



Protecting you from nuisance phone calls

Getting started guide



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What you will need

- trueCall Secure unit and mains adaptor
- Telephone, or cordless phone base unit
- A free electric socket near the telephone
- The Caller ID service on the phone line (page 4)



trueCall Secure has been designed to block unwanted calls before your phone even rings. It offers three different profiles, each giving a different level of protection. This allows you to set it to meet your own particular needs, and adjust its settings if those needs change.

The trueCall Secure unit is connected between the phone and the telephone socket. When a call arrives it uses the Caller-ID service to check the caller's number against a list of trusted and/or barred callers. It will either let the caller straight through, block them, or ask them to identify themselves by pressing a key or by entering a code.

Once trueCall Secure is set up you will forget that it is there - you continue to use your phone as normal. Your phone will just ring less often, and when it does ring it will almost certainly be someone that you do want to speak to.

In addition to screening calls, trueCall Secure has many other useful features:

- Off-hook warning
- Outgoing call barring
- Voicemail
- Personalisation of announcements
- Phone call recording (with optional Call Recorder card)

trueCall Secure is quick and easy to set up and can be managed using the telephone handset or remotely, either by remote dial-up, or from the optional Internet Control Panel.

trueCall Secure has two main settings (or profiles). The default Filter profile allows through trusted callers, but asks all other callers to identify themselves by pressing a key on their phone.

The Trusted Caller Only profile will only let through calls from trusted callers - all other callers are blocked with a message telling them to get in touch via a family member or carer. The Trusted Caller Only profile is designed for dementia households, or situations where someone is being targeted by scammers.

Setting up trueCall Secure

Quick setup

If you don't have much time and want to get trueCall Secure running as quickly as possible just carry out step 2 - this will give a basic but effective level of protection.

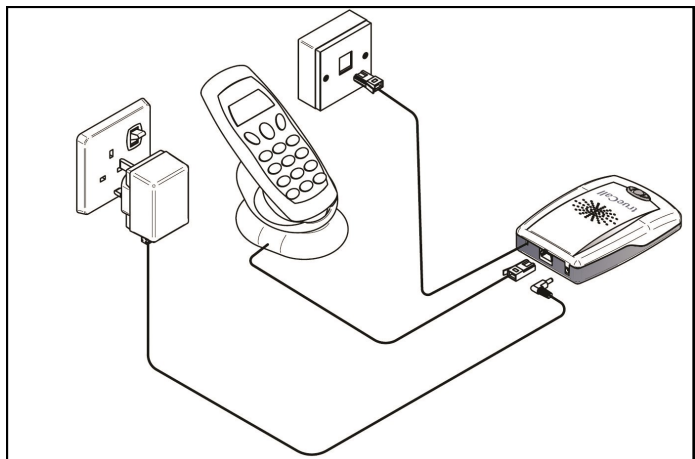
To get all the benefits of trueCall Secure go through steps 1 to 6 below - it only takes a few minutes.

1. Check that you have Caller-ID on the line

Most telephone operators provide a caller identity (Caller-ID) service that delivers the telephone number of the person who is calling you along with their call. If your telephone has a display screen you can see who is calling you before you pick up (you are probably familiar with this sort of service from your mobile phone).

trueCall works best if the Caller-ID service is switched on - this allows it to distinguish between calls from friends/family members, and other callers. In the UK some operators provide this free - though you will have to ask them to switch it on - other operators may charge a small monthly fee.

Before you install trueCall Secure it is worth checking that the Caller-ID service is active on your phone line. An easy way to do this is to make a call to the landline from your mobile and check that the mobile's number is displayed on your landline



phone. If your phone doesn't have a display window you can still have the Caller-ID service, however you won't be able to directly confirm that it is active. Just check with your network operator that it has been turned on. If Caller-ID is not turned on, then many of trueCall Secure's features won't be available.

