trueCall™

Home P.A.

Everything you need to know to install and use your trueCall Home PA unit

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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
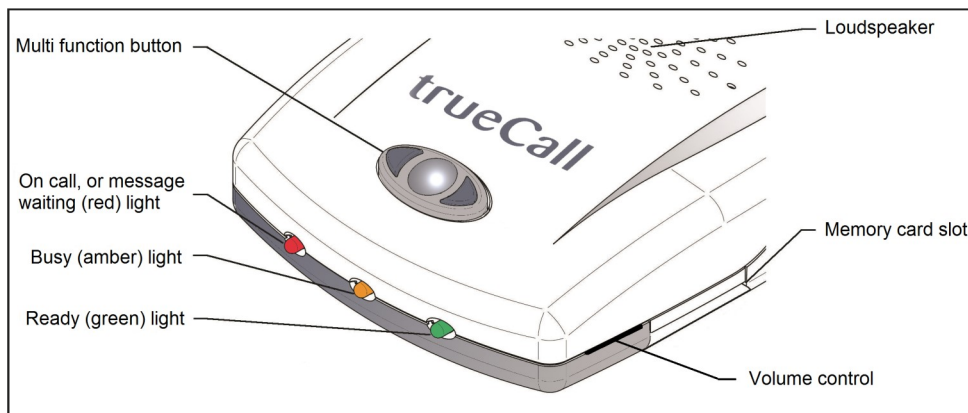- Caller ID service on your phone line (page 4)

Medium and large businesses have switchboards that offer them advanced telephony features. These features are not available to small businesses who use a single phone line, or those who work from home. trueCall's Home PA fills this gap.

trueCall Home PA offers the following features:-

- Auto-Attendant with Music / Marketing message
- Voice menu
- Caller announcement
- Call recording
- Call logging
- Caller classification into multiple types with separate call management for each
- Works alongside BT Featureline
- Separate call handling for calls arriving outside office hours
- 'Do not disturb' feature
- Fully featured voicemail

A trueCall 140 hour Call Recorder memory card is supplied with the unit - for more information see the Call Recorder and Message Centre guide.

Access to the trueCall Internet Control Panel is free for the first year and there is a small annual fee thereafter. The Call Recorder memory card and the trueCall Internet Control Panel are both required to get full use of all of Home PA's features.

Multi function button

Loudspeaker

On call, or message waiting (red) light

Busy (amber) light

Ready (green) light

Memory card slot

Volume control

Setting up trueCall Home PA

1 **Check you have Caller-ID on your phone line**
In order to access all of trueCall Home PA'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. Some operators provide the service free - although you may 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 service is active.

**2** **Decide where to install your trueCall unit**
trueCall can operate from any phone socket. If you have a cordless phone system use the base station's socket, otherwise install it 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.
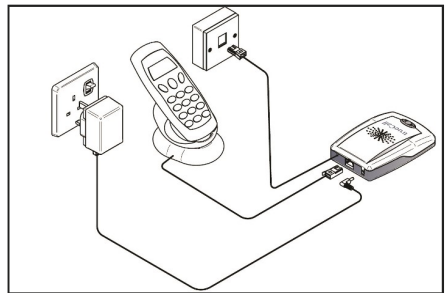
4 **Turn off your phone's answering/voicemail facility**
trueCall takes messages for you, so if your phone has an answering feature you need to turn it off.

5 **Register your Internet Control Panel**
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'.

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 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 will work on landlines and cable phone lines, but may not work with some office switchboards, VoIP lines, or lines that are shared with a fax machine.

If you have BT's Featureline service you can configure trueCall to work with it. Log in to your Internet Control Panel and under Options/ Advanced settings set 'Dial 9 For Outside Line ' to 'Yes (BT Featureline)' (page 20).

