

# trueCall

***No more nuisance phone calls!***

Call Recorder and  
Message Centre  
Guide



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Do you have everything?

Your package contains:-

- This manual
- trueCall memory card
- Memory card/USB adaptor



## **trueCall Call Recorder**

trueCall Call Recorder is a memory card that allows trueCall to record your incoming and outgoing telephone conversations, and save important messages. Recordings saved to the card can be played back directly through your telephone handset or on your computer using trueCall Message Centre software.

trueCall Call Recorder is supplied on an SD memory card similar to those used in digital cameras, but trueCall will only operate with genuine trueCall Call Recorder memory cards.

## **Why record calls?**

If you have a record of what was said on a call, it is easier to resolve problems:-

- Disputes over 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.
- Harassment by debt collection companies
- Keep a record of what you agreed to in case of mis-selling and slamming

For information about the legality of recording calls see page 13.

## **trueCall Message Centre**

Your Call Recorder memory card can be plugged into a computer and your recordings can be transferred to your hard disk using trueCall Message Centre software.

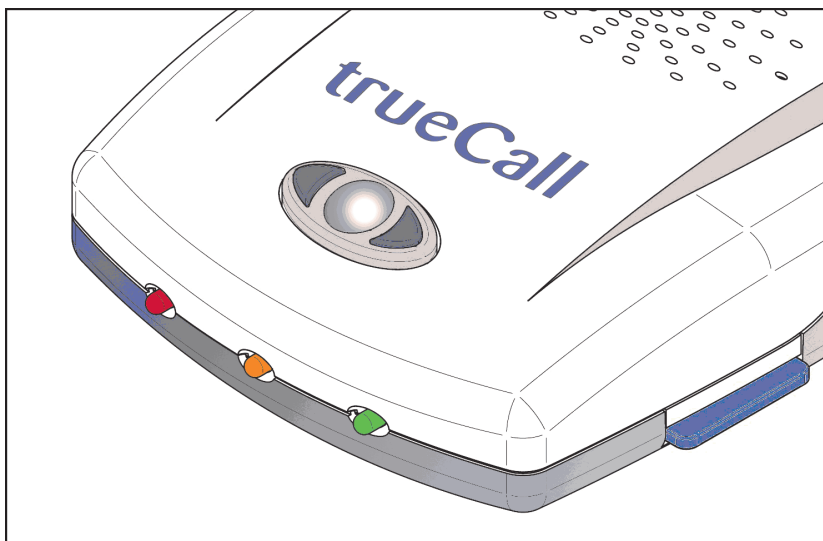
trueCall Message Centre software is supplied on the memory card. It requires a PC running Windows XP or Windows Vista, or an Apple Mac running OSX with PC emulation such as Parallels. It also runs under the Wine emulator with the Fedora Core 10 Linux operating system.

If your computer doesn't have a slot to accept an SD card then plug the card into the supplied adaptor, and plug the adaptor into a free USB socket.

## Plugging in the memory card

### Plugging the memory card into your trueCall unit

When your telephone is not being used to make or receive a call, simply plug your Call Recorder memory card into your trueCall unit (label side up), and you are ready to go!



- When trueCall recognises the card you'll hear the message "Memory card ready" through the speaker.
- If it detects an error on the memory card (if the card is faulty, or isn't a genuine trueCall card) you'll hear the message "Error on memory card – please remove the card".
- If the memory card is write protected you'll hear the message "Cannot record to memory card as it is write protected". You will be able to listen back to messages from the card, but won't be able to record calls, archive messages or delete call recordings (see page 8).
- Don't rapidly insert and remove your memory card as this may reboot your trueCall unit. Leave the card in until trueCall says "Memory card ready!" (generally under five seconds) before you remove it.



## Setting up the recorder

When it is first installed, trueCall will record only selected calls, but you can choose how to configure it. 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.

This can be done through your Internet Control Panel (see the Internet Control Panel & Weblink Guide) or through the setup menus (option 4 then option 5 from the main menu. See the trueCall Reference Guide page 17 for information about using the setup menus).

