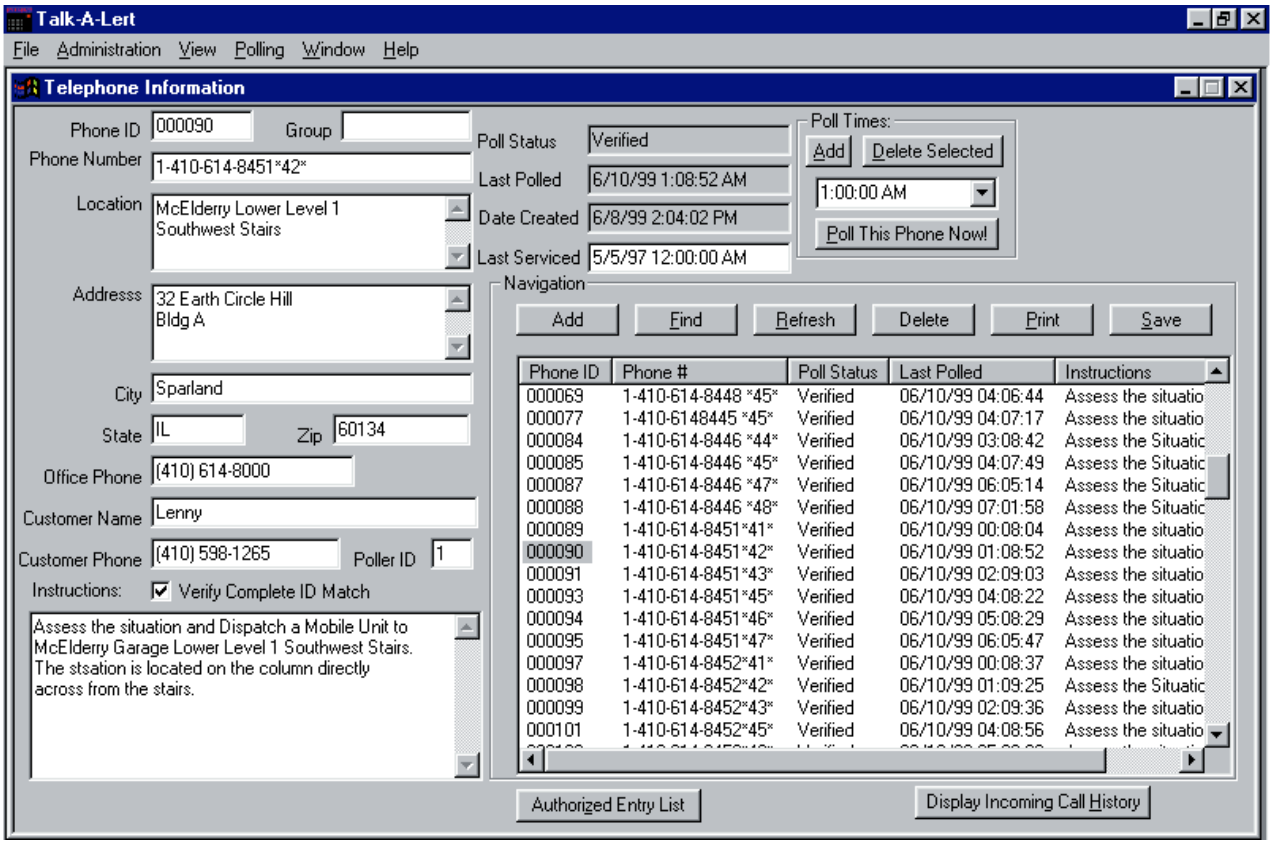
Talk-A-Lert 3.30 Emergency Phone System

For Windows 9x/NT/2000/XP Pro

Installation/Operation Manual



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1. Introduction

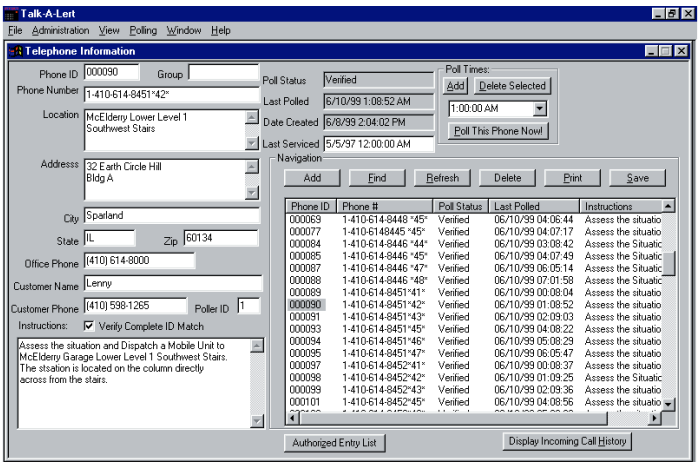
The software, designed to run on Windows 95/98/NT/2000/XP Pro., is divided into three separate programs:

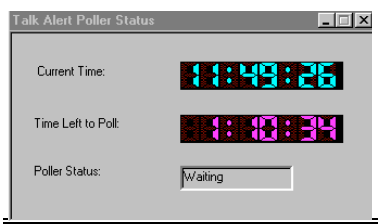
1. Base Station — This handles the configuration of the phones, administrative options, reports, and answers incoming calls from the Listener.

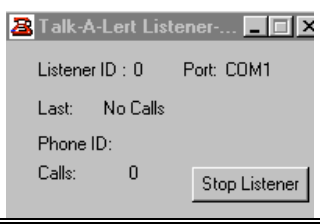
2. Listener — This listens on a COM port for incoming data from an emergency phone. When a call comes in, a message is sent to the base station (if the base station is not running, it is started). The base station then displays the call on the alert screen.

3. Poller — The poller wakes up every so many seconds (see 8C, Status Timer) and checks to see if there are any phones to poll. If there are, the system inserts them into a queue and polls.

Notice how the column headers in many of the windows look like buttons?
Press one of these buttons to sort your data by that column. Press it again to sort in reverse order.







2. Pre-Installation Checklist

Please read this entire manual before installation.

Your Talk-A-Lert package should include the following:

- ❏ External Voice/Data Modem*
- ❏ EB-300 Base Station with power supply*
- ❏ Software CD
- ❏ Security Key
- ❏ Installation/Operation Manual
- ❏ 2 Serial Cables: Modem-Computer and Base Station-Computer*
- ❏ Digital Phone Splitter Cable *
- ❏ Registration Card

If anything is missing, please notify Talk-A-Phone Co. immediately.

