

trueCall

No more nuisance phone calls!

Internet Control Panel &
Weblink Guide



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Welcome to your Internet Control Panel & Weblink!

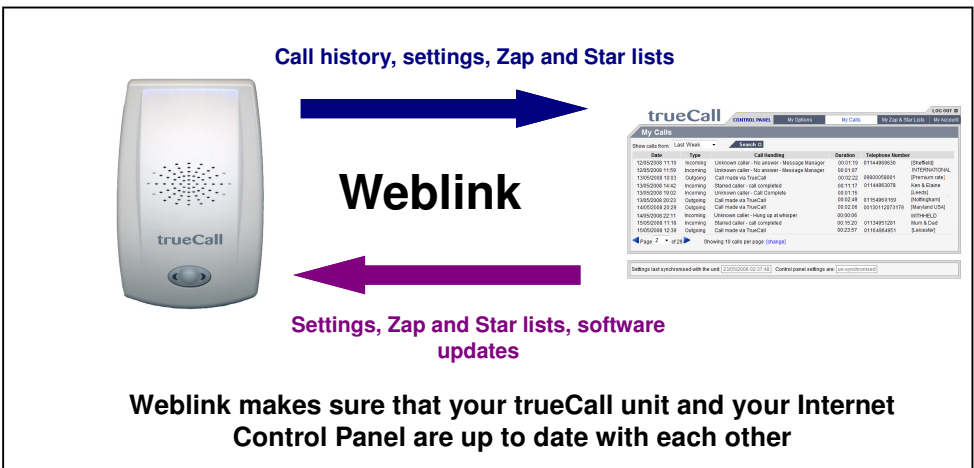
Your **Internet Control Panel** allows you to:-

- See a call history of the phone calls you have made and received - you can use it to see who has been calling you while you were out, or to check your phone bill.
- Quickly and easily change your trueCall settings, giving you access to additional special features.
- 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 (e.g. Outlook).
- Order upgrades and new features when they become available.

It is a secure web page on the internet (at www.trueCall.co.uk), that you access using your own personal user name and password.

Weblink is the facility built in to your trueCall unit that communicates with your personal Internet Control Panel. It copies information between them so that they are synchronised.

An annual charge of £15 is made for use of your Internet Control Panel, but all trueCall users get their first year's usage free.



Weblink

Weblink transfers information between your trueCall unit and your Internet Control Panel.

Before your Internet Control Panel session

Press down trueCall's centre button for 2 seconds - it will beep and say "Weblink started" through the speaker. It will then dial up the trueCall server and update your Internet Control Panel with details of your calls, Zap and Star lists and any configuration changes you have made (local call charges apply). This generally takes about a minute. When trueCall says "Weblink completed OK", you will be able login and see the latest information at your Internet Control Panel.

At the end of your Internet Control Panel session

If you have changed anything during your Internet Control Panel session - your preferences or ***Zap&Star*** settings - you need to run Weblink again to transfer the information back to your trueCall unit. ***Press and hold down trueCall's centre button for 2 seconds*** again (local call charges apply). This normally takes less than a minute.

Interrupting Weblink

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.

Call data security

We recognise that information about who you called and who called you is sensitive personal data. This is only transferred to your personal Internet Control Panel when you instigate a Weblink, or if you choose to ask trueCall to update your Internet Control Panel automatically once a week (see page 9).

To keep your information secure, trueCall encrypts all data that it transmits to your Internet Control Panel. You access this information through your personal Internet Control Panel at the trueCall web site which is password protected and you access via a secure https link, just like your bank's web site.

Your Internet Control Panel

Registering

Before you use your Internet Control Panel for the first time you need to register your trueCall unit. Go to www.trueCall.co.uk and click on the 'Login' button, then click on 'Register'. You are asked for your name, email address and your unit's serial number (printed on the bottom of your unit). You can then select your own user name and password and click on 'Submit'. Please read the terms and conditions carefully and click on 'Accept' if you are happy with them.