## Getting trueCall to record a conversation

- If trueCall is set to 'Record selected calls', then at any time during an incoming or outgoing phone conversation just press the button on the top of the trueCall unit to tell trueCall to save the recording of the call. You will hear a beep (which won't be heard by the person on the other end of the line), and trueCall's red LED will flash throughout the call.

trueCall's **Buffered Save** feature means that even if you press the button half way through the call, trueCall will save the complete conversation to the memory card right from the start.

- If trueCall is set to 'Record all calls', then you don't need to do anything - so long as a memory card is installed, is write enabled, and has enough memory for half an hours recording, then every call will be automatically recorded to the card.

trueCall's red LED flashes during the call to indicate that the call is being recorded. A single call recording may last a maximum of 12 hours.

***Out of respect for their privacy, it is very important that everyone in your household, and any guests who might use your phone, are aware that their conversations may be recorded.***

## Playing back your recordings through the setup menus

If your memory card is plugged into your trueCall unit you can play your call recordings back from the 'Listen to Call recordings' option in the 'Messages and Call recordings' menu (option 2 then option 5 from the main menu. See the trueCall Reference Guide page 17 for information about using the setup menus).

Recordings are presented in reverse date order - the most recent recording is played back first. This allows you to quickly review your most recent recordings.

When listening to your recordings you have the following options:-

**Press 1 to play the recording**

**Press 2 to move on to the next recording**

**Press 3 to delete the recording** - This frees up space on the card for further recordings.

**Press 4 to move back to the previous recording**

**Press 5 to listen to details of the recording** – trueCall can give you additional information about each recording – the time and date it was made, its duration, whether it was an incoming or outgoing call and the phone number of the person you called or who called you (if their number is available).

**Press 6 to archive the recording** – You can archive any important recordings. Archived recordings can't be deleted by mistake through the setup menu, they can only be deleted through trueCall's Message Centre on your computer. You can listen to archived recordings through the 'Archived Recordings' option in the 'Messages and Call recordings' menu.

**Press 7 to skip back 20 seconds** - Skip back 20 seconds to an earlier part of the recording.

**Press 8 to ring the caller/person you called** - If you have the phone number of the person you called or who called you, ring back allows you to call them back directly. 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** - Skip forwards 20 seconds through the recording.

**Press # or \* to add the caller/person you called to your Zap or Star list** – If you have the phone number of the person you called or who called you, this can be quickly added to your Zap or Star list.

### Running out of memory

You can check how much memory remains on your Call Recorder memory card in the Message Centre (see page 10) or from the System information menu option (see trueCall Reference Guide page 23).

When you log into the setup menu to retrieve your messages, trueCall will warn you if your memory card has less than 60 minutes time remaining. It won't start recording a call unless there is 30 minutes recording time left on the card.

### Archiving messages

Sometimes you may want to keep an answering machine message that someone has left on trueCall's Message Manager for future reference.

If you have a Call Recorder memory card installed, trueCall gives you an additional option when you review your answering machine messages - you can press 6 to archive the message. This copies it to the memory card. Long messages may take a few moments to copy - if it is going to take more than 10 seconds trueCall tells you how long the copy will take, and beeps every few seconds until the copy is complete. If you don't want to wait for the message to finish copying, you can just hang up - trueCall will continue to copy the message.

### Security warning

Your Call Recorder memory card can be read on any trueCall unit, or by anyone who has trueCall Message Centre software. If you have private recordings we recommend that you copy them onto your computer as soon as possible and delete them from your memory card.

### Technical note

All recordings are stored in a single file that fills the memory card. Don't attempt to use the card for any other purpose, as if there are any other files on the card, there is a risk that trueCall won't accept it.

## trueCall Message Centre

trueCall Message Centre allows you to easily manage your call recordings and archived messages. It allows you to copy recordings and messages from your memory card to your computer, then annotate and file them.

### Installing trueCall Message Centre on your computer

The trueCall Message Centre installation program is supplied on the trueCall Call Recorder memory card. Plug this into your computer.

If your computer doesn't have a socket for an SD card then you can use the supplied Memory card/USB adaptor. Plug the Memory card into the adaptor then plug the adaptor into a spare USB socket on your computer.

