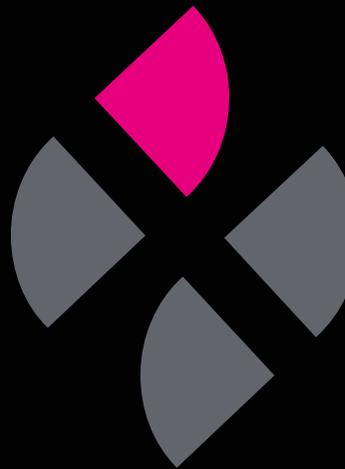
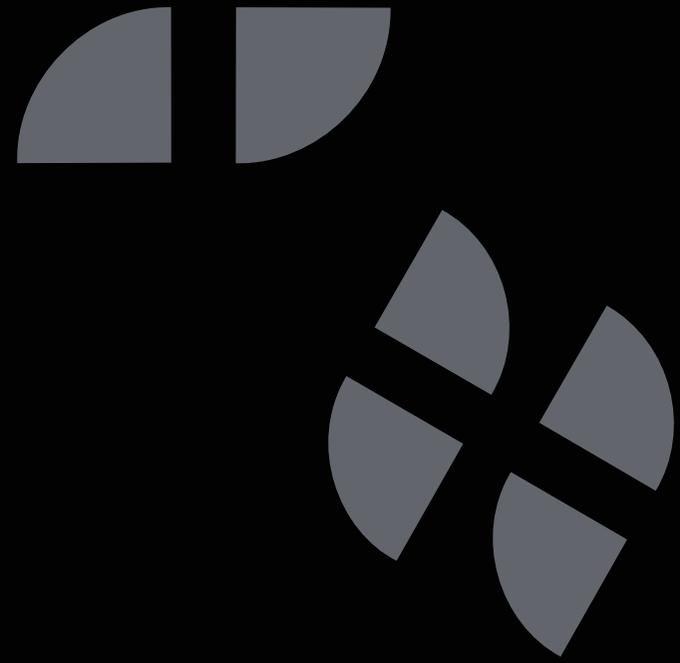




# Alarm Notifications



# **A guide to managing alarm notifications in Live by Invisible Systems**

This guide will take you through the steps of acknowledging alarms, adding resolutions and actions, and filtering through previous and current alarms to identify patterns.

# Step 1

Click **'Notifications'** in the side menu.

# Step 2

You will see a graph displaying **the number of acknowledged vs. unacknowledged alarms** on the system.

Below the graph is a **table breaking down all current and previous alarms** and warnings, starting with the most recent alarms.

You can filter which notifications you see by **clicking the drop-down next to 'Notification Type'** and selecting **'All'**, **'Conditions'** or **'Legionella'**. Click **'Submit'**.

Office Status

Click here to return to your old dashboard

### Alarm Status

Severity	Raised
Alarm	10:26 Thu Jan 09
Alarm	10:20 Thu Jan 09 Kit
Alarm	10:08 Thu Jan 09

### Sensor Collection

Sensor Name	Jan 2, 2025			Jan 3, 2025		
	09:00	12:00	17:00	09:00	12:00	17:00
Kitchen Area Sink Hot (Max + Offset)	27.5	28.5	46	26	27	29
Kitchen Area Sink Cold (Min + Offset)	19.5	20	18	18	19	21

### Notifications

Search: [ ] Start/End Date: 2024-12-09 - 2025-01-01 Notification Type: All [ ] [ ] Submit

Breach Date	Email	SMS	TTS	Location	Reading	Severity	Status	Actioned	A
2025-01-09 10:26:02	No	No	No	Sales Area - VOC	1.7 ppm	Alarm	Unacknowledged		
2025-01-09 10:20:47	No	No	No	Kitchen Breakdown Area - VOC	1.7 ppm	Alarm	Unacknowledged		
2025-01-09 10:16:01	No	No	No	Sales Area - VOC	1.6 ppm	Alarm	Acknowledged	2025-01-09 10:21:46	Sensor return
2025-01-09 10:08:14	No	No	No	Invisible Lab - Humidity	39.5 %RH	Alarm	Unacknowledged		
2025-01-09 08:21:08	No	No	No	Blue Meeting Room - Humidity	39.5 %RH	Alarm	Unacknowledged		
2025-01-09 08:07:03	No	No	No	Kitchen Break out Area - Temperature	13.2 °C	Alarm	Unacknowledged		
2025-01-09 08:06:12	No	No	No	Blue Meeting Room - Temperature	16.2 °C	Alarm	Unacknowledged		

Notification Type: All [ ] [ ] Submit

- ✓ All
- Conditions
- Legionella

on	Reading	Severity	Status
temperature	16.2 °C	Alarm	Acknowledged

# Step 3

View the table for detailed information about your alarms.