2. Connect the trueCall Secure unit

- a** trueCall can operate from any telephone socket in the house.
- b** Unplug your telephone's lead (or the telephone lead from the cordless phone base station) from the wall socket, and replace it with trueCall's telephone lead. *If you have broadband on the home phone line, you **must** plug trueCall's lead into a broadband filter/splitter.*
- c** Plug the telephone's lead (or the lead from the cordless phone base station), into the socket at the back of trueCall.
- d** Plug the mains adaptor into the power socket at the back of trueCall Secure. The lights will flash for about a minute then stop with just the green light lit and trueCall will say "Ready".

3. Setup online access to manage the unit remotely

It takes just 5 minutes to register for the optional Internet Control Panel and perform a Weblink to synchronise your trueCall Secure unit (page 19). Access to the Internet Control Panel is free for the first 12 months.

4. Select the appropriate profile, and put numbers onto the Trusted Callers list

The trueCall Secure unit is initially set up with the Filter Profile. If you would like to use a different profile then select it now through the handset menu (page 14), or Internet Control Panel (page 19).

If you are using the Trusted Caller Only Profile we recommend that you set up the Trusted Callers list. The easiest way of doing this is through the Internet Control Panel (page 19), but you can also do it through the handset menu (Page 14).

If you have used the Internet Control Panel to make changes then be sure to do a Weblink to update your trueCall Secure unit (page 19).

5. Record a personal announcement

If you have selected the Trusted Callers Only or Filter (International) Profile we strongly recommend that you re-record the screening announcement to meet your own particular needs. trueCall Secure has a default screening announcement that says:-

"This line only accepts calls from authorised numbers. If your call is important please try an alternative number or enter your code now."

You can leave this as it stands, but it is much better to record a personalised version giving the alternative contact's name and contact details.

The screening announcement can identify you, tell the caller that their call is being blocked, give them an alternative contact number - perhaps a relative, neighbour, warden or carer - and give them the option of entering their code. For example:-

"Hello - we only accept calls from friends and family members. If you do need to get through to us please hang up and call John on 07767 xxxxxx, that's 07767 xxxxxx, or enter your code now - Thank you".

Alternatively you could be more cautious and not give out the full number:-

"Hello - we only accept calls from friends and family members. If you do need to get through please hang up and call John on his mobile number ending 212, or enter your code now - Thank you".

You can record your own announcement through the handset menu (page 15).

6. Check the operation of the trueCall Secure unit

Now that you have installed trueCall, recorded a screening announcement, and put some numbers on the Trusted Callers list you are ready to carry out three simple tests to check that everything is working correctly. You will need a mobile phone whose number is on trueCall's Trusted Callers list.

Test 1 - Dialling in as a trusted caller

Call in to the landline from your mobile phone - it will ring as normal. Pick up the landline phone and check that you are connected. If you hear an announcement then either the phone line is not supplying the Caller-ID, or your mobile phone's number is not on the Trusted Callers list.

Test 2 - Dialling in as an untrusted caller (1)

Call in to the landline from your mobile phone and prefix the number you dial with '141'. This will withhold your Caller-ID making you an unrecognised and untrusted caller. trueCall will answer the phone and play you the appropriate announcement. Don't press any key - your call will be terminated and the landline phone will not ring.

Test 3 - Dialling in as an untrusted caller (2)

Call in to the landline from your mobile phone and prefix the number you dial with '141'. This will withhold your Caller-ID making you an unrecognised and untrusted caller. trueCall will answer the phone and play you the appropriate announcement. Enter the requested key or the Callers Code - the phone will ring. Pickup and check that you are connected.

Congratulations - trueCall Secure is now set up!

Don't forget to set up your personal Internet Control Panel so you can monitor all the calls that are being received (page 19).

Telephone handsets

trueCall Secure will work with a wide range of telephone equipment, including corded and cordless phones. If you need a number of extensions in your house, we recommend that you use a multi-handset cordless phone system so that trueCall Secure can protect all the phones that are in use.

