Invisible Systems

Managing Alarm Recipients

A guide to managing alarm recipients in Live by Invisible Systems

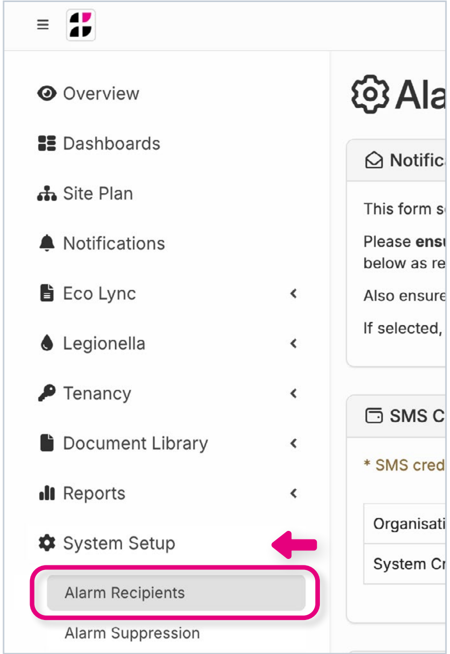
There are two parts to this guide. The first is setting up **Alarm Recipients**, where you can decide who receives notifications and warnings. The recipients set up here will receive notifications whenever *any* alarm is triggered.

The second part will focus on a more detailed **escalation flow**, where you can narrow down who receives alarm notifications for specific sensors and when.

Setting up alarm recipients

Step 1

Click on **'System Setup'** in the side menu, then **click 'Alarm Recipients'**.



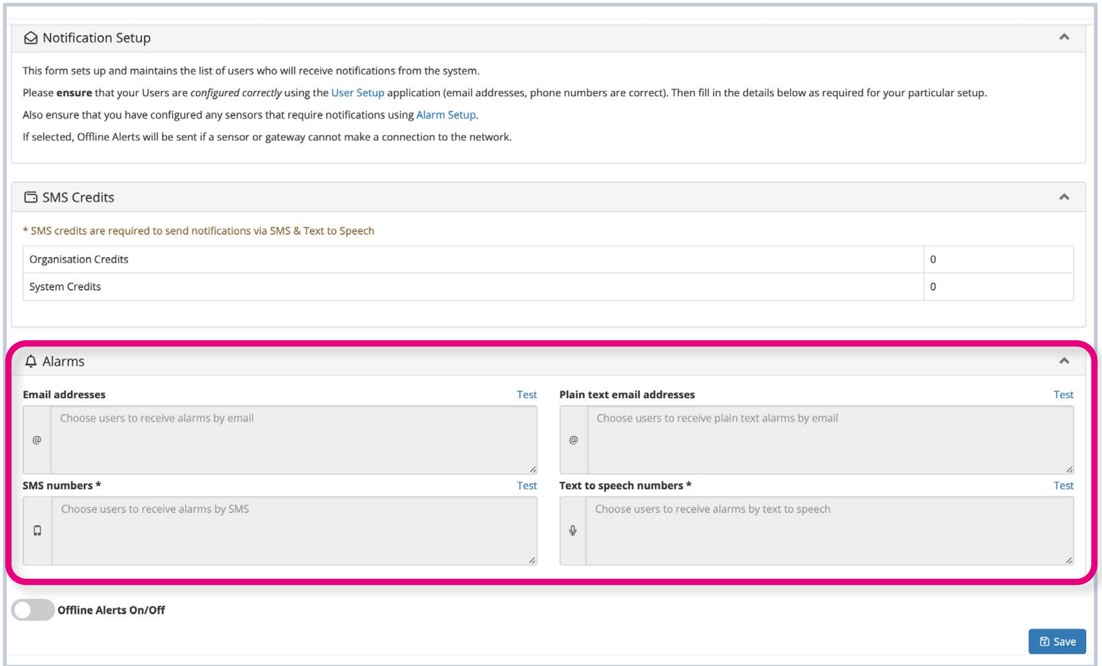
Step 2

Here you can **choose who receives alerts when an alarm is triggered**. This counts for threshold alarms (when a sensor slips out of its safe limits), as well as healthy state alarms and warnings.

Under the **'Alarms' section**, you will find four boxes: 'Email addresses', 'Plain text email addresses', 'SMS numbers' and 'Text to speech numbers'.

Click on a box to add users. E.g. To choose who receives email alerts for alarms, click the 'Email addresses' box. To choose who receives alerts by text, click the 'SMS numbers' box, etc.

(SMS alerts require credit to be added.)



Step 3

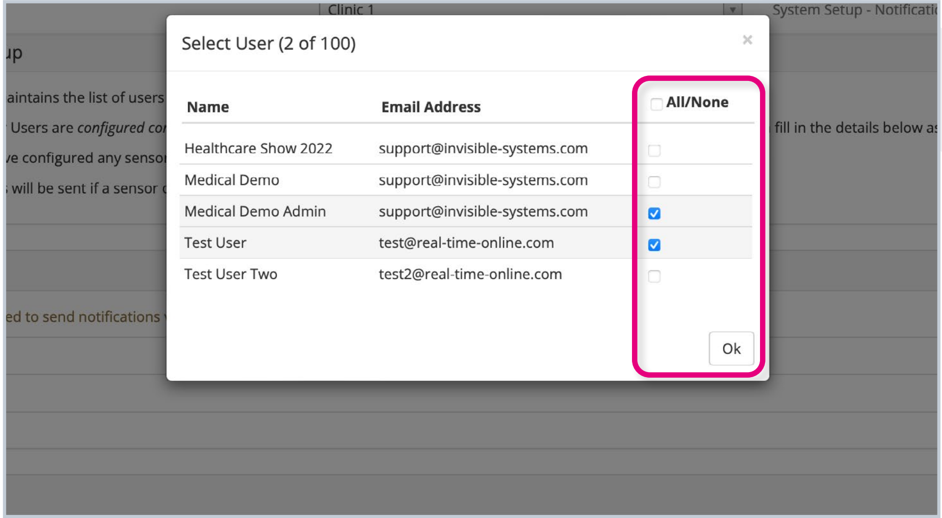
Once you have clicked on one of the four boxes, you will see a window displaying a list of users.

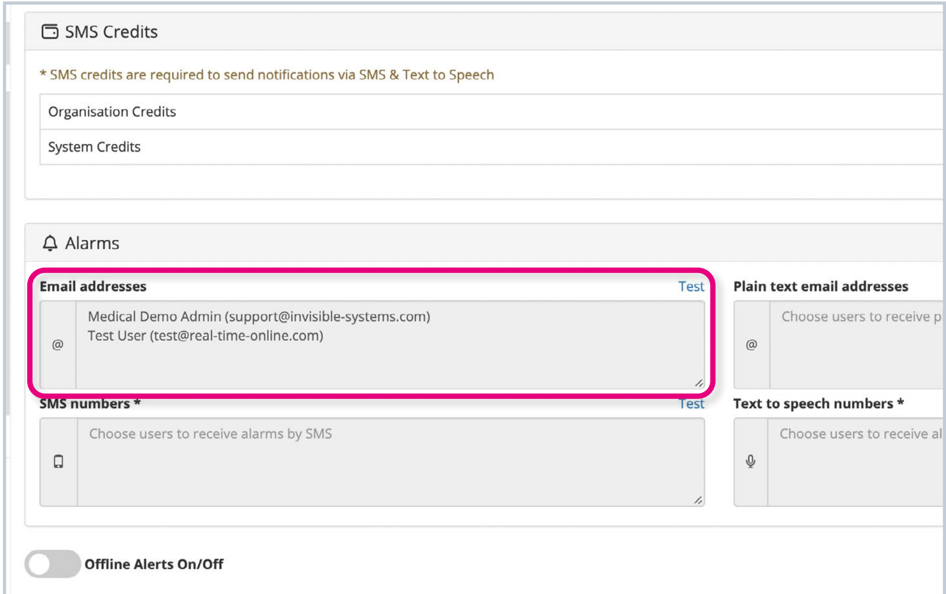
Select users by ticking the checkbox next to their name. You can select or deselect all users by checking the **'All/None'** box at the top.

