Caller ID Manager

your total telephone management tool

Instructions

*Please read the following documentation carefully. It explains the installation, requirements, use, and registration of this software. These instructions **MUST** be distributed along with the software.*

Basement Softworks

Version 1.0.2
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Introduction

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aller ID Manager provides software support for your Supra® modem with Caller ID ROMs. Caller ID is a feature available from telephone companies in many parts of the county which sends the number of the caller over the phone lines between the first and the second ring. This allows you to decide whether or not you want to answer the phone as you will know who is calling. In order to utilize this phone service, you must have some sort of special equipment to display the number. While the Supra modem supports caller ID, limited software support has been offered—until now…

Caller ID Manager displays the number of the person calling on your computer screen. If this number has been entered in Caller ID Manager's records, the name of the caller also will be displayed, in addition to a log of previous conversations and a comment "notepad." This will "jog your memory" of your last incoming phone call with that caller. Caller ID Manager also keeps a log of all incoming phone calls, even those which you do not answer. (Note: You should never assume the person on the phone will be the same as the person on the screen; Caller ID Manager only goes by the phone number of the originating call. Someone else might be using the same phone.)

Caller ID Manager requires System 7™ (7.0, 7.01,7.1 or later), a Supra modem which supports Caller ID (Contact Supra to see if your modem has this feature; you might have to get a ROM upgrade), and the Apple® Serial Tool (included in this software package). Caller ID service must be available in your area. Some states do not have service yet; many have not decided whether or not this service is a violation of the right to privacy, etc. Call your local phone company to see if this service is available in your area at this time. (There is usually a monthly fee for this service; with this software and modem with Caller ID ROMs, you will *not* need any additional hardware)

This software is *shareware*. Please try this software to see if you like it. If you like it, please register your software. If you do not register your copy, please remove *all uncompressed* copies from all your storage media (including, but not limited to hard drive, floppy discs, removable discs and/or drives, DATA, etc. – you get the idea). A lot of time and money has been spent in the development and testing of this software. Parts of this software also have been licensed from other companies and these fees must be paid. You are encouraged to distribute *compressed* form of this software package to other users who may be interested in Caller ID Manager.

Installation

NOTE: *Since you are reading this document, it is assumed that you have already decompressed the software package. If you did not decompress the package yourself, you should obtain a compressed package as decompressing the package assigns a unique serial number to each copy*.

Caller ID Manager, beginning with version 1.01a is distributed with an installer. The installer is easy to use and has on-line help. Double-click the program **Installer**. Select which form of the User's Manual you would like to have. Press the *Install* button. Next you will be asked to personalize your software. Press *Okay* and the installer takes care of the rest. You will be asked to restart your computer before using Caller ID Manager.

For those of you wondering what the installer is doing, here is a run-down. It places the extension **Serial Tool** into the **Extensions Folder** located within your **System Folder**. The installer creates a resource file **CIDM 1.0x rsrc** which is put in the **Preference** folder, also in the **System Folder**. *Do not remove this file as Caller ID Manager will* not *run without it!* The installer also creates a folder called "**Caller ID Manager 1.0.2**" and puts the

program **Caller ID Manager 1.0.2** into it. The instruction manual(s) are put   in the **Caller ID Manager 1.0.2** folder.

Each time you run Caller ID Manager before you register it, you will be presented with a screen asking if you are ready to register Caller ID Manager. (Once you register your copy, this screen will no longer be part of the startup process.) The button *To Registration* will take you to the registration screen (see the instructions contained on the registration screen). The button *I promise I will* allows you to continue running the program until the expiration date indicated. If you wish to have Caller ID Manager startup each time you turn on your computer, make an alias of **Caller ID manager 1.0.2** in your **Startup Items** in your **System Folder**.

When you first go to the registration screen, you will see a blank for your User Key. Information is included in the program about the registration process. Press the *Save registration file* button; this creates a text file with registration information. Mail it to the address indicated, along with the registration fee. When you receive the User Key, enter it in the provided blank. After verifying the key, the program alerts you that the registration process is complete.

Adding and viewing names

Caller ID Manager allows you to enter the names of people who call you regularly. Select **Add (N)** from the menu **People**   Enter the information requested. In the blank for phone number, you *must* enter the number in the following format: 2341234567 (i.e., no dashes or anything else — just 10 digits, including area code). In the large entry area, you may make any notes that might be helpful to you when this person calls. This area is editable at any time, including during conversations. Press the button *Add to records* to add this person and number to the list; *cancel* does nothing to the list.

To view the list of people currently in the list, select **List** from the menu **People**. This displays the list of people, arranged alphabetically by last name. You may make changes to the profile as necessary.

The logs

Caller ID Manager keeps several kinds of logs. One individual log is kept for each person. Another log is kept of all incoming calls. A third log is keep for calls not answered.

The log of incoming calls keeps a record of all incoming calls and shows when Caller ID Manager was turned on and off. To view the log, select **Show log (L)** from the menu **Log**. This shows the time of each call, the number of rings, the name and number of the call, and any brief comments you made. This log can be saved as a text file by selecting **Save log as text** from the same menu. You can print this file, if you wish. You might wish to save these in the folder **LOGS**. You can also select **Clear log** to delete the log and start with a clean slate. *This command cannot be undone!*

If you did not answer the call, Caller ID Manager will make a list of these calls. The screen automatically opens when a call is missed. You may close the screen without deleting the calls by using the traditional window close box (upper left-hand corner). To display this screen when it is closed, select **Missed (E)** from the menu **Log**. You may clear the missed log, simply press the *clear* button at the bottom of the missed call screen. You must verify your decision to clear it.

