



Alarm Notifications

A guide to managing alarm notifications in Real-Time Online

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.

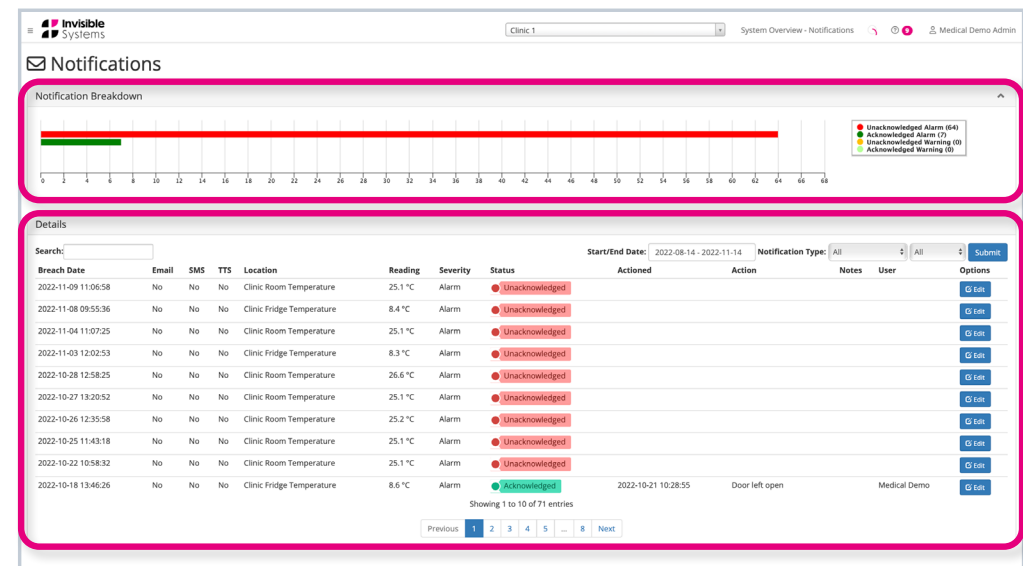
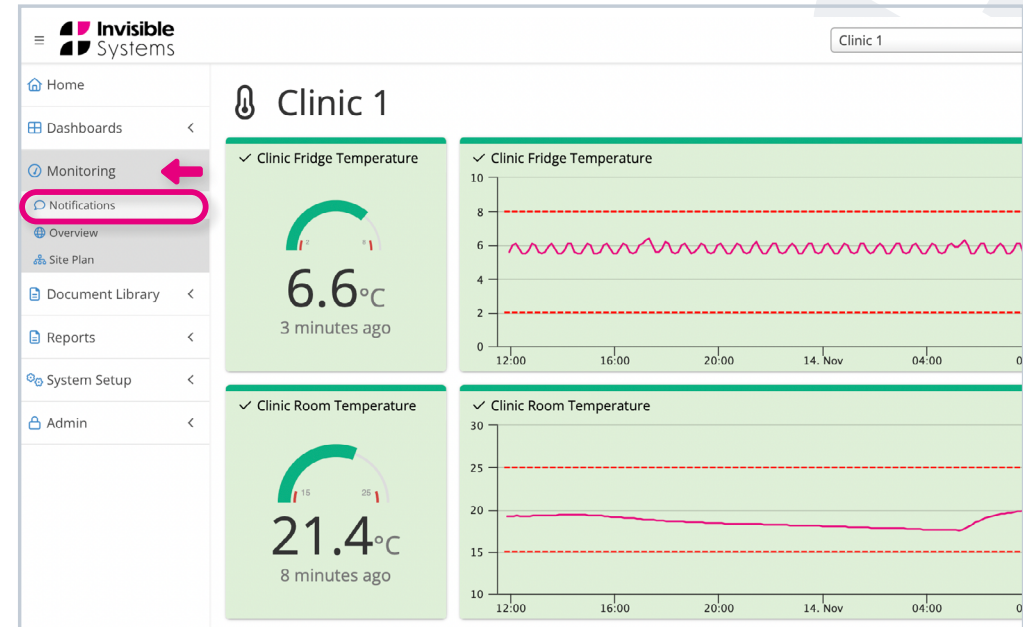
Step 1

Go to **'Monitoring'** in the side menu, then click **'Notifications'**.

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.



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**.

