

# Alarms: Acknowledging and Closing Alarms on Site L device in SmartView

1

Identify an alarm has occurred by:

- A) Receiving an email/text Alert
- B) Seeing an X on the Digital Data Logger Display
- C) Hearing the audible alarm

2

Login to SmartView using the Virtual Gateway.

From the menu on the left, select **Monitoring**, and then **Locations**.

Monitoring


Dashboard

Locations



You will be immediately brought to your Location(s). If you do **not** see a location tied to your name, please contact the Quality Assurance Team at [immQA@mass.gov](mailto:immQA@mass.gov).

3

Under Sectors, Select the **Sector** ( Sectors are your Fridges and Freezers) you would like to review. It will have a red triangle symbol  if there is an alarm that needs to be addressed.

A) You will be taken to the details tab.

B) Select the **Alarms** tab.

Details Graph Statistics **Alarms** Audit Trail TC

C) Select the alarms you want to acknowledge by clicking the checkbox. Confirm the action and the alarms will change from active to acknowledged but still open.

D) Similar process must be performed for alarms you wish to close.



Active Alarm



Acknowledged and OPEN Alarm



Closed Alarm

4

You have successfully closed your active alarms in SmartView. The device will resume tracking against programmed alarm limits.

5

At the device, pressing the button on the display will only silence the alarm for one SmartView communication cycle. (1 hour)

\* If the alarm is not acknowledged (root cause and action of what happened entered) and closed in SmartView, the device will revert to the audio alarming state after the silence window is up.

**You must close alarms in SmartView to permanently silence the device.**

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6

Out-of-range temperatures associated with the alarm need to be reviewed and addressed in SmartView.

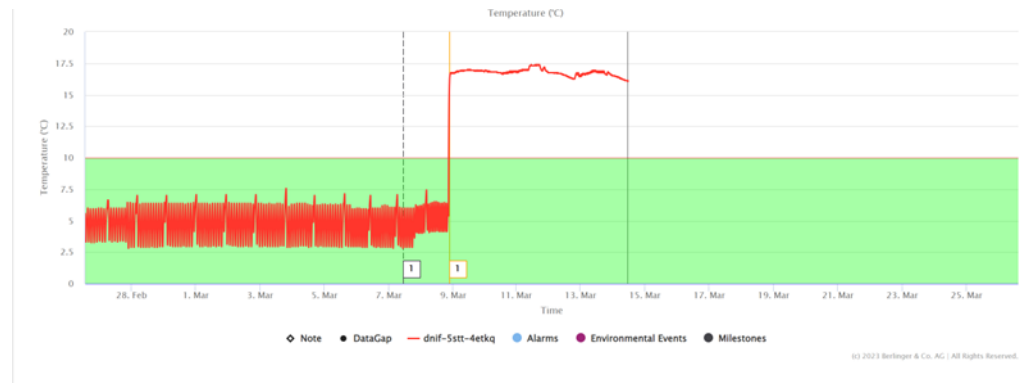
A) All out of range temperatures, including those that do not alarm and those that alarm, must be addressed according to the *Temp X Form* procedures as it is established in the *MDPH Guidelines to Compliance*.

B) In your sector, select Graph.

Details **Graph** Statistics Alarms Audit Trail TC

C) To view the duration of the temperature excursion, set the period of time back to the last Milestone to view temperatures since the last time temperatures were acknowledged.

D) Investigate the graph for any peaks outside the green area. The green area shows you in range temperatures. See example below:



E) Select the spike on the graph to add a note and provide details on what occurred which is required to close the Alarm in SmartView.

F) Follow established guidelines to address the temperature out of range. All out of range temperatures, including those that do not alarm and those that alarm, must be addressed according to the *Temp X Form* procedures as it is established in the *MDPH Guidelines for Compliance*.