

Alerts and Alert Resolutions

User Guide

OneVue Sense Environmental Monitoring
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ACKNOWLEDGE AN ALERT (RESPOND TO)

Acknowledging an alert temporarily suspends alert notifications for the alarm condition and the alert is removed from the Dashboard To Do list. Commonly an alert is acknowledged by a staff member that is actively taking action to resolve the alarm condition.

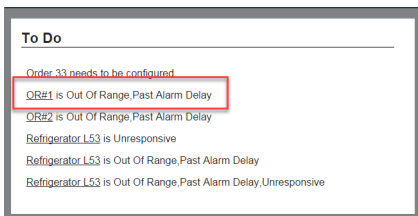
When you acknowledge an alert:

- The alert is removed from the Dashboard To Do list.
- If the alarm condition has not returned to a Normal state, alert notifications resume once the time period set in the Alert Rule's Resume Alert After setting has been reached.
- When the alarm condition returns to a Normal state, the alert ends and a return to normal notification is sent to notify staff (option Alert Rule setting).
- It's recommended to document the correction action being taken to resolve the alarm condition from the displayed Alert Resolution.

How to acknowledge an alert from OneVue

1. Go to the **Dashboard** > from **To Do** list > select the **alert link**.

If a Monitored Asset is in an Alarm state and the To Do list does not display the alert, this indicates another user has already acknowledged the alert. You can view alert acknowledgment history from the Monitored Asset's Event History, which is available from its profile.



2. The Alert Resolution for the alert selected is displayed. From the top section, enter a **comment** and select **Acknowledge**.

The alert acknowledgment and comment is saved to the Monitored Asset's Event History.

Clinic Temp Hum has Temperature alert. Do you want to acknowledge this alert?

Monitored Asset Alert

What are you monitoring? *

Clinic Temp Hum

Corrective Actions:

- ☐ Additional Comments
- ☐ Additional corrective action
- ☐ Adjusted thermostat
- ☐ Closed Door
- ☐ Contents discarded
- ☐ Contents moved
- ☐ Probe plugged in
- ☐ Probe replaced
- ☐ Sensor manually checked in and reset min/max
- ☐ Unit already empty
- ☐ Unit being defrosted
- ☐ Work order created

State ● Alarm

Reading History

Event History

3. Next, document corrective action being taken to resolve the Monitored Asset's Alarm state. [6]

How to acknowledge a voice alert

A voice alert is sent in the form of an automated message detailing the alerting condition. The automated message provides the ability to acknowledge the alert.



NOTE

OneVue text and voice alerts are sent from phone number 608-709-7043.

1. To acknowledge, press 1 or 2 from your touch-tone phone. Pressing 3 or ending the call before selecting an option, does not acknowledge the notification.
 - The acknowledgment is saved and stored in the Monitored Asset's Event History.

Go to Monitoring > Monitored Assets > select the Name link of the Monitored Asset > select View Event History [11]

Acknowledgement history is also included in the Asset Summary Report and Monitored Asset Exception Report.

 - Alert notifications resume once the time period set in the Alert Rule's Resume Alert After setting has been reached.
 - When the condition returns to a Normal state, the alert ends and is removed from your Dashboard To Do list.
2. Next, document corrective action being taken to resolve the Monitored Asset's Alarm state. [6]

DOCUMENT CORRECTIVE ACTIONS TAKEN TO RESOLVE A MONITORED ASSET ALARM STATE

Your organization may have Standard Operating Procedures (SOPs) that apply to your OneVue monitored conditions from reading excursions to sensor operating conditions. These procedures may include how staff responds to and documents corrective actions taken to resolve a Monitored Asset Alarm state.

[Overview of how corrective actions are documented in OneVue](#)

- Staff documents corrective actions from an Alert Resolution that provides pre-defined resolutions. When a Monitored Asset enters an Alarm state, an alert is activated which generates an Alert Resolution.
As an example, a Monitored Asset refrigeration unit changes to an Alarm state and the door was found open, the user will go to the Alert Resolution, select the pre-defined response "Closed Door" and add a comment "Cause of alarm was due to door was open slightly and temperature excursion did not affect contents".
- If pre-defined responses are not available, from the Alert Resolution select State History and add a comment to the Alarm state-change event.
- All logged resolutions and state-change comments are stored in a Monitored Asset's Event History and included in the Asset Summary Report.
- An Alert Resolution's status indicates if a resolution has been logged. After a resolution is logged, its status is set to Completed. Not Needed indicates that an Alert Resolution Template was not included in the Alert Rule that generated the Alert Resolution. A resolution can be logged at anytime, regardless of the status.

