

# Manage Alarms

Last Modified on 02/25/2022 5:59 pm EST

When Connect sends a Dispatch alarm for the operational zone you're currently working in, it'll appear in the **Alarms** panel with a **Received** status. Audio and toast pop-ups (i.e., notifications when an alarm or alert feature goes off) are enabled in the [Notifications](#) settings by default. Once an alarm is received you can:

- **Acknowledge** - Confirm receipt of the alarm.
- **Escalate** - Create a new dispatch with the Connect template for the alarm type or add the alarm details to an active dispatch.
- **Close** - Stop the alarm and remove it from the panel.
- **Comment** - Open the conversation related to the alarm and see the currently logged in user. By default, the user to create the alarm in the Handled By (Initiated By Person) is automatically added in the template.
- **Reset Alarms** - If your administrator has created a visual alert (i.e., an alert that defines how long an alarm can remain in its current state), resetting the alarm will move the counter back to 0:00:00.

## To manage alarms:

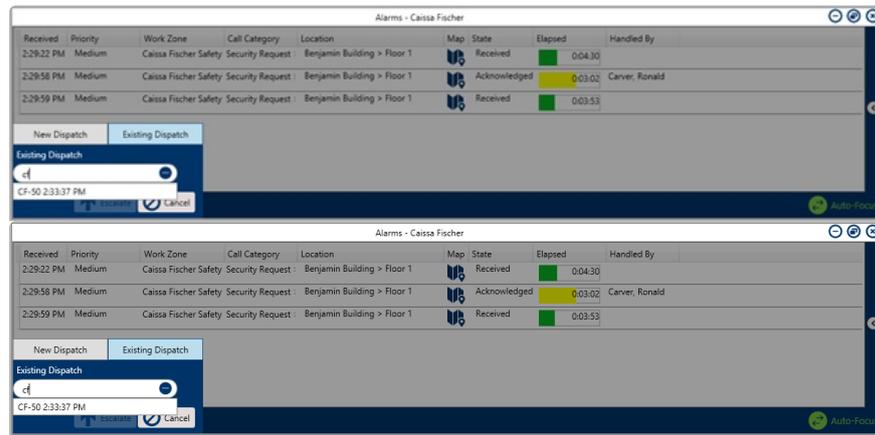
1. Click **Alarms** in the ribbon to open the **Alarms** panel.

Received	Priority	Work Zone	Call Category	Location	Map	State	Elapsed	Handled By
2:29:22 PM	Medium	Caissa Fischer Safety	Security Request	Benjamin Building > Floor 1		Received	0:01:37	
2:29:58 PM	Medium	Caissa Fischer Safety	Security Request	Benjamin Building > Floor 1		Acknowledged	0:00:09	Carver, Ronald
2:29:59 PM	Medium	Caissa Fischer Safety	Security Request	Benjamin Building > Floor 1		Received	0:01:00	

The Alarms panel.

2. To acknowledge an alarm, select it, then click **Acknowledge** in the panel, or right-click the alarm, then click **Acknowledge**.
3. To escalate an alarm:
  - a. Select the alarm, click **Escalate** in the panel, OR right-click the alarm, then click **Escalate**.
  - b. To create a new dispatch using the alarm template, ensure the **New Dispatch** tab is selected, then click **Escalate**.
  - c. To add alarm details to an existing active dispatch, click the **Existing Dispatch** tab, enter

the associated dispatch number, then click **Escalate**.



*Escalating an alarm to an existing dispatch.*

4. To close an alarm from its details:

- a. Click **Close** in the panel, OR right-click the alarm, then click **Close**.
- b. Enter any details about the alarm's closure in the **Notes** field.
- c. Click **Close**.

5. To join the alarm-related conversation, click **Comment** in the panel, OR right-click the alarm, then click **Comment** to open it in a new panel.

6. To reset the alarm alert timer to 0:00:00, click **Reset Alert** in the panel, OR right-click the alarm, then click **Reset Alert**.