trueCall

No more nuisance phone calls!

Getting Started Guide

(For people who don't read manuals!)

Your Getting Started guide

Congratulations on your new purchase!

Your Getting Started Guide tells you everything you need to know to get trueCall up, running and protecting you against nuisance callers.

If you want go further, and use some of trueCall's advanced features, then look at the trueCall Reference Guide.

Before using this guide there are a few things you need to know:-

• trueCall works best if you have Caller Identity service (Caller ID) from your telephone operator *

• trueCall protects a single phone, or a cordless phone with multiple handsets

• trueCall takes your messages for you, so you don't need an answering machine or the answering function built into your phone

Let's get started - it will take you less than 5 minutes to set up trueCall!

What you will need

• Your trueCall unit
• Your telephone, or cordless phone base unit
• A free mains socket near your telephone
• trueCall's mains adaptor

* Caller ID is a service that forwards the caller's number to you with each call. It is available from most telephone companies. You might be familiar with this from your mobile phone. To register for Caller ID contact your telephone operator by dialling 150 - it is often available free (for more information see page 11).

Using trueCall - a quick overview

- trueCall answers your phone automatically. It asks the caller to say their name - we call this their 'Whisper'. If they don't say their name, your phone doesn't ring.

- trueCall rings your phone, and when you pickup, introduces the caller using their Whisper. You can choose to take the call, reject the caller, or get trueCall to take a message.

- If you choose to take a call from a salesman but during the call you find that he won't take 'no' for an answer, you can 'Zap' him. trueCall will play him a polite message asking him not to call again, and will then hang up on him. If you have Caller ID, trueCall will recognise him if he calls again, and will reject his call without ringing your phone.

- If you have Caller ID, you can put your friends and family on your Star list. When someone from your Star list calls, trueCall recognises them and rings your phone straight away, bypassing the Whisper message.

- You can 'Zap' a caller by pressing the hash (#) key on your telephone keypad at any time during an incoming call.

- You can put a family member or friend on your Star list at any time by:-

    - pressing the ✳ key on your telephone keypad at any time during an incoming call
   - adding ✳ to the number you dial when you call them
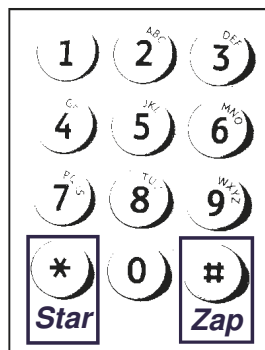
    You can also Star callers in the Setup Menus (see page 19 of the Reference Guide), or at your Internet Control Panel.

When you first set up trueCall we recommend that you put all the people who regularly call you on to your Star list.

Callers prefer to hear announcements made in your own voice, as it confirms to them that they have got through to the right number. We strongly recommend that you record your own personal greeting - trueCall will automatically ask you for this when you first set it up.

4   Setting up trueCall

Don't make any calls until you have completed steps 1 - 5 below!

Broadband splitters
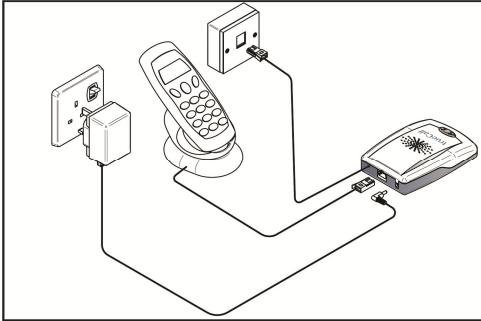
1 trueCall can operate from any telephone socket in your house. If you have a cordless phone system, locate it near the base station, otherwise install it close to the phone you use most often - you want to be able to easily check trueCall to see if you have any messages.

2 Unplug your telephone's lead from the wall socket (or the telephone lead from your cordless phone base station), and replace it with trueCall's telephone lead. *If you have broadband on your home phone line, you **must** plug trueCall's lead into a broadband splitter.*

3 Plug your telephone's lead (or the lead from your cordless phone base station), into the socket at the back of trueCall. trueCall takes messages for you, so disconnect any answering machine or switch off your phone's answering facility.

4 Plug the mains adaptor into the power socket at the back of trueCall - the LEDs will all flash for about a minute and will then stop with just the green LED and blue button lit.

