trueCall™

Call Blocker

Everything you need to know to install and use your trueCall Call Blocker unit

What you will need

- Your trueCall unit
- Your phone, or cordless phone base unit
- A free mains electricity socket near your phone
- trueCall's mains adaptor
- Caller ID service on your phone line (page 4)

**Congratulations on your new purchase!**

trueCall plugs in between your phone and your phone socket. It holds in its memory a list of people that you want to talk to (for example friends and family) - this is called your 'Star list'. It also holds a list of people you don't want to talk to (for example telemarketers) - this is called your 'Zap list'.

When a phone call arrives, trueCall looks at the caller's number and decides how to handle the call. In the standard setup, if the caller is on your Star list, your phone will ring as normal. If they are on your Zap list, trueCall will answer the call for you and ask the caller not to call again. If the caller is unrecognised, they have to identify themselves before your phone will ring, and when you pick up the caller is announced, allowing you to choose whether you want to take the call or not.

trueCall's call handling rules can be changed to meet your own requirements, either through your phone using the Handset Menu, or through your Internet Control Panel. You can also apply rules to other classes of caller such as international callers, or callers who withhold their number.

The advanced Do Not Disturb feature can be useful if you work shifts and need to sleep during the day, if you have a young baby, or if you give lessons or treatments at home and need peace while you work. You will only be disturbed if a call is urgent.

trueCall's voicemail feature takes messages for you when you are out (or if you are in but don't want to be disturbed), and if you buy a trueCall Call Recorder memory card you can record your phone conversations and store them on your PC.
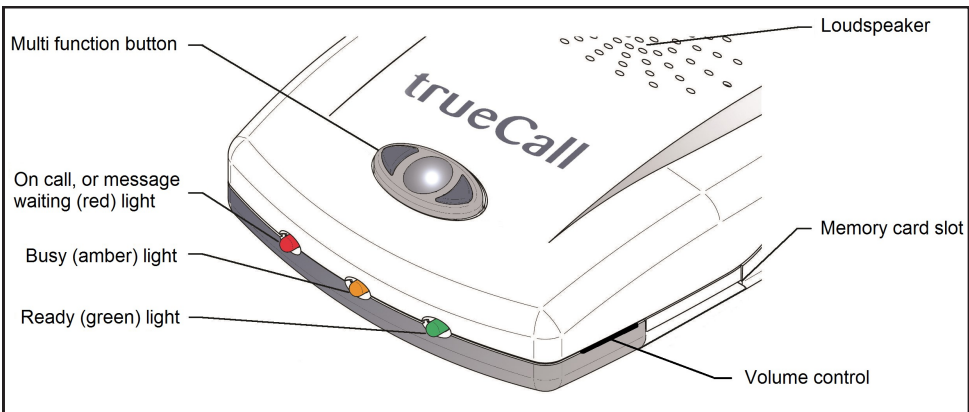
1 **Check you have Caller-ID on your phone line**
In order to access all of trueCall Call Blocker's features you will need the Caller-ID service on your phone line. This displays the caller's number on your phone when they call you, and allows trueCall to distinguish between callers you do want to speak to and those that you don't. Some operators provide the service free - though you have to ask them to turn it on - others charge a small monthly fee.

Before you install trueCall, check that the Caller-ID service is active on your phone line. An easy way to do this is to make a call to your landline from your mobile and check that your mobile's number is displayed on your landline phone. If your phone does not have a display window, then please call your service provider to confirm that the Caller-ID service is active on your line.

**2** **Decide where to install your trueCall unit**
trueCall can operate from any phone socket in your house. If you have a cordless phone system then use the base station's socket, otherwise install trueCall close to the phone you use most often - you want to be able to easily check trueCall to see if you have any messages.

3 **Connect the unit to your phone and power supply**
Unplug your phone's lead from the wall socket, and replace it with trueCall's phone lead. *If you have broadband on your home phone line, you **must** plug trueCall's lead into a broadband splitter/filter.*

Plug your phone's lead (or the lead from your cordless phone base station), into the socket at the back of trueCall.

Plug the mains adaptor into the power socket at the back of trueCall and into a wall socket - the lights will flash for about a minute, then trueCall will say 'Ready' with just the green light lit.
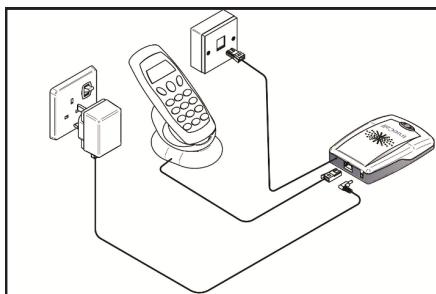
4 **Turn off your phone's answering/voicemail facility**
trueCall takes messages for you, so if your phone has an answering feature you need to turn it off.

