

trueCall

trueCall 2010

Additional features



Welcome to trueCall 2010!

After launching trueCall in 2009 we received some great feedback from our customers who suggested a range of features that they would like to see introduced into trueCall. We have bundled these together in a new release of trueCall – **trueCall 2010**. This short guide outlines these new additions.

Alarm clock	3
Answering machine message overflow to Call recorder memory card	3
Automatic configuration of the phone line	3
Stored Whispers	4
Post call Zap and Star	4
Audible alert if you leave your phone off-hook	4
Permit all international calls	4
Night Block	5
Report a Call	5
Anonymous caller reject - more options	5
Block 'INTERNATIONAL' calls	6
Block 'UNAVAILABLE' calls	6
Skip Whisper	6
Import/Export Zap&Star lists	7
Wildcard Zap list	7
Wildcard Star list	7
Remote Weblink	7

Alarm clock

You can now use trueCall as your alarm clock. It will ring your phone at the specified time to wake you up. You manage trueCall's alarm clock using the simple code '##'.

Setting the alarm clock

- Pick up your phone and dial '##' followed by the time you want to be woken using the 24 hour clock - for example ##726 for 7:26am or ##1926 for 7:26pm.
- Hang up - trueCall will confirm the time through its speaker - "Alarm call 7:26pm".

Just like your alarm clock, trueCall has a single alarm time, so if you set the time it will replace any previous alarm time that was set.

Cancelling an alarm

Pick up your phone and dial '##0' then hang up. trueCall will confirm the time that the alarm clock has been cancelled through its speaker - "Alarm call cancelled".

Checking the alarm clock

Pick up your phone and dial '##' then hang up. trueCall will confirm the time that the alarm clock has been set for through its speaker - "Alarm call 7:26pm".

This is a one-time alert - once the alarm is sounded, trueCall's alarm indicator is cleared. It must be set again if a further alarm is required.

Answering machine message overflow to Call recorder memory card

trueCall's internal answering machine can record up to 15 minutes of messages. If you install a trueCall Call Recorder memory card then trueCall will also use this for its answering machine messages, giving you space for many hours of messages.

Automatic configuration of the phone line

You no longer need to configure the unit to 'Standard' or 'Cable' phone lines – trueCall now works this out automatically.

Stored Whispers

trueCall now allows you to store a Whisper for your Starred callers – this allows it to announce their missed calls and messages. If you are using the Whisper feature and you receive a call from an unrecognised caller, they will be asked to say their name. This will be recorded and saved as a temporary whisper. If you press the Star key when they are announced then this recording is kept (this is called a Stored Whisper).

Alternatively, you can go into the menus and record a whisper message for your starred callers. Select option 3 from the main menu (Edit your Zap and Star list), then option 3 (Record Stored Whisper). This allows you to specify a number and then record a Stored Whisper.

Post call Zap and Star

After you have hung up your phone after making or receiving a call, you can choose to add the number of the person you were speaking with to either your Zap or Star list by just picking up the phone, pressing Hash or Star, then hanging up. trueCall will confirm that the number was added to the list through the speaker, or will tell you if the caller's number isn't available to be Zapped or Starred.

Audible alert if you leave your phone off-hook

It is easy to accidentally leave one of your telephone handsets off hook, and then be unable to receive any incoming calls. If trueCall detects that you have done this it plays the message "One of your telephone handsets is off hook – please replace it" through its speaker to warn you.

Permit all international calls

If you have friends and family abroad who frequently call, and you are not troubled by international telemarketing calls then you can now go to your Internet Control Panel and set trueCall to allow all international calls through. trueCall will then treat every international caller as through they were a starred caller.

Night Block

This feature operates at night time. It will only allow people on your Star list to get through to your phone - other callers they just hear ringing.

You can turn on Night Block through the menus, or you can set it up at your Internet Control Panel, in which case you can choose for unwelcome callers to either hear ringing, be sent to the answering machine or be asked to enter a callers code to get through.

You can specify the start and end times for the night time period you want to protect at either the menus or your Internet Control Panel.

Turn on and off Night Block	Menu options 4>3>9>5
Specify Night start time	Menu options 4>3>9>6
Specify Night end time	Menu options 4>3>9>7

(Note that night times may also be day times - you can choose to use night block to protect you from unwanted calls during the daytime too, for example if you work night shifts.)

