

trueCall SIM
STOPS NUISANCE CALLS

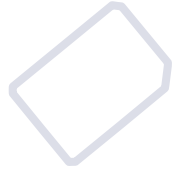
trueCall KidsLine SIM



User Guide

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Your trueCall KidsLine SIM card allows you to control the phone calls received by your child on their mobile phone. Incoming calls can be controlled by time of day and by the identity of the caller.

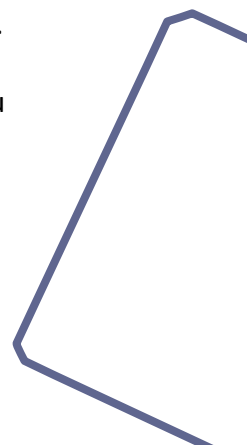


- Calls from parents and family members will always get straight through. You put these numbers onto the Priority list.
- Put the phone numbers of school friends onto the Allow list. Their calls will get through during the allowed Contact Hours - say between 3:30pm and 7pm on weekdays - but you screen them at other times.
- Block list calls will be completely blocked. You put their numbers onto the Block list.
- All other calls will be screened by you.

You can set up the Contact Hours for your child at the Internet Control Panel.

trueCall's Internet Control Panel allows you to monitor and manage your trueCall KidsLine SIM. You need tell trueCall your phone number so it know where to send the caller who are to be screened. Until you do this all callers will get through to your child's phone.

It can be accessed from 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 KidsLine's settings.



Setting up your SIM

Your trueCall KidsLine SIM card is set up so that it will start protecting your child's 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 and click on 'Register'.

2. Select the call handling option

By default your trueCall SIM is set to Parent Check - we find that this is the best setting for the majority of trueCall KidsLine SIM users, but there is another option available. See pages 7 and 8.

3. Enter your own mobile number

If you are going to screen your child's calls you must tell trueCall your phone number (My Options/Personalisation). We strongly recommend that this is a mobile phone number rather than a landline number.

4. Load the Allow and Priority list with contacts

At the control panel go to 'My Phone numbers' and put the phone numbers of the people whose calls you do want your child to receive during the Contact Hours onto the Allow list. You can put family members onto the Priority list to ensure that their calls always get through. See page 6.

5. Check the Contact Hours

By default the Contact Hours are 7am to 10:30 pm during the week - you can change these times to suit your child.

Your Internet Control Panel

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

You first need to register your trueCall KidsLine SIM. Go to 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. Not all trueCall features are available on the trueCall app and mobile website - to access all options please go to www.trueCallSIMControl.co.uk on your computer.



Your Priority, Allow and Block lists

trueCall holds three lists of phone numbers -



Priority list - the phone numbers of people who will always get straight through - this is normally just family.

Allow list - the phone numbers of people who can get straight through only during the Contact Hours, otherwise they are redirected to your phone. These are normally school friends.

Block list - any phone numbers you want to specifically block.

You can put numbers onto your child's Priority, 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 one of the other lists.



Parent check

When an unrecognised caller rings your child, or one of their friends (who is on their Allow list) calls at an unsociable hour then instead of your child's phone ringing, your phone rings.

If you don't pickup then the call goes to your child's voicemail, or if you have disabled voicemail the caller is asked to ring back later.

If you pick up you hear the announcement:

*"KidsLine - Connecting you after the beep, then press 1 to accept, hash to block or hang up for voicemail <beep>"**

You are then connected to the caller. You can find out who they are and what they want, and then you have a number of options:

- Press zero to send the caller to your child's voicemail
- Press hash (#) to play an announcement to the caller telling them not to call again, and put them onto the block lists so that their calls will be blocked in the future
- Press 1 to allow the call to be forwarded to the your child
- Press * to allow the call to be forwarded (as above) and also put the caller onto the Allow list so that their calls will get straight through in the future during the Contact Hours.

* It is possible to select a shorter or longer announcement - see page 10.

Forwarding the call

If you press 1 or * then both you and the caller will be put on hold, and trueCall will call your child. If you want you can hang up at this point, or you can stay on the line.

If your child doesn't answer

If you are still on the line trueCall tells you that there was no answer, and you are reconnected to the caller. You can explain the situation to the caller, and maybe send them to voicemail by pressing zero. If you are not on the line the caller is sent to voicemail (if it is enabled).

If your child answers

When your child answers then if you are still on the line all three of you - the caller, your child, and yourself - are conferenced in together. You can introduce the caller to your child and stay on the line for as long as you like to check that everything is OK.

When you hang up the caller and your child will remain connected. During this conference you still have the opportunity to press * to put the caller onto the Allow list or press # to eject the caller from the conference, tell them not to call again, and put their number onto the Block list.

If you are not on the line the caller is connected to your child as soon as they answer.

If you select Parent Check it is essential that you specify the parent's phone number in the settings, otherwise trueCall will put calls straight through. We strongly recommend that this is a mobile phone number rather than a landline number.

Notes on Parent Check

- At the Internet Control Panel under 'Advanced Settings' you can choose whether to send the caller-ID of your child (default), the Caller-ID of the caller or a dummy caller-ID that identifies this as a screening call for your child.
- Be careful with any call blocking services you have on your own phone line as these may intercept the screening calls.
- To prevent your child's unanswered calls going to your own voicemail box 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.

Voicemail Protect

KidsLine SIM has an alternative method of call control called Voicemail Protect.

As before, Priority callers and Allow list callers who call during the Contact Hours will get straight through and block list caller are blocked. Unrecognised callers, and Allow list callers who call at unsociable hours are sent directly to voicemail.