Logging in

At the log-in screen you can check the 'Remember my details on this computer' box in which case your computer will store your password on your computer, and you won't need to enter it when you revisit your Internet Control Panel. Only check this box if you are the only person who uses your computer.

Don't worry if you forget your password - you can click on the 'Forgotten password?' link to ask for it to be emailed to you.



Using your Internet Control Panel

Once you have logged, in you will see a screen with four tabs along the top - My Options, My Calls, My **Zap&Star** lists and My Account. from time to time we may introduce new features, or make a slight change to the look of these tabs, to incorporate suggestions from our customers.

My Options

Here you can change the way that your unit operates. The front page contains the main options, and you can click on the 'Advanced' button for even more options. A full description of each option is given in the trueCall Reference Guide.

Use the Shield message - Shield has three levels of operation:-

No Shield - don't play the Shield announcement to any callers. If you switch Shield OFF you can still filter your calls using Whisper. 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 message to all callers who are not on either your Zap list, or Star list.

trueCall LOG OUT

CONTROL PANEL My Options My Calls My Zap&Star Lists My Account

My Options

Here you can make changes to your trueCall settings

Advanced
Save
Cancel

Call screening options

Use the Shield message

only if the caller withholds their number
 on all unrecognised calls

Use Whispers - ask unrecognised callers to say their name

Take anyone I call off my Zap list automatically

Allow all international calls straight through

Message handling

Answer the phone after seconds

Audible message alert

When a caller leaves a message play it through the speaker so I can hear it and choose whether to pick up

Give me details of my Missed Calls when I listen to my messages

Security

Security level: Standard

High: Requires a PIN to access messages from your home phone

Standard: Requires a PIN to access the menu

Basic: Only requires a PIN for remote access

Allow me to collect my messages from another phone

Security PIN:

Speaker volume: Loud

Send details of the calls I have made and received to my internet control panel once a week (local call charges apply, uses a secure link)

Cable Phone Line

Internet Control Panel last synchronised with trueCall: 24/05/2008 13:28:08 Internet Control Panel and trueCall unit are: un-synchronised

Use Whispers - Whisper is switched ON by default. If you switch OFF Whisper you can still filter your calls using other Intelligent Call Screening features such as Shield.

Take anyone I call off my Zap list automatically – If you inadvertently Zap one of your friends trueCall will sort it out automatically! trueCall unZaps anyone you choose to call. By default, UnZap is ON.

Allow all international calls straight through

Turn on this option if you want all calls from international numbers to be treated as though they were Starred. 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. BUT- if it is set, trueCall won't intercept ANY international calls - calls from overseas call centres will get straight through.

Security level - trueCall offers three levels of security.

Basic Security – you can access your messages and the setup menu without a PIN, but a PIN 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.

Allow me to dial into trueCall from another phone - 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.

Security PIN - trueCall provides PIN security to control access to your messages and the setup menu. The default value is the last four digits of the serial number printed on the underside of the unit. trueCall PINs may be up to 8 digits long. We recommend that you change your PIN as soon as you have installed your system, as anyone who handles your trueCall unit can see the default PIN.

Audible message alert - 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 30 seconds to give you an audible warning. By default, message alerts are OFF.

Answer the phone after 'n' seconds - 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, you will want Message Manager to answer your calls before the 1571 network voicemail service. In this situation we recommend that you set trueCall to pick up after 9 seconds.

When a caller leaves a message ... - 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 by pressing the button on the unit. By default, call screening through the speaker is OFF.

Give me details of my Missed Calls ... - A Missed Call is a call where the caller has got through trueCall's incoming call management, rings your phone and the call goes to Message Manager but the caller decides not to leave a message. If Missed Call reporting is ON, trueCall will tell you about Missed Calls when it plays back your messages.

If a caller hangs up at the Whisper or Shield prompt, or is rejected because they are on your Zap list, this is not classed as Missed Call. You can see details of your calls at your Internet Control Panel. By default, Missed Call reporting is ON.

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, it is LOUD.

Send details of the calls ... - You will get the best out of trueCall if you allow it to automatically send information about the calls you have made and received to your Internet Control Panel on a regular basis. By default this is weekly, but in Advanced settings you can change this to daily. trueCall does this quietly in the middle of the night so that it doesn't disturb you. By default, this is OFF but we recommend that you switch it ON.