Once you have chosen your recipients, **click 'Ok'**.

Please note:

You must ensure that contact details for each user are up to date and populated. If you want a recipient to receive an SMS alert when an alarm goes off but you don't have their mobile phone number on the system, they won't receive this. See our 'Adding and Managing Users' guide for details on how to add/edit contact details.





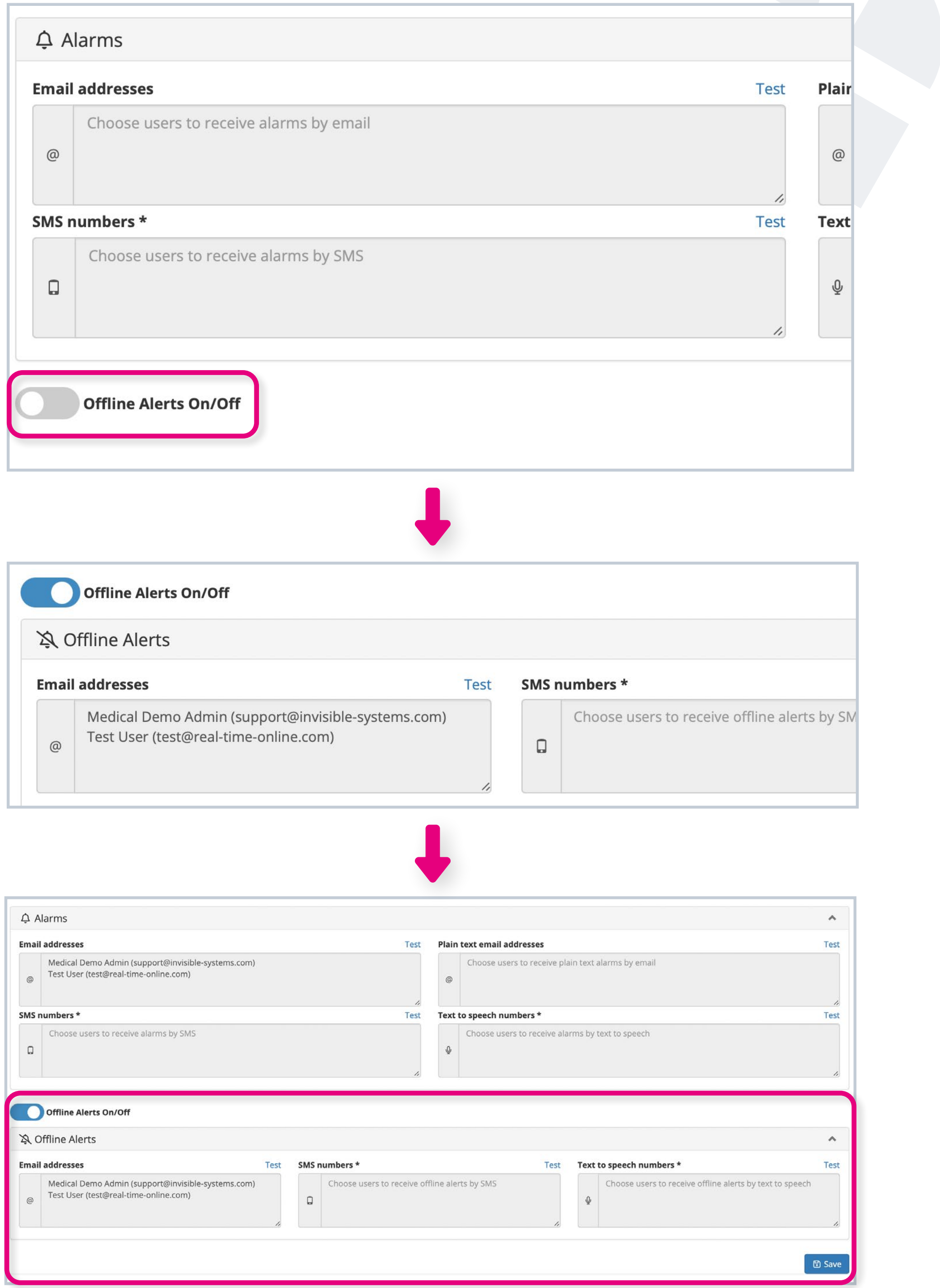
Step 4

You can also **choose who receives offline alerts**, i.e. who will receive an alert when a device hasn't sent out a message after a certain amount of time. See the 'Adding and Managing Alarms' guide for more information on setting up offline alerts.

Turn offline alerts on or off by clicking the switch. If switching on, you will be able to add recipients here in the same way outlined in steps 2 to 3.

Step 5

Once you have added all recipients for each mode of alarm notification, **click 'Save'** in the bottom right-hand corner.



Setting up an escalation flow

About Alarm Escalations

Similar to the Alarm Recipients page, the Escalations page allows you to choose which users will be sent notifications when alarms are triggered. **The main difference is that the Escalations page allows you to create escalation flows with many more features.**

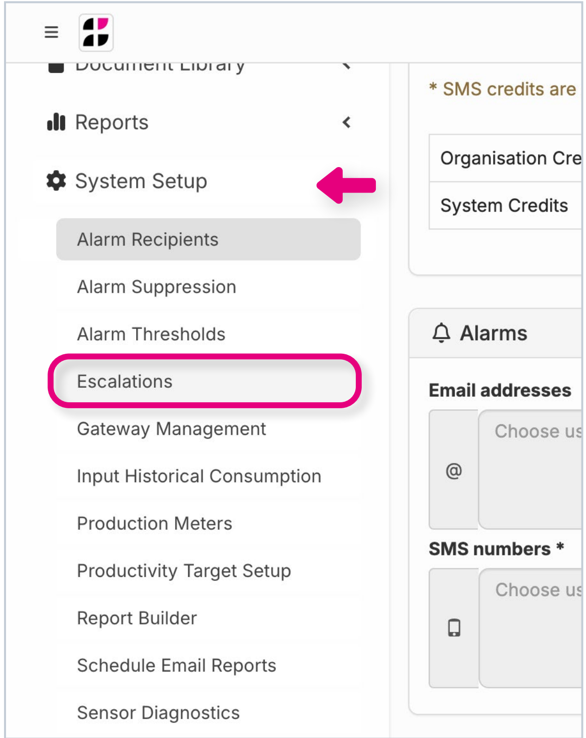
> **For example,** you may want to set up a flow that sends an email alert to chosen staff members as soon as an alarm is triggered. If the alarm still hasn't been acknowledged after 30 minutes of it going off, you can set up another email and SMS alert to be sent to department managers. If the alarm still has not been acknowledged after 2 hours of it being triggered, you may choose to send an SMS alert to the department head.
>
> You can also **use the escalations feature to set up reminders to acknowledge an alarm**, e.g. send an SMS alert to certain staff members every hour after an alarm has been triggered until the alarm is acknowledged.

When an **alarm is acknowledged**, the **escalation process will stop**.

One thing to note is that unlike the Alarm Recipients page, the Escalations page **does not support warnings, healthy state alarms, or offline alerts** - only threshold alarms.

