

## **Manage Alarms**

Last Modified on 02/25/2022 5:59 pm EST

When Connect sends a Dispatch alarm for the operational zone you're currently working in, it'll appear in the **Alarms** panel with a **Received** status. Audio and toast pop-ups (i.e., notifications when an alarm or alert feature goes off) are enabled in the Notifications settings by default. Once an alarm is received you can:

- Acknowledge Confirm receipt of the alarm.
- **Escalate** Create a new dispatch with the Connect template for the alarm type or add the alarm details to an active dispatch.
- Close Stop the alarm and remove it from the panel.
- **Comment** Open the conversation related to the alarm and see the currently logged in user. By default, the user to create the alarm in the Handled By (Initiated By Person) is automatically added in the template.
- **Reset Alarms** If your administrator has created a visual alert (i.e., an alert that defines how long an alarm can remain in its current state), resetting the alarm will move the counter back to 0:00:00.

## To manage alarms:

1. Click **Alarms** in the ribbon to open the **Alarms** panel.

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Received	Priority	Work Zone	Call Category	Location	Map	State	Elapsed	Handled By	
2:29:22 PM	Medium	Caissa Fischer Safety	Security Request :	Benjamin Building >	> Floor 1 🛛 🚺	Received	0:01:37		
2:29:58 PM	Medium	Caissa Fischer Safety	Security Request :	Benjamin Building >	> Floor 1	Acknowledged	0:00:09	Carver, Ronald	
2:29:59 PM	Medium	Caissa Fischer Safety	Security Request :	Benjamin Building >	> Floor 1	Received	0:01:00		0
<b>f</b> Escalate	e 🕑 Close	Comment R	leset Alert						Auto-Focus
				Th	e Alarms pan	el.			

- 2. To acknowledge an alarm, select it, then click Acknowledge in the panel, or right-click the alarm, then click Acknowledge.
- 3. To escalate an alarm:
  - a. Select the alarm, click **f** Escalate in the panel, OR right-click the alarm, then click **Escalate**.
  - b. To create a new dispatch using the alarm template, ensure the **New Dispatch** tab is selected, then click **Escalate.**
  - c. To add alarm details to an existing active dispatch, click the Existing Dispatch tab, enter



the associated dispatch number, then click **Escalate.** 

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	Handled By		Elapsed	State	Мар	Location	Call Category	Work Zone	Priority	Received
		0.0430		Received	U.S.	Benjamin Building > Floor 1	Security Request	Caissa Fischer Safety	Medium	2:29:22 PM
	Carver, Ronald	0.03.02		Acknowledged	Uß	Benjamin Building > Floor 1	Security Request	Caissa Fischer Safety	Medium	2:29:58 PM
		0.03:53		Received	Uß	Benjamin Building > Floor 1	Security Request	Caissa Fischer Safety	Medium	2:29:59 PM
								Existing Dispatch	patch	New Dis
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-		_	_	_	_		_		7 PM	CF-50 2:33:3
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	Handled By		Elapsed	State	Map	Location	Call Category	Work Zone	Priority	Received
		0:04:30		Received	Nb.	Benjamin Building > Floor 1	Security Request	Caissa Fischer Safety	Medium	2:29:22 PM
	Carver, Ronald	0:03:02		Acknowledged	NB.	Benjamin Building > Floor 1	Security Request :	Caissa Fischer Safety	Medium	2:29:58 PM
		0:03:53		Received	U\$	Benjamin Building > Floor 1	Security Request	Caissa Fischer Safety	Medium	2:29:59 PM
								Existing Dispatch	patch	New Dis
									atch	Existing Disp
								Ð		đ
									7 PM	CF-50 2:33:3
Auto-Forus								late Cancel		

Escalating an alarm to an existing dispatch.

- 4. To close an alarm from its details:
  - a. Click Oclose in the panel, OR right-click the alarm, then click Close.
  - b. Enter any details about the alarm's closure in the **Notes** field.
  - c. Click Close.
- 5. To join the alarm-related conversation, click **Comment** in the panel, OR right-click the alarm, then click **Comment** to open it in a new panel.
- 6. To reset the alarm alert timer to 0:00:00, click Reset Alert in the panel, OR right-click the alarm, then click **Reset Alert**.