received calls and voice messages. To set up this option, click the Screen Saver tab:



Click Display Call Count to turn the screen saver option on or off. If Display Call Count is checked, the screen saver will display the U S WEST logo and other information as follows:

- If you receive a call while your screen saver is active, the banner will display the words “1 New Call” in white text. If you receive additional calls, the banner text changes to “2 New Calls”, “3 New Calls”, and so on.
- If at least one caller leaves a voice message, the call count text will blink from red to white.

Note: The screen saver banner only counts calls you receive *while your screen saver is active*. When your screen saver is inactive, each incoming call triggers a Incoming Call window. (See *Chapter 4: Managing incoming calls* for more information).

Saving your settings

If you are finished setting up message notification, click OK. PC CALLER ID will return you to its main window.

Chapter 4: Managing incoming calls

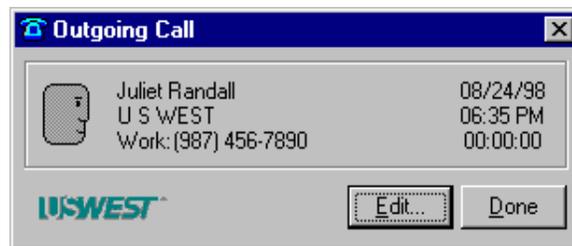
PC CALLER ID helps you manage the calls you receive. How it handles calls depends on whether your computer is on or off and how you have set up PC CALLER ID.

Receiving a call while your computer is on

PC CALLER ID can display Caller ID and other information on your computer screen.

Caller ID information is transmitted from your phone line to PC CALLER ID between the first and second ring of an incoming call. PC CALLER ID manages the call depending upon the options you set.

After the first ring, an Incoming Caller ID window appears and displays any available Caller ID information, typically the name and number of the caller. It also shows the date, time and duration of the call.



Each incoming call triggers a separate Incoming Caller ID window. PC CALLER ID can display up to 20 Incoming Caller ID windows. (See *Chapter 3: Customizing PC CALLER ID* for instructions on setting the maximum number of windows.)

Note: To close all open Incoming Caller ID windows, click the icon in the upper left corner of the Incoming Caller ID window and choose Close All from the menu.

If a caller's entry is in your Phonebook, PC CALLER ID can display additional information that you've specified, such as the name of the caller's company. It can also display icon

and sound alerts that you have designated. (See *Chapter 6: Using the Phonebook* for more information.)

Answering the call

If you answer the telephone before your U S WEST Voice Mail or your answering machine does, the Incoming Caller ID window will start timing the call. Also, the Ignore button in the Incoming Caller ID window will be replaced with a Done button.

Ignoring the call



To send the call directly to Voice Mail or to your answering machine, click Ignore. This stops PC CALLER ID's ringing sound and closes the Incoming Caller ID window. To view information about the call, go to the Logbook (See *Chapter 7: Using the Logbook* for more information about the Logbook.)

Doing nothing with the call

If you do nothing with the call, it will ring until either the caller hangs up or your U S WEST Voice Mail (or answering machine) picks it up. The Ignore button will change to a Done button and the Incoming Caller ID window will remain on your screen until you click Done.

Ending the call

You end the call by hanging up the phone.



The Incoming Caller ID window displays the duration of the call. After the call is ended, the Call Back button appears in the window, allowing you to call back the caller.

You can also click Done in the Incoming Call window. This dismisses the Incoming Call window. If the call is still in progress, you can select Show Current Call from the Taskbar menu to reopen the Incoming Call window. Or, once the call completes, you can view the call information in your Logbook (See *Chapter 7: Using the Logbook*)

Adding caller information to your Phonebook

If the incoming Caller ID name or phone number is not in your Phonebook, PC CALLER ID displays an Add button on the Incoming Caller ID window. Pressing the button opens the Phonebook with the New Phone Entry window opened. Fill in the boxes and press OK to add the entry to your Phonebook.

If the caller's information is in the Phonebook, but you want to change it, click Edit in the Incoming Caller ID window. (See *Chapter 6: Using the Phonebook* for more information about the Phonebook.)

Receiving a call while your computer is off

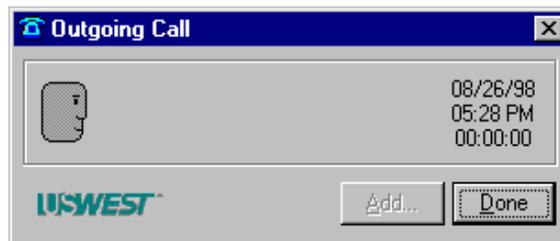
When your computer is turned off, PC CALLER ID stores Caller ID information and the time and date of the call. When you restart your computer, PC CALLER ID will send information about the stored calls to the Logbook. (See *Chapter 7: Using the Logbook*, for more information.) You can set options for logging Stored Caller ID calls by clicking Logging in the PC CALLER ID main window.

Chapter 5: Making calls

PC CALLER ID lets you dial a call while you are using other applications on your computer. You can make calls using your telephone regardless of whether your computer is on. PC CALLER ID will always log information about the call.

Making a call using your telephone

As soon as you pick up the phone to make a call, PC CALLER ID displays an Outgoing Call window on your computer screen.



The Outgoing Call window displays the time and date of the call and the amount of time that the phone has been off the hook. If the phone number you dial is in your Phonebook; the window also displays any information about the caller that you entered previously.

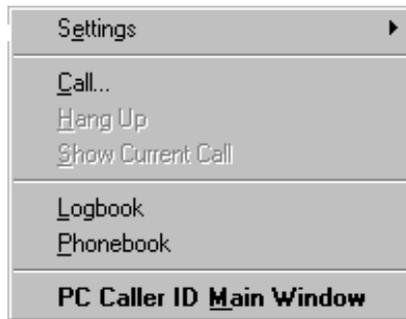
To end the call, hang up the receiver. Once the call is complete, the Outgoing Call window disappears and PC CALLER ID places a record of the call in the Logbook.

Making a call from the PC CALLER ID menu

You can dial and place calls from the PC CALLER ID menu on the Windows taskbar:

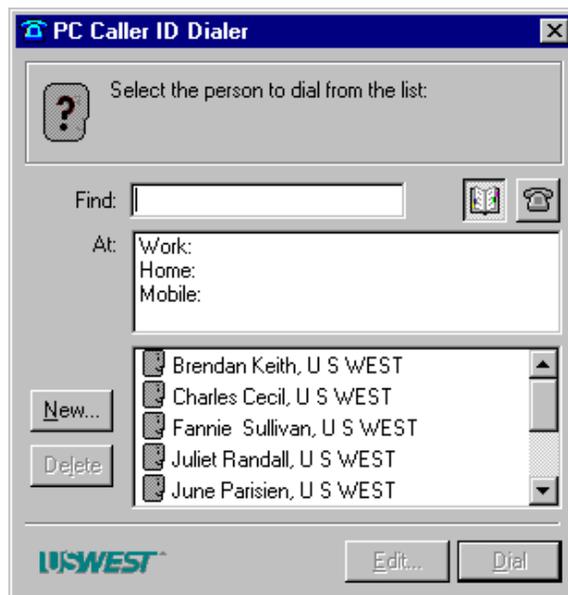


1. Click the PC CALLER ID icon.



2. Click the Call option on the menu. One of two Dialer windows will appear. Each contains an icon of a phonebook and of a telephone. Clicking either icon changes the Dialer window so you can either select a person's name from your Phonebook list, or manually type in a phone number to dial.

