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Understand the alarm chain

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Understand the alarm chain

This guide explains how the alarm chain works in the Stella Care app, so you know what happens when an alarm is triggered and how the system ensures that it is handled.

What happens when an alarm is triggered?

- 1. The alarm is first sent to the primary alarm receiver.**
The primary receiver has 1 minute and 30 seconds to acknowledge the alarm.
- 2. If the primary receiver does not respond, the alarm is sent to all secondary alarm receivers simultaneously.**
They also have 1 minute and 30 seconds to acknowledge the alarm.
- 3. If none of the secondary receivers respond, the alarm round is repeated.**
The system runs up to four full rounds of alarms until someone acknowledges it.
- 4. The alarm stops as soon as one alarm receiver selects "I will handle this."**
This is clearly recorded in both the app and the Administration System.
- 5. The history view shows who acknowledged the alarm and when it was handled.**
This ensures clear responsibility and full transparency.

What this means for you

- If you cannot take the alarm, you should choose "I cannot handle this," so it remains active for others.

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