5 **Recording your personal greeting**
After a minute trueCall will ring your phone. Pick up, and follow the instructions to record a short personal greeting, or hang up to keep

the default greeting. This greeting introduces you - for example "Welcome to the Smiths". It confirms to callers that they have got through to the right number. You can re-record your greeting at any time through the Handset Menu (page 14).

6 **Set up your Internet Control Panel to see details of your calls**
Perform a manual Weblink (press down and hold trueCall's button for two seconds - it will beep and say "Weblink started", then a few minutes later "Weblink completed OK"), then go to www.trueCallControl.co.uk and click on 'Register' (page 19).
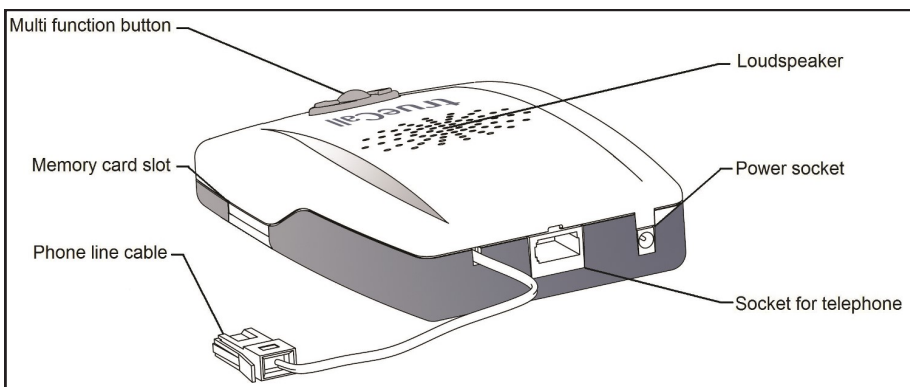
Phones and phone lines

trueCall works with a wide range of phone equipment including corded and cordless phones, and it protects all the phones that are plugged into it. If you have a number of extensions in your house we recommend that you use a multi-handset cordless phone system*.

If you do have extension phones plugged into other sockets in your home then these may give a short tinkle when trueCall checks or rejects a caller, and they may not ring when you receive a call from someone that trueCall has intercepted.

Some corded phones automatically check the 1571 network voicemail service at regular intervals and display a 'Message waiting' light. We recommend that you do not use these phones with trueCall.

trueCall was designed for use in the home and will work on landlines and cable phone lines. trueCall was not designed to work with office switchboards, VoIP lines, lines that are shared with a fax machine, or anywhere you need to dial '9' for an outside line.

* you can also wire up to four extension phones through trueCall

Multi function button

Loudspeaker

Memory card slot

Power socket

Phone line cable

Socket for telephone

trueCall keeps two lists of phone numbers in its memory - the Star list, which holds the phone numbers of people who you are always happy to speak to (friends, family, etc.), and the Zap list, which holds the phone numbers of people you don't want to speak to (call centres, etc.). There are many different ways of putting numbers onto your Zap & Star list (page 12).

When a call arrives with a Caller-ID that is on the Star list, trueCall rings your phone as normal.

When a call arrives with a Caller-ID that is on the Zap list, trueCall answers the call for you (without your phone ringing) and plays the caller a polite message:-

> *"We're not interested in your call – please hang up now and don't call us again!"*

You can use trueCall's standard Zap announcement, or you can record your own (page 17).

Call handling Profiles

So what about calls where the Caller-ID is not on either your Zap or your Star list, or where there is no Caller-ID? You can choose from four different call handling Profiles that each deals with unrecognised callers in a different way, or if you prefer you can completely customise your call handling. This can all be done at the Handset Menu (page 14) or at your Internet Control Panel (page 19).

The default Standard Profile meets most peoples' needs.

Standard Profile

If the Caller-ID is available but isn't on your Zap or Star lists, if you don't have Caller-ID on your line, or if the caller's number is unavailable or withheld then trueCall answers the call without your phone ringing, and plays your personal greeting to the caller - for example:

> *"Hello, you're through to the Smiths"*

then asks the caller to say their name:-

> *"Please say your name after the tone then press hash".*

If the caller doesn't say anything or doesn't press hash, trueCall will ask a second time. If still nothing is heard, it will say "Goodbye" and hang up.

