



## Frequently Asked Questions

1. I received a CodeRED call; does that mean I am in the CodeRED® database?

Yes. If they would like to submit additional information, such as cell phone numbers, text and email information, they must visit your website and click on the Logo. CodeRED always de-duplicates by phone number, so if they are unsure if they are registered, they should just submit their information again. This will ensure they are in the database!

2. Why did CodeRED® call me several times?

If there is no answer and they do not have an answering device, the number will be attempted up to 3 times.

3. It called me but no message played.

If they answer and do not say hello, **CodeRED®** will not begin playing automatically. It is trying to determine if it has reached a live person or answering device. If they do not say anything, it will hang up and retry the number in the next pass of the non-connected numbers.

4. Why did it leave only part of the message on my answering machine?

CodeRED® will leave a message on an answering device.

There are many different brands and types of capturing devices for leaving a message.

Occasionally something about the answering device or the beep of the device causes the system to think it has reached a live person and begins playing the message. When the message is left, it only leaves part of the message. They can call back the 866-419-5000 and receive the entire message. This does not happen often. We are calling approximately 23,000 records. There is a chance that they may get a few of these.

5. Why does my phone ring once and hang up? It has called me twice and won't let me answer it.

If they have a ring back tone, which plays a song instead of ringing, the system will interpret this as an Operator Intercept and hang up, only to retry the number. They have two options. They can remove the ring back tone or they can contact their cell phone provider and request that the phone number 866-419-5000 for CodeRED be bypassed by this feature.

6. What if a resident calls in for us to put their information into the CNE link?

Uncheck the managed account box so they cannot set up a managed account. If they are calling you to get their information put in the CNE link then they must not have internet access to manage their account.