

trueCallTM

Call Recorder and Message Centre guide



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trueCall Call Recorder

trueCall Call Recorder is a memory card that allows the trueCall family of products to record your incoming and outgoing telephone conversations and save important messages. Recordings saved to the card can be played back directly through your telephone handset or on your computer using trueCall Message Centre software.

trueCall also uses the Call Recorder memory card for voicemail messages if its internal memory is full.

trueCall Call Recorder is supplied on an SD memory card similar to those used in digital cameras, but trueCall will only operate with genuine trueCall Call Recorder memory cards.

Why 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
- You may be able to use the recordings to get compensation from telemarketers who repeatedly disturb you
- If you receive malicious calls, this information may make it easier to take action to stop them, and you can keep a record of harassment by debt collection companies
- Banks and insurance companies often keep recordings of calls for their own protection - why shouldn't you do the same?

trueCall Message Centre

The Call Recorder memory card can be plugged into a computer and the recordings can then be transferred to your hard disk using trueCall Message Centre software.

trueCall Message Centre software is supplied on the memory card and this requires a PC running Windows XP or later or an Apple Mac running OSX with PC emulation such as Parallels.

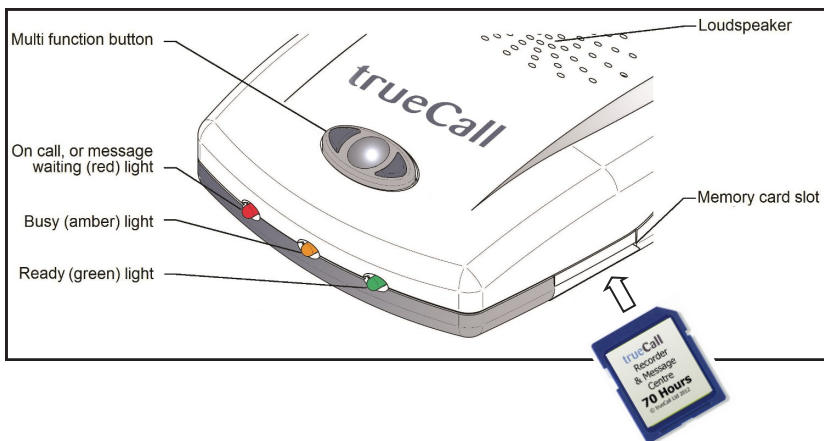
Warning!

The trueCall Call Recorder memory card has been specially optimised to work with trueCall. Only access it using trueCall Message Centre - don't delete or change any of the files on it directly, or copy any other files to the card as this may stop it from working with trueCall.

Plugging in the memory card

Plugging in the memory card

Plug your Call Recorder memory card firmly into your trueCall unit (label side up). After a few seconds you'll hear the message "Memory card ready" through the speaker.



If trueCall detects an error on the memory card you will hear the message "Error on memory card - please remove the card". It may be that the card is faulty, isn't a genuine trueCall card, or just hasn't been inserted fully. Remove the card for 10 seconds then replace it making sure that the card is plugged firmly into the socket.

If the memory card is write protected you'll hear the message "Cannot record to memory card as it is write protected". trueCall will only record to the card if it is write enabled - see page 7.

Don't rapidly insert and remove your memory card as this may corrupt the card and reboot your trueCall unit.

Security

Look after your memory card - it can be read on any one else's trueCall unit, or by anyone who has trueCall Message Centre software.

Out of respect for their privacy, it is very important that everyone in your household, and any guests who might use your phone, are aware that their conversations may be recorded.

Setting up the recorder

When it is first installed, trueCall will record only selected calls, but you can choose how to configure it. Options are:

Do not record calls	No calls will be recorded
Record selected calls	Press trueCall's button during the call to record it [default]
Record all calls	All calls will be recorded

You can select the setting through your Internet Control Panel or the Handset menu (see your trueCall manual).

You can specify different recording rules for incoming and outgoing calls (eg record all incoming calls, record selected outgoing calls)*. trueCall will flash its blue light to warn you if you select 'Record all calls' but no memory card is installed (or if it is full, corrupt or write protected).