- The **breach date is the time that the sensor slipped out of its safe limits.** (Please note that if you have set up a delay on the Alarm Thresholds page, the alarm may have been triggered some time after the breach time. See our 'Adding & Managing Alarms' guide for more information on Alarm Delays).
- The **'Email', 'SMS' and 'TTS' columns** show whether alarm notifications have been sent out via each method, i.e. by email, SMS or Text To Speech.
- You'll also find the **location** of the sensor and **its reading.**
- All new alarms will have an **'Unacknowledged' status.**

### Notifications

Details

Search:  Start/End Date: 2024-12-09 - 2025-01-01 Notification Type:

Breach Date	Email	SMS	TTS	Location	Reading	Severity
2025-01-09 10:26:02	No	No	No	Sales Area - VOC	1.7 ppm	Alarm
2025-01-09 10:20:47	No	No	No	Kitchen Breakdown Area - VOC	1.7 ppm	Alarm
2025-01-09 10:16:01	No	No	No	Sales Area - VOC	1.6 ppm	Alarm
2025-01-09 10:08:14	No	No	No	Invisible Lab - Humidity	39.5 %RH	Alarm
2025-01-09 08:21:08	No	No	No	Blue Meeting Room - Humidity	39.5 %RH	Alarm
2025-01-09 08:07:03	No	No	No	Kitchen Break out Area - Temperature	13.2 °C	Alarm
2025-01-09 08:06:12	No	No	No	Blue Meeting Room - Temperature	16.2 °C	Alarm

### Notifications

Details

Start/End Date: 2024-12-09 - 2025-01-01 Notification Type: All

SMS	TTS	Location	Reading	Severity	Status
No	No	Sales Area - VOC	1.7 ppm	Alarm	Unacknowledged
No	No	Kitchen Breakdown Area - VOC	1.7 ppm	Alarm	Unacknowledged
No	No	Sales Area - VOC	1.6 ppm	Alarm	Acknowledged
No	No	Invisible Lab - Humidity	39.5 %RH	Alarm	Unacknowledged
No	No	Blue Meeting Room - Humidity	39.5 %RH	Alarm	Unacknowledged
No	No	Kitchen Break out Area - Temperature	13.2 °C	Alarm	Unacknowledged
No	No	Blue Meeting Room - Temperature	16.2 °C	Alarm	Unacknowledged

# Step 4

To acknowledge a current alarm, you first need to either **a) resolve the issue** and return the machine back to safe levels, or **b) determine that the machine is broken** and notify relevant staff members.

# Step 5

Once you have done one of the above, **click 'Edit'** under the 'Options' column.

Here, you will find a summary of the alarm, a drop-down menu of actions to choose from, and space to add comments.

Status	Actioned	Action	Notes	User	Options
Unacknowledged					
Unacknowledged					
Acknowledged	2025-01-09 10:21:46	Sensor returned to healthy state		System	
Unacknowledged					
Unacknowledged					
Unacknowledged					

**Alarm Corrective Action**

**Alarm Details**

Alarm ID: 52324487  
Sensor: Sales Area - VOC (70b3d55f200020ef)  
Breach Date: 2025-01-09 10:28:02  
Reading: 1.7 ppm  
Min Threshold: 0 ppm  
Max Threshold: 1.5 ppm

**Action**

Additional demand

**Comments**

Location	Parameter	Value	Alarm	Status	Notes	User
Blue Meeting Room	Humidity	39.5 %RH	Alarm	Unacknowledged		
Shen Break out Area	Temperature	13.2 °C	Alarm	Unacknowledged		
Blue Meeting Room	Temperature	16.2 °C	Alarm	Unacknowledged		
Blue Meeting Room	Humidity	39.5 %RH	Alarm	Acknowledged	2025-01-09 08:14:04 Sensor returned to healthy state	System
Ops Area	Temperature	13.7 °C	Alarm	Unacknowledged		