Caller-ID type - To correctly handle Caller ID messages, trueCall needs to know what sort of line you are using. If trueCall is plugged in to a standard landline select 'UK Landline', if you have a Cable phone line select 'UK Cable phone line', or if this doesn't work select 'UK Landline'. If you are using a Voice over IP device select 'Voice Over IP' - however you may need to experiment with various settings as different VoIP devices work differently.

Advanced options

A number of additional options are available on the 'Advanced options' screen.

Reject anonymous callers - 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. Anonymous caller reject is switched OFF by default.

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 can be very effective in blocking malicious calls, but be aware that this may also block calls that you want to receive. Doctors, hospitals, the police, government organisations and many companies routinely withhold their numbers.

Starred Callers Only - If you switch this ON, callers on your Star list will ring your phone as usual, but all other callers will be blocked. You can choose to let them just hear ringing (which makes it sound as though you are not home), or ask them to leave a message. This is OFF by default.

Code Access Only - You can choose to block all incoming callers other than those you have given your secret Caller's Code. Callers will be asked to enter the caller's code and your phone will ring only if they enter this correctly, otherwise they will be asked to leave a message or will just hear ringing.

Callers Code - If you have switched ON Code Access Only, enter the code that the caller needs to dial to get your phone to ring. This can be up to 8 numeric digits.


Zap&Star - If you switch OFF **Zap&Star**, every incoming call will be intercepted with Shield and/or Whisper. **Zap&Star** is ON by default.

Shield break-through key - This is the key that your callers must press to get through the Shield - enter a value between 1 and 9. The default value is randomly selected.

Network Voicemail - trueCall can check your 1571 network voicemail service for messages after every call that you make or receive. By default, this feature is ON.

Voice Over IP adaptor - Switch this ON if you are using a Voice Over IP adaptor (often referred to as an ATA). It will allow you to get the caller's number - these units send American format CLI messages. By default, it is OFF.

Not at home - You can configure trueCall to indicate to an unwelcome caller (ie a caller on your Zap list) that you are not home by letting them hear ringing 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.


LOG OUT

CONTROL PANEL
My Options
My Calls
My Zap&Star Lists
My Account

My Options
Basic Settings

Unit Option	Value	Description	edit
Reject anonymous callers	No	Do not allow calls from anonymous callers to get through. They are rejected before Shield with a message explaining that they should ring back from a line that passes on its calling number	edit
Starred Callers Only	0	Only callers on your Star list, or those who know your callers code can get through to you 0 = Turn off Invited Callers Only, 1 = All unStarred callers hear ring tone, 2 = All unStarred callers sent to answering machine, 3 = UnStarred callers invited to enter Callers Code	edit
Code Access Only	0	Block all incoming callers other than those who know your Caller code. 0 = Don't block all callers, 1 = All callers hear ring tone, 2 = All callers sent to answering machine, 3 = All callers invited to enter Callers Code	edit
Callers Code	0000	Enter the Callers code - the code that the caller needs to dial to get your phone to ring if you Block All Callers or use Invited Callers Only. Up to 8 numeric digits.	edit
Zap & Star	Yes	Do you want to use the Zap and Star lists?	edit
Shield break-through Key	0	This is the key that your callers must press to get through the Shield - enter a value between 1 and 9	edit
Network Voicemail	Yes	Do you want to check whether there are any network voicemail messages?	edit
Call Recording	1	0 = don't record calls, 1 = Record selected calls, 2 = Record all calls (For TrueCall Call Recorder users only)	edit
Voice over IP Adaptor	No	Switch this on if you are using a Voice Over IP adaptor (often referred to as an ATA). It will allow you to get the callers number - these units send American format CLI messages.	edit
Not At Home	No	Just leave the phone ringing if you receive a call from someone on your Zap list, rather than playing the Zap announcement.	edit

Internet Control Panel last synchronised with trueCall: 24/05/2008 13:28:08 Internet Control Panel and trueCall unit are: un-synchronised

Call Recording

For trueCall Call Recorder users only (see the trueCall Call Recorder & Message Centre Guide).

