

# Priority

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[Event Codes](#) assign a priority to a signal. The priority is a numeric field where the lower the priority number, the higher the priority. Alarms will be worked in the order of priority. Each priority is a member of a Priority Group. A range of priorities or a priority group is required in the creation of [Dispatch Queues](#). Once inside a queue, the alarms will be [Auto-Fed](#) to operators by priority. The Alarm Buffer lists the current Alarms in order of priority.

Priorities can be assigned a color to distinguish the type of alarm on the Alarm Buffer and Alarm Dispatch windows. If no color is selected, the default display will be black.

Operator Actions can reset the priority of an alarm. A drop-down for new priority will list the priorities that have the OpAct flag checked. Delays can be added when the operator action is executed. The priority and delay of an Event Code can also be overridden using an [Auto Process](#). The Auto Process can be filtered to only apply to selected Site Types, Dispatch Types, Site Groups or a combination of the three.

When an Account receives more than one alarm signal at the same time, the [Action Plan](#) for the higher-priority event is followed by the dispatch action wizard. If an action plan is already being followed for a lower-priority event, the higher-priority action plan will not override the current action plan until the current step is completed. The plan can be switched without completing the step by using the Action Plan Override button on the site summary. The Action Plan Override function can also be used to switch from a higher-priority action plan to a lower one.

## UL Compliance:

The automation system shall prioritize signals to the operator as follows.

- 1) Fire Alarm
- 2) Hold-up or Panic Alarm
- 3) Medical
- 4) Industrial supervision if a danger can result (critical alarm process)
- 5) Burglar Alarm
- 6) Other

Items 2, 3 and 4 are not prohibited from having equal priority.