* you can also wire up to four extension phones through trueCall
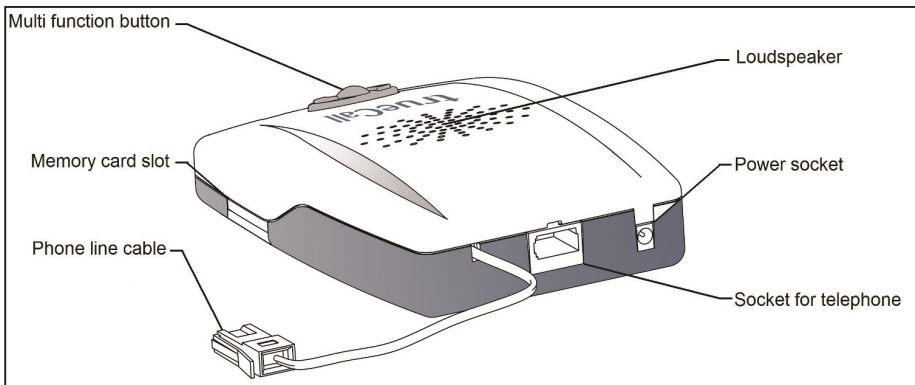
6 Setting up your phone book

trueCall Home PA has a phone book that lists the numbers of both the people you do, and the people you don't want to talk to. Against each number you can store a name and select a list to store them on. You can then get trueCall to handle callers from different lists in a different way. It also displays the name of the caller on your handset.

As well as specifying individual numbers, you can specify number ranges using the Wildcard feature.

Your trueCall Home PA unit can hold 1,000 numbers plus 190 names.

You can add numbers to your Phone Book at your Internet Control Panel (page 20) either individually or imported from your contact management software.

There are two preset lists, and four lists that you can allocate yourself:-

Star list - Use this for important callers who you always want to hear from.

Zap list - Use this for callers you want to block - telemarketers, etc.

Red, Yellow, Green, Blue lists - If you customise your call handling (see page 8) you can decide what you want to use these for. For example, you may work from home and don't want to be disturbed in the evenings by work calls:-

- You can put all your friends and family numbers, and also the numbers of your most important customers onto your Red list, and can specify that only Red list callers can ring your phone outside office hours.
- You may assign the phone numbers of your other important customers to your Blue list – their calls will always ring your phone directly during the day, and go to voicemail in the evenings.
- Yellow list callers could be sales reps who you really don't want to speak to – maybe you send their calls directly to voicemail whenever they call.

trueCall Home PA has a large number of configuration options, and these are all accessed via its internet control panel. Once you have made a change to the settings press trueCall's button down for two seconds to start a Weblink to synchronise your trueCall unit with the control panel (page 19).

Handling incoming calls

trueCall Home PA can answer your calls in one of three ways - play a greeting to all callers (default), play a menu to all callers , or customise. You can specify this at the 'Incoming call handling' tab at the Internet Control Panel.

Play a greeting to all callers

This is the default setting. When an incoming call arrives trueCall answers the call, plays the caller a greeting, then rings your phone. You can choose whether you want callers to hear ringing, music or a marketing message while they are waiting for you to answer. Outside office hours callers are played the Out of Hours announcement and asked to leave a message.

Research has shown that playing music to a caller who is waiting encourages them to stay on the line for significantly longer, and that 'on-hold' marketing messages can increase sales. You can record your Business greeting and marketing message at the handset menu (page 17/18).

To adjust the settings for 'Play a greeting', go to Options/Greeting options at the control panel.

Introduction

Select whether you want callers to hear ringing (default), a marketing message, or music while they are waiting for you to pick up. trueCall has 18 different music tracks available in a variety of styles – you can listen to them at the control panel to decide which one suits you best.

Wait for greeting

If you are using trueCall Home PA for business purposes and are recording some or all of your calls you will almost certainly want to want to warn your callers that that they are being recorded. It is best to do this in your Business Greeting - for example:-

"Welcome to Acme Engineering. We record some of our calls for training and quality purposes. Please wait while I try to connect you"

Normally trueCall will ring your phone as soon as it answers the caller, but this means that if you are quick you may pick up before the caller has heard the message telling them that you are recording your calls.

