

Carepoint

Emergency Call System

Pendant Call Response

When a resident activates their pendant (PHB) a staff member must “Respond” to the resident location to clear the alarm from the system. If the pendant alarm is not responded to within 5 minutes the system will repeat page the alarm until a proper response is received by the system.

How to “Respond” to the alarm

Read the pager message which will include the residents name, apartment number, general location and date\time.

Go to the resident location.

Ask the resident to get their Pendant out and available for activation.

- ❖ Press the Staff Pendant first
- ❖ Then press the Resident Pendant within 5 seconds

Within a few seconds, the system should send the “Response Received” Message to the pager.

If the response received message is not received, wait 30 seconds and repeat the above procedure.