

Alarm plans

In the *Alarm Plan* tab, the behavior of the alarms can be configured in detail. To create a new alarm plan, click the Add button in the top right corner and type a name for the new alarm plan in the field labeled Alarm Plan name. To edit an existing alarm plan, choose it from the drop-down list labeled Choose.... The selected alarm plan can be renamed or deleted by clicking the respective button in the top right corner.

Clicking the Standard button will reset all settings to default.

General settings

Alarm Triggers Receivers Groups **Alarm Plans** Messages Reports

Alarm Plans ProfAlarm

Fire Alarm + Add Rename Delete

General

Receivers Group: Manchester office

Distribution: Top-Down

Number of repeats: 3

Repetition gap: 2 Seconds

Wait announcement: en_firealarm_wait.wav

Announcement for waiting times.

Send alarm report to e-mail

E-mail: scott.marshall@example.com

Multicast

Receivers Group

The group of agents that will be informed when the alarm triggers. Receivers groups are configured in the [corresponding tab](#).

Distribution

Select in which manner the receivers will be alarmed.

- Parallel: All receivers will be alarmed simultaneously.
- Top-Down: Receivers will be alarmed one after another in the order they appear in the receivers group's list.
- Round-Robin: Same as *Top-Down*, but once the last receiver in the list has been alarmed, the first receiver is alarmed again.

If *Top-Down* or *Round-Robin* is set, an ongoing alarm will be stopped if one of the following cases occur:

- A confirmation is received (see [Confirmation settings](#)).
- The global time limit of 180 seconds is reached.
- The alarm is stopped manually.

Number of repeats

The number of times all receivers will receive the alarm. If the value is set to 0, then the alarm will be repeated indefinitely.

Repetition gap

Set in seconds. The time ProfACD will wait before repeating the alarm.

Wait announcement

The announcement that is played to the caller during waiting times (see Direct calls).

Send alarm report to e?mail

If checked, a report on the alarm will be sent to the address entered in the E?mail field.

Multicast settings

This setting only applies to receivers whose alarming type is set to either Cisco Phone Voice or Cisco Phone Voice+Text.

E-mail:

Multicast

Speaker volume:

Volume setting in percentage for multicast streams.
Values are in the range 0-100.

Direct calls

The option Speaker volume sets the sound volume with which multicast announcements are played on receiving devices. It is set in percent, with 100 being the phone speaker's full volume.

Direct call settings

These settings only apply to receivers whose alarming type is set to Direct call.

values are in the range 0-100.

Direct calls

Max. ringing time:

Maximum ringing time in seconds for a direct call.

Waiting time for direct calls:

Time in seconds to wait for connect of direct calls.
Only used on parallel distribution with passthrough announcement.
Values are in the range 0-10.

Confirmation

Max. ringing time

Set in seconds. Defines how long a receiver's phone will ring before the call is cancelled.

Waiting time for direct calls

Set in seconds. Defines how long ProfAlarm waits for the receiver to accept the call. Once the waiting time

is exceeded, no further direct calls are made and ProfAlarm will continue the alarming procedure for receivers of text message and multicast alarms, releasing the live announcement.

This option is only active if the Distribution option is set to *Parallel* (see [General settings](#)) and the alarm trigger's Announcement option is checked (see [Alarm triggers](#)).

Confirmation settings

Checking the option Confirmation will prompt receivers to confirm that they were informed of the alarm. If the Distribution option is set to *Parallel*, the confirmation can be made by multiple receivers; if set to *Top-Down* or *Round-Robin*, the alarm is terminated as soon as a single alarm message is confirmed.

Depending on the alarm type set for the receiver, the confirmation is made with a soft key on the Cisco phone, or by pressing a key on the telephone.

values are in the range 0-10.

Confirmation

Confirmation

Confirmation waiting time:
Time in seconds to wait for alarm confirmation.

Confirmation announcement:
Confirmation announcement if call is connected.

Confirmation key:
DTMF key for alarm confirmation.

Volume monitoring

Basethrough listen time:

The confirmation feature is not available to receivers whose alarming type is set to *Cisco Phone Voice*.

Confirmation waiting time	Set in seconds. Defines how long Callisto will wait for recipients to confirm an alarm.
Confirmation announcement*	The audio file played to receivers when they're prompted to confirm the alarm.
Confirmation key*	Sets which phone key receivers have to press to confirm the alarm.

*These options only apply to receivers whose alarming type is set to *Direct call*.

Volume monitoring

Volume monitoring

Passthrough listen time:

Listening time in seconds if volume trigger and passthrough are configured.
Values are in the range 0-30.

The option Passthrough listen time is only active if the alarm trigger's Announcement option is activated (see [Alarm triggers](#)). Set in seconds, this option sets the time during which the receivers are to listen to an active alarm's announcement.