If the caller does say their name and press hash (e.g. "Sally"), trueCall tells them that it is trying to put them through, puts them on hold, then rings your phone. When you pick up, trueCall says:-

> *"You have a call from - **Sally** - Press 1 to accept the call, hash to Zap the caller, or hang up to ask the caller to leave a message. Press star to accept the call and Star the caller".*

Having heard the caller's name spoken in their own voice, you can now decide how you want to deal with the call -

- If you want to speak to the caller, press '1' on your phone, and trueCall will connect you.

- If you don't want to speak to the caller, but want trueCall to take a message, just hang up - trueCall will ask them to leave a message.

- If you want to tell the caller to go away and not call you again, press the hash key on your phone (**#**) and then hang up. trueCall will play them the Zap announcement telling them that you are not interested in their call, and if the call arrived with a Caller-ID number this will be automatically added to your Zap list.

- If you want to speak to the caller, and are happy to receive calls from them in the future, press ✶ on your phone. trueCall will add the caller's number to your Star list and then connect you.

This process of asking the caller to identify themselves is called Whisper. After a short while you will become familiar with these options and will be able to deal with the call without needing to listen to the full announcement.

Whisper is very effective - silent calls and recorded message calls can't press hash so are blocked; and most telemarketers hang up when they are asked to say their name; malicious callers are reluctant to identify themselves, and know that in any case you won't accept their call.

trueCall also allows you to manage your time better - if you are busy, you can speak to your most important callers and let trueCall take messages from the rest.

You can personalise your Whisper announcement (as you can many of the announcements that trueCall plays to callers under different circumstances) by recording it in your own voice using your own choice of words (page 17).

International Block Profile

This Profile is very effective if you want to stop calls from international call centres but are happy to let all other calls through. When a call arrives with a Caller-ID starting '00' or is marked as being 'International' or 'Unavailable' trueCall answers and asks the caller to enter the Callers Code (page 11). You can give this code to friends and family who call you from abroad – when they enter the code your phone will ring, but international call centres who don't know the code are blocked.

Note: Some network operators send through the Caller-ID number of international calls and others don't - you can tell by checking your call list at your Internet Control Panel. If you do receive international Caller-IDs then you can add friends and family who live abroad to your Star list so that they are not intercepted.

Lock Down Profile

If you only want to speak to friends and family members then select the Lock Down Profile. Callers on your Star list will ring through, but all other callers will be asked to leave a message. If a friend calls from a line that doesn't pass on Caller-ID, then when trueCall answers they can enter the Callers Code to get through.

Accept All Calls Profile

You may just want to use trueCall as an answering machine, call logger or call recorder. The Accept All Calls Profile turns off all trueCall's call blocking features so that all calls get through.

Custom Profile

The Custom Profile allows you to specify exactly how you want trueCall to handle each of nine Categories of caller during the day and, separately, during the night. There are ten different ways that trueCall can handle a call (Callflows). You can choose, for example, to handle international callers with the *Whisper* Callflow during the day, but at night to handle the call with the *Ask caller to leave a message* Callflow.

You can set up your Custom Profile using the Handset Menu or the Internet Control Panel, but you must use your Internet Control Panel if you want to specify different call handling for day and night. By default trueCall defines the day as being from 7:30am to 10:30pm, but you can change this at your Internet Control Panel.

Caller categories

trueCall recognises nine different categories of incoming caller:-

1. Star list caller – These are calls from people whose number you have chosen to put onto your Star list. They will be friends, family members, or other welcome callers.

2. Zap list caller – These are calls from people whose number you have put onto your Zap list – people you don't want to speak to.

3. Caller not recognised – These are calls from people whose Caller-ID is available, but who aren't on your Zap or Star list, and who don't fall into any of the other categories of call (business, mobile, international etc.).

4. Withheld number caller – These are calls from people who have chosen to withhold their phone number. Call centres and malicious callers often do this, but so do individuals, healthcare organisations, businesses and government departments.

5. International caller – These are calls from people who are calling from another country and whose phone number, if available, is not on your Zap or Star list.

6. Mobile phone caller -   These are calls from people using a mobile phone, but whose Caller-ID isn't on your Zap or Star list. Note that malicious callers often call from mobile phones using pay-as-you-go SIM cards (i.e. from an 07 number).

7. Business caller - These are calls from a Caller-ID that is recognised as a business number (maybe a call centre), but which isn't on your Zap or Star list (i.e. from a 03, 05, 08 or 09 number).

8. Number unavailable – These are calls which have arrived with no valid Caller-ID information. The Caller-ID may have been 'lost' as the call was transferred from one network to another, or the call may have come from an overseas call centre, or VoIP system such as Skype.

