

trueCall

No more nuisance phone calls!

Reference
Guide



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Introduction

This Reference Guide :-

- Gives a detailed description of each trueCall feature;
- Outlines all the available options, and tells you how to change them.

We recommend that you read the Getting Started guide first, as it gives an outline of all of trueCall's features, and contains answers to questions that people most often ask.

How trueCall handles your calls

Intelligent call screening

This section gives you a detailed step-by-step guide to trueCall's Intelligent Call Screening System. There are many ways that you can personalise its operation through either the setup menu, or the optional Internet Control Panel.

When you receive an incoming call, trueCall carries out Intelligent Call Screening to make sure that you only speak to people you want to speak to.

Recognised callers - Zap&Star

trueCall keeps two lists of telephone numbers in its memory. The Star list, which holds the phone numbers of people who you are always happy to speak to (your friends and family), and the Zap list, which holds the phone numbers of people you don't want to speak to again (maybe some telemarketers).

When a call comes through with a calling number that is on your Star list, trueCall rings your phone straight away without intercepting the call, and neither you or your caller will be aware that trueCall is there.

When a call comes through with a calling number that is on your Zap list, trueCall answers the call for you, without your phone ringing, and plays the caller a polite message saying that you are not interested in their call. trueCall has a standard Zap announcement, but you can record your own (see page 21).

Screening calls using **Zap&Star** is only possible if you have Caller ID installed on your phone line (see Getting Started Guide page 11).

Unrecognised callers

If trueCall can't find the caller's number on either your Zap or Star list (or if you don't have Caller ID installed, or if the caller's number is unavailable or withheld) then trueCall answers the call without your phone ringing.

Personal greeting

trueCall plays your personal greeting in your own voice to the caller - for example *"Hello, you're through to the Smiths"*. If the caller has misdialled, or has a wrong number, they will realise their mistake and hang up without disturbing you.

Whisper

After the personal greeting, trueCall asks the caller to say their name:-

“Please say your name after the tone”

trueCall records their response - for example “**Sally**”. This is called their **Whisper**. If they don't say anything, trueCall will explain that you don't accept calls from anonymous callers, and will ask them to say their name a second time. If still nothing is heard, it will say “goodbye” and hang up.

trueCall then rings your phone. When you pick up, trueCall says:-

*“You have a call from - **Sally** - Press 1 to accept the call, hash to Zap the caller, or just hang up to ask the caller to leave a message. Press star to accept the call and Star the caller”.*

trueCall will also tell you if they have withheld their calling number.

Having heard the caller's name spoken in their own voice, you can now decide how you want to deal with the call -

- If you want to speak to the caller, press '1' on your phone, and trueCall will connect you to the caller.
- If you want trueCall to take a message, just hang up - trueCall will ask the caller to leave a message.
- If you want to tell the caller to go away and not call you again, press the hash key on your phone (#) and then hang up. trueCall will play them the Zap announcement telling them that you are not interested in their call. If you have Caller ID and have received the caller's number, they will be automatically added to your Zap list.
- If you want to speak to the caller, and are happy to receive calls from them in the future, press '★' on your phone. trueCall will put the caller's number onto your Star list then connect you to them.

After a short while you will become familiar with these options and will be able to deal with the call without having to listen to the full Whisper announcement.

Alternatively, you can press trueCall's centre button when you hear your phone ring, and it will play the Whisper announcement through its speaker

*"You have a call from - **Sally** - pickup the handset to accept the call, press the left button to ask the caller to take a message or the right button to Zap them"*

If you press the left button, or do nothing, Message Manager will take a message for you.

Whisper is very effective at screening out unwanted calls:-

- Whisper stops most telemarketers. They know that you are unlikely to want to buy anything from them if you are screening your calls with trueCall. They are paid commission on every sale they make, so it's in their own interest to hang up and move on to the next number on their list.
- Whisper helps you manage your time - if you are busy, you can speak to your most important callers, and let trueCall take messages from the rest.
- Whisper is an effective barrier to malicious callers - if you don't recognise the caller's name, or if a caller refuses to identify themselves, you can reject them without ever being connected to them. You never have to speak to anyone you don't want to.

trueCall comes with a standard Whisper announcement, but you can record your own if you prefer (see page 20).