Before installing, please make sure you meet the following requirements:

- ❏ PC: Pentium 166MHz or better
- ❏ Operating System: Windows 95, 98, 2000, NT 4 (Service Pack 5) or XP Pro.
- ❏ BUS mouse
- ❏ 32 MB RAM for Windows 95/98
- ❏ 64 MB RAM for Windows NT/2000/XP
- ❏ 35 MB Hard Drive space minimum (100MB recommended)
- ❏ Printer connected to the printer port (only needed for reports)
- ❏ 2 native COM ports (1 COM port if polling only)
- ❏ 1 native USB port
- ❏ 2 dedicated phone lines (1 line if polling only)

Make sure the two COM ports you intend to use are not being used by any other devices.

NOTE: BE SURE TO REGISTER YOUR TALK-A-LERT PACKAGE IN ORDER TO RECEIVE THE LATEST UPDATES

*These items not included with a Talk-A-Lert Upgrade

3. Installation

A. Hardware

Using the supplied modem cable, connect the external modem* to an available COM port on your computer. By default the application will look for the modem on COM 2, but this can easily be changed (see Preferences). Once the modem has been installed, connect a telephone line to the modem jack labeled LINE. (If you are using an SC-96 or SC-24 Super Consolidator, be sure to read the instructions for that model for connecting to Talk-A-Lert).

Connect the USB security key to the printer port on your computer. This key MUST remain in your USB port at all times or the application will shut down.

Using the cable provided, connect the EB-300 Base Station to a serial COM port on your computer. By default the application will look to COM 1, but this can easily be changed (see Preferences). Now connect a telephone line to the jack labeled LINE on the EB-300 Base Station. Connect the telephone that will receive incoming calls to the jack labeled PHONE on the EB-300. If you are using a digital phone line, be sure to read the special section below.

Finally, connect the EB-300 power supply to a 120VAC outlet and to the Base Station itself. You are now ready to turn on your computer and install the software.

B. Software

Insert the CD into the CD ROM drive. Make sure there are no other applications running, then select RUN from the START menu. Type "D:\setup.exe" and then follow the installation programs instructions. If your CD drive is not D, type the appropriate path.

Be sure to register your copy of Talk-A-Lert in order to be eligible for free updates.

C. Digital Phone Lines

If you are using a digital phone line, you must connect the Base Station (EB-300) in parallel with the phone handset using the included splitter cable (see Figure 1).

1. Plug the included male RJ11 splitter into the LINE port in the Base Station.
2. Unplug the RJ10 phone cord from your digital phone base and plug it into one of the female ports on the included RJ11 splitter.
3. Plug another RJ10 cord into the second port of the splitter with the other end going into the handset.
4. The splitter will allow the EB-300 to capture the DTMF tones, but will reduce the volume of the handset as well as the EB-300 base station. For proper

functionality of Talk-A-Lert, the **handset volume MUST BE SET TO MAXIMUM**. Please program the attendant phone station to the highest volume setting. If you are using the EB-300 in conjunction with a Talk-A-Phone/Iwatsu PBX system, please call Talk-A-Phone's Technical Support line at (773) 539-1100.

5. Once the rest of the installation is complete, test out the EB-300 to see if the LED's light when you receive a call.

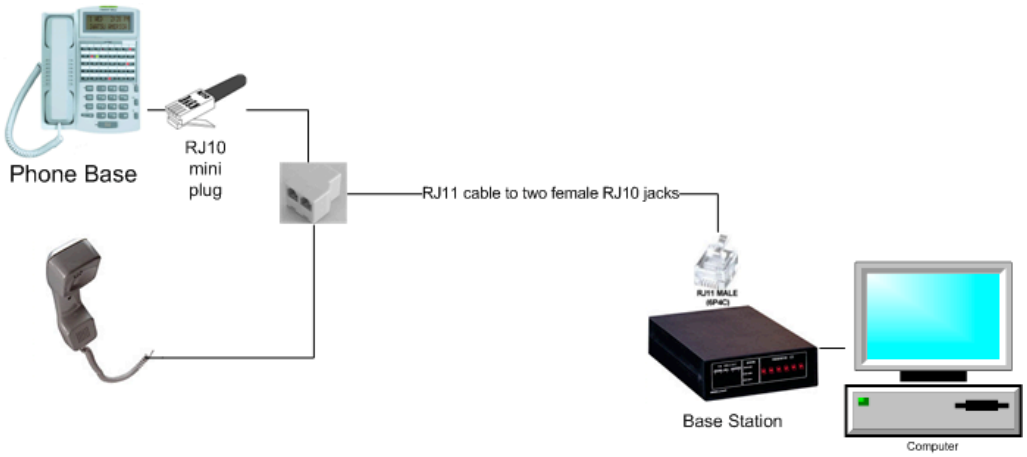


Figure 1. Connecting the Base Station to a digital phone handset

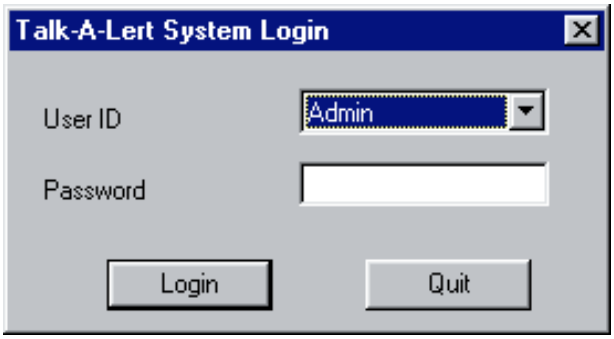
D. Talk-A-Lert Special Options (OASIS, Multiple Pollers, etc.)

If you have purchased Talk-A-Lert with one of the special options, such as the Oasis Security Integration System, you will need to call Talk-A-Phone to have a Talk-A-Lert specialist activate these options. First complete the normal installation of Talk-A-Lert, then call (773) 539-1100 and ask for a Talk-A-Lert specialist.

4. Getting Started

A. Logging In

Once you have completed installation and have restarted your computer, select Talk-A-Lert Base Station from the Start -> Programs menu. When you start the Talk-A-Lert base station you are prompted for a user ID. The default user ID is Admin with no password. Your first time logging in, you will be asked to change the Admin password for security purposes.

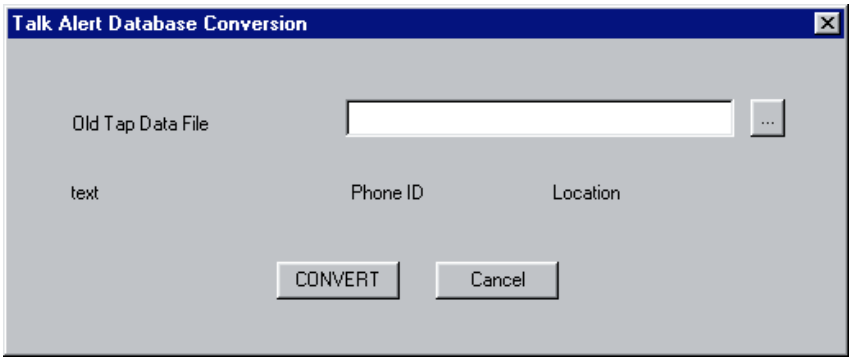


After logging in, we strongly recommended that you create user ID's for the other users of the system and set their security permissions appropriately (see administration).

