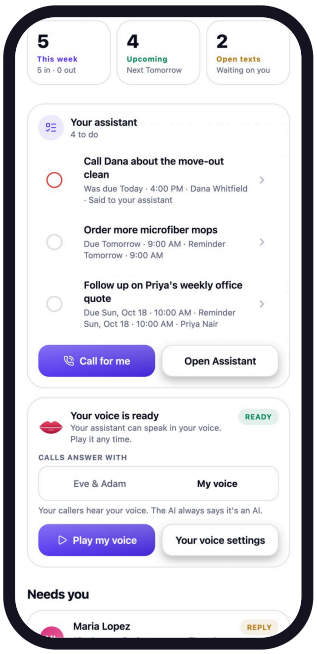
RAIMCALLS

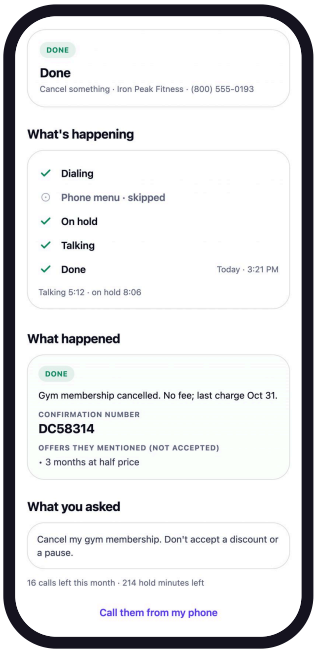
OWNER'S MANUAL

Your calls and texts. Handled 24/7.

Eve and Adam answer your business line, book real appointments and follow up. Your assistant calls companies for you and keeps your to-dos, bills and expenses in order.

Your line answered · Call for me · To-dos & bills · Expenses · 49 call languages · My Voice Clone





Edition 1.0.7 · October 2026
For RaimCalls 1.0.7 on iPhone, iPad and Android

RaimCalls · A product of **ECONTEUR LLC**
econteur.com

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THREE THINGS TO KNOW FIRST

- **Your AI always says it is an AI.** Eve, Adam and your assistant never pretend to be you, even when one speaks in your cloned voice.
- **It answers only from what you give it.** Prices, hours and policies come from your business information. If something isn't there, it says so instead of guessing.
- **Calls are transcribed, not recorded.** You read every conversation in plain English; no call audio is kept.

Screens in this manual are from the real RaimCalls app, filled with a sample business, *Bright Homes Cleaning*. Names, numbers and amounts are made up. Your screens show your own business.

01 Welcome to RaimCalls

RaimCalls is AI that calls and texts for you, and answers your business line. Your customers call or text your business number as they always have; RaimCalls answers, books, follows up and tells you what each call became.

Eve and Adam

Two AI phone agents. They answer your business calls and texts 24/7 with your business name, book into your real open times, send follow-ups to customers who agreed, and hand over to you when needed. Eve has a female voice, Adam a male voice; you choose who answers.

Your assistant

The assistant you talk or chat with about your own business. It looks things up across your calls, customers, money and to-dos, adds to-dos, bills and expenses for you, and sets up Call for me.

Call for me & admin

Call for me phones companies on your behalf. To-dos & reminders, Bills & subscriptions and Business expenses keep the admin around your calls in one place.

You stay in charge

Every automation starts off. Nothing is texted, paid, booked outside your hours or agreed on your behalf unless you set it up. You can see, export or delete your data at any time.

What's new in 1.0.7

- **Know what they'll ask.** Before a Call for me call, RaimCalls tells you what that kind of company usually asks for (account email, billing ZIP, account number), so your AI can finish more calls without you.
- **Identity checks, up front.** Banks, card companies, insurers and mobile carriers usually need to check who you are: RaimCalls says so before the call and keeps **Bring me in if they need me** ready.
- **A clearer check before you start.** Long numbers belong in the account number box, never in **Anything else**.
- **Lower prices.** Plans now start at $17.99 a month (Foundation), with Rise at $43.99, Reign at $87.99 and Legacy at $169.99. Each plan's monthly allowances are listed on the Plans screen before you buy.

New in 1.0.6

- **Call a person.** Call for me can now call one of your clients to book, move or confirm an appointment. Choose **A person**; they must have agreed to AI calls from you, and if there's no consent on record yet you record how they agreed before the call starts.
- **One switch for your calls. Eve & Adam | My voice** sets who your callers hear. It's on Today and in My Voice Clone.
- **Talk in your voice.** In Calls › Talk, choose **My voice** and your assistant answers you in your cloned voice.
- **Choose a voice.** Recorded more than one? Tap **Use this voice** on the one your calls should use.
- **Smoother calls in your voice**, and calls switched to another language stay in that language.
- **Say it right.** Tell your assistant how to pronounce your business name.

New in 1.0.5

- **Your voice on Home.** Clone your voice from the Today screen, then play it back any time, along with your original recording. Replays are saved on your phone.
- **Play it back first.** Listen to your recording before you save it.

- **Expenses by voice or chat.** Your assistant adds, finds, edits and adds up your expenses: *"What did I spend on fuel this month?"* or *"Add a $42 lunch with a client today."*
- **Expense reports.** Download a PDF report with totals by category, or a spreadsheet (CSV) for your bookkeeper.
- **More you can do.** Expenses, bills and Ask your assistant now sit on Home.
- **One business name everywhere.** Rename your business in Settings and it changes across the app.
- **Clearer sign-up.** Password rules are shown up front, and a refused password is explained.

Also new since 1.0.3

Your assistant and Call for me (1.0.4), to-dos and reminders, bills and subscriptions with cancel help, business expenses with receipt photos, selecting many customers at once, a daily briefing read aloud, quotes built from your voice, website chat, job photos and team logins, and My Voice Clone on Legacy. The full list is in **Settings › Help & about › What's new**.

02 Getting started

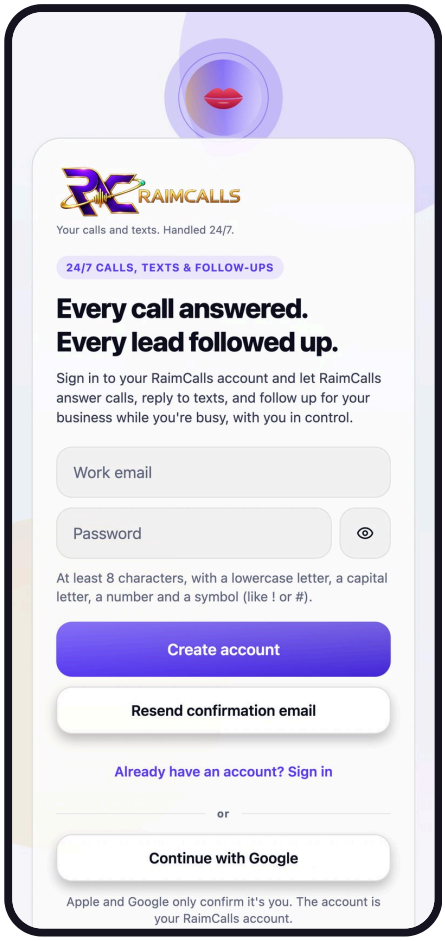
Setup takes a few minutes: create your account, choose a plan, tell RaimCalls about your business, get your business number and, if you like, forward the number customers already know.

1. Create your account

1. Open RaimCalls and tap **New to RaimCalls? Create an account**.
2. Enter your work email and a password. The rules are shown under the field: **at least 8 characters, with a lowercase letter, a capital letter, a number and a symbol** (like ! or #).
3. Tap **Create account**, then open the confirmation email and tap its link. Didn't get it? Tap **Resend confirmation email**.

Prefer not to use a password? Tap **Continue with Apple** (iPhone and iPad) or **Continue with Google**. Apple and Google only confirm it's you; the account is your RaimCalls account.

> **TIP**
> If a password is refused, the app says why: a missing character type, or a password that appears on a list of common or leaked passwords. Choose a different one.



Creating an account: the password rules are shown before you type.

2. Choose a plan

Eve and Adam switch on once you're on a plan. Open **Settings › Your plan › Plans & usage**, pick Foundation, Rise, Reign or Legacy and confirm in the App Store or Google Play. Where the store offers it, Foundation starts with a 7-day free trial and the button reads **Start 7-day free trial**. See *Plans and billing* (section 16).

