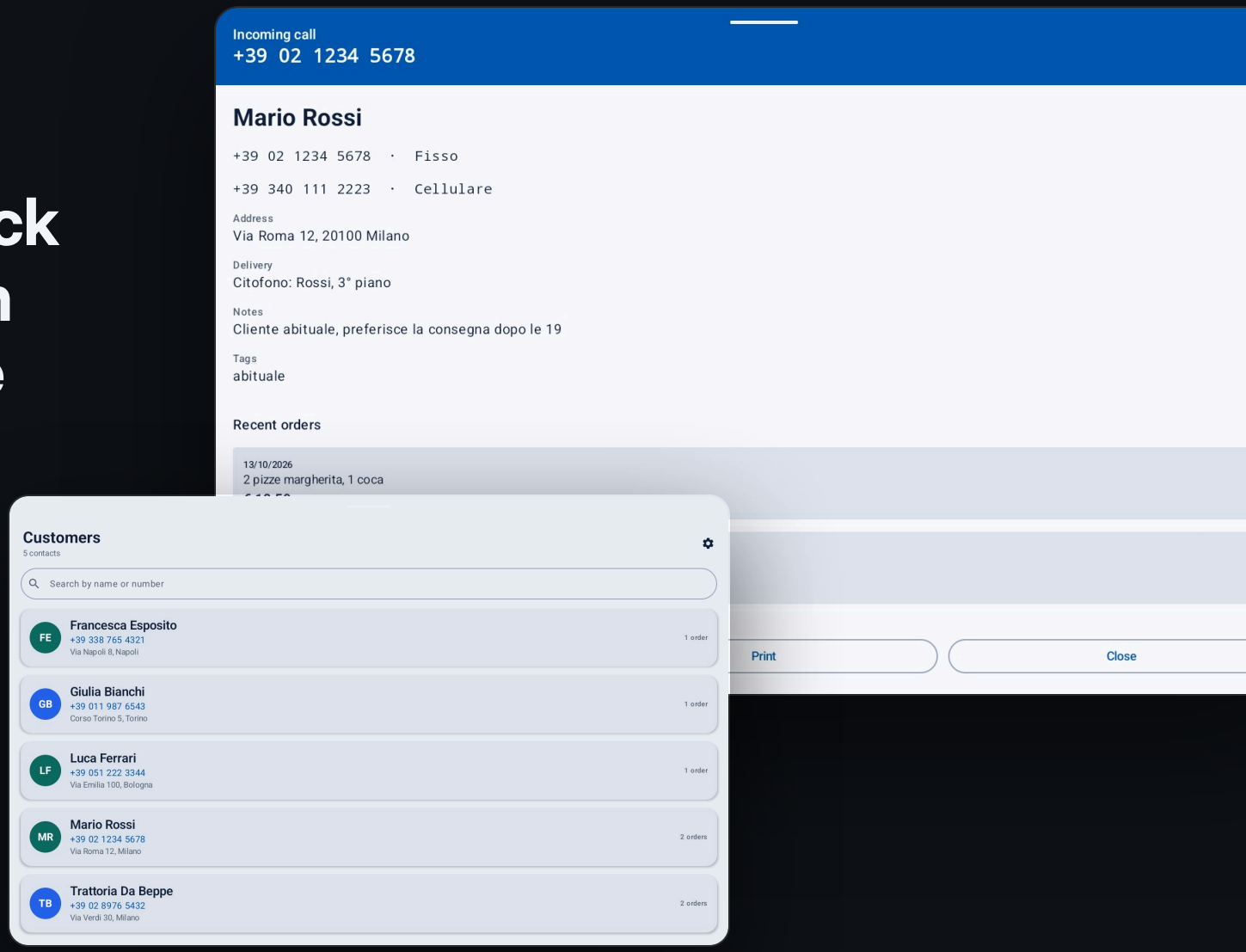
Nugezza Caller ID

Who is calling, before you pick up: the customer's record on the tablet as the shop phone rings

Complete guide · version 1.1 · October 2026



Made by Nugezza

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CHAPTER 1

Caller ID at a glance

The caller's record, as the phone rings

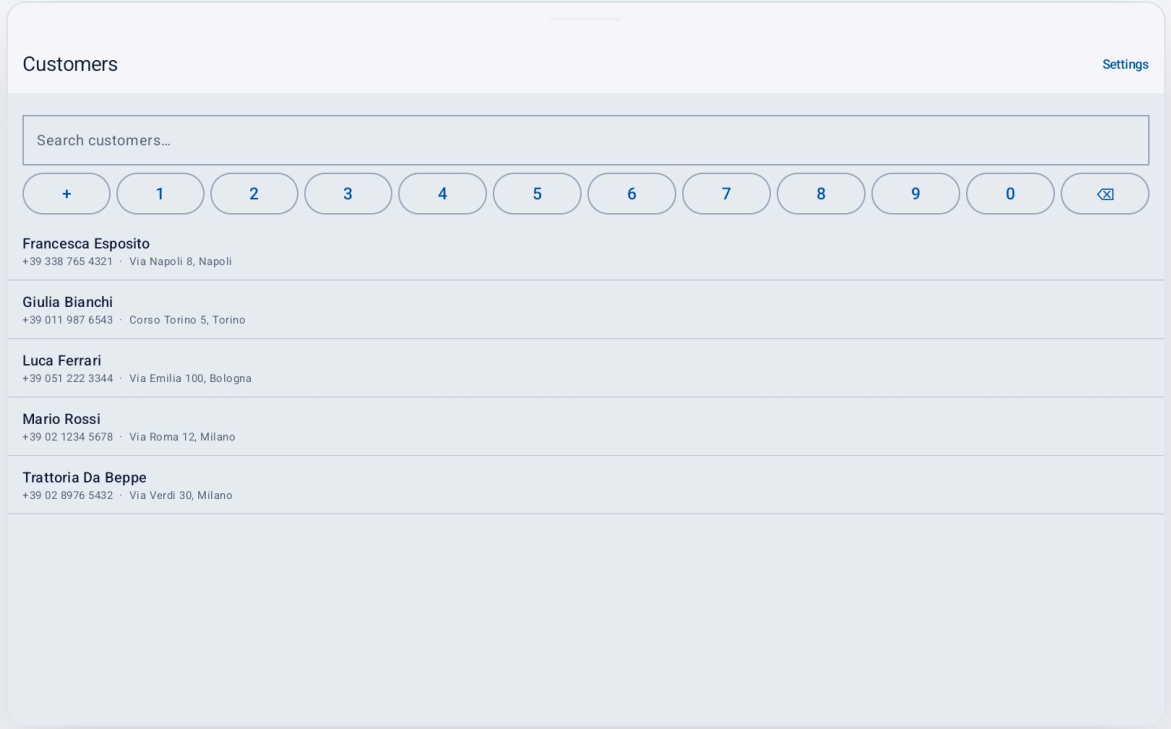
Your customers stay on the tablet

What you need

The caller's record, as the phone rings

Caller ID is an Android app for a shop that takes orders by phone. A small USB caller-ID modem sits on the shop's landline and plugs into a tablet. When the line rings, the app reads the number, finds the customer and shows their record: name, address, delivery notes and recent orders, before anyone picks up.

- You answer and talk on your normal telephone, as always: the tablet only shows who is calling and keeps your customers and orders.
- A number it does not know can be saved as a new customer with one tap.
- Five home screens, six call pop-ups, five colours and four languages (Italian, English, Spanish, French).
- On an all-in-one terminal with a built-in printer it prints the customer's details and new orders.



The Classic home screen: search, keypad and the customer list

Your customers stay on the tablet

Every customer and every order is stored on the tablet itself and is never sent anywhere. The app goes online only to sign in to your Nugezza account and to keep the licence fresh; calls and lookups work with no internet at all.

- No cloud copy of your customers: make your own backup file (chapter 4).
- Give your customers a privacy notice and keep their data only as long as you need it.
- Settings shows the privacy notice and lets you read the agreement again at any time.

What you need

Tablet	Android 8.0 (Oreo) or newer, with USB-OTG (host mode). An all-in-one terminal with a printer also works.
Caller-ID modem	A USB caller-ID modem such as the StarTech USB56KEMH2 (Conexant CX93010).
USB hub	A powered USB-OTG hub is recommended: it powers the modem and keeps the tablet charging.
Phone line	The shop's landline into the modem's LINE socket, your telephone into PHONE (an RJ11 splitter works too).
Licence	Caller ID on your Nugezza account: the free 30-day trial, a subscription or for good (chapter 8).
Internet	To sign in, and at each payment date of a monthly or yearly plan.