* trueCall Classic and Extra units do not support this feature

Recording a call

- If trueCall is set to 'Record all calls', then you don't need to do anything - so long as a memory card is installed, is write enabled, and has enough memory for half an hours recording, then the call will be automatically recorded to the card.
- If trueCall is set to 'Record selected calls', then at any time during an incoming or outgoing phone conversation just press the button on the top of the trueCall unit to tell trueCall to save the recording of the call. You will hear a beep (which won't be heard by the person on the other end of the line). trueCall's **Buffered Save** feature means that even if you press the button half way through the call, trueCall will save the complete conversation to the memory card right from the start.

trueCall's red LED flashes during the call to indicate that the call is being recorded. A single call recording may last a maximum of 12 hours. If the red LED isn't flashing during a call then it isn't being recorded.

Playing back your recordings through the Handset Menu

If your memory card is plugged into your trueCall unit you can play your call recordings at the Handset Menu (on a trueCall Call Blocker unit select option 2 then option 4).

Recordings are presented in reverse date order - the most recent recording is played back first. This allows you to quickly review your most recent recordings.

When listening to your recordings you are given a number of options:-

Delete the recording - This frees up space on the card for further recordings.

Listen to details of the recording - trueCall can give you additional information about each recording – the time and date it was made, its duration, whether it was an incoming or outgoing call and the phone number of the person you called or who called you (if their number is available).

Archive the recording - You can archive any important recordings. Archived recordings can't be deleted by mistake through the Handset Menu, they can only be deleted through trueCall's Message Centre on your computer. You can listen to archived recordings through the 'Archived Recordings' option in the 'Messages and Call recordings' menu.

Ring the caller or person you called - If you have the phone number of the person you called or who called you, you can call them back directly at the touch of a button. Unlike other ringback services, there is no additional call charge for this feature - the call cost is the same as if you had dialled the number yourself.

Press # or * to add the caller/person you called to your Zap or Star list - If you have the phone number of the person you called or who called you, you are given the option to add them to your Zap or Star list.

Skip forward/back - During the playback of a recording you can press 9 to skip forwards 20 seconds through the recording, or 7 to skip back 20 seconds.

Playing back recordings

Running out of memory

You can check how much memory remains on your Call Recorder memory card in the Message Centre (see page 10) or from the System information option in the Handset Menu.

When you log into the Handset Menu to retrieve your messages, trueCall will warn you if your memory card has less than 60 minutes time remaining. It won't start recording a call unless there is 30 minutes recording time left on the card.

Archiving voicemail messages

Sometimes you may want to keep a message that has been left on trueCall's voicemail for future reference.

If you have a Call Recorder memory card installed trueCall gives you the option to archive the message. This copies it to the memory card. Long messages may take a few moments to copy - if it is going to take more than 10 seconds trueCall tells you how long the copy will take, and beeps every few seconds until the copy is complete. If you don't want to wait for the message to finish copying, you can just hang up - trueCall will continue to copy the message.

Write protect switch

Memory cards have a 'write protect' switch that allows you to prevent a card being changed. Sometimes, during handling, this can be accidentally knocked into the wrong position. If a card is not performing properly, then check its write protect switch.



If the switch is towards the front of the card, you can read from it and write to it - this is its standard position.



If the switch is towards the back of the card you can't record calls.

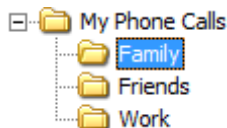
trueCall Message Centre allows you to copy call recordings and archived voicemail messages from your memory card to your computer.

Installing trueCall Message Centre on your computer

The trueCall Message Centre installation program is supplied on the trueCall Call Recorder memory card. Plug this into your computer.

Different computers are set up differently, but when you plug in the memory card a window will generally pop up asking you whether you want to install trueCall Message Centre. If this doesn't happen then open the memory card in Windows Explorer, and double click on the 'trueCall Setup' icon.

