

## Manage Alarms

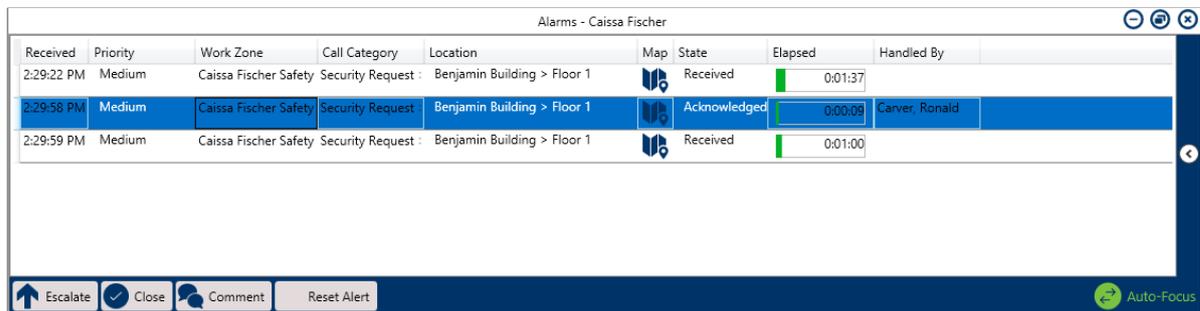
When Connect sends an alarm into Dispatch for the operational zone you're currently working in, it'll appear in the **Alarms** panel with a **Received** status. By default, audio and toast (pop-up) notifications are enabled in the [Notifications](#) settings.

Once an alarm is received you can perform the following actions:

- **Acknowledge:** Confirm receipt of the alarm.
- **Escalate:** Create a new dispatch using the dispatch template selected in Connect for the alarm type or add the alarm details to an active dispatch.
- **Close:** Closes the alarm and removes it from the panel.
- **Comment:** Opens the conversation related to the alarm and joins the currently logged in user to that conversation. By default, the user selected in the **Handled By (Initiated By Person)** in the template used to create the alarm is automatically added to the conversation.
- **Reset Alarms:** If your administrator has created a visual alert (an alert that defines the amount of time 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.

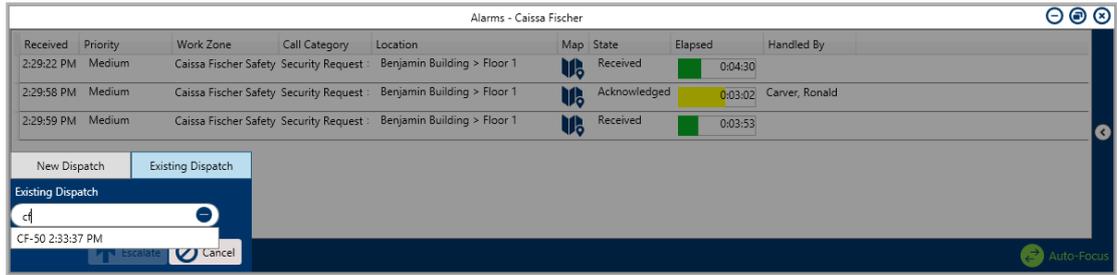


*The Alarms panel.*

2. To acknowledge an alarm, select the alarm, then click  **Acknowledge** in the panel, or right-click the alarm, then click **Acknowledge**.

3. To escalate an alarm:

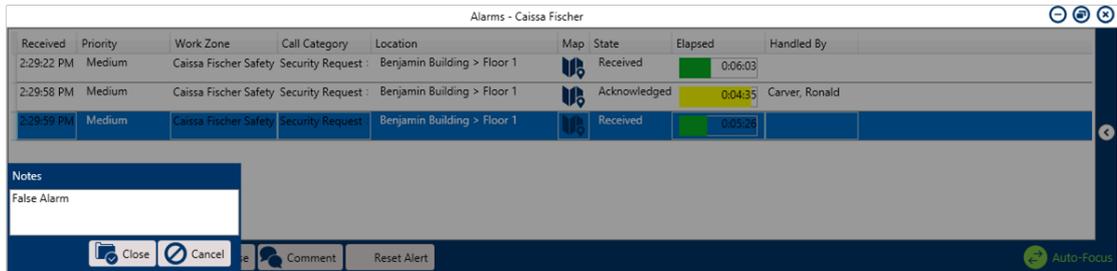
- a. Select the alarm, click  **Escalate** in the panel, or right-click the alarm, then click **Escalate**.
- b. To create a new dispatch using the dispatch template selected for the alarm, ensure the **New Dispatch** tab is selected, then click **Escalate**.
- c. To add the alarm details to an existing active dispatch, click the **Existing Dispatch** tab, enter the dispatch number you wish to associate the alarm with, then click **Escalate**.



*Escalating an alarm to an existing dispatch.*

4. To close an alarm from the alarm details:

- Click  **Close** in the panel, or right-click the alarm, then click **Close**.
- Enter any notes about why the alarm is being closed in the **Notes** field.



*Closing an alarm.*

- Click **Close**.
- To join the alarm-related conversation, click  **Comment** in the panel, or right-click the alarm, then click **Comment** to open the conversation in a new panel.
  - 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**.