How to document corrective actions

1. Go to **Monitoring > Alert Resolutions**. Alert Resolutions are displayed for the selected date range (default 31 days).
2. Locate the name of the Monitored Asset and verify the alert type, and select the **Name link**. The Alert Resolution is displayed.
If the alert has not been acknowledged, you can optionally acknowledge the alert.
When an alert is acknowledged, alert notifications are temporarily suspended. Notifications resume once the time period set in the Alert Rule's Resume Alert After setting has been reached. Acknowledging an alert does not change the state of the Monitored Asset or end the active alert.

Monitoring → Alert Resolutions → Demo Alert Usage Alert Resolutions

Demo Alert Usage has Temperature alert. Do you want to acknowledge this alert? [Acknowledge](#)

Monitored Asset Alert

What are you monitoring?

State ● Alarm

Corrective Actions:

- ☐ Additional Comments
- ☐ Adjusted thermostat
- ☐ Closed Door
- ☐ Contents discarded
- ☐ Contents moved
- ☐ Probe plugged in
- ☐ Probe replaced
- ☐ Sensor manually checked in and reset min/max
- ☐ Unit already empty
- ☐ Unit being defrosted
- ☐ Work order created

Demo Usage:

- ☐ Checked Probe
- ☐ Closed Door
- ☐ Fridge Still powered
- ☐ Other actions taken
- ☐ Work Order Created

Free Text:

- ☐ Additional comments

[Save](#)

Reading History [View](#)

State History [View](#)

3. Select the checkbox of the **resolution(s)** taken. A resolution may or may not provide an option to enter a comment.

If pre-defined responses are not available, from the Alert Resolution select State History and add a comment to the Alarm state-change event.

A logged resolution or state history comment cannot be edited or deleted after it has been saved.

4. Select **Save**.

Resolution is saved to the Monitored Asset's Event History.

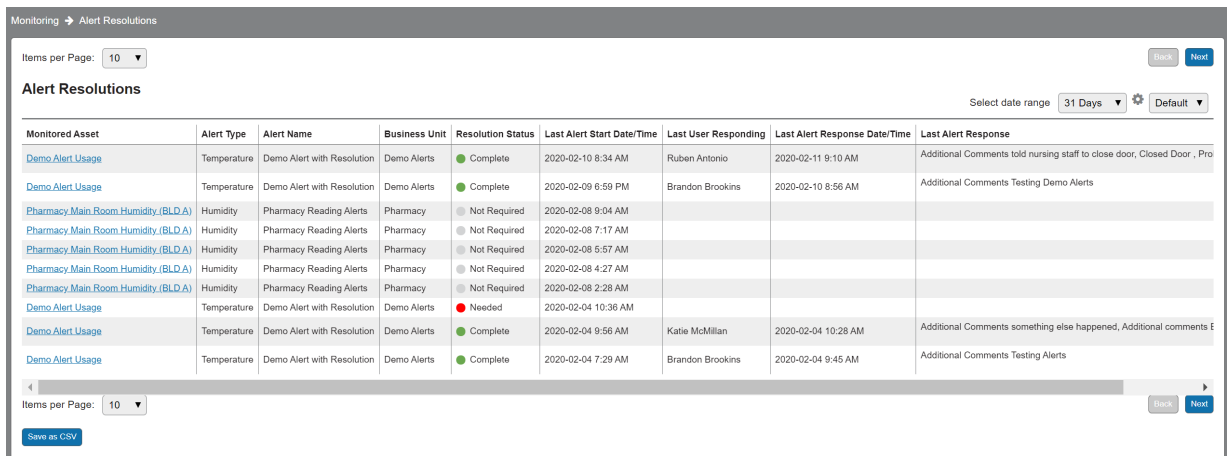
VIEW ALERT RESOLUTIONS AND THE RESOLUTION HISTORY OF A MONITORED ASSET

An Alert Resolution is generated when an alert is activated due to a Monitored Asset entering an Alarm state. From an Alert Resolution, staff will document the corrective actions taken to resolve the alarm condition. You can view all logged resolutions for a specific alert from a Monitored Asset's Event History [9].