CHAPTER 2

Install and activate

Installing the app | The agreement, at every start | Sign in with Nugezza ID | Is the licence active?

Installing the app

1. **Download it on the tablet**
   Open nugezza.com/download/callerid in the tablet's browser, or press «Download for Android» on this page.

2. **Allow the install**
   Android asks once whether the browser may install apps: allow it, then open the downloaded file and press «Install».

3. **Open Caller ID**
   The app opens full screen and keeps the screen awake while it runs.

> An update installs over the old app the same way: your customers, orders and settings stay.

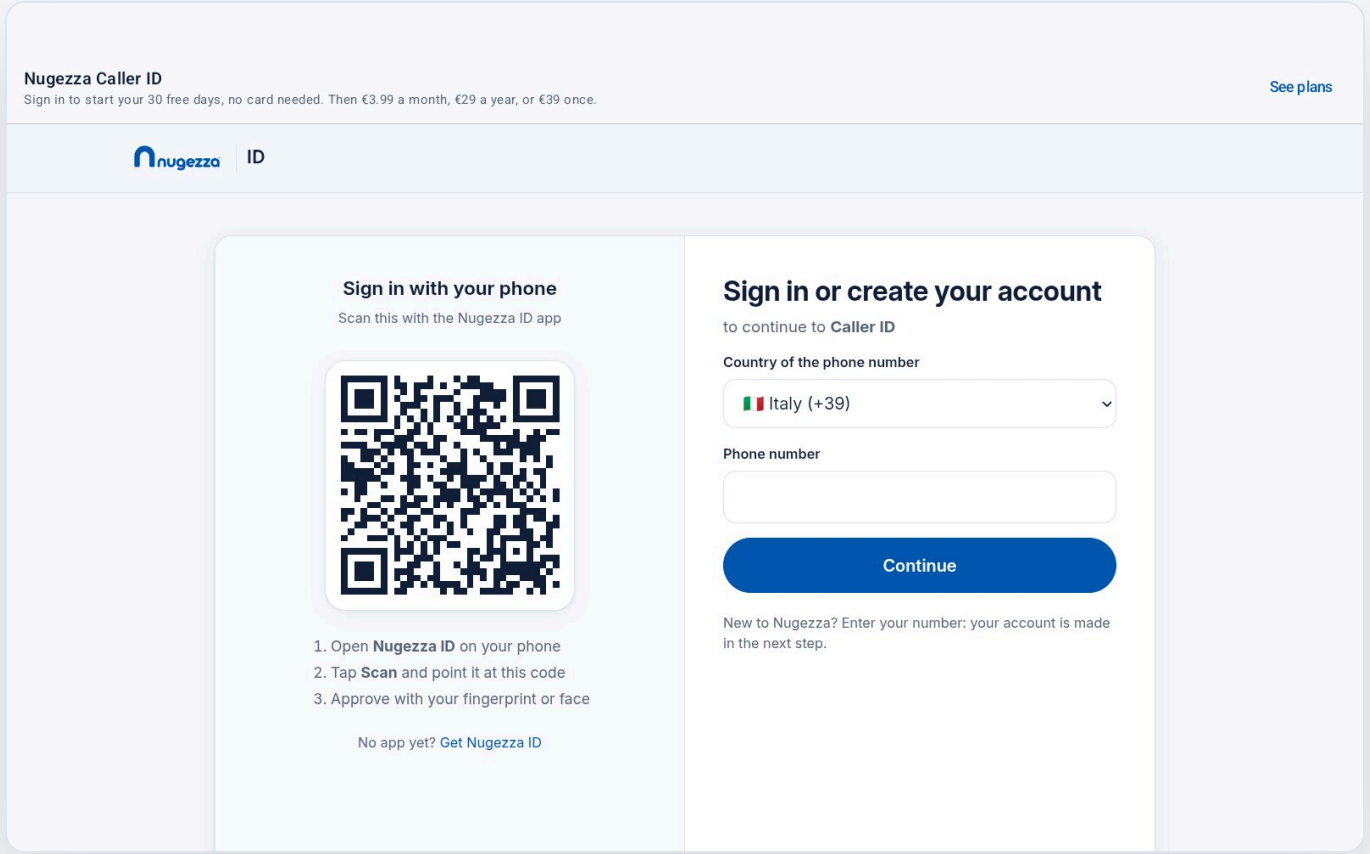
The agreement, at every start

Each time the app starts it shows its licence agreement, privacy notice and terms. Press «Accept» to go on; «Reject» closes the app. You can read it again later from Settings, with «Review the agreement».

Sign in with Nugezza ID

1. **The form is already there**
   Accept the agreement, and the same Nugezza ID form every Nugezza site shows fills the screen. The app never sees your password.
2. **With your phone**
   Open the Nugezza ID app on your phone and scan the QR on the tablet.
3. **Or with your number**
   Choose the country code, type your phone number and password, then the second step. No account yet? Create one on the same form.

> Signing in needs the internet. The app gets its licence from your account, and your first sign-in starts the 30 free days.



The Nugezza ID form, the first screen of a new tablet

Is the licence active?

The first card in Settings says it: the state of the licence, until when, and the Nugezza ID account.

Active · expires on …	Working, until that date. A monthly or yearly plan runs to its next payment, offline too.
Active · lifetime	Yours for good: offline for life, it never asks.
Your plan ended on …	«Waiting for your next payment». The app needs the internet, and opens by itself once the payment is in.
Your 30 free days are over	Choose a plan: the app opens by itself once you have paid.
Invalid device date	The tablet's clock is wrong: set the right date and time.

> «Sign out on this device» in the same card goes back to the form, to use another account.



Settings: licence, language and the home screen

CHAPTER 3

Connect the phone line

- Modem, line and telephone
- Diagnostics: is the modem ready?
- Which caller-ID mode?
- Test it with a real call

Modem, line and telephone

1. **The line into LINE**
   Unplug the shop's landline from the telephone and plug it into the modem's LINE socket.

2. **The telephone into PHONE**
   Plug your telephone into the modem's PHONE socket. It rings and works exactly as before.

3. **The modem into the tablet**
   Connect the USB modem to the tablet, ideally through a powered USB-OTG hub so the tablet keeps charging.

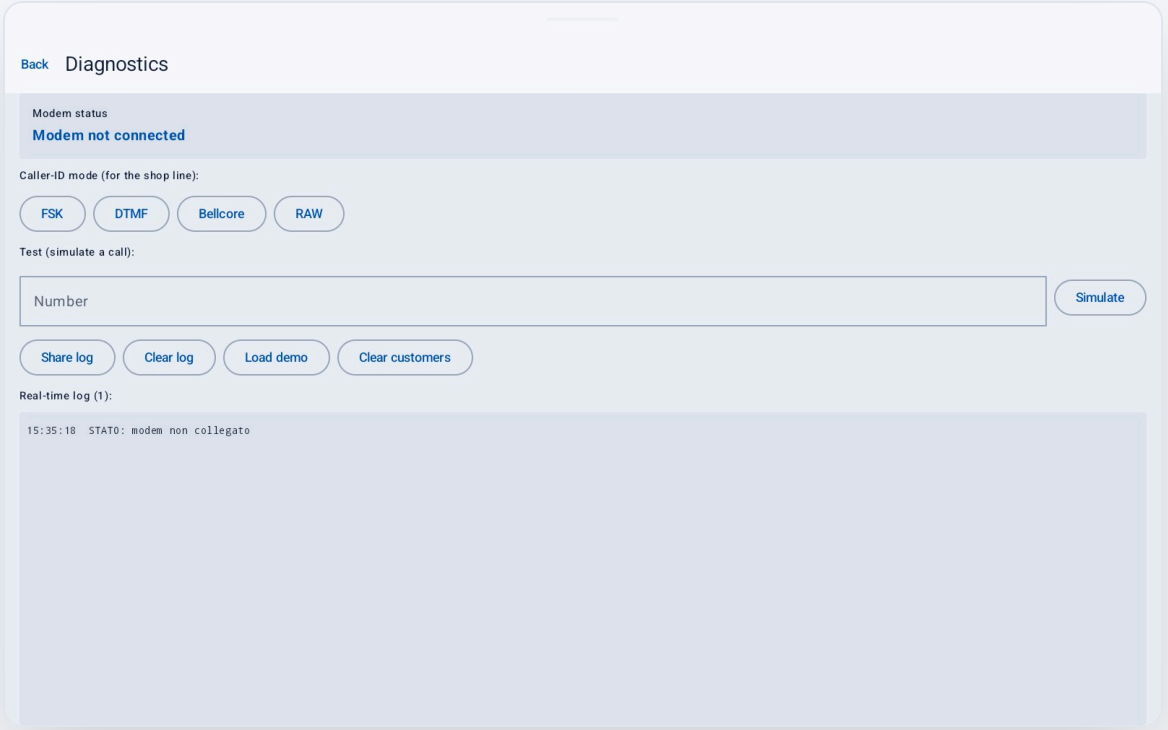
4. **Allow the USB device**
   Android asks whether Caller ID may use the modem: tick to always allow it and press OK. The app starts listening by itself.

