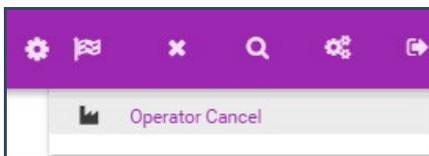


Operator Cancel from Queue

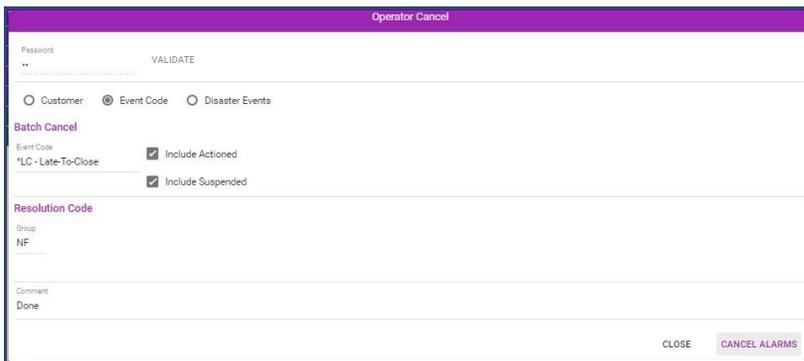
Last Modified on 10/30/2023 5:37 pm EDT

When the alarm queue has a large number of alarms that require clearing, with permission to do so, it is possible to clear them all at one time based on their event code, customer, or disaster status. This article steps through the canceling of alarms by Event Code.

1. Load the Alarm Queue.
2. Single click on the left-hand side of the alarm queue next to the desired event code so the right arrow points to that event code.
3. Click Finish then Operator Cancel (Or press F then O on your keyboard).



4. Type your operator password then press Enter.
5. Enter your reason for canceling the alarm.
6. Select the Event Code radio button.
7. If necessary, tick the Include Actioned and Include Suspended check boxes.
8. Enter a resolution code.

A screenshot of the "Operator Cancel" dialog box. The title bar is purple and says "Operator Cancel". The main area is white and contains the following fields:

- Password: A text field with a "VALIDATE" button to its right.
- Radio buttons: "Customer", "Event Code" (selected), and "Disaster Events".
- Section: "Batch Cancel"
- Event Code: A text field containing "*LC - Late-To-Close".
- Checkboxes: "Include Actioned" and "Include Suspended", both checked.
- Section: "Resolution Code"
- Group: A text field containing "NF".
- Comment: A text field containing "Done".
- Buttons: "CLOSE" and "CANCEL ALARMS" at the bottom right.

9. Select Cancel Alarms

If you are not an active alarm handler you are prompted to become one in order to cancel the alarms.

Additional Information:

- Operator Cancel from Queue is only available with specific permission.
- Events with priority 4, 3, 2, or 1, may not be canceled from the alarm queue ever.

- The Signal Handler clears all the alarms currently active in the alarm queue of the Event Code selected with that resolution code and comment.