9. Payphone – If your network operator is BT, trueCall can identify calls from many public payphones.

At all times your Zap & Star list takes priority so a call from an '07' number that is on your Star list is classed as a 'Star list caller', but if the number is not on your Zap or Star list it is classed as a 'Mobile phone number'.

Callflows

trueCall Call Blocker offers ten possible ways that an incoming call can be handled:-

1. Accept call - trueCall rings your phone as normal, and if you don't answer will ask the caller to leave a message.

2. Ask caller to say their name & press '#' * - (Whisper) trueCall asks the caller to say their name and press hash. It then rings your phone and announces them (see full description on page 6).

3. Block with Zap message* - trueCall plays an announcement telling the caller to hang up and not call again.

4. Ask caller to leave message* - The caller hears ringing for 8 seconds (but your phone doesn't ring) and is then asked to leave a message (as though you are not at home).

5. Block with anonymous caller message* - trueCall plays an announcement to the caller saying that you don't accept calls from anonymous callers.

6. Ask caller to press a button* - (Shield) trueCall plays your personal greeting and then the Shield Announcement:

"If you are family or a friend please press 5[†], if you are a cold caller please hang up and don't call us again".

Shield is particularly useful as an alternative to Whisper for older people who are confused when their phone rings and the caller is announced. It is still effective at blocking the vast majority of nuisance calls, but requires no action by the user.

[†] The Shield Breakthrough Number is randomly generated for each trueCall unit.

7. Block with ringing - trueCall ignores the call and doesn't ring your phone (though any extension phones will ring). The caller hears ringing and believes that you are not at home. trueCall won't ask the caller to leave a message, but if you have a network voicemail service this may answer the call and take a message.

8. Ask caller for Callers Code - trueCall asks the caller to enter a code. If they enter it correctly your phone rings.

9. Block with unobtainable tone* - trueCall plays the unobtainable tone to the caller so they think that you have changed your number. This is effective against telemarketers (who may take your number off their list), and malicious callers.

10. Ask caller to say their name* - trueCall asks the caller to just say their name. It then rings your phone and announces them.

* note about your Callers Code

If one of your friends calls from abroad, is calling from a line where the Caller-ID is withheld, or is just calling from a borrowed phone then trueCall will treat them as an unrecognised caller and may block their call. trueCall has a solution to this. When they are blocked by trueCall the caller just needs to enter your Callers Code. trueCall will recognise them as a welcome caller and will directly ring your phone.

The default Callers Code is the last two digits of the unit's serial number, but you can set your Callers Code to something memorable in the Handset Menu or Internet Control Panel.

Advanced Do Not Disturb

If you double tap trueCall's button it turns on Do Not Disturb and trueCall's green light will flash. Double tap the button again to turn it off (it will automatically turn off after 8 hours).

When Do Not Disturb is on, then rather than ringing your phone, trueCall sends callers directly to its built in voicemail, except for callers on your Star list who hear the announcement:-

"I'm busy at the moment - press the hash button to ring my phone and disturb me, or please leave a message after the tone"

You can personalise the announcement (page 18), and there are three options at the Internet Control Panel that control the way that Do Not Disturb works (under 'Options' and 'Do Not Disturb').

Turn off Do Not Disturb if phone is used - trueCall can automatically take you out of 'Do Not Disturb' if you perform an action such as making a call, accepting a call, or listening back to your messages. This prevents you from accidentally leaving Do Not Disturb on. By default this feature is OFF.

Do Not Disturb time limit - trueCall will automatically take itself out of 'Do Not Disturb' after a set period of time. This prevents you from accidentally leaving Do Not Disturb on. By default trueCall takes itself out of Do Not Disturb after 8 hours, but you can change this.

Do Not Disturb operation - you can turn the Do Not Disturb feature OFF, or select one of three operating modes - giving just Star list callers the option to disturb you, giving all callers the option to disturb you, or sending all callers to voicemail.

Note: If Do Not Disturb is ON and a trusted caller calls from a line that withholds its number then they ring your phone by entering the callers code when they hear the voicemail announcement.

Your trueCall unit can hold 1,000 Zap & Star list numbers plus 190 caller names. There are lots of ways of putting someone on your Zap & Star list using the hash and star keys on your phone:-

- When Whisper announces an unrecognised caller press the star key (✱) to put the caller's number onto the Star list or the hash key (#) to put it onto the Zap list.

- When you call one of your friends, dial their full number (including dialling code) with ✱ added to the end. This will call them and tell trueCall to add them to your Star list.