> While it listens, a notification says «Listening for calls». If it says «Modem not connected», reconnect the modem and its hub.

Diagnostics: is the modem ready?

Settings › «Modem and diagnostics» › «Open diagnostics» shows everything that happens on the line.

- «Modem status» says whether the modem is ready and listening.
- «Caller-ID mode» switches how the modem reads numbers: FSK, DTMF, Bellcore or RAW.
- «Test (simulate a call)»: type a number and press «Simulate» to see the pop-up without a real call.
- «Real-time log» shows every line the modem sends; «Share log» sends it to us if something is wrong.
- «Load demo» adds five example customers to try the app; «Clear customers» deletes all customers.



Diagnostics, with the caller-ID modes and the call simulator

Which caller-ID mode?

Phone lines send the caller's number in different ways. If a call arrives but the number is missing or scrambled, try the next mode and watch the real-time log until a clean number appears.

FSK	Most Italian and European lines. Start here.
DTMF	Lines and switchboards that send the number as tones.
Bellcore	North American lines.
RAW	The modem's raw data, for troubleshooting.

Test it with a real call

1. **Save yourself as a customer**
   Add your own mobile number as a customer (chapter 4).

2. **Ring the shop**
   Call the shop's landline from that mobile.

3. **Watch the tablet**
   Your record should appear just after the first ring. If not, open Diagnostics and look at «Modem status» and the real-time log.

CHAPTER 4

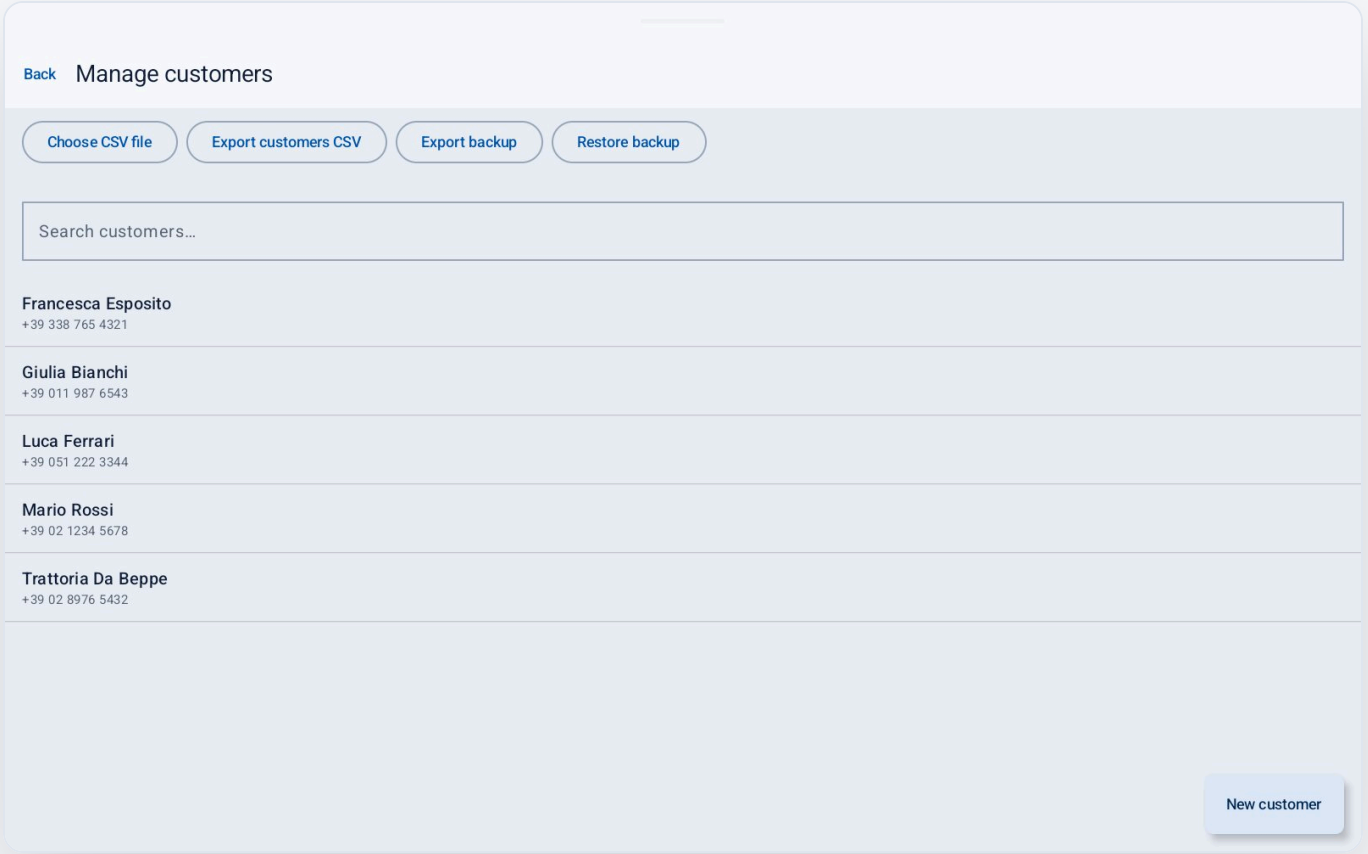
Your customers

Manage customers | Adding or editing a customer | Importing a list (CSV) | Backup and restore

Manage customers

Adding, importing and backing up live in their own place, Settings › «Manage customers» › «Open customer management», so that day-to-day use at the counter is just looking customers up.

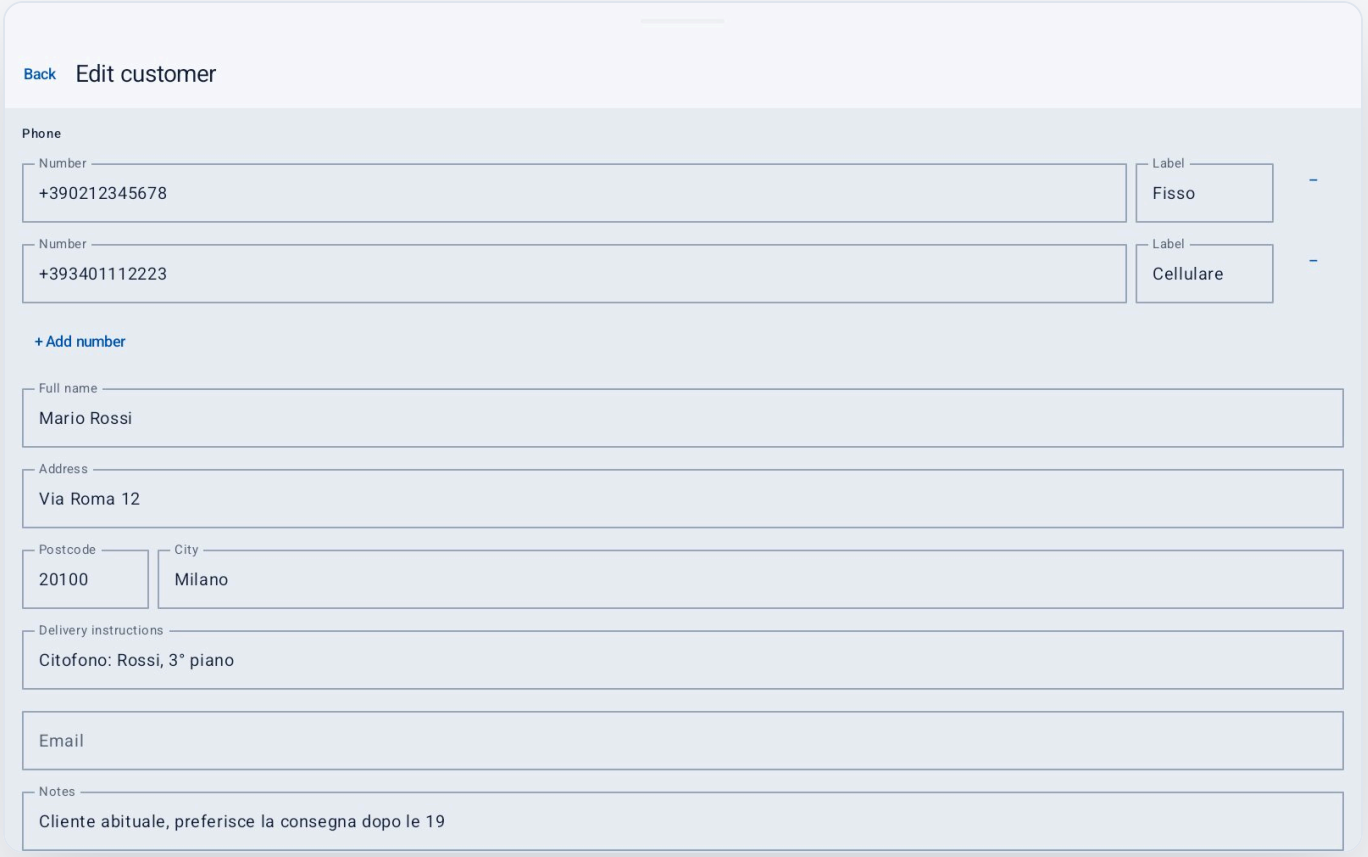
- «New customer» adds one by hand.
- «Choose CSV file» imports a list; «Export customers CSV» makes one.
- «Export backup» and «Restore backup» save and bring back everything.
- The search finds customers by name or by number.



