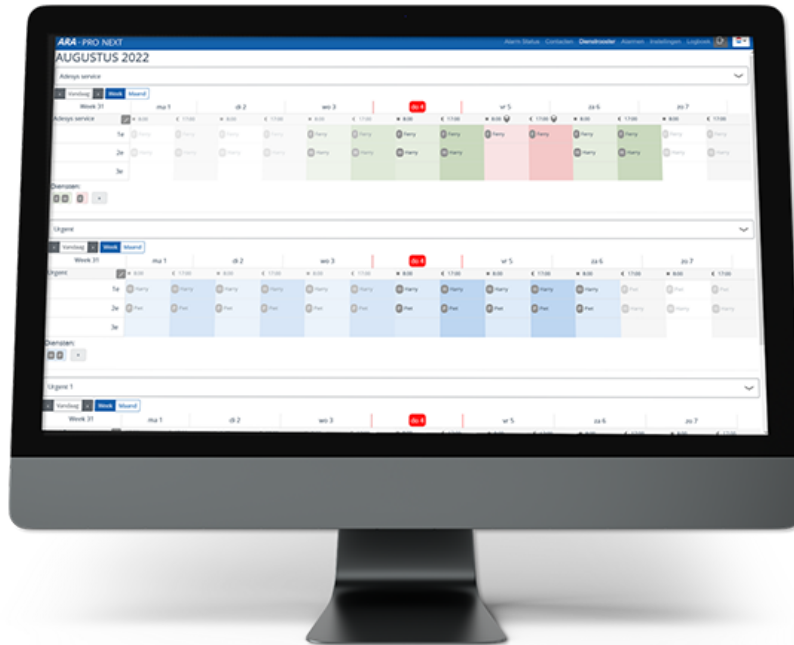


Introduction



This supplement to the *Octalarm alarm diallers manual* is intended for customers who will use the duty schedule module in conjunction with their:

- Octalarm-Touch ([Touch manual version 01-2023](#)) - can be ordered as an additional module;
- Octalarm-Touch Pro ([Pro manual version 01-2023](#)) - to be ordered as an additional module;
- ARA-Touch Pro: the ARA-Pro Next system - delivered as standard including the duty schedule.

To ensure the *duty schedule module* is used properly, we strongly recommend reading this document carefully. **The best way to commission the module is to follow the order of this document when setting up the menus.** Setting the duty schedule is done via *Remote Config*. (See [Section 9.2. of the manual for further explanation](#)).

Adésys does not accept any liability for consequential damage caused by improper use of and/or malfunction of the alarm diallers.

Implementation Licence

A licence for the duty schedule module for the Touch and/or Pro alarm dialler can be implemented at two points in time.

1. Retrofitting on diallers already in use

The licence has to be activated manually.

What happens when activating the duty schedule module (for an *existing* dialler)?

- All call lists become service groups.
- All contacts from call lists move to the service groups.
- All individual call methods of a contact, for example *John voice*, *John pager*, *John SMS* and *John email*, are combined into 1 entity, *John*, with all call methods together.
- From now on, the dialler first uses all call methods of one contact before alerting the next person.
- Previously, contacts could be in a call list multiple times. From now on, only 1x per service group.
- Setting up the duty schedule is done using a PC or laptop via the portal: portal.octalarm.com (worldwide) or on the dialler's IP address (within the end customer's company network).

Setting sequence **AFTER** adding duty schedule module in *existing* dialler

- Contacts are still there!
- There is still one schedule. When required: create additional schedules. A schedule determines start and stop times of the service groups.
- There are already as many service groups as there were previous call lists. Optionally add new service groups, e.g. *Cultivation group*, *Water group* and *Electrics group*.
- Creating services in the duty schedule:
 - service groups are already in here;

- schedule contacts per service group with option *daytime* | *nighttime*;
- give logical names to the services, e.g. *daytime duty*.
- Check that a service group is linked to each alarm input!

Go to **Activate licence** for further instructions.

2. When purchasing the dialler

The licence is activated immediately upon delivery.

Setting sequence of NEW dialler WITH duty schedule module

- Setting up the duty schedule is done using a PC or laptop via the portal: portal.octalarm.com (worldwide) or on the dialler's IP address (within the end customer's company network).
- Create contacts with all possible call methods.
- Creating schedules. A schedule defines the start and stop times of service groups with a particular specialism, for example *Cultivation-specific*, *Electrics*, *Water-specific* and *Laboratory*.
- Create service groups, including the preference of call method in that group.
- Creating services in the duty schedule: permanent/recurring shifts and temporary shifts (e.g. holidays);
 - service groups are already in it;
 - schedule contacts per service group with option *daytime* | *nighttime*;
 - give logical names to the services, e.g. *daytime duty*.
- Per input, link correct service group based on specialism.

Proceed to **Compenents module** for further instructions.

Navigating This Document

Navigation

There are several methods to navigate through the sections of the manual:

- the **sidebar** on the left lists all sections (navigation window). Clicking on one of the titles will load that page. The sidebar may not appear automatically if the window is too narrow, especially on mobile screens. In this case, the menu icon (three horizontal bars) at the top left of the page can be pressed to open and close the sidebar.
- the **arrow keys** on the side of the page can be used to navigate to the previous or next item. The same goes for the **left and right arrow keys on the keyboard**.

Menu Bar at the Top

The menu bar at the top of the page contains some icons for interaction.

Pictogram	Description
	Opens and closes the sidebar with the navigation overview
	Opens a selector to choose a different colour theme
	Opens a search bar to search the manual
	Opens the PDF file of this manual

Tapping on the menu bar will bring up the page.

Search

The manual has a built-in search system. Pressing the **search icon** in the menu bar, or the **s key** on the keyboard, opens an input field for entering

search terms. Typing in certain terms displays the corresponding sections and subsections in real-time.

Clicking on one of the results will jump to that section of the manual. The up and down arrow keys can be used to navigate through the results, and enter opens the highlighted section.

