



# IRISnGEN Alarm Forwarding

## 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 automatic or manual forwarding of any alarm using a variety of different methods. Alarm Forwarding saves time and money by permitting action before an alarm is a crisis.

Alarm forwarding device methods include printer, e-mail, fax, numeric and alpha-numeric pager, short message service (SMS) for mobile phones, or SNMP Trap. Send a message to a Digital PCS phone, Personal Interactive Communicator, after hours email, and third party NMS. In conjunction with the IRISnGEN Dynamic Alarm Reporting Tool (DART), 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. Customers are notified of active or corrected problems before they unexpectedly encounter an issue. 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.

- **Critical service customers** — For critical service customers requiring special treatment, alarms are directed to a specialized customer service representative to ensure the situation is handled properly. Alarm Forwarding can also help keep customers informed of all reported actions.
- **User-defined messaging** — The message content that is sent to a remote reporting device is customized to accommodate devices with limited display or storage capability, such as beepers or SMS cell phones.
- **“Asleep at the switch” Protection** — If a technician or operator does not acknowledge an alarm within a certain amount of time, it is forwarded to a supervisor for immediate action.
- **Unmanned operation** — For a system that is not manned 24-hours a day, Alarm Forwarding reports selected alarms immediately to both the person on call and/or a back-up person on call.
- **Full tracking** — Every alarm transmitted by Alarm Forwarding is tracked in the history of the alarm within IRISnGEN. Standard reporting parameters provide detail of all alarms that are forwarded.

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### Alarm Forwarding Configuration

MedTel Services, LLC,  
2511 Corporate Way, Palmetto, FL 34221-8478  
941.753.5000, 800.434.8358 [www.medtelservices.com](http://www.medtelservices.com)

