Understand alarm types and statuses

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This guide helps you understand the different alarm types and statuses in Stella Care's Administration System. Alarm types and statuses make it easier to identify what kind of event has occurred and whether it requires action.

What are alarm types?

Alarm types describe the category of the alarm triggered by the device. Each type indicates what kind of event has taken place. The most common alarm types are:

- Alarm: Triggered when the user presses the alarm button.
- Battery: Shown when the battery level is low or when it returns to normal.
- Availability: Indicates whether the device is online or offline.
- Geofence: Triggered when the citizen leaves or returns to a geofence.
- Wear: Shown when the device is removed or worn correctly again (applies only to wear-type devices).

What are alarm statuses?

Alarm statuses describe what has happened to the alarm and whether there is still an issue that needs attention. Common statuses include:

- Active alarm: There is an ongoing issue that requires action.
- Resolved / Normal: The issue is no longer present, and the device is back to normal operation.
- Handled: A staff member has marked the alarm as handled in the app.

How alarm types and statuses work together

Alarm type + status provides the full context of the situation. Examples:

- Battery + Low battery → The device needs to be charged.
- Geofence + Outside area → The citizen has left their geofence.
- Availability + Offline → The device has no connection and cannot report its location.

- Wear + Device removed → The device is not being worn correctly.

Tips

- Use the alarm type to quickly understand what kind of event has occurred.
- Use the alarm status to determine whether immediate action is required.
- Check the citizen’s history to see if the issue occurs repeatedly.
- If an alarm switches frequently between states, it may indicate poor signal coverage or a technical issue with the device.

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