- You can add numbers to your Zap & Star list in the Handset Menu (page 14).

- You can add numbers to your Zap & Star list at your Internet Control Panel (page 19) either individually or imported from your contact management software. You can also add the caller's name which will then be displayed on your phone when they call. As well as specifying individual numbers, you can specify number ranges using the Wildcard feature.

- When trueCall's Voicemail is playing back a message through your phone handset press the star key (✱) to add the caller to your Star list or the hash key (#) to add them to your Zap list.

- At your Internet Control Panel, under My Options - Advanced Settings – Dynamic List management you can choose to automatically add anyone you call to your Star list.

- If you turn on Mid Call Star* at your Internet Control Panel you can Star a caller at any time during an incoming call by pressing the star (✱) key. If their Caller-ID is available trueCall will put them on hold and will privately ask you to confirm by pressing the star key again. If the Caller-ID is available it will put the caller onto your Star list. It will then reconnect you to continue your call.

- If you turn on Mid Call Zap* at your Internet Control Panel you can Zap a caller at any time during an incoming call by pressing the hash (#) key. trueCall will put them on hold and will privately ask you to confirm by pressing the hash key again. trueCall will then play the Zap announcement to the caller. If the Caller-ID is available it will also put the caller onto your Zap list.

* Note: Mid Call Zap/Star do not work on outgoing calls to prevent confusion if you call an automated system that requires you to press keys on your phone.

trueCall has a built-in voicemail system that can store 12 minutes of messages from your callers. You control it from your phone handset, and it speaks to you telling you what your options are at each stage.

If you use the Whisper feature trueCall won't work with an external answering machine, so if your phone has an answering facility we recommend that you turn it off.

Playing back your messages

trueCall flashes it's red light to tell you that you have new messages or missed calls waiting - 1 flash for 1 message, 2 flashes for 2 messages, 3 flashes for 3 messages and 4 flashes for 4 or more messages.

There are three ways to play back your messages - from your phone, by pressing the button on the unit, or by dialling in when you are away from home.

1. Playback from your phone handset

Pick up the phone attached to trueCall, and when you hear the dial tone press trueCall's button (or dial hash star - # ✳ - on your phone). trueCall tells you how many messages you have, and then plays them back one at a time. At the end of a message, or at any time during the playback of a message, you can choose to delete, save or repeat the message. You can listen to the message details, ring the caller back, add the caller to your Zap or Star list or, if you have a trueCall Call Recorder memory card installed, you can archive the message to the card.

2. Quick playback through the speaker

Press trueCall's button to quickly playback your messages through trueCall's speaker. Press the left button to save the message or the right button to delete it.

3. Checking your messages when you are away from home

When you are away from home you can use Remote Access. Just call your home phone number, and when trueCall's voicemail answers press star (✳). trueCall will ask for your PIN and then allow you to play back your messages and access the Handset Menu. A few seconds after you hang up trueCall will do a Weblink.

trueCall tidies up your voicemail message memory for you, deleting Saved Messages that are over 30 days old.

The Handset Menu allows you to change many of trueCall's settings, record your personal greeting and your own announcements, check and edit your Zap & Star list, and listen to your voicemail messages. A series of voice prompts tell you what options are available. You can also edit these settings at the Internet Control Panel.

To access the menu, pick up your phone, wait for the dialling tone and press the trueCall button (the button on the top of the unit). trueCall first plays back any messages through the speaker, then offers the Handset Menu. You can press '0' to skip the messages (If you are away from the trueCall unit dial hash star (**# ✶**) to access the messages and menu).

trueCall's top priority is to allow you to make and receive phone calls, so if a call arrives when you are listening to message, or when you are in the Handset Menu trueCall will abandon your session and connect the caller.

The following options are available in the menus:

1►Change your Personal Greeting - Record your own short greeting. This greeting introduces you - for example "Welcome to the Smiths". It confirms to callers that they have got through to the right number. Those who have dialled a wrong number will just hang up.

2►Listen to messages - Listen to your new and saved messages. If you have a trueCall Call Recorder memory card installed you can also listen to your call recordings.

3►Edit your Zap & Star list

3►1►Add a telephone number to the list - Enter the full telephone number (including the dialling code) then star (✶) to add it to your Star list, or hash (**#**) to add it to your Zap list.

3►2► Check a number - Enter a full telephone number to check whether it is on the Zap or Star list, and if it is, you have the option to delete it from the list.