Step 1

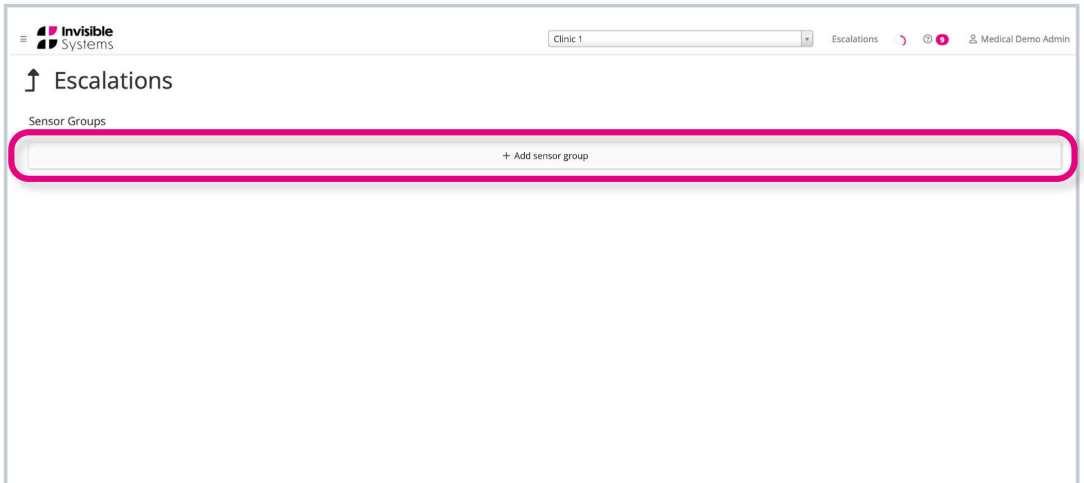
Click on **‘System Setup’** in the side menu, then **click ‘Escalations’**.



Step 2

This page displays all of your current escalation flows. If you haven’t added any yet, it will appear blank.

To add a new sensor group and flow, **click ‘Add sensor group’**.



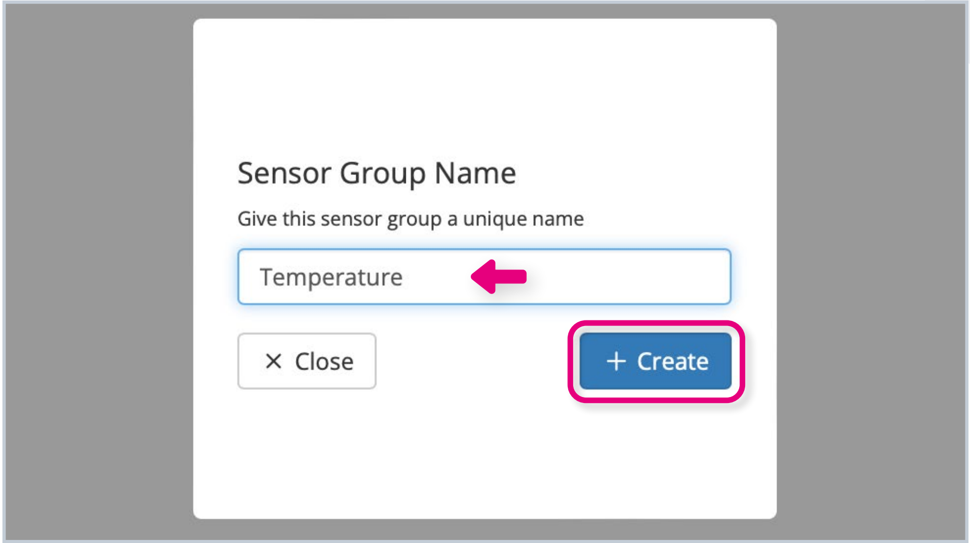
Step 3

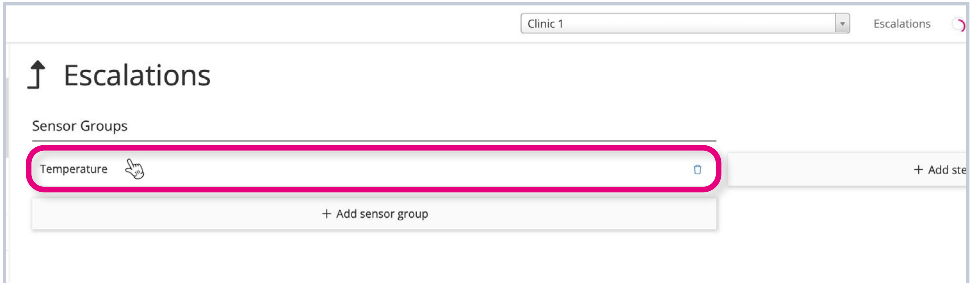
A window will appear asking you to name your sensor group. **Type in a relevant name** and **click 'Create'**.

Step 4

Your new sensor group will then appear on the Escalations page.

To **add sensors to your sensor group, simply click on the group**.





Step 5

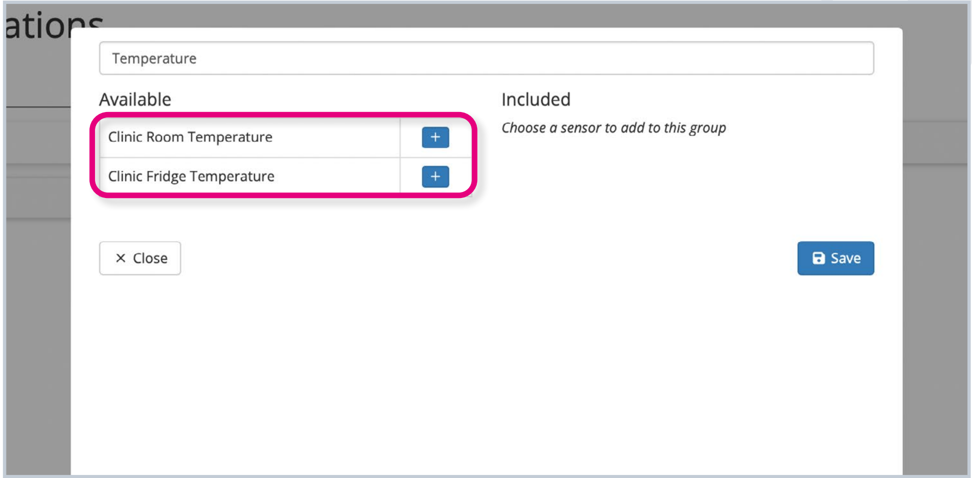
You will see a window showing available sensors for your system. Choose which sensors you want to add by **clicking the + icon next to each one**.

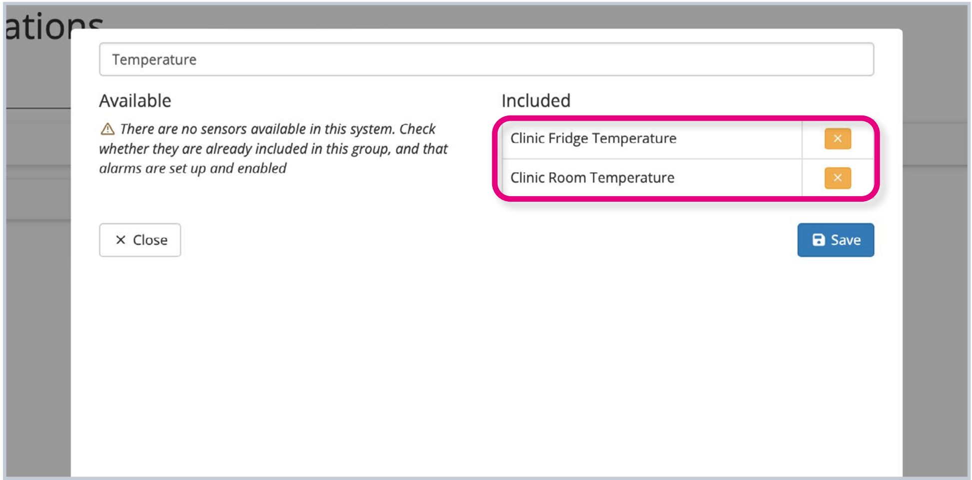
Once you have added them, they will appear beneath ‘Included’ on the right-hand side. If you want to **remove a sensor from the sensor group, click on the X icon**.

Click ‘Save’.

Please note:

If a sensor is not enabled on the Alarm Thresholds page, you won’t be able to add them here. See the ‘Adding and Managing Alarms’ guide to find out how to enable an alarm for a sensor.