3. Tell RaimCalls about your business

Open **Settings › Your business › Set up your business**. The checklist shows what's done and what's missing. Eve and Adam answer only from what you add here, so the more complete it is, the better they sound.

- **Business profile**: name, address, what you do. **Business name & brand voice** (under Your assistant & agents) renames the business everywhere in the app. If callers might mispronounce the name, fill in **How to say it (optional)**, e.g. *Raym-zee Studio*, and Eve, Adam and your assistant say it that way on calls.
- **Services & prices**: what you sell and what it costs. Without prices, your AI can't quote on a call.
- **Business hours**: when you're open, holidays and a **Closed today** switch.
- **FAQs & policies**: parking, payment methods, cancellation rules and anything customers often ask.

4. Get your business number

Customers call and text this number, and Eve and Adam answer it day and night.

1. Open **Settings › Your business › Business number**.
2. Type an area code and tap **Find numbers**. US and Canadian local numbers are available.

3. Popular area codes sometimes run out. RaimCalls then also searches the area codes that cover the same place (overlays and close neighbours) and says which code the numbers are from. If nothing is free, try a nearby area code.
4. Tap a number, check the monthly cost and tap **Get this number**.

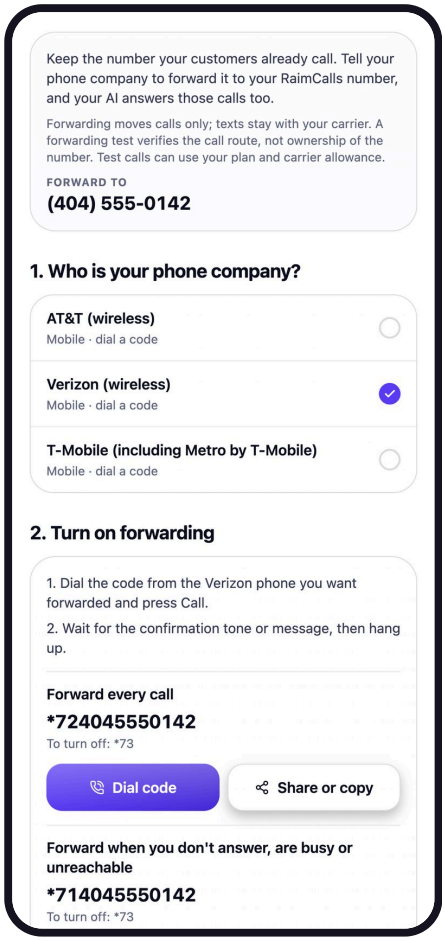
> **GOOD TO KNOW**
>
> A business number costs money every month, so it isn't part of the free trial. Once your plan starts, you can pick your number in a minute. The number stays yours while your plan is active, and you can release it any time (releasing can't be undone).

5. Keep the number customers already call

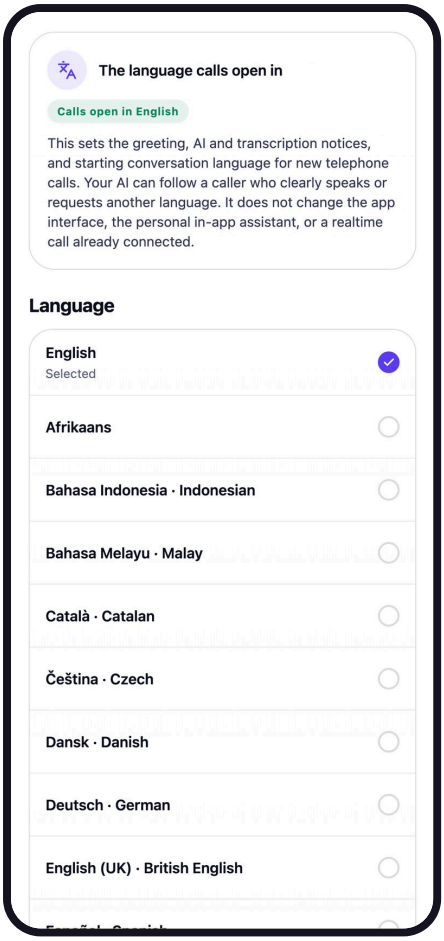
You don't need to change your published number. Tell your phone company to forward it to your RaimCalls number, and your AI answers those calls too.

1. Open **Settings › Your phone line › Forward your calls**.
2. **Who is your phone company?** Pick your carrier. Mobile carriers show a code to dial; some phone services are set in their app or website instead.
3. **Turn on forwarding.** Tap **Dial code** on the phone you're forwarding (or **Share or copy**). Each code shows how to turn it off again.
4. **Test my forwarding.** Enter the number customers call today and tap **Test my forwarding**. RaimCalls places a short call to prove the route works.

Forwarding moves calls only; texts stay with your carrier. A test checks the call route, not who owns the number. Tests don't use AI minutes, and you can run up to 5 a day. Test calls can use your carrier allowance.



Forward your calls: carrier codes for your business number, then a test call.



Call language: choose the language calls open in.

6. Choose the language calls open in

Open **Settings › Your phone line › Call language**. This sets the greeting, the AI and transcription notices, and the language your AI starts in on new calls. The preview shows exactly what callers will hear.

The list in the app shows every language your line can open in, including English (US and UK), Spanish, French, Portuguese, German, Russian, Chinese, Arabic, Hindi, Swahili, Zulu, Hausa and Nigerian Pidgin. Your AI can follow a caller who clearly speaks or asks for another language.

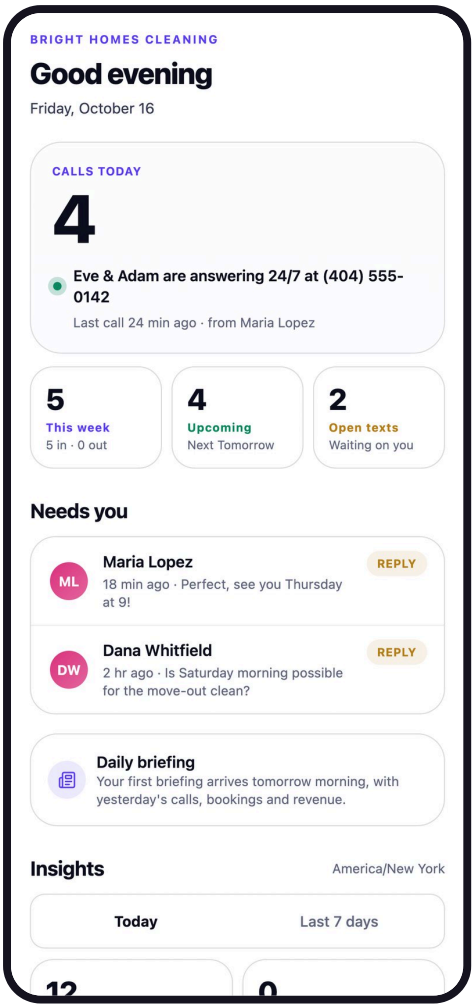
> **TIP**
> This setting doesn't change the app's own language, and it doesn't change your assistant in the app.

7. Hear it for yourself

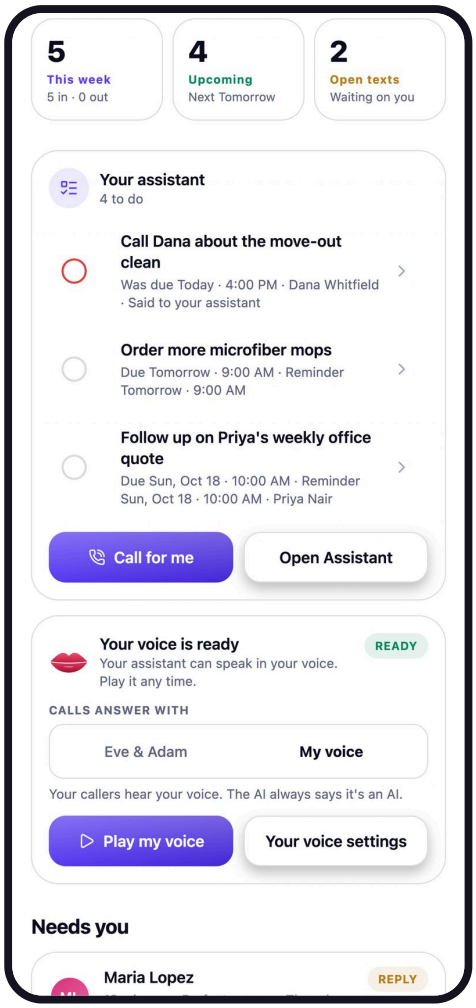
Once your plan is active, **Plans & usage › Hear it on your phone** rings your verified phone so you can hear your AI answer. On the **Calls** tab, tap your number to call your line.