5 Wait by your phone for a minute and trueCall will ring you. Pick up the phone and follow the instructions to record a short personal greeting so that your callers know that they have got through to the right number. If trueCall doesn't ring, then you can record these through the setup menu (see *Change your Personal Greeting* in the trueCall Reference Guide page 18).

You are now ready to go!

Your telephones

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

Once you have installed trueCall we recommend that you don't use phones plugged into other extension sockets in your house. These may give a short ring when calls from unknown callers are received, and won't ring when the caller is put through.

trueCall was designed for use in the home - it shouldn't be plugged into office switchboards, lines that are shared with a fax machine, or anywhere you need to dial '9' for an outside line.

trueCall will work with some Voice Over IP telephones. You can set this up in your Internet Control Panel. (see Internet Control Panel Guide page 10).

Some phones automatically check the 1571 network voicemail service at regular intervals and display a 'Message waiting' light. These are called *1571 phones*. We recommend that you do not use 1571 phones with trueCall (see page 16)

Your telephone network supplier

In the UK, if your telephone service is provided via a Cable service provider then you need to set trueCall's line type to Cable mode (see the trueCall Reference Guide, page 22).

Answering machines/answering services

trueCall provides Message Manager, its own powerful answering machine - *If you have a separate answering machine, disconnect it, or switch off any answering facilities provided by your telephone.*

trueCall will work co-operatively with most network voicemail services (see the trueCall Reference Guide, page 13).

All of your answering machine messages and settings are kept safe, even when trueCall is switched off.

Other equipment

You may have other equipment plugged into your telephone line - alarm systems, set top boxes, digital TV boxes, etc. These mustn't be plugged into the back of trueCall, but can be plugged in alongside trueCall using a 2 way telephone adaptor (or plugged into any other phone socket in your home).

We recommend that you don't plug trueCall into a wireless phone line extension box, as these don't forward Caller ID.

trueCall features
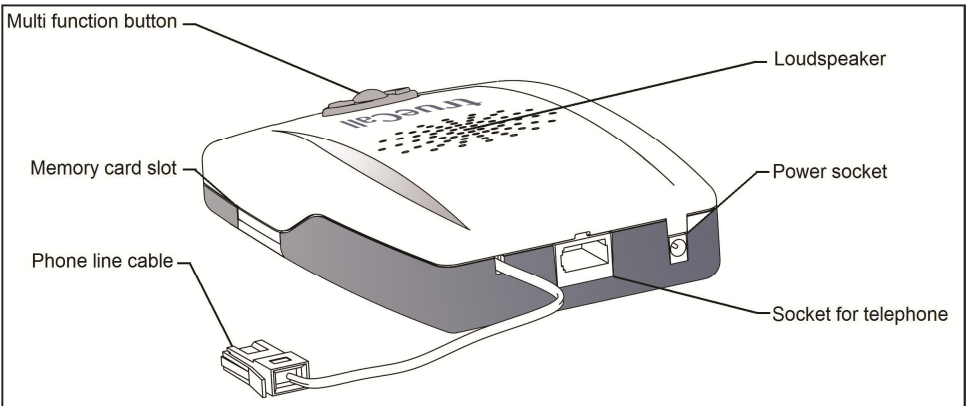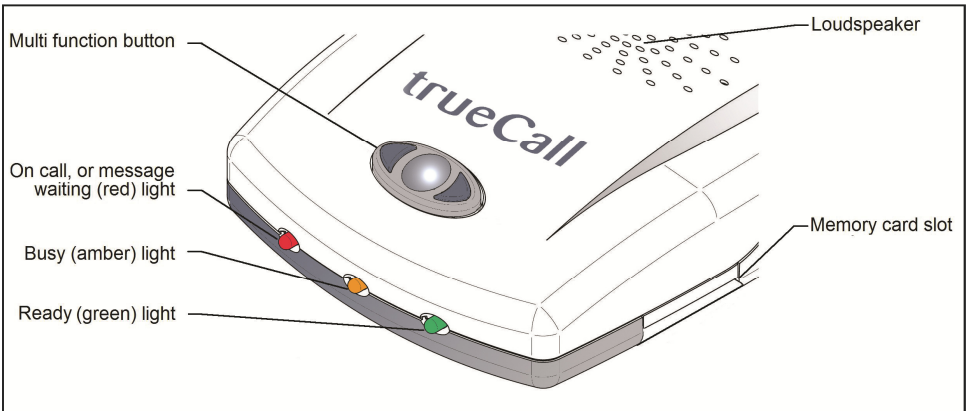
How trueCall handles incoming calls

When a call arrives, trueCall checks the calling number (if you have the Caller ID service, and the number is available).