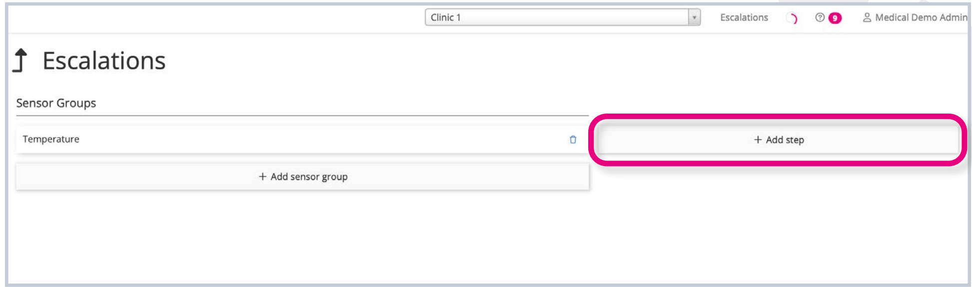


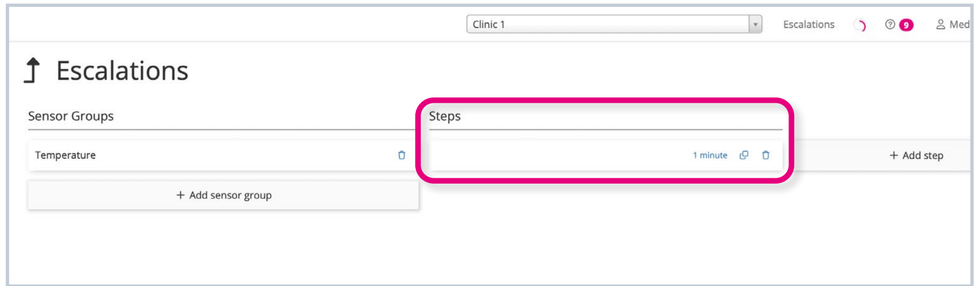


Step 6

You will now be able to add steps to your escalation flow for the sensor group. The escalation flow will begin if an alarm is triggered for any of the sensors in that sensor group.

Add a step by **clicking ‘Add step’**. A new step will then appear under a ‘Steps’ column.

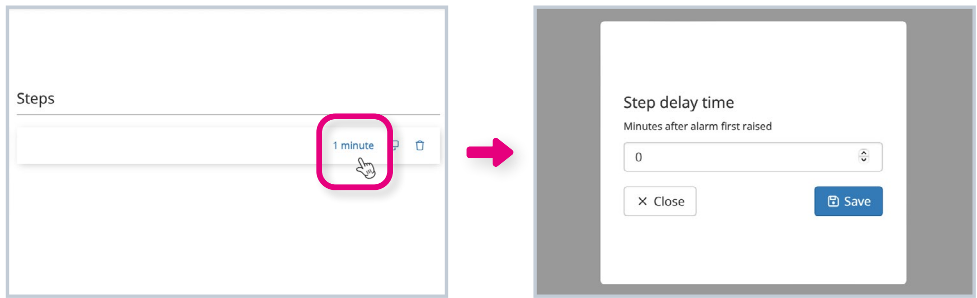




Step 7

The time displayed on the step is the amount of time that has passed since the alarm was first triggered (*not* since the last step). To edit this delay, **click on the time and choose a new delay**, then **click ‘Save’**.

In this example, the delay is changed from 1 minute to 0 minutes, i.e. it will be triggered immediately following an alarm.

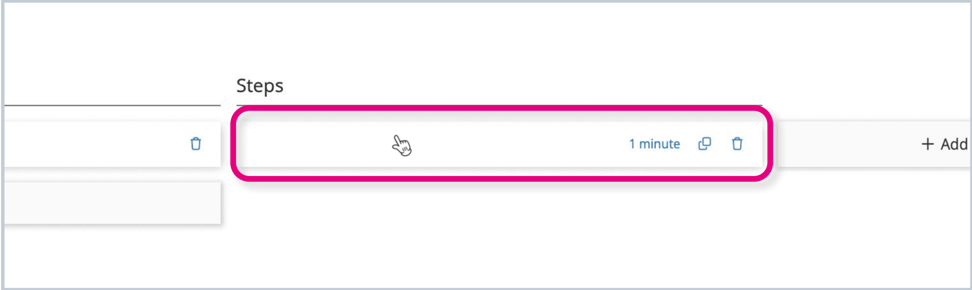


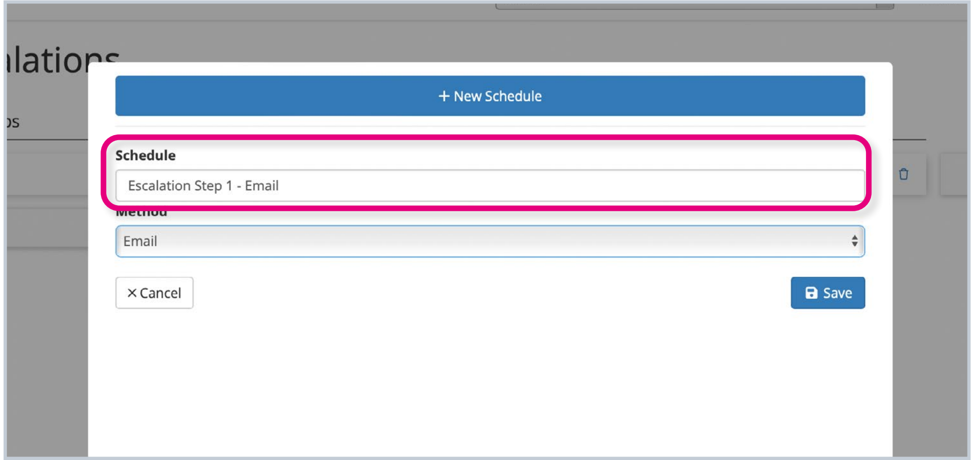
Step 8

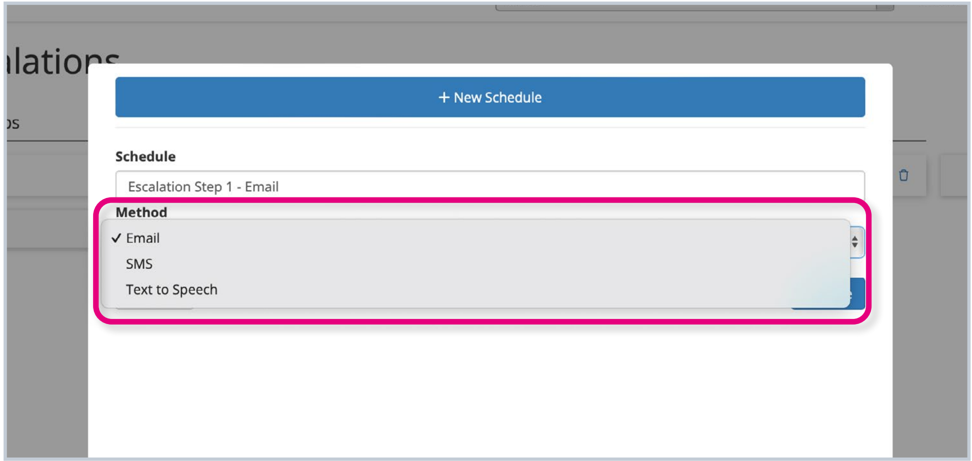
To **create a schedule for a step**, simply click on that step.

Type in a relevant name for the schedule, then select **the method through which the alert will be sent out**, i.e. via email, SMS or TTS (Text to Speech).

Click 'Save'.







