


trueCall SIM  
STOPS NUISANCE CALLS


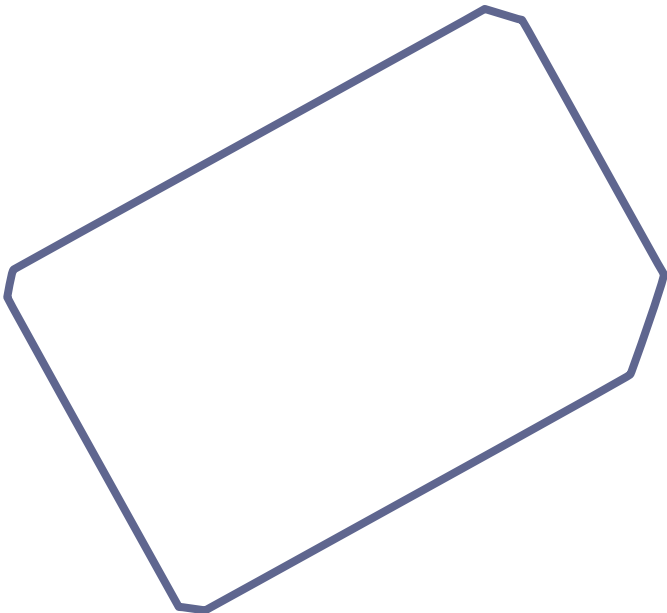
# trueCall Call Manager SIM



## User Guide



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Your trueCall Call Manager SIM card allows you to control the calls that you receive on your mobile phone. Once trueCall is set up your phone rings less often, and when it does ring it is almost certain to be someone that you want to speak to.

trueCall stores a list of the phone numbers of the people that you want to talk to (for example, friends and family) - this is called your 'Allow list'. It also holds a list of the phone numbers of the people you don't want to talk to (for example, telemarketers) - this is called your 'Block list'.

When a phone call arrives, trueCall looks at the caller's number:

- If it is on your Allow list your phone will ring as normal
- If it is on your Block list trueCall will ask the caller not to call again, and your phone won't ring
- By default all other callers are intercepted by trueCall and asked to identify themselves by saying their name and pressing the hash key - if the caller identifies themselves your phone will ring, trueCall announces the caller and you can choose how you want to handle the call

Alternatively you can customise your call handling - trueCall can recognise many different types of caller, you can choose how each of these is handled. For example, you may choose to send unrecognised international callers directly to voicemail, or ask them to press a key or enter a code to get through.

trueCall's Internet Control Panel allows you to monitor and manage your trueCall Call Manager SIM. It can be accessed via your computer, smartphone or tablet. You can review the calls that have been received and see how they were handled (even the calls that were blocked), and you can change trueCall's settings.

### Setting up your SIM

Your trueCall Call Manager SIM card is set up so that it will start protecting your phone straight away, but in order to get the best out of the system you need to spend a few minutes setting it up:

#### 1. Register at trueCall's Internet Control Panel

Go to [www.trueCallSIMControl.co.uk](http://www.trueCallSIMControl.co.uk) and click on 'Register'.

#### 2. Load your Allow list with your contacts

At the control panel go to 'My Phone numbers' and enter the phone numbers of the people whose calls you do want to receive - friends, family members, businesses, etc - onto your Allow list. You can enter these individually, or import a list of numbers. [See page 6.](#)

#### 3. Decide how you want your calls to be handled

By default your trueCall Call Manager SIM lets calls whose number is on the Allow list to ring your phone, blocks calls whose number is on the Block list with a message, and asks all other callers to say their name. We call this 'Whisper' and find that it is the best call handling setting for the majority of trueCall SIM users, however you have the option to customise your call handling if you prefer. [See pages 7 - 9.](#)

#### 4. Record a personal greeting

trueCall lets you personalise some of its announcements in your own voice - see page 10. We recommend that you record an announcement that identifies you so that your callers know that they have got through to the right number.

