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# TrueCall VI (DH365)

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## General description

Various aspects of using a telephone are challenging for visually impaired people - in particular the interface of a modern cordless phone is via a screen so is inaccessible. TrueCall VI was designed specifically for visually impaired people with a number of key features.

* TrueCall VI’s interface is via voice menus rather than a screen.
* When you play back messages, the control is via the familiar telephone keypad rather than an arbitrary array of buttons.
* TrueCall announces callers through its speaker so you know who is calling before you answer the phone.
* When TrueCall announces a caller it can announce them by name rather than just reading out a string of digits (as is the case with existing ‘talking Caller-ID’ systems).
* TrueCall’s nuisance call management features mean that you are not disturbed by the majority of nuisance callers.
* TrueCall VI has audible alerts telling you how many messages you have waiting.
* TrueCall VI’s optional call recording feature allows you to playback your calls at your leisure. This means that if you are making complex arrangements - travel arrangements; negotiating a mobile phone tariff; etc - you don't have to worry about taking down notes during the call.
* TrueCall VI units have a braille serial number on their base.

TrueCall VI plugs in between your phone and your phone socket. It holds in its memory a list of people that you want to talk to (for example friends and family) - this is called your ‘Star list’. It also holds a list of people you don’t want to talk to (for example telemarketers) - this is called your ‘Zap list’.

When a phone call arrives, TrueCall looks at the caller’s number and decides how to handle the call. In the standard setup, if the caller is on your Star list, your phone will ring as normal. If they are on your Zap list, TrueCall will answer the call for you and ask the caller not to call again. If the caller is unrecognised, they have to identify themselves before your phone will ring, and when you pick up the caller is announced, allowing you to choose whether you want to take the call or not.

TrueCall’s call handling rules can be changed to meet your own requirements, either through your phone using the Handset Menu, or through your Internet Control Panel. You can also apply rules to other classes of caller such as international callers or callers who withhold their number and you can even choose different call handling rules for calls received during the night.

TrueCall VI also has a Talking Caller-ID feature that announces the caller through its speaker when their call arrives.

TrueCall’s voicemail feature takes messages for you when you are out (or if you are in but don’t want to be disturbed), and if you buy a TrueCall Call Recorder memory card you can record your phone conversations and store them on your PC.

## Orientation

### Top

Place the unit in front of you with the phone cable on the back of the unit furthest away from you. Running front to back centrally on the unit is a raised section. In the middle of this area is a number of holes in a concentric circular pattern, this is the units speaker. To the front of the unit is the rubber feel control button. It is oval in shape; the middle of the button is raised and is the main function button. Either side of this are the navigation buttons.

### Front

On the front of the unit are three LED lights. From left to right they are:

* red - on call or message waiting
* amber - indicates unit is busy
* green - unit is ready.

### Right side

Towards thefront edge of the unit is the SD memory card slot. Just in front of this is a scroll wheel. This sits slightly proud of the unit and is used for adjusting the volume.

### Back

From left to right on the back of the unit are the following:

* fixed phone line cable
* socket for telephone
* power socket.

## Getting started

### Check you have Caller-ID on your phone line

In order to access all of TrueCall VI’s features you will need the Caller-ID service on your phone line. This displays the caller’s number on your phone when they call you, and allows TrueCall to distinguish between callers you do want to speak to and those that you don’t. Some operators provide the service free - though you have to ask them to turn it on - others charge a small monthly fee.

Before you install TrueCall, check that the Caller-ID service is active on your phone line. An easy way to do this is to make a call to your landline from your mobile and check that your mobile’s number is displayed on your landline phone. If your phone does not have a display window, then please call your service provider to confirm that the service is active.

### Decide where to install your TrueCall unit

TrueCall can operate from any phone socket in your house. If you have a cordless phone system use the base station’s socket, 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.

### Connect the unit to your phone and power supply

Unplug your phone’s lead from the wall socket, and replace it with TrueCall's phone lead. If you have broadband on your home phone line, you must plug TrueCall’s lead into a broadband splitter/filter.

Plug your phone’s lead (or the lead from your cordless phone base station), into the socket at the back of TrueCall.

Plug the mains adaptor into the power socket at the back of TrueCall and into a wall socket - the lights will flash for about a minute, then TrueCall will say ‘Ready’ with just the green light lit.