Search: <input type="text"/>						
Breach Date	Email	SMS	TTS	Location	Reading	Severity
2022-11-09 11:06:58	No	No	No	Clinic Room Temperature	25.1 °C	Alarm
2022-11-08 09:55:36	No	No	No	Clinic Fridge Temperature	8.4 °C	Alarm
2022-11-04 11:07:25	No	No	No	Clinic Room Temperature	25.1 °C	Alarm
2022-11-03 12:02:53	No	No	No	Clinic Fridge Temperature	8.3 °C	Alarm
2022-10-28 12:58:25	No	No	No	Clinic Room Temperature	26.6 °C	Alarm
2022-10-27 13:20:52	No	No	No	Clinic Room Temperature	25.1 °C	Alarm
2022-10-26 12:35:58	No	No	No	Clinic Room Temperature	25.2 °C	Alarm
2022-10-25 11:43:18	No	No	No	Clinic Room Temperature	25.1 °C	Alarm
2022-10-22 10:58:32	No	No	No	Clinic Room Temperature	25.1 °C	Alarm
2022-10-18 13:46:26	No	No	No	Clinic Fridge Temperature	8.6 °C	Alarm

						Start/E
SMS	TTS	Location	Reading	Severity	Status	
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged	
No	No	Clinic Fridge Temperature	8.4 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged	
No	No	Clinic Fridge Temperature	8.3 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	26.6 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	25.2 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged	
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged	
No	No	Clinic Fridge Temperature	8.6 °C	Alarm	Acknowledged	

Showing 1 to 10 of 71 entries

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.

Start/End Date:

2022-08-14 - 2022-11-14

Notification Type:

All

All

Submit

Status	Actioned	Action	Notes	User	Options
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Unacknowledged					Edit
Acknowledged	2022-10-21 10:28:55	Door left open		Medical Demo	Edit

ng 1 to 10 of 71 entries

Alarm Corrective Action

Alarm Details

Alarm ID: 11840737

Sensor: Clinic Room Temperature (9700803)

Breach Date: 2022-11-09 11:06:58

In Alarm for: 0 days : 0 hrs : 22 mins : 26 secs

Reading: 25.1 °C

Min Threshold: 15 °C

Max Threshold: 25 °C

Action

Door left open

Comments

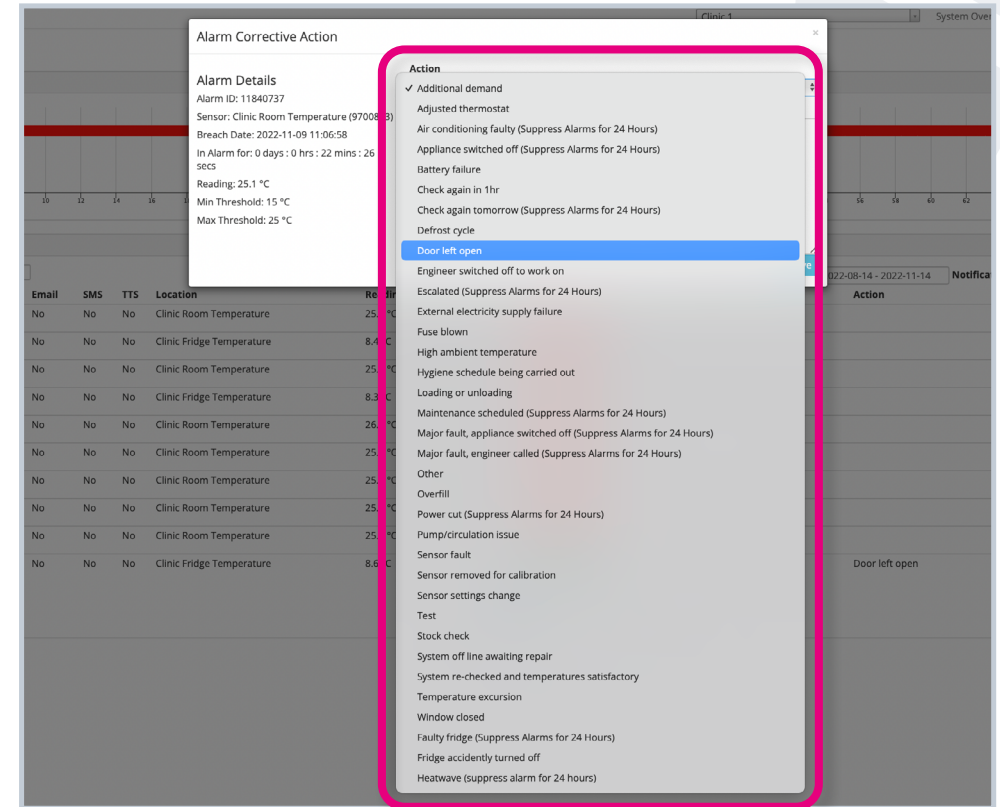
Save

SMS	TTS	Location	Reading	Severity	Status	Actioned	Action	Note
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged			
No	No	Clinic Fridge Temperature	8.4 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged			
No	No	Clinic Fridge Temperature	8.3 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	26.6 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	25.2 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged			