## Your Internet Control Panel


trueCall's Internet Control Panel allows you to view details of the calls you have received, edit your Block and Allow lists, change your call handling option and amend various other settings.

You first need to register your trueCall Call Manager SIM. Go to [www.trueCallSIMControl.co.uk](http://www.trueCallSIMControl.co.uk) and click on 'Register'. You are asked for your SIM's phone number and registration code (find these in the packaging with your SIM), and your name and email address.

Once you have registered you will see a screen with five options - Home, My Calls, My Phone Numbers, My Options and My Call Handling. In the top right hand corner you can access My Account and Help.

To access your Internet Control Panel from a smartphone or tablet either download the free **My trueCall SIM** app, or go to [www.trueCallSIMControl.co.uk](http://www.trueCallSIMControl.co.uk). Not all trueCall features are available on the trueCall app and mobile website - to access all options please go to [www.trueCallSIMControl.co.uk](http://www.trueCallSIMControl.co.uk) on your computer.

## Set up your Allow and Block lists




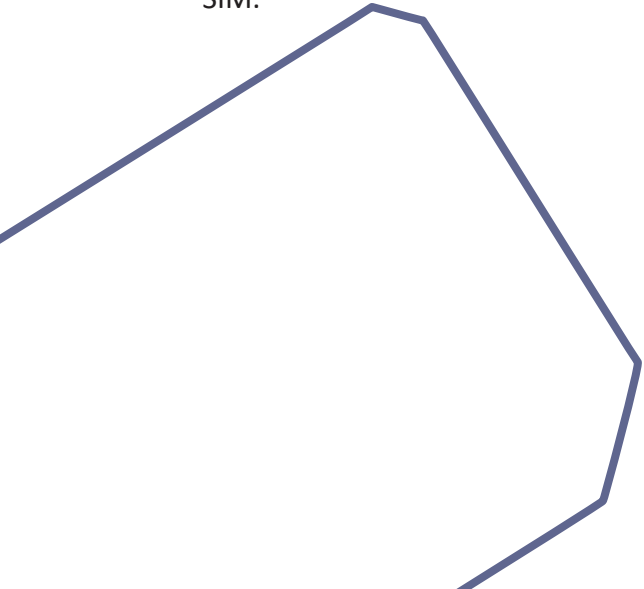
trueCall holds two lists of phone numbers - your Allow list (the phone numbers of people who you are always happy to speak to - friends, family, etc.), and your Block list (phone numbers of people you don't want to speak to - call centres, etc.).

You can put numbers onto your Block and Allow lists at the Internet Control Panel. Select My Phone Numbers then click on Add New to add a new number. It is easier to manage the list if you attach a name to each entry.

There is also a Name list that allows you to attach a name to a number without putting it onto either of the other lists.

If you want to add all your smartphone contacts to your Allow list then export your contacts from your phone in a vCard (vcf) file and import these using trueCall's Import option.

Contact details in other formats can also be imported - for example, if you already have a trueCall unit you can export its contacts in a .list file and directly import these into trueCall SIM.



## Choosing how to handle your calls

By default, trueCall uses the Whisper process to handle calls from unrecognised callers, but you can customise your call handling if you prefer.

### Whisper (default)

trueCall answers the phone and asks the caller to identify themselves by saying their name and pressing the hash key:

*“Hello - trueCall is screening my calls. Please say your name after the tone then press hash”.*

This process stops silent calls and recorded message calls (because they can't press hash), and it also stops call centres that use Answering Machine Detection technology (which think that they have got through to an answering machine and hang up). Most live call centre agents hang up when they hear the message because they know that you are unlikely to accept their call.

If the caller does identify themselves their call is put on hold and your phone rings. When you answer, trueCall announces the caller so you hear their voice and you are given options to choose how to handle the call. You can: accept the call, accept the call and put the caller's number onto the Allow list, block the call and put the caller's number onto the Block list or send the caller to voicemail\*.