03 Today, your home screen

The **Today** tab



The top of Today: calls today, this week, what's coming up and what needs you.



Further down: your next to-dos and the "Your voice" card.

What's on it

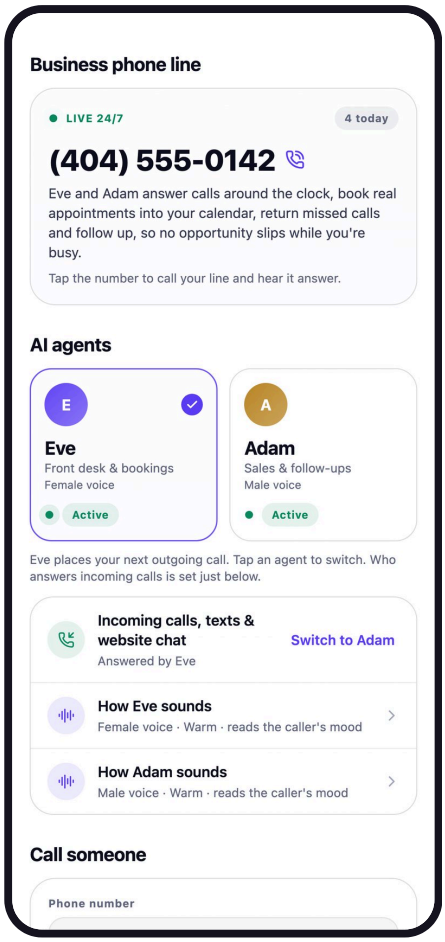
- **Calls today** and a live line showing Eve and Adam are answering, with the last call.
- **This week, Upcoming and Open texts**: tap any tile to jump to it.
- **Your assistant**: your next to-dos (tick one off in place), **Open Assistant** and **Call for me**.
- **Your voice** NEW: clone your voice, or play your cloned voice and your original recording. See section 13.
- **Needs you**: texts waiting for a reply, follow-ups to approve and anything your AI handed over.
- **Daily briefing**: yesterday's calls, bookings and revenue each morning. You can listen to it read aloud.
- **Insights**, **Quick actions** (make a call, new text, book an appointment, add a customer) and **More you can do** (section 14).

Pull down on any tab to refresh it.

04 Calls and your phone line

The **Calls** tab · **Settings › Your phone line**

Your business number, the agents who answer it, and every call they handled.



The Calls tab: your live line, your agents and who answers.

Eve and Adam

- **Who calls, who answers:** tap an agent card to choose who places your next outgoing call. Just below, **Incoming calls, texts & website chat** shows who answers, with a button to switch.
- **How they sound: How Eve sounds** / **How Adam sounds** set the voice style. They can read the caller's mood and stay warm and calm.
- **What they say:** every call opens with your business name, says it's an AI assistant and that the call is transcribed.

Latest calls

Each call shows a plain-English summary and what it became: *Booked*, *Quote sent*, *Paid* or a lead to follow up. Open a call to read the transcript, call back as Eve or Adam, text the customer or share the call.

Call someone

Type a number to have your AI call a customer for you, or use **Call them from my phone**. Your AI calls customers only when they have agreed to AI calls; the first time, the app asks you to record how they agreed.

Talk to your assistant NEW

Under **Talk**, choose who answers you: Eve, Adam, or **My voice** (once your voice clone is ready) to hear your assistant in your own voice.

Hours & call routing

- **AI answers every call**: Eve or Adam picks up straight away, day and night.
- **Ring my phone first**: your phone rings; press 1 to take the call, or the AI answers.
- **Ring me when open, AI after hours**: your phone rings during open hours; after hours and on holidays the AI answers.

Also here: holidays, transfers to a person, **Spam & blocked numbers** (the spam shield and your blocklist) and **Voicemail**.

Texts and the Inbox

The **Inbox** tab holds every text conversation. Your assistant drafts replies; **nothing is sent until you tap Send**. Follow-up texts go only to customers who agreed to receive them, and a customer who replies **STOP** stops getting automated texts straight away. Turn automations (reminders, confirmations, review requests, follow-ups) on one by one under **Settings › Keep customers**; every automation starts off.

05 Calendar and bookings

The **Calendar** tab

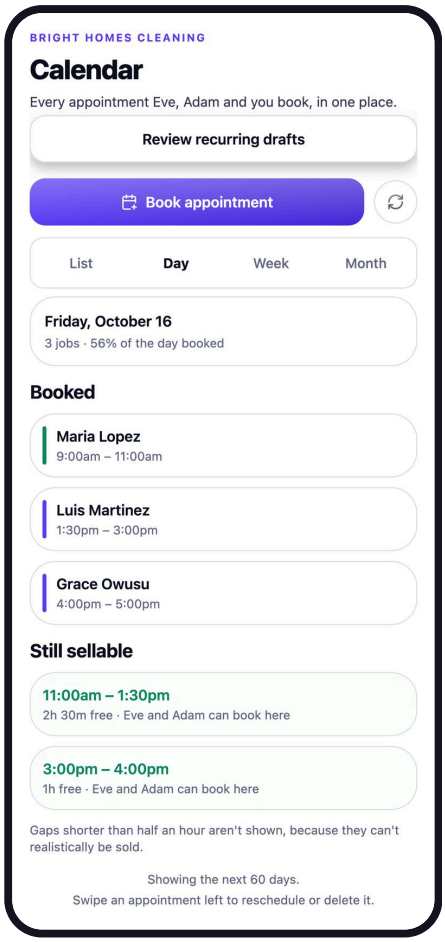
Every appointment Eve, Adam and you book, in one place.

- **List, Day, Week and Month** views. Day view shows *Booked* jobs and the *Still sellable* gaps your AI can still fill.
- Callers are booked only into your real open times and working hours. Your AI says "booked" only when the booking went through.
- Tap **Book appointment** to add one yourself, including repeat bookings. **Review recurring drafts** checks repeat bookings before they're created.
- Swipe an appointment left to reschedule or delete it. Mark a no-show from the appointment.
- Connect **Google Calendar** or your phone's own calendar under **Settings › Your business**, so busy times elsewhere are respected.

> **TIP**
>
> Gaps shorter than half an hour aren't shown as sellable, because they can't realistically be sold. Change your hours, and the calendar follows.

Jobs, photos and your team

Attach job photos to a customer's job, and add the people who do the work under **Settings › Your business › Team**. Team members sign in with their own email and see only the jobs you assign them, never phone numbers, messages, calls or billing.

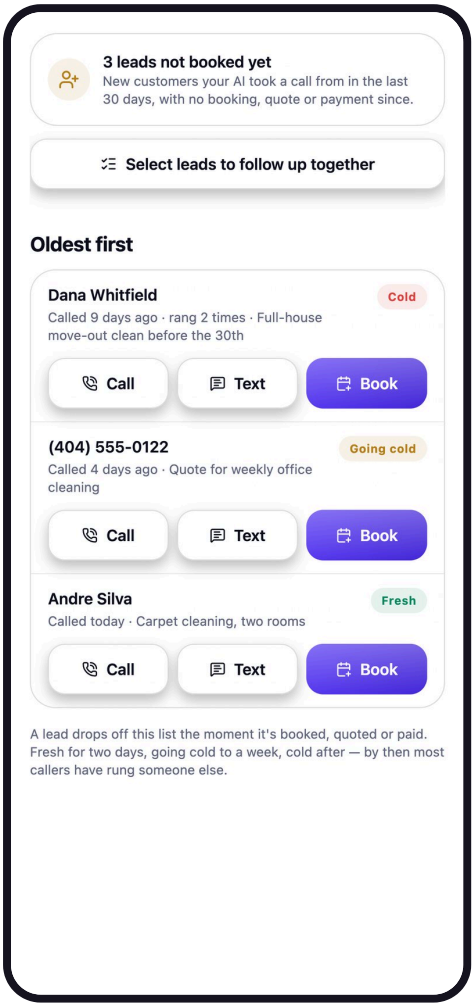


Day view: what's booked and what's still sellable.

