



All OK - Technical support and FAQs

My call hasn't come through at the correct time.

If your chosen time for the All OK call is popular, there may be a delay. For example, if you select a high-traffic slot like 9am, you might receive the call anytime between 9am and 10am.

If you don't receive the call within this window, please email carelinesupport@north-herts.gov.uk or call 0300 999 2 999, and we'll investigate.

What if my landline or mobile telephone has an issue?

Your choice of landline or mobile telephone must be in working order and be able to accept calls. All OK call is set up to call one specific telephone number each day. You are responsible for ensuring a correctly working telephone. Please contact your telephone service provider to help you if your telephone isn't working.

What will happen if I don't answer the phone?

If you do not answer your call, the automated call will try you two more times. So, three calls in total. If you do not answer, the call operator will call you back. If you still don't answer the call, we will contact your nominated contacts to check on you. If they do not answer or cannot attend to you, we will call the emergency services to make a welfare check on you at your house.

I can't see the keypad when a call comes through on my mobile phone.

The keypad should appear automatically on the screen when you answer a call. If not, see the instructions for iPhone (page 2) and Android (page 3).

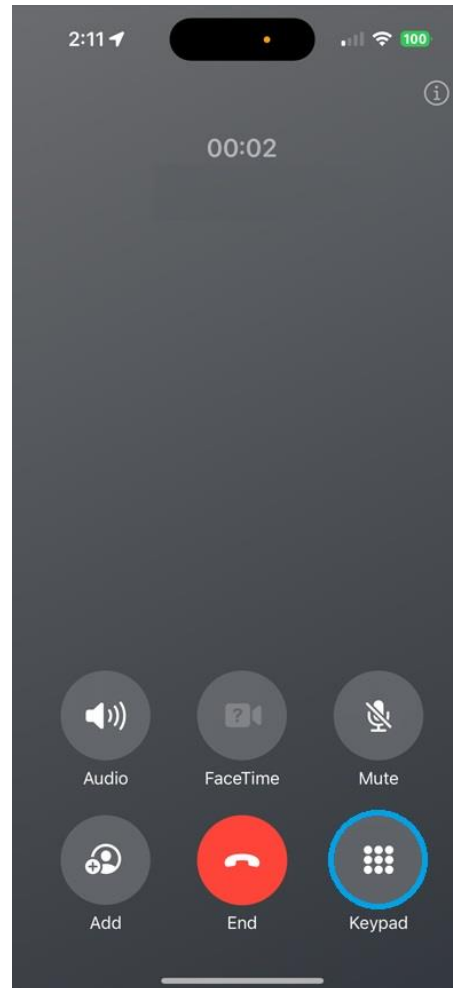
If you have an iPhone...

During the call, look for the green widget at the top left of the screen.

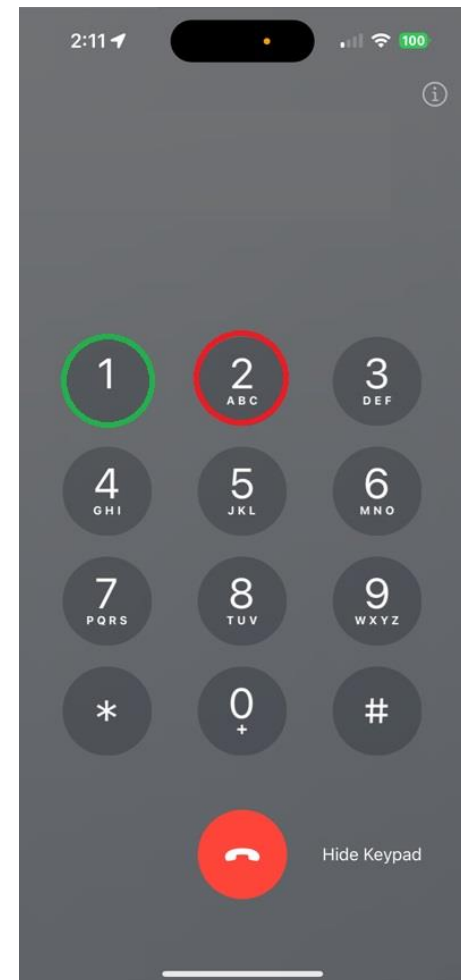
Tap the green call widget.



Press the keypad icon.



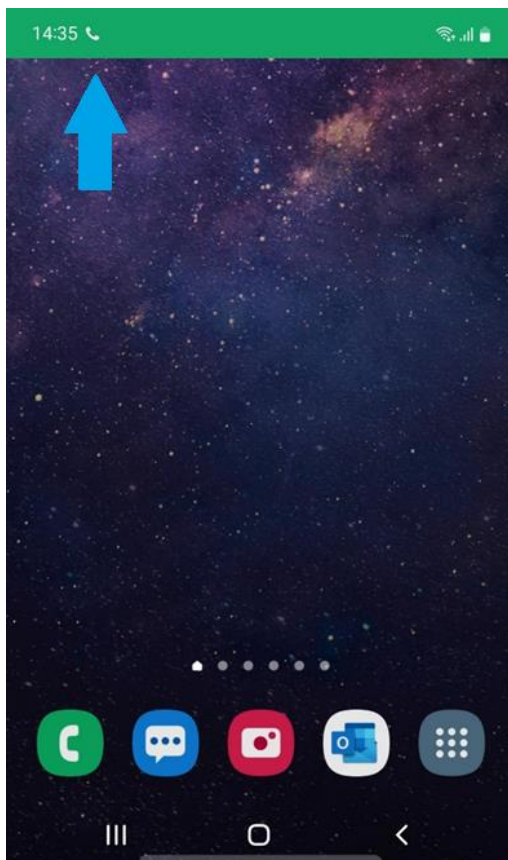
Press 1 if you're OK or 2 for help.