0 = Don't record calls - Don't allow call recording even if a memory card is present.

1 = Record only selected calls - trueCall only records the calls that you choose to record.

2 = Record all calls - Record every call you make or receive.

Night Shield - Set night shield if you want to stop being disturbed by silent calls and recorded messages after 11pm and before 6am. Between these times all unrecognised callers will be played the Shield message and are asked to press a button before they can continue.

Block all international callers - Treat all international calls as though they were on your Zap list.

Announce number of Starred caller - When announcing a missed call from a starred caller, include the callers number.

Automatic Weblink frequency - Number of days between automatic Weblinks (Automatic Weblink must be enabled on the Basic settings screen).

Send Zapped Caller ID to handset - trueCall sends the Caller-ID of Zapped callers to your telephone handset so that you know they have called. Some models of phone make a beep when they receive this notification. If your phone does this, you tell trueCall not to send the notification here.

My Calls

You can view details of your calls here. Just like your mobile phone, trueCall keeps a record of all the calls that you make and receive - those that you answer, those that go to Message Manager, those that are rejected and those that are not answered. It also shows information about any settings you have changed.

If you have attached a name to the number of the caller or person you called (see page 12), this is shown against the call, otherwise the screen shows their location*.

When the page loads, it shows your calls for the last week in the order in which they were received, but you can choose to see the calls from last month, the last 3 or 6 months, or all calls held on file (call details are only held for six months).

You can search the list for a specific phone number, name or location, or part of a number, name or location. You choose how many entries you want to see per page, and you can sort the report by any of the columns.

The screenshot shows the trueCall web interface. At the top, there is a navigation bar with 'trueCall' logo, 'CONTROL PANEL', and tabs for 'My Options', 'My Calls', 'My Zap&Star Lists', and 'My Account'. A 'LOG OUT' button is in the top right. The main heading is 'My Calls'. Below it, there is a dropdown menu for 'Show calls from:' set to 'Last Week' and a 'Search' input field. The main content is a table of call records.

Date	Type	Call Handling	Duration	Telephone Number	
12/05/2008 11:10	Incoming	Unknown caller - No answer - Message Manager	00:01:19	01144969630	[Sheffield]
12/05/2008 11:59	Incoming	Unknown caller - No answer - Message Manager	00:01:07		INTERNATIONAL
13/05/2008 10:03	Outgoing	Call made via TrueCall	00:02:22	09800058001	[Premium rate]
13/05/2008 14:42	Incoming	Starred caller - call completed	00:11:17	01144963078	Ken & Elaine
13/05/2008 19:02	Incoming	Unknown caller - Call Complete	00:01:15		[Leeds]
13/05/2008 20:23	Outgoing	Call made via TrueCall	00:02:49	01154960169	[Nottingham]
14/05/2008 20:29	Outgoing	Call made via TrueCall	00:02:06	00130112073179	[Maryland USA]
14/05/2008 22:11	Incoming	Unknown caller - Hung up at whisper	00:00:06		WITHHELD
15/05/2008 11:18	Incoming	Starred caller - call completed	00:15:20	01134951281	Mum & Dad
15/05/2008 12:39	Outgoing	Call made via TrueCall	00:23:57	01164964951	[Leicester]

At the bottom of the table, there is a pagination control: 'Page 2 of 29' and 'Showing 10 calls per page [change]'.