Customer management

Adding or editing a customer

1. **Phone numbers**
   Type the number and a label (landline, mobile, work…). «+ Add number» adds another: any of them makes the record pop when that number calls.
2. **Name and address**
   Full name, address, postcode and city.
3. **For the delivery**
   Delivery instructions (intercom, floor, gate), email and notes.
4. **And the rest**
   Tags (comma-separated), balance in euros and birthday (dd/mm/yyyy).
5. **Save**
   Press «Save». To change a customer later, open their record and press «Edit».



«Edit customer»: numbers with labels, address and delivery notes

Importing a list (CSV)

Have your customers in a spreadsheet? Save it as CSV, copy it to the tablet and import it with «Choose CSV file». The first row must be the header; these columns are read, in any order:

name	Full name
phone, phone2	Phone numbers
address, postalcode, city	The address
email, notes, tags	Email, notes and tags

> Commas or semicolons both work. A row with no usable name or number is skipped, and the app says how many were imported and how many skipped.

Backup and restore

1. **Export backup**
   Saves every customer and every order to one file. Keep it off the tablet too: on a computer, a USB stick or a cloud drive of your own.

2. **Restore backup**
   Brings a backup file back, on this tablet or on a new one.

> Restoring REPLACES all the customers and orders on the tablet with those in the file; the app asks before it does. Export a fresh backup first.

CHAPTER 5

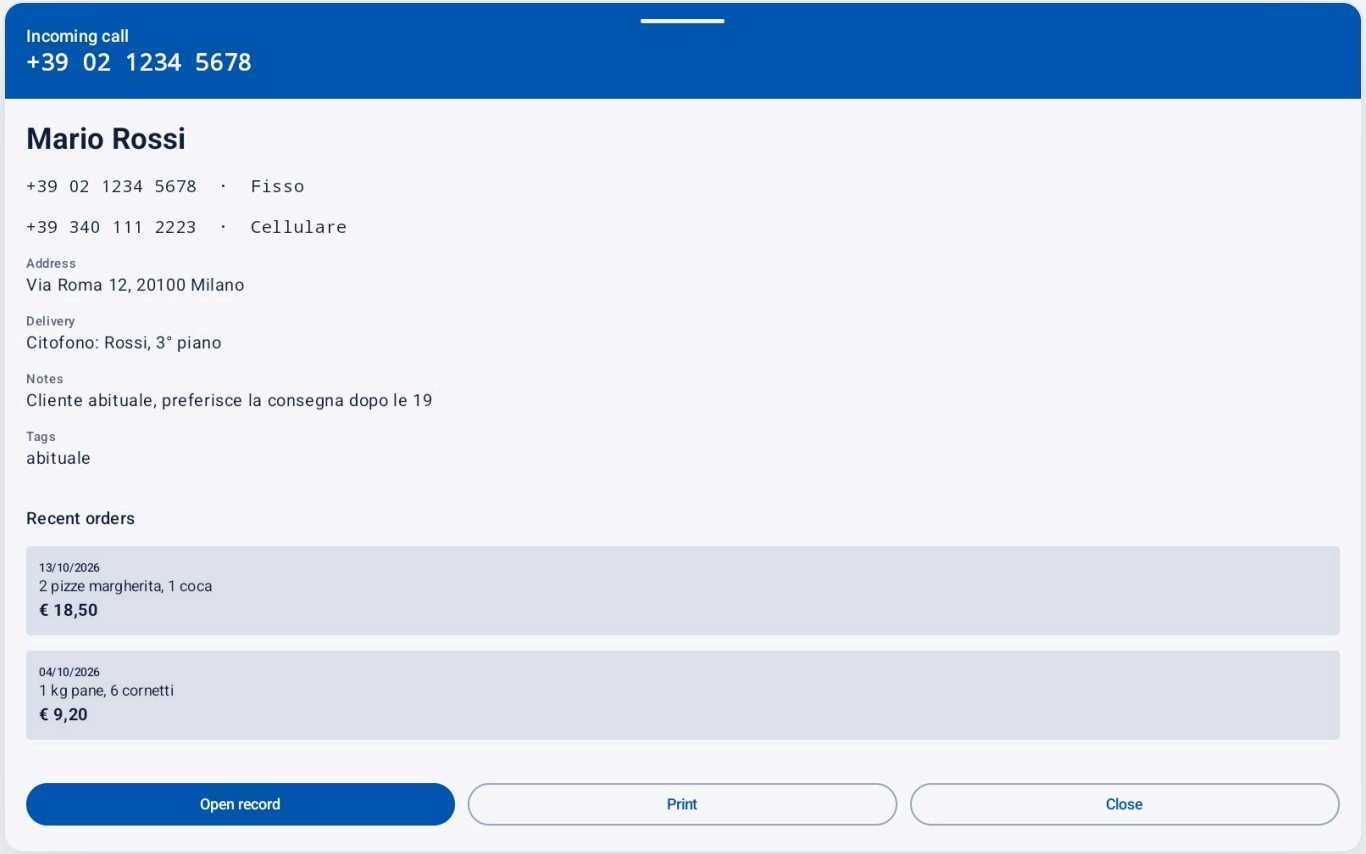
When the phone rings

A customer calls · A number you don't know · Six ways to show a call · Pick the one your staff read best

A customer calls

The record opens by itself: who is calling, their numbers, address, delivery notes, notes, tags and the last orders, while you answer on the telephone.

- «Open record» opens the full record, to add the order.
- «Print» prints the customer's details and their new orders (chapter 6).
- «Close» goes back to the home screen.

