Call a device

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This guide explains how to call a GPS device in the Stella Care app.

How to call a device

1. Go to **Devices** in the app, or open the resident's profile and select the device.

2. Tap the device to open its details.

3. Tap **Call device**.

4. The app will start a phone call to the device's phone number.

The **device will answer the call automatically**, so you can get in touch without the resident having to press anything.

Tips

- Use calling if you need to quickly make contact with the resident.

- If the call doesn't go through, it may be because the number you are calling from is not whitelisted. In the Administration System, you can choose whether the device is allowed to receive calls only from approved phone numbers.

- Try tracking if you want to check the device's latest location.

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