

FREQUENTLY ASKED QUESTIONS

Question

- What must I do if the CALLER ID is not displayed in the status bar?
- How can I increase the size of PhoneTools if it runs under 1024x768 or more resolution?
- How can I display the exchanges between PhoneTools and the modem?
- Which modem should be selected to use the CAPI Softmodem version of PhoneTools?
- Manual installation of the "Capture Fax BVRP" printer under NT4

Answer

- What must I do if the CALLER ID is not displayed in the status bar?

If the CALLER ID is not displayed in the status bar or in the Inbox for a received fax or voice message, make sure that:

- The Caller ID is enabled and working on the line connected to the modem.
- There is no CALLER ID box between the wall and the modem.

You can also try setting PhoneTools in Exclusive mode.

Click the Configure button and select General Configuration in the menu.

Select the Communications tab.

In the Modem Settings section, check the Exclusive use box. By selecting this option, PhoneTools will not share the modem with other applications.

- How can I increase the size of PhoneTools if it runs under 1024x768 or more resolution

Press the F11 key or choose "Enlarged Size" from the "View" menu.