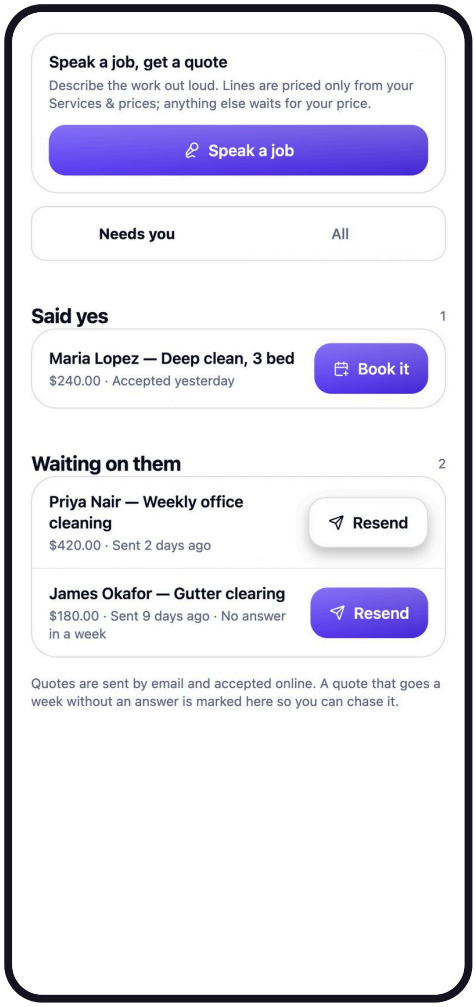
06 Customers, leads, quotes, campaigns and reviews

The **Customers** tab · **Settings › Your phone line** (Quotes, Reviews, Leads to chase, Campaigns)

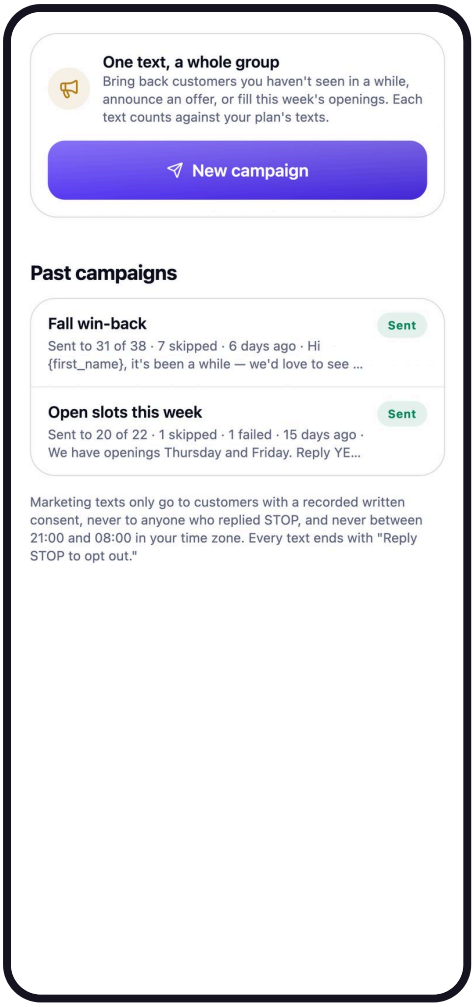
Everyone who called, texted or booked appears under **Customers** with their timeline. Select several customers or leads at once to text, email, tag, change status or mark them **Do Not Contact**; the app previews who gets it and who's skipped, and texts outside a customer's daytime are scheduled for their morning.



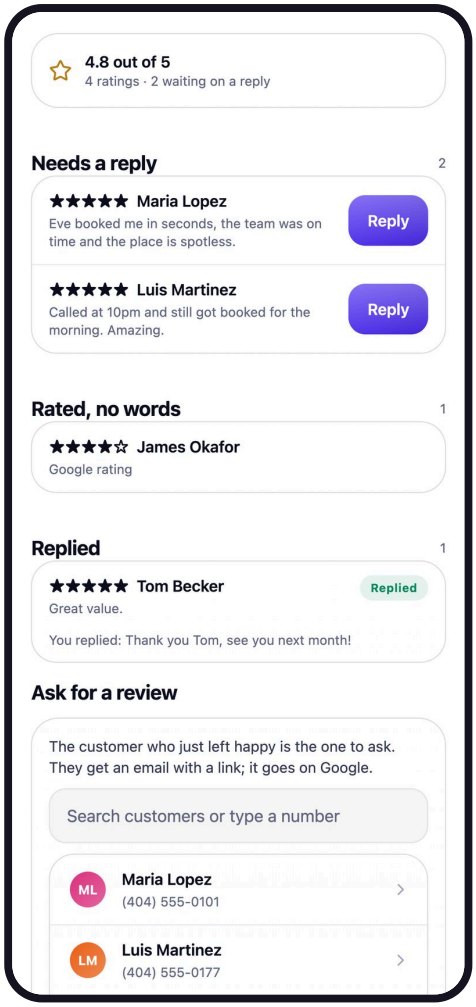
Leads to chase: new callers nobody has booked yet, oldest first. Call, text or book in one tap.



Quotes: who said yes (book them in one tap) and who you're waiting on (resend).



Campaigns: one text to a whole group. Only customers with recorded consent, never between 9 pm and 8 am in their time zone, and every text ends with how to opt out.



Reviews: Your assistant drafts a reply to each review; you tap Reply. Ask a happy customer for a review by email.

Quotes from your voice

Describe a job out loud and RaimCalls builds a quote. Lines are priced only from your **Services & prices**, never invented. Quotes are sent by email and accepted online; one that waits a week without an answer is marked so you can chase it.

Getting paid

Under **Settings › Your business › Get paid**, connect Stripe to send customers secure payment links by text. Your AI never asks for card numbers on a call.

07 Your assistant

Today › Your assistant › Open Assistant · **Settings › Your assistant** · the side rail on iPad

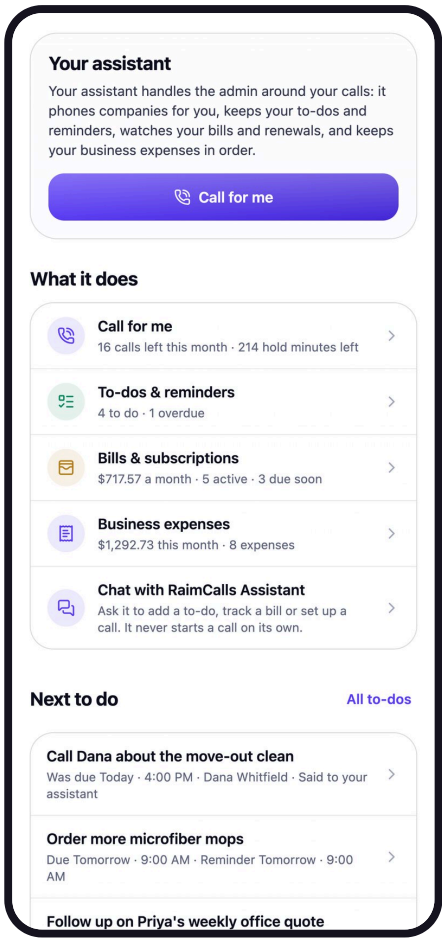
Your assistant handles the admin around your calls: it phones companies for you, keeps your to-dos and reminders, watches your bills and renewals, and keeps your business expenses in order.

The Assistant screen shows each part with a live summary:

- **Call for me**: calls left this month and hold minutes left.
- **To-dos & reminders**: how many are open, and how many are overdue.
- **Bills & subscriptions**: your monthly total, how many are active and how many are due soon.
- **Business expenses**: this month's total.
- **Chat with your assistant**: ask it to add a to-do, track a bill or set up a call. **It never starts a call on its own**; you always tap Start.

Below, **Next to do** lists your next three to-dos (overdue first) and **Bills due soon** shows what's due in the next two weeks.