To dial an entry from your Phonebook, click the phonebook icon.



- Begin to type the person's name into the Find box. As you type, the window displays all the listings that match the letters you've typed. If there is more than one screen full of entries, use the scroll bar to see more entries.
- Click the entry you want. The Dial button will become active.

- Click **Dial** or press your keyboard's Enter key to dial the highlighted entry.
- Pick up the receiver when your party answers.
- If a person you want to call is not in your Phonebook, you can add them by clicking **New**.

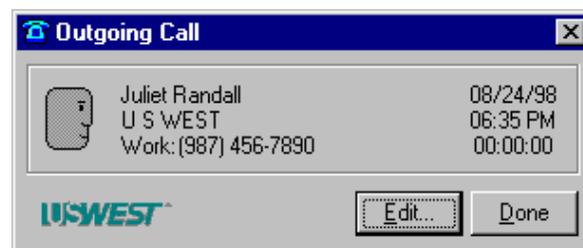
Note: Double-clicking a listing dials the phone number automatically.

To dial a phone number manually, click the telephone icon in the Dialer window.



- Type a phone number in the Dial box. As you do, the number will appear in the box. The Dial button will become active.
- Click the Dial button to place the call.
- Pick up the receiver when your party answers.

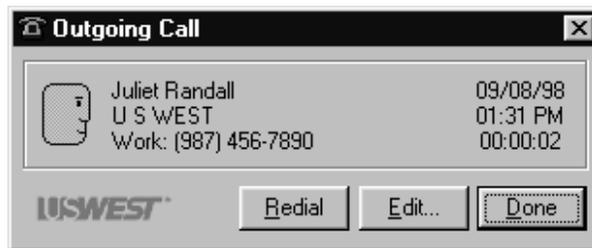
As PC CALLER ID dials the call, an Outgoing Call window appears:



As your call proceeds, the window displays the call's duration. When you are finished with the call, hang up the receiver. Once the call is complete, PC CALLER ID will put a record of the call into the Logbook.

Making a call from the Outgoing Call window

When PC CALLER ID dials for you, the Outgoing Call window remains open after you hang up the receiver to complete the call. A Redial button appears so that you can easily call your party back if necessary. Click Redial to have PC CALLER ID call the phone number shown in the Outgoing Call window or click Done to close the window.



Making a call from the Logbook or the Phonebook

You can also place calls from either the Logbook or the Phonebook. Click either icon in the PC CALLER ID main window or select the Logbook or Phonebook option from the PC CALLER ID Window menu.

Once the Logbook or the Phonebook is open, click the entry with the number you want to call and then click Dial. (See *Chapter 6: Using the Phonebook* and *Chapter 7: Using the Logbook* for more information.)

Stopping a call

If your party doesn't answer, their line is busy, or you want to stop the call for any other reason, PC CALLER ID can stop the call for you.

Note: These actions only stop the call if the receiver is still down.

To have PC Caller ID stop the call being placed:

- Click Hang Up in the Outgoing Call window
- Click the PC CALLER ID icon in the Windows taskbar, then click Hang Up from the menu
- Press the Hang Up Hot Key.

Once the call is stopped, PC CALLER ID will put a record of the call into the Logbook.

Placing calls while your computer is off

If you place a call while your computer is off, PC CALLER ID will store information about the call in your Logbook. This information is stored in the PC CALLER ID box, not in your computer's memory. When you restart your computer, PC CALLER ID will send the information about the call to the PC CALLER ID Logbook.

Chapter 6: Using the Phonebook

The PC CALLER ID Phonebook holds your telephone list and more. In addition to telephone numbers for home, work and mobile phones, the Phonebook can hold home or work addresses, e-mail addresses, and short notes about the caller.

This chapter describes:

- Accessing the Phonebook
- Creating Phonebook entries
- Editing Phonebook entries
- Changing an entry's icon or sound
- Customizing sounds
- Importing entries from other files
- Deleting entries from the Phonebook
- Making a call from the Phonebook
- Printing the Phonebook
- Exporting phone lists to other files

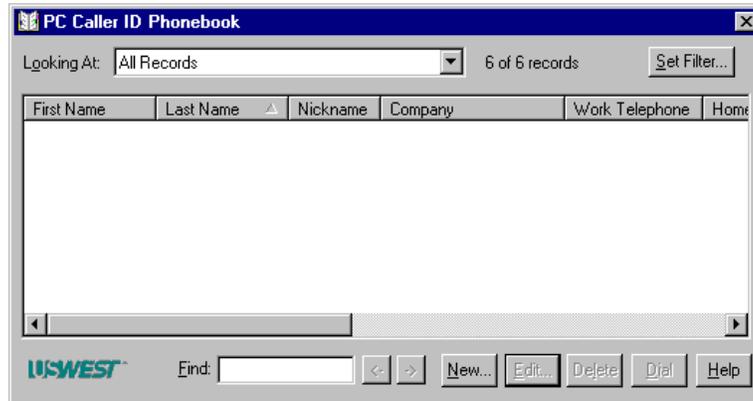
Accessing the Phonebook

There are three ways to open and view the Phonebook.

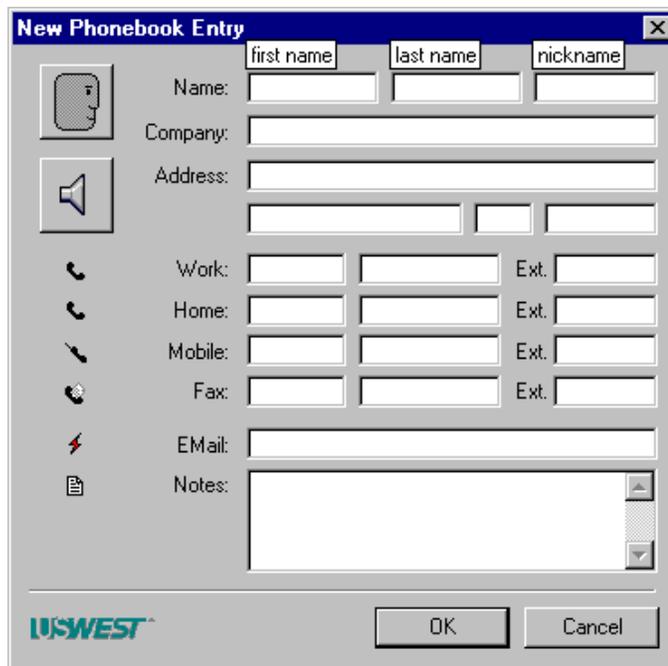
1. Click the Phonebook icon in the PC CALLER ID main window.
2. Select the Phonebook option from the Window menu.
3. Select the Phonebook option from the taskbar menu.

Creating Phonebook entries

To add an entry to the Phonebook, click the New button near the bottom of the Phonebook window.



The New Phonebook Entry window appears with the Name boxes ready for entry of first name, last name, and nickname.