### Turn off your phone’s answering/voicemail facility

TrueCall takes messages for you, so if your phone has an answering feature you need to turn it off.

### Recording your personal greeting

After approximately a minute TrueCall will ring your phone. Pick up and follow the instructions to record a short personal greeting, or hang up to keep the default greeting. This greeting introduces you - for example “Welcome to the Smiths”. It confirms to callers that they have got through to the right number. You can re-record your greeting at any time through the Handset Menu.

### Set up your Internet Control Panel to see details of your calls

Perform a manual Weblink (press down and hold TrueCall’s button for two seconds - it will beep and say “Weblink started”, then a few minutes later “Weblink completed OK”, then go to [www.TrueCallControl.co.uk](http://www.TrueCallControl.co.uk) and click on ‘Register’.

#### 

## Phones and phone lines

TrueCall works with a wide range of phone equipment including corded and cordless phones and it protects all the phones that are plugged into it. If you have a number of extensions in your house we recommend that you use a multi-handset cordless phone system\*.

If you do have extension phones plugged into other sockets in your home then these may give a short tinkle when TrueCall checks or rejects a caller, and they may not ring when you receive a call from someone that TrueCall has intercepted.

Some corded phones automatically check the 1571 network voicemail service at regular intervals and display a ‘Message waiting’ light. We recommend that you do not use these phones with TrueCall.

TrueCall was designed for use in the home and will work on landlines and cable phone lines. TrueCall was not designed to work with office switchboards, VoIP lines, lines that are shared with a fax machine, or anywhere you need to dial ‘9’ for an outside line.

\* you can also wire up to four extension phones through TrueCall VI.

## How TrueCall VI handles your calls

#### TrueCall keeps two lists of phone numbers in its memory - the Star list, which holds the phone numbers of people who you are always happy to speak to (friends, family, etc.), and the Zap list, which holds the phone numbers of people you don’t want to speak to (call centres, etc.). There are many different ways of putting numbers onto your Zap & Star list.

When a call arrives with a Caller-ID that is on the Star list, TrueCall rings your phone as normal.

When a call arrives with a Caller-ID that is on the Zap list, TrueCall answers the call for you, without your phone ringing, and plays the caller a polite message:

“We’re not interested in your call – please hang up now and don’t call us again.”

You can use TrueCall’s standard Zap announcement, or you can record your own.

## Call handling profiles

So what about calls where the Caller-ID is not on either your Zap or your Star list? You can choose from five different call handling profiles. Each handles unrecognised callers in a different way, or if you prefer you can completely customise the call handling. This can all be done at the Handset Menu or at your Internet Control Panel.

**Please note:** The default Standard Profile meets most peoples’ needs.

### Standard Profile

If the Caller-ID is available but isn’t on your **Zap** or **Star lists**, if you don’t have Caller-ID on your line, or if the caller’s number is unavailable, withheld or international then TrueCall answers the call without your phone ringing and plays your personal greeting to the caller - for example: “**Hello, you’re through to the Smiths**”. TrueCall then asks the caller to say their name: - “**We’re screening our calls. Please say your name after the tone then wait to be connected**”.

If the caller doesn’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.

If the caller does say their name (e.g. “Sally”), TrueCall tells them that it is trying to put them through, puts them on hold, 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 hang up to ask the caller to leave a message. Press star to accept the call and Star the caller”.

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 **‘one’** on your phone and TrueCall will connect you
* if you don’t want to speak to the caller, but want TrueCall to take a message, just hang up - TrueCall will ask them 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 received the caller’s phone 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 the star key (\*) on your phone. TrueCall will add the caller’s number to your Star list and then connect you.

This process of asking the caller to identify themselves is called Whisper. After a short while you will become familiar with these options and will be able to deal with the call without needing to listen to the full announcement.

Whisper is very effective - most telemarketers hang up when they are asked to say their name; silent calls are rejected automatically; malicious callers are reluctant to identify themselves, and know that in any case you won’t accept their call. It also allows you to manage your time better - if you are busy, you can speak to your most important callers and let TrueCall take messages from the rest.

You can personalise your Whisper announcement (as you can many of the announcements that TrueCall plays to callers under different circumstances) by recording it in your own voice using your own choice of words.

### Secure Profile

This is similar to the Standard Profile but applies additional controls both over calls where the Caller-ID is unavailable for any reason (if Caller-ID is withheld, unavailable, or if it is an international call) and calls from businesses (call centres often call from 03, 05, 08 or 09 numbers).

