SmartScan™
Advanced Monitoring Solutions

Alerts Delivered Your Way

Alerts in SmartScan can be sent by email, text message, pager, or voice telephone. Administrators can define exactly what an alert message will contain by creating a simple template for each Group. This is done by accessing the Group settings and creating the templates as shown below. When a user account is created, an alert delivery Escalation Level is assigned to the User by the Administrator. This establishes the position of the User in the alert delivery call tree.

A Escalation Timeout (min.) `10`

B Resend Timeout (min.) `30`

Normal Message Template `A %A has been detected at %N in %L. The current %P is %V %U. Detected at %T.`

Uncorrected Message Template `A %A has been detected at %N in %L. The current %P is %V %U. Detected at %T.`

C Escalation Level `Third Called ▼`

Work Contact `(800) 555-5555; support@smartscanmonitoring.com; 8422523282@verizon.com`

Non-Work Contact `(843) 521-9897`

Real-time data can be included in alert messages by inserting "escapes" (% and the proper code) in the message templates →

%N = name of the sensor/instrument
%V = current measurement value
%U = units of measure
%G = group name
%L = sensor's location or device name
%S = Sensor's type
%P = sensor's parameter string
%A = alert type (alarm, warning, error, normal)
%T = time since alarm or alert was detected
%E = error string (alerts)

A ESCALATION TIMEOUT

B RESEND TIMEOUT

C ESCALATION LEVEL

Initial message with embedded real-time information that was automatically inserted

1. To Sue and Jim
2. To Mike (Acknowledged)
3. To Harold and James
4. To Frank

Mike's Acknowledgement temporarily stops the calling

INITIAL MESSAGE:
"A high alarm has been detected at 2R12 in Blood Bank. The current value is 6 C."

If the alarm condition is corrected by the Resend Timeout, calling resumes.

The process continues until the alarm condition is corrected

RESEND MESSAGE:
"The high alarm at 2R12 in Blood Bank has remained uncorrected for 25 minutes. The current value is 9 C."

Subsequent messages may be worded more strongly