After loading a search result, matching search terms are highlighted in the text. Clicking on a highlighted word or pressing the Esc key removes the highlight.

Enlarge Images

When you hover over an image and see the symbol, you can display the image in a larger size by clicking on it.

Activation of Licence for Alarm Diallers Already in the Field

If you have purchased a new alarm dialler including the duty schedule, then skip this section and go directly to [Components module](#).

Before getting started with implementation, it is wise to back up the current settings:

- access the Octalarm alarm dialler via *Remote Config*;
- go to `Settings` ;
- in the navigation, scroll to `Export and Import` ;
- press the `Start Export` button. After the export is complete, a download button appears;
- press `Download File` to download the `octalarm_export.dat` file.

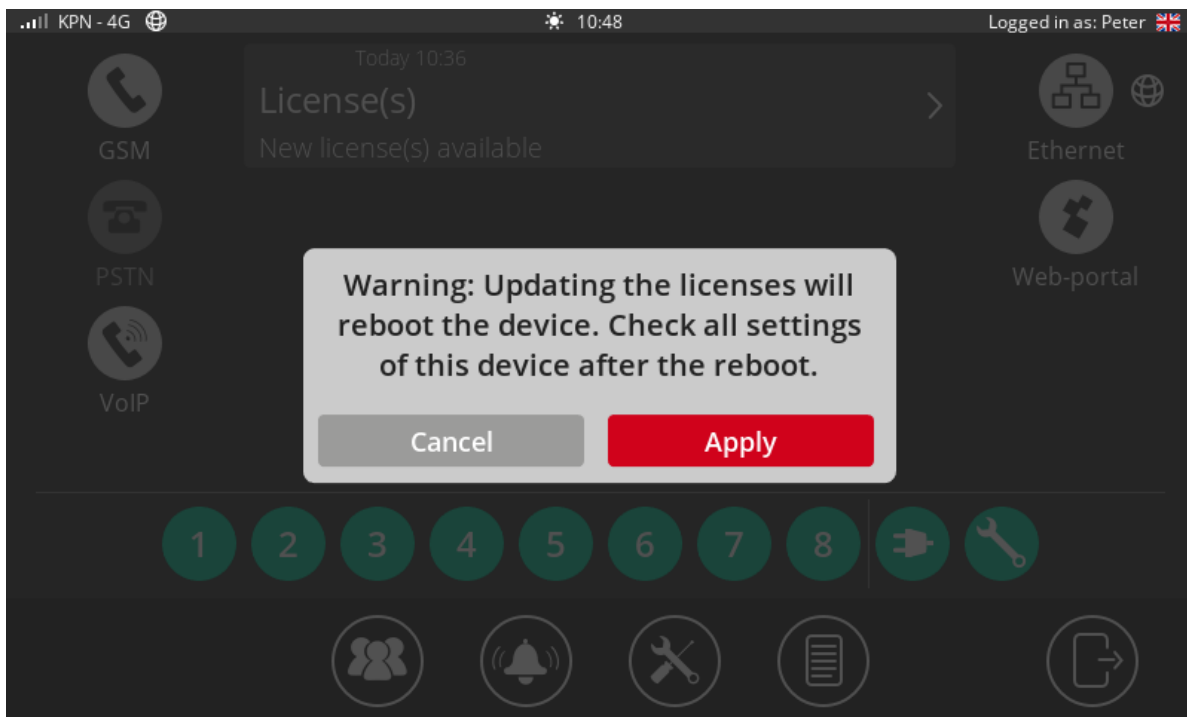
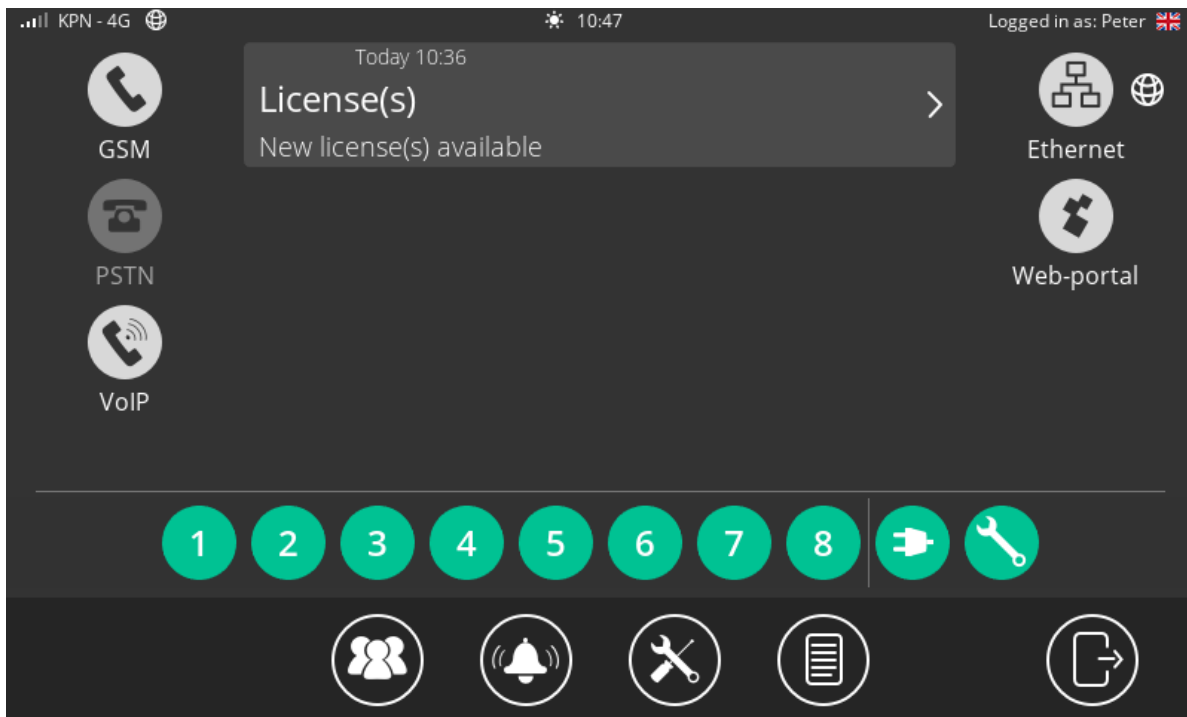
This file allows you to return to the current settings. Keep this file in a safe place.