Step 9

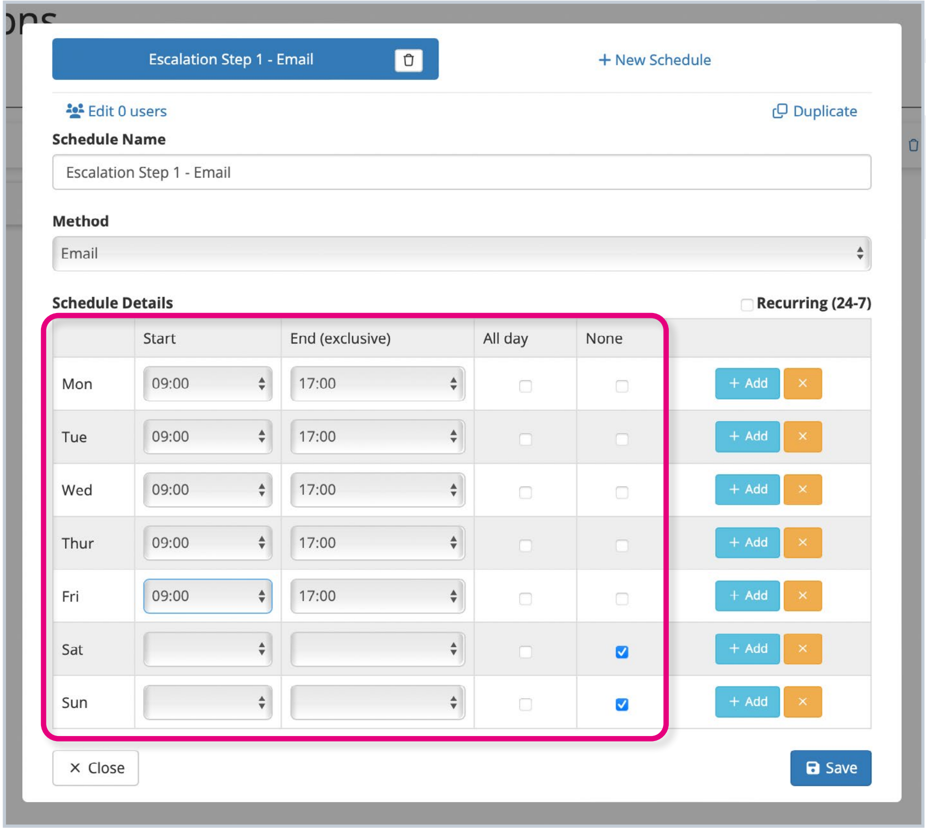
You can then narrow down the **times and days** that the alarm notification would be sent out.

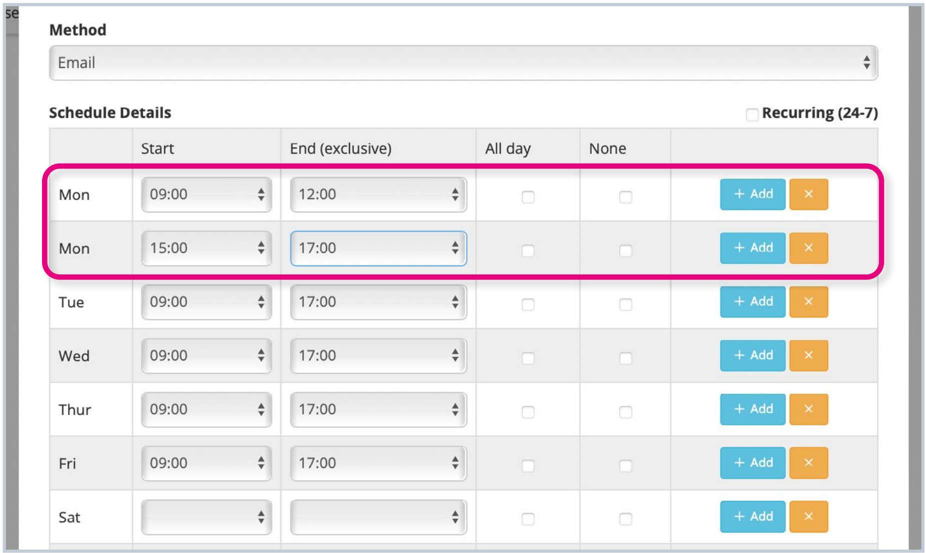
Use the arrows next to each day to **specify start and end times**.

You can check the box under the **'All day'** column to ensure **alerts are sent out whatever the time of day**.

Similarly, check the box under **'None'** to ensure **no alerts are sent out at any time** during that day.

You can also **add more rows for each day** if multiple time windows are needed. Simply click the blue 'Add' button. To remove a row, click the orange X button.





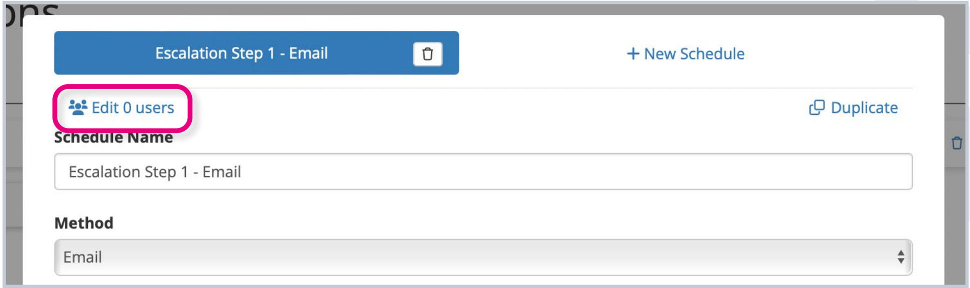
Step 10

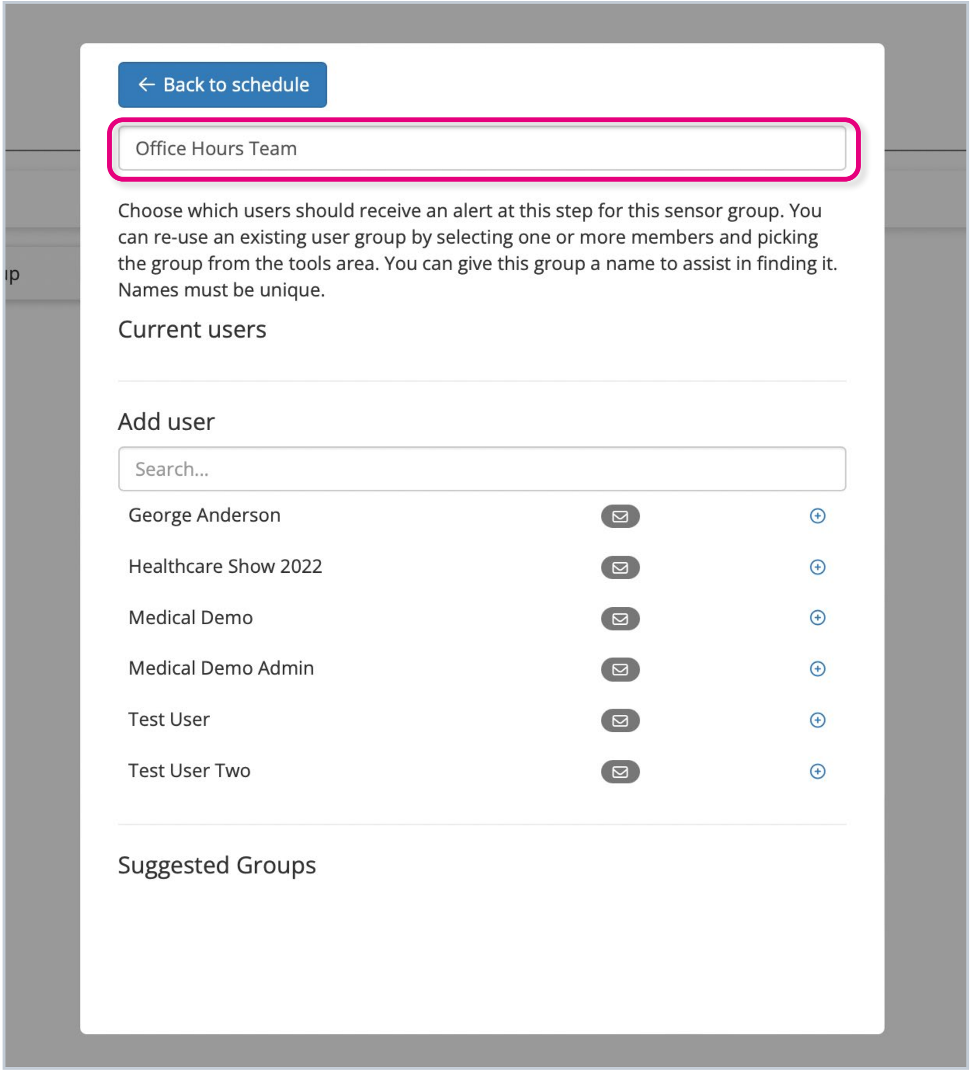
Once you've chosen your days and times, it's time to select which users will receive alerts on this schedule.