Mid call Zap

If you have accepted a call, but decide that you don't want to continue with it, trueCall's Zap is a firm but polite way of getting rid of an unwanted caller.

To Zap a caller, just press the hash (#) key on your telephone at any time during an incoming call. trueCall will put them on hold for a second and will privately ask you to confirm by pressing the hash key again. trueCall will then play the Zap announcement to the caller:-

"I'm afraid that we're not interested in your call – please hang up now and don't call us again."

If you have Caller ID and the caller's number, it will put them onto your Zap list and will block them if they call again.

trueCall comes with this standard Zap announcement, but you can record your own if you prefer (see page 21).

Shield

By default, Shield is switched OFF, but if you are receiving a large number of telemarketing calls, recorded message calls or silent calls you may like to switch it ON.

If a call is Shielded, trueCall plays the Shield announcement after the personal greeting, but before the Whisper announcement. This says:-

“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”

This is the standard Shield announcement - you can record your own if you prefer (see page 20).

Each trueCall unit randomly assigns itself a Breakthrough Key of 1 - 9 when it is first set up (in the example the Breakthrough Key was 5).

When they hear the Shield message, cold callers are legally obliged to hang up and to put you on their do-not-call list so that nobody from their company will call you again. If a cold caller ignores your request not to be called again, you can report them to the Information Commissioner for a breach of the Privacy & Electronic Communications Regulations – see the trueCall web site for more information.

In any case, they are very unlikely to press the breakthrough key as they know that, having ignored your specific instructions, they are unlikely to be able to sell you anything even if they do get through to you.

You can choose how Shield operates (see page 21). You may Shield all callers whose numbers are unrecognised, or just Shield the calls most likely to be a nuisance call - calls from commercial numbers (a number starting 08 or 09), or calls where the caller has withheld their number.

Shield is particularly useful if you get a lot of recorded message calls, silent calls or fax calls. The automated equipment that calls you doesn't know to press a button, so trueCall is able to quickly and silently reject the call.

Listening to a message as it is being left by the caller

If you have sent a caller to Message Manger, you can listen to the message as it is being left by pressing trueCall's centre button (this is called **Call Screening**). If you decide that you want to speak to the caller, just pickup the phone, or if you no longer want to screen the message, press the centre button again – this will stop the screening but will allow the caller to continue leaving their message. Screening through the speaker for all calls can be set as the standard option (see page 20), or you can screen all unrecognised callers (see page 8).

NightShield

Many people receive silent phone calls during the night - these are not only alarming, but if you can't get back to sleep, they can ruin your next day as well. These calls are most often made by faulty or incorrectly programmed computer diallers or fax scanning machines.

trueCall's NightShield prevents you being disturbed by silent calls at night, but allows genuine callers to get through. If you switch ON NightShield, trueCall will Shield every unStarred call it receives between 11pm and 7am. It will answer the call for you, without your phone ringing, and will ask the caller to press a button to get through to you - only then will your phone ring. Your friends or family will be happy to do this, but automatic diallers or fax machines won't press the button, so they won't disturb you at night.

By default, NightShield is switched OFF. To switch it ON see page 22.

Not at Home

You can configure trueCall to indicate to anyone on you're your Zap list that you are not home by playing them a ring tone rather than the Zap announcement. They won't know that you are rejecting their calls, they will just believe that you are not at home.

By default, Not at Home is switched OFF, but you can switch it ON at your Internet Control Panel.

Anonymous Caller Reject

If you have Caller ID on your phone line, you can tell trueCall to reject all anonymous callers - all callers who withhold their calling number. It plays them the announcement :-

"You have withheld your calling number so I cannot connect you"

and doesn't ring your phone. Anonymous Caller Reject only blocks calls where the caller has withheld their number. If the caller's number is not available for any other reason - for example it is an international call - then Anonymous Caller Reject will let it through.

WARNING: Anonymous Caller Reject is very effective at blocking malicious calls, but be aware that it may also block calls that you want to receive. Doctors, hospitals, the Police, government organisations and many companies routinely withhold their numbers.

Your phone company can also offer you Anonymous Caller Reject, but they charge up to £4 per month.