Manual Activation of Licence

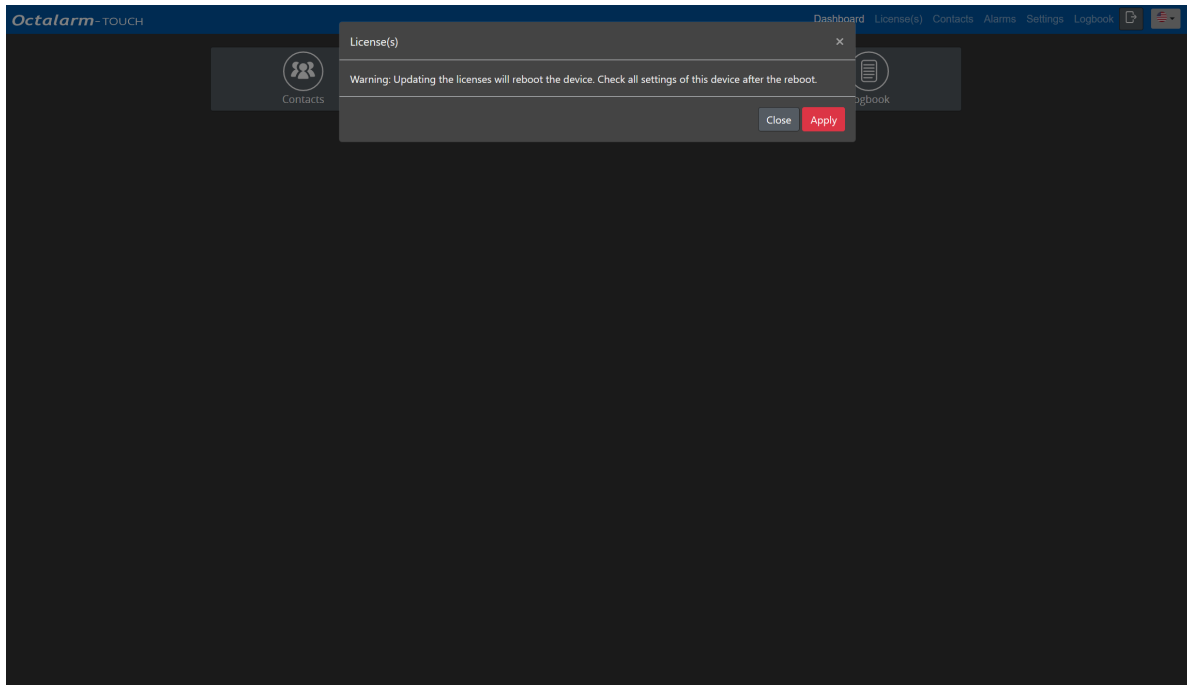
The purchased licence is sent to the respective dialler via the web portal.

Note: receiving the licence requires a working internet connection and the portal must be enabled on the Octalarm alarm dialler. (See [Section 7.4.10. of the manual](#) for further explanation).

After receiving the module, it is NOT immediately automatically activated. It is important that you activate the licence for the duty schedule module yourself in a controlled way and to immediately go through the necessary steps for setting up alarms with a duty schedule. For activation, the message *Licence(s) New licence(s) available* appears on the alarm dialler dashboard.



Activation is also possible via the portal (portal.octalarm.com).











































Click the notification *Licence(s) New licence(s) available* and click **Apply to activate the duty schedule.** Without this confirmation, the Octalarm alarm dialler works with the old call lists and thus without a duty schedule. Only after confirmation of the licence does the duty schedule actually become active. Once the duty schedule is active, a few things are different:





- multiple schedules are now possible (see [Schedules menu](#));
- call lists are now service groups (see [Service groups menu](#));
- the `Duty schedule` menu has been added (see [Duty schedule menu](#)).

Conversion of Existing Call List(s)

After licence activation, existing call list(s) are converted to service groups, merging duplicate contacts. For example: a contact who was in a call list twice with SMS and voice with the same number is combined into one contact in the service group.



















Contact information:





1.	 call	John 0288923456		  
2.	 push	John john@example.com	 5 min.	  
3.	 call	Bryan +31288998765		  
4.	 email	John john@example.com	 5 min.	  
5.	 call	Dylan 0288956789		  
6.	 email	Dylan dylan@example.com	 5 min.	  
7.	 call	Peter 0288965432		  
8.	 call	Peter 0288965432		  





 Time to accept
  Daytime
  Nighttime
  In Weekend

Sample call list before conversion.

Contact information:

		
1. John 0288923456, john@example.com	  	  
2. Bryan +31288998765		
3. Dylan 0288956789, dylan@example.com	 	 
4. Peter 0288965432	 	 

 Time to accept
  Daytime
  Nighttime
  App alerts

 Voice alerts
  SMS alerts
  Email alerts
  Pager alerts

Example of service group after conversion.

In the above examples, *John* appears three times in the call list for conversion. After the conversion, he appears only once in the service group with the call media *voice alert*, *app alert* and *e-mail alert*. This means that, in the event of non-acceptance, *John* will be called first *voice*, *app* and *e-mail* before the next person

is contacted. If this is unwanted, simply adjust the call preferences in the service group(s).

Note: it is wise to check the service group(s) thoroughly after conversion.

Components Duty Schedule Module



The duty schedule module contains three components:

1. **the schedule** - the duty schedule module allows working with multiple weekly schedules;
2. **the service groups** - service groups (including active contacts) link to alarm inputs;
3. **the duty schedule** - for scheduling contacts according to specific duties.

Schedule Menu

If the working hours of service groups differ from each other, the duty schedule module allows you to define multiple schedules. If everyone has the same working hours, there is no need to create additional schedules; the standard schedule will then suffice for all service groups.