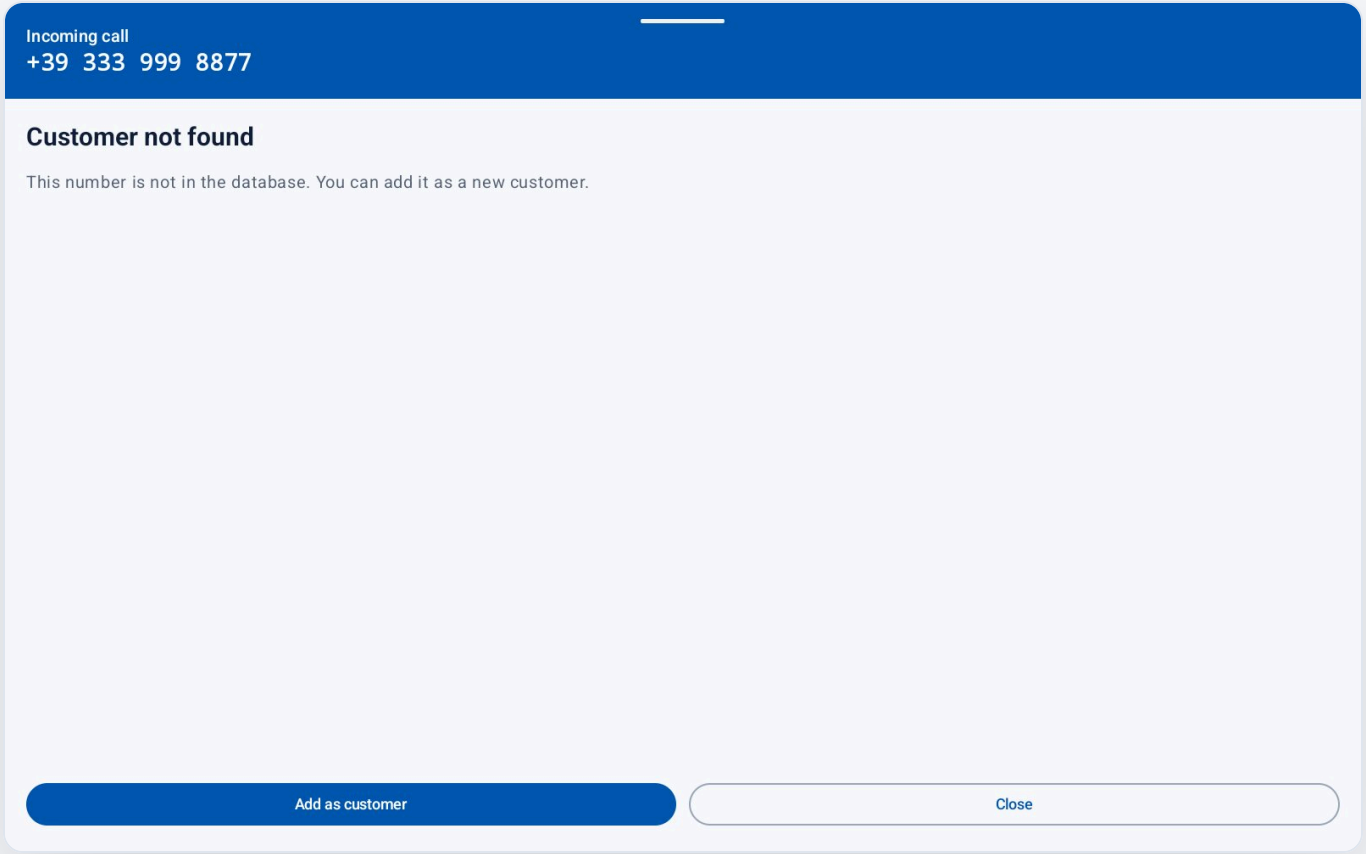


A known customer, in the Classic pop-up

A number you don't know

«Customer not found»: the number is not in your customers yet. Press «Add as customer» and the new record opens with the number already filled in. Next time they call, their name appears.

- A withheld number shows as «Private number»: it cannot be identified.
- If a regular customer shows as not found, their number was saved differently: add the number as the line sends it (chapter 9).

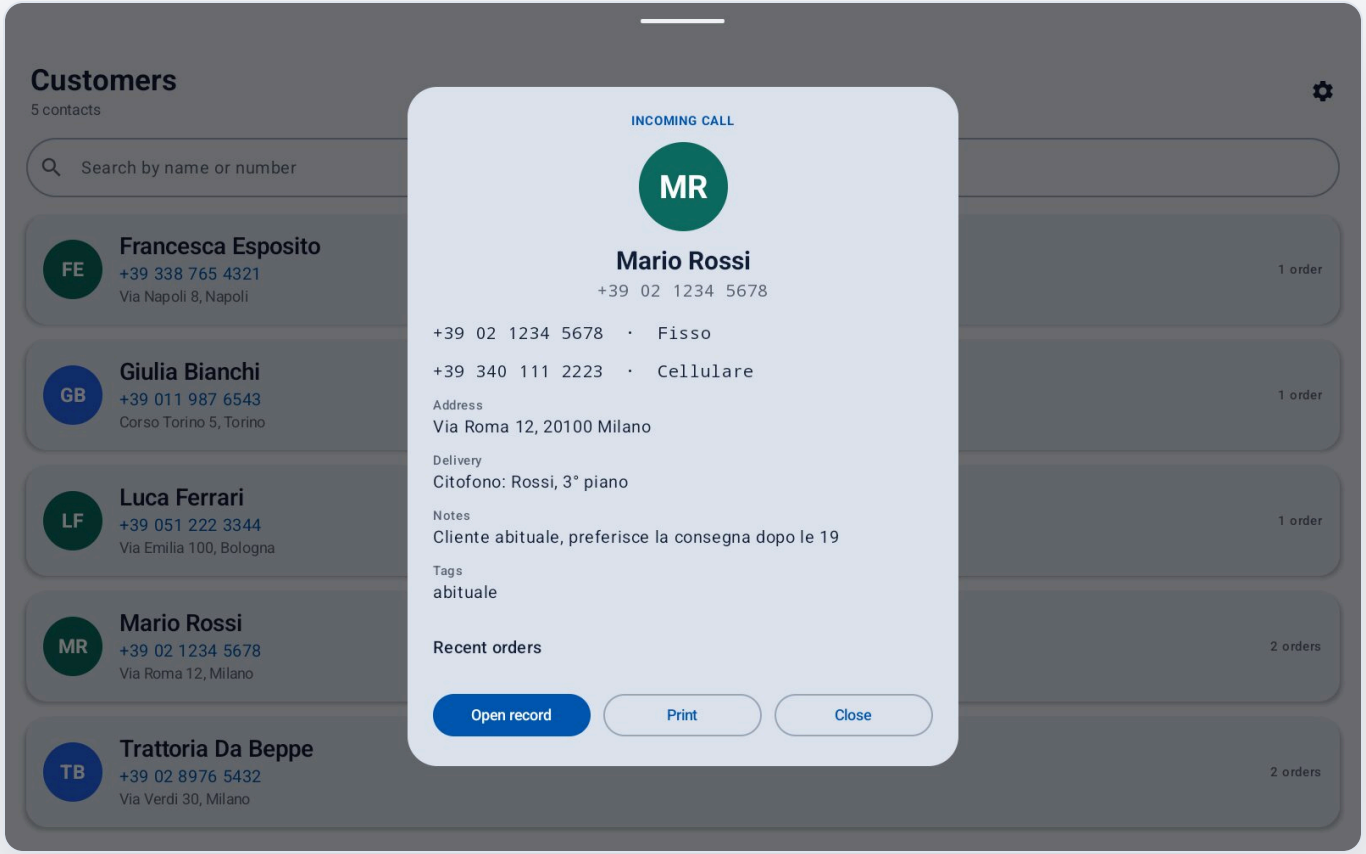


An unknown number, ready to be saved

Six ways to show a call

Settings › «Incoming call (style)» chooses the pop-up. «Automatic» uses the one that goes with your home screen.

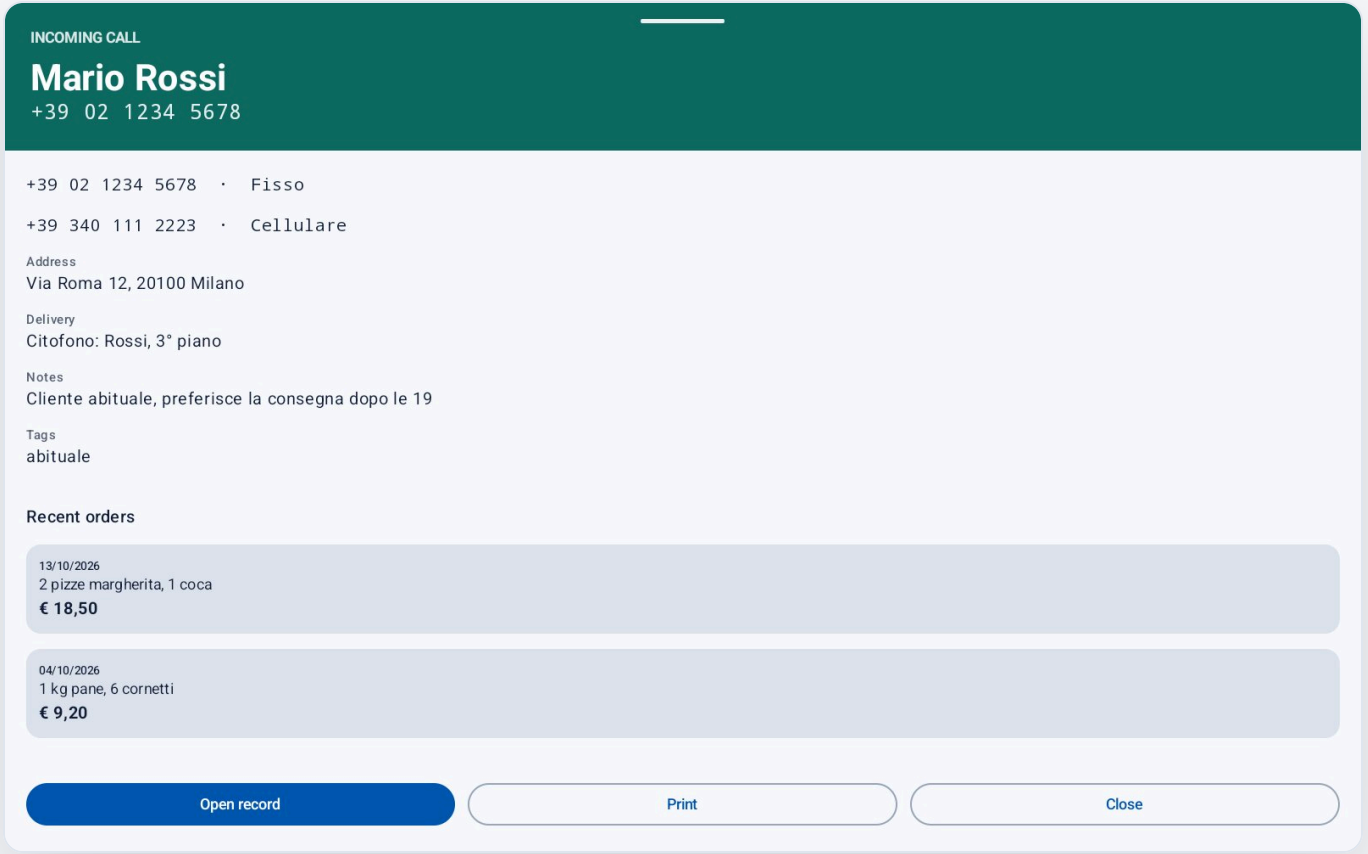
Automatic (match interface)	Follows the home screen you chose.
Full record	The whole record, with a coloured bar on top.
Center card	A card floating over the dimmed screen.
Phone screen	Like a phone's incoming call, with the details below.
Top banner	A slim banner from the top of the screen.
Bold	Full screen with a big coloured header, readable from across the counter.