Screen all unrecognised callers

Some people screen all their calls - they like to send all callers to their answering machine, listen to the message being left, and then only pick up if it is someone they want to talk to. trueCall goes one better than this. If you switch ON the Screen All Unrecognised Callers feature (see page 22) Zapped callers will be rejected, and Starred callers will ring your phone as normal, but all other callers will be immediately sent to Message Manager and screened through the speaker, so you can decide whether you want to pickup.

Handling persistent malicious callers

If you are receiving malicious calls, you may like to get trueCall to only allow specific callers to ring your phone. All other callers are then sent either directly to Message Manager to leave a message, or are played the ringing tone, making it sound as though you're not at home.

You can do this in two ways:-

Starred callers Only

Only callers whose number you have Starred are able to ring your phone.

Code Access Only

Callers are asked to enter a secret Caller's Code before they can get through to you. You can choose a code (up to 8 digits long) and only give it out to people who you trust and want to hear from.

These features can be set up in your Internet Control Panel.

Allow all international calls straight through

International calls don't carry the caller's number, so cannot normally be Starred. This option is useful if you have friends and family who often call you from overseas - it allows all calls from international numbers to be treated as though they were Starred. BUT- if it is set, trueCall won't intercept ANY international calls - calls from overseas call centres will get straight through.

By default, Allow all international calls straight through is switched OFF, but you can switch it ON at your Internet Control Panel.

Putting numbers onto your Zap and Star lists

Your personal Zap and Star lists can each hold up to 500 numbers.

Star list

Your Star List is the list of phone numbers that you are happy to receive calls from.

There are lots of ways of putting someone on your Star list:-

- When a caller is announced with their Whisper, press the Star key on your phone (*). They will be put through to you, and their telephone number will be put onto your Star list.
- You can Star a caller at any time during an incoming call – just press the Star (*) key on your telephone. If you have their calling number, trueCall will put them on hold for a second and will privately ask you to confirm by pressing the Star key again. It will then reconnect you to continue your call.
- When you call one of your friends, dial their full number (including dialling code) with * added to the end. This will tell trueCall to call them and add them to your Star list.
- You can add numbers to your Star list in the setup menu (see page 18).
- You can add numbers to your Star list at your Internet Control Panel either individually or imported from your contact management software.
- When Message Manager is playing back a message, press the Star key on your phone (*) to add the caller to your Star list.

Zap list

Your Zap List is the list of phone numbers that you don't want to receive calls from.

There are lots of ways of putting someone on your Zap list:-

- When you hear the Whisper announcement, press the hash key on your phone (#). The caller will be played the Zap announcement asking them not to call again, and their telephone number will be put onto your Zap list.
- You can Zap a caller at any time during an incoming call – just press the hash (#) key on your telephone. trueCall will put them on hold for a second and will privately ask you to confirm by pressing the hash key again. The caller will be played the Zap announcement, asking them not to call again, and if you have their calling number, they will be put onto your Zap list.
- You can add numbers to your Zap list in the setup menu (see page 18).
- You can add numbers to your Zap list at your Internet Control Panel.
- When Message Manager is playing back your messages press the Hash key on your phone (#) to add the caller to your Zap list.

Important note: trueCall doesn't allow you to Zap or Star someone on an outgoing call - this prevents confusion if you dial into an automated banking system and have to press the Hash or Star button!

Auto UnZap

If you Zap one of your friends by mistake, don't worry - trueCall will sort it out automatically! trueCall's AutoUnZap feature takes anyone you call off your Zap list.

Message Manager

Message Manager is trueCall's built-in answering machine.

You will notice that your trueCall unit doesn't have lots of buttons like other answering machines – this is because it works just like your mobile phone's voicemail service. You control it from your telephone handset, and it speaks to you telling you what your options are at each stage.

As well as all the standard features of an answering machine, Message Manager has a number of advanced features that can be configured through the setup menu, or your Internet Control Panel.

- Privacy control
- Missed Call reporting
- Co-operation with many 1571 network voicemail services
- Caller ringback
- Call screening

Message Manager can store thirty messages, up to a total of duration of fifteen minutes. Each message may be a maximum of three minutes long. When you listen back to your messages Message Manager will warn you if you are running low on message memory.