In the `Schedule` menu, you can specify when daytime and nighttime start for all 7 days of the week. This is used for scheduling people in the duty schedule. It is not possible to set different shifts for the morning or afternoon.

As it is possible per (contact) input to suppress alerts *Daytime*, *Nighttime* or *In Weekend* (to be set via the `Alerts` menu), it is possible to set which days of the week belong to the weekend in the `Schedule`. When *Sat.* and *Sun.* are set as weekends in the `Schedule`, alerts for which *In Weekend* is not ticked will not be reported until Monday morning.

The screenshot shows the 'SCHEDULE' menu in the Octalarm-TOUCH pro interface. The sidebar on the left contains various settings categories: Date & time, Schedule (selected), Speech, System, Location name, Speaker, Country codes, Outputs, Import & export, Software update, and Linked systems. The main area displays the 'SCHEDULE' configuration. A dropdown menu is open, showing 'Standaard' selected. Below the dropdown is a visual representation of the weekly schedule with start times for day and night shifts. The table below defines the start times for each day.

	Start of day schedule	Start of night schedule	Weekend
Monday	08:00	17:00	-
Tuesday	08:00	17:00	-
Wednesday	08:00	17:00	-
Thursday	08:00	17:00	-
Friday	08:00	17:00	-
Saturday	08:00	17:00	✓
Sunday	08:00	17:00	✓

Service Groups Menu

A service group is a group of contacts within a discipline in the company who have their own type of disruptions. For example: *Cultivation* or *Technology*. To control how alerts are handled, link a service group to an alert input. In the event of an emergency, the relevant discipline within the company will then receive the alert.

Contacts with a phone number automatically enter the default service group *All contacts*. This is a service group associated with all inputs by default. This default service group can **not** be used in the duty schedule. To get started with the duty schedule, **at least one service group** must be created.

All inputs associated with a service group automatically use the schedule set for the service group. The duty schedule then determines who is called via the set shift/shifts. As long as no shifts have been created in the duty schedule, contacts from the service group are called in the order set in the service group.

When adding contacts to the service group, personal preferences can be set for:

- Call media (*App alerting, Voice alerting, SMS alerting, Email alerting, Pager alerting*) for *Daytime* and/or *Nighttime*;
- *Acceptance time* yes/no.

Note: you can add up to 10 contacts per service group.

Once the service group(s) with all required contacts are properly configured, the next step is to schedule these contacts according to different shifts.

Tip: service groups can also be created and edited on the dialler. On the dialler, go to *Contacts*, *Service groups* and add or edit.

Contacts Service groups

- All contacts
- Administrators
- Climate**

CLIMATE

ADD

Amount accept: 1 persons

Schedule: Standaard

Max attempts list: 5 Times

Time to accept: 5 min.

Coupled alarms: None

Contact information:

	*	☾
1. John 0288923456, john@example.com		
2. Bryan -3128898765		
3. Dylan 028956789, dylan@example.com		
4. Peter 028965432		

- Time to accept
- Voice alerts
- Daytime
- SMS alerts
- Nighttime
- Email alerts
- App alerts
- Pager alerts

Duplicate Edit

Button

Duty Schedule Menu

The `Duty schedule` menu shows all service groups sorted by name. As long as no shifts have been created, all contacts from the service group are on the schedule. This will prevent not calling anyone if no shifts have been created yet.

A duty involves controlling which contacts from the relevant service group are alerted and when. You can decide on which day of the week the shift starts. Shifts can only start during the day and therefore not in the evening or night.

To fully set the duty schedule, create one or more shifts. For example: *Daytime, Nighttime, Weekend, Even Weeks, Odd Weeks, Holidays*. By using three examples, we explain how to configure the duty schedule:

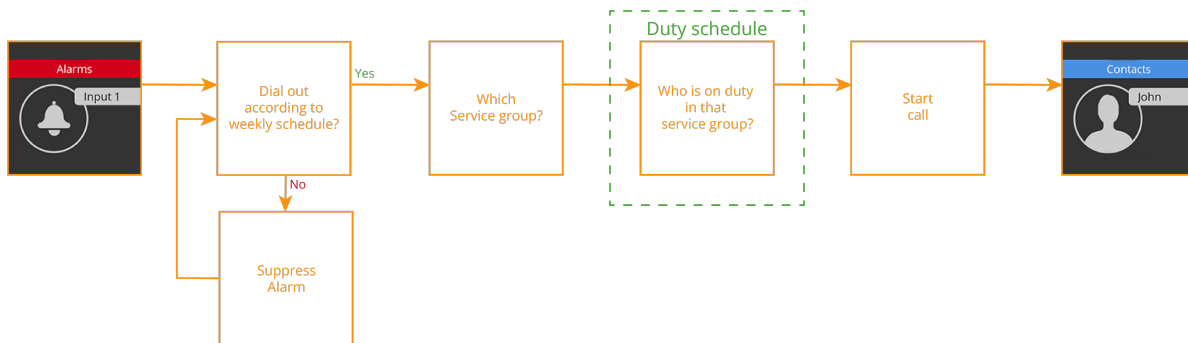
- Example A: [one schedule | no modification of shifts](#)
- Example B: [two schedules | weekly change to call sequence](#)
- Example C: [two schedules | weekly change to call sequence | scheduled holidays](#)

The screenshot displays the 'Octalarm-TOUCH pro' interface for the 'Climate' service group. The top navigation bar includes 'Dashboard', 'Contacts', 'Duty schedule', 'Alarms', 'Settings', and 'Logout'. Below the navigation, there are tabs for 'Week' and 'Month', and a date selector for 'Today' and 'OCTOBER 2023, WEEK 40'. The main content area shows a grid of shifts for the days Mon 2, Tue 3, Wed 4, and Thu 5. Each day has a time range (e.g., 07:30 to 16:30) and a list of shifts (1e, 2e, 3e, 4e) with their respective contact assignments (John, Bryan, Dylan, Peter). The 'Shifts' section at the bottom has an 'Add' button.

