

# trueCall

## Using trueCall as a stand-alone Call Recorder

While trueCall is a powerful tool for managing incoming calls, it is also an extremely effective call recorder and call logger:-

- Makes an audio recording of incoming and outgoing calls
- Stores the called/calling number (if available) with the recording
- Stores the call date and time with the recording
- Keeps a log of all incoming and outgoing calls whether they were answered or not (first years use included in the price, £15 pa thereafter).
- Call are recorded onto a trueCall Call Recorder memory card – an SD card with 70 or 140 hour capacity
- Allows calls to be archived to your PC as industry standard WAV files using the trueCall Message Centre software

### Configuring trueCall as a call recorder

You can configure trueCall to run as a stand alone call recorder by:-

- Turn off Shield
- Turn off Whisper
- Turn off Zap and Star functionality
- Turn on 'Save all call recordings'
- Turn off trueCall's answering machine
- Turn off Voicemail detect

This can be done at the Internet Control Panel.



# The legality of recording phone calls

## 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.

### Requirements

- trueCall must be attached to an external landline (with or without broadband), cable phone line or analogue PBX extension.
- To capture caller ID the line must be configured with the Caller-ID service from your network.
- trueCall may not work fully with all PBX switchboards – for example, it may not be able to capture the caller-ID.
- 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.
- trueCall Call Recorder comes with a SD card/USB adaptor in case your computer doesn't have an SD card socket.
- Audio recording 8 bit, 8k companded