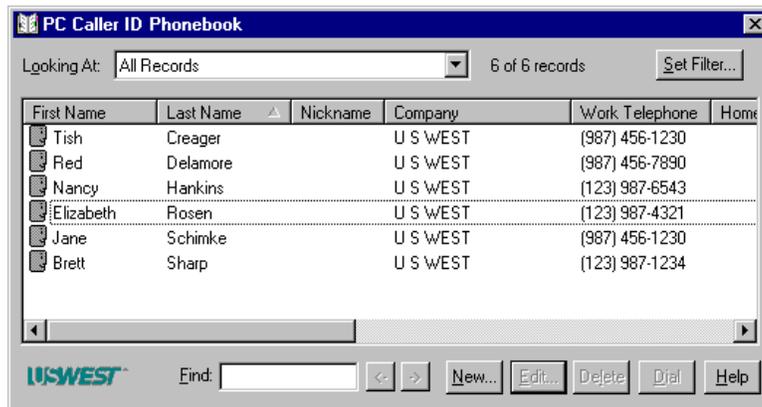


Move forward through boxes by pressing the Tab key. To move backward, press the Tab key while holding down the Shift key. Or, put the cursor in any box, click the mouse, and begin typing. Pressing Enter will save your settings and return you to the main window. As you click or tab through the boxes, labels will appear to indicate what information to enter in each box.

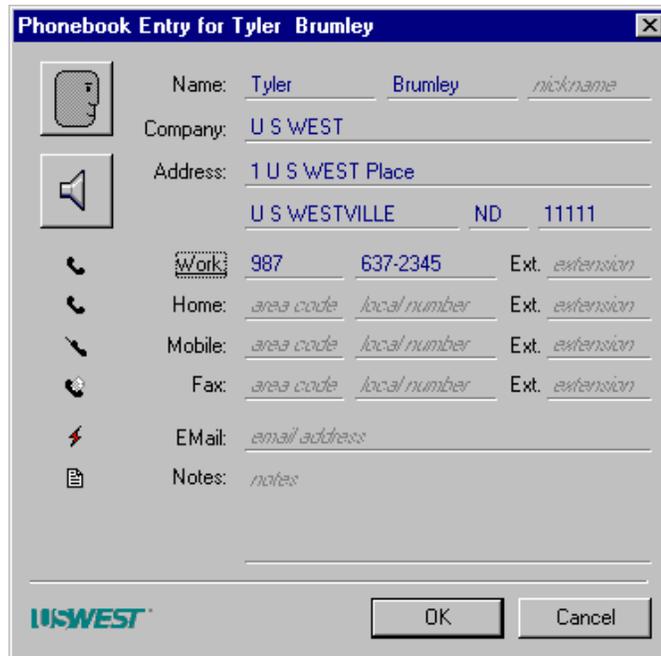
When you have finished entering information, press Enter or click OK. The entry will be added to the Phonebook.

Editing Phonebook entries

In the Phonebook window, either double-click an entry, or click an entry and then click Edit.



The Edit Phonebook Entry window appears with any previously entered information displayed in the appropriate boxes. To add or change information, put the cursor into the appropriate box and begin typing.



Move forward through boxes by pressing the Tab key. Move backward by pressing the Tab key while holding down the Shift key. Or, put the cursor in any box, click the mouse, and begin typing. Press Enter to save your settings and return to the main window. The edited entry will be stored in the Phonebook.

Changing an entry's icon or sound

You can change which icons appear and which sounds play when a particular person listed in your Phonebook calls you. (See *Chapter 3, Customizing PC CALLER ID*, for more information about caller categories). When PC CALLER ID identifies a caller, the caller's icon appears in the Incoming Call window and the selected sound plays instead of the default ringer sound.

Changing an entry's icon

The Icon Library window contains icons that you can assign to your Phonebook entry. To select or change an entry's icon:

1. Open the Phonebook window.
2. Click Edit.



3. Click the icon in the top left corner of the window to open the Icon Library.
4. Select a new icon and double-click it.
5. Click OK to return to the Edit Phonebook window.
6. Click OK to return to the Phonebook.

The icon you selected will appear on an Incoming Call window whenever that person calls.

Changing an entry's sound

1. Open the Phonebook window.
2. Highlight the entry containing the sound you want to change.
3. Click Edit.



4. Click the sound icon to open the Sound Library. The library contains sounds that you can assign to your Phonebook entries.
5. Listen to a sound by double-clicking it.
6. To assign a sound to an entry, click an icon in the Sound Library, then click OK. PC CALLER ID will return you to the Edit Phonebook Entry window. Click OK to return to the Phonebook. The sound you selected will play whenever that individual calls you.

Customizing icons and sounds

Recording your own sounds

You can record your own sounds and assign them to individual callers or to categories of callers. For example, you can record a caller's name in your own voice. When that individual calls you, PC CALLER ID will audibly announce the caller by name.

Note: You will need a sound card and a microphone in order to record your own sounds. Make sure your computer's speakers are on and that the volume is adjusted properly.

To record sounds, follow these steps:

1. From the PC CALLER ID main window, pull down the Window menu.
2. Select the Sound Library option to open the Sound Library window.
3. Click Record to open the Record Sound window. When you are ready, click the red Record button and speak into the microphone.
4. Click the black Stop button when you have finished speaking.
5. To listen to the sound you just recorded, click the black Play button. To re-record your sound, click the red Record button again.
6. When you are satisfied with the sound you recorded, click OK. A Save Sound As window will appear.
7. Type a name for the sound and click OK.

Importing sounds

You can also import sound files from other applications, and assign them to individual callers or to categories of callers. The sound files must be in .wav format. Check your Windows 95 Manual for instructions on exporting sound files. Once you have exported a .wav file, follow the steps below:

1. In the PC CALLER ID main window, click the Window menu, and then click Sound Library to open the Sound Library window.
2. Click the Import button at the bottom of the Sound Library Window to open the Import Sound window. Specify the file that you want to import, and follow the instructions on the screen.

Importing icons

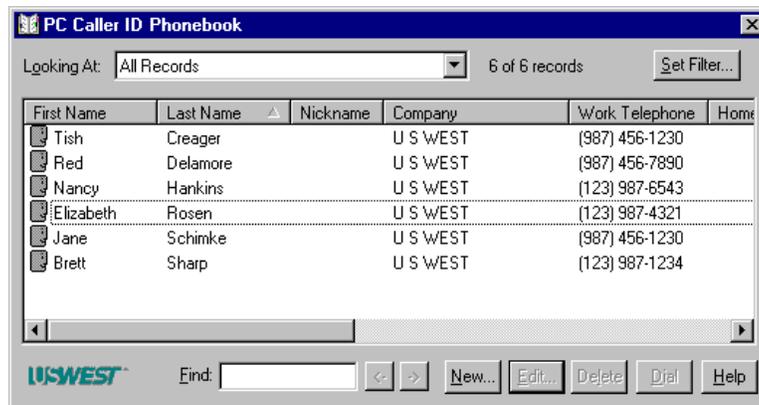
You can import icon files from other applications, and assign them to individual callers or to categories of callers.

To import icons pull down the Window menu from top of the PC CALLER ID main window.

1. Select the Icon Library option to open the Icon Library window.
2. Click Import to access files from your desktop. Enter a filename or location from which you can choose icons.

Viewing the Phonebook

To view the Phonebook, click the Phonebook icon in the PC CALLER ID main window, or select Phonebook from PC CALLER ID's Window menu.