Because of the way that it intercepts unknown callers, trueCall won't work with an external answering machine. If your telephone has an answering facility, you must turn it off, or unplug any stand-alone answering machine.

Playing back your messages

trueCall flashes its red LED 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 telephone at home, dialling in from another location when you are away from home, or by pressing the button on the unit.

1. Playback from your telephone handset

Pick up the telephone attached to trueCall, and when you hear the dial tone press Zap Star (# *). This connects you to Message Manager. If your unit has been configured for high security you will be asked to enter your PIN before you can listen back to your messages (the default PIN is the last four digits of your unit's serial number - find this on the underside of the unit).

Message Manager tells you how many messages you have, and then plays back your new messages and Missed Calls in the order that they were received, then your saved messages and Missed Calls. For each item it tells you the date and time that the call was received (if available), and the name of the caller (if they left a Whisper).

At the end of a message, or at any time during the playback of a message, you can choose what you want to do with it:-

Press 1 to repeat the message

Press 2 to save the message – Having listened to a message you may want to save it rather than delete it – perhaps it contains some important information you need to refer to again, or it is for another family member. Saved messages are automatically deleted after 30 days.

Press 3 to delete the message

Press 5 to listen to message details – Message Manager can play back additional information about each message that was left – the caller's phone number if it is available (or the reason it was not available), and whether the call was screened or picked up by someone in the house.

Press 6 to archive the message – If you have the optional trueCall Call Recorder, you can save your message to your memory card, and from there copy it to your PC. Archiving allows you to save any important messages from accidental erasure (see the Call Recorder Guide).

Press 7 to skip back 20 seconds - This allows you to listen again to an earlier part of a message.

Press 8 to ring back the caller - If you have Caller ID, and the caller's number is available, Message Manager will store it with their message. Ring back allows you to call them back straight away. Unlike other ringback services, there is no additional call charge for this feature - the call cost is the same as it would have been had you dialled the number yourself.

Press 9 to skip forwards 20 seconds - This allows you to skip forwards through a message.

Press * to add the caller to your star list – If the callers number is available and you are happy to receive their calls in the future, you can quickly add them to your Star list.

Press # to add the caller to your Zap list – If the callers number is available and you don't want to hear from them again, you can quickly add them to your Zap list.

2. Checking your messages when you are away from home

When you are away from home, just call your home phone number, and when trueCall answers press *****. Message Manager will ask for your PIN and then allow you to play back your messages. This is called **Remote Access**.

If you don't ever want to access your messages from another phone you can switch OFF the Remote access facility (see page 19).

3. Quick playback through the speaker

Quick playback allows you to quickly review your messages, but doesn't offer you the full set of message management options.

To quickly listen back to your messages, just press trueCall's centre button, and Message Manager will play back your messages through the speaker.

When you have listened to a message, Message Manager will ask you to press the left button to save it, or the right button to delete it. When all your new messages have been played back, Message Manager asks you to press the button again to hear your saved messages. If you want to terminate message playback, just do nothing, or pick up and put down your telephone handset

Quick playback of your messages is not available if you have configured your unit for high security.

Interruption by incoming calls

trueCall's top priority is to allow you to make and receive telephone calls, so if you are listening to your messages when an incoming call arrives, trueCall will abandon your message playback session and answer the call.

Co-operation with your 1571 network voicemail service

If you have a 1571 network voicemail service it won't be taking messages for you - trueCall's Message Manager will be your primary answering machine. Network voicemail services do, however, have one special feature – they can take a message from anyone who calls you when you are already engaged on a call. trueCall has a unique feature to take advantage of this. A few moments after you hang up at the end of each call, trueCall checks your network voicemail service to see whether a message was

left while you were engaged on your last call. If so, it rings your phone to tell you that you have a new message, and gives you the option to listen back to it.

If you are using a 1571 network voicemail service in conjunction with trueCall, you will want Message Manager to answer your calls **before** the answering service cuts in. Some 1571 network voicemail services answer after 10 seconds so be sure to set trueCall's ring duration to less than this - we recommend 9 seconds (see page 19). trueCall works with many, but not all, voicemail services.

