

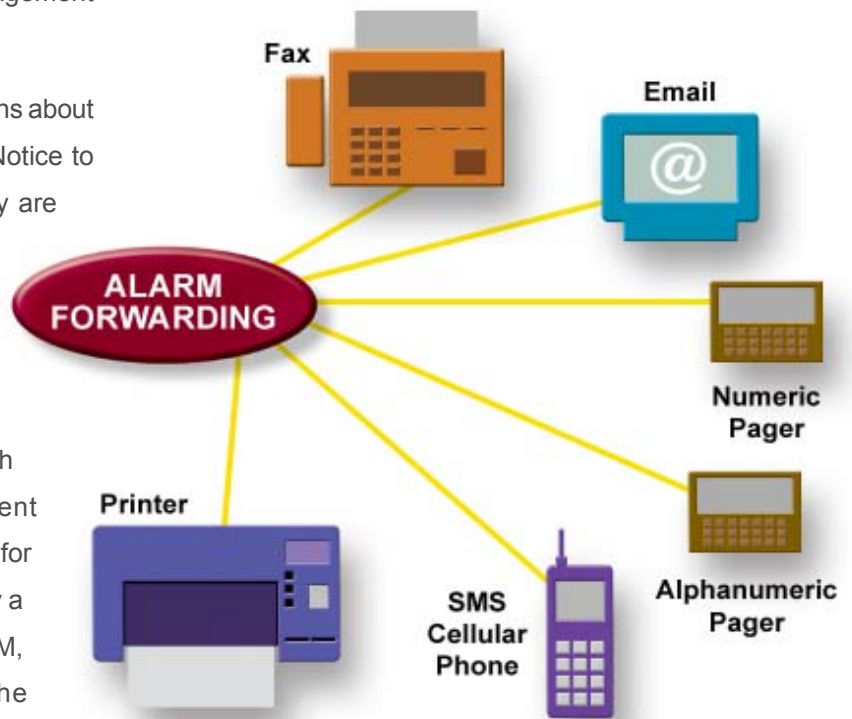
Save time and money with Alarm Forwarding.

Receiving alarms from remote locations is an important feature of IRISnGEN, however, getting those alarms to the proper personnel is essential. Enhancing IRISnGEN with the Alarm Forwarding module allows you to automatically or manually forward any alarm using a variety of different methods. Alarm Forwarding saves time and money by permitting action before an alarm becomes a crisis.

Alarm forwarding device options include printers, e-mail, fax, numeric and alpha-numeric pager, or short message service (SMS) for mobile phones. Send a message to your Digital PCS phone, Personal Interactive Communicator and after-hours email. In conjunction with the Generic Output module of IRISnGEN, back office or legacy systems can receive alarms for processing, or merging with other management data.

Forwarded alarms can inform maintenance technicians about a fault or advise managers of a critical situation. Notice to customers of active problems happens before they are aware that they exist. This increases efficiency and improves customer satisfaction.

IRISnGEN can forward alarms based on many factors including but not limited to severity, hierarchy, time of day, customer, site or host device. Each customer, site or host device can have different combinations of delivery methods and destinations for forwarded alarms. Alarm forwarding is controlled by a schedule, such as between the hours of 5PM and 8AM, thus ensuring proper alarm distribution to the appropriate personnel even if the system is unattended. Every forwarded alarm is tracked in the individual history for the alarm.



Alarm Forwarding Configuration

- **CRITICAL SERVICE CUSTOMERS** – For critical customers that require special treatment, alarms can be directed to a special customer service representative to ensure the situation is handled properly. Alarm Forwarding can also help keep your customer informed of your actions on their behalf.
- **USER-DEFINED MESSAGING** – The message content that is sent to a remote reporting device can be customized to accommodate devices with limited display or storage capability, such as beepers or SMS cell phones.
- **“ASLEEP AT THE SWITCH “ PROTECTION** –What if there is no response to an alarm due to some unforeseen reason? If a technician or operator does not acknowledge an alarm within a certain amount of time, it can be forwarded to a supervisor for immediate action.
- **UNMANNED OPERATION** – For a system that is not manned 24-hours a day, you can have Alarm Forwarding report the alarm immediately to both the person on call and even a back-up person on call. It's easily configured.
- **FULL TRACKING** – Every alarm forwarded by Alarm Forwarding is tracked in the history of the alarm within IRISnGEN. Standard reporting parameters let you see all of the alarms that are forwarded.



Ideas that .
Communicate



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