

Known Callers

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Overview

The Known Callers list is used by the system in two ways. First, it is the list of people who are allowed to have video chats with your loved one. As a security feature, the system will not accept video calls from unknown callers. Second, the list of known callers is used on systems that have implemented the Caller ID features of the system. If that is the case, whenever a phone call comes to your loved one, the name, description and picture of the person calling will display on screen, and the call history log will show the known callers. If you suspect some kind of problem, the system can track and send alerts if there are unknown callers.

Adding Known Callers

To add a Known Caller:

- Log in to GCManage
- Open the Care Menu
- Click the "Caller ID" button
- In the Known Callers section, click the "Add New Person" button
- Enter the caller's information, most importantly their name, description, phone numbers, and Skype account name
- Add a picture of the caller by clicking the "Change Picture" button, and browsing your computer for a digital photo
- Optional – you can choose whether to have your loved one's GrandCare System automatically answer video calls from this caller. This is a personal preference. In either case, when a video call is placed to the GrandCare system, the system will play a sound to indicate that a call is coming in. If the auto-answer box is checked, the system will automatically accept the call. If the box is NOT checked, then your loved one will need to press an onscreen button to answer the call.
- Click the "Finish" button to save
- Important - Skype may take up to 10 minutes to register friends after a friend request has been accepted, so video calls will not be successful immediately.