

# Receiving Alarms

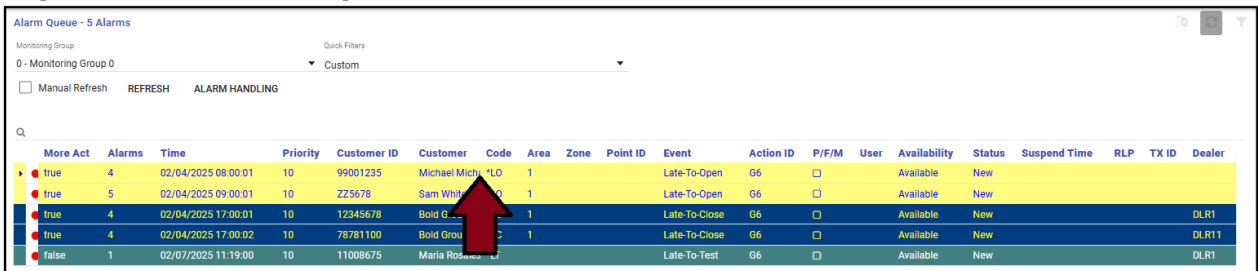
Within Manitou, Alarm Processing begins with **Receiving** alarms. Alarm Operators receive alarms in one of three ways:

1. "Cherry-picking" from the Alarm Queue - Alarm operators click the Alarm within the alarm queue to process.
2. **Auto-get** - Alarms are directly delivered to the operator by the Signal Handler.
3. **Manual** - Alarms are offered to the operator as an available alarm by the Signal Handler.

## Cherry-picking

This is not recommended as alarms are tracked to operators and users may accidentally double-dispatch or make redundant calls to the site.

1. Load the Alarm Queue.
2. Single-click the Alarm to manage.



Alarm Queue - 5 Alarms

Monitoring Group: 0 - Monitoring Group 0

Quick Filters: Custom

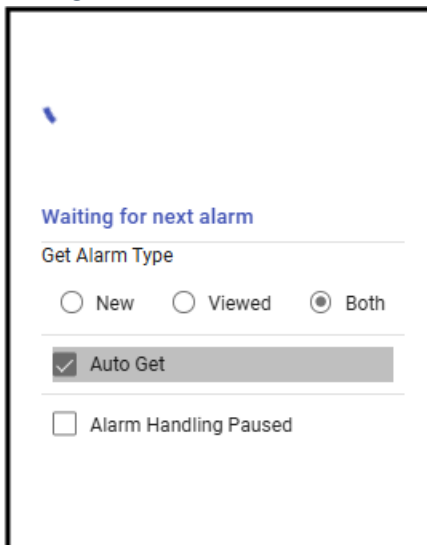
Manual Refresh    REFRESH    ALARM HANDLING

More Act	Alarms	Time	Priority	Customer ID	Customer	Code	Area	Zone	Point ID	Event	Action ID	P/F/M	User	Availability	Status	Suspend Time	RLP	TX ID	Dealer
<input type="checkbox"/>	true	4	02/04/2025 08:00:01	10	99001235	Michael Mich	'LO	1		Late-To-Open	G6	<input type="checkbox"/>		Available	New				
<input type="checkbox"/>	true	5	02/04/2025 09:00:01	10	225678	Sam Whit		1		Late-To-Open	G6	<input type="checkbox"/>		Available	New				
<input type="checkbox"/>	true	4	02/04/2025 17:00:01	10	12345678	Bold G		1		Late-To-Close	G6	<input type="checkbox"/>		Available	New				DLR1
<input type="checkbox"/>	true	4	02/04/2025 17:00:02	10	78781100	Bold Grou		1		Late-To-Close	G6	<input type="checkbox"/>		Available	New				DLR1
<input type="checkbox"/>	false	1	02/07/2025 11:19:00	10	11008675	Maria Rose				Late-To-Test	G6	<input type="checkbox"/>		Available	New				DLR1

## Auto-Get

This is the recommended delivery method for large or multi-site alarm operations.

The Signal Handler delivers the oldest, highest-priority, event to the most available operator.



Waiting for next alarm

Get Alarm Type

New     Viewed     Both

Auto Get

Alarm Handling Paused

Manitou's Signal Handler "load balances" the delivery of alarms based on the time other operator logged into Manitou

and number of alarms received.

# Manual

The alarm operator enters the Alarm Handling form, and when there is an alarm available, all available operators receive notice of the alarm's availability. The first operator to accept the alarm receives the alarm to manage.