How to view alert resolutions

1. Go to **Monitoring > Alert Resolutions**.

To view data for a specific date range, **Select date range** and select an option. You can also create a Custom View by selecting the **gear icon**.



Monitored Asset	Alert Type	Alert Name	Business Unit	Resolution Status	Last Alert Start Date/Time	Last User Responding	Last Alert Response Date/Time	Last Alert Response
Demo Alert Usage	Temperature	Demo Alert with Resolution	Demo Alerts	Complete	2020-02-10 8:34 AM	Ruben Antonio	2020-02-11 9:10 AM	Additional Comments told nursing staff to close door, Closed Door , Pro
Demo Alert Usage	Temperature	Demo Alert with Resolution	Demo Alerts	Complete	2020-02-09 6:59 PM	Brandon Brookins	2020-02-10 8:56 AM	Additional Comments Testing Demo Alerts
Pharmacy Main Room Humidity (BLD A)	Humidity	Pharmacy Reading Alerts	Pharmacy	Not Required	2020-02-08 9:04 AM			
Pharmacy Main Room Humidity (BLD A)	Humidity	Pharmacy Reading Alerts	Pharmacy	Not Required	2020-02-08 7:17 AM			
Pharmacy Main Room Humidity (BLD A)	Humidity	Pharmacy Reading Alerts	Pharmacy	Not Required	2020-02-08 5:57 AM			
Pharmacy Main Room Humidity (BLD A)	Humidity	Pharmacy Reading Alerts	Pharmacy	Not Required	2020-02-08 4:27 AM			
Pharmacy Main Room Humidity (BLD A)	Humidity	Pharmacy Reading Alerts	Pharmacy	Not Required	2020-02-08 2:28 AM			
Demo Alert Usage	Temperature	Demo Alert with Resolution	Demo Alerts	Needed	2020-02-04 10:36 AM			
Demo Alert Usage	Temperature	Demo Alert with Resolution	Demo Alerts	Complete	2020-02-04 9:56 AM	Katie McMillan	2020-02-04 10:28 AM	Additional Comments something else happened, Additional comments E
Demo Alert Usage	Temperature	Demo Alert with Resolution	Demo Alerts	Complete	2020-02-04 7:28 AM	Brandon Brookins	2020-02-04 9:45 AM	Additional Comments Testing Alerts

The following data is displayed for each Alert Resolution.

- **Monitored Asset**

Name of the Monitored Asset. Selecting the link displays the Alert Resolution.

- **Alert Name**

Alert Rule that generated the alert.

- **Business Unit**

Business Unit assigned to the Monitored Asset.

- **Resolution Status**

Indicates if a user has logged a resolution.

- **Needed:** indicates a resolution has not been entered.

- **Completed:** indicates a resolution has been entered.

- **Not Needed:** indicates an Alert Resolution Template was not included in Alert Rule that generated the Alert Resolution. Corrective actions are logged by selecting the State History from the Alert Resolution and adding a comment to the Alarm state-change event.

- **Last Alert Start Date/Time**

Date and time the alert was generated, which is when the Monitored Asset entered an Alarm state.

- **Last User Responding**

Identifies the user that last entered a resolution.

- **Last Alert Response Date/Time**

Date and time the last resolution was entered.

- **Last Alert Response**

Displays the last resolution logged by a user. All logged resolutions, including the last resolution, can be viewed from the Monitored Asset's Event History [9].

2. To download the data displayed, select save as CSV.

How to view the resolution history of a Monitored Asset

When responses are logged from an Alert Resolution, the details of each response (boxes checked and comments) are stored in the Monitored Asset's Event History.

1. Go to **Monitoring > Monitored Assets**.
2. From the list, select the **Name link** of the asset. Its profile is displayed.
3. From the **Event History** option, select **View**.