If the caller's number is on your Star list, your phone will ring and you can answer the call as usual. If the callers number is on your Zap list, the caller will be played a polite message saying that you are not interested in their call and don't want them to call you again.

If the caller's number isn't on either your Zap or Star list, or isn't available, trueCall answers them (without your telephone ringing) and plays them your personal greeting. Anyone who has misdialled or called a wrong number will hear your personal greeting, realise their mistake, and hang up without disturbing you.

Whisper

trueCall asks unrecognised callers to say their name (we call this their 'Whisper') and then puts them on hold. Most telemarketers hang up when they are asked to leave a Whisper - they know that you are unlikely to accept their call.

Your telephone only rings if the caller says their name. When you pick up your phone, trueCall announces the caller by playing you their Whisper. Having heard the caller say their name, you can choose to either accept the call, send the caller to Message Manager (trueCall's built in answering machine), or play the caller a message saying that you are not interested in their call and don't want to hear from them again.

Whisper means that you only have to speak to people you choose to speak to. It protects you against malicious calls, pranks and hoaxes.

Zap

If you accept an incoming call but decide that you don't want to continue with it (telephone sales people can be very persistent) you can Zap the caller!

Press the hash key on your telephone keypad (**#**) at any time during the call. trueCall will ask you to confirm, and then you can hang up. trueCall plays a polite message to the caller, telling them that you are not interested in their call and don't want them to call you again. By law a cold caller must take you off their calling list & not call you again.

Zap&*Star lists (*if you have Caller ID)

trueCall holds two lists of phone numbers and names in its memory - a Star list and a Zap list. *Zap*&*Star* list features are only available if you have Caller ID from your telephone company (see page 11).

- **Star list for your family and friends**

  Your Star list is for people who you want to speak to - your friends and family. When someone on your Star list calls they get straight through to you.

  It's easy to put someone onto your Star list. When you call them next using trueCall, just add ✱ to the end of the number you dial; or when they call you press the star key (✱) on your phone at any time during the call.

- **Zap list for unwelcome callers**

  Your Zap list is for anyone you don't want to speak to again. When someone on your Zap list calls you, trueCall will answer the call without your phone ringing and play them a polite message saying that you are not interested in their call and don't want them to call you again.

  It's easy to put someone onto your Zap list. When they call you just press the hash key (**#**) on your telephone keypad at any time during the call.

There are other ways of putting numbers onto your Zap list and Star list (see trueCall Reference guide page 9), and don't worry if you've got lots of friends - your Zap and Star lists can hold up to 500 numbers each!

Other Intelligent Call Screening options

If you have special requirements - if you are receiving malicious calls, calls at night, large numbers of silent calls, etc - trueCall offers a range of other intelligent call screening options that allow you to control exactly who can get through to you.

- Shield all
- Standard Shield
- Anonymous caller rejection
- Starred callers only
- Code access only
- NightShield
- Screen all unrecognised callers
- 'Not at home'
- Block international calls
- Call recording (optional)

You can find a detailed description of each of these features in the trueCall Reference Guide (pages 3 - 9).

	Personal greeting	Whisper	Zap	Zap&Star	Shield all	Standard shield	Anonymous caller reject	Starred callers only	Code access only	NightShield	Screen all unrecognised callers	'Not at home'	Call recordings (optional)
Silent calls		✓	✓	✓	✓	✓	✓	✓	✓		✓		
Nuisance text messages				✓	✓	✓		✓	✓		✓		
Unwanted sales calls		✓	✓	✓	✓	✓	✓	✓	✓		✓		✓
Persistent sales agents		✓	✓	✓	✓	✓	✓	✓	✓		✓		✓
Recorded message calls				✓	✓	✓	✓	✓	✓		✓		✓
Market research calls		✓	✓	✓	✓	✓		✓	✓		✓		✓
Fax scanning calls		✓	✓	✓	✓	✓		✓	✓	✓	✓		
Calls from overseas call centres		✓	✓		✓	✓	✓	✓	✓		✓		✓
Misdials	✓	✓							✓		✓		
Wrong numbers	✓	✓							✓		✓		
Calls to recycled numbers	✓	✓							✓		✓		
Silent calls at night		✓		✓	✓	✓	✓	✓	✓	✓	✓		
Offensive or threatening calls		✓	✓	✓				✓	✓		✓		✓
Prank & hoax calls		✓	✓	✓				✓	✓		✓		✓
Calls from people you are 'not at home' to								✓				✓	

Making telephone calls

trueCall doesn't change the way you make outgoing calls, but it keeps a log of the numbers you called, the time and date, and the call duration. You can view this information at your Internet Control Panel.

trueCall takes messages for you

As well as protecting you from unwanted calls, trueCall's Message Manager takes messages for you while you are out (or if you are in but don't want to be disturbed!).