Call Screening - monitoring messages as they are being left

trueCall will announce all unrecognised callers. If you don't want to speak to a particular caller, you can tell trueCall to send them to Message Manager to take a message. If you would like to screen the call – to listen to the message through trueCall's speaker as it is being left – just press trueCall's centre button. If you decide that you want to speak to the caller, just pickup the phone, or if you no longer want to screen the message, press the centre button again – this will stop the screening but will allow the caller to continue leaving their message.

If you would like to screen all your calls, you can switch ON the Message Manager's call screening feature. To switch ON or OFF call screening or to adjust the volume of the speaker see page 20.

Ring duration

You can adjust the amount of time that your phone will ring before Message Manager picks up and takes a message.

Audible message alerts

As well as flashing its red LED to alert you that you have new messages or Missed Calls, trueCall can also play a warning beep every minute. This is switched OFF by default (see page 20).

Missed Calls

Sometimes a caller gets through trueCall's incoming call management, the call goes to Message Manager but the caller decides not to leave a message. We call this a **Missed Call**. If Missed Call reporting is ON, trueCall will tell you about Missed Calls when it plays back your messages.

Details of unwanted callers - callers who are on your Zap list, callers who you have rejected, or callers who hung up at the Whisper or Shield stage - are stored in your call log but are not recorded as

Missed Calls. You can see details of these calls at your Internet Control Panel.

To switch ON or OFF Missed Call reporting see page 20.

Keeping your message memory tidy

Message Manager tidies up your message memory on a daily basis. It deletes Missed Calls that are over 2 weeks old and Saved Messages that are over 30 days old.

Privacy & Security

trueCall offers a range of facilities to keep your messages private and secure. You can configure these in the setup menu (see page 19) or from your Internet Control Panel.

Privacy level

You can choose one of three different privacy & security settings depending on your needs – Basic security, Standard security or High security.

The default is Standard security – this gives you a balance between security and ease of use. If you have concerns about who can listen to your messages, you can set it to High security, if you are more concerned about accessing your messages quickly, then you can set it to Basic security.

Security level	Telephone handset access	Quick playback	Remote access
Basic	No PIN required	Available	PIN required
Standard	PIN required	Available	PIN required
High	PIN required	Not available	PIN required

PIN

trueCall 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 number is unlikely to be memorable for you, and anyone who visits your house and handles your unit can see it, so we recommend that you immediately change your PIN to a number that you can easily remember (see page 19). trueCall PINs can be up to 8 digits long giving tens of millions of possibilities.

When you are asked to enter your PIN, trueCall gives you three chances to enter it correctly before it asks you to hang up and try again. If, after trying this three times (a maximum of 9 attempts), you haven't entered the correct PIN, trueCall won't allow you to try again for 15 minutes.

If you forget your PIN, you can log in to your Internet Control Panel to retrieve it.

You can also reset your PIN yourself, but to preserve your security, this will also delete all your messages and Missed Calls, and if the unit is set to High security it will delete your Zap list, Star list and call log. Pick up your telephone handset and dial the quick code **## * 2 0 0 0 #** to reset your PIN back to its original value (printed on the underside of the unit).

Warning you about unauthorised access attempts

When you enter your PIN correctly, trueCall will warn you if there have been any failed attempts to log into the menu since the last successful PIN entry. Details of failed attempts are written to your call log and can be viewed in the 'My Calls' section of your Internet Control Panel (see the Weblink and Internet Control Panel guide).

Menu options

To access the menu, pick up your telephone handset and dial Zap Star (# *)

1. Change your *Personal Greeting*

2. Listen to recordings

1. Listen to *current messages*
2. Listen to *Missed Calls*
3. Delete all *saved messages*
4. Listen to *archived messages* *
5. Listen to *call recordings* *
6. Listen to *archived call recordings* *