B. Conversion

In order to convert your database from Talk-A-Lert 2.5.3 or earlier, the file must be named tapdata.dbf. If it is not so named, rename the file.

Under the Administration menu, select Conversion. Either type the path of your old database, or browse to find the location. When you have the correct path entered, hit the Convert button.

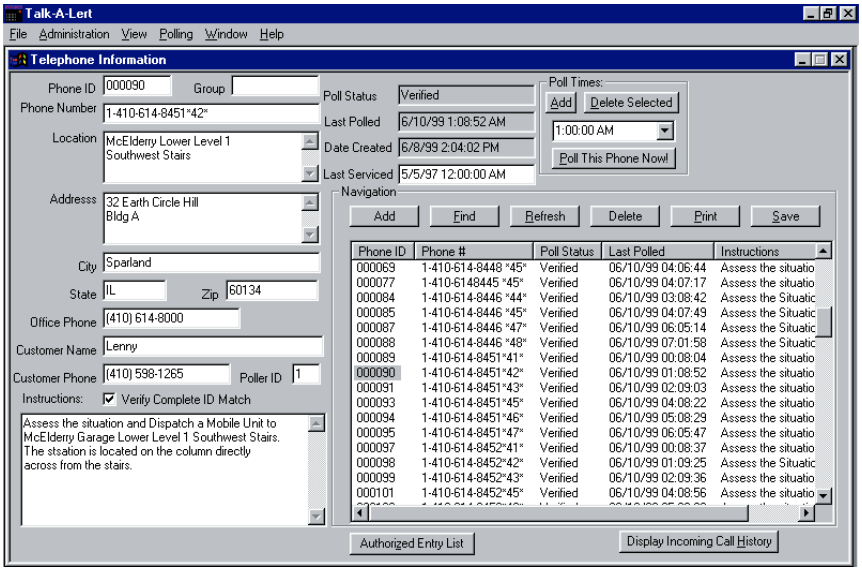


C. Entering New Data

From the View menu select Telephone Information. Press the Add button in the Navigation area to clear out all fields, then enter the appropriate information:

- **Phone ID** is the 6-digit unique ID programmed into your emergency phone.
- **Group** is for organizational purposes only.
- **Phone Number** is the number that must be dialed to reach the emergency phone. To achieve a pause use a comma.
- **Authorized Entry List** is for storing a list of names and information associated with an emergency phone (typically used for access control).

1. **Verify Complete ID Match** is used only if you need to confirm the ID of the phone number you are polling.



The required fields are: Phone ID, Phone Number, and Instructions.

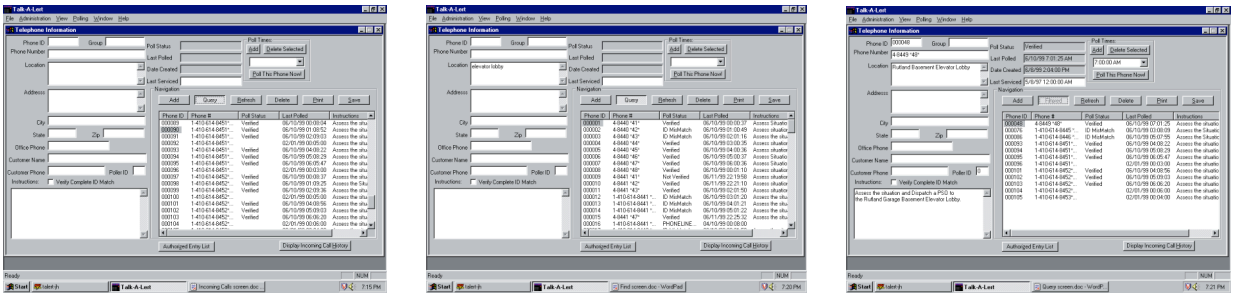
To add a polling time to an emergency phone, enter a time in the Poll Times window, then press the Add button. At this time you may add as many poll times as you desire. When you are done entering the information for an emergency phone, press the save button. Then enter any additional emergency phones by repeating the procedure.

Here's a short cut when adding multiple phones with similar information:

1) Enter all the information for the first phone, including poll times, and press Save
2) Now change the Phone ID and Phone Number fields and any other information that is unique and press Save

D. The Find Button

In order to search for a specific emergency phone, group of phones, or other characteristic, begin by pressing the Find button. This will clear out all fields and change the button to read Query. At this point, enter all criteria for which you want to search and hit the Query button. This will find all emergency phones that match your search criteria and change the button to read Filtered. To return to the complete list of emergency phones or search again, press the Filtered button and it will return to Find.

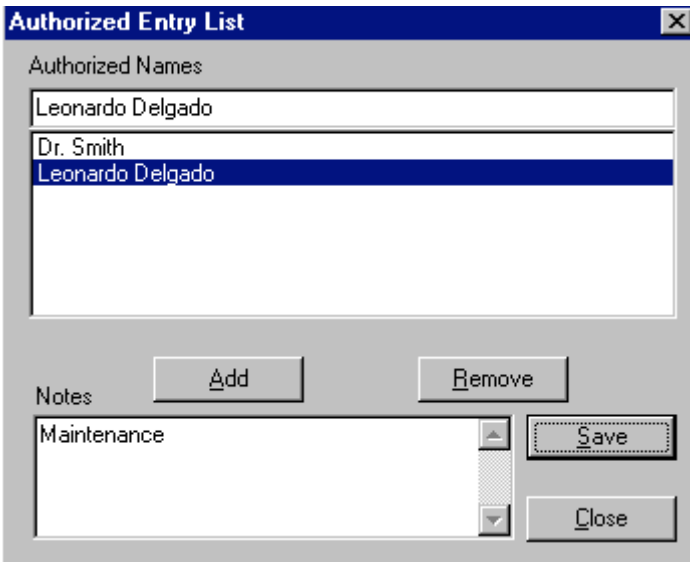


(Example: Searching for phones in an elevator lobby)

E. Authorized Entry List

This is a list of names and notes associated with an individual emergency phone. Typically this would be used for access control.

Type a name and any notes for that name, then press Add. Repeat this for all names that you wish to add to the list, then press the Save button when you are done.