Click the 'Edit *x* users' button above 'Schedule Name'.

Here, you can **name this user group** to make it easy to find later on when creating other schedules.

For example, you could have a user group for the Office Hours Team, the Out-of-Hours Team, and the Weekend team (if applicable to your business).





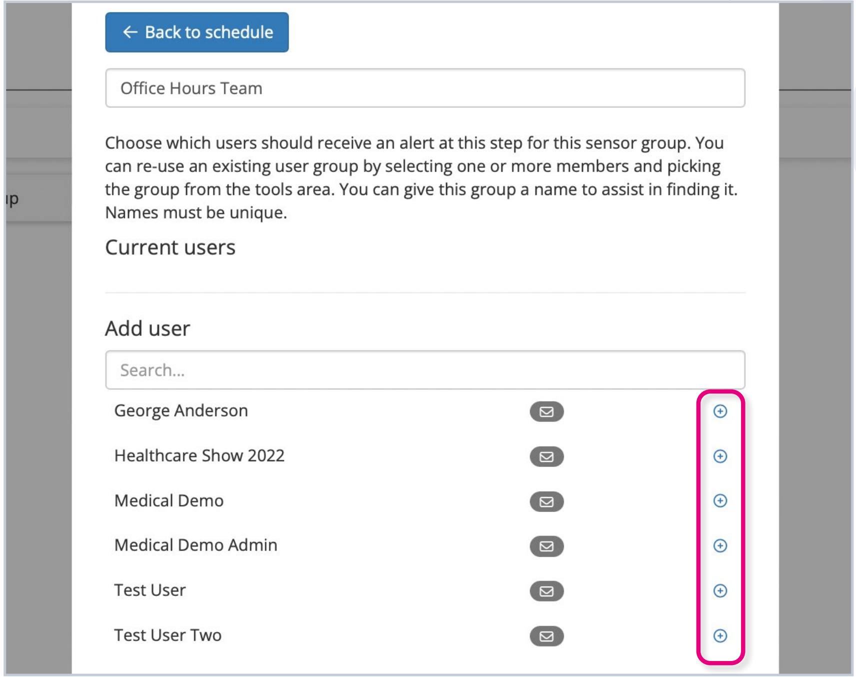
Click the + icon to add a user to the group.

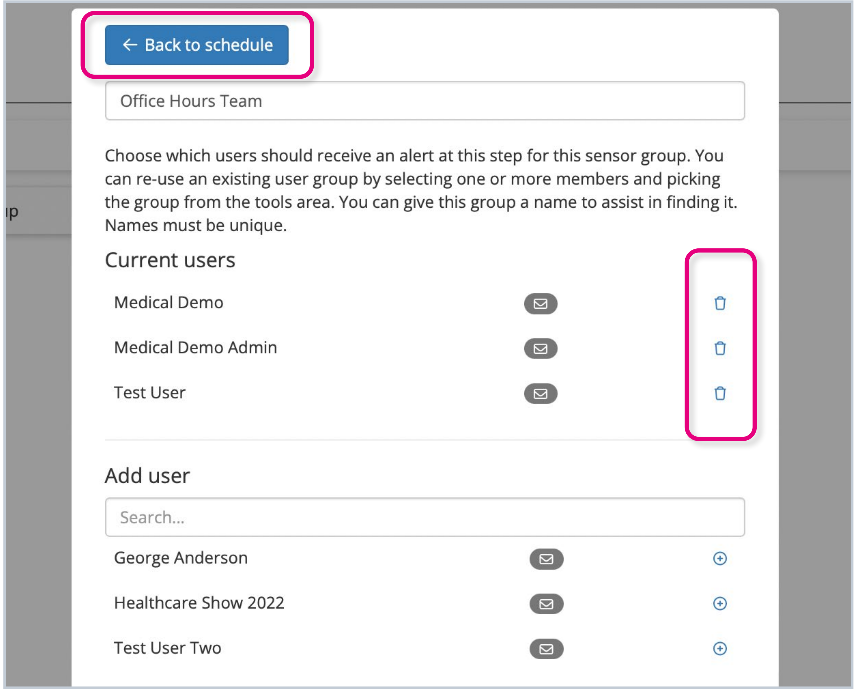
They will then appear under ‘Current users’.

If you wish to remove a user from this group, **click the bin icon**.

The icons next to each user show which contact details are on the system, e.g. in this example, the mail icon indicates that their email address is on the system.

Once you have added all users to this schedule, you must **click ‘Back to schedule’** in the top left-hand corner. This will take you back to the schedule timings page.





Step 11

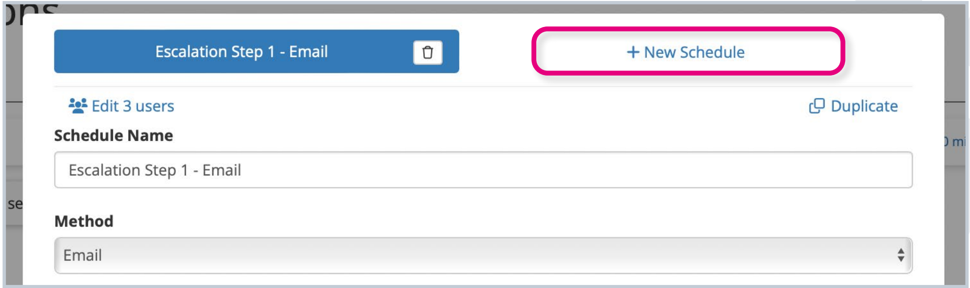
You can add multiple schedules for each step. This comes in useful in various circumstances. See the next page for examples.

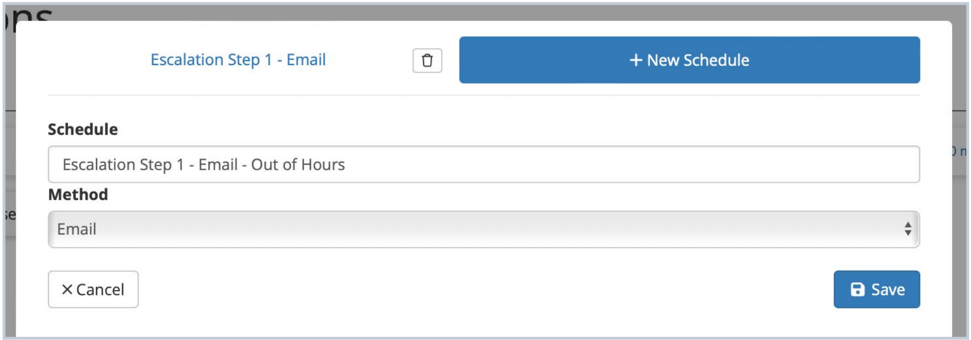
To add a new schedule, **click the ‘Add new schedule’ tab** at the top of the current schedule’s window.