Day	Time Range	Shift 1e	Shift 2e	Shift 3e	Shift 4e
Mon 2	07:30 - 16:30	John	Bryan	Dylan	Peter
Tue 3	07:30 - 16:30	John	Bryan	Dylan	Peter
Wed 4	07:30 - 16:30	John	Bryan	Dylan	Peter
Thu 5	07:30 - 16:30	John	Bryan	Dylan	Peter

Flowchart and Example Situations (with Step-by-Step Plan)

Process in the Dialler



Based on 3 examples, we further explain setting up the duty schedule module:

1. **Example A** - one schedule | no adjustments to shifts;
2. **Example B** - two schedules | weekly change call sequence;
3. **Example C** - two schedules | weekly change call sequence | scheduled holidays.

Example A: One Schedule | No Adjustments to Shifts

Situation Diagram

- There is one service group *Cultivation* containing three contacts:
 - Bryan;
 - Dylan;
 - Peter.
- On normal weekdays, work is from 8:00 a.m. to 5:00 p.m., and on Saturday mornings from 8:00 a.m. to 12:00 p.m. After that, the weekend begins.
- The contact-call sequence is different for each day block, and each contact has a call-media preference.

Preferred Call Sequence

	Daytime	Nighttime	Weekend
Bryan	1 st	-	-
Dylan	2 nd	2 nd	1 st
Peter	3 rd	1 st	2 nd

Preferred Call Medium

	Daytime	Nighttime
Bryan	voice	-
Dylan	app	app and voice
Peter	voice	voice

In this example, we assume that the contacts *Bryan*, *Dylan* and *Peter* have already been created in the `Contacts` menu. If this is not the case, it should be

done first. (See [Section 5.1. of the manual](#) for further explanation).

E. A: Schedule Menu

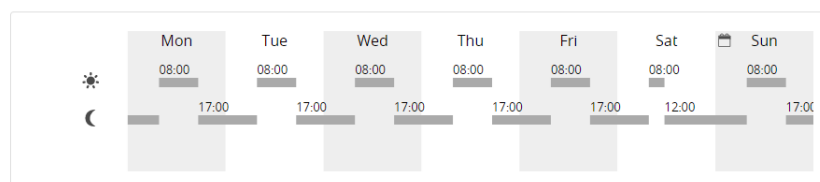
- In this example, work continues on Saturday morning. This means that Saturday working hours are from 8:00 a.m. to 12:00 p.m. and this day is NOT part of the weekend.
- On Sunday, there is no work at all; set that day as *Weekend*.
- Regarding the *Inputs*, the weekend mode starts at 12:00 p.m. on Saturday.

Note: ticking *Weekend* does not affect the duty schedule.

Configure Schedule

1. Go to **Settings** and scroll to **Schedule**.
2. Click **Edit**.
3. For *Saturday*, change the *Start of night schedule* from 5:00 p.m. to 12:00 p.m., untick *Weekend* and press **Save**.

The schedule then looks as follows:



	Start of day schedule	Start of night schedule	Weekend
Monday	08:00	17:00	-
Tuesday	08:00	17:00	-
Wednesday	08:00	17:00	-
Thursday	08:00	17:00	-
Friday	08:00	17:00	-
Saturday	08:00	12:00	-
Sunday	08:00	17:00	✓

E. A: Service Groups Menu

The service group *Cultivation* does not yet exist. You need to create it.

Set Up Service Group

1. Go to **Contacts** and click on **Service groups** .
2. Click **Add** .

The screenshot shows the 'NEW' form for creating a service group in the Octalarm-TOUCH pro interface. The form is divided into two main sections: 'Name' and 'Contacts' on the left, and a list of configuration options on the right. The 'Name' field contains 'New' with a green checkmark. The 'Contacts' section is currently empty with 'None' listed and an 'Add' button. The right section contains the following fields, all with green checkmarks: 'Amount accept:' (1), 'Amount of accepts before call list stops.' (1), 'Max attempts list:' (5), 'Amount attempts for complete list.' (5), 'Time to accept:' (5), 'Amount minutes accept time.' (5), 'Call attempts:' (1), 'Number of call attempts to the same person.' (1), and 'Time between call attempts:' (1), 'Minutes delay between call attempts to the same person.' (1). The top navigation bar includes 'Dashboard', 'Contacts', 'Duty roster', 'Alarms', 'Settings', and 'Logbook'. The bottom of the form has 'Cancel' and 'Save' buttons.

3. Give the service group an appropriate name. In this example, *Cultivation*.
4. Select the appropriate schedule. In this example, we use *Standard*.
5. Click **Add** and add the contact *Dylan*.
6. Select the desired call media: *App alert* and *Voice alert*.
7. Check the call sequence and adjust if necessary. Keep in mind personal preferences as indicated in [the situation diagram](#).
8. If necessary, set an acceptance time for each call medium and specify when this call medium should be used: *App alert* with *Acceptance time* for *Day* and *Night* | *Voice alert* without *Acceptance time* for *Night*.

Contact information ×

Personal call preference for contact Dylan

				8
7 1. dylan@example.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2. 0288956789	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Time to accept
 Daytime
 Nighttime
 App alerts
 Voice alerts
 SMS alerts
 Email alerts
 Pager alerts

Select desired call preferences

6 dylan@example.com
 dylan@example.com
 0288956789
 0288956789

Cancel Save 9

Note: all call media set per contact will be used before the next person in the duty schedule is contacted.

9. Click **Save** .

Repeat steps 5 to 9 for contacts *Bryan* and *Peter*. Keep in mind personal preferences as indicated in [the situation diagram](#). The order of contacts in the service group is used only if no shifts have been created in the duty schedule.