The same call with the Modern home screen

Pick the one your staff read best

Try them with «Simulate» in Diagnostics: no real call is needed. On a busy counter a large pop-up is read at a glance; the slim banner suits a tablet that stands close to whoever answers.



The call with the POS grid home screen

CHAPTER 6

The record, orders and printing

The customer record

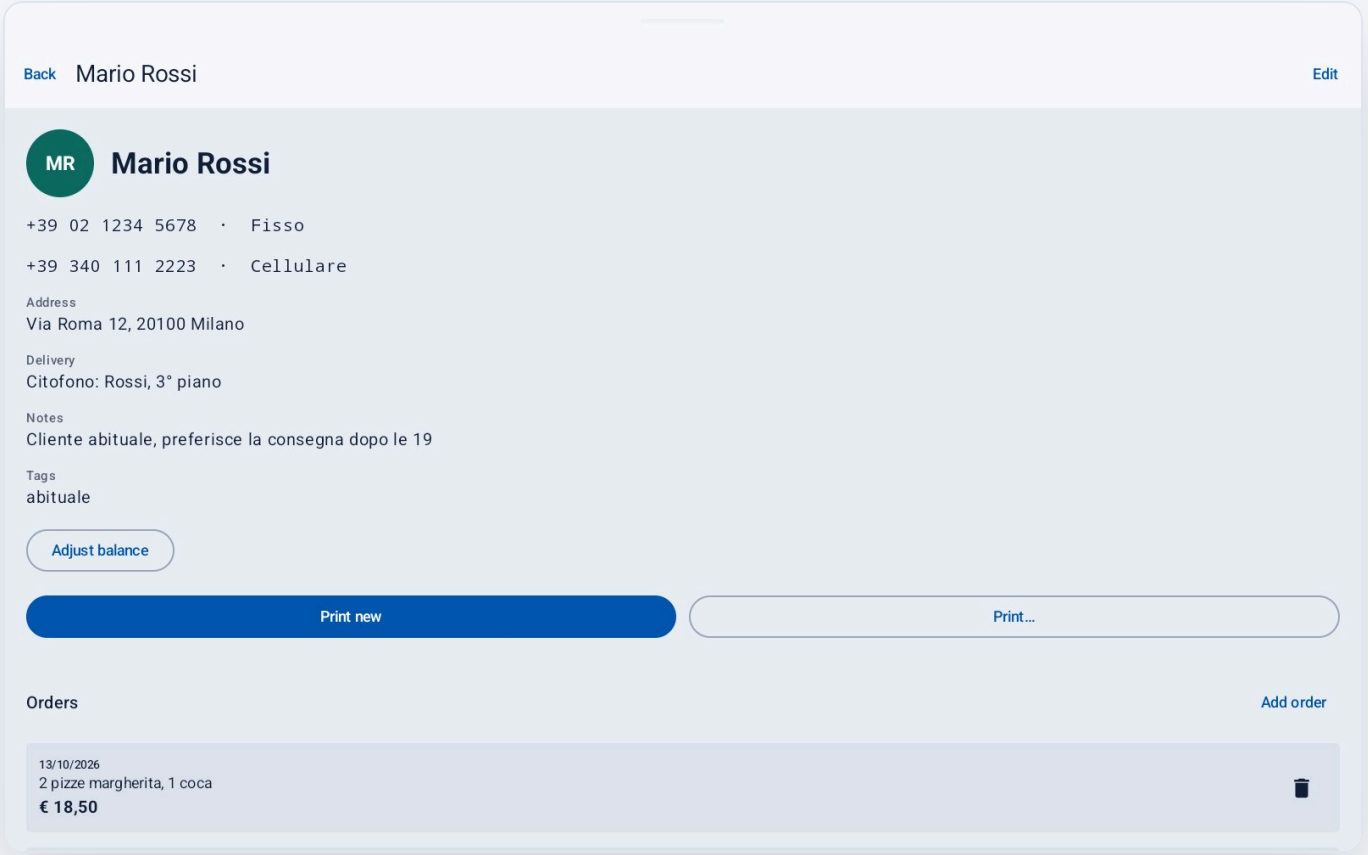
Taking an order

Printing on the terminal's printer

The customer record

Tap a customer on the home screen, or «Open record» on a call. The record shows every number with its label, the address, delivery notes, notes and tags, then the orders.

- «Edit» changes the customer; deleting them is there too.
- «Adjust balance» changes what the customer owes or has in credit.
- «Print new» and «Print…» print the record and orders.



