

# CallingNow Quick Start

Installing CallingNow involves physical installation of the CallingNow modem in the computer, installing the Windows drivers for CallingNow, installing the CallingNow software, and finally, initializing CallingNow. Refer to the CallingNow User's Guide for detailed instructions on operation.



## 1.0 Calling Now Modem Installation

The Calling Now modem card is “plug and play” compatible—nothing needs to be configured on the board. You simply insert the CallingNow modem into an available PCI Bus slot in your PC.

- Unplug computer from AC outlet.
- Remove the cover of your computer's case.
- Place the card into an empty PCI slot.
- Replace your computer's cover and plug the power supply into an AC outlet.

## 1.1 Connecting the Phone Line

The CallingNow modem must be connected to a phone line. Plug the end of the phone cable into the 'Line' jack in the card. The 'Phone' jack is available for plugging a telephone in, if desired.

**Note:** If using CallingNow for caller ID only, the line can be set to inbound calls only. CallingNow is configured to never answer the phone.



## 2.0 CallingNow Driver Installation

### Windows 2000/XP/2003 Users

- Turn on computer, starting Windows 2000/XP/2003.
- When prompted to log in, login in with either a machine administrator account or a Windows domain account.
- In most cases Windows will find the new CallingNow hardware.
- Windows New Hardware Wizard will detect the CallingNow modem as a "PCI Modem". Select the "Search for the best driver for your device" (Win 2000) or "Install from a list or specified location" (Win XP/2003) option. Make sure the CD-ROM drive option is checked. You can also choose to 'download the driver automatically' from the Windows driver site.
- Place the provided CallingNow CD-ROM in the drive. When prompted by the New Hardware Wizard for the driver location; select your CD-ROM drive. The drivers are located in X:\driver\Internal\Controlless directory.
- When prompted, choose the driver that matches the operating system in use (i.e. ... \winxp\...).
- If prompted, restart the computer.

### 2.1 Verifying Modem Installation

You can verify driver installation by opening the modem in the Windows Control Panel. See:

- Control Panel > Printers and other Hardware > Phone and Modem Options > Modems

The modem will be listed as "Intel® 537EP Modem". Note the number of the COM port the modem is attached to. You can verify that the device is working properly by selecting the modem and viewing its properties and then selecting the 'Diagnostics' and 'Query Modem' button.

### 2.2 Reinstalling Driver

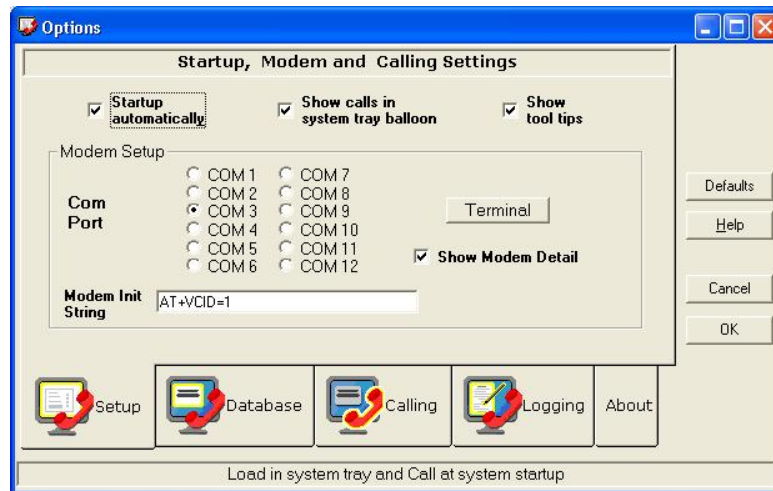
The Device Manager lists a working CallingNow modem as 'Modem > Intel 537EP Modem'. If Windows fails to install the device, open the Device Manager. The modem may be listed as: 'Other Devices > PCI Modem'.

- Click the "Properties" on the PCI Modem.
- Press "Reinstall Driver".
- Place CallingNow CD in CD-ROM and choose "Install Software Automatically".
- The installation wizard then installs the driver and finishes.

### 3.0 Calling Now Software Installation

- Place the CD in the drive and allow the Installation Wizard to run. If the wizard fails to start automatically, choose **Run** from the **Start** menu; enter **x:\CallingNow** in the field, replacing 'x' with CD-ROM drive letter (usually D or E).
- Follow the instructions from the CallingNow installation wizard.
- If asked for the key code, enter the 7-character code exactly as printed **on the sticker on the back of the CD envelope**. Enter this code on the registration page of the installation wizard.

### 4.0 Initial Setup



1. When installation is complete, start CallingNow from the **Start\Programs\ Beagle Software\** program menu.
2. Open the Options screen in CallingNow
3. Press the 'Setup' Tab
4. Select the COM port number used by the modem (see section 2.1)
5. Check 'Startup automatically' if you want CallingNow to start automatically whenever you're logged in to Windows.
6. Press 'OK' to save the settings

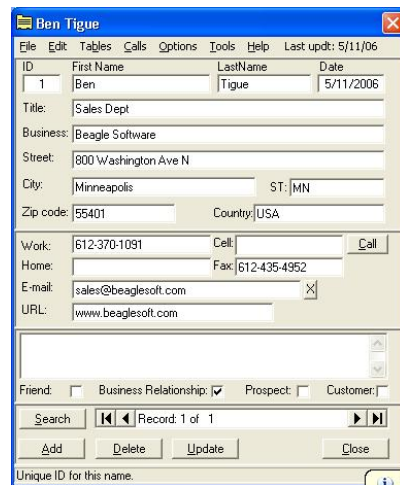
## 5.0 Modem Test

1. From the main screen in CallingNow, press the green "Send" button. *Note:* if the "Send" button is red then the port number is wrong (see below)
2. Modem should respond with 'OK', and '000'. This indicates that the modem has received the ATSO? command (check answer rings) and replied with the number of rings to it is set to answer to ('000' - never answer the phone).
3. If the modem fails to respond with 'OK', then verify that the COM port number in CallingNow is the same COM port number assigned to the modem in Windows (see section 2.1).



## 6.0 Simulate Call / Database Check

1. From the main screen in CallingNow press the "Test" button.
2. This will simulate an incoming phone call from Beagle Software and trigger CallingNow to search for the Beagle Software phone number in the Caller database.
3. CallingNow should open the database with the Beagle Software record displayed.



## 7.0 Place a Test Call

1. From another phone line, call the phone number that CallingNow is connected to.
2. Caller ID information, if available, should appear on the screen.