If you do have phones plugged into other extension sockets (not connected to trueCall) then:-

- These may give a short tinkle when a rejected caller's call arrives
- The extension phone will not ring if a caller gets through by entering the Shield Breakthrough Number or Callers Code (though the main phone will ring as normal). You can still pickup or make a call from any handset.

Note that trueCall Secure can protect up to 4 phones by plugging them into the back of trueCall using an adaptor.

Pendant alarm systems

Many of our customers use trueCall alongside a pendant or community alarm system. We recommend that the pendant alarm system is plugged in to the phone line, and then trueCall is plugged in to the alarm system. This gives the alarm system direct access to the phone line.

Once you have installed trueCall Secure you should test the alarm system to ensure that it is operating correctly.

If you are setting up trueCall Secure for someone else

Many people install trueCall Secure for someone else - maybe an elderly relative, or a neighbour. In this case we strongly recommend that you set it up in your own home first to get comfortable with it. You can use the online access facility to populate the trusted and barred caller lists, personalise the various announcements, and familiarise yourself with trueCall Secure's operation at your own pace. The unit can then be reinstalled in your relative or neighbour's home with the minimum of fuss and disruption.

trueCall Secure has three incoming call handling profiles for you to choose from. All the profiles allow calls from trusted callers to get straight through unimpeded - the difference is in the way they control unrecognised callers. You can change the profile whenever you want so that trueCall always gives the appropriate level of protection even if needs change. The Filter Profile (the default setting) provides the standard level of protection, the Trusted Callers Only Profile gives the most protection.

Filter Profile (default)

If the caller isn't recognised as a trusted caller, trueCall will answer the phone itself and play the Shield announcement to the caller:-

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

If the caller presses '5' the phone will then ring.

This profile completely blocks recorded message calls, and silent calls. The vast majority of telemarketers will hang up when they hear this announcement. Occasional callers who may not yet be on the Trusted Callers list - friends or family calling from abroad, or callers who withhold their number - can get through by pressing the requested number.

* Different trueCall units use different Shield Breakthrough Numbers - yours may not be '5'.

Filter (International) Profile

Many nuisance and scam calls come from overseas call centres. These calls sometimes arrive without a Caller-ID, just with a notification that they are 'International'. trueCall Secure's Filter (International) Profile is based upon the Filter profile, but adds protection against unwanted international calls.

If the call is from the UK it is handled as in the Filter Profile, if the call is from abroad trueCall will answer the phone itself

and play the screening announcement to the caller:-

"This line only accepts calls from authorised numbers. If your call is important please try an alternative number, or enter your code now".

The caller can only get through if they know the 2 - 4 digit Callers Code. You can give this code to friends and relatives who live abroad so that they can get through.

You can record your own version of the screening announcement in your own voice (page 15).

Trusted Callers Only Profile

The Trusted Callers Only Profile gives the maximum protection against unwanted calls. If the caller's number is on the Trusted Callers list the phone rings as normal, all other callers hear the screening announcement, and can only get through if they know the Callers Code. It is often used to protect people with dementia.

If you select the Trusted Callers Only Profile we strongly recommend that you record a personal screening announcement - for example:-

"Hello - we only accept calls from friends and family members. If you do need to get through to us, please hang up and call John on 07767 xxxxxx – that's John on 07767 xxxxxx – or enter your code now. Thank you".

Anyone who calls who has a legitimate interest in contacting you will be able to call John - telemarketers and scammers will not do this. Other possible scripts for this announcement are discussed on page 7.

The Zap list - There may be some numbers that repeatedly call you that you would like to block. trueCall has a special list for these numbers called the Zap list. Whichever profile you select, trueCall Secure will block any number on the Zap list with the announcement:-

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

You can record your own Zap announcement (page 16).

