ALARM MANAGER

ioLiving

IOLIVING ALARM MANAGER

With ioLiving alarm manager, administrative user can select recipients for different alarm notifications.

REQUIREMENTS FOR USING THE ALARM MANAGER

Requirement 1: The alarm manager requires an active ioLiving license in the administrative user (company) account.

Requirement 2: The basic user must have an active ioLiving account. The account creating is guided in https://www.ioliving.com/en/support/ and "Setting up the service". The basic user accounts must not have any data collectors activated.

The basic user must set the alarm email and phone number on the service as follows:
- ➔ Account
- ➔ Personal settings
- ➔ Alarm email
- ➔ Alarm phone number

Requirement 3: The administrative user must add basic users to the company members as follows:
- ➔ Account
- ➔ License
- ➔ Company members
- ➔ Add a new member
  The basic user can be removed from the company's member list and alarm manager by selecting "X".

MANAGING THE ALARMS

The administrative user selects how (SMS or email) and for whom the alarm notification will be submitted.

There are three different categories of alarms in the service:
1. Alarm when measurement value has exceeded the limit.
2. Alarm when gateway is disconnected.
3. Alarm when data collector device is offline.

The administrative user defines the alarm assignments in the alarm manager menu:
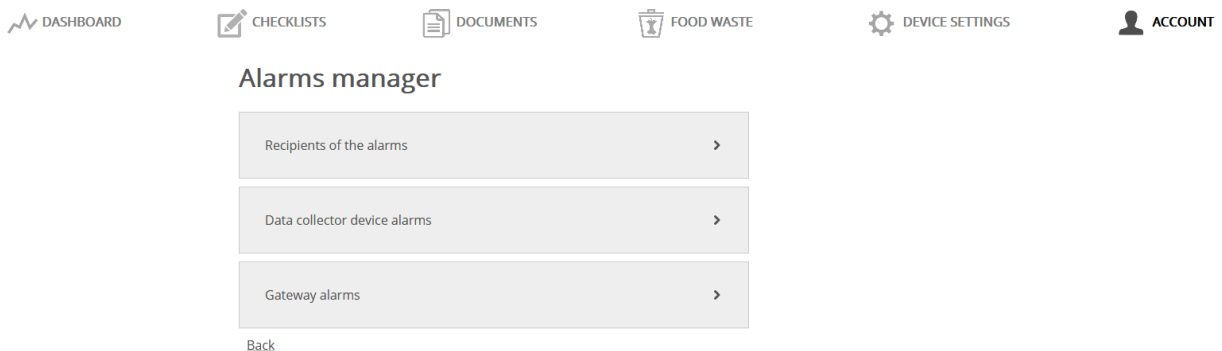
- ➔ Account
- ➔ Alarms manager

Figure 1. Alarms manager menu.

In the alarms manager menu the administrative user sees all users added to the company member list by selecting "Recipients of the alarms". Users' phone numbers and email addresses are shown here, if the user has added them into the account. If the user hasn't added them, n/a appears, and those ticks are not selectable. The administrative user may select which alarm notification will be sent to which user's email and/or SMS. It is possible to select several recipients for each alarm notification.

Figure 2. Recipients of the alarm menu.

In the "Data collector device alarms" menu, the administrative user selects which data collector devices will alarm, if they have not transmitted any measurements for last 4 hours.

Figure 3. Data collector device alarms menu.

In the "Gateway alarms" menu, the administrative user selects which gateway devices will alarm, if they have not made any connections to the server for last 3 hours.

Gateway alarms

Alarm if gateway has been disconnected from service for more than 3 hours.

Gateway devices	Disconnected
2241114870	☑

Back

Figure 4. Gateway alarms menu.

Data collector's alarm limits are defined in the device settings:
➔ Device settings
➔ Select the device from the list
➔ Set the wanted alarm limits
In the alarm limits settings, it is also possible to select timed alarm and delayed alarm.

The basic user can acknowledge and reset alarms and add a comment in the alarm on the service.