We recommend that if you tell the caller that you are recording calls during the Business Greeting then you set the 'Wait for greeting' option to 'Wait for the full greeting to be played'.

The flow for each option is as follows:-

Don't wait for the full greeting to be played (default):-

Answer the call	➜	Play a greeting Ring your phone	➜	Play ringing/Marketing message/Music Ring your phone

Wait for the full greeting to be played:-

Answer the call	➜	Play a greeting	➜	Play ringing/Marketing message/Music Ring your phone

Play a Menu to all callers

When you receive a call you can greet the caller (using the Business Greeting), then offer them a menu of options.

A full description of how to set up a menu is given on page 12.

Outside office hours callers are played the Out of Hours announcement and asked to leave a message.

Customised call handling

If you select this option you have full control over the way that your incoming calls are handled.

When you received an incoming call trueCall first categorises it. If the call arrives with a number, trueCall checks this against your phone book. If it finds the number then it determines the call category. If it doesn't find the number in the list it will categorise it by type - mobile phone, business caller (numbers starting 08/09), or international. If there is no number then it can classify it as number withheld or number unavailable.

Once it has categorised the call it then looks at the action (or CallFlow) that you have assigned to that call type, and then runs that CallFlow to handle the call.

Note that trueCall allows you to specify your office opening hours for each day of the week (Monday through to Sunday). You can specify different CallFlows for calls that arrive during office hours, and those that arrive outside office hours.

Callflows

trueCall Home PA offers 15 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. Voice menu - play the menu to the caller (see page 12).

3. Greet and connect caller - Answer the call, greet the caller, then ring the phone playing either ringing, music or a marketing message.

4. 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 if you get a lot of recorded message or fax calls - the automated equipment that calls you doesn't know to press a button, so trueCall can reject the call without disturbing you. The Shield Breakthrough Number is randomly generated for each trueCall unit.

5. 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 available).

6. Ask caller to leave message (use Personal Announcement 1 as greeting) - as the previous option but using an alternative announcement.

7. Out of hours/Take message - Play message to the caller that the office is closed and that they should call back during opening hours or leave a message.

8. Play Personal Announcement 1- Play Personal Announcement 1 to the caller then hang up the line.

9. Play Personal Announcement 2 - Play Personal Announcement 2 to the caller then hang up the line.

10. Play Personal Announcement 3 - Play Personal Announcement 3 to the caller then hang up the line.

11. Ask for Callers Code - trueCall answers the phone and ask the caller to enter a code. If they enter the correct code your phone will ring. By default your Callers Code is the last two digits of your trueCall unit's serial number.

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

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

14. Urgent callers only - trueCall answers the phone for you and tells the caller that you are asleep. It gives the caller the choice of leaving a message or pressing the hash key (#) to ring your phone.

15. Whisper Plus - trueCall answers the call for you and asks the caller to say their name then press the hash key. If they say nothing it rejects their call, otherwise it rings your phone and announces them, giving you the choice of accepting the call, asking the caller to leave a message, or Starring/Zapping the caller.

All announcements can be recorded with your own wording and in your own voice (pages 15-18).

There may be times when you are busy and only want to be disturbed by urgent phone calls. Just double tap trueCall's button to tell it that you don't want to be disturbed. Do Not Disturb mode will turn off after 8 hours or if you double tap the button again.

Callers go through the regular call screening, but rather than ringing your phone, callers are sent directly to trueCall's built in voicemail, except callers who you trust - these hear the message:-

"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 record your own Do Not Disturb announcement at the handset menu and change the way that it works at the Internet Control Panel control panel under 'Options/Do Not Disturb':-

Do Not Disturb operation - By default trueCall's Do Not Disturb operation is set to only allow Star list callers to disturb you (Star list callers offered interrupt option), but you have a choice of operating modes:-

Option	When Do Not Disturb is on then …
Do Not Disturb operation Off	You cannot turn on Do Not Disturb
Send all callers to Voicemail	All callers who would normally ring your phone are sent directly to voicemail – they don't have the option of disturbing you.
All callers offered interrupt option	All callers who would normally ring your phone are offered the option to either disturb you or leave a message.
Star list callers offered interrupt option	All callers who would normally ring your phone are sent directly to voicemail except Star list callers who are offered the option to either disturb you or leave a message.