The service group for Example A then looks as follows:

Octalarm-TOUCH pro Dashboard Contacts Duty roster Alarms Settings Logbook

CULTIVATION Save

Cancel

Name: Cultivation ✓
short name for this service group

Select weekschedule: Standaard ✓
Select the preferred weekschedule

Contacts:

	*	☾		
1. Dylan dylan@example.com, 0288956789	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Bryan -31288998765	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Peter 0288955432	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Time to accept Daytime Nighttime App alerts
 Voice alerts SMS alerts Email alerts Pager alerts

Add

Amount accept: 1 ✓
Amount of accepts before call list stops.

Max attempts list: 5 ✓
Amount attempts for complete list.

Time to accept: 5 ✓
Amount minutes accept time.

Call attempts: 1 ✓
Number of call attempts to the same person.

Time between call attempts: 1 ✓
Minutes delay between call attempts to the same person.

10

Cancel Save 11

10. If necessary, change the *Number of acceptances*, the *Max. attempts list*, *Acceptance time*, the *Call attempts* and the *Time between call attempts*. See [Section 5.2. of the manual](#) for further explanation.

11. Click **Save**.

E. A: Duty Schedule Menu

In the `Duty schedule` menu, the first service group is always open. The other service groups are closed by default. Open them by clicking on the grey bar.

Configuring Duty Schedule

To configure the desired preferences of this example in the duty schedule, 3 shifts are required: *Day*, *Night* and *Weekend*.

Daytime Shift

1. Go to `Duty schedule` and click `Add` or the desired start date in the schedule.

1. Name: By Day ✓

2. Colour: [Blue, Green, Orange, Grey, Yellow, Teal, Pink, Red]

3. Contacts:

- 1. Bryan [Add] [Remove]
- 2. Dylan [Add] [Remove]
- 3. Peter [Add] [Remove]

4. + Add

5. Repetition: Mon * Tue * Wed * Thu * Fri * Sat * Sun

6. Starting date: Monday, 2 October 2023

7. End date: - No end date -

8. Start day of the duty: Monday

9. Custom schedule: [No custom schedule -]

Weeks in a row: [No custom schedule -]

Skip weeks: [No custom schedule -]

Calendar grid (rows 40-51):

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
40	1	2	3	4	5	6	7
41	8	9	10	11	12	13	14
42	15	16	17	18	19	20	21
43	22	23	24	25	26	27	28
44	29	30	31	1	2	3	4
45	5	6	7	8	9	10	11
46	12	13	14	15	16	17	18
47	19	20	21	22	23	24	25
48	26	27	28	29	30	1	2
49	3	4	5	6	7	8	9
50	10	11	12	13	14	15	16
51	17	18	19	20	21	22	23

Cancel Save 10

2. Give the shift a logical name. In this example, *By Day*.
3. Give the service a unique colour to ensure the distinction in duties is easily visible. In this example, blue was chosen.
4. Click `Add` and set the relevant contacts as shown in [the situation diagram](#). Calling runs from top to bottom. The order is therefore

important.

5. Configure on which day blocks this shift is active. In the case of the *Daytime* shift, select *Daytime* for all working days; do not select the *Nighttime* option. Since work also takes place on Saturday mornings, we also tick *Day* on Saturdays. Although the personal preference for *Nighttime* is visible in contacts, it is not applicable here.
6. Set the shift starting date. In this case, it is today's date.
7. An end date is not necessary in this case as this shift should continue indefinitely.
8. The start day of the shift is Monday; so in this example, this option can be left off. If you want the shift to start on a different day, you can set it here.
9. The extra functionality that can be configured with *Custom Schedule* is also not needed with this shift.

The calendar on the right of the screen graphically displays all the settings which have been configured. This makes it easy for you check the configured settings.

10. Click *Save* .

Nighttime Shift

Creating the *Nighttime* shift is done in the same way as the *Daytime* shift. Repeat the above steps by:

2. setting *At Night* as the name;
3. choosing the colour green;
4. selecting the night shift names;
5. selecting the day block *Nighttime*. Since Saturday night is part of the weekend, do not tick it;
6. you can again use today's date;
7. again omitting the end date;
8. again not having to adjust the start day;
9. not having to set an adjusted schedule;
10. clicking *Save* .

The shift then looks as follows:

Edit shift X

Name: ✓

Colour: ✎

Contacts:

☰	1. Peter	📄	📄	🗑️
☰	2. Dylan	📄	📄	🗑️

+ Add

Repetition:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
☑️	☑️	☑️	☑️	☑️	☑️	☑️

Starting date:

End date:

Start day of the duty:

Custom schedule:

Weeks in a row:

Skip weeks:

Cancel Save

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
40	2	3	4	5	6	7	8
41	9	10	11	12	13	14	15
42	16	17	18	19	20	21	22
43	23	24	25	26	27	28	29
44	30	31	1	2	3	4	5
45	6	7	8	9	10	11	12
46	13	14	15	16	17	18	19
47	20	21	22	23	24	25	26
48	27	28	29	30	1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24

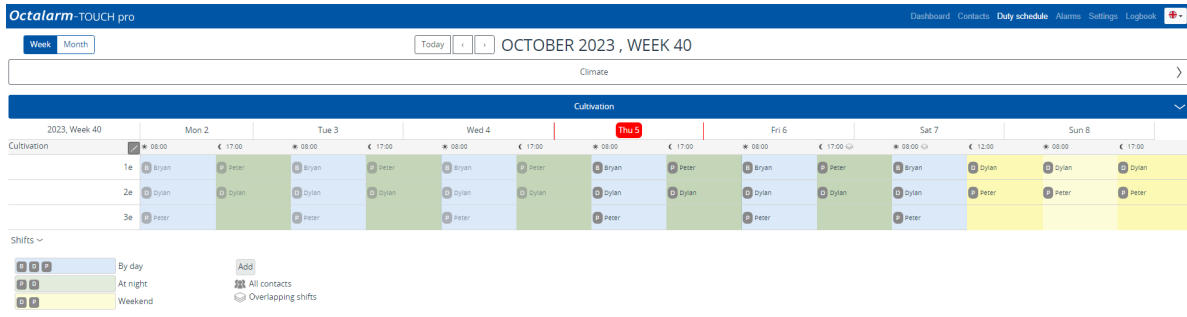
Weekend Shift

Creating *Weekend* shift is done in the same way. Repeat the steps under *Daytime* shift by:

