



# Passport<sup>®</sup> Caller ID Application for Cisco

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## User Guide

*Version 2.6*



**Passport® Caller ID Application for Cisco User Guide. Version 2.6.**

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Rovi Corporation  
2830 De La Cruz Boulevard  
Santa Clara, CA 95050

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# Introduction

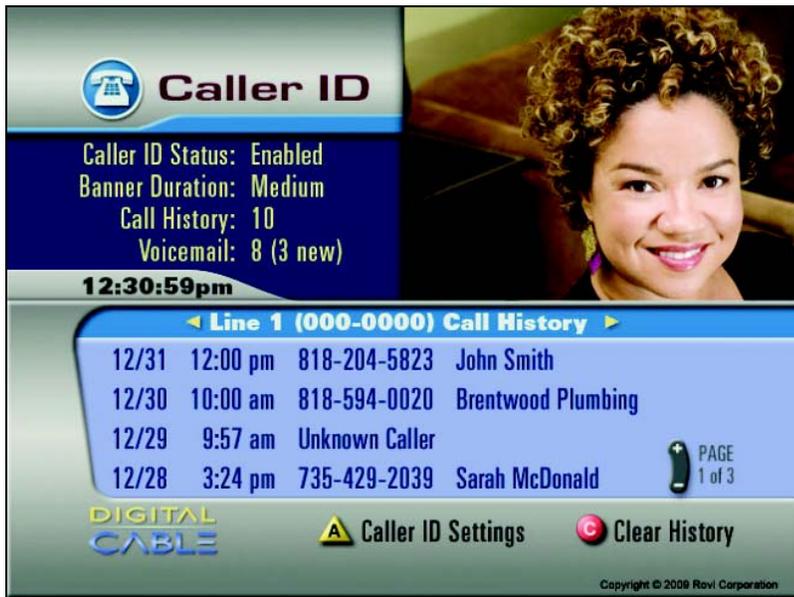
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## Purpose of this Guide

Passport® Caller ID is a downloadable application for Cisco systems.

### Notes:

- This version of Caller ID is compatible with Passport 5.7/3.7 and later releases only.
- A back-end configuration server (Caller ID Administrator) must be installed and configured properly in order to use this application on a set-top.
- The Caller ID application can support up to four (4) incoming telephone lines.



## What this Guide Contains

This guide is divided into the following chapters:

- |  |   |
|--|---|
| <b>Chapter 1</b> <i>Product Overview</i>                         | Describes the features of the application.  |
| <b>Chapter 2</b> <i>Accessing Passport Caller ID</i>             | Explains how to tune to the Caller ID channel, access Caller ID by using the QuickMenu, and exit Caller ID.   |
| <b>Chapter 3</b> <i>Using the Passport Caller ID Application</i> | Explains how to enable or disable the Caller ID application, set the Caller ID banner duration, review the Call History, delete calls from the Call History Caller ID Banner, and manage voicemail. |

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# Chapter 1: Product Overview

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The Passport Caller ID application enables your set-top box to display telephone caller identification information in a Caller ID Banner when a telephone call is received. It also enables you to view and manage call history information on the Caller ID application main screen.



The Caller ID Banner is displayed when a telephone call is received. The Caller ID Banner can be displayed over full-screen video or any full-screen graphical user interface.

If a call is coming in from an unrecognized number, the Caller ID Banner will display “New Voicemail: Unknown Caller.” For more information about the Caller ID Banner, refer to “Caller ID Banner” section on page 13.

You can also review the call history, specify banner display duration, and choose to enable or disable the Caller ID application.

An optional voicemail feature enables you to send calls to voicemail.

Caller ID information retained by the Call History includes the telephone number of the incoming call, the name associated with the telephone number, and the date and time of the call.

In addition, the following information is displayed:

- The line number (for example, Line 1) on which the call is received.
- The number of voicemail messages that have been received.

# Chapter 2: Accessing Passport Caller ID

This chapter explains how to:

- Tune to the Caller ID channel using standard Passport channel selection methods.
- Access Caller ID by using the QuickMenu.
- Exit Caller ID.

## Tuning Directly to the Caller ID Application Channel

To tune directly to the Caller ID channel using standard Passport channel selection methods:

1. Select the appropriate channel from the Program Guide, or key the relevant Caller ID channel number into your remote control.



Select the Caller ID channel in the Program Guide, or



Key the Caller ID channel number on your remote control.

## Using the QuickMenu to Access the Caller ID Application

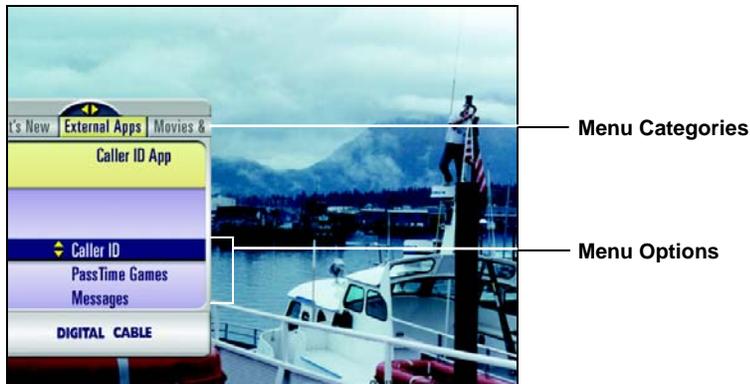
Your cable company may choose to enable access to the Caller ID application through the QuickMenu. If so, you can follow these steps to access the Caller ID application.