5. Poller

To start the poller either select the program from the Start -> Programs -> Talk-A-Lert menu, or from within the Base Station select **Start Poller** from the Polling menu. An icon will appear in the system tray to indicate that the poller is running in the background.

The polling system is basically a First-In-First-Out (FIFO) queue. Phones are added to the end of the queue when their poll time is reached and the poller polls them. As long as there are phones in the queue, the polling system will continue polling.

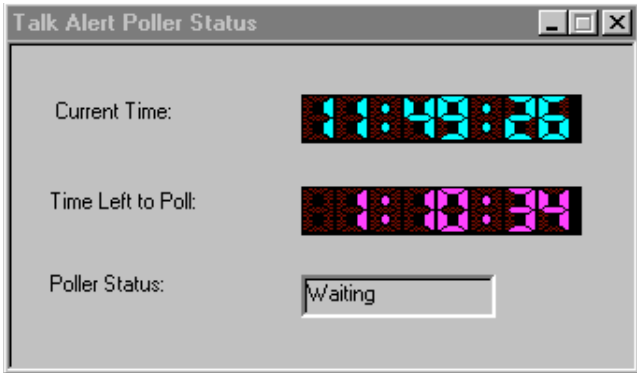
Phones can be loaded into the polling queue in four ways:

1. The poller checks the current time with any phones that have a matching poll time. For example, when the computer system time reaches 2:45pm, any phone set to poll at that time would be added to the end of the polling queue.

2. If the user selects Poll All Phones from the Polling menu, all phones will be added to the end of the polling queue.

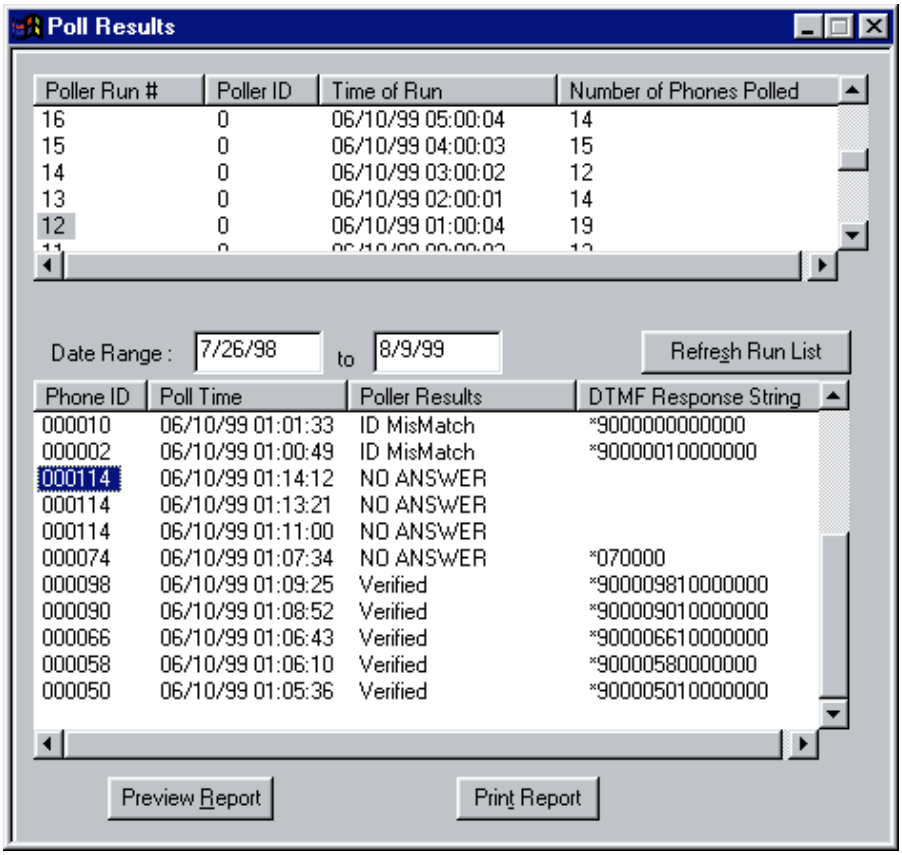
3. If the user from the base station clicks on **Poll This Phone Now!** from within the Telephone Information window, a message is sent to the poller. The phone ID of the selected phone is added to the end of the queue so that it will be polled as soon as any currently polls are completed.

4. If the user selects **Poll Next Scheduled Phones** from the **Polling** menu, a message is sent to the poller. All phones that were next in line to be polled are added to the end of the queue. Example: It is now 2:45 PM and there are 5 phones set to poll at 6:00 PM. When **Poll Next Scheduled Phones** is selected, those 5 phones will be added to the queue and be polled. If the polling system is currently polling, these phones will be polled once the phones ahead of the new phones have been polled. (Note: At 6:00 PM these phones will be polled again. This option does not alter the poll times of those 5 phones.)



You can view poll results in a few different ways:

1. Under the View menu, select Poll Results.



The upper window shows Poll Runs, while the lower window shows the phones polled in an individual Poll Run. A Poll Run consists of a series of phones polled consecutively. In other words, if 20 phones are polled at one time, the poll run will consist of 20 phones. However, if you select Poll This Phone Now!, the additional phone will be added to the poll run. Note: If Number of Phones polled is "-1" that means that you are in the middle of a poll run.

2. In the Telephone Information window, you can press the refresh button to redisplay the latest polling data.

3. If you close and reopen the telephone information window, it will show the most recent polling data.

Note: To delete a poll run, right click on the Poller Run number.

6. Listener

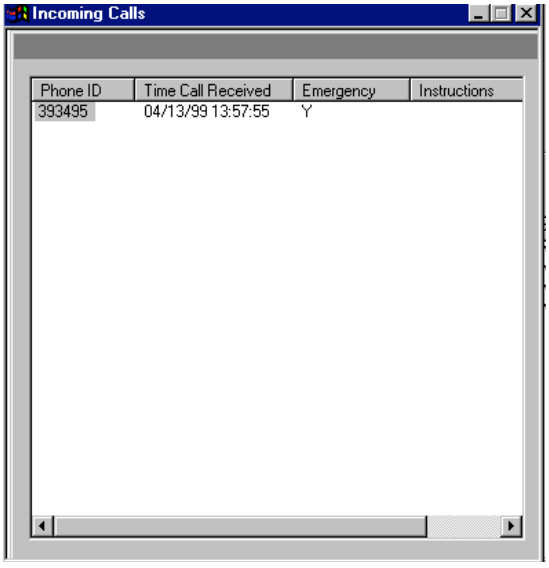
The listener must be running in order to receive incoming calls on your computer. To start the listener, select the program from the Start -> Programs -> Talk-A-Lert menu. An icon will appear in the system tray to indicate that the poller is running in the background.

