



What should I do if I think my Caller ID hardware is not working?

There are many reasons a Caller ID device might not be working, and the majority of these are not connected to the hardware. As we only manufacture and supply Caller ID hardware, we are not able to help you with any software or line faults – these will need to be referred to your software provider or telephone company respectively. There are a few simple tests you can carry out to help identify whether you have a problem with software, hardware or the line itself.

If you experience problems with your caller ID unit, please follow the steps below to help us to assist you and help to identify the cause of the problem:

- 1) Caller ID hardware will only work if your telephone company supports it and caller ID is enabled on the line. Please check that this is the case. The easiest way to do so is to plug in a phone with incoming caller display on it and checking if the caller's number is showing. If not, then please check with your line provider that caller ID is enabled and then try again.
- 2) Secondly, if you also have broadband through your phone line, then the signals from the broadband can create 'noise' on the line, interfering with the caller ID signal. Because of the different way that they work, this can be the case even if your phone is displaying caller ID. The easiest way to solve this is to use a good quality ADSL microfilter on the line between the caller ID hardware and the wall socket. These are widely available online and from most electrical and hardware stores.
- 3) If you have more than one caller ID device, then a substitution test can be useful to confirm whether the hardware is at fault. To do this, unplug your existing caller ID unit and plug in a different one. If the problem continues, then the hardware is not at fault. It's also useful to separately switch the cables if you have spare cables to discount a fault with one of the cables.
- 4) If you have more than one PC or EPOS terminal on site, then the same substitution test can be run by swapping terminals – try setting up the caller ID hardware on a different terminal or PC in the same building. If it works on a different PC/EPOS terminal, then the fault could relate to the PC or terminal's settings.

If all of the above checks and tests indicate a problem with the Caller ID unit then read the FAQ document relevant to the Caller ID unit you have; either the Meteor Plus FAQ or the Comet FAQ.