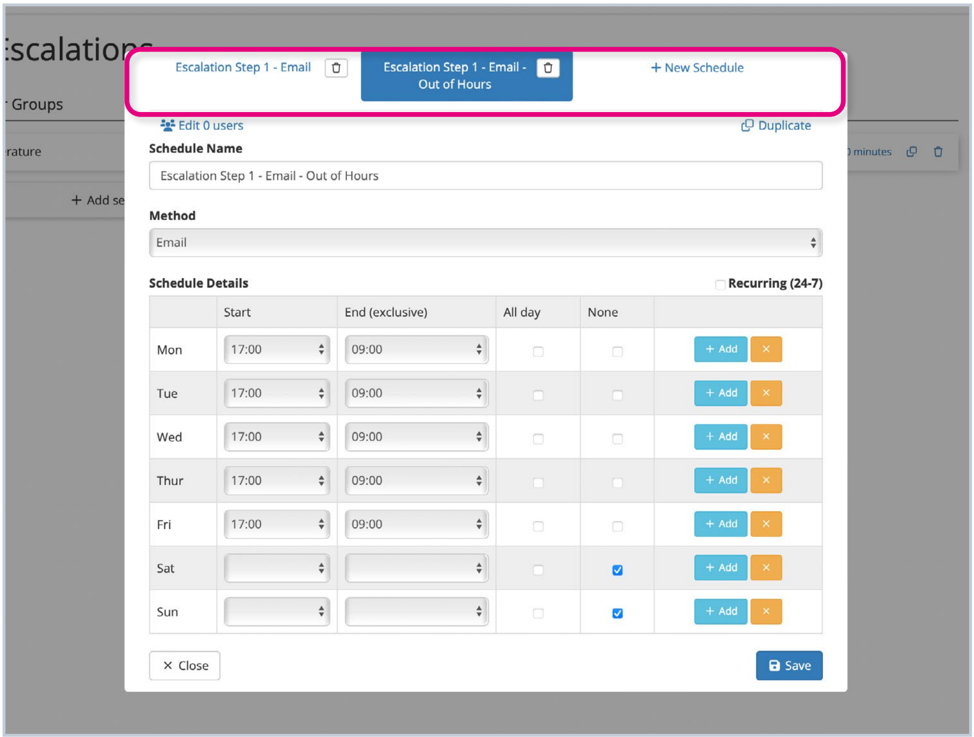
Follow the same steps as before - name your schedule, add timings, and choose which users will receive alerts on this schedule.

You can **navigate between schedules** by clicking on the relevant tab at the top of the window.

Always remember to **click ‘Save’** once you’ve finished editing schedules.







Example

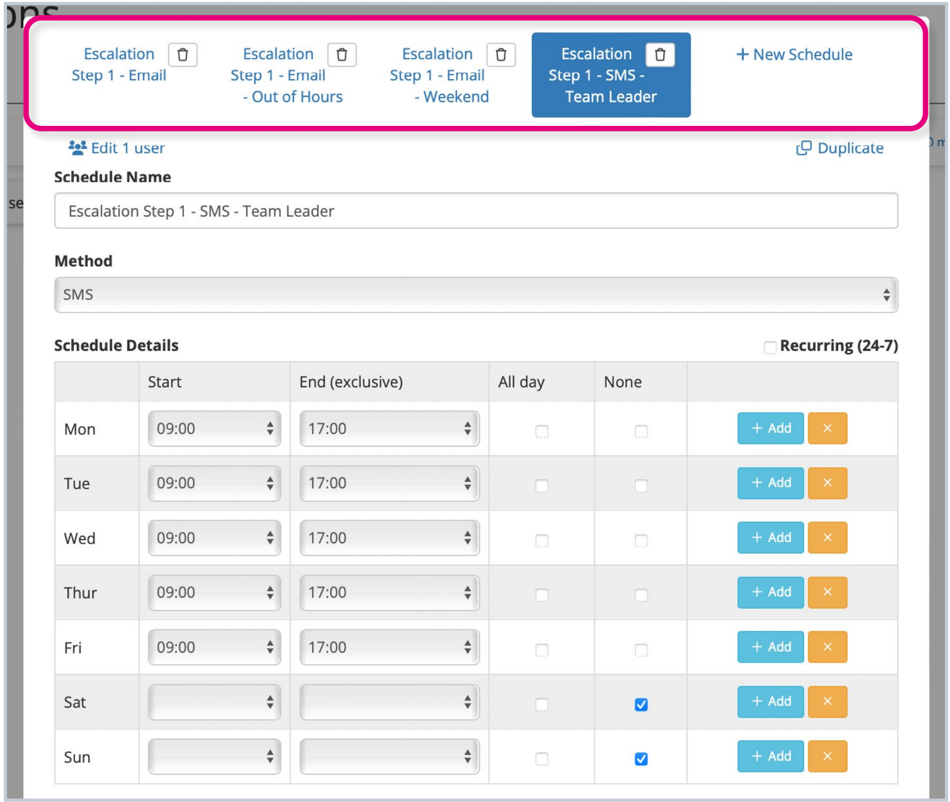
In this case, four schedules have been set up for the first step of the escalation process.

Escalation Step 1 - Email. This email alert will be sent to users who work normal office hours. They will only receive this alert during their office hours, e.g. 9am-5pm.

Escalation Step 1 - Email - Out of Hours. This email alert will be sent to users who work outside of normal office hours (i.e. a night team). They will only receive this alert during out-of-hours times, e.g. 5pm-9am.

Escalation Step 1 - Email - Weekend. This email alert will be sent to users who work at the weekends. They will only receive this alert during their office hours, e.g. 9am-5pm on Saturdays and Sundays.

Escalation Step 1 - SMS - Team Leader. This SMS alert will be sent to a specified team leader. They will only receive this alert during their office hours, e.g. 9am-5pm in this instance.

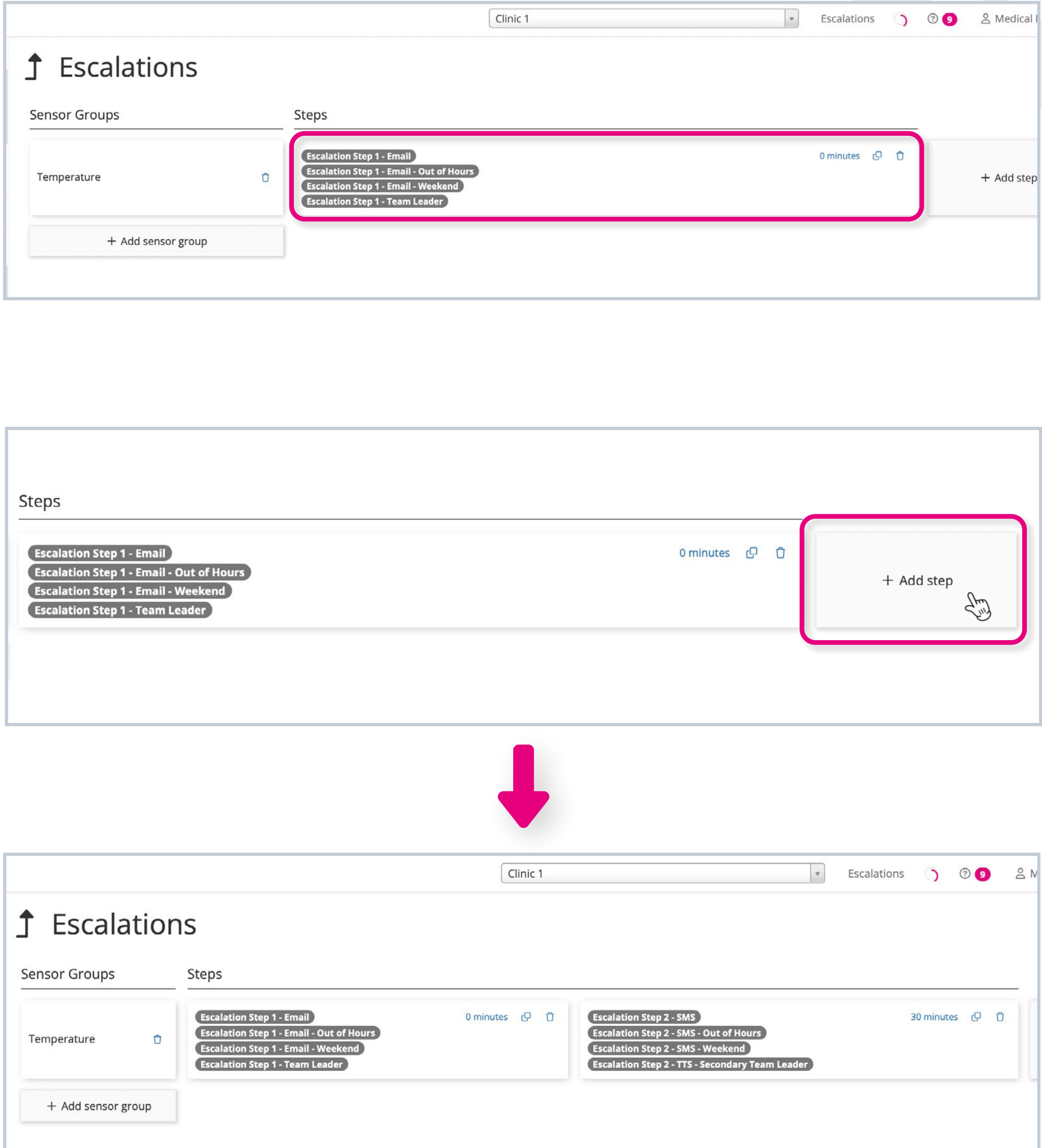


Step 12

Once you have finished adding/editing all schedules for a step and clicked ‘Save’, the **step will appear on the Escalations page** as part of the sensor group’s process flow.