In addition to identifying themselves with their name, these callers are asked to press a specific key on their phone keypad to get through (Shield & Whisper). This profile is very effective at blocking recorded message calls and unwanted faxes because automated calls can’t press a button.

### International Block Profile

This profile is very effective if you want to stop calls from international call centres but are happy to let all other calls through. When a call arrives with a Caller-ID starting ‘00’ or is marked as being ‘International’ or ’Unavailable’ TrueCall answers and asks the caller to enter the Callers Code. You can give this code to friends and family who call you from abroad – when they enter the code your phone will ring, but international call centres who don’t know the code are blocked.

Note: Some network operators send through the Caller-ID number of international calls and others don't - you can tell by checking your call list at your Internet Control Panel. If you do receive international Caller-IDs then you can add friends and family who live abroad to your Star list so that they are not intercepted.

### Lock Down Profile

If you only want to speak to friends and family members select the Lock Down Profile. Callers on your Star list will ring through, but all other callers will be asked to leave a message. If a friend calls from a line that doesn’t pass on Caller-ID then when TrueCall answers they can enter the Callers Code to get through.

### Accept All Calls Profile

You may just want to use TrueCall as a talking caller-ID unit, an answering machine, a call logger or a call recorder. The Accept All Calls Profile turns off all TrueCall’s call blocking features so that all calls get through.

### Custom Profile

The Custom Profile allows you to specify how you want TrueCall to handle each of nine Categories of caller during the day and, separately, during the night. There are ten different ways that TrueCall can handle a call (**Callflows**). You can choose, for example, to handle international callers with the Whisper Callflow during the day, but at night you may choose the Block with unobtainable tone Callflow.

You can specify your Custom Profile using the Handset Menu or the Internet Control Panel, but you must use your Internet Control Panel if you want to specify different call handling for day and night. By default TrueCall defines the day as being from 7:30am to 10:30pm, but you can change this at your Internet Control Panel.

## Caller categories

TrueCall recognises nine different categories of incoming caller.

### Star list caller

These are calls from people whose number you have chosen to put onto your Star list. They will be friends, family members, or other welcome callers.

### Zap list caller

These are calls from people whose number you have put onto your Zap list, people you don’t want to speak to.

### Caller not recognised

These are calls from people whose Caller-ID is available, but who aren’t on your Star or Zap list, and who don’t fall into any of the other categories of call (business, mobile, international etc).

### Withheld number caller

These are calls from people who have chosen to withhold their phone number. Call centres and malicious callers often do this, but so do individuals, healthcare organisations, businesses and government departments.

### International caller

These are calls from people who are calling from another country and whose phone number, if available, is not on your Zap or Star list.

### Mobile phone caller

These are calls from people using a mobile phone, but whose Caller-ID isn’t on your Zap or Star list. Note that malicious callers often call from mobile phones using pay-as-you-go SIM cards (i.e. from an 07 number).

### Business caller

These are calls from a Caller-ID that is recognised as a business number (maybe a call centre), but which isn’t on your Zap or Star list (i.e. from a 03, 05, 08 or 09 number).

### Number unavailable

These are calls which have arrived with no valid Caller-ID information. The Caller-ID may have been ‘lost’ as the call was transferred from one network to another, or the call may have come from an overseas call centre, or VoIP system such as Skype.

### Payphone

If your network operator is BT, TrueCall can identify calls from many public payphones.

At all times your Zap & Star list takes priority so a call from an ‘07’ number that is on your Star list is treated as a ‘Star list caller’, but if the number is not on your Zap & Star list it is treated as a ‘Mobile number’.

## Callflows

TrueCall VI offers ten possible ways that an incoming call can be handled.

### Accept call

TrueCall rings your phone as normal and if you don’t answer will ask the caller to leave a message.

### Ask caller to say their name

(Whisper) TrueCall asks the caller to say their name. It then rings your phone and announces them.

### Block with Zap message

TrueCall plays an announcement telling the caller to hang up and not call again.

### Ask caller to leave message

The caller hears ringing for eight seconds (but your phone doesn’t ring) and is then asked to leave a message (as though you are not at home).

### Block with anonymous caller message

TrueCall plays an announcement to the caller saying that you don’t accept calls from anonymous callers.