3►3► Record a Stored Whisper - Stored Whispers are whispers that you set up for your starred callers so that when you playback their messages trueCall can say "Message received from 'Kate'" rather than "Message received from '0207 946 0123'". Enter a full telephone number and then record a Whisper message.

4► Change trueCall options

4►1►Change security settings

4►1►1►Change Security Level - trueCall offers three levels of security - Standard (default), Enhanced, and High.

Security level	Playback Voicemail messages	Access Handset Menu	Dial up Remote Access
Standard security	No PIN required	No PIN required	PIN required
Enhanced security	No PIN required	PIN required	PIN required
High security	PIN required & trueCall button disabled	PIN required & trueCall button disabled	PIN required

4►1►2►Change your PIN - By default your PIN is the last 4 digits of trueCall's serial number (on the barcode label on the underside of the unit). You can change your PIN to something more memorable or secure - it can be up to 8 digits long.

4►1►3►Switch Remote Access ON or OFF - Remote Access allows you to dial in to trueCall from another phone, listen to your messages and access the Handset Menu. By default it is ON, but for security reasons you may want to switch Remote Access OFF.

4►1►4►Change Callers Code - your Callers Code may be up to three digits long. By default the it is the last two digits of your unit's serial number. You can change it to something more memorable.

4►2►Voicemail options

4►2►1►Record your Personal Voicemail Announcement - This announcement invites the caller to leave a message. You don't need to introduce yourself, as this is done by your personal greeting. The standard personal voicemail announcement is:-

"Sorry, there's nobody free to take your call at the moment - please leave a message after the tone"

You may like to record a similar message in your own voice.

4►2►2►Change Ring Duration - You can change the amount of time your phone will ring before the caller is sent to voicemail. By default, this is 15 seconds. Generally voicemail systems answer after 9 to 25 seconds (4 to 8 rings).

Important note – if you are using a 1571 network voicemail service, trueCall's voicemail must answer your calls before the 1571 network voicemail service. In this situation we recommend that you set trueCall's ring duration to 9 seconds.

4►2►3►Switch Audible Message Alerts ON or OFF - As well as flashing its red LEDs to alert you that you have new messages, trueCall can also play a 'beep' through its speaker once a minute. By default, Audible Message Alerts are OFF.

4►2►4►Switch Missed Call Reporting ON or OFF - If Missed Call reporting is ON, trueCall will tell you about Missed Calls when it plays back your messages (page 10). By default, Missed Call Reporting is ON.

4►2►5►Record your Personal 'Ring Back Later' Announcement - this announcement is used if trueCall doesn't have enough memory to record a message.

"Sorry, there's nobody free to take your call at the moment - please call back later"

You may like to record a similar message in your own voice.

4►3►Call handling Profile

Profiles allow you to specify how you want trueCall to handle your incoming calls. You can choose from one of 4 pre-set Profiles or customise the call handling with the Custom Profile (pages 6 -11).

Profile	How the calls are handled		
Standard	Star list callers	-	*Accept the call*
	Zap list callers	-	*Play the Zap message*
	All other callers	-	*Asked to say their name and press hash*
International block	International, Withheld and Unavailable	-	*Ask caller for callers code*
	All other callers	-	*Accept the call*
Lock down	Star list callers	-	*Accept the call*
	All other callers	-	*Ask caller to leave message*
Accept all calls	All callers	-	*Accept the call*
Custom	Specify exactly how you want each category of caller to be handled during the daytime and during the night time (page 10)		

4►4►Record Personal Announcements

While trueCall comes with a complete set of announcements, your callers prefer to hear announcements made in your own voice as it confirms to them that they have got through to the right number.

trueCall lets you record your own announcements.

We recommend that you write down what you want to say before you record your personalised announcements. Make sure that you are in a quiet place, as any background noise can be picked up. When you have finished, dial into your phone from another line and check that your announcements are operating as you would like. You can always re-record them or revert back to the standard announcement.

Your own personal announcements are stored with your answering machine messages. If there is not enough memory available the menu will not offer the option to record these announcements.

4►4►1►Record your Personal Whisper Announcement - The standard announcement is:-

"trueCall is screening our calls. Please say your name after the tone then press hash."

This is played after your personal greeting, and just needs to ask the caller to say their name after the tone and press hash. You may like to change the wording.

4►4►2►Record your Personal Shield Announcement - The standard announcement is:-

"If you're family, a friend or an invited caller please press 5, if you are a cold caller please hang up and don't call us again"

It comes after your personal greeting and needs to tell invited callers to press the Shield Breakthrough number, and cold callers to hang up.

Note: The Shield Breakthrough Number is randomly selected for each trueCall unit - the standard Shield announcement will tell you your number.