Profile	Call handling	
Filter	Trusted callers	Ring the phone
	Zap list callers	Block the call with Zap announcement
	Anyone else	Ask the caller to press the Shield Breakthrough Number
Filter (International)	Trusted callers	Ring the phone
	Zap list callers	Block the call with Zap announcement
	International callers	Ask the caller to ring the alternative number (with Callers Code override)
	Anyone else	Ask the caller to press Shield Breakthrough Number
Trusted Callers Only	Trusted callers	Ring the phone
	Zap list callers	Block the call with Zap announcement
	Anyone else	Ask the caller to ring the alternative number (with Callers Code override)

Callers Code - The Callers Code is by default the last two digits of the serial number on the barcode label on the underside of the trueCall unit. You can change this to something more memorable (up to 4 digits long) using the handset menu (page 14), or the Internet Control Panel (page 19).

Managing the Trusted Caller and Zap lists - It's easy to put people onto the Trusted Caller list or the Zap list using either the handset menu (page 14), or the Internet Control Panel (page 19).

Voicemail - If you are using trueCall Secure we recommend that you don't use the network 1571 voicemail service. You can use an answering machine built into your phone, or trueCall Secure has its own built in voicemail system that you can turn on at the Internet Control Panel (page 19).

Off-hook warning

It's easy to accidentally leave your phone off the hook either by knocking the phone handset out of its cradle, or by pressing the wrong button on a cordless phone handset. If this happens your line is engaged, and you are uncontactable. Some pendant alarm system won't work in this situation.

trueCall Secure has an off-hook warning feature that plays an announcement through its speaker if the phone has been taken off the hook and no number has been dialled within 30 seconds. The announcement:-

"One of your telephone handsets is off hook - please replace it"

is repeatedly played until the handset is replaced.

Note - trueCall Secure will not warn you if you have left a phone plugged into another extension socket off-hook.

Dial up Remote Access

You can dial in to the trueCall Secure unit from anywhere in the world and access the telephone handset menu. This allows you to record announcements, change settings, or add numbers to the Trusted Callers list (page 18). trueCall Secure automatically does a Weblink after each Remote Access call - this is a simple way to force a Weblink if you are not at home.

Selective outgoing call barring

Some people with dementia or obsessive compulsive disorder dial the same phone number repeatedly. They may call the speaking clock, a doctor's surgery, or a member of the family. This can run up high phone bills and be a nuisance to the people who receive the calls.

If this applies to someone in your household, then trueCall Secure's outgoing call barring feature allows you to block calls to certain phone numbers (or number ranges). When one of the barred numbers is dialled you just hear an unobtainable tone, and the call is not made.

You can block calls to whole ranges of numbers - for example calls to premium rate lines, international destinations, or calls to a particular geographic region. As well as blocking calls dialled with the full dialling code, you can also block calls where only the local number is dialled. See page 20 for details of how to manage the Outgoing Call Barring list.

Note that if trueCall is disconnected or powered down then blocking won't work.

Phone call recording (optional)

If you buy an optional trueCall Call Recorder memory card you can record some or all of your incoming and outgoing calls.

Call recordings can be useful to clear up misunderstandings and prove mis-selling. Call recordings can be listened to through the handset menu, via Remote Access, and the audio files can be transferred from the trueCall Call Recorder card to a PC to be stored, played back, or emailed.

It is legal for an individual to record personal phone calls for their own purposes, but it is important that everyone in the household, and any guests who use the phone, are aware that this is happening.

The handset menu allows you to change trueCall Secure's settings. To access the menu, pick up the telephone, wait for the dial tone and press the button on the top of the unit (or just pick up the handset and dial '# *').

If you have voicemail turned on, trueCall first plays back any messages, then it plays the handset menu (you can press '0' to skip the messages). trueCall then lists the options. Once you have heard the option you want to select, just press the key - you don't have to listen to all the options.

The following options are available in the menus:-

1► Listen to messages (and call recordings) - Listen to the new and saved messages. If you have a trueCall Call Recorder memory card you can also listen to call recordings.

2► Change trusted caller list

2►1► Add a telephone number to the list - Enter the full telephone number (including the dialling code) that you want to add to the Trusted Callers list.

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

3► Change trueCall options

3►1► Call handling profile - Profiles allow you to specify how you want trueCall to handle incoming calls. You can choose from one of three profiles – Filter, Filter (International), or Trusted Callers Only (pages 9 and 10).