Legitimate callers can leave a message, but telemarketers and scammers generally don't.

You can select the Voicemail Protect option at the Internet Control Panel.

My Options

You can edit a number of settings at your Internet Control Panel. Click on My Options then Personalisation/Advanced Settings.

Parent's phone number - If you are using Parent Check then enter the phone number where unrecognised callers should be redirected. This will normally be a mobile phone number. If a number is not specified then trueCall will send the call to voicemail.

Voicemail - You can disable the voicemail feature here if it isn't required. Note that this setting is over-riden if the parent chooses to send the caller to voicemail when they are announced, or if you select Voicemail Protect.

Ring time - You can change the amount of time your phone will ring before the caller is sent to voicemail. Generally voicemail systems answer after 15 to 30 seconds (4 to 8 rings).

Announcing the caller - If you are using Parent Check then you can choose to hear a short, medium or long introduction.

Child's name (optional) - This allows trueCall to announce the child's name when you receive a screening call.

Caller-ID for Parent Check calls - if you select Parent Check then some callers will be routed to your phone rather than your child's. You can choose here the Caller-ID you want to see on your phone when you receive one of these calls. This can be the phone number of the caller, the phone number of your child, or a distinctive dummy Caller-ID. If you are screening for more than one child you can select a different distinctive Caller-ID for each child

Accessing voicemail

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

Transferring your child's phone number

You can keep your child's existing phone number and transfer it to your trueCall KidsLine 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

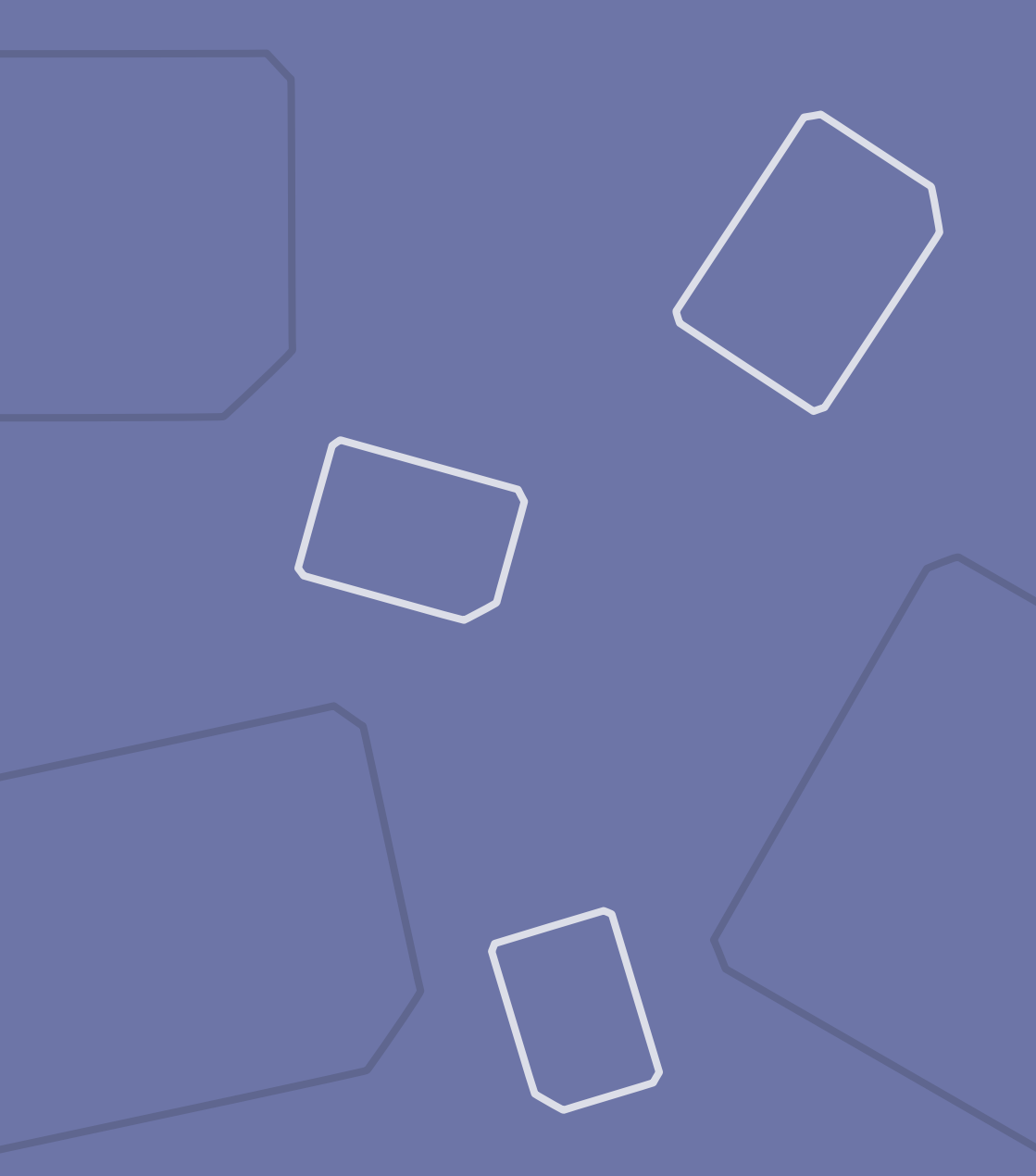
When you make any changes to trueCall's settings it is a good idea to call in to your mobile from another line and check that it handles the call in the way that you want.

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), or call 0800 0 336 339 during business hours. We aim to respond within one business day.



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