Follow the instructions to install trueCall Message Centre. By default it is installed in your programs directory under 'trueCall' and your recordings are stored in the 'My Phone Calls' folder under 'My Documents'. The installation automatically creates sub-folders within 'My Phone Calls'. These are 'Family', 'Friends' and 'Work', but you can amend these to build your own personal filing system for your recordings.

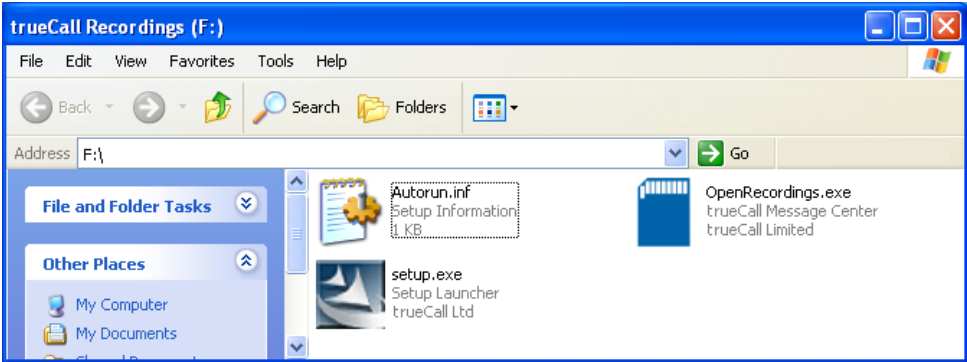


Using trueCall Message Centre

Copying files from your memory card to your computer

If you want to transfer recordings to your computer, remove the Call Recorder memory card from trueCall when your phone is not in use. Don't insert or remove a memory card from your trueCall unit while you are on a telephone call, as this will end your call and may corrupt your recordings.

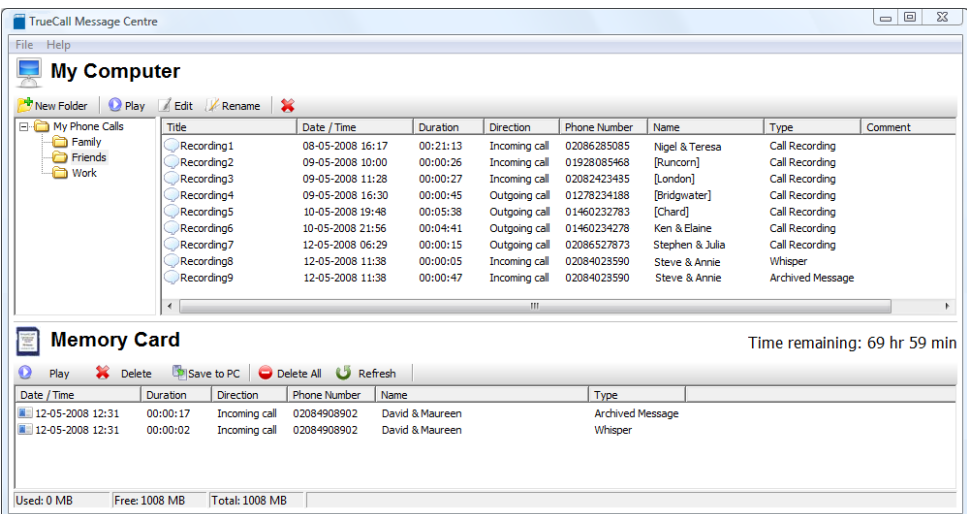
Plug the memory card into your computer. A window will generally pop up asking you whether you want to run trueCall Message Centre, or it may just show the contents of the memory card (in which case, run trueCall Message Centre from your Windows menu).



Reviewing your recordings

Message Centre has a split screen (see below). In the bottom half you can see details of the recordings on the memory card, and in the top half you can see details of the recordings on your computer hard disk alongside the directory structure.

Recordings are shown with the time and date they were recorded, their duration, whether they were an incoming or outgoing call, the calling/called phone number (if available), name (if available) and the recording type (call recording, archived answering machine message, etc). You can click on the column headings to sort the entries.