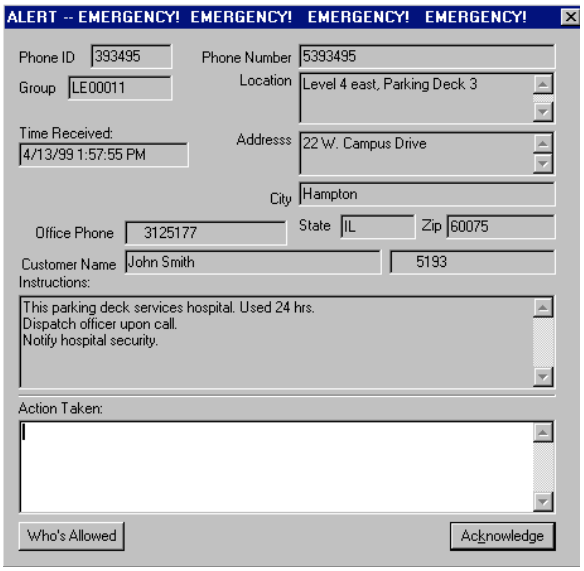
When a call comes in, the Listener will communicate with the Base Station. If the Base Station is not running, it will be started and the login window will appear. An Incoming Call window will open up, as well as an alert window. If the call is activated by pressing the 2nd button of a 2-button emergency phone, the alert window will say ALERT! In all other cases, the alert window will say EMERGENCY!

At this time, the person responding to the call may either acknowledge the call or close the window in order to respond later

To answer, enter your information in the action taken field and then press the acknowledge button. If the Auto-Acknowledge option is enabled (see preferences), you may press the acknowledge button without typing any information in the action taken field, and the program will record an auto-acknowledge message.

To answer at a later time, close the window by clicking on the X in the upper right corner. The call will be logged in the Incoming Calls window and can be answered at any time.





FOR ADMIN ONLY: To delete an incoming call, right click on the Phone ID in the Incoming Calls window.

7. Preferences

The following is a list and brief explanation of all of the features of the Administration -> Preferences. In most cases, the default numbers will work fine, suggested values are in bold after each preference. Note: users without administrative privileges may type changes into existing fields, but will not be allowed to save (or activate) these changes.

A. General

- **Allow Incoming Calls Auto Acknowledged** If this box is checked the user can hit the acknowledge button on an incoming alert and not have to enter any information. If they auto-acknowledge, a text line will be inserted into the comments stating "Auto Acknowledged by John Guard (3)". The 3 is the user ID number.

- **Alert WAV File** If this file exists it will be played when an alert comes in. If you want a different sound simply replace this sound file with your own.

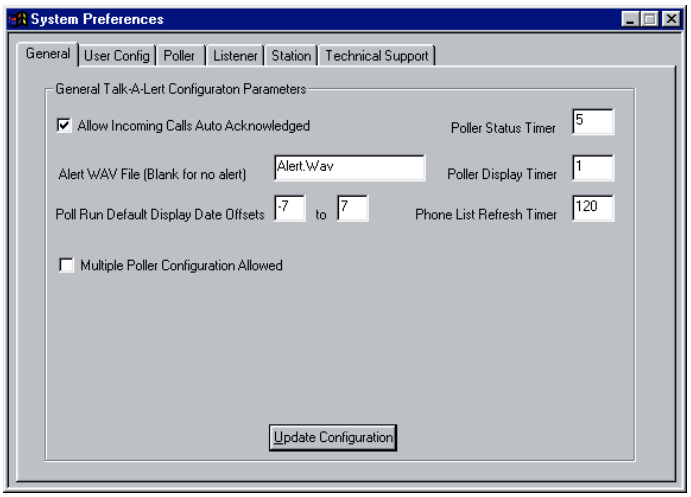
- **Multiple Poller Configuration Allowed** If you are using more than one modem.

- **Poller Status Timer** How often, in seconds, the base station checks to see the status of the polling system. (**D=5**)

- **Poller Display Timer** How often, in seconds, the clock updates itself. (**D=1**)

- **Poll Run Default Display Date Offsets** When you view poll run results the date window will default to today's date modified by the offsets here. Use negative numbers to go backwards. (**D= -7 to +28**)

- **Phone List Refresh Timer** How often, in seconds, the Telephone Information screen will refresh itself with updated information. Note: frequent refreshing will slow other computer operations, such as polling. (**Recommended 120 or greater**)



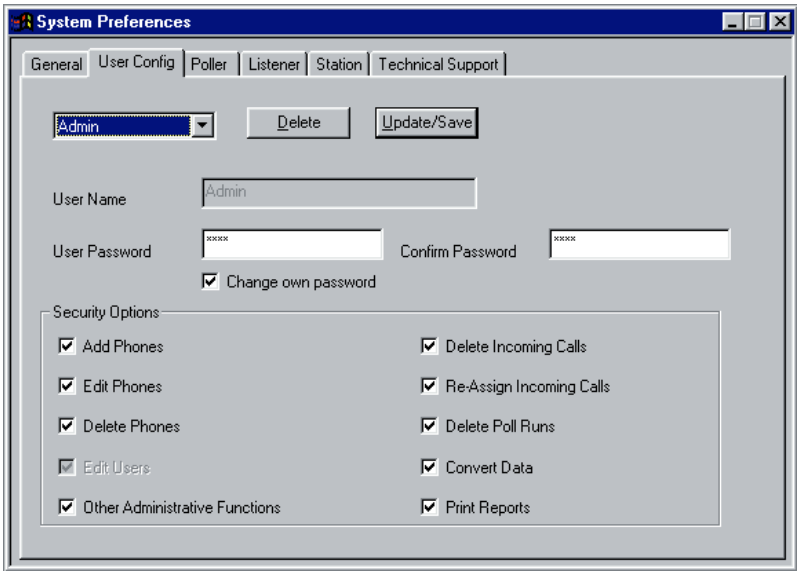
To save changes, press the update configuration button.

B. User Config

NOTE: You cannot change the Admin user name or prevent the Admin from being able to edit users.

To add a new user, select <add> from the pull-down menu. Then enter the user name and password.

- **Add Phones:** The user is allowed to add new phones to the system. The save button will be active.
- **Edit Phones:** The user can edit/change phone data. The save button will be active.
- **Delete Phones:** The user can delete phones.
- **Edit Users:** This user can edit/create other users.
- **Other Admin Functions:** These functions are station editing and general admin configuration.
- **Delete Incoming calls:** This allows the user to delete an incoming call from the incoming call window by right clicking on the phone ID and selecting Delete.
- **Re-Assign Incoming Calls:** This allows the user to change the station that an incoming call appears on. This is only for the Central Station version.
- **Delete Poll Runs:** This allows the user to right click on one or more poll runs in the poll history window and delete the runs.