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 trueCall in Do Not Disturb mode. By default this feature is off.

Do Not Disturb time limit - trueCall automatically takes itself out of 'Do Not Disturb' after 8 hours to prevent you from accidentally leaving it on. You can change this timeout period.

trueCall Home PA has a voice menu system – this allows you to give your callers options and you the choice to maybe play them a message or send them to voicemail as the best way of handling their call.

You can specify seven options (asking the caller to press buttons 0 through to 6) and the Callflow options are :-

- Ring phone
- Send to voicemail (with or without a pre-ring)
- Ask for callers name then ring your phone
- Ask for callers name, ring phone then announce them
- Ask the caller to ring back later
- Play personal announcement 1, 2 or 3 then hang up
- Play personal announcement 1, 2 or 3 then return to the menu.

You need to record a Voice menu announcement that tells the caller what the options are.

Voice menu worked example

Imagine we are running Acme Widgets Ltd and want a menu system to handle our calls. We might set up trueCall Home PA to offer a menu to callers during the day and send them to voicemail at night.

1. Record the Voice menu announcement:-

   "Hello, you are through to Acme Widgets Ltd. For Sales press one, for purchasing press two, for Accounts press three, for Christmas opening hours press four, to leave a message for Bob press five, or to speak to reception press zero"

Press 1	Ask caller to say their name and ring phone – this will then tell you who is calling when you answer
Press 2	Ask caller to say their name and announce it through the speaker – you may wish to leave the caller to go to voicemail if you are busy
Press 3	Our bookkeeper works from home so we play a message to the caller asking them to hang up and redial another number
Press 4	This will play details of the Christmas opening hours then return the caller to the menu to make another selection
Press 5	Bob is rarely in the office so callers can leave a message for him
Press 0	If the caller can't make up their mind then just ring the phone!

2. Go to the Control Panel and under 'Call Handling profile' select 'Play menu to all callers'.
3. Under the Options/Greeting options/Music on hold select one of the music options.
4. Under Options/Business hours set up the business hours for your business.
5. Under Options/Voice menu make the following selections:-

Menu option	Select operation
1	Ask for name and ring phone
2	Ask for name and announce through speaker
3	Play Personal Announcement 1 and hangup
4	Play Personal Announcement 2 and return to menu
5	Send to answering machine (no pre ring)
0	Ring phone

6. At the handset menu record the following announcements:-

Business greeting	"Welcome to Acme Widgets"
Whisper announcement	"Please say your name after the tone"
Personal announcement 1	"Our accounts team is on another number – please hang up and redial 0208 123 4567, that's 0208 123 4567 – thank you."
Personal announcement 2	"The office will be closed from lunchtime on Christmas eve until 9am on Tuesday 2nd of January."
Voicemail announcement	"Our team is busy helping other customers, so there is nobody free to take your call – please leave a message after the tone and we'll get straight back to you."
Out of hours announcement	"The office is closed. Our business hours are 9am – 5pm Monday to Friday. Please call back at these times or leave a message after the tone."

Testing - Dial in using your mobile phone - you will hear the menu.
Test each option to ensure they are all working correctly.

trueCall has a built-in voicemail system that can store 12 minutes of messages from your callers, although if you have your memory card installed it can store 5 hours of messages. You control it from your phone handset, and it speaks to you telling you what your options are at each stage.

If your phone has an answering facility we strongly recommend that you turn it off. Each message can be up to 4 minutes long, but you can change this at the Internet Control Panel.

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.

