Handling an Alarm

This document details the steps for handling an alarm.

1. Log into Operator Workstation

2. Select the Operations menu at the top of the form and then select Alarm Handling

3. Now that the alarm is on screen it is ready for processing.

4. Gather information about the alarm/account
   - The Customer ID, name and address appear in the top left corner
   - The Dealer information (if applicable) appear directly below the customer name and address
   - The alarm information, including event description, priority, date/time received, zone and zone description, appear directly below the dealer information
   - Status information, including how many alarms are waiting to be handled for this account and whether the account is fully in service or partially on test appears in the top right corner
   - Up to 30 days of activity may be viewed within in the Customer Logs on the Alarm form

5. Use the action pattern to document handling the alarm. “D” for Do.
   - Follow your standard operating procedures and/or the order of the action pattern
     - The next command to be actioned is highlighted in YELLOW
     - Commands actioned at least once are highlighted in RED
     - Commands yet to be actioned are highlighted in GREEN
   - Press your “D” key on your keyboard for the Contact action to display the Auto Dialer dialog
   - From the Auto Dialer screen, select the appropriate Call Response
   - Select Finish
   - If calling a site number or contact a Contact screen displays.
     To validate a password:
     - Select Validate, choose the given password and select Validate again
     - Review the permissions and if Can Cancel Alarm is checked, select OK
       - Enter a comment with any necessary information such as the person you spoke with and the reason for the alarm
       - Select Continue
   - If calling an authority, the Authority Contact appears after the Auto Dialer.
     - Enter the name/badge number of the authority dispatcher with whom you spoke
     - Enter the incident/reference number (if applicable) – This automatically selects the “dispatched” checkbox.
     - Enter any additional comments, if necessary
     - Select OK

Additional Notes:

- Completed alarms cannot be re-opened.
- It is possible to update the details of the alarm in the Customer Activity Log
- Alarm and Alarm Queue settings follow an operator from log out to login, workstation to workstation.

Handling an Alarm (cont.)

6. When all necessary actions are complete finish the alarm by pressing the “D” key on the keyboard for the Close Command.

7. You may suspend an alarm instead of closing it if you are waiting on a call back or additional information
   - Select Hold in the top right corner
   - Select Suspend
     - Enter the length of time to suspend the alarm.
       - Setting Hours, Minutes or Seconds will return the alarm off of suspension if the exact same event presents again to the record.
       - Setting the Suspend until time keeps that event on suspension, despite any additional activity, until that date and time.
     - In order to prevent the previously suspended alarm from presenting over top of a new, not yet managed, event, be sure to change the alarm priority to a lower priority, i.e. priority 1 to 11, 2 to 22, 3 to 33, etc.

Additional Items from Alarm Handling:

<u>Put the Account On Test</u>
Press “O” than “O” on the keyboard from within the alarm loads that customer and validation for putting the account On Test.
- Validate Password
- Unless this ONE event is the ONLY event to put On Test, select No on the Pre-fill option.
- Enter the Reason
- Select the time
- Click Save
- Return to the Alarm Form

<u>Add a Comment to the active alarm</u>
If necessary, more detail may be applied to the active alarm by adding a comment. Press the “A” key followed by the “M” key to add a comment to the activity of the active alarm.

<u>Add a Temporary Comment to the Customer Record</u>
If the customer informs of a temporary situation about their record, it is possible to quickly add a Temporary Comment from the Alarm Handling form. Press the “A” key followed by the “T” key to launch the Temporary Comment form for this customer record.
- Validate the applicable password
- Add a temporary comment
- Enter the comment details
- Set the Expiration Date
- Click Save (Or CTRL+S)
- Return to the Alarm Form