To access Passport Caller ID by using the QuickMenu:

1. Press the MENU key.

The QuickMenu is displayed.

**Note:** Menu categories and options are configured by your cable company and may vary; the QuickMenu illustrated below is merely an example.

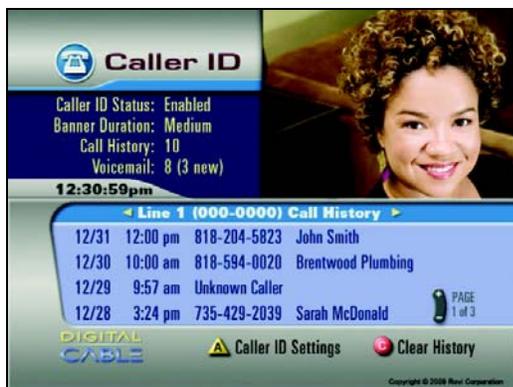


2. Press the left or right arrow to select the appropriate menu category.
3. Press the up or down arrow to highlight the Caller ID menu option.

**Note:** The name may vary.

4. Press the SELECT key.

The Caller ID main screen is displayed. It displays a summary of your Caller ID settings and Call History information.



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## Exiting the Passport Caller ID Application

You can exit the Passport Caller ID application in the following ways:

1. Change the channel by using channel numbers or by using the CH+ or CH- keys.
2. Press the MENU key to bring up the QuickMenu (if it is configured in your system), and then select another channel/service.
3. Press the GUIDE key to bring up the Guide menu, and then select another channel/ service.
4. Press the EXIT key.

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# Chapter 3: Using the Passport Caller ID Application

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This chapter explains how to:

- Enable or disable the Caller ID application.
- Set the Caller ID Banner duration.
- Review the Call History.
- Delete Calls from the Call History Caller ID Banner.
- Manage Voicemail.

## Enabling or Disabling the Caller ID Application

You can enable or disable the Caller ID application to suit your preferences.

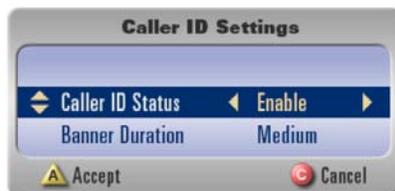
*To enable or disable the Caller ID application:*

1. Use any standard method to access the Caller ID Application. (Refer to “Chapter 2: Accessing Passport Caller ID” on page 6 for more information.)



2. Press the A key.

Passport Guide displays the Caller ID Settings panel:



3. Press the up or down arrow to highlight the Caller ID Status setting. The right side of the screen displays the current setting (Enable or Disable).
4. Press the left or right arrow to horizontally scroll and highlight the desired option (Enable or Disable).
5. Press the A key to accept the setting.

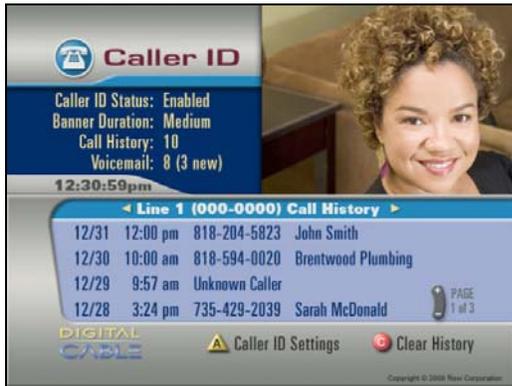
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## Setting the Caller ID Banner Duration

You can set the display duration of the Caller ID Banner to Short (15 seconds), Medium (30 seconds), or Long (60 seconds). The default setting is Medium (30 seconds).

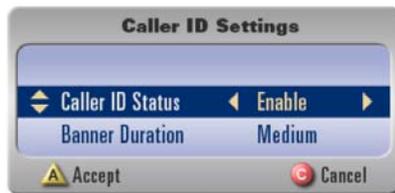
To set the Caller ID Banner duration:

1. Use any standard method to access the Caller ID application. (Refer to “Chapter 2: Accessing Passport Caller ID” on page 6 for more information.)



2. Press the A key.

Passport Guide displays the *Caller ID Settings* panel.



3. Press the up or down arrow to highlight the Banner Duration setting.  
The right side of the screen displays the current setting (Short, Medium, or Long).
4. Press the left or right arrow to horizontally scroll and highlight the desired option (Short, Medium or Long).
5. Press the A key to accept the setting.