You can store the following information in the Phonebook:

- Last Name, First Name, Nickname
- Company
- Work Telephone, Home Telephone, Mobile Telephone, Fax
- Address
- Email
- Notes (You can type up to 35 characters of text to include with the entry.)

Adjusting columns

To adjust a column's width, position the mouse at the right edge of the column's label. The cursor will change to an adjustable slider (<||>). Drag the cursor to make the column narrower or wider.

Sorting Phonebook entries

You can sort Phonebook entries by any column. For example, to view the Phonebook in alphabetical order, click the Last Name column label. To reverse the sorting order (for example, from "A to Z" to "Z to A"), click the column label again.

Finding a specific Phonebook entry

To find a Phonebook entry containing a specific sequence of letters or numbers (for example, the area code "303"), click in the Find box below the Phonebook list. Type the letters and/or numbers you want to find, then click the "->" button. PC CALLER ID will highlight the first entry containing the characters you typed. To highlight the next entry containing that string, click the "->" button again. To find previous occurrences of the string, click the "<-" button.

Viewing a subset of entries (Filtering)

You can display a selected subset or partial list of your Phonebook entries. For example, you may want to view only entries containing a specific company name. Filtering differs from Find in that it displays all matching entries, while Find highlights one entry at a time in the entire Phonebook list.

Follow these steps to set a filter:

1. Click Set Filter in the Phonebook window. The Set Filter window appears. If you click OK in the example below, the Phonebook list would show only entries containing the name U S WEST.

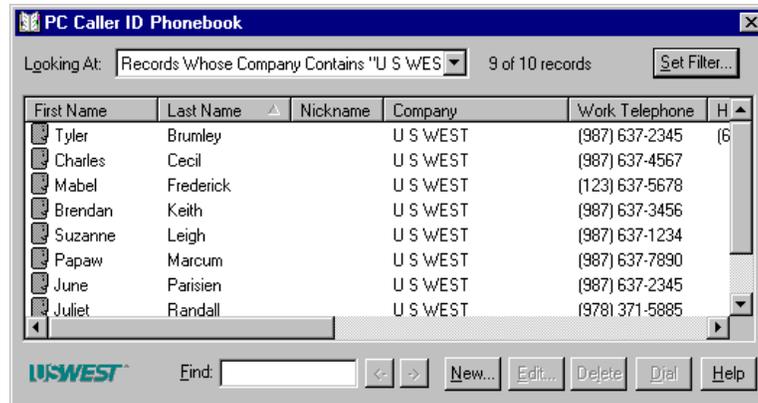




2. The left-hand box contains a drop-down list of column names. Click the arrow next to the box and choose a column from the list that appears.
3. The center box contains a list of rules you can apply. These rules will vary according to which column you chose in Step 2. To change the rule, click the arrow next to the center column and choose a rule from the list that appears.



4. In the right-hand box, type the specific letters or numbers on which you want to filter.
5. Click OK to filter the entries. The Set Filter window will close and PC CALLER ID will return you to the Phonebook window. The Phonebook window will display only those entries matching the criteria you entered.



Viewing the entire set of entries

To view all Phonebook entries after setting a filter, click the arrow next to the Looking At box at the top of the window. Choose “All Records” from the list that appears. The Phonebook will display all the entries again.



You can review your subset of entries by choosing the filter description (e.g., “Records Whose Company Contains U S WEST”) from the Looking At box.

Importing Phonebook entries from other files

If you use a contact management application or Personal Information Manager (PIM), you can match the information from that application with what is contained in your PC CALLER ID Phonebook. Doing so will let you take advantage of some of PC CALLER ID’s unique features, such as displaying additional information (e.g., company name) about callers in your Incoming Call window. (See *Appendix D: Working with a Personal Information Manager (PIM)*).

Preparing the data you want to import

Importing Phonebook information is a two-step process. First you must export the entries from your contact management or PIM software, and then you must import that information into your PC CALLER ID Phonebook.

You must export your entries to a tab delimited text file for PC CALLER ID to read the information correctly. Refer to your program's user manual for details on how to save entries in tab delimited format.

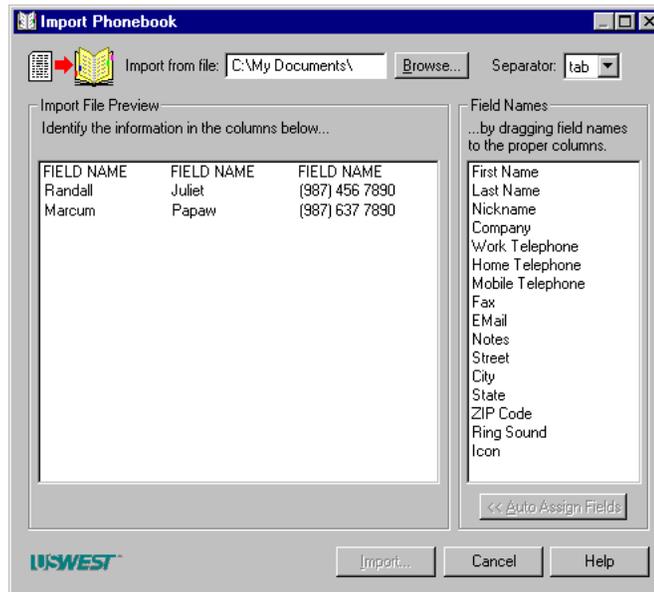
Importing the file

Follow these steps to import a file:

1. In the PC CALLER ID main window, click File menu, and then click Import.



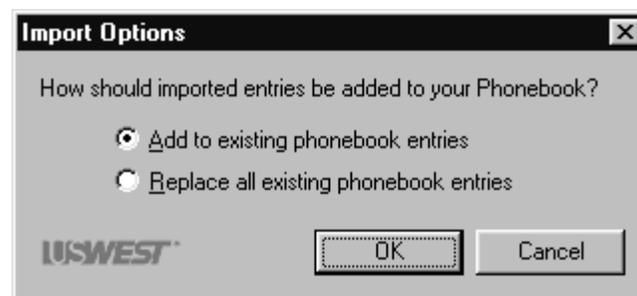
2. Select the Phonebook option.
3. The Import Phonebook window will appear:



4. Click Browse to locate and select the file you want to import.
5. Click OK. The data in the file will appear on the left-hand side of the Import window.

The names of the fields that PC CALLER ID allows are listed on the right-hand side of the window. Drag each field name on the right-hand side of the window to its column in the Import File Preview on the left. Drop the name in the Field Name area. If your file contains information that PC CALLER ID does not contain a field for, such as a job title, do not assign the column a name.

When all of the field names are in place, press the Import button on the bottom of the window. The Import Phonebook dialog appears:



You have two choices:

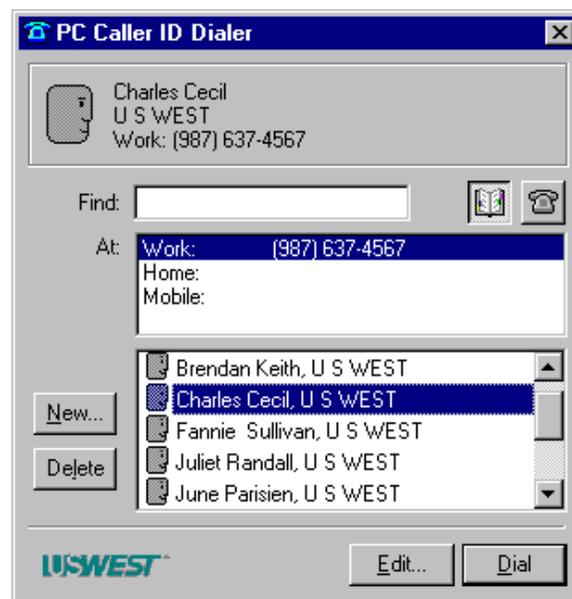
You can add the names to your existing Phonebook by clicking “Add entries to phonebook”.