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

When you are away you can use Remote Access. Just call your 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 record your personal greetings and announcements, check and record stored Whispers, and listen to your voicemail messages. A series of voice prompts tell you what options are available.

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

2►Change stored whispers - Stored Whispers are short recordings that trueCall uses to announce the name of the person or company who is calling. trueCall stores these along with the caller's phone number so that they can be announced when either their call arrives, or you playback their messages. This means that trueCall can say "Message received from 'Kate' " rather than "Message received from '0207 123 4567' ".

2►1► Record a Stored Whisper - Enter a full telephone number and then record the Stored Whisper.

2►2► Listen to Stored Whispers - trueCall plays back each Stored Whisper in turn along with its phone number and gives you the option to delete it.

3►Standard 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, in some cases, revert back to the standard announcement.

3►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.

3►2►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.

3►3►Record your Personal Whisper Announcement - The standard announcement is:-

"We're 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 then press the hash key.

3►4►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.

3►5►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!"

3►6► Record your Personal Callers Code Announcement - The standard announcement is:-

"Please enter your code"

3►7►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.

3►8►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►Business announcements

4►1►Record your business greeting - This is the announcement played to callers when they are first answered. The standard announcement is:-

"Hello"

You may want to record a greeting such as "Welcome to Acme Engineering".

4►2►Record your 'out of hours' announcement - This is the announcement played to callers asking them to leave a message if they call outside office hours:-

"We are closed at the moment - please call back during business hours or leave a message after the tone"

4►3►Record your marketing announcement - This is the announcement played to callers while they are waiting for you to pick up if you select the 'Marketing announcement' option.

4►4►Record your menu announcement - This is the menu announcement played to callers - it needs to list all the menu options.

4►5►Record your Personal announcement 1 - this is Personal Announcement 1 - it can say whatever you like.

4►6►Record your Personal announcement 2 - this is Personal Announcement 2 - it can say whatever you like.

4►7►Record your Personal announcement 3 - this is Personal Announcement 3 - it can say whatever you like.

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 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.

trueCall's Internet Control Panel 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 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 (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. Alternatively you can get trueCall to do a Weblink by doing a Remote Access call (page 14).

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".

trueCall Home PA gives you an online call log showing who you called, who called you, when the call took place and how long it lasted. This can be extremely useful in business, especially if you charge for your time.

Once you have registered (page 4) and logged in to your Internet Control Panel (www.trueCall.co.uk) 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.

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.

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; specify your business hours; choose how you would like Weblink to operate; set up a voice menu; and access a number of advanced settings.

Incoming call handling - You can specify exactly how you want your incoming calls to be handled by either choosing one of the supplied profiles, or by customising your own profile and specifying exactly how you want trueCall to handle your calls during the day and at night.

Phone book - You can add phone numbers and names to your phone book, import data, and export the list.

My Account - This holds your 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.

Announcing the caller through the speaker

If you turn on this option then the caller will be announced (either their name or their phone number) through trueCall's speaker as your phone is ringing. This means that you can choose whether to interrupt your work to answer the phone, or just allow the call to go to voicemail. At the Internet Control Panel go to Options/Advanced settings.

Stored Whispers

At the handset menu (page 15) you can record a name and attach it to a phone number. This allows trueCall to announce callers by name through its speaker.

Scheduled Weblinks

By default scheduled Weblinks are turned off, but we recommend that you set them to 'Daily'. This means that your Internet Control Panel will be updated between midnight and 6am every morning (calls at this time are often free), and your call log will be up to date if you want to check it. At the Internet Control Panel go to Options/Weblink.

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 messages/missed calls.

Red and amber on

An incoming caller is being handled by trueCall. They may be going through the Shield or Whisper process, or may be listening to the Zap message or 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

If the red light is on 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 can hear their message as it is being left, and 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

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 0208 940 4111. We aim to respond to you within one working day.

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www.trueCall.co.uk

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

trueCall is a trademark of trueCall Ltd