3. Edit your *Zap&Star* lists

4. Change trueCall options

1. Change security settings
 1. Change *Security Level*
 2. Change your *PIN*
 3. Switch *Remote Access* ON or OFF
2. Change message taking options
 1. Record *Personal 'Not available'* announcement
 2. Change *Ring Duration*
 3. Change *Speaker Volume*
 4. Switch *Screening Through the Speaker* ON or OFF
 5. Switch *Message Alerts* ON or OFF
 6. Switch *Missed Call Reporting* ON or OFF
3. Change incoming call management options
 1. Record *Personal Shield Announcement*
 2. Record *Personal Whisper Announcement*
 3. Record *Personal Zap Announcement*
 4. Switch **Zap&Star** ON or OFF
 5. Switch *Shield* ON or OFF
 6. Switch *Whispers* ON or OFF
 7. Switch *Anonymous Call Rejection* ON or OFF
 8. Switch *NightShield* ON or OFF
 9. Switch *Screen All Unrecognised Callers* ON or OFF
4. Change *Line Type* (Standard or Cable)
5. Change *call recording mode* *
6. Reset your system

5. Set the system date and time

6. System information

* Only available when optional call recorder card is inserted

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 (# *). This first plays back any messages - you can skip these by pressing '0'. You will then be asked to enter your PIN. trueCall 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 that tells you what your options are. Once you have heard the option you want to select, just press the key - you don't have to listen to the full description of all the options.

trueCall's top priority is to allow you to make and receive telephone calls, so if you are in the menu when an incoming call arrives, trueCall will abandon your session and will answer the call.

The following list shows each option that is available in the menus, and the keys to press to get to them quickly:-

1▶Change your *Personal Greeting* - Record your own short greeting. This just introduces you - for example "Welcome to the Smiths". It will confirm to callers that they have got through to the right number, and those who have dialled a wrong number will know to hang up.

2▶1▶Listen to messages - Listen to your new and saved messages from Message Manager.

2▶2▶Listen to Missed Calls - Listen to your Missed Calls from Message Manager.

2▶3▶Delete all saved messages - Delete all your saved messages to make space for more new messages.

2▶4▶Listen to archived message* - Listen to your archived messages from your memory card.

2▶5▶Listen to call recordings* - Listen to your call recordings from your memory card.

2▶6▶Listen to archived call recordings* - Listen to your archived call recordings from your memory card.

* Only available when optional call recorder card is inserted

3► Edit your Zap&Star lists - You can manually add and delete callers from your **Zap&Star** lists, and check whether a number is on one of the lists.

- Select option 1 to add a number to your Zap list or Star list. Enter the full phone number and then press * to put it onto your Star list, or # to put them onto your Zap list.
- Select option 2 to check whether a number is on either list. If it is, you have the option to delete it.

Remember to always enter the full telephone number, including the national dialling code.

4► 1► 1► Change Security Level - trueCall offers three levels of security.

Basic Security – you can access your messages and the setup menu without a PIN, but it is required for remote access.

Medium Security – You can access your messages directly without your PIN, but need it for the setup menu and remote access. This is the default option.

High security – You need your PIN to listen to your messages, for the setup menu and for remote access.

4► 1► 2► Change your PIN - PIN security controls access to your messages and the setup menu. trueCall PINs may be up to 8 digits long.

4► 1► 3► Switch Remote Access ON or OFF - Remote access allows you to dial in to trueCall from another phone and listen to your messages. For security reasons you may want to switch remote access OFF. By default, remote access is ON.

4► 2► 1► Record your Personal 'Not available' message - This message needs to invite the caller to leave a message. You don't need to introduce yourself, as this is done by your personal greeting. The standard message is:-

"I'm afraid that we're unable to take you call at the moment, please leave a message after the tone"

You may like to record a similar message in your own voice (see note on page 23).

4►2►2► Change Ring Duration - You can change the amount of time your phone will ring before the caller is sent to Message Manager. By default, this is 15 seconds. Generally people set their answering machines to answer after 9 to 25 seconds (4 to 8 rings).

Important note – if you are using a 1571 network voicemail service in conjunction with trueCall, Message Manager must answer your calls before the 1571 network voicemail service. In this situation we recommend that you set trueCall to pick up after 9 seconds.

4►2►3► Change Speaker Volume - trueCall's speaker is used to screen calls and play back messages. You can set the speaker's volume to LOUD or QUIET. By default speaker, volume is LOUD.

4►2►4► Switch Screening Through the Speaker ON or OFF - This allows you to hear messages through trueCall's speaker as they are being left. Switch this ON if you always like to listen to messages being left. If this is switched OFF you can still screen calls on an individual basis using the button on the unit. By default, screening through the speaker is OFF.