To save changes, press the Update/Save button.

- **Convert Data:** This allows the user to convert old tapdata.dbf files. WARNING: converting data while current data exists will overwrite all existing data for any phone ID that matches.

- **Print Reports:** This feature is not implemented at this time. All users can print reports.

- **Change Own Password:** Allows the user to change his own password.

C. Poller

Defaults are set for the modem included with Talk-A-Lert. If you are using a different modem, you may have to change some of these settings. In addition, please note that there must always be an ID 0, which is the default poller ID. To add an additional Poller ID, select <add> from the drop down menu.

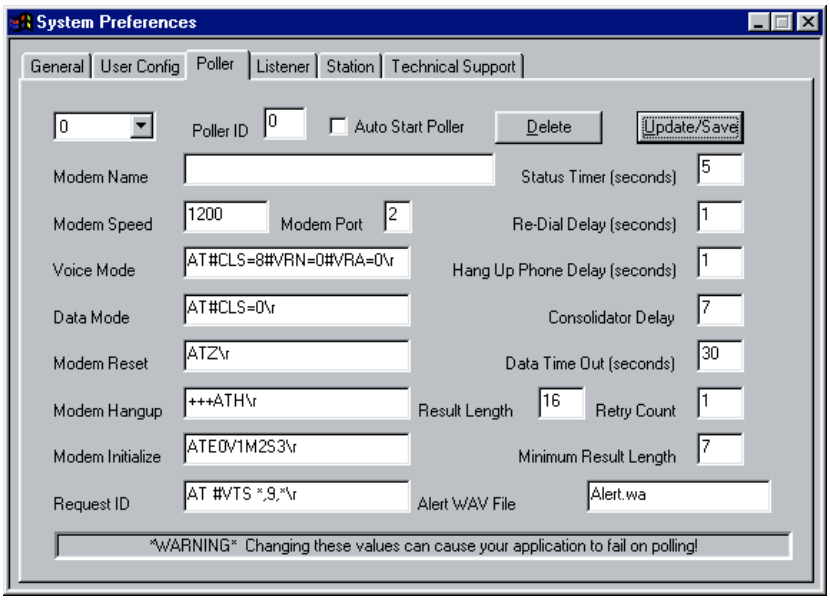
- **Auto Start Poller:** When the system boots the poller will automatically start up.

- **Modem Name:** This is only for the user to know what modem is being used. It has no bearing on the operation of the poller.

- **Modem Speed:** 1200—Do not change.

- **Modem Port:** Which COM port the modem is connected to. (**D=2**)

- **Alert WAV File:** If this file exists it will be played when a phone does not poll successfully. If you want a different sound, replace this sound file with your own.



To save changes, press the Update/Save button.

1. **Voice Mode:** Commands used to put the modem into Voice Mode so we can detect DTMF tones. (**D=AT#CLS=8#VRN=0#VRA=0\r**)

- **Data Mode:** Commands used to put the modem back into data mode so we can dial normally if we want to. (**D=AT#CLS=0\r**)

- **Modem Reset:** Command to reset the modem. (**D=ATZ\r**)

- **Modem Hangup:** Command used to hang up the modem. (**D=+++ATH\r**)

- **Modem Initialize:** Command sent to the modem to initialize it before dialing. (**D=ATE0V1M0\r**)

- **Request ID:** Commands sent to the emergency phone to ask for the ID again in the event of a mismatched ID. (**D=AT #VTS*,9,*\r**)

- **Status Timer:** The poller wakes up at this interval to check for phones to be polled. (**D=5**)

- **Re-Dial Delay:** The poller sleeps this many seconds after polling a phone and before going to the next phone in the queue. (**D=0**)

- **Hang Up Phone Delay:** If this value is not zero, the poller will wait this many seconds after receiving the phone ID and then send a # to the emergency phone to cause it to hang up. (**D=1**)

- **Consolidator Delay:** If in the phone string the poller finds a *, it assumes the phone is going to dial a consolidator and will insert this number of commas before the *. A comma is a pause to a modem which can be controlled by the user in the modem initialization string. The default pause time is 2 seconds, so a value of 6 would wait 12 seconds before sending data. (**D=7**)

  Example: If the phone number is 4-5512*43* the modem would dial 45512,,,,,,*43*. This would result in the sending of 45512 to the modem, waiting 12 seconds (6x2) and then sending *43* to the consolidator to poll phone #3.

- **Data Time Out:** Once a phone number has been dialed this timer starts. The poller waits this many seconds to receive data back from the phone. If this time elapses with out getting back the MINIMUM RESULT LENGTH of characters, we conclude that we did not get an answer from the phone and we report NO ANSWER. This is an important value to change when dealing with consolidator delays, especially if you have a long delay and go over an outside line. (**D=30**)

  Example: Dialing 555-1212*41* with a Consolidator Delay of 7 and Data Time Out set to 30, the following sequence would happen:

1. Poller opens the modem port and sends the modem hang up string (1 second)

2. Poller sends the modem initialization string (1 second)

3. Poller sends the voice mode command string (1-2 seconds)

4. Poller dials the phone number (dial tone may take 1 second, 1 second to send the phone number, wait 14 seconds and then send the *41*)

5. Poller waits for the emergency phone to send the text data back. At this point 20 seconds have passed, leaving 10 seconds or less for the data to be sent back. Any extra delays such as dial tone and actual phone dialing can add up.

6. After data has been returned, the poller determines if it needs to send the # (Hang Up Phone Delay)

7. Poller puts the modem into data mode

8. Poller sends the modem hang-up string

9. Poller waits Hang Up Phone Delay seconds then the next phone in the queue

- **Result Length:** Number of characters we expect the emergency phone to send. This field is not currently in use. (**D=16**)

- **Retry Count:** Number of times to try to get the phone ID or redial if busy/no answer. If there is a mismatched ID, the poller will send the *9* sequence this many times trying to get a correct ID. Each time it sends the sequence, the timer (Data Time Out) is reset and waits for data again. It is possible to get a mismatched ID and send the *9*, and have the emergency phone not send any data. If this happens NO ANSWER will be recorded. (**D=1**)

- **Minimum Result Length:** Once this many characters return from the emergency phone, the data is considered "received." The buffer is read once more to check for straggling characters and then the IDs are compared. (**D=8**)

D. Listener

Please note that there must always be an ID 0, which is the default Listener ID. To add an additional Listener ID, select <add> from the drop down menu.

- **Auto Start Listener:** When the system boots the listener will automatically start up.