You can remove all your old Phonebook entries permanently and replace them with those you are importing by clicking “Replace phonebook.”

When you click OK, PC CALLER ID will transfer all of the data to your Phonebook. This step completes the import process.

Making a call from the Phonebook

1. Open the Phonebook by clicking the Phonebook icon in the PC CALLER ID main window, or by selecting Phonebook from PC CALLER ID’s Window menu.
2. Select the entry you want to dial by clicking it.
3. Click Dial. The PC CALLER ID Dialer window appears:



You can either click the number (Work, Home, or Mobile) you would like to dial and then click Dial, or you can double-click the number. Pick up the phone when your party answers.

Deleting entries from the Phonebook

To delete entries from the Phonebook, follow these steps:

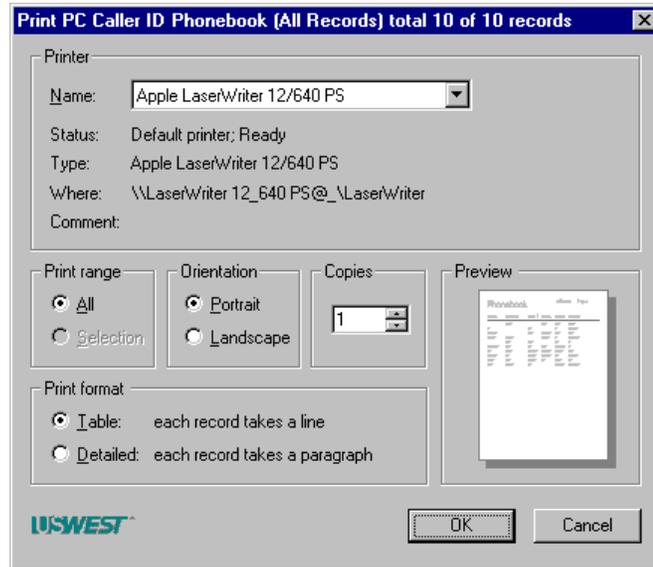
1. Open the Phonebook by clicking the Phonebook icon in the PC CALLER ID main window, or by selecting Phonebook from PC CALLER ID's Window menu.
2. Select the entry you want to delete by clicking it.
3. Click Delete.

Printing the Phonebook

You can print either a single entry or all entries in the Phonebook. Select Print, then Phonebook, from the PC CALLER ID File menu:



PC CALLER ID will display the Print Phonebook window. From this window, you can select options such as the number of copies and whether you want to print the whole Phonebook or only the entry you have selected.



You can print entries in two different formats:

- In Table format, each entry is on its own line and each column is labeled with its field name.
- In Detailed format, each field in an entry is displayed with its field name in one continuous paragraph.

Click the format you want and press OK to print.

Exporting Phonebook entries

One of PC CALLER ID's unique features is that you can add incoming caller information directly to your PC CALLER ID Phonebook.

After adding a new caller to your Phonebook, you can then export the updated Phonebook file into your PIM.

PC CALLER ID can export information from your Phonebook to a text file. In PC CALLER ID, you must export all of the entries in

the Phonebook. You cannot export selected entries. You can, however, export selected fields from the entries, such as caller names and phone numbers.

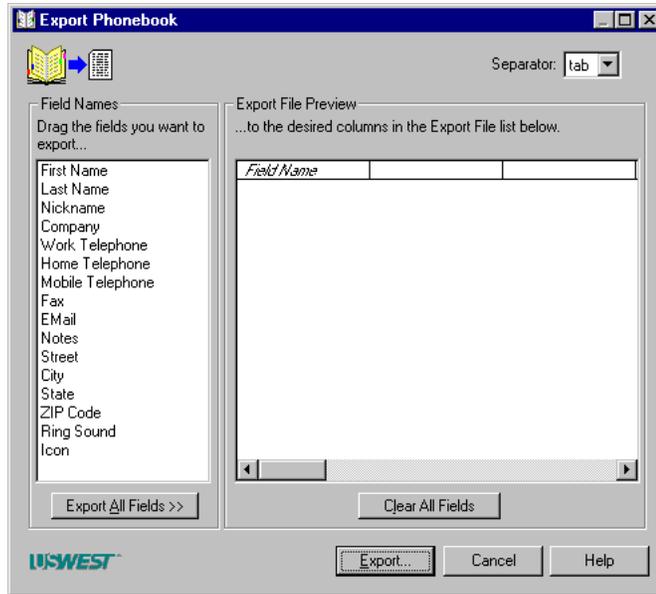
Note: When you export an entry, PC CALLER ID puts a separator character (such as a tab) between each field. If a field that you select is blank, PC CALLER ID automatically inserts separators after the blank field.

To export Phonebook entries:

1. From the PC CALLER ID File menu, choose Export, then Phonebook:



2. The Export Phonebook window will appear:



3. Choose the separator character to place between each field on the Separator list. The separator can be any of the following:
 - Tab
 - Comma (,)
 - Semicolon (;)
 - Colon (:)
 - Pipe (|)
4. To export all fields in all of the entries, click Export All Fields. To export only selected fields, drag each field name from the Field Name list on the left to the Export File Preview on the right and drop them there.
5. When all the fields you want to export are in place, click Export. You will then see a Save As window with your computer's files and folders in it.
6. Select a destination and a name for the file.
7. Click OK to save and return to the PC CALLER ID main window.

Open the file in your Personal Information Manager (PIM) to make sure it contains what you intended.

Chapter 7: Using the Logbook

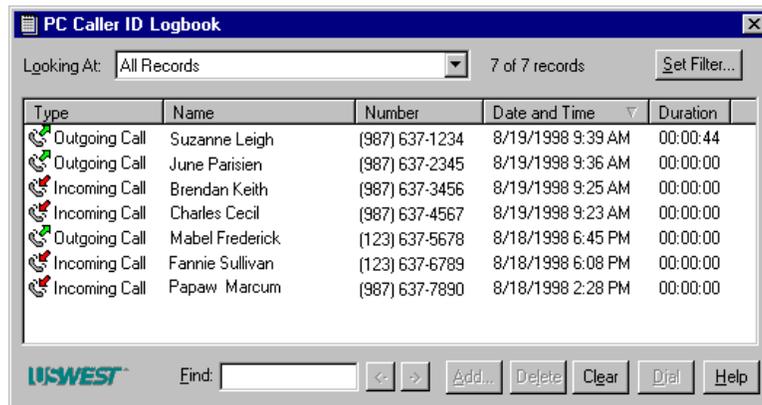
The PC CALLER ID Logbook contains a list of incoming and outgoing calls. The Logbook also records the name and telephone number associated with the call, the call's duration, and the date and time.