Different computers are set up differently, but when you plug the memory card in, a window will generally pop up asking you whether you want to install trueCall Message Centre. If this doesn't happen then open the memory card in Windows Explorer, and double click on the 'trueCall Setup' icon.

Follow the instructions to install trueCall Message Centre. By default it is installed in your programs directory under 'trueCall' and your recordings are stored in the 'My Phone Calls' folder in 'My Documents'.

Memory cards have a 'write protect' switch that allows you to prevent a card being changed. Sometimes, during handling, this can be accidentally knocked into the wrong position. If a card is not performing properly, then check its write protect switch.



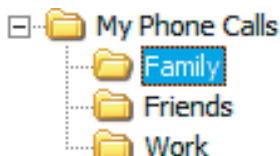
If the switch is towards the front of the card, you can read from it and write to it - this is its standard position.



If the switch is towards the back of the card, you can only read from it - you can't write new information to it.



The installation automatically creates sub-folders within 'My Phone Calls' - 'Family', 'Friends' and 'Work' - but you can amend these to build your own personal filing system for your recordings.



setup.exe  
Setup Launcher  
trueCall Ltd

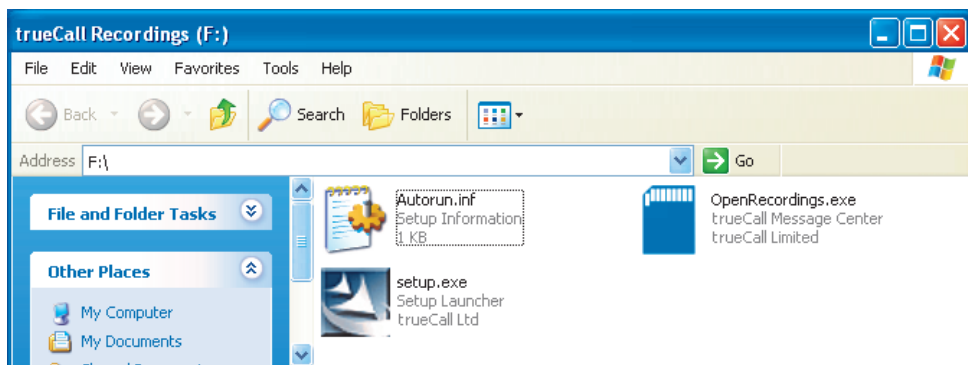
## Using trueCall Message Centre

### Copying files from your memory card to your computer

When you want to transfer recordings to your computer, remove the Call Recorder memory card from trueCall when your phone is not in use.

Note : Don't insert or remove a memory card from your trueCall unit while you are on a telephone call, as this will end your call and may corrupt your recordings.

Plug the memory card into your computer. A window will generally pop up asking you whether you want to run trueCall Message Centre, or it may just show the contents of the memory card (in which case, run trueCall Message Centre from your Windows menu).



## Reviewing your recordings

Message Centre has a split screen (see below). In the bottom half you can see details of the recordings on the memory card, and in the top half you can see details of the recordings on your computer hard disk alongside the directory structure.

Recordings are shown with the time and date they were recorded, their duration, whether they were an incoming or outgoing call, the calling/called phone number (if available), name (if available) and the recording type (call recording, archived answering machine message, etc).

You can click on the column headings to sort the entries.

Sometimes there may be entries that have no date, or which have a date without a year - trueCall will give you as much information as it has available.

The screenshot shows the TrueCall Message Centre application window. It has a menu bar with 'File' and 'Help'. The main area is split into two sections.

**My Computer** section:

- Buttons: New Folder, Play, Edit, Rename, Delete.
- Left sidebar: My Phone Calls, Family, Friends, Work.
- Table with columns: Title, Date / Time, Duration, Direction, Phone Number, Name, Type, Comment.

