

TrueCall Secure - Call Blocker

Code: TC-C1

Price: £119.99 incl. VAT

Date: 24/07/2019

VAT Relief Eligible: Yes (£99.99 with VAT relief)

Delivery: £3.95 incl. VAT per order



The **TrueCall Secure** (previously called *TrueCall Care*) is an innovative product that has various levels of protection against receiving unwanted calls.

- Unlimited control for blocking incoming calls
- Can also block certain outgoing calls
- Plays a warning through the speakers if the phone has been left off the hook
- Can be setup to record all incoming telephone calls (more information below)
- Control every aspect of the unit remotely using the web app, including listening to voicemails

The highest level of control forces all callers who are not registered as friends and family to enter a 3 digit security code, if they do not know the 3 digit security code then the telephone will not ring. **This filter eliminates 100% of unwanted incoming calls.**

Trusted Callers

You can add Trusted Callers to the unit through the handset menu, or by logging into your online account.

Any Trusted Caller can simply ring the telephone number, as usual, they will not even realise that they've been filtered through the TrueCall Care system.

Controlling Incoming Calls - Unauthorised Callers

The TrueCall Care Unit has 3 filter settings for incoming unauthorised calls, only 1 filter profile can be active at any time.

1: Standard Filter (Low Control): This filter plays a customised pre-recorded message but then allows callers to manually continue the call by simply pressing 5.

Using this filter you can voice a strong warning in the message to cold-callers that you are not interested in anything they have to offer, this can help reduce the number of cold-callers, but they can still get through if they are persistent by simply pressing 5.

2: International Filter (Medium Control): This filter splits calls into UK calls and international calls.

All International Callers will be requested to enter the 3 digit security code before they can continue the call, this eliminates many cold-callers as most are based outside of the UK.

UK Callers are played a different message that you have recorded, once again we recommend that you warn cold-callers to hang up, however, UK callers can still continue their call by pressing 5.

3: Trusted Callers Only (High Control): AlzProducts Recommended Filter

This filter blocks all incoming calls unless they are 'trusted callers', or know the 3 digit security code.

This filter is the recommended filter for people with Alzheimer's disease, cognitive loss, or memory impairment.

Any caller that isn't on the trusted numbers list will receive a message that you have recorded, for example:

"Hello. John is only accepting calls from friends and family. If you need to get hold of him you can contact Paul on

07870-xxxxxx.

Alternatively, if you have the access code please enter it now. Thank you."

This ensures that only relatives and friends can contact the individual who has the TrueCall Care unit in their home. If the person is a legitimate caller they can contact a nominated relative to ask for the security code, and to be placed on the trusted callers list.

Controlling Outgoing Calls

Many people with Alzheimer's, dementia, or any form of memory impairment, can make repetitive or expensive telephone calls.

The TrueCall Care allows full control over what calls can be made; numbers can be blocked individually or by number ranges.

Some examples of numbers that are barred by our customers are:

- All premium rate telephone numbers
- The talking clock
- International numbers

Please be aware that if the TrueCall Care unit is powered down or disconnected, this feature will be disabled.

Remote Access

Many of the TrueCall Care features can be accessed remotely via the internet:

- Listen to voicemail messages
- Record new announcements
- Change all settings
- Add/remove trusted numbers

You do not need broadband at the house where the TrueCall Care unit is located, as the information is uploaded via the telephone line. The first year of remote access is free, after that there is a small fee of £20* per year.

**The fee payment and subscription is managed by TrueCall directly, as you will only start paying this fee in 12 months time the price is subject to change.*

Installation & Setup

The TrueCall Care unit is simple to install with your existing telephone, all cables are included. All that is required is a spare power socket next to the telephone:

1. The TrueCall Care Unit is plugged into the mains power
2. The telephone is then plugged into the TrueCall Care
3. The TrueCall Care is then plugged into the telephone wall socket

Requirements

Caller ID: The only requirement for the TrueCall Care is having Caller ID (sometimes called Caller Display) on your telephone line, depending on your BT package this may incur an extra monthly fee.

If you can see what telephone number is calling you on your handset when you have an incoming call, then you already have this feature enabled.

Multiple Telephones: If you have multiple telephone extensions in the house we strongly recommend using a multiple handset cordless system, and not different individual telephones, as this can cause issues with the TrueCall Care unit.

Compatibility

The TrueCall Care is compatible with all;

- Broadband providers

- Telephones
- Pendant / Personal Alarm Systems

Recording Calls

We sell memory cards that can be used to record all incoming telephone calls. All telephone call conversations can be accessed remotely, copied to your computer, or deleted.

This is mainly used to protect vulnerable individuals from situations such as:

- Fraud
- Harassment calls
- Misselling
- General misunderstandings

It is perfectly legal to record all personal telephone calls, however, the person who is living in the house must be made aware of this beforehand.

Additional Images



How to Order

Orders can be placed securely online at AlzProducts.co.uk - or over the phone with our UK sales team.

Call 024 7642 2224 to place your order or for further information. This product's order code is TC-C1.