3►2► Change Callers Code - The default Callers Code is the last two digits of the serial number printed on the barcode label on the underside of the unit. You can change it to a more memorable two, three or four digit number.

3►3► Change Call recording settings
(only available if memory card is installed)

3►3►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 information see the separate trueCall Call Recorder guide.

3►3►2► Outgoing call settings – You can choose how outgoing calls are recorded. Options are as above.

4►Record personal announcements - You can personalise many of the trueCall announcements by recording them yourself. Callers prefer to hear announcements made in a familiar voice as it confirms to them that they have got through to the right number. You can also change the wording of the announcements to suit your own particular needs.

People often find it useful to write down what they want to say before recording an announcement. Make sure that you are in a quiet place, as any background noise will be picked up on the recording. You can record, playback, and re-record the announcement as many times as you like until you are happy with it.

When you have finished the recording, dial in to the phone from another line and check that the announcement is operating as you would like. You can always re-record it, or revert back to the standard announcement.

4►1►Record a personal screening announcement - If you are using the Trusted Callers Only Profile the screening announcement is played to callers who call from a number that is not on the Trusted Callers list. If you use the Filter (International) Profile it is played to international callers.

The purpose of the announcement is to discourage telemarketers and scammers, but to ask legitimate callers who have been blocked to either call the alternative number or enter the Callers Code. See the suggested wording on page 7.

4►2►Record a personal Shield announcement - This is the announcement used by the Filter profile. The standard Shield announcement is:-

“Hello - 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”.*

The announcement needs to announce you ("You're through to the Smiths"), tell invited callers to press the Shield Breakthrough Number, and tell cold callers to hang up. If you want to make the message even more of a deterrent to you can start the announcement:-

Calls to this number are being monitored and recorded. If you're family, a friend or "

* Different trueCall units use different Shield Breakthrough Numbers - yours may not be '5'.

4►3► Record a personal Zap announcement - This is the announcement played to callers whose number is on the Zap list. The standard announcement is:-

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

4►4► Record a personal 'wait' announcement - If you use either the Filter or Filter (international) Profile this is the announcement that is played to the caller after they have pressed the correct key. The standard announcement is:-

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

You may like to personalise this - for example by saying *"Thank you - Please be patient, it sometimes takes us a while to get to the phone".*

4►5► Record a personal voicemail announcement - This announcement needs to invite the caller to leave a message. The standard announcement is:-

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

4►6► Record a personal 'not available' announcement - This announcement invites the caller to ring back later - it is used if the voicemail feature has been turned off or the message memory is full. The standard announcement is:-

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

5► Set the system date and time - trueCall Secure 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 - This option tells you about the trueCall Secure unit - software version, details of the memory card, unauthorised access attempts, etc.

7► System reset - This resets your trueCall unit to its factory settings. It deletes any announcements you have recorded, the Trusted Caller, Outgoing Call Barring, and Zap lists, and resets the Callers Code and any other changes you have made to the options. It will also reset the PIN to the last 4 digits of the serial number printed on a label on the underside of the unit. If you reset the system you CANNOT later retrieve any of this information.

Dial Up Remote Access

You can remotely access the handset menu by dialling in to the trueCall unit but withholding your phone number (dial '141' before the number). When trueCall plays you the Shield or Screening announcement press the Star key (*). trueCall will then ask you for your PIN. The default PIN is the last four digits of the unit's serial number (printed on the barcode label on the underside of the unit). Once you have entered the correct PIN you have full access to the handset menu.

Note that by default trueCall does a Weblink a few minutes after a Remote Access. If you are away from home this is a simple way to force a Weblink, and synchronise your trueCall unit with your Internet Control Panel.

If you are using trueCall Secure to look after an elderly relative then this is a good way to force a Weblink without disturbing them.

