

Alarm Processing Shortcuts

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Certain shortcuts and quick keys pertain only to processing alarms. These shortcuts are typically one letter or a series of letters typed together.

Quick keys typically refer to a letter within the action or task item. Once a quick key is pressed, the software underlines all quick keys in the software for easy reference.

For example, typing "A" for Actions will not only reveal the drop-down menu but also underline all quick-key letters within the associated tasks.

D – Do

A – Actions Menu

- AA – Actions/Action. Reinitiates the selected completed action; i.e. redials an already contacted action.
- AH – Actions/Handling Notifications. View and acknowledge Ribbon warnings.
- AI – Actions/Ignore. Ignores the selected Action Pattern item.
- AHN – Actions/Handling Notifications/New Alarm/Signal for Customer.
- AC – Actions/Call-in. Assumes selected Action Pattern item contact is calling in with the reference to this alarm.
- AHH – Actions/Handling Notifications/Higher Priority Alarm.
- AL – Actions/View all Contacts. An alternate method to view all associated contacts for an alarm (**View All Contacts** radio button is located directly above the Action Pattern window).
- AHP – Actions/Handling Notifications/Pre-Cancel. Notifies of a Pre-cancel item for this Alarm account.
- AW – Actions/View all Call Lists. This is just like clicking the View All Call Lists radio button on the interface.
- AHD – Actions/Handling Notifications/Concurrent Alarm Handlers. Notifies the Operator that others are working on the same account.
- AP – Actions/Validate Password. Validates passwords related to the alarm account.
- AHU – Actions/Handling Notifications/UL Account.
- AO or P – Actions/Action Pattern or Action Pattern. Loads and brings focus to the Action Pattern.
- AHL – Actions/Handling Notifications/Contact List Comments. Displays comments tied to that record.
- AM – Actions/Add Comment. Adds a comment to the loaded alarm activity.
- AHG – Actions/Handling Notifications/Group/Class Codes. Displays the class code details, if Alert User is enabled.
- AT – Actions/Add Temporary Comment. Loads the Comments form for the customer on the alarm.
- AHA – Actions/Handling Notifications/Alarm Suspension Expired.
- AS – Actions/Add Temporary Schedule. Loads the Schedule form for the customer on the alarm.

- AHM – Actions/Handling Notifications/Maintenance Issues.
- AR – Actions/Reverse. This executes applicable Reverse commands.
- AHE – Actions/Handling Notifications/Media Clip Available. Could contain video or audio.
- AF – Actions/Confirm Alarm. Verifies event is a true alarm.
- AHV – Actions/Handling Notifications/Map Location Available.
- AN – Actions/Audio Commands. Takes the user to Audio specific items.
- AHC – Actions/Handling Notifications/Call Session. Notification of call that links to the loaded alarm.
- AV – Actions/View Customer. Loads the customer listed on the alarm.
- AHS – Actions/Handling Notifications/Call Session Adopted.
- AE – Actions/Edit Customer. Loads the customer listed on the alarm and places it into edit mode through password validation.
- AHR – Actions/Handling Notifications/PSAP Authority.

O – Operations Menu

- OO – Operations/On Test.
- OT – Operations/Tracking.
- OP – Operations/Paged Contacts. Loads the list of accounts recently contacted through pager or messages left.
- OA – Operations/Alarm Handling Options. Loads the Alarm Handling options form for enabling/disabling Auto-get.
- OC – Operations/Pre-Cancel. Loads the Pre-Cancel form.
- OH – Operations/Pause Alarm Handling.
- OR – Operations/Review Pre-Cancel. Loads the Pre-Cancel record pertaining to the loaded alarm.

H – Hold Menu

- HD – Hold/Defer. Throws the alarm back into the alarm queue.
- HS – Hold/Suspend. Places the alarm event on hold for a prescribed period of time.
- HA – Hold/Defer to Auto-Client. Gives the alarm to the Auto-Client for completion of non-human interaction required Action Pattern items. (Emails, Pages, Faxes, and so on)

F – Finish Menu

- FS – Finish/Close. Closes the alarm if all Action Pattern commands are satisfied.
- FO – Finish/Operator Cancel. Requires data entry of the Operator's password to close the alarm.
- FC – Finish/Customer Cancel. Requires a customer password to close the alarm.