> **TIP**
>
> Most of this also works by voice. On the **Calls** tab, talk with your assistant and say what you need: *"Remind me to call Sam tomorrow at 9"* or *"Add a $42 lunch with a client today."*

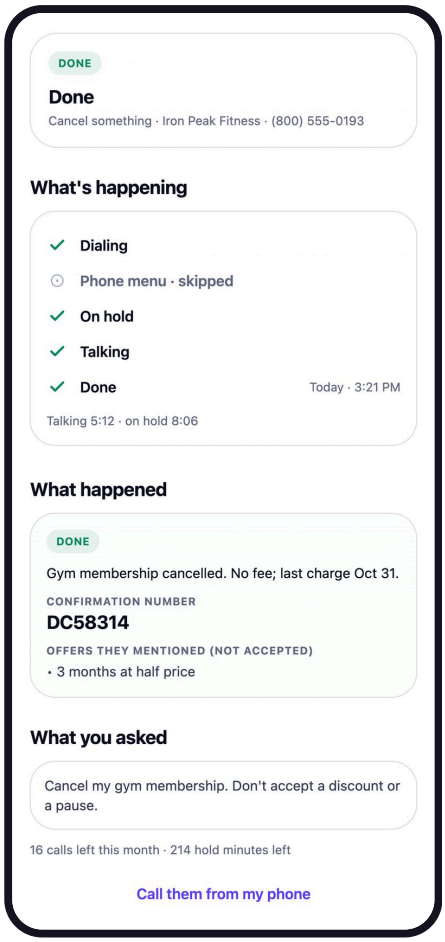


Your assistant: everything around your calls in one place.

08 Call for me

Assistant › Call for me · Today › Your assistant › Call for me · Calls tab

Your AI phones a company for you: to cancel a plan, ask a question, book or move an appointment, check an order, question a charge or ask for a better price. It works the phone menu, waits on hold and brings back the result and any confirmation number. It can also call **a person**, one of your clients, with their consent.



A finished call: what happened, the confirmation number, and offers mentioned (not accepted).

Set up a call

1. **Who to call.** Choose **A business** or **A person** at the top. For a business, type the company's name and number, pick it from your contacts or from a bill, or tap **Find their number**. Every number found on the web shows the page it came from, and you choose which one to use.
2. **What to get done.** Pick a goal and say exactly what counts as done, and what it must not agree to, e.g. *"Cancel my internet plan. Don't accept a discount."*
3. **What the AI may share.** Add only the details the company may ask for to find your account. Leave any blank and the AI says it doesn't have it.
4. **Bring you in.** Turn on **Bring me in if they need me** and your phone rings if the company needs to speak to you. Set the longest wait on hold.
5. **Check and start.** Read the rules for this call, then tap **Start the call**, or **Practice first · nothing is dialed**.

While it runs

You see each stage: *Dialing, Phone menu, On hold, Talking, Needs you, Done*, with talk and hold time. Tap **Join the call** when your phone rings, or **Hang up** to end it. When it's done you get a summary, any confirmation number and date it takes effect, any offers they mentioned (never accepted for you), and the transcript, with account numbers hidden. A call started from a bill can mark that bill as cancelled.

EVERY CALL FOLLOWS THESE RULES

- It says at the start that it's an AI assistant calling for you, never that it is you.
- It calls business lines only, unless you choose **A person**, who must have agreed to AI calls from you.
- It won't agree to pay, buy, upgrade or sign you up for anything. It brings any offer back to you.
- It shares only the details you added, and never passwords, PINs or full card numbers.
- It hangs up when your hold limit is reached, and tells you.

Try it safely first

Practice first runs a pretend call in text with a made-up company, so you can see how your AI would handle your request. No call is placed and nobody is contacted.

Try a real call to our test company calls a pretend company that RaimCalls runs on a real phone line: phone menu, hold music and an agent. No real business is called.

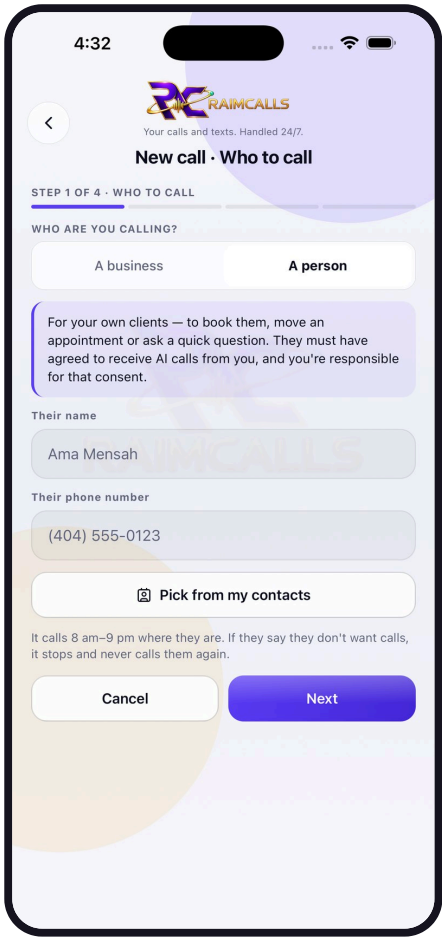
Speak in my voice LEGACY

If you've created your voice clone and turned it on for calls, switch on **Speak in my voice** when you set up a call. Your AI uses your cloned voice on that call and **still says it's an AI assistant calling for you**. Off unless you turn it on. If your voice isn't ready for calls, the standard voice is used.

Call a person NEW

For a barber booking a regular, a salon moving an appointment or a cleaner confirming a visit. Choose **A person**, add their name and number (or pick them from your contacts), then choose *Book an appointment, Move an appointment, Ask a question* or *Something else* and say what counts as done.

- **Consent first.** The person must have agreed to receive AI calls from you, and you're responsible for that consent. If none is on record, tapping **Start the call** asks how they agreed (a signed form, a web form, email, text, in person, or they asked you to call back), shows the exact statement to confirm, records it and starts the call.
- **Their hours.** Calls go out between 8 am and 9 pm where the person is.
- **"Don't call me" is final.** If they say they don't want calls, the AI stops, they're added to your opt-out list, and they're never called by your AI again.
- **Purpose only.** It says it's an AI assistant calling for your business, sticks to what you wrote, and never sells, takes payments or asks for card details. There's nothing to share and no practice run for a person.



Who are you calling? A business or a person, with the consent rule shown up front.

BEFORE YOU START

For a business, check that the number is the company's own customer-service line. Calls left this month and hold minutes depend on your plan and are shown on the Call for me screen. If Call for me isn't switched on for your account yet, the screen says so and nothing is dialed.

09 To-dos and reminders

Assistant › To-dos & reminders

Type a to-do the way you'd say it, check the date, and get a reminder.

1. In **Add a to-do**, type something like *"Call Sam about the boiler tomorrow at 9"* and tap **Add**.
2. The date and time are filled in for you. Check them before it's saved, or tap **Fill in a form** to enter them yourself.
3. You get one notification at the reminder time you chose.

From your calls

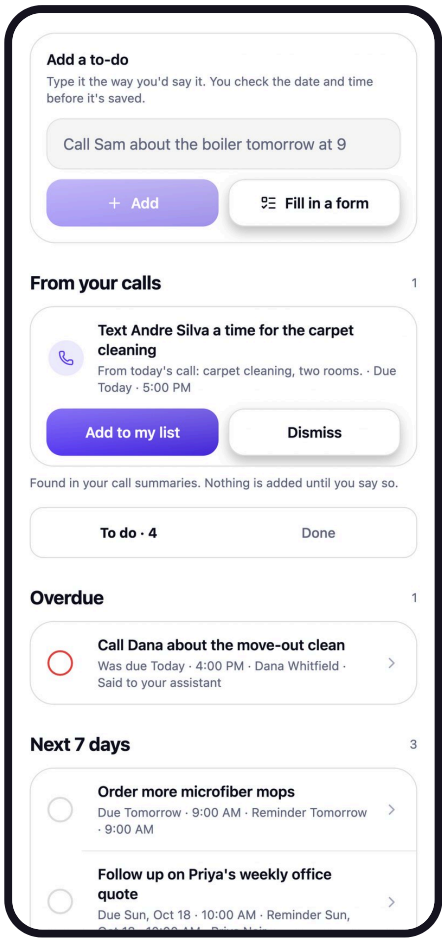
Action items from your calls are suggested under **From your calls**, with the reason. Tap **Add to my list** or **Dismiss**. Nothing is added until you say so.

Your list

To-dos are grouped by **Today**, **Next 7 days** and later. Tap the circle to tick one off; open one to edit, link a customer or delete it. Switch between **To do** and **Done** at the top.

TIP

Ask your assistant: *"Remind me to send Priya the quote on Friday."* To-dos it adds are marked "Said to your assistant".



To-dos: typed the way you'd say it, plus suggestions from your calls.