4►4►3►Record your Personal Zap Announcement - This is the announcement played to callers when you Zap them, and also when trueCall recognises a Zapped caller ringing back. The standard announcement is:-

"We're not interested in your call – please hang up now and don't call us again!"

4►4►4►Record your Personal Anonymous Caller Rejection Announcement - This announcement is played to callers who you have blocked because they have withheld their number. The standard announcement is:-

"As you are withholding your number I can't connect you"

4►4►5► Record your Personal Wait Announcement - During the Whisper or Shield process this is played to the caller after they have identified themselves, and while your phone is ringing. The standard announcement is:-

"I'm trying to put you through, please wait a moment"

If you play music in the background when you record this announcement you can create your own personal 'on-hold' music for your callers. The recording must be at least as long as your ring duration.

4►4►6► Record your Personal Callers Code Announcement - The standard announcement is:-

"Please enter your code"

4►4►7► Record your Personal Do Not Disturb Announcement - The standard announcement is:-

"I'm busy at the moment - Press the hash button to ring my phone and disturb me, or please leave a message after the tone"

4►5► Change Call recording settings (option only available if memory card is installed)

4►5►1► Incoming call settings – You can choose how incoming calls are recorded. Options are to turn incoming call recording off, to record selected incoming calls, or to record all incoming calls. For more details see the Call Recorder guide.

4►5►2► Outgoing call settings – You can choose how outgoing calls are recorded. Options as above.

5►Set the system date and time - trueCall Care sets its date and time by dialling into our server when you power it up. (an 0208 number). Alternatively you can set the date and time manually here.

6 ►System information - System information tells you about your trueCall unit – software versions, how much recording time is left on your memory card, details of unauthorised access attempts, etc.

7 ►Reset your system - This deletes all your voicemail messages and personal announcements, and resets your options including your PIN (reset to the last 4 digits of the serial number printed on a label on the underside of your unit). If you reset your system you CANNOT later retrieve any of this information.

If you have access to the Internet then you may find trueCall's optional Internet Control Panel useful. It is a secure web page on the Internet (www.trueCallControl.co.uk) where you can review details of the calls that you have made and received, and can change trueCall's settings.

Access to the Internet Control Panel is free for the first year, and there is a small annual fee for subsequent years (see our website for current charges).

Registering

Before you use your Internet Control Panel for the first time you need to register your trueCall unit. Go to www.trueCallControl.co.uk and click on 'Register'. You are asked for your name, email address and your unit's serial number (printed on the bottom of your unit).

Weblink

Weblink is the process that synchronises your trueCall unit with the Internet Control Panel. To do this trueCall dials up our server in London (a standard 0208 number). Weblink calls generally last less than a minute (though your initial Weblink may take 5 minutes).

As standard, trueCall only does a Weblink when you ask it to*, but you may like it to perform a regular scheduled Weblink to keep your control panel up to date – for example once a day, once a week, or every weekend. These scheduled Weblinks take place in the middle of the night, and these calls may be free under your calling plan (so that you are not disturbed, trueCall is silent when it carries out scheduled Weblinks).

If you want to keep your control panel up to date with all the calls you have received while you are at work, on holiday, or are away on a business trip, you can get trueCall to do a Weblink after each unanswered call.

If you are away from home you can get trueCall to do a Weblink by making a Remote Access call (page 13).

Note: trueCall does a quick Weblink that lasts only a few seconds when it is powered up to get the current date and time from the server. This saves you having to set its clock every time it is plugged in.

* You can perform a manual Weblink at any time by holding down trueCall's button for two seconds. It will beep and say "Weblink started", then a few minutes later "Weblink completed OK".

Using your Internet Control Panel

Once you have registered and logged in to your Internet Control Panel you will see a screen with a number of options:-

Home - This page carries useful information, hints and tips and news. It also gives a summary of incoming and outgoing calls.

My calls - You can view details of your calls here. Just like your mobile phone, trueCall keeps a record of all the calls that you make and receive, including incoming calls that are blocked and those that are not answered. If you see an unfamiliar number you can try to identify who has been calling by looking it up.

For each call it shows the phone number, date, time and duration of the call and the action that trueCall has taken.

My Zap & Star list - You can add phone numbers and names to your Zap & Star list, and import and export the lists.

Handling incoming calls - You can tell trueCall how you want your incoming calls to be handled by either choosing one of the pre-set Profiles, or by selecting the Custom Profile, and specifying exactly how you want trueCall to handle your calls during the day and the night.