Message Manager has been designed with a number of advanced privacy features, making it one of the most secure answering machines available.

Accessing your messages

Message Manager lets you know that you have new messages waiting by flashing trueCall's red LEDs. The number of flashes tells you how many new messages and missed calls you have.

There are three ways to play back your messages -

- **Playback from your telephone handset** - Pick up your telephone. When you hear the dial tone press Zap Star (**# ✶**). Message Manager will then play back your messages. It will give you detailed information about the message - the exact time and date that it was left, and the caller's telephone number (if available). You can also ring back the caller at the touch of a button.

- **Quick playback through the speaker** - Just press trueCall's centre button, and Message Manager will play back your messages through its speaker. Press the left button to save the message, or the right button to delete the message.

- **Checking your messages when you are away from home** - When you are away from home just dial in, and when trueCall answers your call, press Star (✶). Message Manager will ask for your PIN, and then play back your messages. trueCall comes already set up with a PIN - this is the last four digits of the serial number printed on the underside of the unit. You can change your PIN at any time (see the trueCall Reference Guide, page 19).

Working with your 1571 network voicemail service

trueCall works alongside 1571 network voicemail services. If you are engaged on a call when a new call arrives your 1571 network voicemail service will take the message. After each call you make or receive trueCall checks, and if a new message has arrived, it rings your phone and tells you. trueCall works with most, but not all voicemail services.

Call screening

When trueCall plays you a caller's Whisper, you can choose to send them to Message Manager to leave a message even though you are at home. If you then press the centre button on the unit, you can listen to the caller leaving their message through the speaker. You can hear them, but they can't hear you, and they don't know that you are screening them. If you decide that you do want to speak to them, you can pick up the phone to get connected, otherwise, if you have heard enough, you can press the centre button again to switch off the speaker, and trueCall will continue taking the message.

All about Caller ID services

Most telephone operators provide a caller identity (Caller ID) service on their networks. This service transmits 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.

In the UK some operators provide the service free - but you have to contact them to switch it on. Other operators may charge a small monthly fee.

trueCall works best when you have Caller ID switched on, as it allows you to use *Zap*&*Star* and it gives you detailed caller information in the setup menu, your Internet Control Panel and Message Centre.

Phone the operator (normally 150) to get Caller ID services switched on for your phone line and take advantage of trueCall's powerful Zap&Star features!

Note: Phone lines supplied via a cable TV service in the UK use a different mechanism for delivering Caller ID to the method used on standard lines. trueCall is initially set up for standard phone lines, so if you have Caller ID delivered on a Cable phone line, you will need to change trueCall's line type (see the trueCall Reference Guide, page 22).

trueCall tells you what it's doing

You can tell what trueCall is doing by looking at its LEDs.

	trueCall is on and is protecting your telephone line. Your phone is ready and free for you to make or receive a call.
	You have new messages waiting.
	An incoming caller is being checked by trueCall.
	You have a call - trueCall is ringing your phone.
	An incoming or outgoing call is in progress.
	A caller is leaving a message.
Off	On	Flashing

For a full listing of all trueCall's LED patterns see the trueCall Reference Guide, page 25.

Personalising trueCall

While trueCall will work just fine when you first plug it in, you can tailor it to meet your exact personal requirements.

Security options	Set security level, change PIN, disable remote access
Message taking options	Set ring duration, audible alert, speaker volume, call screening, missed call reporting, record a personalised 'not available' announcement
Intelligent call screening options	Record personal Whisper, Zap, and Shield announcements, switch ON or OFF *Zap*&*Star*, Whisper, Shield, Anonymous caller reject, Night Shield, Screen all unrecognised callers
Other	Edit *Zap*&*Star* lists, listen to messages and recordings, delete messages and recordings, set system date, change line type (standard or cable), record personal greeting, listen to system information, reset to factory settings.

