

## Using Caller ID to Track Phones That Report but Don't Communicate

This Tech Tip comes from Paul Baker of Pioneer Telephone Cooperative.

If you have Caller ID in your area (and have Caller ID boxes and this option added to your modem lines through your local phone company), it can help you catch those problem boards that call in to the computer but can't communicate. Protel® modems answer on the first ring not allowing time for the Central Office to send caller ID information. By changing the modems to answer after 2 rings the caller ID box can receive the information.

### Here's how:

**NOTE:** These steps apply to the most typical configuration using Protel® UPMS 1200 modems and one Modem Type record under "Modem Setup."1. Go to the "Modems Menu."

2. Go to "Modem setup."

3. Press [Enter] on COM 1 or PORT1.

4. Arrow down to the "Change/Test Modem" field.

5. Press the [Space Bar].

6. Use the arrow keys to highlight "PROTEL® UPMS1200."

7. Press [F7].

8. Arrow down to the "Answer" field.

9. Change the "Answer" setting to ATSO=2 (ATSzero=2, not ATSO=2. Use the number 0, not the letter O.)

**NOTE:** The 2 is the number of rings. Three is the maximum number of rings. If you enter 4, the computer times out on the phone and hangs up.

10. Press [F8]. The "CONFIRM SAVE" screen appears.

11. Press [Enter] to reset the modem.

12. Press [F2] to save and exit the "CHANGE/TEST MODEM" screen.

**NOTE:** It is rare that more than one modem type is used in the "Modem Type" list. If you use more than one modem type in the "Modem Type" list, repeat steps 5-12 for each one.

13. Press [F2] to save and exit the "MODEM SETUP" screen.