Title	Date / Time	Duration	Direction	Phone Number	Name	Type	Comment
Recording1	08-05-2008 16:17	00:21:13	Incoming call	02086285085	Nigel & Teresa	Call Recording	
Recording2	09-05-2008 10:00	00:00:26	Incoming call	01928085468	[Runcorn]	Call Recording	
Recording3	09-05-2008 11:28	00:00:27	Incoming call	02082423485	[London]	Call Recording	
Recording4	09-05-2008 16:30	00:00:45	Outgoing call	01278234188	[Bridgewater]	Call Recording	
Recording5	10-05-2008 19:48	00:05:38	Outgoing call	01460232783	[Chard]	Call Recording	
Recording6	10-05-2008 21:56	00:04:41	Outgoing call	01460234278	Ken & Elaine	Call Recording	
Recording7	12-05-2008 06:29	00:00:15	Outgoing call	02086527873	Stephen & Julia	Call Recording	
Recording8	12-05-2008 11:38	00:00:05	Incoming call	02084023590	Steve & Annie	Whisper	
Recording9	12-05-2008 11:38	00:00:47	Incoming call	02084023590	Steve & Annie	Archived Message	

**Memory Card** section:

- Buttons: Play, Delete, Save to PC, Delete All, Refresh.
- Time remaining: 69 hr 59 min
- Table with columns: Date / Time, Duration, Direction, Phone Number, Name, Type.

Date / Time	Duration	Direction	Phone Number	Name	Type
12-05-2008 12:31	00:00:17	Incoming call	02084908902	David & Maureen	Archived Message
12-05-2008 12:31	00:00:02	Incoming call	02084908902	David & Maureen	Whisper

Used: 0 MB    Free: 1008 MB    Total: 1008 MB

## Listening to recordings stored on the memory card

To listen to one of your recordings, just double click on it. A playback window pops up that shows the recording date, type and phone number. You can start, pause, stop, fast forward or rewind to listen to the appropriate part of the recording, and you can see how far you are into the file in hours, minutes and seconds in the top right of the window.

## Saving recordings from the memory card to the computer

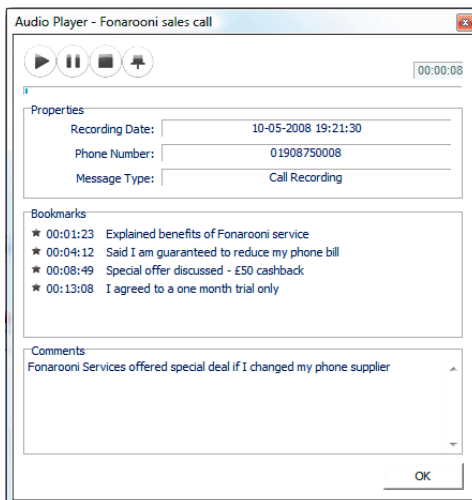
To save a recording to your computer, simply highlight one or a group of recordings in the SD card area and drag to the appropriate PC folder. Once you the copy is complete, you can delete the recording(s) from the memory card.

## Renaming your recordings

Right click on a recording in the computer window to change the name of the file.

## Listening to recordings stored on your computer

If you double click on a recording in the computer window, it is played back and you have the opportunity to write comments as you are listening to the call. You can also create bookmarks - markers in the recording - by clicking on the Pin button. You can attach a description to each bookmark to allow you to quickly find important parts of a recording. Recordings are stored on your PC in the standard WAV file format.



## Deleting recordings from the memory card

Once you have saved all the recordings you want to keep, you can delete the remaining recordings from your memory card by clicking on the 'Delete all' button. ***Don't delete files from the memory card using your computer's operating system.***

## Getting trueCall to store the callers name with the recording

In your trueCall Internet Control Panel you can associate a name with a telephone number (see the Internet Control Panel & Weblink Guide). We recommend that you load up the names and numbers of the people you speak to most often as this makes managing your messages and recordings much easier. trueCall will then be able to show the name against any calls to or from that number in your Internet Control Panel and in trueCall Message centre.

Where trueCall can't find a name to associate with a telephone number it will try to give other information about the number - geographic location\* or number type (freephone, premium, etc).

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

### Removing the memory card from your computer

Once you have finished working with your memory card on your computer, don't forget to remove it and plug it back in to trueCall so you can make further recordings!

You must always be careful when you remove any memory card from a computer. First, exit from the Message Centre software then click on the 'Safely remove hardware' icon in your system tray and 'Stop' the memory card.