# Step 6

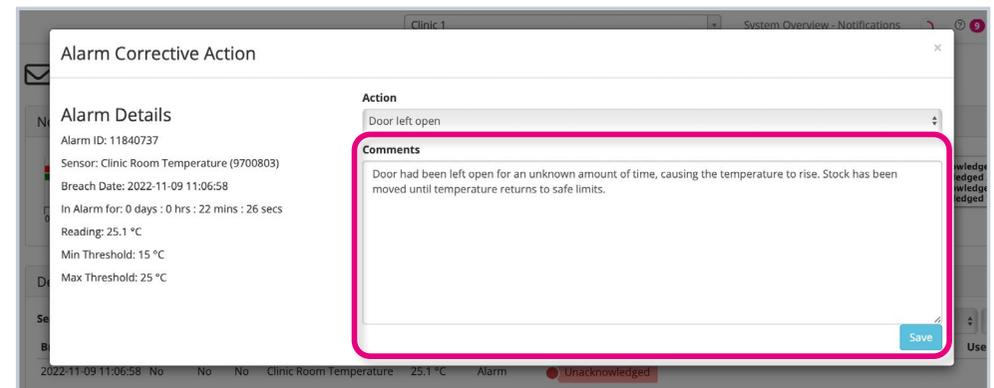
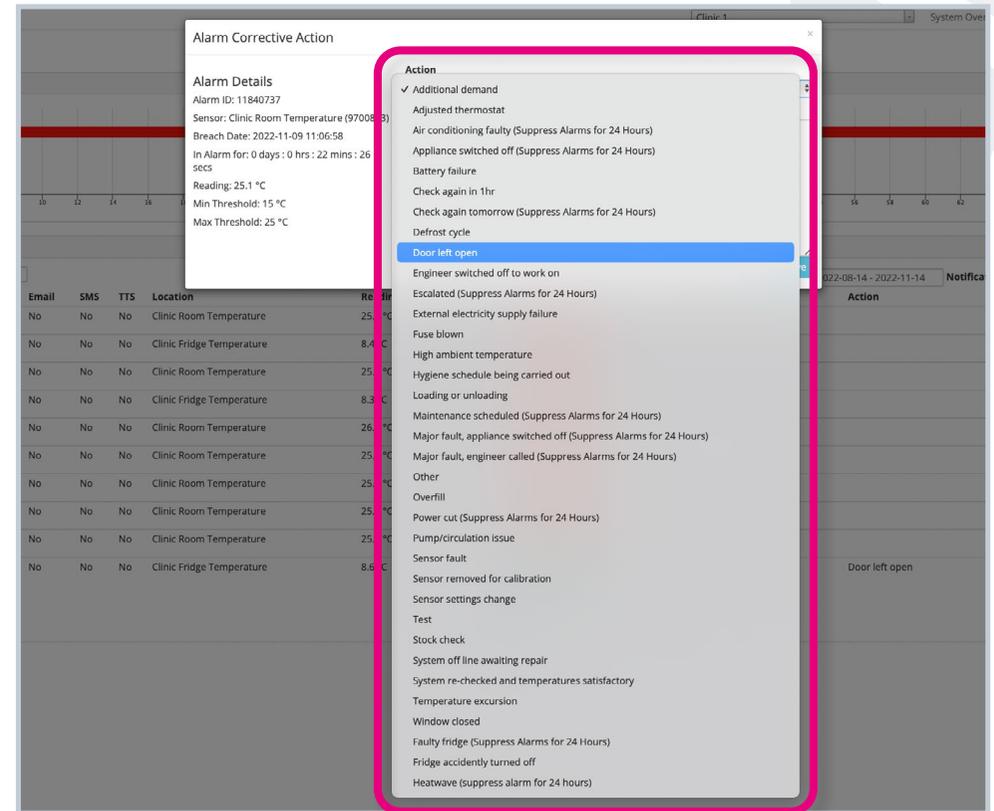
Choose the most appropriate option from the 'Action' menu that best describes the reason for the alarm being triggered.

If the machine is broken and requires repair, you can choose to suppress the alarm for 24 hours by choosing a “**Suppress Alarms for 24 Hours**” option. This means that people won't receive alerts for the alarm for 24 hours, giving you time to contact a System Admin user. They can then disable the alarm on the Alarm Thresholds page until the machine is fixed.

# Step 7

Add comments in the open text field, such as what the issue was and what has been done to fix it.

Click 'Save'.



# Step 8

The alarm will now **show a green 'Acknowledged' sign** and details of the actions that you provided. Once an alarm has been acknowledged, all escalation flows will be halted, i.e. people will no longer receive alerts about it.

To edit an alarm's actions, e.g. if you want to add extra comments, **click 'Edit'** next to that alarm, then **'Change Alarm Action'**.

## A note on alarms:

When an alarm is triggered, it won't go off for another 24 hours unless the first alarm has been acknowledged. This means that even if a sensor has returned to safe thresholds, someone still needs to acknowledge its alarm or no alarm alerts will be sent for another 24 hours.