10 Bills and subscriptions

Assistant › Bills & subscriptions · Today › More you can do

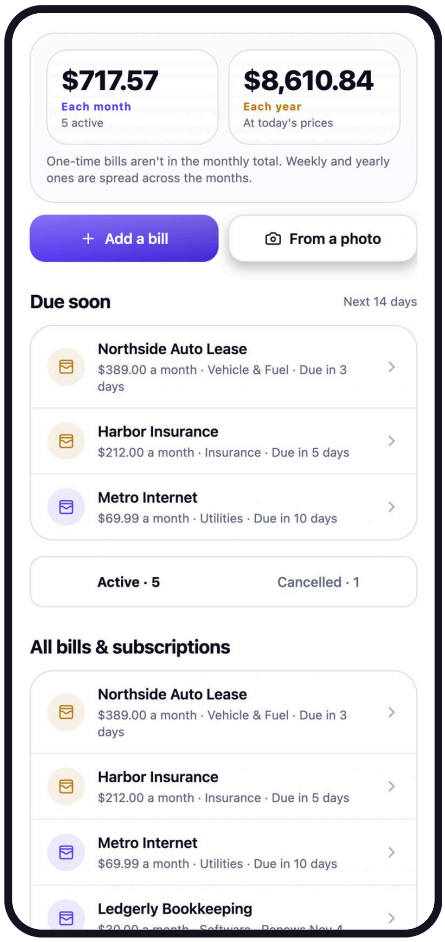
Everything the business pays on a cycle, with monthly and yearly totals and a reminder before each due date.

1. Tap **Add a bill** and enter the name, amount, how often and the next due date, or tap **From a photo** and take a picture of a bill. Check what was read before you add it.
2. Choose when to be reminded (on the day, or up to 30 days before).
3. See **Due soon** (the next 14 days), and your **Each month** and **Each year** totals.

Cancel this

Open a bill and tap **Cancel this**. RaimCalls shows the ways to cancel it could find (by phone, email or the company's page), each with its source, and can start a **Call for me** to cancel it for you. Once it's done, the bill moves to **Cancelled** with the confirmation number.

> **GOOD TO KNOW**
>
> Removing a bill from your list doesn't cancel it with the company. One-time bills aren't in the monthly total; weekly and yearly ones are spread across the months.



Bills: totals, what's due soon, and active vs cancelled.

11 Business expenses

Assistant › Business expenses · Today › More you can do › Track expenses

Keep track of what the business spends, by month and category, and hand your bookkeeper a clean report.

Add an expense

- **By hand:** amount, who you paid, category, date and what it was for.
- **From a receipt:** tap **Take a photo** or **Choose a photo** and the receipt is read for you. Check anything marked *Check this*. The photo is stored privately with the expense.
- **By voice or chat** NEW: tell your assistant *"Add a $42 lunch with a client today"*, or ask *"What did I spend on fuel this month?"* It can add, find, edit and add up your expenses.

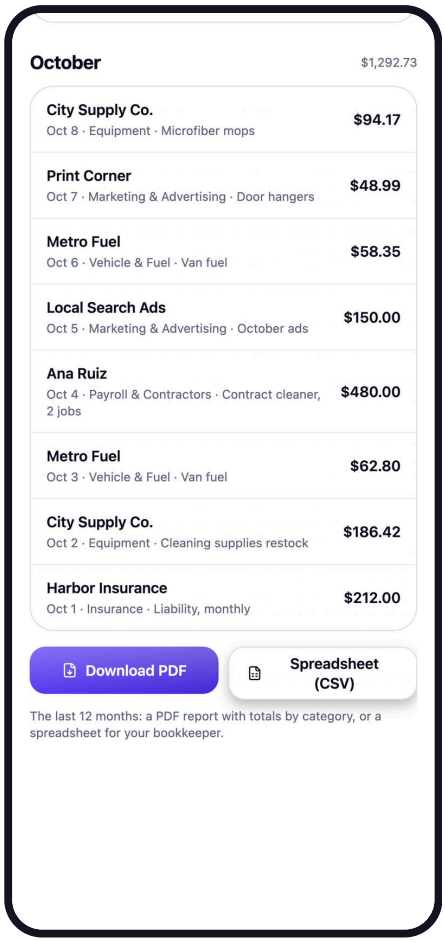
Download a report

At the bottom of the list, tap **Download PDF** for a report of the last 12 months with totals by category, or **Spreadsheet (CSV)** for your bookkeeper. Save it or send it with your phone's share sheet.

Tap an expense to edit it or delete it.

> **NOT TAX ADVICE**
>
> RaimCalls doesn't give tax advice. Ask your accountant what you can claim.

RaimCalls asks to use your camera or photos only when you tap one of the photo buttons.



This month's expenses, with the PDF and spreadsheet downloads.

12 Ask your assistant

Today › More you can do › Ask your assistant · **Settings › Your assistant & agents › Chat with your assistant** · talk on the **Calls** tab

Chat or talk with your assistant about your calls, customers, money and to-dos. It answers from your business's own records.

"What is my business missing?"

Ask it, by chat or voice, and your assistant checks your calls, leads, quotes and money and gives you **the top three moves**, each with the next step: callers who were never booked, services with no prices, a quote that's waited too long. **It only gives this business check-up when you ask.**

Other things to ask

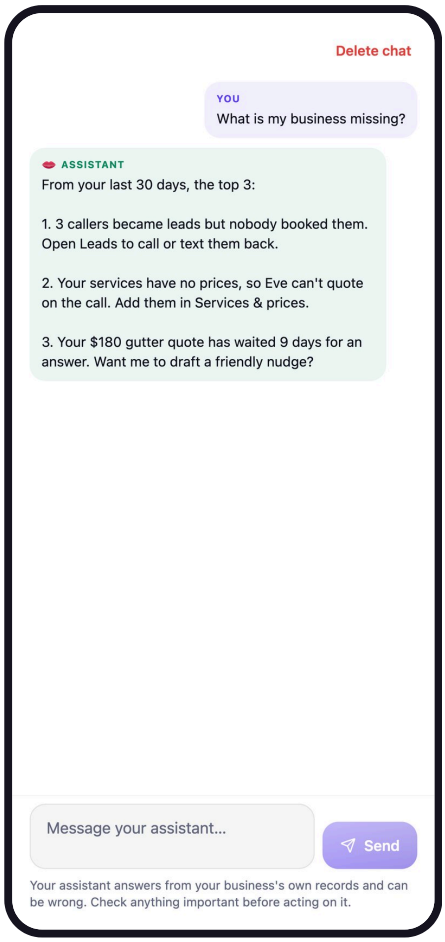
- *"Who called yesterday and what did they want?"*
- *"Which quotes are still waiting?"*
- *"Add a to-do: order more mops on Monday."*
- *"Track my $69.99 internet bill, due on the 20th."*
- *"Set up a call to cancel my gym membership."* (You review it and tap Start.)

Your chats

Chats are saved, so you can come back to them. Tap **New chat** to start another; export or delete any chat.

CHECK BEFORE ACTING

Your assistant answers from your business's own records and can be wrong. Check anything important before acting on it.

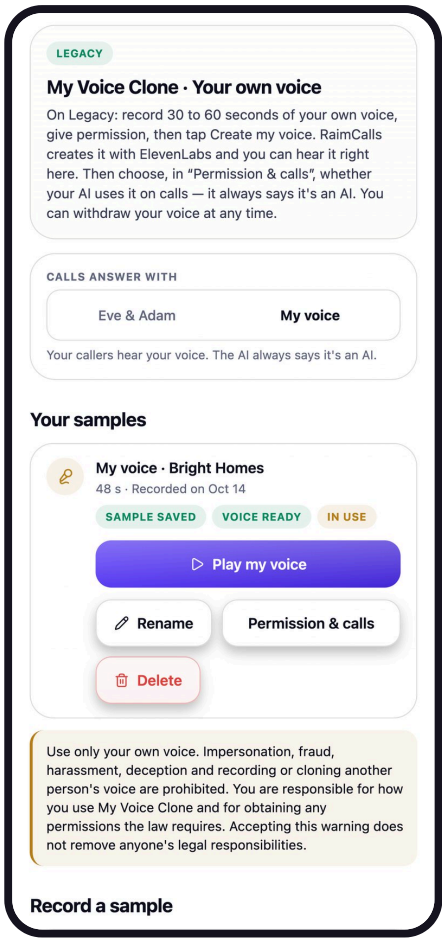


A business check-up: three moves from the account's own data.