4►2►5► Switch Audible Message Alerts ON or OFF - As well as flashing its red LEDs to alert you that you have new messages, trueCall can also play a tone through its speaker every minute to give you an audible warning. By default, message alerts are OFF.

4►2►6► Switch Missed Call Reporting ON or OFF - If Missed Call reporting is ON, trueCall will tell you about Missed Calls when it plays back your messages - see page 14. By default, Missed Call reporting is ON.

4►3►1► Record your Personal Shield Announcement - The standard Shield announcement is:-

"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".

It comes after your personal greeting, and needs to tell invited callers to press the breakthrough key, and tell cold callers to go away. Some possible alternative wordings are given on page 24.

Different trueCall units have different breakthrough keys (the key that the caller has to press to get through) so remember to use the breakthrough key for your particular trueCall unit in your personal Shield announcement. If you want to change your Shield announcement, see page 23 for note on personalising announcements.

4▶3▶2▶ Record your *Personal Whisper Announcement* - The standard Whisper announcement is:-

“Please say your name after the tone”.

This is played after your personal greeting, and just needs to ask the caller to say their name after the tone. You may like to change the wording or just record this same announcement in your own voice

(see note on page 23). Some people like to explain that they are screening their calls and say:-

“We screen all calls we receive - please just say your name after the tone and I will try to connect you straight away”.

4▶3▶3▶ 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 Zap announcement is:-

“I’m afraid that we’re not interested in your call – please hang up now and don’t call us again”.

Some alternative examples are given on page 24. If you want to change this see the note on page 23.

4▶3▶4▶ Switch *Zap&Star ON or OFF* - If you switch ***Zap&Star*** OFF, every caller will be treated as an unknown caller. By default, ***Zap&Star*** is ON.

4▶3▶5▶ Switch *Shield ON or OFF* - Shield has three levels of operation

No Shield - don’t play the Shield announcement to any callers.

This is the default option.

Standard Shield - only play the Shield announcement to callers from business numbers (those starting 08 or 09), and those who withhold their numbers.

Shield all unrecognised callers - Plays the Shield announcement to all callers who are not on either your Zap list or Star list.

4▶3▶6▶ Switch *Whisper ON or OFF* - If you switch Whisper OFF, you can still filter your calls using other Intelligent Call Screening features such as Shield. By default, Whisper is ON.

4►3►7► Switch *Anonymous Caller Reject* ON or OFF - You can choose to reject any caller who withholds their calling number. They will hear the announcement

“You have withheld your calling number. We don’t accept calls from anonymous callers”

and your phone won’t ring. See the important note about Anonymous Caller Reject on page 7.

By default, Anonymous Caller Reject is OFF.

4►3►8► Switch *NightShield* ON or OFF - NightShield prevents you receiving recorded message calls during the night. Between 11pm and 7am trueCall presents the Shield message to all unStarred callers. Callers on your Star list will ring straight through to you as normal. By default NightShield is OFF. (Note : NightShield is disabled if the system date & time has not been set).

4►3►9► Switch *Screen All Unrecognised Callers* ON or OFF - this feature sends all unStarred callers directly to Message Manager to take a message, and plays the message through the speaker as it is being left. This allows you to choose whether to pick up and speak to the caller. Callers on your Star list will ring straight through to you as normal. By default, Screen All Unrecognised Callers is OFF.

4►4► Change your *Line Type* - To correctly handle Caller ID messages trueCall needs to know whether it is connected to a Standard landline or a Cable phone line. You select the line type here. By default, trueCall is set to Standard phone Line Type.

If you are using a Voice Over IP phone you must set your line type to VoIP at your Internet Control Panel to get trueCall to recognise the Caller ID message.

4►5► Change Call Recording mode * - Set Call Recorder’s call recording mode. Options are:

Don’t record calls - Don’t record any calls even if a memory card is present.

Record selected calls - Record only selected calls.

Record all calls - Automatically record every call.

* Only available when optional call recorder card is inserted

4►6 ►Reset your system - This option resets your system completely.