A customer's record with the orders below

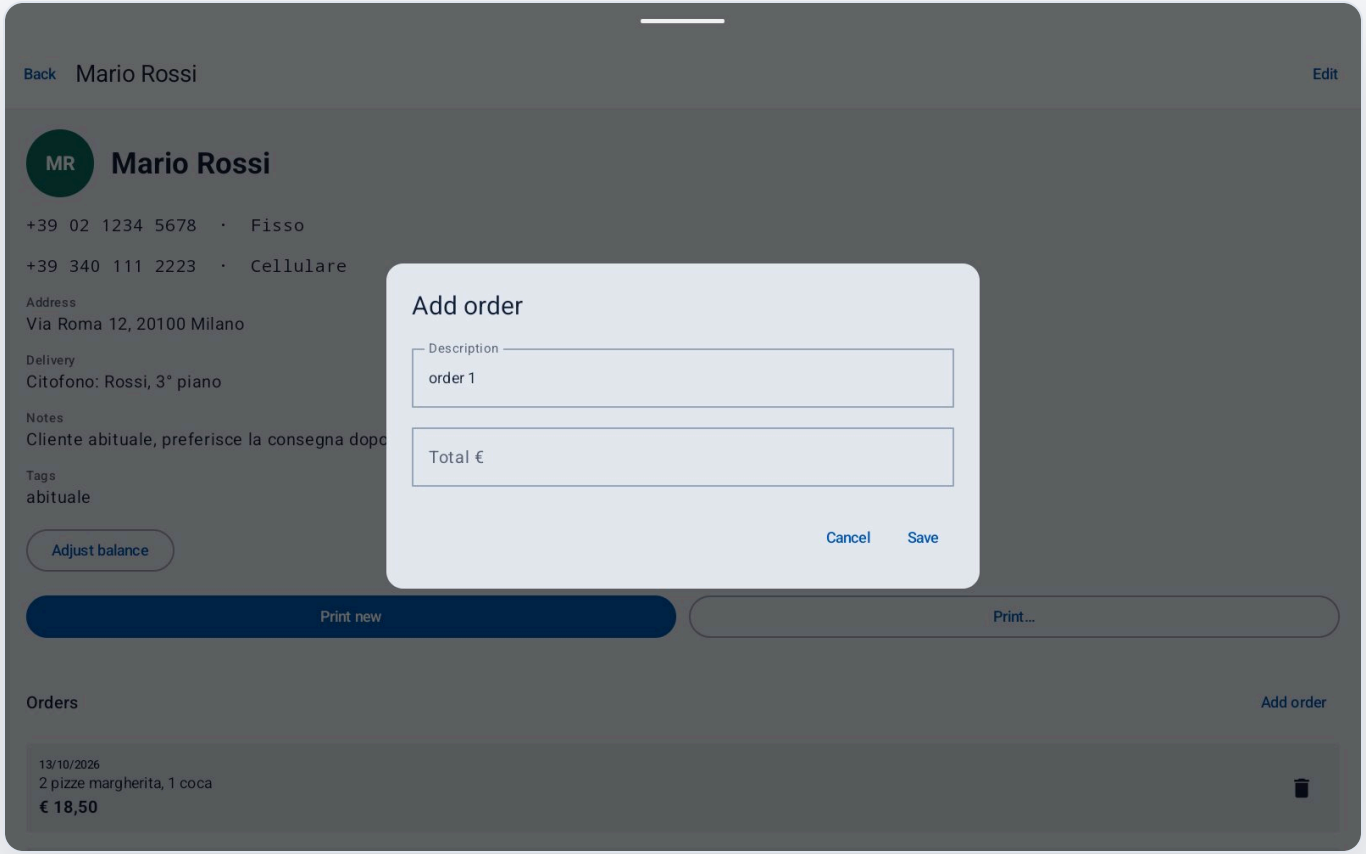
Taking an order

1. **Add order**
   In the record press «Add order». The description is already «order 1», «order 2»… : write what was ordered instead, if you like.

2. **The total**
   Type the total in euros and press «Save». The order goes to the top of the list with today's date.

3. **Change or delete**
   Tap an order to change it; the bin deletes it.

> The last orders also appear on the call pop-up, so whoever answers sees at once what the customer usually takes.



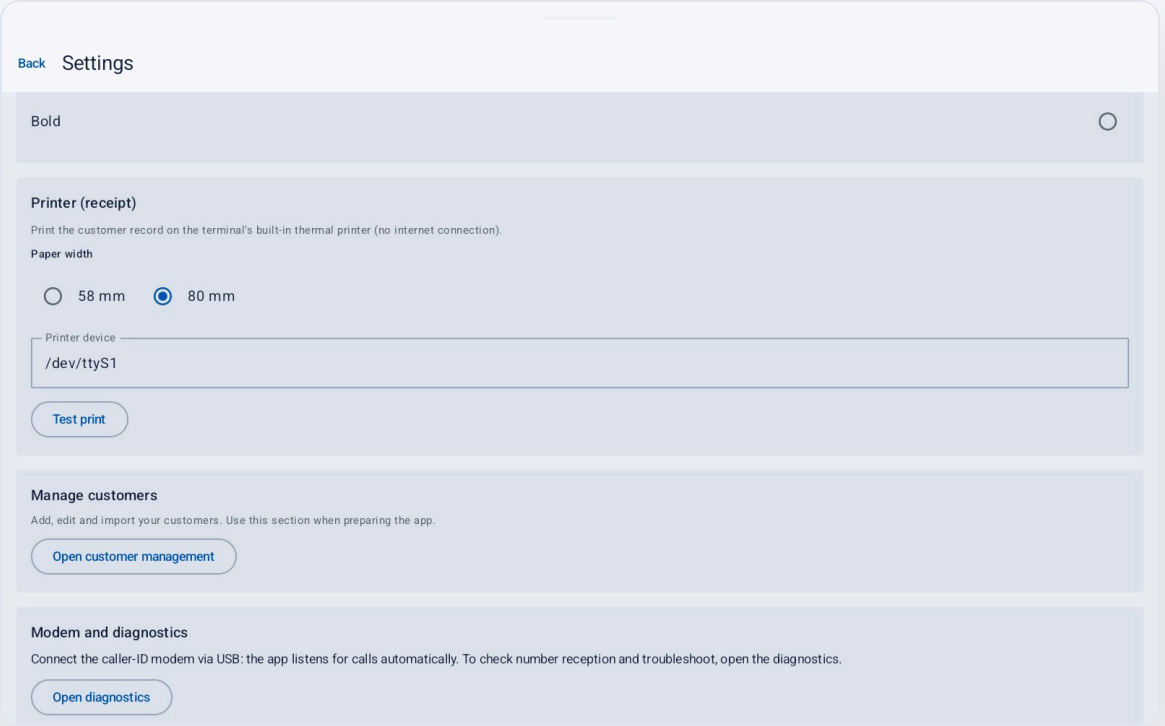
«Add order»: description and total

Printing on the terminal's printer

On an all-in-one terminal with a built-in thermal printer (such as the CITAQ H10), Caller ID prints the customer's details and orders, with no internet and no extra apps.

- «Print new» prints the customer and the orders not printed yet; they are then marked «✓ Printed».
- «Print…» lets you choose which orders to print, to reprint one on purpose.
- «Print» on the call pop-up does the same as «Print new», while the customer is still on the line.

> Set it up in Settings › «Printer (receipt)»: the paper width (58 or 80 mm) and the printer device, usually /dev/ttyS1. «Test print» checks it.



Settings: the printer, customer management and diagnostics

CHAPTER 7

Make it yours

Five home screens · Keypad · Smart search · POS grid · Colours, language and the home screen · How a record opens

Five home screens

Settings › «Interface (layout)». The home screen changes at once; the customers stay the same.

Classic	The list with a search box and a number keypad.
Modern	Large cards with the customer's initials.
Keypad	A phone dialer: type the number and the customer appears.
Smart search	One search box in the middle, nothing else.
POS grid	Big touch tiles, for a till.



Modern: large cards

Keypad

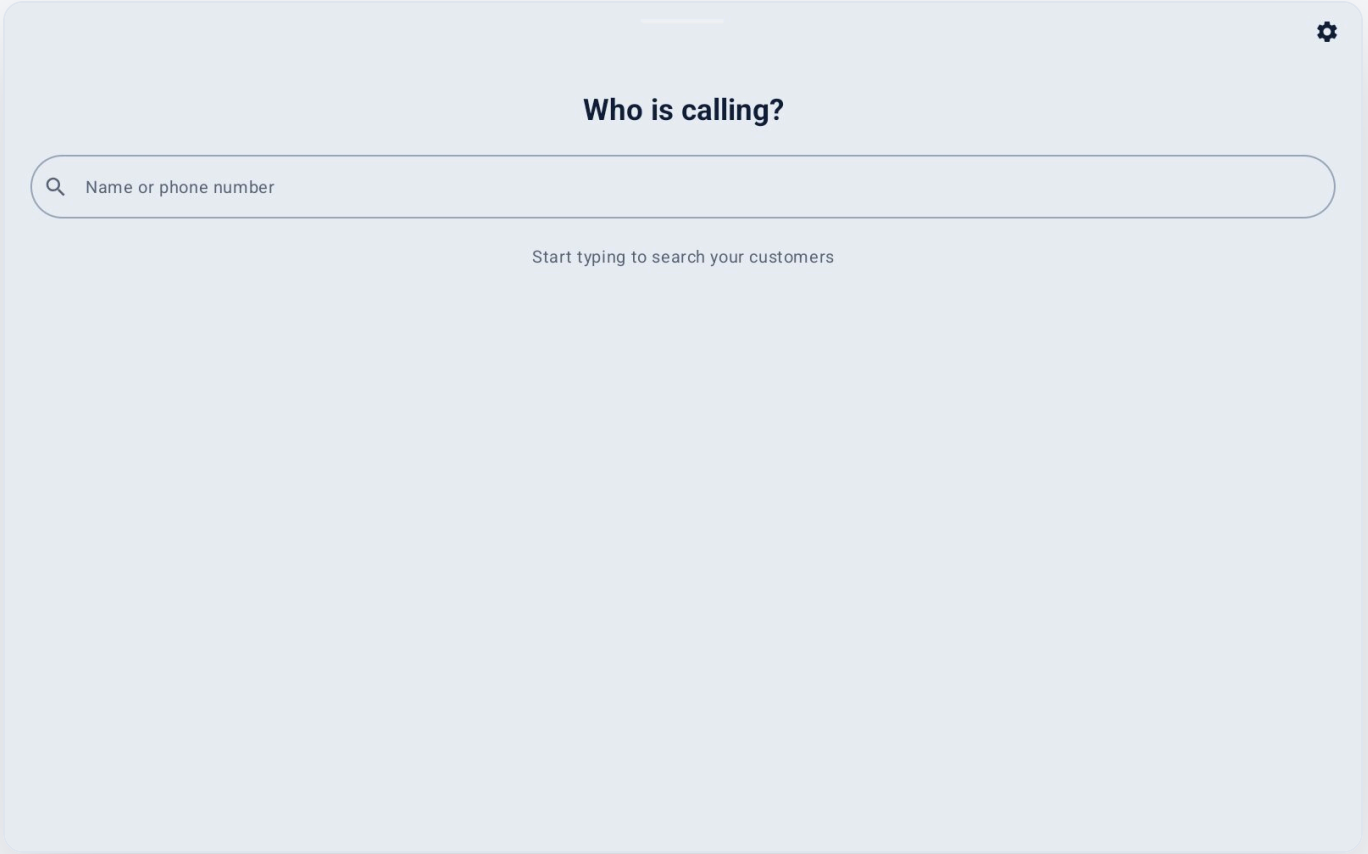
For a counter where people think in phone numbers: dial the first digits and the matching customers come up.