### Ask caller to press a button

(Shield) TrueCall plays your personal greeting and then the Shield Announcement:

“If you are family or a friend please press number five (The Shield Breakthrough Number is randomly generated for each TrueCall unit), if you are a cold caller please hang up and don’t call us again”.

Shield is particularly useful if you get a lot of recorded message or fax calls - the automated equipment that calls you doesn’t know to press a button, so TrueCall can reject the call without disturbing you.

### Block with ringing

TrueCall doesn’t answer the call - the caller believes that your phone is ringing, but you are not disturbed. Note that TrueCall won’t ask the caller to leave a message, but a network voicemail service will answer the call and take a message. **Please note:** Extension phones or ringers will ring if you select this option.

### Ask caller for Callers Code

TrueCall asks the caller to enter a code. If they enter it correctly your phone rings.

### Block with unobtainable tone

TrueCall plays the unobtainable tone to the caller so they think that you have changed your number. This is effective against telemarketers (who may take your number off their list), and malicious callers.

### Shield & Whisper

TrueCall asks the caller to press a key on their phone keypad (Shield). If they do this it then asks them to say their name (Whisper).

If one of your friends calls from abroad, is calling from a line where the Caller-ID is withheld, or is just calling from a borrowed phone then TrueCall will treat them as an unrecognised caller and may block their call. TrueCall has a solution to this. When they are blocked by TrueCall the caller just needs to enter your Callers Code. TrueCall will recognise them as a welcome caller and will directly ring your phone.

The default Callers Code is the last two digits of the unit’s serial number, but you can set your Callers Code to something memorable in the Handset Menu or Internet Control Panel.

## Setting up your Zap & Star list

Your TrueCall unit can hold up to 1,000 Zap & Star list numbers plus 190 caller names. There are lots of ways of putting someone on your Zap & Star list using the Hash and Star keys on your phone.

* When Whisper announces an unrecognised caller press the Star key (\*) to put the caller’s number onto the Star list or the Hash key (#) to put it onto the Zap list.
* When you call one of your friends, dial their full number (including dialling code) with \* added to the end. This will call them and tell TrueCall to add them to your Star list.
* You can add numbers to your Zap & Star list in the Handset Menu.
* You can add numbers to your Zap & Star list at your Internet Control Panel either individually or imported from your contact management software. You can also add the caller’s name which will then be displayed on your phone when they call. As well as specifying individual numbers, you can specify number ranges using the Wildcard feature.
* When TrueCall’s Voicemail is playing back a message through your phone handset press the Star key (\*) to add the caller to your Star list or the Hash key (#) to add them to your Zap list.
* At your Internet Control Panel, under My Options - Advanced Settings – Dynamic List management you can choose to automatically add anyone you call to your Star list.
* If you turn on Mid Call Star at your Internet Control Panel you can Star a caller at any time during an incoming call by pressing the Star (\*) key. If their Caller-ID is available TrueCall will put them on hold and will privately ask you to confirm by pressing the Star key again. If the Caller-ID is available it will put the caller onto your Star list. It will then reconnect you to continue your call.
* If you turn on Mid Call Zap at your Internet Control Panel you can zap a caller at any time during an incoming call by pressing the Hash (#) key. TrueCall will put them on hold and will privately ask you to confirm by pressing the Hash key again. TrueCall will then play the Zap announcement to the caller. If the Caller-ID is available it will also put the caller onto your Zap list.

\* Note: Mid Call Zap/Star do not work on outgoing calls to prevent confusion if you call an automated system that requires you to press keys on your phone.

## Voicemail

TrueCall has a built-in voicemail system that can store 12 minutes of messages from your callers. You control it from your phone handset, and it speaks to you telling you what your options are at each stage.

If you use the Whisper feature TrueCall won’t work with an external answering machine, so if your phone has an answering facility we recommend that you turn it off.

### Playing back your messages

TrueCall flashes its red light and beeps to tell you that you have new messages or missed calls waiting - one flash and beep for one message, two flashes and beeps for two messages, three flashes and beeps for three messages and four flashes and beeps for four or more messages.

There are three ways to play back your messages - from your phone, by pressing the button on the unit, or by dialling in when you are away from home.