My Options - You have a wide range of options available to get trueCall working exactly as you want. You can change trueCall's security settings, tailor the way that trueCall's built in voicemail system operates, choose how you would like Weblink to operate, and access a number of advanced settings.

My Account - This holds your personal name and address details and preferences. If you keep this up to date we can support you and keep in touch with offers and information about new features and upgrades.

Support - This has a list of frequently asked questions and known issues. You can directly submit a support request to our team.

If you have a Smartphone you can see a specially formatted call list at www.truecallcontrol.co.uk/mobile.

Green on	
	Your phone is ready, and free for you to make or receive a call.

Green on with flashing red	
	You have new messages/missed calls waiting. The number of flashes indicates the number of new messages/missed calls.

Red and amber on	
	An incoming caller is being handled by trueCall. The caller may be going through the Shield or Whisper process, or may be listening to the Zap announcement, ringing, or the unobtainable tone.

Red and amber flashing	
	trueCall is ringing your phone. If you press the button the caller's details will be announced through the speaker, and you can choose whether to accept, ignore, or Zap the caller.

Red on / flashing	
	An incoming or outgoing call is in progress. If you are recording the call using a Call Recorder memory card the red light will flash.

Green and Amber flashing	
	A caller is leaving a message on trueCall's voicemail. If you press trueCall's button you will hear their message as it is being left, and can pickup the handset if you want to speak to them.

Green with flashing blue	
	This warns you that you have configured trueCall to record all incoming and/or outgoing calls, but there is no memory card inserted (or the card is full, faulty or write protected).

Safety

- The power supply should be plugged into a standard 3 pin socket outlet. The trueCall unit must be installed near the socket-outlet and must be easily accessible. Only use a genuine trueCall power supply - any other power supply will invalidate your guarantee and may damage your unit.

- Simply clean trueCall with a damp cloth. Do not use chemicals or abrasive cleaning products.

- Do not open trueCall as there are high voltages inside the unit.

- Do not touch the plug contacts with sharp or metal objects.

Environmental

- trueCall is intended for indoor use only.

- Do not submerge any part of trueCall in water and do not use it in damp or humid conditions, such as in bathrooms.

- Do not expose trueCall to fire, explosive or other hazardous conditions.

- There is a slight chance that trueCall could be damaged by an electrical storm. Such damage is not covered by the guarantee, so we recommend that you unplug the power and phone line cord for the duration of the storm.

Specification & compliance

trueCall is designed to be connected to an analogue phone line. In the event of a power failure calls may still be made and received by the phone attached to trueCall.

Pins 1 and 6 of trueCall's phone socket are reserved.

The CE mark attests to trueCall's compliance with the essential requirements of the R&TTE Directive.

Dimensions (H x W x L)	35 x 95 x 140 mm
Weight (unit only)	180 g
Operating voltage	240v 50 hz

trueCall Call Recorder & Message Centre

trueCall Call Recorder allows you to make audio recordings of some or all of your phone calls. It also allows you to save any important voicemail messages to your PC.

Why would you want to record calls?

- When you have bought something over the phone it is easier to resolve disputes over 'who said what to who, and when' - this can prevent mis-selling and slamming

- If you receive malicious calls then call recordings may make it easier to take action to stop them

- Banks and insurance companies often keep recordings of calls for their own protection - why shouldn't you do the same?

- You can keep a record of harassment by debt collection companies

trueCall Call Recorder is a specially formatted SD Card - the same sort of memory card that is used in many digital cameras. It comes with trueCall Message Centre software that allows you to copy your call recordings and messages to your PC where you can store, annotate and manage them, and clear down the card to make space for more recordings.

trueCall Call Recorder cards are available that can record 70 or 140 hours of calls.

Requirements:

trueCall Message Centre software requires a PC running Windows XP, Vista or 7, or an Apple Mac running OSX with PC emulation such as Parallels.

Your computer needs an SD card slot.

trueCall Call Recorder & Message Centre can be ordered from our website www.trueCall.co.uk

Need more help?

If you need further help setting up trueCall then log into your Internet Control Panel and click Support. You will find a lot of detailed information, plus answers to frequently asked problems, and known issues.

If you're still stuck then you can email us either directly (*support@trueCall.co.uk*), from the form on the control panel, or call 0800 0 336 330. We aim to respond to you within one working day.

Disposal instructions

Waste electronic equipment should be separated from your normal household waste and taken to your local recycling centre for disposal, or back to where you bought the equipment.

Proper recycling of electronic equipment will help the environment and conserve natural resources.

Packaging material is recyclable

Patents GB2425913, US8331547

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