

RESPONDER GENERAL INFORMATION

There are two types of alerts sent by ReadyAlert – a “*Cardiac Arrest*” and a *monthly “Testing of the CPR Alerting System.”*

Caller ID for Alerts

There are four telephone number associated with Alert Caller ID.

Voice ID

(866) 418-0641

(866) 418-6183

Text ID

(727) 205-0270

(727) 202-4959

Voice ID. We recommend that you create a contact in your Contact List and name it as First Name: **Cardiac Arrest**, Last Name: **Voice**. Add the two phone numbers for VOICE into the contact record. Suggest you give it a unique voice ringtone. If you have an iPhone, save as a Favorite and enable Emergency Bypass which allows sounds and vibrations from this contact even when the ring switch is set to silent or when a Focus is on.

Text ID. We recommend that you create a **second** contact in your Contact List and name it as First Name: **Cardiac Arrest**, Last Name: **Text**. Add the two phone numbers for TEXT into the contact record. Suggest you give it a unique text ringtone. Setting up unique text tones are different for iPhone and Androids. Sample for iPhone on next page.

Android Users: Here are the steps to assign a message tone to individual contacts:

Step 1: Launch the Android Messages app and open the chat whose text tone you want to change.

Step 2: Tap on the three-dot icon at the top-right corner and select Details.

Step 3: Tap on Notifications.

Step 4: Tap on Advanced. Under Advanced, tap on Sound. Choose the notification tone that you want to use for this particular contact. Repeat steps for other contacts and assign a different tone for each contact.

iPhone Users:

Step 1: Open the “Phone” app from the home screen of your iPhone.

Step 2: Head to the “Contacts” section and tap on the contact you want to set a unique ringtone.

Step 3: Once you’re in the contact details menu, tap on “Edit” located at the top-right corner of the screen.

Step 4: Now, scroll down and tap on the “Ringtone” field.

Step 5: Here, you’ll be able to choose any of the available ringtones as the unique ringtone. You can even purchase new ringtones from the App Store, if preferred. Once you’re done with the selection, tap on “Done” to confirm the changes.

Step 6: Save as Favorite

Step 7: Enable Emergency Bypass which allows sounds and vibrations from this contact even when the ring switch is set to silent or when a Focus is on.

Note: The **TEXT** Caller ID for the monthly “*Testing of the CPR Alerting System*” will be a random number. The **VOICE** Caller ID for the test will show as one of the two numbers you have saved in the contact record.

Landline

Since a landline cannot receive text, you will only receive a voice alert. To repeat the message, you can press the number **1** key as often as needed. **Confirmation of receipt is not required.**

If you miss the call, it will go to your voice mail. To retrieve the voice message, you should not go to “Missed Call” but go directly to check your voice mail. If you hit “Missed Call,” it will call one of the numbers you have stored in the contact record. Those are dedicated telephone number and will not be answered.

Cell Phone

Cardiac Arrest Text and Voice alerts will be delivered to cell phones. If you use “Do Not Disturb” option, save contact as a Favorite or it will not ring if your phone is in Do Not Disturb mode. To repeat the message, you can press the number **1** key as often as needed. **Confirmation of receipt is not required.**

If you miss the call, it will go to voice mail. To retrieve the voice message, do not hit “Missed Call” but go directly to check voice mail. If you hit “Missed Call,” it will call one of the numbers you have stored in that contact. Those are dedicated telephone number and will not be answered.

Thank you for being involved in this very important program.

