# Alarm Queue

The Alarm Queue allows an Operator to view and access alarms presented to the Manitou system. Alarms within the queue are ordered with the by priority and oldest alarm at the top. The Alarm Queue color codes based on the Manitou Options settings for the organization.

# **Display Style**

The Alarm Queue orders the alarms by the oldest and highest priority events within the list. There are three options here: Detailed, Summary by Master Customer, and Summary by Customer ID.

- **Detailed** Displays a line for each alarm in the queue.
- Summary by Master Customer groups the alarms to the highest priority, oldest alarm collapsed by the Master Customer. This includes any customers that are Main and Sub accounts or Master and Related to Master. These roll up underneath the Master customer ID but can be for differing customer records.
- Summary by Customer ID groups the alarms to the highest priority, oldest alarm, collapsed by the Customer ID. This is often the most desired for high volume operations to keep a clean and concise alarm queue.

# **Color Coding**

The Alarm Queue color codes based on the selection made within the Manitou Options form. There are two color coding options: Age-based (default) or Alarm Color.

• Age-Based (Default) colors the alarm queue by the color settings set in the Supervisor Workstation options.

Alarm Queue/Customer			Watchdog		
	Foreground	Background		Foreground	Background
Warning Level:			New Level 1:		
Danger Level::			New Level 2:		
Suspended Alarms:			Acknowledged:		
Unavailable Alarms:			Report Queue		
High Priority:			Normal:		
Zones in Alarm:			Failed:		
Disaster:			Complete:		
Serious Alarm Priority:	2		Detail Item:		
Customer Log			Maintenance Issues —		
Summary/Header:			Resolved:		
Detail Item:			Unresolved:		
Current Alarm:				Reset to D	efault Colors
Pending Alarm:					
Summary Alarm 2+:					
Pending Alarm 2+:					
On Test:					

• Event Based colors the alarm queue based on the alarm colors assigned to the events. This is used often to help clearly identify what types of alarms are in the queue.

Alarm F	Alarm Foreground Color								Alarm Background Color								

## **Alarm Aging**

As alarms age within the Alarm Queue, the alarms or indicators change colors based on the aging colors set.



Alarms age at different rates based on their settings within the individual events.

Seconds before new/viewed alarm changes to:	Seconds before actioned alarm changes to:
Warning Level 3500	Warning Level 3500
Danger Level 3600	Danger Level 3600

- Yellow (default) the alarm aged to the Warning level
- Red (default) the alarm aged to the Danger level and needs immediate attention

## **Columns, Sorting, and Filters**

Operators may adjust items in the alarm queue based on their preference.

Users may hide or enable columns as required. Certain columns are fixed, meaning that when no other optional column is selected these will still be present, while others can be added or removed from view.

#### **Fixed Columns**

- Time Posted date and time the alarm hit the queue
- **Priority** Number coordinating to the level or importance of the alarm; numbers range from 1-100, with 1 being of highest priority
- Customer Customer name
- Event Description of alarm
- Availability Shows whether or not an alarm is available for an Operator to handle
- Status Suspended, New, Deferred, or Actioned
- Suspend Time Date and time when the alarm was suspended

#### **Optional Columns**

These columns can be added to or removed from the Alarm Queue list by simply right-clicking in the column list and selecting or de-selecting (checked or unchecked).

- Alarm No Combination of the account's unique identifier within the system and alarm sequence number as it came into the queue that can be provided to authorities upon request
- Action ID Action Pattern tied to the alarm
- RLP Receiver Line Prefix assigned to account/signal; clearly separates and defines accounts
- TXID Transmitter ID; account no. of dialer/radio/GSM sending in signal
- Code Manitou Event code associated with alarm
- Event Category Assigned category; allows for management for Monitoring Groups and Disaster Mode
- P/F/M Police/Fire/Medical; Yes or No depending on whether P/F/M has been contacted
- Last Activity Time Last time an action was taken on the alarm
- Post Code Postal/Zip Code on customer record
- Customer ID Customer account number
- User Operator that last handled alarm

- Area Area presented with alarm
- **Zone** Zone presented with alarm
- Point ID Zone, or Point ID, description defining alarm location or detail
- Language Language tied to customer account
- More Act Yes or No, if additional activity on the event exists

#### Sorting

Operators may sort the alarm queue columns as needed within the Alarm Queue. Sorting is either ascending (A-Z, 1-10, or chronological order) or descending (Z-A, 10-1, or reverse chronological order) order depending on the direction of the arrow that displays when you click on a Column Header.