Report a Call

We are building a database of complaints against companies who are making nuisance calls. If you receive a call that you believe is a nuisance you can report it to us by clicking on the 'Report' icon next to the call on your Internet Control Panel.

You can report any phone call you receive where you can either identify the company or their caller-ID. It may be an unwanted telemarketing call, a silent call, a recorded message call, a market research call or a scam. It's up to you to decide – if you think that it's a nuisance then it is a nuisance, even if it was perfectly legal for the company to make the call.

Anonymous Caller Rejection - more options

At your Internet Control Panel you now have more options for handling callers who withhold their number. You can block them with the Zap message, send them directly to trueCall's internal answering machine or ask the caller to enter a callers code.

Block 'INTERNATIONAL' calls

Many people want to block the calls they receive from overseas call centres. The networks normally strip out the caller-ID from these calls and just pass on the caller-ID text 'INTERNATIONAL'.

You can block all international calls (treating them all as through they are on your Zap list) either through your menus or the Internet Control Panel.

Turn on and off International block Menu options 4>3>9>4

Note: Calls from any caller-ID that starts '00' will also be blocked.

Block 'UNAVAILABLE' calls

Sometimes calls from callers using VoIP systems like Skype come through marked 'UNAVAILABLE'. In the advanced settings of your Internet Control Panel you can block 'UNAVAILABLE' calls in the same way as blocking 'INTERNATIONAL' calls.

Note: Calls that arrive without a caller-ID will also be blocked.

Skip Whisper

Some people have friends or family who call them very often who live abroad, or routinely withhold their phone number. To save these friends having to say their name every time they call you can use the new Skip Whisper feature.

Tell your callers your Skip Whisper code. When they call and are asked to say their name they dial this code and trueCall will ring your phone straight away and put them straight through.

You can make this as secure as you want - your Skip Whisper code can be a one, two, three or four digit code.

You can turn Skip Whisper on or off and specify the code either through your menus or the Internet Control Panel. If you set it up at your Internet Control Panel you can configure it so that any key will skip the Whisper.

Turn on and off Skip Whisper
Specify a Skip Whisper code

Menu options 4>3>9>2
Menu options 4>3>9>3

Import/Export Zap&Star lists

You can now export your full Zap and Star list and back it up on your PC as a text file. On the 'My Zap&Star lists' tab on your Internet Control Panel just click on 'Export' and then 'Full Zap&Star list'. To import this file click on the 'Import' button and then 'Import complete Zap&Star list'.

Wildcard Zap list / Wildcard Star list

Some people are troubled by calls from a particular area, or maybe someone who is calling them from a mobile phone using series of Pay-As-You-Go SIM cards. You can now block these unwanted calls using trueCall's new Wildcard Zap feature.

Just enter the wildcard Zap phone number into your Zap list on your Internet Control Panel followed by '*'. For example, to block all calls from numbers starting '0800', put '0800*' onto your Zap list.

trueCall always checks its Star list before its Zap list, so if you block '07*', you will block all mobile phones except those on your Star list.

This feature can be used for much more than just blocking unwanted calls from mobile phones - you can block all numbers starting '08' (calls from companies), or calls from a specific geographic region ('0207' - calls from Central London).

You can also create a Wildcard Star list in a similar way so that all calls from numbers in a particular geographic area are put straight through. Just enter the wildcard Star phone number into your Star list on your Internet Control Panel followed by '*'. For example, to allow all calls from numbers starting '0207', put '0207*' onto your Star list.

Remote Weblink

When you are away from home – perhaps on holiday or a business trip – you may want to get your trueCall unit to do a Weblink so that you can check the calls you have been receiving.

Dial in to your trueCall unit, press '*' to get into the remote access menu, and enter your PIN. trueCall will then describe your mailbox, for example, 'You have one new message and two saved message'. If you press the '*' key while trueCall is describing the mailbox it will say 'Weblink started'. Hang up and trueCall will immediately do a Weblink.

Need more help?

If you need further help setting up trueCall, then try our website (www.trueCall.co.uk). If you're still stuck, then email us for help with problems, or advice on how to get the most out of trueCall.

E-mail : Support@trueCall.co.uk

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Patent Pending

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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