Sometimes there may be entries that have no date, or which have a date without a year - this is because your trueCall unit didn't have its date set when it made the recording.

Listening to recordings stored on the memory card

To listen to one of your recordings, just double click on it. A playback window pops up that shows the recording date, type, and phone number. You can start, pause, stop, fast forward or rewind to listen to the appropriate part of the recording, and you can see how far you are into the file in hours, minutes and seconds in the top right of the window.

Saving recordings from the memory card to the computer

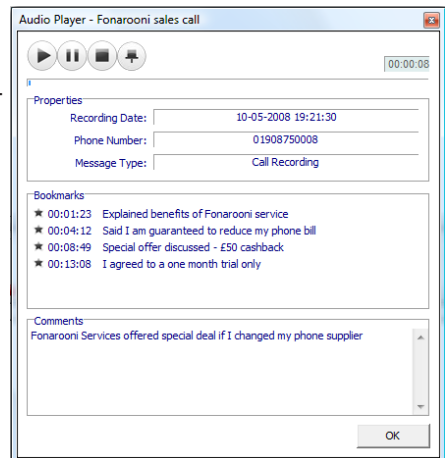
To save a recording to your computer, simply highlight one or a group of recordings in the SD card area and drag to the appropriate PC folder. Once the copy is complete you can delete the recording(s) from the memory card.

Renaming your recordings

Right click on a recording in the computer window and select 'Edit' to change the name of the file.

Listening to recordings stored on your computer

If you double click on a recording in the computer window, it is played back and you have the opportunity to write comments as you are listening to the call. You can also create bookmarks - markers in the recording - by clicking on the Pin button. You can attach a description to each bookmark to allow you to quickly find important parts of a recording. Recordings are stored on your PC in the standard WAV file format and can, for example, be emailed and played back on other computers.



Deleting recordings from the memory card

Once you have saved all the recordings you want to keep you can delete the remaining recordings from your memory card by clicking on the 'Delete all' button.

Getting trueCall to store the caller's name with the recording

At your trueCall Internet Control Panel you can associate a name with a telephone number (see your trueCall manual). We recommend that you load up the names and numbers of the people you speak to most often as this makes managing your messages and recordings much easier. trueCall will then be able to show the name against any calls to or from that number in your Internet Control Panel and in trueCall Message Centre.

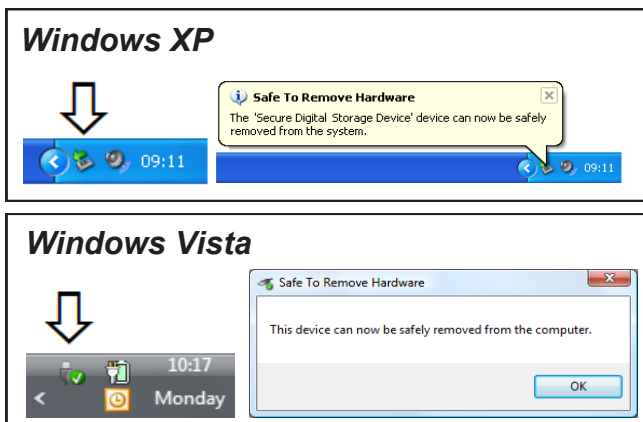
Where trueCall can't find a name to associate with a telephone number it will try to give other information about the number - geographic location* or number type (freephone, premium, etc).

* Data from The National Telephone Numbering Plan © Ofcom

Removing the memory card from your computer

Once you have finished working with your memory card on your computer, don't forget to remove it and plug it back in to trueCall so you can make further recordings.

You must always be careful when you remove any memory card from a computer. First, exit from the Message Centre software then click on the 'Safely remove hardware' icon in your system tray and 'Stop' the memory card.



Don't remove the memory card from your computer until you see the message 'Safe To Remove Hardware'. If you don't wait for this message your memory card may become faulty, and future call recordings may not be saved.

Troubleshooting tip - Sometimes the memory card contacts inside the trueCall unit get dirty, or fluff gets into the slot. If a memory card is giving you an unexpected error then power down the trueCall unit and insert and remove the card 10 - 20 times. This will clean the contacts. Power up and try again.

