

trueCall SIM  
STOPS NUISANCE CALLS

# trueCall Secure SIM



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Your trueCall Secure SIM card allows you to control the calls that are received on a mobile phone. You can use it to protect your own phone, or maybe the phone of an elderly or vulnerable relative.

trueCall Secure SIM has a number of different call handling options. The default **Shield** option works best for most people giving 95%+ protection. The **Voicemail Protect**, **Trusted Access** and **Carer Check** options are available for even more protection for the most vulnerable - particularly those living with dementia.

Your trueCall Secure SIM card allows you to control the calls that you receive on your mobile phone. Once it is set up you will forget that its there - you continue to use your phone as normal, but it just rings less often, and when it does ring it will almost certainly be someone that you want to speak to.

trueCall stores a list of the phone numbers of the your contacts (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
- All other callers are intercepted by trueCall and handled in the way that you choose - by default they hear a message telling cold callers to hang up, but asking friends, family members and invited callers to press a number on their phone to ring through

trueCall Secure SIM a range of call handling options that offer different levels of protection - see page 7.

trueCall's Internet Control Panel allows you to monitor and manage the service. 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 your trueCall settings.

### Setting up your SIM

Your trueCall Secure SIM card will start protecting your phone as soon as it is plugged in, but in order to get the best out of it 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. Select the call handling option

By default your trueCall SIM is set to handle calls using the Shield process - we find that this is the best setting for the majority of trueCall Secure SIM users - but if you want more protection then you can select Voicemail Protect, Trusted Access or Carer check options - see pages 7 - 9.

#### 4. Record a personal greeting

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

If you use the Trusted Access option we recommend that you record your own announcement - see page 8.

## 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 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.

## Select a Call Handling option

The way that trueCall handles callers who aren't recognised (or who withhold their number) depends on the call handling option you have chosen. There are four options to choose from.

### Shield (default)

The default Shield option meets most peoples' needs and can block around 95% of unwanted calls.

When a call is received from an unrecognised caller, trueCall answers the call and plays the announcement :-

*"If you're family, a friend or an invited caller please press 5, if you're a cold caller please hang up and don't call again".*

If the caller presses '5'\* your phone will ring.

This process completely blocks recorded message calls, and silent calls. In many cases the automatic dialling equipment used by call centres thinks that it has got through to an answering machine when it hears this announcement and terminates the call, and the vast majority of telemarketers will just hang up. Legitimate callers who are not on the Allow list (or who withhold their number) can get through by pressing the requested number.

### Voicemail Protect

Unrecognised callers are sent directly to voicemail. Legitimate callers can leave a message, but telemarketers and scammers generally don't.

\* Each trueCall SIM card is randomly allocated a Shield number - yours may not be '5'. You can change your Shield number at the Internet Control Panel.

### Trusted Access

Unrecognised callers are blocked with a screening announcement that gives them an alternative method of getting in touch - for example:

*“Hello - I only accept calls from friends and family members. If you do need to get through please call Alex on 07767 xxxxxx – or enter your code now”.*

Legitimate callers can make contact via Alex - telemarketers and scammers hardly ever do this.

Sometimes legitimate callers will call from lines where their number is withheld. These callers can enter the Access Code to get through. Each trueCall Secure SIM is issued with a random three digit Access Code, but you can change this at the Internet Control Panel to something more memorable if you prefer.

This option gives 100% protection - only callers on the Allow list, or those who know the Access Code can get through.

The default announcement is *“We only accept calls from friends and family members. If you need to get through please try an alternative number - or enter your code now”*, but if you enter the carer’s phone number and name under ‘My Options’ at the control panel then the announcement will give include this information - eg *“We only accept calls from friends and family members. If you need to get through please call <Alex> on <07767 xxxxxx> - or enter your code now”*).

Better still, you can record your own personal Screening Announcement - see page 10.

## Carer Check

Unrecognised callers are asked to press a key on their keypad, they are then put on hold and trueCall calls the carer - the phone number is specified in trueCall options at the Internet Control Panel.

The caller is announced to the carer\* who can speak to the caller to check who they are. The carer can then:

- Press zero to send the caller to voicemail
- Press hash (#) to play an announcement to the caller telling them not to call again - trueCall puts their number onto the Block list so that their calls will be blocked in the future
- Press 1 to allow the call to be connected to the vulnerable person. When the call is answered all three parties (the caller, the carer and the vulnerable person) are conferenced in together so that the carer can introduce the caller, and drop out of the call when they are happy that everything is OK
- Press \* to allow the call to be connected (as above) and also put the caller onto the Allow list so that their calls will get straight through in the future

If you select Carer Check it is essential that you specify the Carer's phone number in the settings. This works best if it is a mobile rather than a landline number.

- Be careful with any call blocking services you have on your own phone line as these may intercept the screening calls.
- To prevent unanswered screening calls going to your own voice mailbox we recommend that you ensure that the ring time on your mobile phone is at least 10 seconds longer than trueCall SIM's ring time.

\* It is possible to select a shorter or longer announcement under 'My Options' at the Internet Control Panel.

## Personal announcements

Call 0333 888 0272\* from your trueCall SIM phone to manage your announcements. 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 screening announcement

The screening announcement is played to unrecognised callers when you use the Trusted Access option. It can identify you, tell the caller that their call is being blocked, and give them an alternative contact number - perhaps a relative or carer. It can also give them the option of entering the Access Code.

For example:-

*“Hello - I only accept calls from friends and family members. If you do need to get through to me then please hang up and call Alex on 07767 xxxxxx, that’s 07767 xxxxxx, or enter your code now - Thank you”*.

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 to this number are free from a trueCall SIM

## Top Tips

### Accessing voicemail

Dial \*98 from your trueCall phone to access your voicemail messages. You can also record a personal voicemail announcement.

### 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 help then log into your Internet Control Panel and click 'Help' where you will find a lot of detailed information. You can also email us directly ([support@trueCallSIM.co.uk](mailto:support@trueCallSIM.co.uk)), or call 0800 0 336 339 during business hours. We aim to respond within one business day.



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