You can personalise trueCall either in the setup menu from your telephone, or on the internet through your optional Internet Control Panel.

Accessing the setup menu from your phone

The setup menu gives you options to tailor the way that trueCall works to suit your own personal requirements. Voice prompts tell you what options are available, so there are no complex codes to remember.

To access the menu, pick up your telephone and press Zap Star (# ✳) on its keypad. trueCall first plays back any messages - you can skip these by pressing '0'. It then asks you to enter your PIN. It is initially set up with a 4 digit PIN that is the last 4 digits of the serial number printed on the underside of the unit. This gets you into the setup menu where you hear a list of options. When you hear the option you want to select, just press the key - you don't have to listen to the full description of all the options.

For full details of your setup menu options see the trueCall Reference Guide, page 18.

Using the trueCall's Internet Control Panel

Some people prefer to change their trueCall settings at their Internet Control Panel.

Your Internet Control Panel is a secure web page on the internet that you can access using your own personal user name and password. It allows you to:-

- See a call history of the phone calls you have made and received - you can use this to see who has been calling while you were out or check your phone bill.

- Set up your Zap and Star lists on the internet - simply type in your family and friends' details, or copy and paste them from your contact database (eg Outlook).

- Change your trueCall settings, giving you access to additional special features.

- Order upgrades and additional features when they become available.

An annual charge is made for use of the Internet Control Panel, but all trueCall users get their first year's usage free!

To use your Internet Control Panel, go to the trueCall web site (www.trueCall.co.uk) and click on **Log In**. Register your unit using its full serial number (printed on the bottom of the unit).

For full details see the Internet Control Panel and Weblink guide.

Frequently asked questions

Can I use any telephone with trueCall?
trueCall will work with a wide range of telephone equipment - cordless DECT phones, cordless analogue phones, text message phones, even Mickey Mouse phones! It works best with a cordless DECT base station with multiple handsets, or just a single phone.

While trueCall works well alongside a 1571 service, we recommend that you don't use phones with the built in 1571 feature (see page 16).

Does trueCall work with answering machines?
trueCall includes Message Manager, its own powerful answering machine. If you have a separate answering machine, unplug it or switch off any answering facilities provided by your telephone to prevent conflicts.

Which network providers does trueCall support?
trueCall will work on standard domestic telephone lines from any of the main telephone providers. In the UK, if your phone service is delivered to your house as part of a cable TV service) then you must set up trueCall's line type for Cable operation (see trueCall Reference Guide page 22).

trueCall was designed to be connected to a domestic exchange line. You should not plug it into a company switchboard, or anywhere you have to dial '9' for an outside line.

Where should I locate my trueCall?
You can plug trueCall into any telephone extension socket in your house. If you have a cordless phone system, trueCall must be located with the base station, otherwise, as trueCall is also your answering machine, put it in a convenient place for checking your messages.

Will trueCall work on my broadband line?
trueCall will work happily alongside your broadband connection - just make sure that its telephone cable is plugged into a broadband splitter.

Broadband splitters

I have tried to Star a caller, but trueCall won't let me
trueCall's *Zap*&*Star* feature only works if you have the Caller ID service from your network operator, and the caller has passed on their calling number (see page 11).

Help! - I have accidentally Zapped someone I meant to Star
Don't worry - trueCall has an automatic UnZap feature! All you have to do is ring your friend, and trueCall will automatically remove them from your Zap list.

Help! - I have accidentally Starred someone I meant to Zap
You can go into the setup menu and add their number to your Zap list (see trueCall Reference Guide page 18), or use your Internet Control Panel.

I pressed the Zap key during a call, but trueCall didn't respond
Zap&*Star* is only active on incoming calls so you can't Zap or Star someone during an outgoing call.

What if there is a power cut?
trueCall doesn't prevent you making or receiving phone calls if you have a power cut, though it won't intercept incoming calls.

trueCall's red LED flashes every 30 minutes
Some telephones check your 1571 network voicemail service for messages on a regular basis – these are called *1571 phones*. They automatically pick up the line a few moments after the end of each call, and then every 30 minutes during the day and night. trueCall's red LED is there to tell you that your phone line is in use, so a 1571 phone will make this light up at regular intervals. We recommend that you don't use 1571 phones with trueCall.

When I receive a call, the phone attached to trueCall rings, but my extension phones don't ring
trueCall is designed to protect the phones plugged into it from nuisance calls. If you have additional phones plugged into extension sockets, these will not ring if trueCall has intercepted the call.