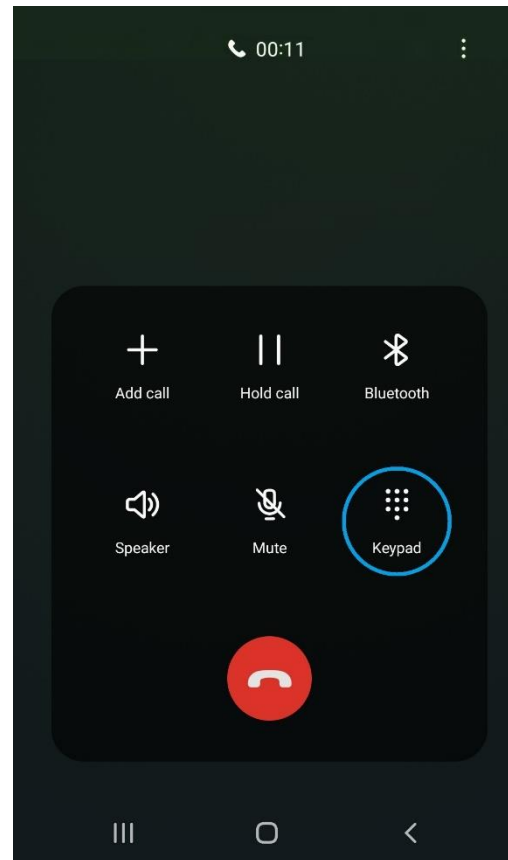
If you have an Android phone...

During the call, look for the call banner at the top of your phone.

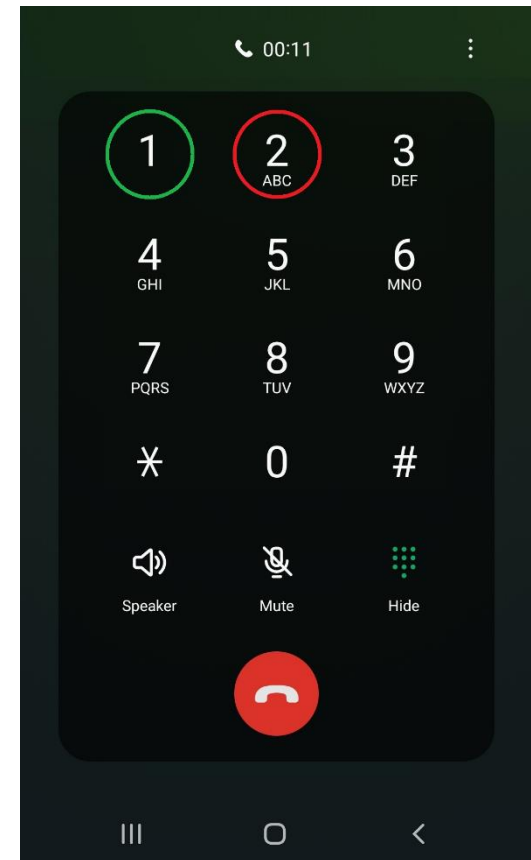
Tap the call banner.



Press the keypad icon.



Press **1** if you're OK or **2** for help.





Will my call work when phone is in Do not Disturb mode?

No, your call will not come through when in Do not Disturb mode so this should be turned off for the time of day you expect your call.

Will my call work when phone is looked after by a Call Guardian?

Call Guardian and similar call blocking services can help identify and block unwanted calls. Although this is a great idea to help protect yourself from unwanted calls, you must make sure that Careline's number – 0300 999 2 999 – is saved in your contact list to ensure that our calls reach you. Please refer to your phone's manual or settings for details.

Do I need a key safe?

It is recommended that all our customers have a Police Approved key safe, housing a spare door key, attached to the outside of their property so that if the Emergency Services need to gain entry in order to action the help required, they will be able to do so quickly and without damage to your door.

If you already have a key safe, please make sure you tell us the code and location of the key safe and we will add this to your secure record. If you don't already have a key safe, you can purchase a Police Approved key safe from reputable suppliers. We have been given a 10% discount code from the supplier we use, please contact us for this code if required. It is your responsibility to notify your insurance provider and/or landlord of its installation, and to ensure the correct key is always stored within the key safe. It is your responsibility to ensure that the key is returned to the key safe following the use of the key safe.

For further information please refer to the service agreement given to you at the time of set up, or to the copy on our website www.care-line.co.uk/allok for further information. If you need another copy sent to you, or have any other questions, please email carelinesupport@north-herts.gov.uk or call 0300 999 2 999.