The FILE menu

Caller ID Manager has the traditional **File** menu. You can open and save record files using these commands. If you open a file without saving our current file, the people in the current file will be lost.

The **Prefs** selection allows you to set attributes that control the operations of Caller ID Manager. You should not adjust this selections unless you are absolutely sure that you know what you are doing!!! Your current version of Caller ID Manager is configured to work with Supra fax modems.

The *Caller ID String* is the string which is sent at startup to the modem which instructs it to send caller ID information. Consult your manual if you believe that another string should be used. Please enter a RETURN after the string. The *Modem close string* is sent when the program quits. If it is edited, remember to enter a RETURN after the string is entered.

The configuration for *Max Rings* instructs the program how many rings it should wait until it reports the call was not answered. The number 4 was chosen as this is when most answering machines pick-up the phone.

When the phone rings…

When Caller ID Manager is on, you will be able to know the number — and possibly the name — of the person calling. Caller ID Manager runs in the background, awaiting the ringing of your phone. Caller ID Manager needs at least 800K RAM when it is running. You should not notice any lack of performance with Caller ID Manager running in the background. When the phone rings, Caller ID Manager is brought to the front.

After the first ring, the telephone company sends the number of the person on the line through the phone lines. As soon as this information is received, Caller ID Manager checks its records to see if this number has a match. If it does, Caller ID Manager will display the name, number, information, and the individual's phone log. If the number does not match the ones in the records, you will still get a screen with the number; instead of the name, you will see "Unknown Number." You have the option of adding this number to the records, as described below. (Note: If a person calls from an area that does not support caller ID or your caller ID signal is not received correctly, you will see "N/A: No Caller ID Info"; do not panic!)

If you answer the call, press the *Answer* button. (Your modem cannot tell if you pick up the phone or not). If this is a new person, you will see a button *Add*. This transfers you to the new person feature. You will not see the *Add* button if no caller ID information was received. If you choose not to answer the phone (i.e., the number of rings is greater than max rings or the program is idle for more than 10 seconds), the screen will go away and the messages screen will take note of this number.

While you are talking, you may make notes on the large screen area. These notes can be viewed from the list person command. You may also make a brief comment about this particular conversation in the *RE:* line. This is added to the phone log, along with the date and time. For example, this is handy to know how often a person calls and allows you to follow the progress of a situation.

Press the *Disconnect* button when you have hung up the phone. This will alert the log that your conversation has been terminated. This also closes the information window.

Common Questions

Why do I get the message "N/A: No Caller ID Info" when the phone rings?

•Caller ID Manager did not receive the needed information to process the call. Check with your phone company to make sure you have subscribed to the caller ID service. This is an optional service which usually requires a monthly fee.

•If a person calls from an area that does not support caller ID, you will get this message. Do not panic...this is to be expected.

•Check to see if your modem supports caller ID. Older Supra modems might require a ROM upgrade. Contact your Supra dealer or call Supra directly.

•Check the *Caller ID String* in the **Prefs** window. Make sure you entered a RETURN after the string. Consult your modem manual for the string.

I get an error statement about the modem at startup.

•Check the modem connections. Turn the modem off and on. Restart Caller ID Manager.

•If you are running another program (communications, fax software set to on) which utilizes the serial port to which the modem is connected, you must first quit that application before starting Caller ID Manager.

•Make sure that the Apple **Serial Tool** is in the **Extensions** folder. (The installer should have done this for you.)

•Check to see if your modem supports caller ID. Older Supra modems might require a ROM upgrade. Contact your Supra dealer or Supra directly.

•Check the *Caller ID String* in the **Prefs** window. Make sure you entered a RETURN after the string. Consult your modem manual for the string.

I get a message that the system software is not compatible with Caller ID Manager.

•You must be running System 7.0 or later.

I get a message that the trial period has expired.

•You have not registered your copy of Caller ID Manager and the trial period has passed.

•NOTE TO **SYSTEM 7.1** USERS: You will experience problems if you use non-standard date and time formats. Hopefully this will be fixed in a later version. Use the standard MM/DD/YEAR format.

I get a message that the pref cannot be opened.

•There is a problem with the file **CIDM 1.0x rsrc**. You should duplicate a backup file (one of the files you saved). Rename this file **CIDM 1.0x rsrc** and put it into the **Preference** folder in the **System Folder**. Unfortunately, any information received since the backup was made was lost; this is why you should back-up your files regularly.

•Your hard drive is almost full. Removed or compress documents that you are not using.

•Increase the RAM amount by opening the Get Info window and adjusting the memory partition.

I have other questions, comments, or suggestions.

•We want you to be happy with your software! As a courtesy to our new users and registered users, we can be reached on America Online (CASoft BSW) and Compuserve (71762,3613).

In closing…

We hope that you will enjoy Caller ID Manager. This is our first venture into Macintosh® shareware. Please send us your suggestions for improving this product. Even as you use this, we are working on a faster and more feature-filled version of Caller ID Manager. This version will also allow you to originate and to keep track of outgoing calls. You will be able to register this version free of charge by registering the current version. This will help us off-set the licensing fees of parts of the software in this package.
We got the idea for this software when we realized that the Supra modem had very limited software support. We hope that it will be as beneficial for you as it is for us!
Happy talking!

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The Fine Print

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