

Common All Call Questions

You will get calls from residents as a result of your All Call. Here are some of the more common questions – feel free to share this with your staff to help them prepare.

You may get many other questions as well. I will be available to help you answer them if necessary.

1. Why did CodeRED call me several times?

If there is no answer and the resident does not have an answering device, their number will be retried 2 times for a total of 3 calls per job. We will be re-launching to your non-connected numbers at least once, possibly twice, after the initial All Call, so if the resident does not answer, they could be called up to 9 times. The resident simply has to answer for this not to happen. J

2. CodeRED called me but no message played.

If the resident answers but does not say "hello," CodeRED will not begin playing your message automatically. It will listen trying to determine if it has reached a live person or an answering device. If the resident does not say anything, the system will hang up and retry the number during the next pass of the non-connected numbers.

3. Why did CodeRED leave only part of the message on my answering device?

CodeRED will leave a message on an answering device if necessary. There are many different capturing devices for leaving a message. Occasionally, something about the message or the beep of the message causes the system to think it has reached a live person and it will begin playing the message prematurely. When the capturing device finally begins recording, only a portion of the message is recorded (the end portion). This does not happen often, but we are calling several thousand records so there is a chance you may get a few of these.

The resident can call back to 866-419-5000 to listen to the entire message.

4. Why does my phone ring once when CodeRED calls, then immediately hang up? CodeRED has called me twice and won't allow me to answer before hanging up.

If the resident has a playback tone, which plays a song instead of ringing, the system will hang up when it hears the operator come on the line to say, "Please enjoy the music while your party is being reached." The system only understands that it has reached an operator so will interpret the number as an Operator Intercept. It will try to call the resident again and hang up when the operator comes on the line.

The resident can call back to 866-419-5000 to listen to the message. They can also contact their cellular company and ask that the music not be played when CodeRED calls. Most cellular companies are able to bypass the music for phone numbers upon request – the resident should request that the music not play when the phone number 866-419-5000 calls them.

This may also happen with cell phones that are roaming because an operator comes on the line to say, "Please wait while the subscriber you are trying to reach is located."