If you have access to the Internet you may find your personal Internet Control Panel very useful (www.trueCallControl.co.uk). This is a secure web page where you can review details of the calls that have been made and received, change trueCall's settings, and add and delete items from the Trusted number and Zap lists. Access to the control panel is free for the first year after which there is a small annual charge.

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

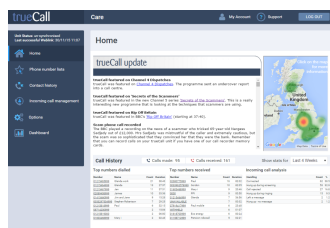
Weblink - Weblink is the process by which the trueCall Secure unit synchronises with the Internet Control Panel by dialling up our server in London (a standard 0208 number). Weblink calls generally last less than a minute (though the first Weblink after installation may take a few minutes).

You can perform a manual Weblink at any time by pressing down trueCall's button and holding it down for two seconds. Wait for it to 'beep' then release the button.

Call history, settings, trusted caller list



Weblink



Settings, Trusted Caller, Zap, and Outgoing Call Barring lists, software updates

Weblink makes sure that the trueCall Care unit and the Internet Control Panel are up to date with each other

You can configure trueCall to perform Weblinks automatically. For example:-

- On a daily or weekly basis in the middle of the night. It is worth checking your telephone calling plan as these calls will often be free at certain times. Note that trueCall is silent when it carries out scheduled Weblinks.
- Immediately after each Remote Access - this allows you to force a Weblink just by making a Remote Access call.
- Every time the trueCall Secure unit is powered up
- Whenever a call is made or received (this keeps the Internet Control Panel up to date so that at any time you can see when you last answered or made a call)

Using the Internet Control Panel

Once you have registered, performed a Weblink, and logged in to the Internet Control Panel, you will see a screen with five options along the top - Home, Phone number lists, Dashboard, Contact history and Options.

Home

This page carries useful information, hints, tips and news. It also gives a summary of calls made and received, and an analysis of incoming calls.

Phone number lists

This is where you can manage the Trusted Caller, Outgoing Call Barring, and Zap lists. You can add phone numbers and names to the lists, and import and export the lists.

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

Dashboard

You can see graphs showing the type of calls received, the number of calls made and received, and the time spent on calls.

Contact history

You can view details of incoming and outgoing calls here along with system messages and warnings. trueCall Secure keeps a record of all the calls that are made and received,

including incoming calls that are blocked, and those that are not answered. It allows you to lookup any unfamiliar numbers so that you can find out who has been calling.

For each call you can see the phone number, date, time and duration of the call and how the call was handled by trueCall.

Options

This page gives you access to a range of options and settings, allowing you to customise trueCall to meet your exact needs. You can change the PIN and Callers Code to something more memorable, you can turn on or off certain trueCall Secure features including scheduled Weblinks.

My Account

This holds your name and address details and preferences. Please keep this up to date so that we can support you and keep in touch with offers and information about new features and upgrades.

Support

This has a wealth of information about trueCall with a list of frequently asked questions. You can also submit a support request to our team.

Care

My Account

Support

LOG OUT

Unit Status: un-synchronised
Last successful Weblink: 30/11/15 11:07

Home

Phone number lists

Contact history

Incoming call management

Options

Dashboard

Incoming call management

Decide exactly how you want your incoming calls handled

Filter

This is the default profile.

- Callers from the trusted callers list make the phone ring
- Zip list callers are blocked
- All other callers hear a message saying that telemarketing calls are not accepted, and asking them to press a button on their phone to ring through

Filter (International)

This is similar to the Filter profile, but it also blocks international telemarketers.

- Callers from the trusted callers list get through
- International callers are intercepted by trueCall and asked to enter the callers code – only callers who know the code can get through
- Zip list callers are blocked
- All other callers hear a message that asks them to press a button on their phone to ring through

Trusted callers only

This is the most secure profile. Only trusted callers can make the phone ring.

- Callers from the trusted callers list make the phone ring
- Zip list callers are blocked
- All other callers hear a message asking them to call the carer, or enter the callers code to ring through.