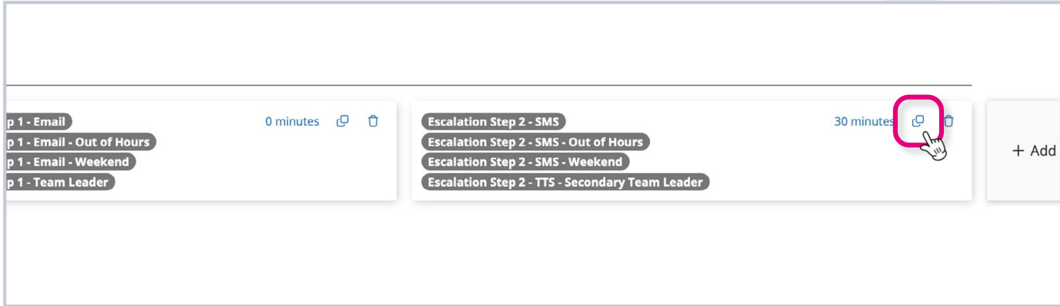
Within each step, you’ll be able to see the names of each schedule you’ve created.

To add a new step, **simply click ‘Add step’ and follow the same process** outlined in steps 7 to 11.



Step 13

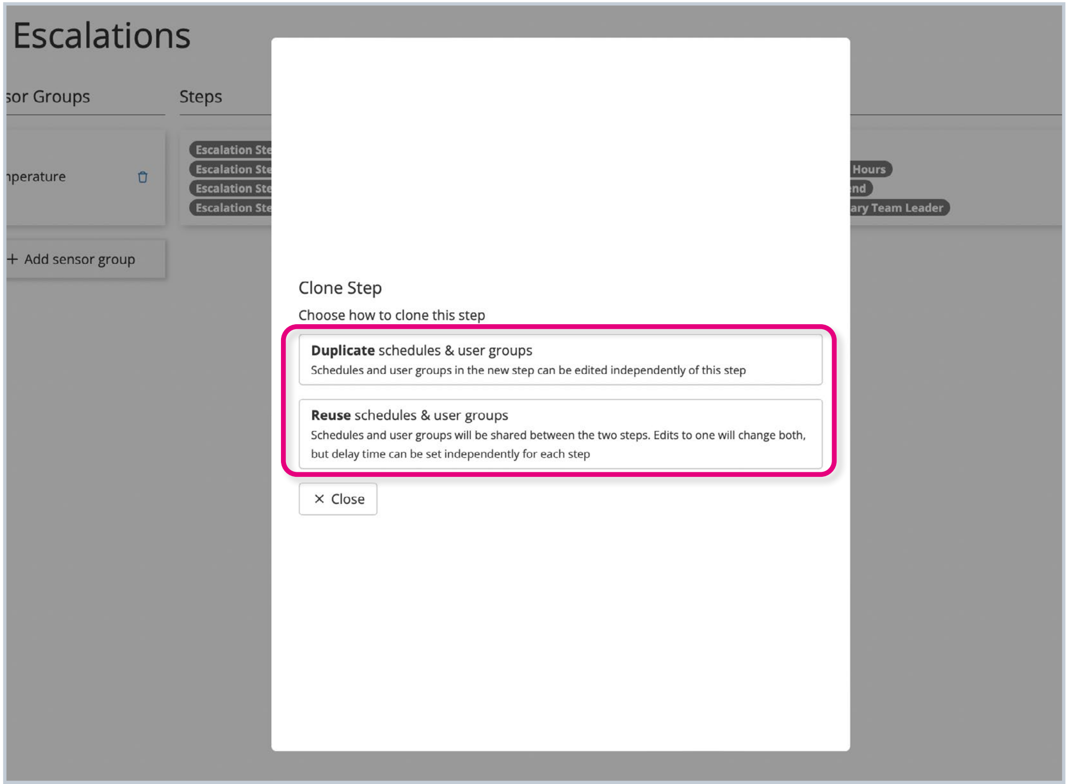
To make things easier, you can also duplicate steps. To do this, **click on the copy icon** on the step you wish to clone.



Step 14

You will see two options: ‘Duplicate’ and ‘Reuse’.

It’s **recommended that you click ‘Duplicate’ for most cases**. This will replicate everything from that step but allow you to go into user groups and edit them without it affecting the user group in the step you have copied.

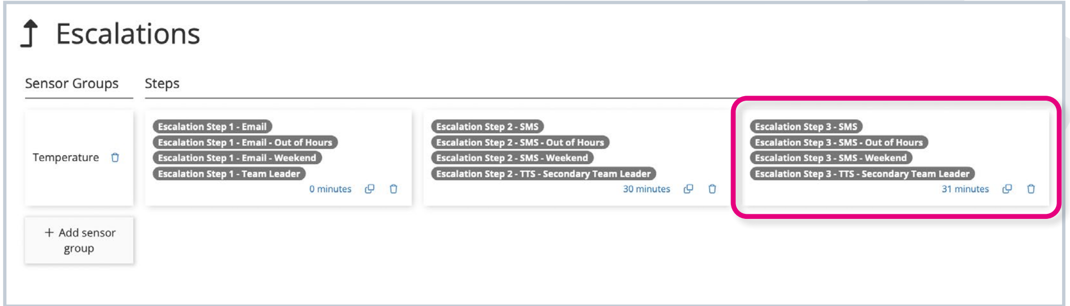


‘Reuse’ copies everything across but the user groups between each step will be linked, i.e. if you make a change to the user group in one step, it will be reflected in the other.

Step 15

Once you have duplicated the step, it will **appear as part of the escalation flow** on the Escalations page.

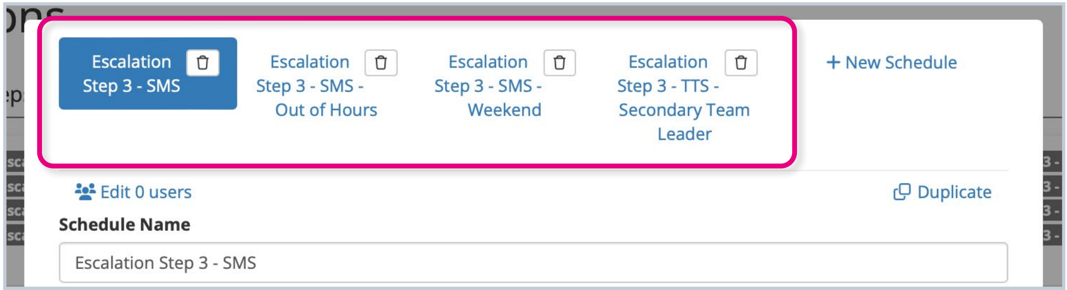
You can then go in and **make any changes necessary**, e.g. change the delay time, edit timings and user groups, add extra schedules, etc. Do this by following the same processes outlined in steps 7 to 11.



Step 16

To **edit a step at any time**, simply click on it and then **select the relevant tab** at the top of the window to edit a schedule.

To delete a step, **click the bin icon**.



If you require any additional training, please contact

help@invisible-systems.com