This chapter describes:

- Viewing the Logbook
- Making a call from the Logbook
- Deleting entries from the Logbook
- Printing the Logbook
- Exporting entries to other files

Viewing the Logbook

To view the Logbook, click the Logbook icon in the PC CALLER ID main window, or select Logbook from PC CALLER ID's Window menu. The Logbook window appears.



Note: If you have not made or received any calls since you installed PC CALLER ID, your Logbook window will not contain any entries.

Each row of the Logbook represents a single phone call. The information stored for a call is divided into the following columns:

Type:



- Incoming (red arrow pointing down)



- Outgoing (green arrow pointing up)

Name: The name of the person who called you or the person you called (if it is available).

Number: The telephone number of the person who called you or of the person you called.

Date and Time: The date and time the call began.

Duration: The total elapsed time of the call.

Adjusting columns

To adjust a column's width, position the mouse at the right edge of the column's label. The cursor will change to an adjustable slider (<||>). Drag the cursor to make the column narrower or wider.

Sorting Logbook entries

You can sort Logbook entries by any column. For example, to view the Logbook in alphabetical order, click the Last Name column label. To reverse the sorting order (for example, from "A to Z" to "Z to A"), click the column label again.

Finding a specific Logbook entry



To find a Logbook entry containing a specific sequence of letters and numbers (for example, the area code "303"), use the Find feature located at the bottom of the Logbook window. Click in the Find box below the Logbook list.

Type the letters and/or numbers you want to find, then click the "->" button to the right of the Find box. PC

CALLER ID will highlight the first entry that contains character string you typed. To highlight the next entry containing that string, click the “->” button again. To find previous occurrences of the string, click the “<-“ button.

Note: Find tries to match only what you typed to the contents of the Name and Number fields. To view entries with a certain date and time or with a certain duration, use the Set Filter button described below.

Viewing a subset of entries (Filtering)

You can display only a subset or partial list of the Logbook entries. For example, you may want to see only entries containing a specific company name. Filtering differs from Find in that it displays all matching entries, while Find highlights one entry at a time in the entire Logbook list.

Follow these steps to set a filter:

1. Click Set Filter in the Logbook window. The Set Filter window appears. If you click OK in the example below, the Logbook list would show only entries containing the name U S WEST.



2. The left-hand box contains a drop-down list of column names. Click the arrow next to the box and choose a column from the list that appears.



3. The center box contains a list of rules you can apply. These rules will vary according to which column you

chose in Step 2. To change the rule, click the arrow next to the center column and choose a rule from the list that appears.



4. In the right-hand box, type the specific letters or numbers on which you want to filter.
5. Click OK to filter the entries. The Set Filter window will close and PC CALLER ID will return you to the Logbook window. The Logbook window will display only those entries matching the criteria you entered.

The left-hand box contains a drop-down list of column names. Click the arrow next to the box and choose a column from the list that appears.

If you chose the Type column, the right-hand box will display a drop-down list from which to set the filter criterion.

If you chose the Name or Number column, you can type specific letters or numbers on which you want to filter into the right-hand box.

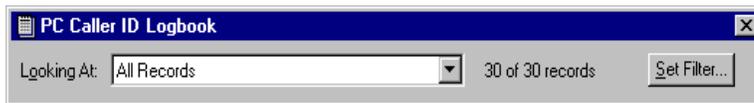
If you chose the Date or Duration, the right-hand box will display up and down arrows that let you adjust the date or call duration.

Click OK to filter the Logbook. The Set Filter window will close and PC CALLER ID will return you to the Logbook window. The Logbook window will display only those entries matching the criteria you entered.

Viewing the entire set of entries

To return to viewing all of the Logbook entries after setting a filter, click the arrow next to the Looking At box at the top

of the Logbook window. Choose “All Records” from the list that appears. The Logbook will display all the entries again.

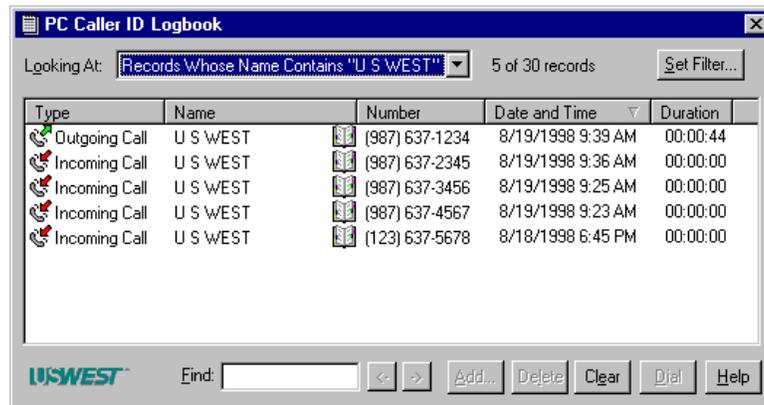


You can return to viewing the subset of entries by choosing the filter description (e.g., “Records Whose Name Contains Lynn” from the Looking At box.

Making a call from the Logbook

You can dial a call directly from the Logbook:

1. Open the Logbook by clicking the Logbook icon in the PC CALLER ID main window, or by selecting Logbook from PC CALLER ID’s Window menu.
2. Select the entry you want to dial by clicking it.
3. Click Dial.



Deleting entries from the Logbook

To delete specific entries from the Logbook, follow these steps:

1. Open the Logbook by clicking the Logbook icon in the PC CALLER ID main window, or by opening PC CALLER ID's Window menu and selecting Logbook.
2. Select the entry you want to delete by clicking it.
3. Click Delete.
4. To delete all entries from the Logbook, follow these steps:
5. Open the Logbook by clicking the Logbook icon in the PC CALLER ID main window, or by opening PC CALLER ID's Window menu and selecting Logbook.
6. Click Clear.
7. Click Yes in the "Delete all entries from the log?" window.

Printing the Logbook

You can print any entry in the Logbook or all of the entries. The Logbook can hold 2000 entries. Once you reach 2000 entries, new Logbook entries will overwrite the earliest entries, so you can print out entries to maintain a permanent record. From the PC CALLER ID File menu, select Print, then Logbook:



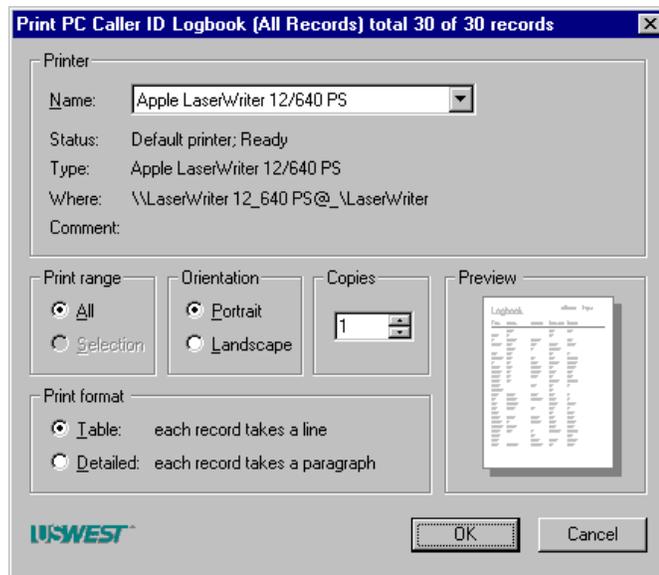
PC CALLER ID will display the Print Logbook window. In this window, you have a number of printing options such as the number of copies and whether you want to print the whole Logbook or only the entry you have selected in the Logbook.