* Data from The National Telephone Numbering Plan, 8th November 2007 © Ofcom

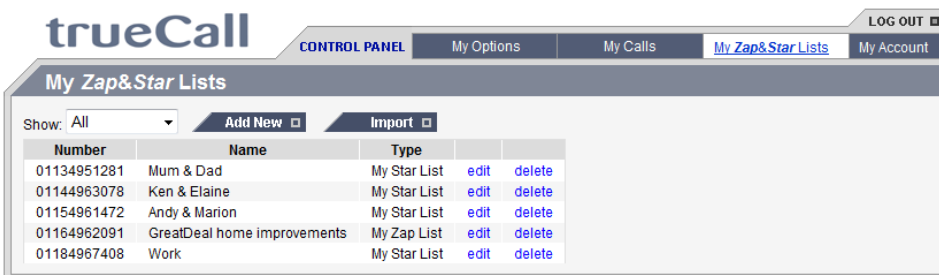
My Zap&Star lists

You can edit your Zap and Star lists here, and attach a name to each number. This will be shown on :-

- Your telephone's display when someone from that number calls you.
- Against their calls in the call log.
- In your Message Centre if you use the optional trueCall Call Recorder.

You can enter each number individually, or use the Import facility to copy and paste contacts from other software (for example, Microsoft Outlook). Just paste in a list of phone numbers and choose to attach them to your Zap or Star list.

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



LOG OUT

CONTROL PANEL My Options My Calls **My Zap&Star Lists** My Account

My Zap&Star Lists

Show: All Add New Import

Number	Name	Type	edit	delete
01134951281	Mum & Dad	My Star List	edit	delete
01144963078	Ken & Elaine	My Star List	edit	delete
01154961472	Andy & Marion	My Star List	edit	delete
01164962091	GreatDeal home improvements	My Zap List	edit	delete
01184967408	Work	My Star List	edit	delete

My Account

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

Let us know if you are registered with the Telephone Preference Service (TPS) by checking the box.

trueCall

LOG OUT ▾

CONTROL PANEL
My Options
My Calls
My Zap&Star Lists
My Account

My Account

Name and address details

Title: Mr ▾

Forename:

Surname:

Address:

Town:

County:

Postcode:

Contact Details

I am registered with the Telephone Preference Service

User Name: PaulWills

Password: [\[Change Password\]](#)

Email:

We never pass on our customer details to any other company

Yes, trueCall may send me news and special offers via email

Yes, trueCall may send me news and special offers in the post
(You can opt-out at any time. More information see our [privacy policy](#))

Unit details

Serial: 010013011446
Runtime Version: 2.13
Macro Version: 0.88

[Save](#) ▾

[Cancel](#) ▾

Internet Control Panel last synchronised with trueCall: Internet Control Panel and trueCall unit are:

Frequently asked questions

I changed a setting in my Internet Control Panel, but the change hasn't been made to my trueCall unit

If you have made changes in your Internet Control Panel you need to run Weblink to download these changes into your trueCall unit. Just press trueCall's centre button, and hold it down for two seconds (until you hear a beep) to kick off Weblink.

Help - I've forgotten my Internet Control Panel password!

At the log-in screen you can enter your unit's serial number and your email address, and we will send you an email with your log-in details.

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. Weblink will only update your control panel if it completes. You can restart Weblink at any time.

Some phones have a 1571 feature which picks up the line every 30 minutes to check your 1571 Network Voicemail service. These are called **1571 phones**, and they can interrupt your Weblink sessions. We recommend that if you use trueCall, you don't use 1571 phones either attached to trueCall, or attached to any other extension socket in your home.

How long does Weblink take?

A weekly Weblink session will generally take no more than a couple of minutes, but it will take longer if you run it less frequently or if you have made or received a lot of calls. Sessions can last 10 minutes or more, and if you are downloading new software this can take over half an hour. Weblink calls are charged at standard local rate.

My Internet Control Panel isn't up to date

Make sure that you do a Weblink before you log in to your Internet Control Panel. This will update your control panel with your call history and the latest settings from your trueCall unit. Just press trueCall's centre button, and hold it down for two seconds to kick off Weblink.

How secure is my data?

We take the security of your data very seriously.

- All data transferred between your trueCall unit and your Internet Control Panel is encrypted
- Your web access to your Internet Control Panel is via a secure link (authentication and encryption using https).
- You have to log in to your control panel to see your data using a user name and password of your choice.
- Our first line support staff do have access to your Internet Control Panel to help you with support queries, but they can't see the full phone numbers or the names of the people you call, or those who call you.

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 : 0800 0 336 339

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 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

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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