\* If voicemail is disabled then the caller is asked to ring back later

## Customising your call handling

When a call arrives trueCall looks at the calling number and determines the call type. It may be an Allow list caller, a Block list caller, a mobile phone number (starts '07'), a business number (starts '08' or '09'), an international number, or number withheld/number unavailable. If it doesn't fall into any of these types it is categorised as 'Caller not recognised'.

You can specify the call handling for each call type during the day and during the night. The day and night hours can be set in the Internet Control Panel through My Options / Day times.

The options are:

### Accept call

trueCall rings your phone immediately.

### Ask caller to say their name (Whisper)

Ask the caller to say their name - see previous page.

### Ask caller to press a button (Shield)

trueCall answers the call and asks the caller to press a number on their keypad - "If you're a friend, family member or invited caller please press 1. If you are a cold caller please hang up and don't call again". If they press the correct number then your phone will ring.

This process stops silent calls and recorded message calls (because they can't press the key), and it also stops call centres that use Answering Machine Detection technology (which think that they have got through to an answering machine and hang up). Most live call centre agents hang up



when they hear the message because they know that you won't be receptive to a sales pitch.

## **Send call to voicemail**

trueCall sends the caller directly to voicemail.

## **Redirect the call**

trueCall redirects the call to an alternative phone number.

## **Ask caller for Access Code**

trueCall answers the call and asks the caller to enter a code. If the caller enters the correct code then your phone will ring otherwise the call is blocked.

## **Block with announcement**

trueCall blocks the call with an announcement. You can record your own announcement (page 10).

## **Block with anonymous caller message**

trueCall answers the call and tells the caller that you don't accept calls from anonymous callers (this option is only available for Withheld number and Number unavailable call types).

## **Urgent callers only**

trueCall answers the phone and tells the caller that you are busy. It gives the caller the choice of leaving a message or pressing the hash key (#) to ring your phone. You can record your own announcement (page 10).

## Personal Announcements

Call 0333 888 0272\* from your trueCall phone to record your own announcements. For security, you must call from your trueCall Call Manager SIM, and you will be asked to enter your Access Code - you can find this under My Options at the Internet Control Panel.

### 1. Record your Personal Introduction

The standard announcement is *“Hello - trueCall is screening my calls”*. This is played to callers when trueCall answers the phone. It just needs to identify you - for example *“Hi you’re through to Lesley”*. Callers like to know that they have got through to the right number.

### 2. Record your Personal Block announcement

trueCall plays a firm but polite announcement to nuisance callers - *“I’m not interested in your call – please hang up now and don’t call again”*.

### 3. Record your Personal Whisper announcement

The standard announcement is *“If you’re a friend, family member or invited caller please say your name then press hash”*.

### 4. Record your Personal Urgent Only announcement

The standard announcement is *“The person you are calling is busy right now. If your call is important press hash to disturb them, or wait to leave a message”*.

When recording your personal announcements make sure that you are in a quiet place. 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 or revert to the standard announcement.

\* Calls this number are free from a trueCall SIM

### Accessing voicemail

Dial \*98 from your trueCall phone to access your voicemail messages.

### Transferring your phone number

You can keep your existing phone number and transfer it to your trueCall Secure SIM. The best way to do this is to request a Porting Authorisation Code (PAC) from your existing provider by texting 'PAC' to 65075 using your current SIM card. Your provider will text back your PAC. Call trueCall customer services on 0800 0 336 339 during business hours and we will manage the transfer for you. If you are still under contract with your existing provider there may be a termination fee for doing this.