- **Modem Speed:** 2400—DO NOT CHANGE

- **Modem Port:** COM port being used with EB-300 Base Station (**D=1**)

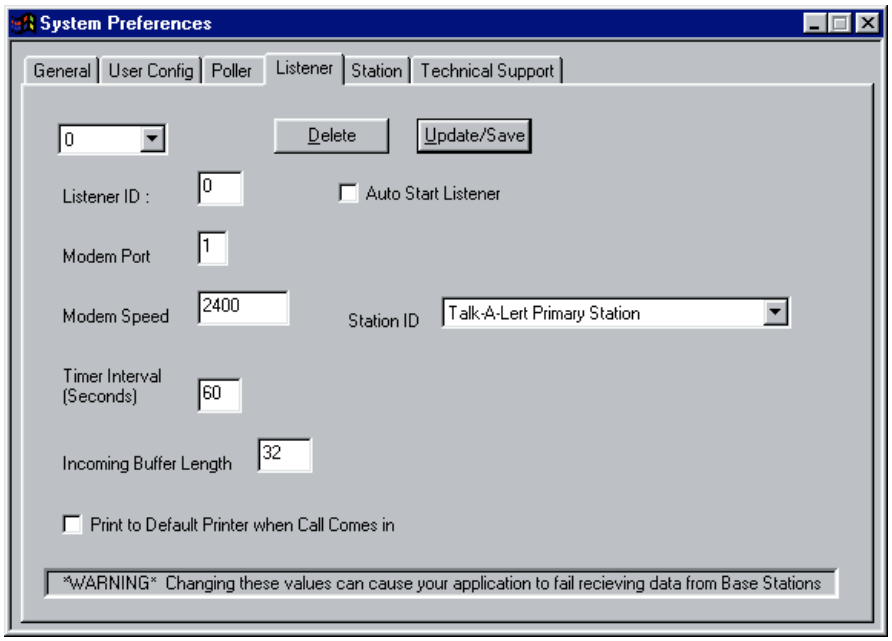
- **Station ID:** Station ID that this listener is running on. This is for identifying which guard was at the station. (**D=0**)

- **Timer Interval:** Frequency which the listener updates its status. This status is used only for the task bar display. (**D=60**)

- **Incoming Buffer Length:** Number of characters we expect from the serial port when an incoming call is received. Once we get this number of characters we determine the ID by comparing the string after the first *9 with the string after the second *9. (**D=32**)

- **Print to Default Printer:** If this box is checked, every time an incoming call is received a report will be automatically printed to the printer specified as Default Printer in the Printer Control Panel.

  Note: You must have a printer installed and specified as default for Talk-A-Lert to work properly.

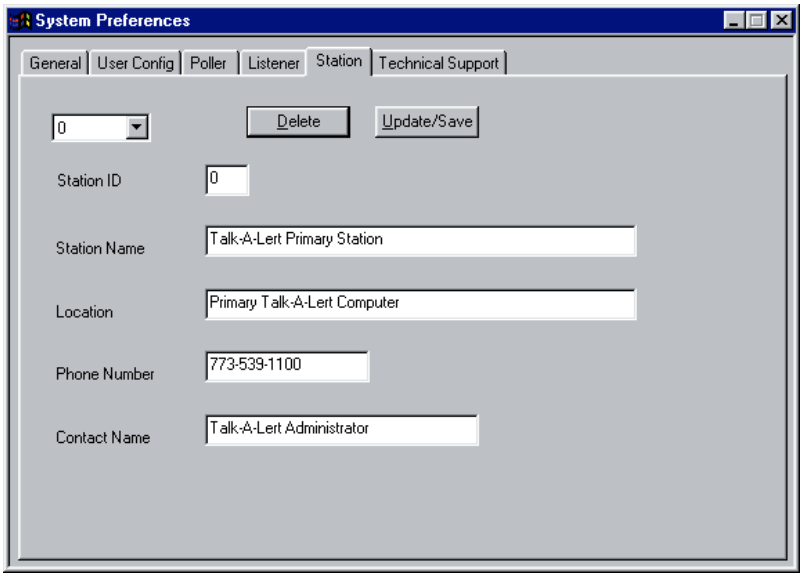


To save changes, press the Update/Save button.

E. Station

When there are multiple guard station that wish to receive incoming calls via the listener, each must be set-up as a separate station.

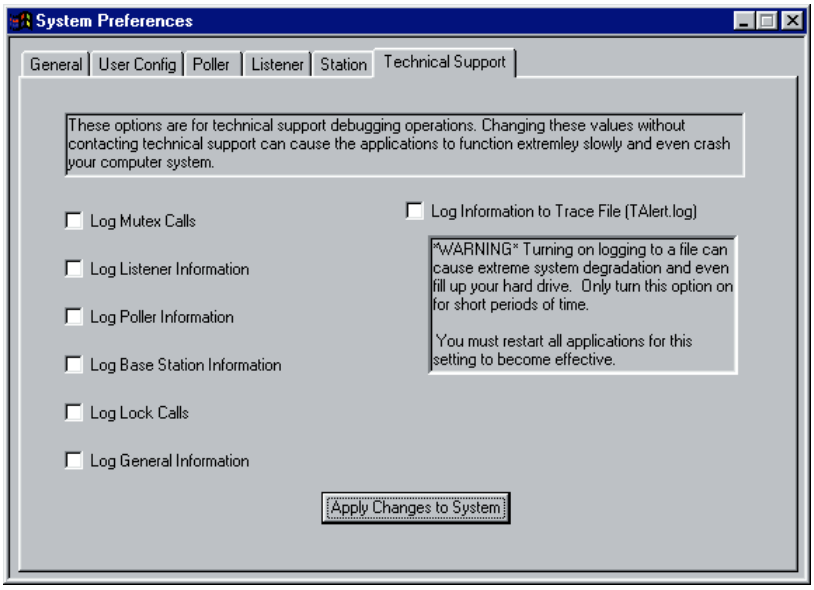
- **Station ID:** This can be any positive number. (**D=0**)
- **Station Name:** Descriptive name of the station
- **Location:** Where the station is located
- **Phone Number:** To contact someone at the station
- **Contact name:** Person to contact at this station



To save changes, press the Update/Save button.

F. Technical Support

Do not change anything without first calling Talk-A-Phone Technical Support.


System Preferences
General
User Config
Poller
Listener
Station
Technical Support
These options are for technical support debugging operations. Changing these values without contacting technical support can cause the applications to function extremley slowly and even crash your computer system.
Log Mutex Calls
Log Listener Information
Log Poller Information
Log Base Station Information
Log Lock Calls
Log General Information
Log Information to Trace File (TAlert.log)
WARNING Turning on logging to a file can cause extreme system degradation and even fill up your hard drive. Only turn this option on for short periods of time.
You must restart all applications for this setting to become effective.
Apply Changes to System

8. Reports

Talk-A-Lert comes with the following Reports:

- **Detail Report for Selected Phone:** This report, accessible from the main Telephone Information window by pressing the Print button in the Navigation area, prints the information for the highlighted emergency phone.