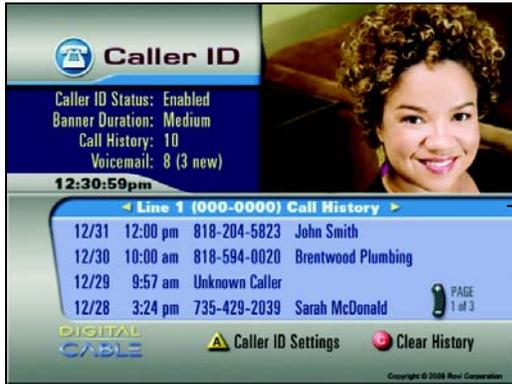
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## Reviewing the Call History

Passport Caller ID enables you to review a Call History, which displays detailed information on up to 10 incoming calls per line, listed in reverse chronological order.

To review the Call History:

1. Use any standard method to access the Caller ID application. (Refer to “Chapter 2: Accessing Passport Caller ID” on page 6 for more information.)



Telephone Line Identifier

2. Press the left or right arrow key to select the telephone line for which you want to display the Call History. Passport Caller ID displays the name and number (for example, Line 1 (000-0000)) above the call history list (refer to the Telephone Line Identifier above).
3. Press the PAGE+/- keys to page through the Call History list as desired. Passport Caller ID also displays the call date, time, number, and caller name, if available.

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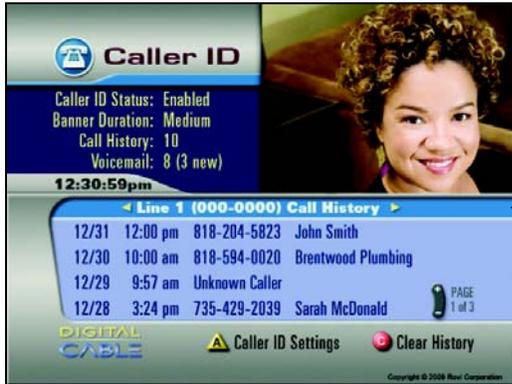
## Deleting All Calls from the Call History

Passport Caller ID enables you to delete all calls at once from the Call History.

**Note:** You cannot delete calls selectively, one-by-one.

*To delete all calls from the Call History:*

1. Use any standard method to access the Caller ID application. (Refer to “Chapter 2: Accessing Passport Caller ID” on page 6 for more information.)



Telephone Line Identifier

2. Press the left or right arrow key to select the telephone line for which you want to display the Call History.  
Passport Caller ID displays the name and number (for example, Line 1 (000-0000)) above the call history list (refer to the Telephone Line Identifier callout in screen illustration above).
3. Press the PAGE+/- keys to page through the Call History list as desired.  
Passport Caller ID will also display the call date, time, number, and caller name, if available.
4. Press the C key to delete all listed calls.  
Passport Caller ID deletes the entire Call History.

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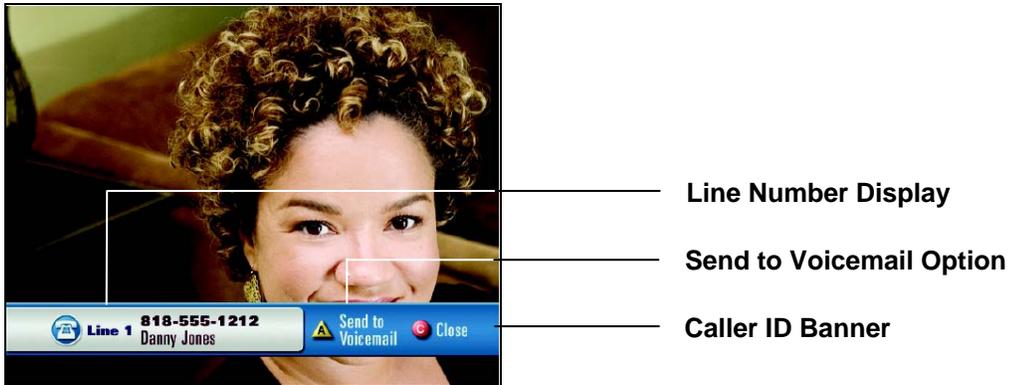
## Caller ID Banner

The Caller ID application can display telephone caller identification information in a banner when calls are received on your household's telephone line.

Caller ID information includes the telephone number of the incoming call, the name associated with that telephone number, and the date and time of the call.

**Note:** The line number (for example, Line 1) on which the call is received may also be displayed, if this additional feature is supported by your cable services company.

The Caller ID Banner is illustrated below.



*To exit the Caller ID Banner:*

1. Press the EXIT key, or wait until the Caller ID Banner disappears automatically. (Alternatively, you can press the MENU, GUIDE, or C key.)

*To display the Caller ID Banner again:*

1. Press the INFO key.

If the banner duration has not expired, Passport Caller ID will again display the Caller ID Banner.

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## Managing Voicemail

Cable operators can configure the Passport Caller ID application to feature voicemail capabilities. If your service features voicemail capabilities, you can send incoming calls directly to voicemail.

### *Sending Calls to Voicemail*

Depending on the options configured by the cable operator, when a telephone call is received, you may be able to send the call to voicemail to record a message.

- If this feature is available, you can press the A key when the Caller ID banner is displayed to redirect the call to voicemail recording.
- If the feature is not available, the Send to Voicemail option will not be displayed in the Caller ID Banner.



**Send to Voicemail**