Can I use Call Waiting with trueCall?

The Call Waiting service from your telephone company will work with trueCall, but if you are already engaged on a call, trueCall isn't able to classify the incoming caller or log their Caller-ID - there is a chance that you might speak to a zapped caller.

I'm not receiving the telephone numbers from some of my callers
There are a number of reasons why you may not be receiving a caller's number:-

- *Your telephone company may not be passing it on to you* - Caller ID is available on most networks and can be a free service. We recommend that you ask your network provider to switch it on as trueCall gives you maximum control over the calls you receive if you have a Caller ID service.

- *Check that your unit is set for the right line type* - Lines supplied by Cable operators use a different format of Caller ID message to standard telephone lines, so check that trueCall's line type is set correctly (see trueCall Reference Guide page 22).

- *The calling number is withheld* - The caller may have chosen to withhold their calling number to protect their own identity. trueCall will tell you that the number was withheld, and gives you the choice of accepting or rejecting the call.

- *The calling number is not available* - The caller's number may have been 'lost' in the telephone network - this is not the fault of the caller. It happens with some domestic calls and most international calls.

trueCall can take advantage of Caller ID whether or not your telephone handset has a screen to display the caller's telephone number.

How will trueCall handle automated messages that I want to receive - for example from Neighbourhood Watch?
Just put the phone number of the line that sends you these messages onto your Star list, and trueCall will put the calls straight through to you (see trueCall Reference Guide page 18).

I can't get trueCall to play back my messages from my handset

- Be sure that you have dialled 'Zap Star' rather than 'Star Zap'!

- You can play back messages from phones attached to trueCall, but not from phones plugged into other extension sockets in your home.

Help - I've forgotten my PIN!
trueCall comes already set up with a PIN - the last four digits of the serial number printed on the underside of the unit. If you have changed your PIN and have forgotten it, then you can check it at your Internet Control Panel (see the Weblink and Internet Control Panel guide).

In extreme circumstances you can reset your PIN to its original value, but to preserve your security, all your messages will be deleted. To reset your PIN, pick up the handset and dial
 # # ✶ 2 0 0 0 #.

WARNING: If you have set your unit to operate in High Security mode, resetting your PIN will reset your unit to its factory settings - your configuration settings will be lost, your Zap and Star lists will be deleted and your log file will be cleared. You will still be able to access your call history at your Internet Control Panel because this has a separate password.

I sometimes get a short ring on an extension phone when I receive a call
trueCall is designed to protect the phones plugged into it from nuisance calls. If you have additional phones plugged into extension sockets they may tinkle. If you can hear your main telephone ringing all around your house, just set your extension phones to 'Silent ring'.

How much power does trueCall use?
trueCall uses less than one percent of the power of a standard light bulb! It is an Energy Star certified product - products that have earned the Energy Star certification perform much more efficiently and use about one-third of the energy of conventional products. Energy Star is a joint programme of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping to save money and protect the environment through energy efficient products.

Will trueCall work with my SMS phone?
Some modern phones can send and receive text messages (SMS phones). trueCall will allow your phone to send and receive text messages if you have Caller ID set up on your phone line.

trueCall doesn't respond to commands from my extension phones

trueCall responds to commands from the telephones plugged into it, including cordless phone systems with more than one handset. You can still make or receive calls from other extension phones in your house that are not connected via trueCall, but they won't have access to the special trueCall features like Whisper introductions, *Zap*&*Star*, message retrieval or the setup menu.

Weblink sometimes fails

trueCall's top priority is to allow you to make and receive telephone calls, so if you pickup your phone to make an outgoing call while a Weblink session is in progress, trueCall will abandon the Weblink session and allow you to make your call. You can restart Weblink at any time.

Note that because 1571 phones check for messages every 30 minutes or so, they can even interrupt Weblink sessions in the early hours of the morning, so we recommend that you don't use 1571 phones if you use trueCall.

If I am not at home, my calls are picked up by my 1571 network voicemail service, not trueCall's Message Manager

or

When I try to listen back to my messages I just hear a long tone that lasts about 12 seconds

Both these situations are caused by trueCall and your 1571 network voicemail service each trying to pick up your messages at the same time!