**1. Playback from your phone handset**

Pick up the phone attached to TrueCall, and when you hear the dial tone press TrueCall’s button (or dial Hash Star - # \*- on your phone). TrueCall tells you how many messages you have, and then plays them back one at a time. At the end of a message, or at any time during the playback of a message, you can choose to delete, save or repeat the message. You can listen to the message details, ring the caller back, add the caller to your Zap or Star list or, if you have a TrueCall Call Recorder memory card installed, you can archive the message to the card.

**2. Quick playback through the speaker**

Press TrueCall’s button to quickly playback your messages through TrueCall’s speaker. Press the left button to save the message or the right button to delete it.

**3. Checking your messages when you are away from home**

When you are away from home you can use Remote Access. Just call your home phone number, and when TrueCall’s voicemail answers press Star (\*). TrueCall will ask for your PIN and then allow you to play back your messages and access the Handset Menu. A few seconds after you hang up TrueCall will do a Weblink.

TrueCall tidies up your voicemail message memory for you, deleting Saved Messages that are over 30 days old.

## Handset menu

The Handset Menu allows you to change many of TrueCall’s settings, record your personal greeting and your own TrueCall announcements, check and edit your Zap & Star list, and listen to your voicemail messages. A series of voice prompts tell you what options are available. You can also edit these settings at the Internet Control Panel.

To access the menu, pick up your phone, wait for the dialling tone and press the TrueCall button (the button on the top of the unit). TrueCall first plays back any messages through the speaker, then offers the Handset Menu. You can press ’0’ to skip the messages. If you are away from the TrueCall unit dial Hash Star ( **#** \*) to access the messages and menu.

TrueCall’s top priority is to allow you to make and receive phone calls, so if a call arrives when you are listening to message, or when you are in the Handset Menu TrueCall will abandon your session and connect the caller.

The following options are available in the menus.

**Change your Personal Greeting** - Record your own short greeting. This greeting introduces you - for example “Welcome to the Smiths”. It confirms to callers that they have got through to the right number. Those who have dialled a wrong number will just hang up.

**Listen to messages** - Listen to your new and saved messages. If you have a TrueCall Call Recorder memory card installed you can listen to your call recordings.

**Add a telephone number to your Zap or Star list** - Enter the full telephone number (including the dialling code) then \* to add it to your Star list, or **#** to add it to your Zap list.

**Check if a number is on your Zap or Star list** - Enter a full telephone number to check whether it is on the Zap or Star list, and if it is, you have the option to delete it from the list.

## Change TrueCall options

### Change security level

TrueCall offers three levels of security.

|  |  |  |  |
| --- | --- | --- | --- |
| **Security level** | **Playback Voicemail messages** | **Access Handset Menu** | **Dial up Remote Access** |
| **Basic security** | No PIN required | No PIN required | PIN required |
| **Medium security** | No PIN required | PIN required | PIN required |
| **High security** | PIN required & TrueCall button disabled | PIN required & TrueCall button disabled | PIN required |

### Change your PIN

By default your PIN is the last four digits of TrueCall’s serial number (on the barcode label on the underside of the unit). You can change your PIN to something more memorable or secure - it can be up to eight digits long.

### Switch Remote Access ON or OFF

Remote Access allows you to dial in to TrueCall from another phone and listen to your messages and access the Handset Menu. For security reasons you may want to switch Remote Access OFF.

### Change Callers Code

Your Callers Code may be up to three digits long. By default it is the last two digits of your unit’s serial number. You can change it to something more memorable.

## Voicemail options

### Record your Personal Voicemail Announcement

This announcement invites the caller to leave a message. You don’t need to introduce yourself, as this is done by your personal greeting. The standard personal voicemail announcement is:-

“Sorry, there’s nobody free to take your call at the moment, please leave a message after the tone”

You may like to record a similar message in your own voice.

### Change Ring Duration

You can change the amount of time your phone will ring before the caller is sent to voicemail. By default, this is 15 seconds. Generally voicemail systems answer after nine to 25 seconds (four to eight rings).

**Important note** – if you are using a 1571 network voicemail service, TrueCall’s voicemail must answer your calls before the 1571 network voicemail service. In this situation we recommend that you set TrueCall’s ring duration to nine seconds.

### 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 ’beep’ through its speaker once a minute. By default, Audible Message Alerts are OFF.

### Switch Missed Call Reporting

If Missed Call reporting is ON, TrueCall will tell you about Missed Calls when it plays back your messages. By default, Missed Call Reporting is ON.