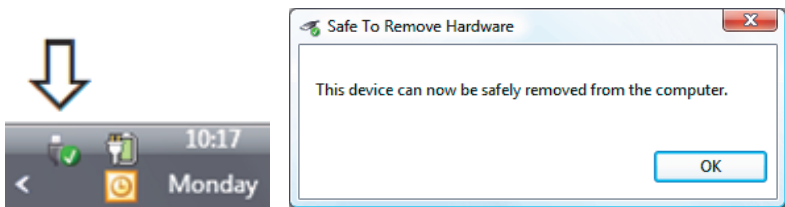
The process is the same if you are using the Memory card/USB adaptor.

Don't remove the memory card from your computer until you see the message 'Safe To Remove Hardware'. If you don't wait for this message your memory card may become faulty, and future call recordings may not be saved.

#### Windows XP



#### Windows Vista



**Warning** - The trueCall Call Recorder memory card has been specially optimised to work with trueCall. Only access it using trueCall Message Centre - don't delete or change any of the files on it directly, or copy any other files to the card as this may stop it from working in trueCall.

## **Can I legally record telephone conversations on my home phone?**

In the UK you are allowed to make recordings of your private conversations provided that the recording is for your own use. Often a recording can quickly resolve a disagreement about 'who said what & when'. In some cases recordings are admissible as evidence.

Out of respect for their privacy, you should make sure that everyone in your household, and any guests who might use your phone, are aware that their conversations may be recorded.

If you are unsure of the situation we recommend that you seek your own legal advice.

## **Can I record telephone conversations on behalf of my business?**

The laws relating to call recording for businesses are many and complex, and you will have to determine yourself whether your use is legal. The relevant legislation includes:-

- Data Protection Act 1998
- Telecommunications - Data Protection and Privacy - Regulations 1999
- Human Rights Act 1998
- Regulation of Investigatory Powers Act 2000
- Telecommunications - Lawful Business Practice - Interception of Communications Regulations 2000

Details of these regulations can be found at the websites of The Information Commissioner, Ofcom and Department for Business, Enterprise and Regulatory Reform (Previously the DTI).

If you are unsure of the situation we recommend that you seek your own legal advice.

**How can I check how much recording space is available on my memory card?**

Message Centre will show you how much recording time remains on your memory card, or you can check it using the 'System information' option from the handset main menu (see trueCall Reference guide page 23).

**When I plug my memory card into trueCall I hear the message "Cannot record to memory card as it is write protected"**

Each memory card has a white switch on its left hand side. If this is in the backwards position the card is write-protected and trueCall won't make any recordings on the card. Slide the switch forward and re-insert the card (see diagram on page 8).

**I would like to use my trueCall unit as just a call recorder and answering machine**

You can switch off trueCall's Intelligent Call Screening features and use it just as an answering machine and call recorder. Go into the setup menu, select the 'trueCall Options' menu, then the Incoming call management options menu and switch off Shield, Whisper and *Zap&Star*.

**When I plug the memory card into my PC I see the message 'Do you want to scan and fix ...'**

Your computer has detected a possible error on your memory card - click 'Yes' and your computer will check for errors and try to fix any that it finds.

**I would like to email a call recording to someone**

You can find your recordings stored in your 'My phone calls' directory, or one of the sub directories below this in WAV format.

**I added comments to one of my recordings, but now they are gone**

Recordings are held on your computer in standard WAV files. If you have edited these files using other audio editing software you may lose the comments and bookmarks from your recordings.

**A call recording cut off before the end of the call**

If you make and take calls on phones plugged into other extension sockets in your house and transfer the call between handsets, you may, in certain circumstances, lose part of your call recording.

## **Call recorder has recorded some odd modem calls in the middle of the night - what are these?**

Sky boxes, alarm systems and other devices in your house may make calls in the middle of the night. If your trueCall Call recorder is set to 'Record all calls' these will be recorded. Just delete these calls.

## **Support**

If you require help setting up or operating trueCall Call Recorder & Message Centre please read the Frequently asked questions section of this guide and check the support information available at the trueCall web site [www.trueCall.co.uk](http://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](mailto:Support@trueCall.co.uk)

**Phone** : 0800 0 336 339 (free)

## 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.

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Patent Pending

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Packaging material  
is recyclable