If you use a 1571 network voicemail service we recommend that you set trueCall's Ring Duration to 9 seconds (see trueCall Reference Guide page 19). To test that it is working OK, put the number of your mobile phone on your Star list, dial into your home phone line from your mobile and wait for trueCall's Message Manager to pick up. If your 1571 network voicemail service picks up the call, then you need to reduce trueCall's ring time.

I receive messages on my answering machine saying "press 1 to accept the call, hash to zap the caller …"

trueCall has its own built in answering machine, so you must turn off the answering facility of your phone, or disconnect your answering machine.

When I turned on trueCall it didn't ring me to ask for my personal greeting
trueCall will only ask for your personal greeting if it is turned on between 7am and 10pm, and is plugged into your phone line. If trueCall doesn't ring you, then you can setup your personal greeting through the setup menu (see trueCall Reference Guide page 18).

I picked up the phone to make a call and was connected to a caller
If you pick up your phone at the exact moment a call arrives, you will be directly connected to the caller without them being screened. This will very rarely happen. If you pick up the phone to make a call while a caller is being screened you will hear the message 'incoming call - please hang up'.

I can hear a faint buzzing sound when I am talking on the phone
Some cordless phone base stations are not properly shielded and can sometimes cause interference. Move your trueCall unit a few inches away from your phone's base station to reduce the interference.

During a call I was asked to confirm whether I wanted to Zap or Star someone, but hadn't pressed the hash or Star key
Like most telephone devices, trueCall does it's signalling using tones. In rare circumstances trueCall can mistake music, high pitched voices or background sounds as a tone during a call.

trueCall seems to be interfering with my broadband service
trueCall will work happily alongside your broadband connection but it is essential that you plug it into the telephone wall socket via a broadband splitter (sometimes called a microfilter) - see page 4. You will almost certainly already have one installed.

I'm not able to Star a regular caller from abroad
Few international calls arrive with their Caller ID, they normally just give an indication that they are international. As you don't have the caller's number you can't Star them. If you want to allow all international calls through, you can turn on 'Star all International callers' at your Internet Control Panel, but be aware that this will let through calls from international call centres.

Can I use trueCall with a Voice over IP service?
trueCall can work with some Voice over IP devices. Voice Over IP systems tend to send Caller ID in the American format rather than the UK format, so you need to turn on VoIP Caller-ID in your Internet Control Panel.

Can I remotely access my messages from overseas?
You can remotely access you messages from anywhere in the world! Just dial in, and when trueCall answers, press the ✱ key and enter your PIN.

trueCall's red LED comes on even though I'm not making a call
This may be because another attached device - a Sky box, a 1571 phone or an alarm system - is making a call.

Will trueCall work with pendant alarm systems?
trueCall is compatible with many pendant alarm systems, but we recommend that once you have installed trueCall you must check that your alarm system is still working correctly.

Can deleted messages be retrieved?
No - once a message is deleted you can't retrieve it.

I have a fax machine that I use at home, but it keeps on picking up calls
If you use a fax machine on the same line as trueCall, you must switch off the fax machine's Auto Answer feature.

Safety

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

- 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. We recommend that you unplug the power and telephone line cord for the duration of the storm as such damage is not covered by the guarantee.

trueCall Call Recorder & Message Centre

trueCall Call Recorder allows you to make audio recordings of some or all of your telephone calls. It also allows you to save any important answering machine messages.

Why would you want to record calls?

- It is easier to resolve disputes over 'who said what to who, and when' relating to products or services you have bought

- Banks and insurance companies keep recordings of calls for their own protection in case of a dispute - why shouldn't you have access to the same information?

- If you receive malicious calls, this information may make it easier to take legal action to stop them.

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

- Keep a record of what you have agreed to in case of mis-selling and slamming

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

trueCall Call Recorder cards are available in various capacities, and can store up to 140 hours of telephone conversations and messages!

Requirements:

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

Your computer needs an SD card slot, or a spare USB socket (using the supplied USB/SD card adaptor).

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

Need more help?

If you need further help setting up trueCall and really, really don't want to read the trueCall Reference Guide then try our website (www.trueCall.co.uk). If you're still stuck then email us, or phone through to trueCall Customer services for help with problems, or advice on how to get the most out of trueCall.

Post : trueCall Ltd
Knights Hall
Knights Hill
London   SE27 0HS

E-mail : Support@trueCall.co.uk

Phone : 0844 804 4000

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.

ENERGY STAR

Packaging material is recyclable

Patent Pending

trueCall and *Zap&Star* are trademarks of trueCall Ltd

C E