You also can print entries in two different formats:

In Table format, each entry is on its own line and each column is labeled with its field name.

In Detailed format, each field in an entry is displayed with its field name in one continuous paragraph.

Click the format you want and press OK to print.



Exporting Logbook entries

PC CALLER ID can export information from your Logbook to a text file. The Logbook can hold 2000 entries. Once you reach 2000 entries, new Logbook entries will overwrite the earliest entries, so you can export entries to maintain a permanent record.

In PC CALLER ID, you must export all of the entries in the Logbook. You cannot export selected entries. But you can export selected fields from the entries, such as caller names and phone numbers.

Note: When you export an entry, PC CALLER ID puts a separator, such as a tab, between all of the fields in the entry. If a field is blank, PC CALLER ID will automatically insert a separator after the blank field.

To export Logbook entries:

From the PC CALLER ID File menu, choose Export, then Logbook:

The Export Logbook window will appear:



Choose the separator you want to place between each field on the pull down Separator list. The separator can be any of the following:

- Tab
- Comma (,)
- Semicolon (;)
- Colon (:)
- Pipe (|)

To export all of the fields in all of the entries, click **Export All Fields**. To export only selected fields, drag each field name from the **Field Name** list on the left to the **Export File Preview** on the right and drop them there.

When all the fields you want to export are in place, click **Export**. You will then see a **Save As** window with your computer's files and folders in it. Select where you want the file to be placed then type a name for the file. Click **OK** to save and return to the **PC CALLER ID** main window.

Check the contents of the file to make sure it contains what you intended.

Appendix A: Troubleshooting

Check your power cables, cable connections & telephone cords.

You *must* use the power cable that came in the package to connect PC CALLER ID to an electrical outlet or surge protector. Failure to do so will cause the PC CALLER ID to function improperly, and may result in damage to it.

Also, you *must* connect PC CALLER ID into a 3-prong, grounded outlet. Do not attempt to plug it into a 2-prong outlet using a 3-prong to 2-prong adapter. Doing so may result in damage to the product.

If you are experiencing difficulty, first **check the power cable connection:**

The simplest way to do this is to check the light on the PC CALLER ID device. When it is plugged in, the light should be green. If the light is off, check that:

- The power cable is securely plugged into both your electrical outlet or surge protector and into the PC CALLER ID device.
- The electrical outlet or surge protector has power. Check this by plugging in a light (or another device that you know works) into the outlet and turning it on.
- You are using the power cable provided with PC CALLER ID.

If you followed these steps and the light is still off, you can assume that the power cable is functioning properly.

The next step is to determine whether there is a problem with your telephone cables.

Check your telephone cable connections:

- Plug in a working telephone into your wall jack, listen for a dial tone, and dial a call, if possible.
- Make sure the telephone cable from your wall jack is plugged snugly into PC CALLER ID's  connector.
- Make sure your telephone's cable is plugged securely into PC CALLER ID device's  connector.
- Make sure all telephone extensions connected to the same telephone line as PC CALLER ID are hung up.

What are serial ports, COM ports, and IRQs?

The terms COM port and serial port are used interchangeably. COM port is short for "Communication port". COM ports are the connections on the back of your computer that you plug certain kinds of devices (such as an external modem or a mouse) into.

A computer typically has two COM ports, but there can be more. They might be labeled COM1, COM2, COM3, and COM4, or just '1', '2', '3', and '4'. They are shaped like the connector at the end of PC CALLER ID's cable.

IRQ stands for Interrupt Request. IRQs lets different devices get attention from your computer. You need to have an unused IRQ on your computer for PC CALLER ID to work.

What should I do if I don't have an available COM port or IRQ?

Contact U S WEST Customer Service and Technical Support (see the end of this section for contact information).

To which serial port should I connect PC CALLER ID?

You should plug PC CALLER ID into any available serial port.

Do I need to use the connector that came with the package?

If your computer's COM port is not the same shape as PC CALLER ID's **cable**, (i.e., it has 25 pins) plug the 9-pin to 25-pin connector into PC CALLER ID's cable, then plug the cable into the computer.

Installing software

How can I install the software if I don't have a CD-ROM drive?

If you do not have a CD-ROM drive, you can download the software from U S WEST's web site at <http://www.uswest.com/pccallerid> .

You can also contact U S WEST to request free copies of the software on floppy disks (please allow 5-7 days for delivery). See the end of this section for contact information.

How do I install PC Caller ID from floppy diskettes?

- Close any open programs on your computer.
- Insert PC CALLER ID install disk 1.
- Choose Run from the Windows Start menu.
- Type A:\setup.exe, and select OK.

I installed the software, but the PC CALLER ID icon does not appear in the Windows taskbar.

Try uninstalling and reinstalling the PC CALLER ID software. If you still don't see the PC CALLER ID icon, contact U S WEST Customer Service for further suggestions.

Message notification light

PC CALLER ID's message light did not turn red after I connected it to my computer.

If there is no light at all, there may be a problem with the power cables. Refer to the beginning of this section for suggestions on checking power cables.

PC CALLER ID's light did not turn green after I connected it to my telephone.

If the light is red instead of green, PC CALLER ID may not think it is attached to a telephone line. Improper telephone cable connections, a non-functioning telephone line, or another phone left off the hook can make PC CALLER ID's light red. Refer to the section on checking telephone lines and cables for more suggestions.

How do I get the message notification light to stop flashing after I've listened to my voice messages?

It may take some time (approximately 50 seconds) for the message light to stop blinking after you've heard your messages. If it continues to blink:

- Make sure that you have not received any additional voice messages waiting.
- Select Help from the PC CALLER ID main window, and then select Troubleshooting from the menu list. The Troubleshooting window will offer you options to test, clear, or reset the PC CALLER ID box.
- If the problem persists, contact U S WEST Customer Service for further suggestions.

Caller ID information

I'm not seeing Caller ID information on my computer screen.

First, make sure that U S WEST Caller ID service is active on the phone line to which PC CALLER ID is connected. You can check your last phone bill to see when the service was activated. If you don't have a recent phone bill, contact U S WEST to see if the service has been activated on your phone line.

Next, make sure that you have connected PC CALLER ID to the correct line, that is, the line for which you have subscribed to U S West's Caller ID service.

Finally, check how you have set up PC CALLER ID to display Caller ID Windows on your computer, as follows:

- From the PC CALLER ID main window, select the Caller ID option.
- Click the Instructions tab.
- Make sure that there is a checkmark to the left of the Show Caller ID option.

Why do I get only *one* Caller ID window on my screen?

PC CALLER ID can display up to 20 Incoming Call Windows at a time. Select the number of windows you want displayed as follows:

- From the PC CALLER ID main window, select the Caller ID option.
- Click the Instructions tab.
- Type in the number of windows you would like displayed in the ___ windows (maximum) box.

What do the Caller ID labels mean?