### Record your Personal ‘Ring Back Later’ Announcement

This announcement is used if TrueCall doesn’t have enough memory to record a message.

“Sorry, there’s nobody free to take your call at the moment, please call back

later”

You may like to record a similar message in your own voice.

## Call handling profile

Profiles allow you to specify how you want TrueCall to handle your incoming calls. You can choose from one of six profiles.

### Standard

Star list callers – accept the call.

Zap list callers – play the zap.

All other callers – message asks the caller to say their name.

### Secure

Star list callers – accept the call.

Zap list callers – play the zap.

International, withheld, unavailable and business numbers – message shield and whisper.

All other callers – asked to say their name.

### International block

International, withheld and unavailable – ask caller for callers code.

All other callers – accept the call.

### Lock down

Star list callers – accept the call.

All other callers – ask caller to leave message.

### Accept all calls

All callers – accept the call

### Custom

Specify exactly how you want each category of caller to be handled during the daytime and the night time.

## Switch Announce the Caller through the Speaker ON or OFF

Choose whether you want TrueCall to announce the caller through the speaker (Talking Caller-ID). If TrueCall Vi has a Whisper or Stored Whisper for the caller (see below) it will announce them by name, if there is a number but no Whisper or Stored Whisper it will announce their number, and if there is no number it will announce them by call type - Withheld, unavailable, etc. By default, Announce the Caller through the Speaker is ON.

## Change Stored Whispers

Stored Whispers are short recordings that TrueCall uses to announce the name of the person or company who is calling. TrueCall Vi stores these along with the caller’s phone number so that they can be announced when either their call arrives, or you playback their messages. This means that TrueCall can say "Message received from 'Kate' “rather than "Message received from ‘0207 946 0123’ ".

Note: Stored Whispers use the same memory space as TrueCall’s Voicemail, so if you recorded five minutes worth of Stored Whispers it will reduce your voicemail message capacity by five minutes**.**

### Record a Stored Whisper

Enter a full telephone number and then record the Stored Whisper.

### Listen to Stored Whispers

TrueCall Vi plays back each Stored Whisper in turn along with its phone number and gives you the option to delete it.

## Record Personal Announcements

While TrueCall comes with a complete set of announcements, your callers prefer to hear announcements made in your own voice as it confirms to them that they have got through to the right number. TrueCall lets you record your own announcements.

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 can be picked up. When you have finished, 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 announcement.

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

### Record your Personal Whisper Announcement

The standard announcement is:

“We’re screening our calls. 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.

### Record your Personal Shield Announcement

The standard announcement is:

“If you’re family, a friend or an invited caller please press five, 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 Shield Breakthrough number, and cold callers to hang up.

**Note:** The Shield Breakthrough Number is randomly selected for each TrueCall unit - the standard Shield announcement will tell you your number.

### 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 announcement is:

“We’re not interested in your call – please hang up now and don’t call us again.”

### Record your Personal Anonymous Caller Rejection Announcement

This announcement is played to callers who you have blocked because they have withheld their number. The standard announcement is:

“As you are withholding your number I can’t connect you”

### Record your Personal Wait Announcement

During the Whisper or Shield process this is played to the caller after they have identified themselves, and while your phone is ringing. The standard announcement is:

“I’m trying to put you through, please wait a moment”

If you play music in the background when you record this announcement you can create your own personal ‘on-hold’ music for your callers. The recording must be at least as long as your ring duration.

### Record your Personal Callers Code Announcement

The standard announcement is:

“Please enter your code.”

### Record your Personal Do Not Disturb Announcement

The standard announcement is:

“I'm busy at the moment - Press the Hash button to ring my phone and disturb me, or please leave a message after the tone.”

## Change Call recording settings (option only available if memory card is installed)

### Incoming call settings

You can choose how incoming calls are recorded. Options are to turn incoming call recording off, to record selected incoming calls, or to record all incoming calls. For more details see the Call Recorder guide.

### Outgoing call settings

You can choose how outgoing calls are recorded. Options as above.

## Set the system date and time

TrueCall Care sets its date and time by dialling into our server when you power it up. (an 0208 number). Alternatively you can set the date and time manually using the instructions below.

## Edit settings

TrueCall has a number of other settings available that are rarely changed. These can be changed at the Internet Control Panel, but for customers who don’t wish to use the Internet Control Panel they can be changed using the instructions below.

