

Caller ID

Setup and Usage

Table of Contents

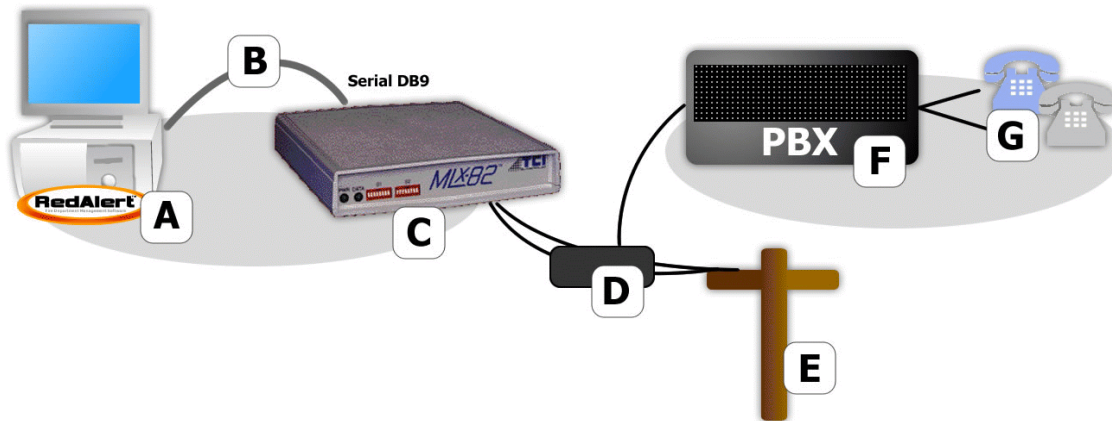
Introduction	2
Hardware Setup	2
Trouble Shooting	3

Introduction

This manual describes how to setup and use the Caller ID module.

Hardware Setup

This section explains how to setup the caller ID hardware. The following diagram displays a how the MLX82 is installed on you network.



In order to do so, you need the following equipment:

Item	Item	Description and Requirements
A	Server or Work Station	This computer can be either a work station or the server. It must have access to the SQL Database, and it must have a functioning DB9 Serial Port. In the installation and testing phase, this computer is required to have internet and some sort of dial in capability.
B	Serial Cable	This cable is connected between the MLX82 and the Server.
C	MLX82	This device must be located within 3 feet of the server, which is the serial cable length.
D	Phone Box	This is a non technical term where the standard phone lines are connected. There must be no devices between the telephone pole and the MLX82.
E	Telephone Service	The telephone lines must have the caller ID service.
F	PBX System	As you can see from this diagram, the caller ID lines are split off of the incoming lines to the PBX system. Neither system affects the other.
G	Telephone extensions	N/A

Follow these steps to setup the Caller ID:

1. Plug DB9 in to the server and the MLX 82
2. Plug in the incoming phone lines into the MLX 82.
3. Call Alpine Software. Alpine will install the Caller ID application via dial in to the machine that is connected to the MLX82.

Trouble Shooting

Following these steps to test the Caller ID System.

- **Verify that the lines are answering.**
 1. Unplug the phone lines from the Caller ID box.
 2. Using a standard off the shelf single line phone, plug in one of the incoming phone lines.
 3. Dial the number and see if it answers.

- **Verify that the lines include the Caller ID service from the telephone company.**
 1. Unplug the phone lines from the Caller ID box.
 2. Using a phone hand set that has Caller ID.
 3. Verify that the numbers come across.