The table below shows how PC CALLER ID differentiates among incoming call types:

INCOMING CALL TYPE	DESCRIPTION
RECOGNIZED CALLER	Callers who have an entry in the PC CALLER ID Phonebook. (The caller's name will appear in an Incoming Call Window.)
UNRECOGNIZED CALLER	Callers who do not have an entry in the PC CALLER ID Phonebook.
PRIVATE CALLER	Callers who have intentionally prevented their Caller ID information from being transmitted.
UNKNOWN CALLER	Callers from locations that do not yet support Caller ID, including foreign countries.
CALLER ID INTERRUPTED	The telephone handset was picked up before Caller ID information was received.

If **Private** or **Anonymous** is displayed, the person calling you has blocked their name and number from appearing on Caller ID displays.

Can I prevent blocked calls from ringing in my home?

Yes. U S WEST automatically provides free Anonymous Call Rejection service when you subscribe to U S WEST Caller ID. When activated, this service can prevent Private or Anonymous calls from reaching your phone.

- To activate Anonymous Call Rejection, lift the receiver and dial *77.
- Anonymous or Private callers will hear the following message:
“The party you are calling does not accept blocked calls. If you are calling from a blocked number, please hang up, pick up the receiver, press *82 and redial the phone number. When you do this, your name and number will appear for this call only.”
- To cancel Anonymous Call Rejection, pick up the receiver and dial *87.

Anonymous Call Rejection can be turned on or off at any time. After dialing *77 or *87 you will hear a stutter dial tone confirming that you have activated or turned off the service.

I pressed the IGNORE button on my Caller ID window, and I don't know who called me.

You can view information about the call by selecting the Show Current Call option from the Windows taskbar menu.

In addition, all calls made or received on the telephone line to which PC CALLER ID is attached are recorded in the Logbook. Select the Logbook from the PC CALLER ID main window. The call you received will be listed along with available Caller ID information, as well as the date and time that the call came in.

Phonebook/Logbook entries

How can I get my Phonebook or Logbook entries in alphabetical order?

Open the Phonebook or Logbook. Clicking the label above the Last Name column will sort the entries in ascending alphabetical order. Clicking the label a second time will sort the entries in descending alphabetical order.

Incoming and outgoing calls are being recorded out of order in my Logbook.

Incoming calls are logged according to the time they were sent by the telephone company. Outgoing calls are logged according to the time set on your computer. If there is a discrepancy between these times, the calls may be logged out of sequence.

First make sure that your computer's clock is set accurately. If this does not solve the problem, contact U S West Technical Support for more information.

Sounds

Why can't I hear the sounds PC CALLER ID plays?

- First, make sure your computer's speakers are powered on and that the volume is adjusted properly.
- Next, check that the Play Sound option is turned on:
 1. From the PC CALLER ID main window, click Caller ID.
 2. Click the Instructions tab.
 3. Make sure there is a check by the Play Sound box.
 4. Click OK to save your changes and return to the main window.

Why can't I record sounds?

You need a sound card for your PC and an external microphone in order to record your own sounds. Check that the microphone cable is connected securely. If you still have trouble recording, check the manufacturer's documentation that came with your sound card.

Voice messages

How do I know if callers have left me voice messages?

PC Caller ID notifies you that callers have left voice messages by flashing the red light on the PC Caller ID box. When you pick up the handset, you will also hear a stutter dial tone.

How do I hear my voice messages?

Your voice messages reside on a computer server at a remote location. You can retrieve them from any phone by dialing a telephone access number and typing in your password.

If you have recently subscribed to U S WEST Voice Messaging service, you should have received your access number and temporary password in the mail when you received your Voice Messaging Instruction guide. If you need help accessing your messages, call one of the following Toll Free numbers:

Subscriber	Telephone number
Small Office or Home Office	(800) 898-9625
Business Voice Mail	(800) 603-6000
Residential Voice Mail	(800) 244-1111

Technical assistance and warranty information:

If you have questions about the product or its warranty, call U S WEST Customer Service and Technical Support.

U S WEST Customer Service and Technical Support contact information:

Toll free telephone number: (877) 204-HELP (4357)

E-mail address: pcclrid@uswest.com

Website URL: <http://www.uswest.com/pccallerid>

Appendix B: Message Light States

Message light signal	Meaning
No light	No power is getting to the PC CALLER ID box.
Constant Red	No telephone cord is attached to the PC CALLER ID box <i>or</i> there is a problem with your telephone line.
Constant Green	Your PC CALLER ID hardware is functioning normally.
Flashing Red	PC CALLER ID detected that new voice messages are waiting.
Flashing Green	PC CALLER ID stored Caller ID information about a call received while your computer was off.
Alternating Red and Green	PC CALLER ID stored Caller ID information about a call received while your computer was off <i>and</i> detected that new voice messages are waiting.

Appendix C: Working with a Personal Information Manager (PIM)

PC CALLER ID works with many leading Windows Personal Information Manager (PIM) applications including:

1. *Symantec ACT!* ®
2. *Microsoft Outlook*®
3. *Starfish Sidekick*®

How PC CALLER ID works with PIMs

PC CALLER ID uses Microsoft's Telephony Application Programming Interface (TAPI). TAPI technology handles such functions as answering the telephone, dialing, and capturing Caller ID information. The applications listed above all comply with TAPI.

You can match the information contained in your PC CALLER ID Phonebook with the information in your PIM to:

- Maintain consistency in how incoming callers' names appear in your Logbook. You can ensure that an incoming caller's information will be listed in the Logbook exactly as you have specified it.
- Maintain consistency in how *outgoing* call information appears in the Logbook. (If you don't synchronize, outgoing calls will be labeled as TAPI calls).
- Dial phone numbers directly from your PIM.

See Chapter 6: *Using the Phonebook* for instructions on importing and exporting data between PC CALLER ID and your PIM.

Customizing your PIM to work with PC CALLER ID

Each PIM will have slightly different set-up options, but the most common customization options are the following:

- From the Windows Start menu, choose Programs.
- Locate the name of your PIM from the Programs list and select it.
- In the PIM's set-up menu, specify that the Modem or Line name is PC CALLER ID.
- Specify the telephone number of the line to which PC CALLER ID is attached.

You can set additional preferences as required.

Appendix D: FCC Notice

FCC Compliance: Part 15

We,

U S WEST, Inc.
5090 N. 40th Street, Suite 280
Phoenix, AZ 95018
(877) 204-4357

declare under our sole responsibility that the product:

PC CALLER ID for Windows® 95/98/NT

complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Caution! Changes or modifications to the PC CALLER ID for Windows® 95/98/NT not expressly approved by U S WEST, Inc. could void the user's authority to operate this equipment.

Note This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

-
- Increase the separation between the equipment and receiver.
 - Move the computer away from the receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

This Class B digital apparatus meets all the requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

FCC Compliance: Part 68

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the unit. This label contains the FCC Registration Number for this equipment. If requested, this information must be provided to your telephone company.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11C. The RJ11C plug and/or jacks used must comply with FCC Part 68 rules.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

If trouble is experienced with this unit, please contact customer service at the address and phone listed below. **DO NOT DISASSEMBLE THIS EQUIPMENT.** It does not contain any user serviceable components.

Attn: CUSTOMER SERVICE DEPARTMENT
U S WEST, Inc.
5090 N. 40th Street, Suite 280
Phoenix, AZ 85018

Phone: (877) 204-4357

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