13 My Voice Clone

Today › Your voice · Settings › Your assistant & agents › My Voice Clone · Legacy

Record 30 to 60 seconds of your own voice and your assistant can speak in a voice that sounds like you. It's optional and part of the **Legacy** plan.



My Voice Clone: a saved sample with a ready voice, Play my voice, Rename and Permission & calls.

Record your sample

1. On Today, tap **Clone my voice** (or open My Voice Clone and tap **Start**).
2. Read and accept the **recording release** and the **responsibility warning**: you agree not to impersonate, deceive, harass or misuse anyone's voice.
3. In a quiet room, tap **Start recording** and read the passage shown under *Read this aloud* for 30 to 60 seconds, then **Stop recording**.
4. Tap play to listen to it first NEW, then **Save sample**, or **Record again**.

Create your voice

1. Under **Your samples**, tap **Permission & calls**.
2. Give permission for the voice provider (ElevenLabs) to process this recording of your own voice, and confirm the misuse rules. Tap **Save provider permission**.
3. Tap **Create my voice**. It usually takes about a minute; then tap **Hear my voice**.

Play it back, any time

On Today, the **Your voice** card shows where you are (*Clone your voice, Your recording is saved, Creating your voice, One more check* or *Your voice is ready*) and offers **Play my voice** and **Play my recording**. Replays are saved on your phone, so playing again doesn't make a new sample. Use **Rename** to give a sample a name you'll recognise.

Use your voice on calls

Once your voice is ready, one switch sets who your callers hear: **Eve & Adam | My voice**, on the Today card and in My Voice Clone. Choosing **My voice** shows a short notice to confirm; **Eve & Adam** switches back straight away. (The same choice is in **Permission & calls** under **Use my voice for calls**.) Your AI then uses your voice on incoming and outgoing calls and, call by call, on **Call for me** with **Speak in my voice**.

More than one voice NEW

Record as many samples as you like, play each back, rename or delete them. The one marked *In use* is the voice your calls and Today card use; tap **Use this voice** on another to switch.

ALWAYS HONEST

In your voice or not, your AI **always says it is an AI** and never pretends to be you. Creating a voice and using it on calls are separate choices; saving permission alone doesn't switch anything on.

IF YOUR VOICE ISN'T AVAILABLE FOR CALLS

Call use switches on only when the app shows it's available for your account and your voice has passed its checks (*"Your voice is awaiting verification"* or *"Call use is not available yet"* means it's still off). Until then, Eve and Adam keep their standard voices, and nothing else changes.

Withdraw or delete

Tap **Withdraw provider permission** to stop use and have your voice deleted from the voice provider, or **Delete** to revoke consent and delete a sample. Without an active Legacy plan you can't record or create new voices, but withdrawing and deleting always stay available.

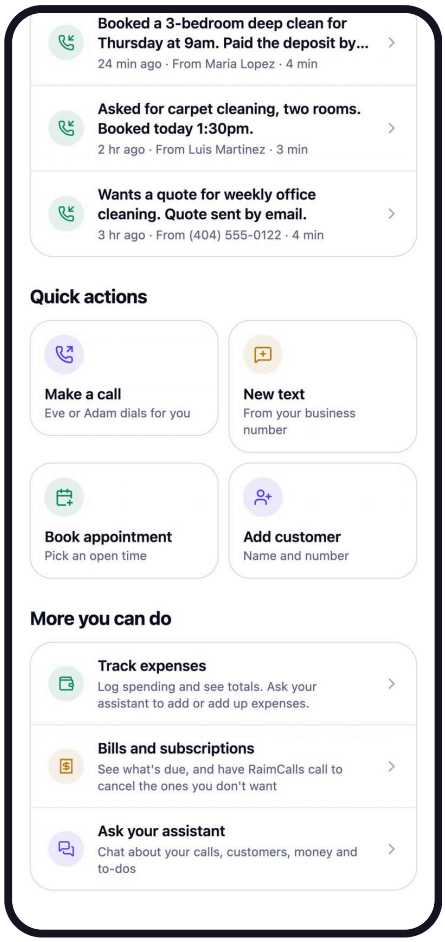
14 More you can do

The end of **Today**

More you can do NEW

At the end of Today, three features that live a few taps deep sit where you'll see them:

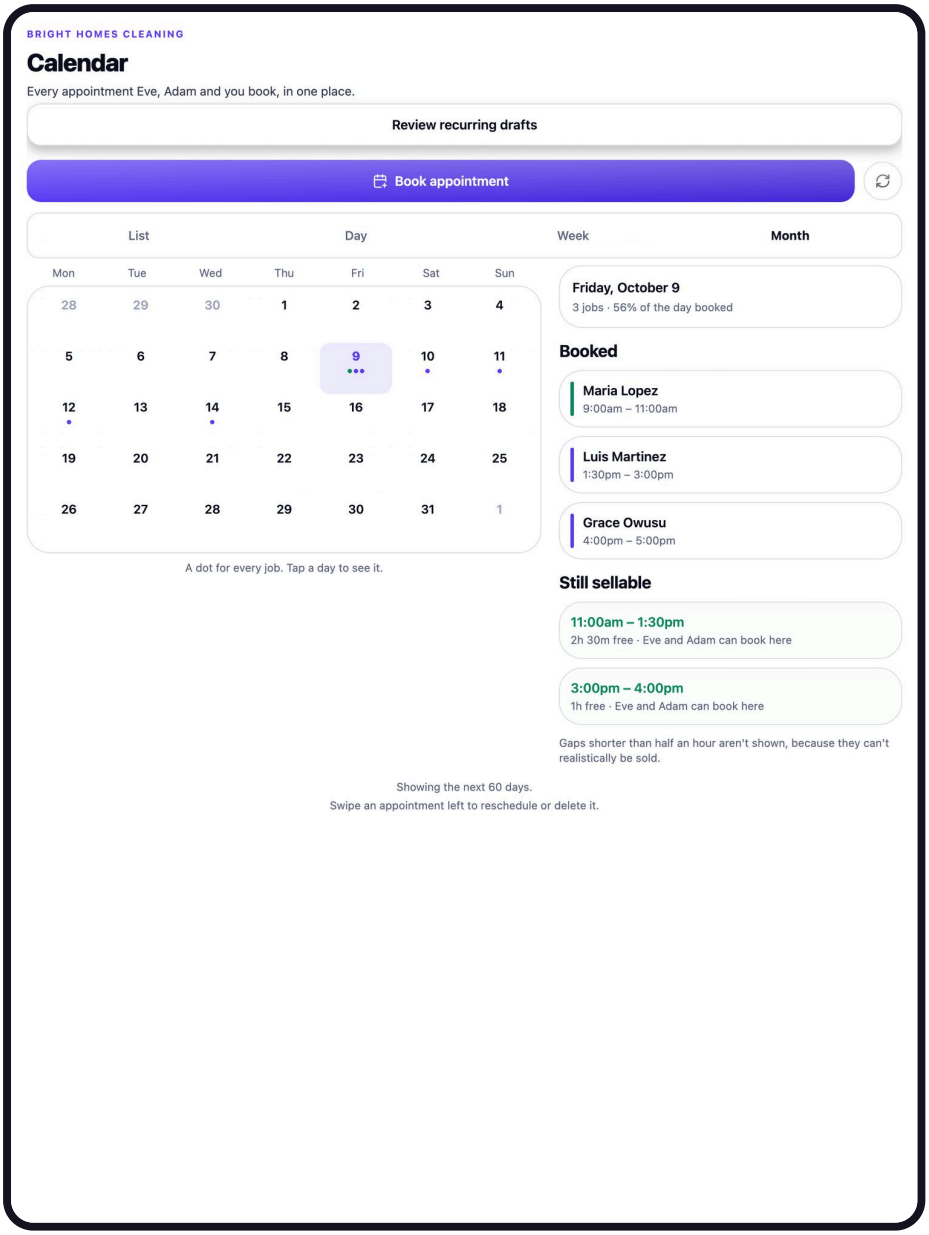
- **Track expenses**: log spending and see totals, or ask your assistant to add or add up expenses.
- **Bills and subscriptions**: see what's due, and have RaimCalls call to cancel the ones you don't want.
- **Ask your assistant**: chat about your calls, customers, money and to-dos.



The end of Today: More you can do.

15 RaimCalls on iPad and tablets

RaimCalls is built for big screens too. On iPad and Android tablets the tabs move to a side rail, lists open in two columns, and Calendar shows the month and your day side by side.