TrueCall asks for the Setting number, tells you the current value, and allows you to enter a new value.

|  |  |  |
| --- | --- | --- |
| **Setting** | **Description** | **Values** |
| 1 | Callers code | Enter the callers code - allowed values are 1 - 999 |
| 2 | Intercept alert | If you turn on Intercept alert TrueCall will play a beep when an incoming call is intercepted.  0 = OFF 1 = ON |
| 3 | Scheduled Weblinks | 0 = No Scheduled Weblinks; 1 = Daily, 2 = Every second day, 7 = Weekly, 14 = Every second week, 30 = Monthly, 999 = Sunday mornings |
| 4 | Weblink after calls | 0 = Do not Weblink after calls, 1= Weblink after every call (incoming & outgoing), 3 = Weblink after messages and missed calls,  4 = Weblink if a message was left. |
| 5 | Weblink after remote access | Carry out a Weblink after each remote access call. 0 = OFF 1 = ON |
| 6 | Do Not Disturb operation | How do you want callers to be handled if they call you when ‘Do Not Disturb’ is turned on? 0 = No 'Do Not Disturb', 10 = Send all callers to Voicemail, 20 = Star list callers offered interrupt option, 30 = All callers offered interrupt option |
| 7 | Do Not Disturb time limit | TrueCall automatically takes itself out of ‘Do Not Disturb’ after a period of time - specify it here (minutes) |
| 8 | Turn off Do Not Disturb if phone is used | TrueCall can automatically take you out of 'Do Not Disturb' if you make a call, accept a call, or listen back to your messages. |
| 9 | AutoStar call duration | Automatically star callers whose calls last longer than a certain time period - specify it here in minutes (0 = OFF ) |
| 10 | Voicemail screening | TrueCall can play voicemail messages through its speaker as they are being left. 0 = OFF 1 = ON |
| 11 | Mid call Star | Allows you to Star a caller during the call.0 = OFF 1 = ON |
| 12 | Mid call Zap | Allows you to Zap a caller during the call.0 = OFF 1 = ON |
| 13 | Dynamic list Management | TrueCall can dynamically manage your Zap & Star lists based upon the numbers you call. 0 = OFF, 1 = Take anyone I call off Zap list, 2 = Put anyone I call onto Star list. |
| 14 | Use absolute dates & time only | TrueCall gives some date/times in relative format - eg ‘Call received last Thursday morning’. 0 = use relative dates, 1 = Do not use relative dates |

## System information

System information tells you about your TrueCall unit – software versions, how much recording time is left on your memory card, details of unauthorised access attempts, etc.

## Reset your system

This deletes all your voicemail messages and personal announcements, and resets your options including your PIN (reset to the last four 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.

## Do Not Disturb

There may be times when you are busy and only want to be disturbed by urgent phone calls - maybe you work shifts and sleep during the day or are a therapist or music teacher working from home. Just double tap TrueCall’s button to tell it that you don’t want to be disturbed. Do Not Disturb mode will turn off after eight hours or if you double tap the button again.

Callers go through the regular call screening, but rather than ringing your phone, callers are sent directly to TrueCall’s built in voicemail, except callers who you trust - these hear the message:

“I'm busy at the moment - press the Hash button to ring my phone and disturb me, or please leave a message after the tone.”

You can record your own Do Not Disturb announcement at the handset menu and change the way that it works at the Internet Control Panel control panel under ‘Options’.

## Do Not Disturb operation

By default TrueCall’s Do Not Disturb operation is set to only allow Star list callers to disturb you (Star list callers offered interrupt option), but you have a choice of operating modes:

|  |  |
| --- | --- |
| **Option** | **When Do Not Disturb is on then …** |
| Do Not Disturb operation Off | You cannot turn on Do Not Disturb |
| Send all callers to Voicemail | All callers who would normally ring your phone are sent directly to voicemail – they don’t have the option of disturbing you. |
| All callers offered interrupt option | All callers who would normally ring your phone are offered the option to either disturb you or leave a message. |
| Star list callers offered interrupt option | All callers who would normally ring your phone are sent directly to voicemail except Star list callers who are offered the option to either disturb you or leave a message. |

### Turn off Do Not Disturb if phone is used

TrueCall can automatically take you out of 'Do Not Disturb' if you perform an action such as making a call, accepting a call, or listening back to your messages. This prevents you from accidentally leaving TrueCall in Do Not Disturb mode. By default this feature is off.