Monitoring → Monitored Assets → Monitored Asset Profile

Monitored Asset Profile

Show Advanced Options

What are you monitoring? * Pharmacy Med Fridge (TR)

Label * Pharmacy Med Fridge

Business Unit * Pharmacy Clear View

Save Cancel

State ● Normal

Reading History View

Event History View

Sensor Type	Last Reading	State	Status
Temperature	38.8F	Normal	

4. To specify a date range, select from either the below options and select **Search**.
 - Backward 1 week: sets the start date back seven days.
 - Start Date: sets the start date of the date range to display.
 - End Date: sets the end date of the date range to display.
 - Forward 1 Week: sets the current date range forward seven days from the selected start date.



NOTE

To view all logged resolutions for an alert generated on a specific date or date range, the Start Date must be set to the date the alert was activated.

For example, today is January 30 and the Monitored Asset has been in an Alarm state for the last few days. You know that resolutions were logged today and need to view previous logged resolutions. Assuming the Monitored Asset entered an Alarm state on January 28, 2020, you must set the Start Date to 01/28/2020 (date alert activated) and set the End Date to the current date. If the Start Date is not set to the date the alert was activated, the logged resolutions for the alert will not be listed.

- If the data needed is not displayed, you may need to set the Start and End Date for a longer time period.
- Data is displayed in ascending order by the Start Date. You may need to scroll down to view the last logged resolution or event and set the Items Displayed to a greater number.

5. Logged resolutions are identified by the comment type **Alert Resolution Added**. Comments added to an Alert Resolution's State History are identified by the comment type **User Comment**.

Event History

Backward 1 Week From 12/28/2019 To 01/28/2020 Forward 1 Week Search

Change Date/Time	State	Gateway	Sensor Type	Monitored Asset	Event History	User	Comment Type	Comment
2019-12-28 1:37 AM	Normal	00:1E:B3:8F:8C:69	Temperature	Office 8.38	Status Message Cleared	-	System Change	Status Message Cleared
2020-01-03 1:11 PM	Alarm	00:1E:B3:8F:8C:69	Temperature	Office 8.38	No Probe	-	System Change	No Probe
2020-01-03 1:11 PM	-	-	-	Office 8.38	-	-	Alert Started	Alert started
2020-01-03 1:11 PM	-	-	-	Office 8.38	-	-	Alert Sent	Sending alert to shifts
2020-01-03 1:15 PM	-	-	-	Office 8.38	-	PW Admin	Acknowledged	Ack 1
2020-01-03 1:15 PM	-	-	-	Office 8.38	-	PW Admin	Alert Resolution Added	Probe replaced
2020-01-03 1:20 PM	-	-	-	Office 8.38	-	-	Unacknowledged	Unacknowledgment period expired

VIEW THE EVENT HISTORY OF A MONITORED ASSET

The Event History of a Monitored Asset includes its state change and alert history. The history data includes alert notifications, state change events and comments, alert acknowledgments and comments, and logged alert resolutions.

How to view the event history

1. Go to **Monitoring > Monitored Assets**.
2. From the list, select the **Name link** of the asset to view.
3. From the **Event History** option, select **View**.

Monitoring → Monitored Assets → Monitored Asset Profile

Monitored Asset Profile

[Show Advanced Options](#)

What are you monitoring? * Pharmacy Med Fridge (TR)

Label * Pharmacy Med Fridge

Business Unit * Pharmacy [Clear](#) [View](#)

[Save](#) [Cancel](#)

State ● Normal

Reading History [View](#)

Event History [View](#)

Sensor Type	Last Reading	State	Status
Temperature	38.8F	Normal	

4. By default, the last 31 days of events is displayed.
To specify a date range, select from either the below options and select **Search**.
 - Backward 1 week: sets the start date back seven days.
 - Start Date: sets the start date of the date range to display.
 - End Date: sets the end date of the date range to display.
 - Forward 1 Week: sets the current date range forward seven days from the selected start date.
5. All event data is displayed for the date range specified. If no data is displayed, an event did not occur during the selected date range.