Calendar on a 13-inch iPad: the month and the selected day side by side.

- The **Assistant** has its own button on the side rail.
- Everything in this manual works the same way on a tablet; only the layout is wider.
- Sign in with the same account on your phone and tablet; your data is the same on both.

16 Plans and billing

Settings › Your plan › Plans & usage

Four monthly plans, bought in the app through the App Store or Google Play. All four are sold on both.

PLAN	WHAT IT'S FOR	LIST PRICE (USD)
Foundation	AI that calls and answers for you. Starts with a 7-day free trial where the store offers it.	**$17.99 / month**
Rise POPULAR	More calls, more texts, more booked jobs.	**$43.99 / month**
Reign	A front desk that never sleeps.	**$87.99 / month**
Legacy	High-volume lines for busy businesses. Includes **My Voice Clone**.	**$169.99 / month**

The Plans screen shows the price in your store's own currency, which may differ from the USD list price above. Each plan's limits (live AI voice minutes, AI outbound calls, AI texts, assistant messages, business numbers, bookings) are shown on that screen, straight from your account, so they're always current.

The free trial

- The Plans screen is the truth: where a trial is offered, the button reads **Start 7-day free trial** and the plan says so.
- On the App Store, Foundation's 7-day free trial is for new subscribers. On Google Play, Foundation is currently sold without a trial, and the Plans screen says so.
- If you don't cancel before a trial ends, the monthly price is charged by the store. A business number isn't part of the free trial.

Usage, upgrades and renewals

- **Usage this period** shows a bar for each limit and when it resets. If something runs out, the app tells you exactly what and what the next plan gives.
- Subscriptions renew automatically each month unless cancelled at least 24 hours before the end of the current period.
- **Restore Purchases** brings back a subscription bought with the same Apple ID or Google account.
- **Cancel or change** in the store: iPhone and iPad, Settings › your name › Subscriptions; Android, Google Play › Payments & subscriptions › Subscriptions. **Manage subscription** on the Plans screen takes you there.

DELETING YOUR ACCOUNT DOESN'T CANCEL BILLING

Plans bought in the app are billed by Apple or Google. Cancel your store subscription first, then delete your account, so you aren't billed again.

17 Privacy and safety

RaimCalls is honest by design, with your customers and with you.

AI disclosure

Callers are told they're speaking with an AI assistant and that the call is transcribed. Eve, Adam and your assistant never claim to be you or a person, including when one speaks in your cloned voice or makes a Call for me.

Transcribed, never recorded

Calls are transcribed and summarized so you can read them. No call audio is recorded or kept. Account numbers are hidden in Call for me transcripts.

Consent for texts and AI calls

Follow-up texts and campaigns go only to customers with recorded consent, never between 9 pm and 8 am in their time zone. Your AI calls a customer only after you record how they agreed. Only record consent the person really gave; your business is responsible for it.

STOP always works

A customer who replies STOP stops getting automated texts from your business straight away. You can also mark anyone **Do Not Contact** from their customer card.

No card numbers or passwords

Your agents never ask callers for card numbers or passwords; payments go through secure payment links. Call for me never gives passwords, PINs or full card numbers, and never agrees to pay for anything.

Only your facts

Agents answer only from your business information: no invented prices, discounts or guarantees. Unanswered questions are collected for you under **Settings › Notifications & inbox**, so you can add the answer once.

EMERGENCIES: 911

If a caller describes a medical emergency, danger or a threat to anyone's safety, your AI tells them to hang up and call 911 or their local emergency number right away. RaimCalls is not an emergency service.

Your data

- **Settings › Privacy & consent › Data & privacy**: clear any category (calls, messages, customers and more), choose how long things are kept, and download all your data. A few records must be kept by law, and each category says which.
- Swipe an item left to delete it.
- Voice samples: delete a sample, or withdraw provider permission to have your cloned voice deleted from the voice provider.
- **Settings › Privacy & consent › Delete account** permanently deletes your account and business data from inside the app.

18 Troubleshooting and FAQ

Signing in

My password isn't accepted when I sign up.
Use at least 8 characters with a lowercase letter, a capital letter, a number and a symbol (like ! or #). If the app says the password is on a list of common or leaked passwords, choose a different one.

I never got the confirmation email.
Check spam and promotions folders, then tap **Resend confirmation email** on the sign-in screen with the same email address.

I forgot my password.
Tap **Forgot password**, enter your email and tap **Send reset link**. Open the email on the same phone; the link brings you back into RaimCalls to choose a new password.

Continue with Apple or Google doesn't finish.
If you close the Apple or Google sheet, nothing happens; that isn't an error. If it opens but doesn't return to RaimCalls, sign in with email and password for now, and update the app. If you first signed up with email, use the same method you signed up with.

An error says "That's on our side".
Then it really is: nothing you did. Nothing was lost; wait a moment and tap **Try again**.

Phone line

Forwarded calls don't reach my AI.
In Forward your calls, check you picked the right carrier and dialed the code from the phone being forwarded, then run **Test my forwarding**. If the test says not reached, dial the turn-off code, dial the turn-on code again and retest. Some prepaid and business plans don't include forwarding; ask your carrier. Remember that texts stay with your carrier.

No numbers are free in my area code.
RaimCalls already searches overlay and neighbouring codes. If there's still nothing, try a nearby area code.

Can calls ring my phone first?
Yes: Hours & call routing › Ring my phone first (press 1 to take the call).

Languages and voices

A caller spoke another language.
Your AI can follow a caller who clearly speaks or asks for another live language; the call still opens in the language you chose.

My cloned voice isn't used on calls.
Check **Permission & calls**: your voice must be created and verified, and **Enable my voice for calls** turned on. If the app says call use isn't available yet or is awaiting verification, your AI uses its standard voice until it is. My Voice Clone needs an active Legacy plan.

"Voice samples aren't switched on" appears.
Recording isn't available on your account yet. Everything else works as normal.

Assistant

Call for me says it isn't available.
It appears as soon as it's switched on for your account; nothing was dialed. **Practice first** still works.

"That number can't be called."
For a business, Call for me needs the company's business line: a personal mobile is refused (choose **A person** instead if it's one of your clients who agreed to AI calls). Emergency, premium and foreign numbers are always refused. Check the number from a bill or the company's website.

"There's no consent from this person on record."
Your AI only calls a person who agreed to AI calls from you. Tap **Start the call** and record how they agreed; if they never did, ask them first. A person who opted out can't be called by your AI.

A receipt couldn't be read.
The receipt is saved anyway. Open the expense and fill in the amount and who you paid.

PDF download doesn't work.
Update RaimCalls to the latest version, or use the spreadsheet (CSV) download.

Plans

I paid but my plan isn't active.
If the store says the purchase is waiting for approval, your plan switches on when it's approved. Otherwise tap **Restore Purchases** on the Plans screen.

19 Getting help

Inside the app

Settings › Help & about › Help & FAQ answers the common questions, works offline and links straight to the screen that does what it describes. **What's new** lists every change by version.

Contact support

From **Help & FAQ**, tap contact, or visit eniggie.github.io/econteur-apps/raimcalls/support.html

When you write, say which phone or tablet you use and what you expected to happen. Never send passwords or card numbers.

Legal

Privacy Policy: eniggie.github.io/econteur-apps/raimcalls/privacy.html
Terms of Use (EULA): eniggie.github.io/econteur-apps/raimcalls/terms.html
Both are also in **Settings › Legal**.

This manual

Always the latest edition at eniggie.github.io/econteur-apps/raimcalls/manual.pdf
and in **Settings › Legal › Owner's manual**.

Quick reference: where things are

TO DO THIS	GO TO
See today's calls and what needs you	Today
Choose Eve or Adam, call someone, talk with your assistant	Calls tab
Reply to texts, approve Your assistant drafts	Inbox tab
Book, move or cancel appointments	Calendar tab
Customers, bulk texts, Do Not Contact	Customers tab
Call for me, to-dos, bills, expenses	Today › Your assistant, or Settings › Your assistant
Clone your voice, play it back	Today › Your voice
Forwarding, hours, call language, spam	Settings › Your phone line / Business hours & escalation
Plans, usage, restore purchases	Settings › Your plan › Plans & usage
Download or delete your data, delete account	Settings › Privacy & consent

Features and availability can change between app versions; the app always shows what's live for your account.