### Check the call handling

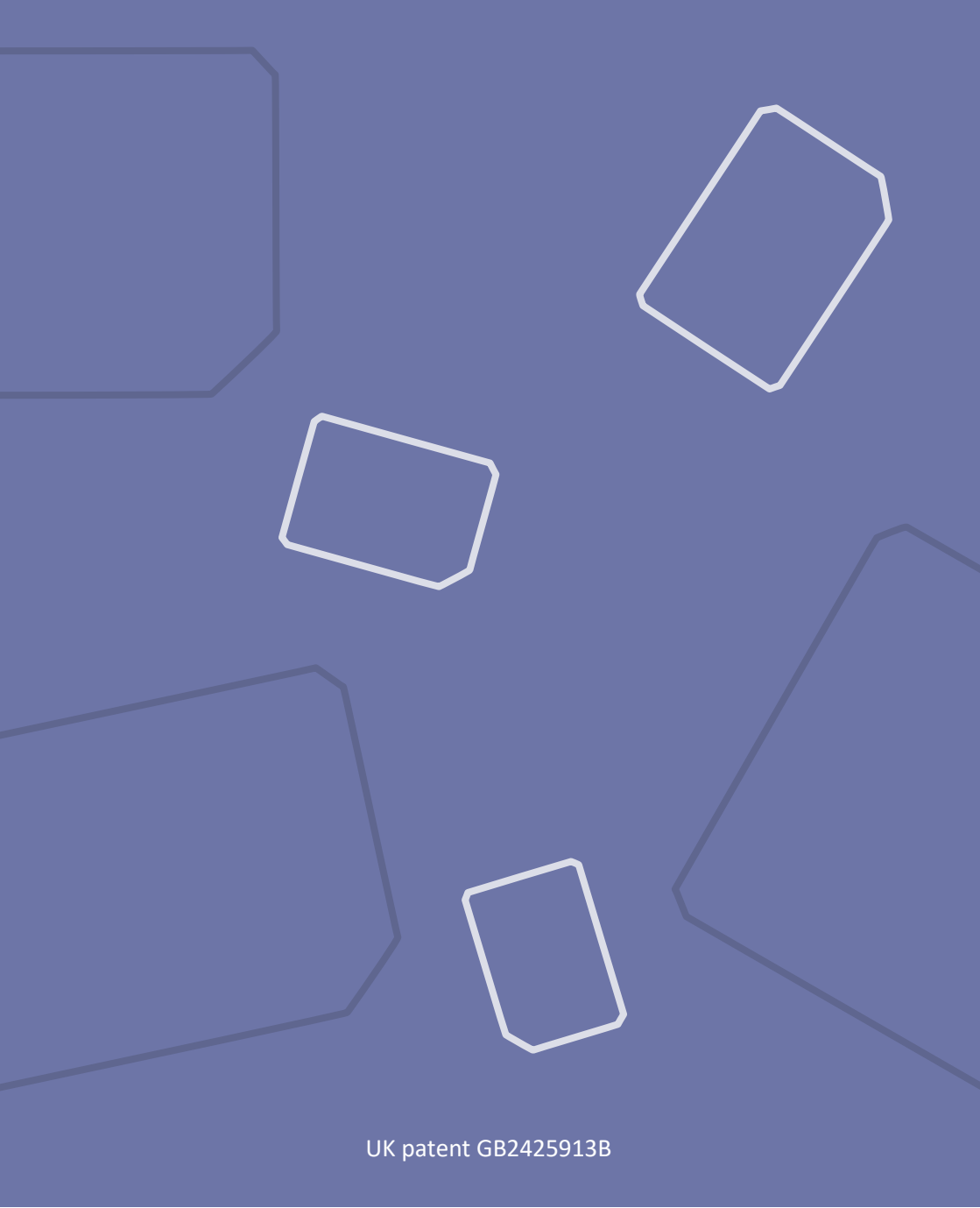
When you make any changes to trueCall's settings it is a good idea to call in to your mobile from another line and check that it handles the call in the way that you want.

### Network detection

Your trueCall SIM uses whichever phone network gives the best signal at the time. This will change as you move around, so don't be surprised if your phone uses networks that you don't recognise.

### Need more help?

If you need further information then log into your Internet Control Panel and click Help. You will find a lot of detailed information, plus answers to frequently asked questions. You can also email us directly ([support@trueCall.co.uk](mailto:support@trueCall.co.uk)), or call 0800 0 336 339 during business hours. We aim to respond within one business day.



UK patent GB2425913B

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