Warning - The trueCall Call Recorder memory card has been specially optimised to work with trueCall. Only access it using trueCall Message Centre - don't delete or change any of the files on it directly, or copy any other files to the card as this may stop it from working in trueCall.

Can I legally record phone conversations on my home phone?

In the UK you are allowed to make recordings of your private phone conversations without telling the other party so long as the recording is for your own personal use.

Out of respect for their privacy, you should make sure that everyone in your household, and any guests who might use your phone, are aware that their conversations may be recorded.

Can I record phone conversations on behalf of my business?

There are many different laws relating to call recording for businesses, and you will have to determine yourself whether you can record calls, and what notifications you need to give. The relevant legislation includes:-

- Data Protection Act 1998
- Telecommunications - Data Protection and Privacy - Regulations 1999
- Human Rights Act 1998
- Regulation of Investigatory Powers Act 2000
- Telecommunications - Lawful Business Practice - Interception of Communications Regulations 2000

If you are unsure of the situation we recommend that you seek advice from your employer or a lawyer.

Frequently asked questions

When I plug my memory card into trueCall I hear the message “Error on memory card”

It may be that the card is faulty, isn't a genuine trueCall card, or just hasn't been inserted fully. Remove the card for 10 seconds then replace it making sure that the card is plugged firmly into the socket.

How can I check how much recording space is available on my memory card?

The trueCall Message Centre will show you how much recording time remains on your memory card, or you can hear this in System Information at your Handset Menu (page 7).

When I plug my memory card into trueCall I hear the message “Cannot record to memory card as it is write protected”

Each memory card has a white switch on its left hand side. If this is in the backwards position the card is write-protected and trueCall won't make any recordings on the card. Slide the switch forward and re-insert the card (see diagram on page 7). Make sure that the card is pressed firmly into the socket.

When I plug the memory card into my PC I see the message ‘Do you want to scan and fix ...’

Your computer has detected a possible error on your memory card - click ‘Yes’ and your computer will check and fix any errors.

I would like to email a call recording to someone

You can find your recordings stored in your ‘My phone calls’ directory, or one of the sub directories below this in WAV format.

A call recording cut off before the end of the call

If you make and take calls on phones plugged into other extension sockets in your house and transfer the call between handsets, you may, in certain circumstances, lose part of your call recording.

I have backed up my call recorder memory card to my PC and then restored it and it no longer works

The trueCall Call Recorder memory card is specially formatted. If you copy files to the card, delete any files on the card, or copy any other files to the card it will not work properly. Call our Customer Services team on 0800 0 336 339 and they will arrange for it to be reset (postage will be charged).

trueCall is telling me that my memory card is full, but I've deleted all the files from it

Sometimes moving a card from the unit to the PC introduces a corruption - this procedure will recover the lost space on your card.

Insert the card into your trueCall unit, pick up the handset and dial # * 3 0 1 1 # (Hash Hash Star Three Zero One One Hash), wait for a 'Ding' then hang up. When trueCall's green LED comes back on power down your unit then power it up again. You can then check the amount of free space on the card in the System Information option in the menus.

trueCall's blue LED is flashing

trueCall will flash its blue light to warn you if you select 'Record all calls' but no memory card is installed (or if it is full, corrupt or write protected).

I would like to use my trueCall unit to just record calls

Just switch off trueCall's incoming call screening features and you can then just use it as a call recorder.

My operating system tells me that my memory card is full, but I've only recorded a few calls on it

A trueCall Call Recorder memory card is preformatted with a special hidden file that stores all your recordings. This file takes up most of the space on the memory card even if you have no recordings.

Call recorder has recorded some odd modem calls in the middle of the night - what are these?

Sky boxes, alarm systems and other devices in your house may make calls in the middle of the night. If your trueCall Call recorder is set to 'Record all calls' these will be recorded. Just delete these calls.

Support

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 from the form on the control panel, directly (support@trueCall.co.uk), or just call 0800 0 336 339. 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.

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