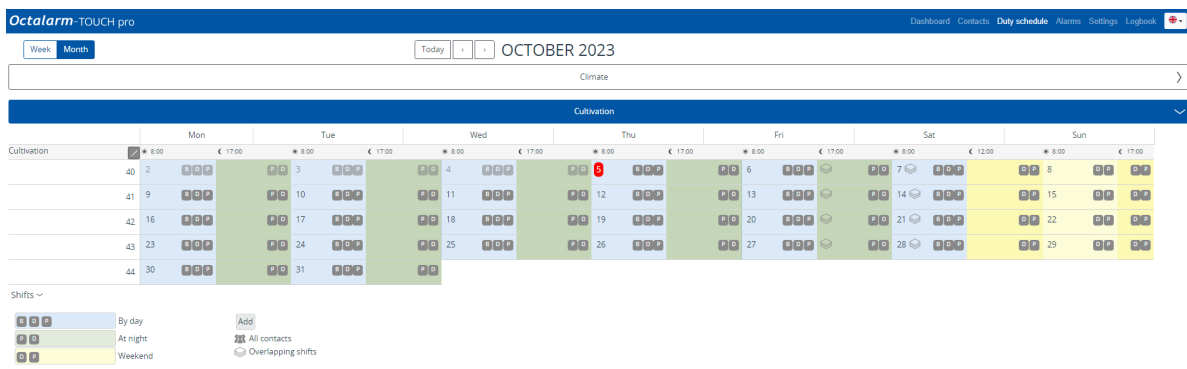
2. setting *Weekend* as the name;
3. choosing the colour yellow;
4. selecting the weekend shift names;
5. selecting day blocks *Saturday night* and *Sunday daytime and nighttime*.
6. you can again use today's date;
7. again omitting the end date;
8. again not having to adjust the start day;
9. not having to set an adjusted schedule;
10. clicking Save.

Result Duty Schedule

The following schedule (week overview) is created using these three shifts:



This schedule has the same pattern every week. This is particularly clear in the Month overview.



Factoids

- Changing a shift retrospectively:
 - Option 1: click on an already existing shift in the calendar, make the desired changes and click **save** .
 - Option 2: at the legend, click on a shift, click **Edit** , make the desired changes and click **save** .
- Clicking **>** behind *Shifts* in the legend will display the names of the shifts and an explanation of symbols.
- For overlapping shifts in the calendar, right-clicking on the *Overlapping shift* symbol makes it easy to see which shifts are set. The first shift mentioned is active.

Example B: Two Schedules | Weekly Change of Call Sequence

Situation Diagram

- The service group *Cultivation* contains 3 contacts:
 - Bryan;
 - Dylan;
 - Peter.
- The working day of these contacts runs from 7:30 a.m. to 4:30 p.m.
- In addition, the service group *Laboratory* contains 2 contacts:
 - John;
 - Danny.
- The working day of these contacts runs from 9:00 a.m. to 5:00 p.m.
- On Fridays, everyone works until 4:00 p.m., and on Saturdays and Sundays there is no work at all.
- For service group *Cultivation*, everyone is scheduled first for one week. This pattern is repeated.
- For service group *Laboratory*, both contacts alternate the 1st duty.
- The contact-call sequence is the same for all day blocks.

Preferred Call Sequence *Cultivation*

	Daytime	Nighttime	Weekend
Bryan	1 st	1 st	1 st
Dylan	2 nd	2 nd	2 nd
Peter	3 rd	3 rd	3 rd

Preferred Call Medium *Cultivation*

	Daytime	Nighttime
Bryan	voice	voice
Dylan	app and voice	app en voice
Peter	voice	voice

Preferred Call Sequence *Laboratory*

	Daytime	Nighttime	Weekend
John	1 st	1 st	1 st
Danny	2 nd	2 nd	2 nd

Preferred Call Medium *Laboratory*

	Daytime	Nighttime
John	app and voice	app and voice
Danny	app and voice	app and voice

In this example, we assume that all contacts (*Bryan, Dylan, Peter, John* and *Danny*) have already been created in the `Contacts` menu. If this is not the case, it should be done first. (See [Section 5.1. of the manual](#) for further explanation).

E. B: Schedule Menu

- In this example, no work is done on Saturdays and Sundays. Set these days as *Weekend*.
- The service group *Cultivation* uses the default schedule.
- For the service group *Laboratory*, we create a new schedule.

Note: ticking *Weekend* does not affect the duty schedule.

Configure Schedule

For Service Group *Cultivation*

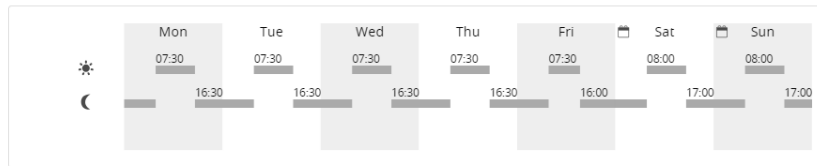
1. Go to `Settings` and scroll to `Schedule`.
2. Click `Edit`.
3. For all working days, change the *Start of day schedule* to 7:30 a.m. and the *Start of night schedule* for *Monday to Thursday* to 4:30 p.m. and for *Friday* to 4:00 p.m.
4. For *Saturday* and *Sunday*, tick *Weekend* and press `save`.