- **Detail Report for All Selected Phones:** This report, accessible from the main Telephone Information window by pressing the Print button in the Navigation area, prints the information for all phones currently displayed.

- **Summary Report for All Selected Phones:** This report, accessible from the main Telephone Information window by pressing the Print button in the Navigation area, prints a summary of all phones currently displayed.

- **Poll Run Report:** This report, accessible from the Poll Results window, prints the results of a single poll run.

- **Poll History for Selected Phone:** This report, accessible from the main Telephone Information window by pressing the Print button in the Navigation area (also from the Call History window), prints the results of polls within a user-selected time-frame made to the selected emergency phone.

- **Current Phone Errors (All Phones):** This report, accessible from the main Telephone Information window by pressing the Print button in the Navigation area, prints the list of all emergency phones with errors from the most current poll run.

For those interested in additional reports, you may contact Talk-A-Phone to design them for you. Alternately, you may write your own using any ODBC-compliant report writer.

The Talk-A-Lert database is a Sybase SQLAnywhere database. A report writer can access the database using:

DSN Source = Talk-A-Phone-AW
User = TAPRW
Password = PASSWORD

The tables are owned by the user TAP, so selects must be made from tap.phones, etc. The only table not accessible is the User Admin table. You must access the rw_users view to get data for the user.

9. Frequently Asked Questions

A. How do I backup my data to a disk? The data file is located at C:/Talk-A-Phone/Database/talert.db (depending on the installation, the Database sub-directory may be located within a different directory). You must quit all Talk-A-Lert programs before making a copy of this file.

If you are managing a large number of emergency phones and/or polling several times per day, your database may soon exceed the capacity of a floppy disk. We recommend that those users either save their data to a network drive (if available) or to a CD-R or CD-RW.

If you have a backup of your database, you can re-install Talk-A-Lert from the original disk as necessary, and then simply copy the saved database over the newly installed one in order to restore your data.

B. Can two people answer the phone that connects to the Talk–A–Lert computer? As long as the Base Station (black box) is in line with the phone that receives the incoming emergency call, Talk-A-Lert will work with multiple phone lines. A simple way to accomplish this is to connect two phone lines to the Base Station using a Y-connector (phone line splitter). If this option is not feasible, you may need to arrange your phone system so that the Base Station is in line with the GROUP of phones receiving emergency calls.

10. Troubleshooting

Known Conflicts: Applications that run automatically on a timed basis or on startup, such as anti-virus or defrag programs, have been known to cause conflicts with Talk-A-Lert. A possible solution in the case of anti-virus programs is to scan only program files instead of all files.

Problem:	**Solution:**
I forgot my password.	As a security measure, there is no back door entry into the program. Call Talk-A-Phone Co. and ask for a Talk-A-Lert Specialist.
I tried to poll a phone (or all phones) for the first time and nothing happened	You must have one poll time entered for a phone in order for the poller to activate. To add a poll time, see the section 4C. Entering New data.
I can't poll at all.	You may have a problem with your COM port. Make sure you have set the port in the poller preferences the same as the port in which you have installed your modem. Also make sure you don't have any other devices using the COM ports you have chosen. Even if you have removed another device, the COM port may still be set for the old device. To verify your COM port, you can install Talk-A-Lert on another computer (a laptop if available) that you know has a native, unused COM port.
	Make sure your phone line is good. Plug a phone into the Phone jack of the modem and try to call the number you have entered in the Phone Number field of one of the phones.
	Make sure the Poller is active.
	Was the Poll Result "NO CARRIER"? This indicates that there is no dial tone on the modem's phone line.
I can't see anything in the Poll Results window, but I know I polled recently.	Check the Date Range in the Poll Results window. Change it to include today's date, then press the refresh button.
	Check the Poll Run Default Display Date Offsets in the General Preferences. Each time you restart Talk-A-Lert it resets the date range of the Poll Results window. If you don't restart, eventually the date ranges will need to be changed.
A lot of my poll results seem to be not verified.	In the poller preferences, under the Administration menu, reduce the Minimum Result Length to 8.
	Plug an analog phone into the phone port on the modem and call the phones that are having problems. Do they answer with a series of tones? If not, there is problem with either the emergency phone, the phone number, or the

	connection.
	Do you have the Verify Complete ID Match box checked for these phones? If so, uncheck it and press Save.
	Check in the poll results for the DTMF response. Does it say "OK" (with or without any trailing digits)? See below.
An alert window is not popping up when a call comes in	If your base station is connected to the headset of the phone receiving incoming calls, try turning the volume up to make sure the base station "hears" the alert tones.
	Make sure the Listener is active.
When I attempt to start any of the Talk-A-Lert programs, I get a window asking me to log in to SQLANY50.	Using Windows Explorer open the directory c:\talk-a-phone\database • If you see a file called "Talert.log", delete it. • If your database file has any name other than "talert.db", change it to "talert.db"
	You may have a problem with the path statement in your autoexec.bat file. The path should include c:\talk-a-phone\sqlany50\win32 (if your hard drive is "c").
	If you have put the poller and listener applications in the autostart menu, there may be a timing problem. Remove them from this menu and instead, check the autostart poller and autostart listener boxes in the poller and listener preferences (pages 15 & 17).
In my poll results, the DTMF result contains "OK".	Are the non-verifying phones on EC-8 consolidators? 1) Change the following poller preferences: Hang Up Phone Delay = 2 Consolidator Delay = 9 Data Time Out = 45 If this doesn't work, try plugging a non-verifying phone directly into the phone line that the EC-8 was plugged into. Temporarily change the phone number of this phone to remove the *4X* (where X is the port on the EC-8). Then if this phone verifies, the problem is with the EC-8.
	Often, this indicates that there is noise on the line. To test this, try switching a non verifying phone with a verifying phone so that the non-verifying phone is using all the wiring of the verifying phone. If the problem phone now verifies, there is a problem with the wiring. If the DTMF result has some digits after the "OK", call Talk-A-Phone tech support.
When I receive an incoming call, the phone ID listed contains	This usually indicates a COM port conflict. If the poller is working, you can verify the conflict by switching the listener onto the COM port that the poller is on. To do this, plug the

letters and other characters.	base station in to where the modem is connected. Then change the port setting in the Listener preferences.

Please call Talk-A-Phone's Technical Support line (773) 539-1100 or check our website www.talkaphone.com for additional help.