Monitoring → Monitored Assets → Demo Alert Usage → Monitored Asset Event History

Event History

Backward 1 Week From 12/24/2019 To 02/07/2020 Forward 1 Week Search

Change Date/Time	State	Gateway	Sensor Type	Monitored Asset	Event History	User	Comment Type	Comment
2019-12-27 6:25 PM	Normal	00:1E:B3:8F:DF:E3	Temperature	Demo Alert Usage	for demo	beth frye	User Change	for demo
2019-12-27 6:38 PM	Warning	00:1E:B3:8F:DF:E3	Temperature	Demo Alert Usage	Out Of Range	-	System Change	Out Of Range
2019-12-27 6:38 PM	Alarm	00:1E:B3:8F:DF:E3	Temperature	Demo Alert Usage	Out Of Range, Past Alarm Delay	-	System Change	Out Of Range, Past Alarm Delay
2019-12-27 6:38 PM	-	-	-	Demo Alert Usage	-	-	Alert Started	Alert started
2019-12-27 6:38 PM	-	-	-	Demo Alert Usage	-	-	Alert Sent	Sending alert to shifts
2019-12-27 6:43 PM	-	-	-	Demo Alert Usage	-	-	Reminder Sent	Sending reminder to shifts
2019-12-27 6:48 PM	-	-	-	Demo Alert Usage	-	-	Reminder Sent	Sending reminder to shifts
2019-12-27 6:53 PM	-	-	-	Demo Alert Usage	-	-	Reminder Sent	Sending reminder to shifts
2019-12-27 6:59 PM	-	-	-	Demo Alert Usage	-	-	Reminder Sent	Sending reminder to shifts
2019-12-27 7:04 PM	-	-	-	Demo Alert Usage	-	-	Reminder Sent	Sending reminder to shifts

Items per Page: 10

Save as CSV

Back Next

The following data is displayed.

Column	Definition
Change Date/ Time	Date and time the event occurred
State	State that the Monitored Asset changed to during the event.
Gateway	Gateway ID (12-character MAC address) of the sensor assigned to the Monitored Asset. Sensor gateway settings include the Logging Interval, Check-in Interval, Unresponsive Timeout, and other device and network settings.
Sensor Type	Type of sensor assigned to the Monitored Asset, which identifies the monitored condition.
Monitored Asset	Name of the Monitored Asset (event history is displayed for this asset).
Event History	Identifies the cause of the event For a state change event, displays the Monitored Asset's status resulting in the event.
User	If a user logged details regarding event, identifies the name of user.

Column	Definition
Comment Type & Comment	<p>Comment Type identifies the type of event. The Comment column displays details logged by a user or information generated by OneVue.</p> <ul style="list-style-type: none"> • System Change: state change event due to Monitored Asset reading excursion or assigned sensor device operating condition. • User Change: user manually changed the State of the Monitored Asset. • Alert Started: alert activated due to the Monitored Asset entering an Alarm state. • Alert Sent: alert notification sent at the time the Monitored Asset entered an Alarm state. • Reminder Sent: alert reminder notifications were sent. • Escalated: alert escalation notifications were sent. • Acknowledged: alert acknowledged by a user. • Unacknowledged: alert was not acknowledged and alert notifications sent again (Reminder Sent). • Alert Ended: alert ended due to Monitored Asset returned to a Normal state. • Alert Resolution Added: user logged a resolution from an Alert Resolution. • User Comment: user entered a comment to the Alert Resolution's State History.



TIP

Select Save as CSV to download the data displayed into a CSV file. The file is saved to your default Download location.

TECHNICAL SUPPORT

You may require technical support when you have questions about product features, installation and configuration, or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end-user license agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

Support through Primex Certified Sales and Service Partners

Ensuring our customers experience excellent service is of utmost importance to Primex. Our network of Certified Sales and Service Partners offers technical support services for Primex products.

If you have purchased Primex products or have a service agreement with a Primex Partner, they are your primary contact for all Technical Support inquiries.

When contacting Technical Support

Make sure you have satisfied the system requirements specified in the product documentation. Also be at the computer or device on which the problem occurred, in case it's necessary to replicate the problem.

Please have the following information available:

- Customer ID/Account Name
- Problem description/error messages
- Device hardware information
- Troubleshooting performed

Primex Technical Support

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