The Alarm Queue stays sorted by selection even when navigating away from the page. To revert back to the default sorting order, click once on the Priority column.

Column order can also be adjusted by selecting dragging and dropping individual columns. To move a column, click and hold on the Column Name and drag it to the preferred location.

#### **Filtering the Alarm Queue**

Operators may use the quick search field above the alarm queue to filter for a specific customer or event type.

Alarm Queue - 4 Ala	arms											
Monitoring Group			Quick Filters			-	Warning Level			Unavailable Alarms		
Manual Refresh	REFRESH ALARM	IHANDLING	None			-	<ul> <li>Suspe</li> </ul>	nded Alarm:	S	<ul> <li>Disaster Mode</li> </ul>		
BOLD												
Alarms	Time	✓Priority	Customer ID	Customer	Code	Event	Area	Zone	User	Availability	Status	
8	01/28/2025 17:00:02	10	12345678	Bold Group	*LC	Late-To-Close	1			Available	New	
• 10	01/28/2025 17:00:02	10	78781100	Bold Group	*LC	Late-To-Close	1			Available	New	

For more specific searching click the funnel icon.

Alarm Queue - 4 A	arms														1	C	T
Monitoring Group			Quick Filters				<ul> <li>Warni</li> </ul>	ng Level		Unavailable Ala	rms						
0 - Monitoring Group	0		None			•	🔴 Dang	er Level		High Priority							
Manual Refrest	REFRESH ALARM	1 HANDLING					<ul> <li>Suspective</li> </ul>	ended Alarm	s	<ul> <li>Disaster Mode</li> </ul>							
۵ 🗢																	
BOLD																	×
Alarms	Time	✓Priority	Customer ID	Customer	Code	Event	Агеа	Zone	User	Availability	Status	Suspend Time	RLP	TX ID	Dea	ler	
B	01/28/2025 17:00:02	10	12345678	Bold Group	*LC	Late-To-Close				Available	New				DLR	1	
• 10	01/28/2025 17:00:02	10	78781100	Bold Group	*LC	Late-To-Close	1			Available	New				DLR	11	

The Filter dialogue loads where users can filter by a plethora of options. When done, click DONE.

			Filter					
DEFAULT SORT								
Sort By (1)		So	rt By (2)		Sort By (3)			
None		▼ No	one		None			•
Reverse			Reverse		Reverse			
		_	-		_			
SELECTION CRITERIA (A	AND)							
	Priority	O	Alarm Age	O				
Postcode	0	<ul> <li>Less Inan</li> </ul>	0	<ul> <li>Less Than</li> </ul>				
		Equal To		<ul> <li>Greater Than</li> </ul>				
Customer ID		⊖ Greater Than	Authority Contacted					
			More Activity					
ADDITIONAL CRITERIA	(OR)							
Event Categories				Event Codes				
Select All   Select None				Select All   Select None				
ACCESS - Access Alarms				** - Unknown Event				
ACTIVATI - ACTIVATIONS			1	*1 - GSM Link Fail				
BURG - Burglary				*2 - GSM No Respon	se			
EMERG - Emergency				*3 - Land Line Link Fa	ail			
Alarm Type		Alarm	Status					
Select All   Select None		Select All	Select None	Dealer		Q		
New		Availabl	e					
Viewed		Suspend	ded	Branch		۹		
Actioned		Unavaila	able					
		Availabl	e-Canc	Police		۹		
							RESET	DONE

#### **Filtered Results**

When filtered, the Alarm Queue displays a Red header reading the Queue is Filtered.

Alarm Queue - 0 Alarms			B C T O								
Monitoring Group	Quick Filters	<ul> <li>Warning Level</li> <li>Unavailable Alarms</li> </ul>									
0 - Monitoring Group 0	Custom 🔻	<ul> <li>Danger Level</li> <li>High Priority</li> </ul>									
Manual Refresh REFRESH ALARM HANDLING		Suspended Alarms     Disaster Mode									
QUEUE IS FILTERED											
٩											
Alarms Time YPriority	Customer ID Customer Code Event	Area Zone User Availability Status Suspend Time RLP TX I	Dealer								

To remove the filter, click the cancel symbol.