Step 6

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

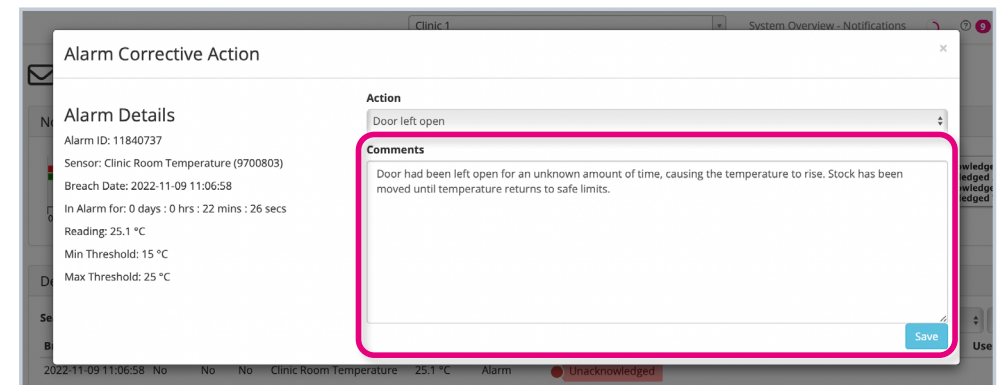
If the machine is broken and requires repair, you can choose to suppress the alarm for 24 hours by choosing a “**Suppress Alarms for 24 Hours**” option. This means that people won't receive alerts for the alarm for 24 hours, giving you time to contact a System Admin user. They can then disable the alarm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



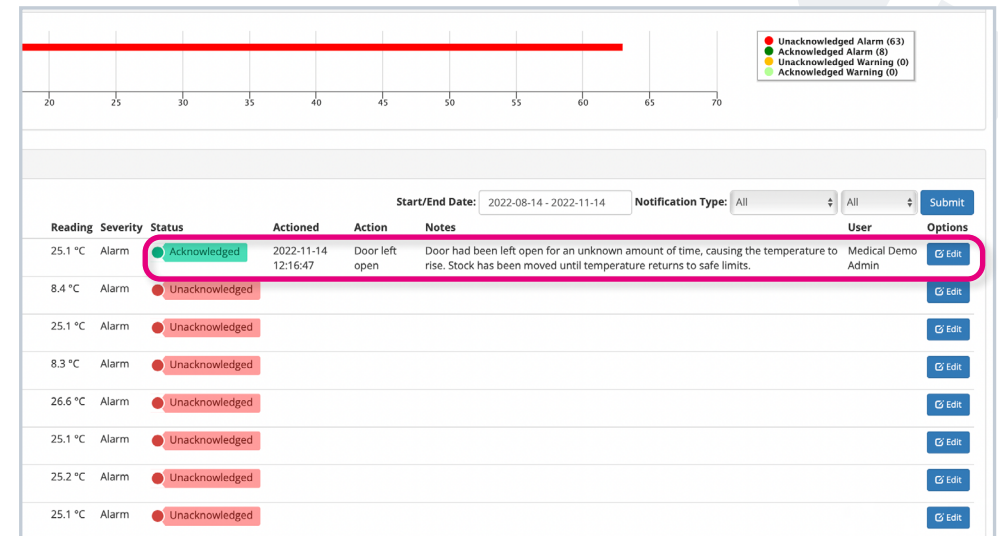
Step 8

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.