### Do Not Disturb time limit

TrueCall automatically takes itself out of ‘Do Not Disturb’ after eight hours to prevent you from accidentally leaving it on. You can change this timeout period.

## Internet Control Panel and Weblink

If you have access to the Internet then you may find TrueCall’s optional Internet Control Panel useful. It is a secure web page on the Internet ([www.TrueCallControl.co.uk](http://www.trueCallControl.co.uk)) where you can review details of the calls that you have made and received, and change TrueCall’s settings.

Access to the Internet Control Panel is free for the first year, and there is a small annual fee for subsequent years (see our website for current charges).

## Registering

Before you use your Internet Control Panel for the first time you need to register your TrueCall unit. Go to [www.TrueCallControl.co.uk](http://www.trueCallControl.co.uk) and click on ‘Register’. You are asked for your name, email address and your unit’s serial number (this is on a printed and braille label on the bottom of your unit).

## Weblink

Weblink is the process that synchronises your TrueCall unit with the Internet Control Panel. To do this TrueCall dials up our server in London (a standard 0208 number). Weblink calls generally last less than a minute (though your initial Weblink may take five minutes).

As standard, TrueCall only does a Weblink when you ask it to\*, but you may like it to perform a regular scheduled Weblink to keep your control panel up to date – for example once a day, once a week, or every weekend. These scheduled Weblinks take place in the middle of the night and these calls may be free under your calling plan (TrueCall is silent when it carries out scheduled Weblinks).

If you want to keep your control panel up to date with all the calls you have received while you are at work, on holiday, or are away on a business trip, you can get TrueCall to do a Weblink after each unanswered call. Alternatively you can get TrueCall to do a Weblink by doing a Remote Access call.

**Note:** TrueCall does a quick Weblink that lasts only a few seconds when it is powered up to get the current date and time from the server. This saves you having to set its clock every time it is plugged in.

\* You can perform a manual Weblink at any time by holding down TrueCall’s button for two seconds. It will beep and say “Weblink started”, then a few minutes later “Weblink completed OK”.

## Using your Internet Control Panel

Once you have registered and logged in to your Internet Control Panel you will see a screen with a number of options:

### Home

This page carries useful information, hints and tips and news. It also gives a summary of incoming and outgoing calls.

### 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, including incoming calls that are blocked and those that are not answered. If you see an unfamiliar number you can try to identify who has been calling by looking it up.

For each call it shows the phone number, date, time and duration of the call and the action that TrueCall has taken.

### My Zap & Star list

You can add phone numbers and names to your Zap & Star list, and import and export the lists.

### Handling incoming calls

You can specify exactly how you want your incoming calls to be handled by either choosing one of the supplied profiles, or by customising your own profile and specifying exactly how you want TrueCall to handle your calls during the day and at night.

## My Options

You have a wide range of options available to get TrueCall working exactly as you want. You can change TrueCall’s security settings, tailor the way that TrueCall’s built in voicemail system operates, choose how you would like Weblink to operate, and access a number of advanced settings.

### My Account

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

### Support

This has a list of frequently asked questions and known issues. You can directly submit a support request to our team.

If you have a Smartphone you can see a specially formatted call list at [www.TrueCallcontrol.co.uk/mobile](http://www.truecallcontrol.co.uk/mobile).

## General Information

### Safety

The power supply should be plugged into a standard three pin socket outlet. The TrueCall unit must be installed near the socket-outlet and must be easily accessible.

Only use a genuine TrueCall power supply - any other power supply will invalidate your guarantee and may damage your unit.

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. Such damage is not covered by the guarantee, so we recommend that you unplug the power and phone line cord for the duration of the storm.

### Specification & compliance

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

Pins one and six of TrueCall’s phone socket are reserved.

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

|  |  |
| --- | --- |
| Dimensions (H x W x L) | 35 x 95 x 140 mm |
| Weight (unit only) | 180 g |
| Operating voltage | 240v 50 hz |

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: RNIB, Midgate House, Midgate, Peterborough PE1 1TN

Online Shop: shop.rnib.org.uk

Email for international customers: exports@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

Registered Charity No. 226227

CE logo.

This product is CE marked and fully complies with all applicable EU legislation.



Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

**Why recycle?**

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

**What is WEEE?**

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

**How are we helping?**

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

Date: December 2018.

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