Accept all calls

Turn off call blocking - accept all calls from all callers.

trueCall has a built-in voicemail system that can store 12 minutes of messages. It is turned off by default, but you can turn it on at the Internet Control Panel. If you turn it on it will answer any call that has been ringing for more than 30 seconds. The 30 second period can be changed - for example, if you need longer to get to the phone.

Playing back messages

trueCall flashes its red light to tell you that you have new messages waiting - one flash for one message, two flashes for two messages, three flashes for three messages, or four flashes for four or more messages.

There are three ways to play back the messages - from a telephone handset, by pressing the button on the unit, or by dialling in from another location.

Playback from the telephone handset

Pick up the telephone attached to trueCall, and when you hear the dial tone press trueCall's button (or dial '#*'). 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 message playback, you can choose delete, save or repeat the message. You can listen to the message details, ring the caller back, or if you have a trueCall Call Recorder memory card installed, you can archive the message to the card.

Quick playback through the speaker

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

Checking the messages from another location

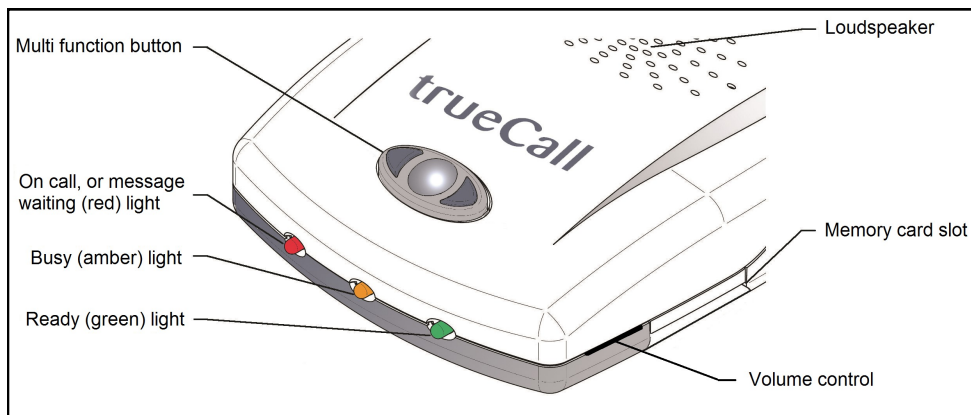
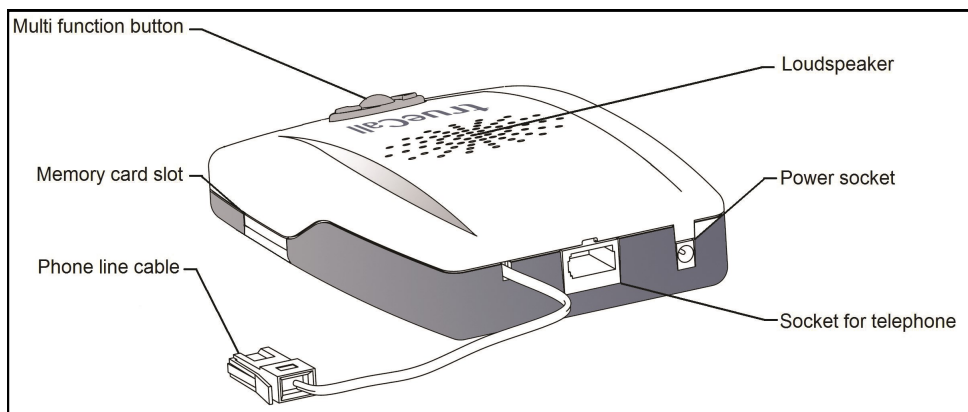
Make a Remote Access call into the trueCall Secure unit (page 18).

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

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

trueCall is designed for operation in the countries specified on the underside of the device. Country specific conditions have been taken in to account.

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



Support

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

If you're still stuck then you can call us on 0800 0 336 339, or email us either directly (support@trueCall.co.uk), or from the form at the control panel. We aim to respond to you within 1 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

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