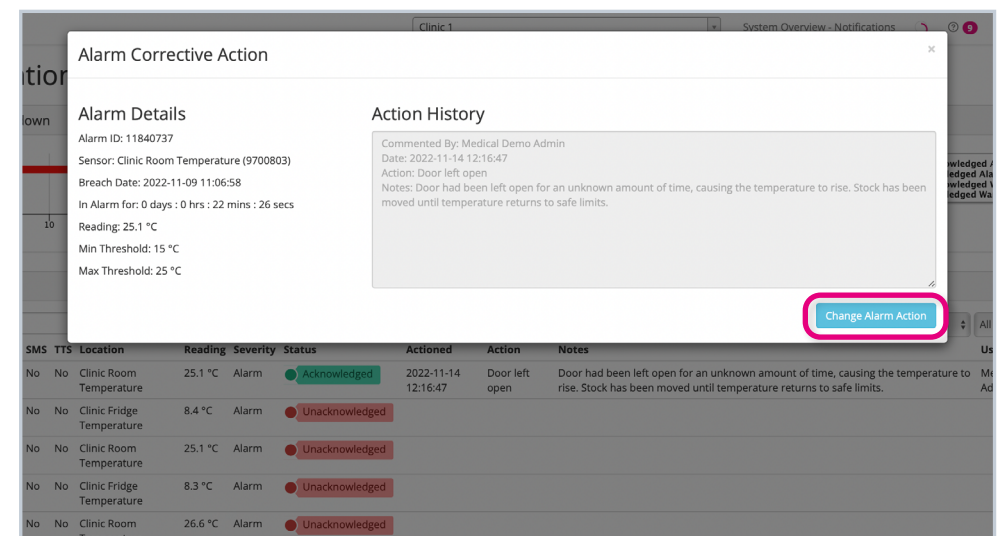


Legend:

- Unacknowledged Alarm (63)
- Acknowledged Alarm (8)
- Unacknowledged Warning (0)
- Acknowledged Warning (0)

Start/End Date: 2022-08-14 - 2022-11-14 Notification Type: All All Submit

Reading	Severity	Status	Actioned	Action	Notes	User	Options
25.1 °C	Alarm	Acknowledged	2022-11-14 12:16:47	Door left open	Door had been left open for an unknown amount of time, causing the temperature to rise. Stock has been moved until temperature returns to safe limits.	Medical Demo Admin	Edit
8.4 °C	Alarm	Unacknowledged					Edit
25.1 °C	Alarm	Unacknowledged					Edit
8.3 °C	Alarm	Unacknowledged					Edit
26.6 °C	Alarm	Unacknowledged					Edit
25.1 °C	Alarm	Unacknowledged					Edit
25.2 °C	Alarm	Unacknowledged					Edit
25.1 °C	Alarm	Unacknowledged					Edit



Alarm Corrective Action

Alarm Details

Alarm ID: 11840737

Sensor: Clinic Room Temperature (9700803)

Breach Date: 2022-11-09 11:06:58

In Alarm for: 0 days : 0 hrs : 22 mins : 26 secs

Reading: 25.1 °C

Min Threshold: 15 °C

Max Threshold: 25 °C

Action History

Commented By: Medical Demo Admin

Date: 2022-11-14 12:16:47

Action: Door left open

Notes: Door had been left open for an unknown amount of time, causing the temperature to rise. Stock has been moved until temperature returns to safe limits.

Change Alarm Action

SMS	TTS	Location	Reading	Severity	Status	Actioned	Action	Notes
No	No	Clinic Room Temperature	25.1 °C	Alarm	Acknowledged	2022-11-14 12:16:47	Door left open	Door had been left open for an unknown amount of time, causing the temperature to rise. Stock has been moved until temperature returns to safe limits.
No	No	Clinic Fridge Temperature	8.4 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	25.1 °C	Alarm	Unacknowledged			
No	No	Clinic Fridge Temperature	8.3 °C	Alarm	Unacknowledged			
No	No	Clinic Room Temperature	26.6 °C	Alarm	Unacknowledged			

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.

Details							
Search: <input type="text"/>							
Breach Date	Email	SMS	TTS	Location	Reading	Severity	
2022-11-09 11:06:58	No	No	No	Clinic Room Temperature	25.1 °C	Alarm	
2022-11-08 09:55:36	No	No	No	Clinic Fridge Temperature	8.4 °C	Alarm	
2022-11-04 11:07:25	No	No	No	Clinic Room Temperature	25.1 °C	Alarm	
2022-11-03 12:02:53	No	No	No	Clinic Fridge Temperature	8.3 °C	Alarm	
2022-10-28 12:58:25	No	No	No	Clinic Room Temperature	26.6 °C	Alarm	
2022-10-27 13:20:52	No	No	No	Clinic Room Temperature	25.1 °C	Alarm	
2022-10-26 12:35:58	No	No	No	Clinic Room Temperature	25.2 °C	Alarm	

Start/End Date: 2022-08-14 - 2022-11-14 Notification Type: All

Notes
Door had to rise. Stock

Calendar view showing dates from August 2022 to September 2022. The date 2022-09-01 is highlighted.

2022-09-01 - 2022-09-30 Cancel Apply

Notification Type: All

Unacknowledged

Alarms

Warnings

Submit

Notification Type: All

Conditions

Legionella

Submit

Options

Edit

If you require any additional training, please contact
help@invisible-systems.com