WARNING: Reset deletes all your Message Manager recordings, your personal greeting, Shield and Zap announcements, your Zap and Star lists and any changes you have made to your preferences. It will also reset your PIN 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.

5►Set the system date and time - trueCall sets its date and time by dialling a special phone line when it is first plugged in (national call charges apply). If you have Caller ID, this is updated every time you receive a phone call. If for any reason you need to set the date and time manually you can do it here.

6►System information - System information tells you about your trueCall unit – how much recording time is left, details of your memory card, unauthorised access attempts and other information that may be required if you call customer services.

General note on personalising announcements

You can personalise many of the trueCall announcements by recording them in your own voice. Callers prefer to hear announcements made in your own voice, as it confirms to them that they have got through to the right number.

You can also personalise the wording, but be careful - trueCall announcements are not like standard answering machine announcements, each one has a specific purpose.

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 will be picked up.

When you have finished your recording, 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 revert back to the standard announcements.

Your own personalised announcements are stored with your answering machine messages. If there is not enough memory available, the menu will not offer options to record these announcements.

Examples announcements are shown on page 24.

Example announcements

You can record your own personal Shield and Zap announcements through the setup menu. Here are some example messages that you may like to use:-

Example Shield announcements

(These example use '2' as an example breakthrough key number - substitute your own breakthrough key number)

Hi – invited and personal callers are welcome - press **2**, to get connected. Telemarketers are not welcome - please take us off your list.

We're not home to telemarketers. If you are a friend, family or invited caller press **2** to get through to us, otherwise note that we never accept unsolicited calls of any kind, so please take us off your list.

You have reached our call screening system. If you are a friend or family member press **2** to get through to us otherwise please remove us from your calling list. Telemarketers note that this call has been logged and if you call us again, your company may be fined up to £50,000.

Example Zap announcements

This household is registered with the Telephone Preference Service so you should not have called us. Details of your call will be passed to the authorities. In the meantime please take this number off your calling list. Calling us again could constitute a persistent nuisance for which your company could be fined up to £50,000. Goodbye.

Sorry, but that really doesn't float my boat. Take my number off your list and don't call again - byeeeee.

I guess it's tough being a telemarketer, but that doesn't mean that I'm interested in your offer. Take me off your list so I don't have to disappoint you again.

trueCall's LEDs

trueCall's LEDs tell you what it is doing.

	Red	Amber	Green	Blue
Ready - no new messages			On	On
Ready - new messages	Flash		On	
Disconnected from line		Flash		
Checking a caller	Flash	Flash		
Taking a message from a caller	Flash	On		
Call in progress	On			
Local phone ringing		On	Flash	
Starting up	Flashing in sequence			
Weblink active		Flash	Flash	On
Housekeeping tasks		On		
Remote access in progress	Flash	On		On
Serious error - contact Customer services	On	On	On	On
Serious error - contact Customer services	Flash	Flash	Flash	Flash



Support

If you require help or advice setting up or operating trueCall you can find further information in the Frequently asked questions section of the Getting Started guide, and at the trueCall web site www.trueCall.co.uk.

If your problem is still unresolved contact Customer Services by post, email or phone.

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

E-mail : Support@trueCall.co.uk

Phone : 0844 804 4000

Specification & compliance

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.

Dimensions (H x W x L)	35 x 95 x 140 mm
Weight (unit only)	180 g
Operating voltage	240v 50 hz
Power consumption	<1w

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 into account.

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

To obtain a full copy of the declaration associated with this product, please contact trueCall at Knights Hall, Knights Hill, London SE27 0HS.

General Information

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.
- Simply clean trueCall with a damp cloth. Do not use chemicals or abrasive cleaning products.
- Only use trueCall's power supply, any other power supply will invalidate your guarantee and may cause damage.
- 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 has achieved Energy Star certification for being highly energy efficient.

Data Protection

We are registered under the Data Protection Act 1998 (registration Z1311843). The data controller is trueCall Limited of Knights Hall, Knights Hill, London SE27 0HS.

We will process personal data disclosed by you in accordance with our privacy policy published on our web site (www.trueCall.co.uk).

trueCall Ltd
Knights Hall
Knights Hill
London SE27 0HS

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www.trueCall.co.uk



Patent Pending

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

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