### Notifications

Details

Date: 2024-12-09 - 2025-01-01 Notification Type: All All Submit

Location	Reading	Severity	Status	Actioned	Action	Notes	User	Options
Invisible Lab - Temperature	16.2 °C	Alarm	Acknowledged	2024-12-09 09:19:31	Sensor returned to healthy state		System	Edit
en Breakdown Area - Temperature	15.5 °C	Alarm	Acknowledged	2024-12-09 09:53:39	Sensor returned to healthy state		System	Edit
Ops Area - Temperature	16.1 °C	Alarm	Acknowledged	2024-12-09 09:25:44	Sensor returned to healthy state		System	Edit
Sales Area - Temperature	15.8 °C	Alarm	Acknowledged	2024-12-09 09:32:33	Sensor returned to healthy state		System	Edit
Sales Area Temperature	15.3 °C	Alarm	Acknowledged	2024-12-09 09:46:51	Sensor returned to healthy state		System	Edit
en Break out Area - Temperature	15 °C	Alarm	Acknowledged	2024-12-09 10:01:50	Sensor returned to healthy state		System	Edit

### Alarm Corrective Action

Alarm Details

Alarm ID: 52265957  
Sensor: Invisible Lab - Temperature (70b3d55f200017e5)  
Breach Date: 2024-12-09 08:04:06  
In Alarm for: 0 days : 1 hrs : 14 mins : 57 secs  
Reading: 16.2 °C  
Min Threshold: 18 °C  
Max Threshold: 22 °C

Action History

Commented By: System  
Date: 2024-12-09 09:19:31  
Action: Sensor returned to healthy state  
Notes:

Action

Additional demand

Comments

Change Alarm Action

# Step 9

You can **use the search function** to find certain alarms/warnings, or to **detect recurring issues across machines**.

If you have a specific sensor or date in mind, simply **type it into the search bar in the top left corner of the table**.

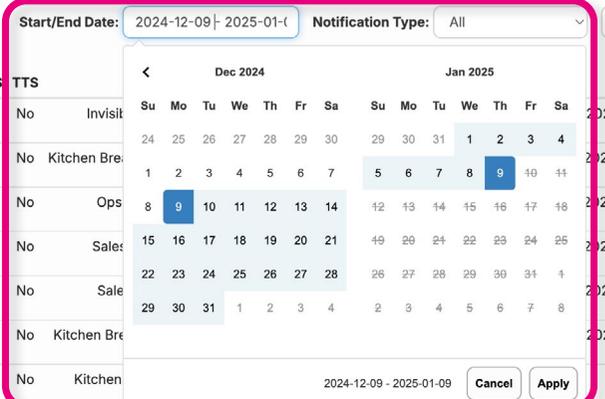
**You can also filter your search:**

- Set a **time window** by choosing a start and end date in the **'Start/End Date' field**.
- Filter by **notification type**, e.g. if you only wanted to search for 'Unacknowledged' alarms, you would select that option.
- You can choose to **view only conditions-based alarms** (i.e. temperature, humidity, etc.) or Legionella alarms (if applicable).

**Click 'Submit'** to filter your search.



Breach Date	Email	SMS	TTS	Location
2024-12-09 08:04:06	No	No	No	Invisible Lab - Te
2024-12-09 08:03:18	No	No	No	Kitchen Breakdown Ar
2024-12-09 08:02:55	No	No	No	Ops Area - Ten
2024-12-09 08:01:47	No	No	No	Sales Area - Tei
2024-12-09 08:01:24	No	No	No	Sales Area Ten



Breach Date	Email	SMS	TTS	Location
2024-12-09 08:04:06	No	No	No	Invisi
2024-12-09 08:03:18	No	No	No	Kitchen Bre
2024-12-09 08:02:55	No	No	No	Ops
2024-12-09 08:01:47	No	No	No	Sales
2024-12-09 08:01:24	No	No	No	Sale
2024-12-09 08:01:20	No	No	No	Kitchen Bre
2025-01-09 10:50:46	No	No	No	Kitchen



Reading	Severity	Actioned
temperature	16.2 °C Alarm	2024-12-09 09:19:31 Sensor retu
temperature	15.5 °C Alarm	Acknowledged 2024-12-09 09:53:39 Sensor retu
temperature	16.1 °C Alarm	Acknowledged 2024-12-09 09:25:44 Sensor retu

**If you require any additional training, please contact**  
**[help@invisible-systems.com](mailto:help@invisible-systems.com)**