Keypad

Smart search

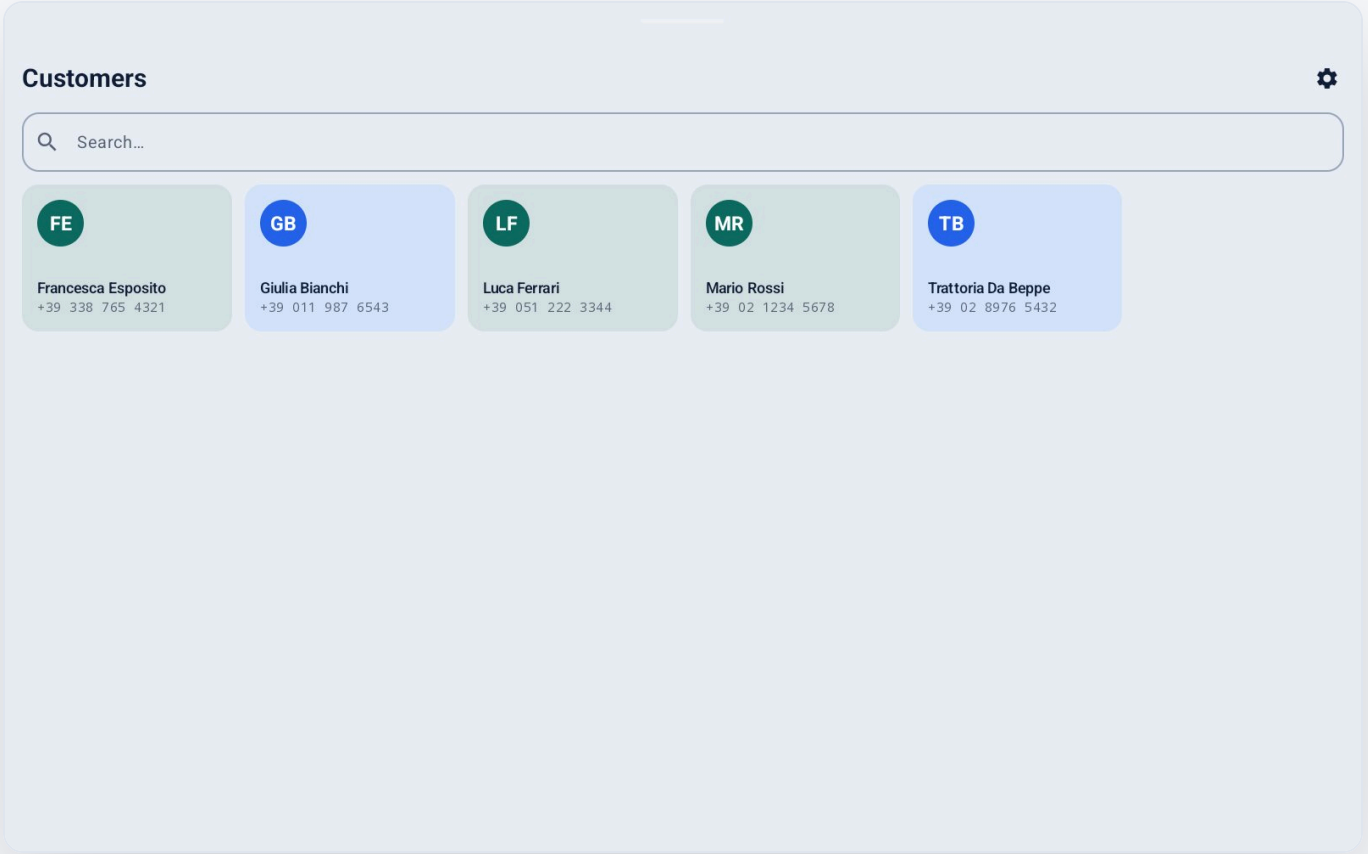
«Who is calling?»: type part of a name or a number. If nobody matches, it offers to add a new customer with what you typed.



Smart search

POS grid

Every customer is a tile, big enough for a quick finger on a busy till.



POS grid

Colours, language and the home screen

- «Appearance (theme)»: Nugezza, Blue, Dark, Warm or Classic.
- «Language»: Italiano, English, Español or Français. The whole app changes at once.
- «Home screen»: turn on the «New customer» button to add customers straight from the home screen.



Layouts, the home screen button and the themes

How a record opens

«Customer sheet (style)» chooses how a record opens when you tap a customer.

Full page	The record fills the screen (the usual one).
Center popup	A window in the middle; the list stays behind it.
Fullscreen	A window over the whole screen.
Panel on the right / left	A side panel: the list stays visible beside it.
Panel at the bottom / top	A panel that slides in from the edge.



Themes and the record styles

CHAPTER 8

Licence and prices

Trial, subscription or for good

From buying to the first call

Moving to a new tablet

Trial, subscription or for good

A licence is for one tablet: the one with the modem. Buy it on this page with your Nugezza account.

Free trial	30 days, once per account, no card
Monthly	€3.99 a month
Yearly	€29 a year
For good	€39, once

A subscription renews while it is active; if you cancel it, the app keeps working until the end of the period paid for.

From buying to the first call

1. **Sign in on this page**
   With your Nugezza account: the same account Nugezza's customers use. No account yet? Create one when you sign in.

2. **Start the trial, or buy**
   «Try it free for 30 days», or choose monthly, yearly or for good and pay by card.

3. **Sign in on the tablet**
   The Nugezza ID form fills the screen: sign in with the same account. That is all: the app opens and keeps the licence up to date.

Moving to a new tablet

1. **Take your customers**
   On the old tablet press «Export backup»; on the new one, «Restore backup».

2. **Move the licence**
   The licence belongs to the old tablet. Write to us in the chat on this site and we move it to the new one.

> If you sign in on a second tablet while the licence is still on the first, it says «Your licence is already in use on another device».

CHAPTER 9

If something goes wrong

Common problems

Questions

Common problems

The pop-up never appears when the phone rings

Open Diagnostics: if «Modem status» says it is not connected, reconnect the modem (through a powered hub) and allow the USB prompt. Check the line is in the modem's LINE socket.

A regular customer shows «Customer not found»

Their number was saved in another form. Open the customer and add the number as the line sends it (with or without the area code).

«The device date is invalid»

The tablet's clock is wrong or was changed. Set the right date and time, then activate again.

A call arrives but the number is missing or scrambled

In Diagnostics try the other caller-ID modes (FSK, DTMF, Bellcore, RAW) until a clean number appears in the real-time log. Italian lines usually use FSK.

«Your licence is already in use on another device»

A licence belongs to one device. To move it to this tablet, ask us in the chat at developer.nugezza.com.

The CSV import skipped rows

The first row must be the header, with the column names in chapter 4. Rows without a usable name or number are skipped.

Questions

Does it need the internet?

To sign in, and at each payment date of a monthly or yearly plan. Customers stay on the tablet; calls and lookups work offline.

Can I try it before buying?

Yes: the 30-day free trial, once per Nugezza account, with no card.

Which languages?

Italian, English, Spanish and French, changed at any time in Settings.

Do I answer calls on the tablet?

No. You answer and talk on your telephone as always: the tablet shows who it is.

Can staff change the customer list by mistake?

Adding, importing and restoring are in «Manage customers» in Settings, not on the home screen.

Does it work with a mobile number?

It reads the shop's landline through the modem. A mobile cannot be connected to it.

Nugezza Caller ID

Nugezza support

For licences, updates and anything else.

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ONLINE GUIDE
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