The schedule then looks as follows:

Select weekschedule

Standaard

Select the preferred weekschedule



	Start of day schedule	Start of night schedule	Weekend
Monday	07:30	16:30	-
Tuesday	07:30	16:30	-
Wednesday	07:30	16:30	-
Thursday	07:30	16:30	-
Friday	07:30	16:00	-
Saturday	08:00	17:00	✓
Sunday	08:00	17:00	✓

For Service Group *Laboratory*

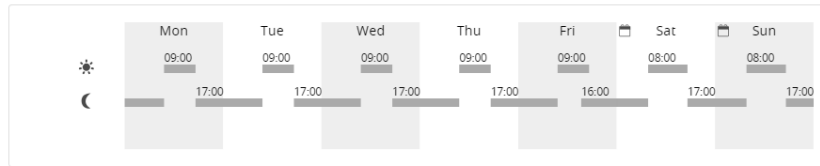
1. Go to **Settings** and scroll to **Schedule**.
2. Click **standard** and select **New...**
3. Give the schedule a name (in this example, *Laboratory*) and click **Add**.
4. For all working days, change the *Start of day schedule* to 9:00 a.m.
5. For *Friday*, change the *Start of night schedule* to 4:00 p.m.
6. For *Saturday* and *Sunday*, tick *Weekend* and press **Save**.

The schedule then looks as follows:

Select weekschedule

Laboratory ▾

Select the preferred weekschedule



	Start of day schedule	Start of night schedule	Weekend
Monday	09:00	17:00	-
Tuesday	09:00	17:00	-
Wednesday	09:00	17:00	-
Thursday	09:00	17:00	-
Friday	09:00	16:00	-
Saturday	08:00	17:00	✓
Sunday	08:00	17:00	✓

E. B: Service Groups Menu

You need to create two service groups: *Cultivation* and *Laboratory*.

Set Up Service Group

Service group *Cultivation*

1. Go to **Contacts** and click on **Service groups** .
2. Click **Add** .

The screenshot shows the 'NEW' form for creating a service group in the Octalarm-TOUCH pro interface. The form is divided into two main sections: 'Name' and 'Amount accept:'. The 'Name' section includes a text input field with 'New' entered, a 'Select weekschedule' dropdown menu with 'Standaard' selected, and a 'Contacts' section with 'None' selected. The 'Amount accept:' section includes several input fields: 'Amount of accepts before call list stops' (1), 'Max attempts list:' (5), 'Time to accept:' (5), 'Call attempts:' (1), and 'Time between call attempts:' (1). Each input field has a green checkmark indicating it is valid. At the bottom of the form, there are 'Cancel' and 'Save' buttons.

3. Give the service group an appropriate name; in this example, *Cultivation*.
4. Select the appropriate schedule; in this example, we will use *Standard*.
5. Click **Add** and add the contact *Dylan*.
6. Select the desired call media: *App alert* and *Voice alert*.
7. Check the call sequence and adjust if necessary. Keep in mind personal preferences as indicated in [the situation diagram](#).
8. If necessary, set an acceptance time for each call medium and specify when this call medium should be used: *App alert* with *Acceptance time* for *Day* and *Night* | *Voice alert* without *Acceptance time* for *Night*.

Contact information ×

Personal call preference for contact Dylan

				8
7 1. dylan@example.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2. 0288956789	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Time to accept
 Daytime
 Nighttime
 App alerts
 Voice alerts
 SMS alerts
 Email alerts
 Pager alerts

Select desired call preferences

6

dylan@example.com

dylan@example.com

0288956789

0288956789

Cancel
Save 9

Note: all call media set per contact will be used before the next person in the duty schedule is contacted.

9. Click **Save** .

Repeat steps 5 to 9 for contacts *Bryan* and *Peter*. Keep in mind personal preferences as indicated in [the situation diagram](#). The order of contacts in the service group is used only if no shift have been created in the duty schedule.

The service group for *Cultivation* then looks as follows:

10. If necessary, change the *Number of acceptances*, the *Max. attempts list*, *Acceptance time*, the *Call attempts* and the *Time between call attempts*. See [Section 5.2. of the manual](#) for further explanation.

11. Click **Save** .

Service Group *Laboratory*

Creating the service group *Laboratory* is done the same way. Repeat ALL steps under service group *Cultivation* by:

3. setting the name to *Laboratory*;
4. choosing the schedule *Laboratory*;
5. adding contact *John*;
6. setting call medium *App alert* and *Voice alert*.

Repeat steps 5 to 9 for contact *Danny*. Keep in mind personal preferences as indicated in [the situation diagram](#).

The service group for *Laboratory* then looks as follows:

Octalarm-TOUCH pro Dashboard **Contacts** Duty roster Alarms Settings Logbook

LABORATORY Cancel Save

Name: ✓

short name for this service group

Select weekschedule

▾

Select the preferred weekschedule

Contacts:

	*	☾		
1. John john@example.com, 0288923456	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Danny danny@example.com, +31288954321	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Time to accept
 Daytime
 Nighttime
 App alerts
 Voice alerts
 SMS alerts
 Email alerts
 Pager alerts

Add

Amount accept: ✓

Amount of accepts before call list stops.

Max attempts list: ✓

Amount attempts for complete list.

Time to accept: ✓

Amount minutes accept time.

Call attempts: ✓

Number of call attempts to the same person.

Time between call attempts: ✓

Minutes delay between call attempts to the same person. 10

Cancel Save 11

10. If necessary, change the *Number of acceptances*, the *Max. attempts list*, *Acceptance time*, the *Call attempts* and the *Time between call attempts*. See [Section 5.2. of the manual](#) for further explanation.
11. Click **Save** .

E. B: Duty Schedule Menu

In the `Duty schedule` menu, the first service group is always open. The other service groups are closed by default. Open them by clicking on the grey bar.

Configuring Duty schedule

In this example, there is no difference in call sequence for *Daytime*, *Nighttime* or *In Weekend*. However, the first point of contact alternates weekly.

Duty Schedule *Cultivation*

With three contacts, three duties are needed: *Bryan's shift*, *Dylan's shift* and *Peter's shift*.

Bryan's Shift

1. Go to `Duty schedule` and click `Add` or the desired start date in the schedule.

The screenshot shows the 'Edit shift' configuration window. On the left, there are fields for Name (Shift Bryan), Colour (a row of colored squares), and Contacts (Bryan, Dylan, Peter). Below these are repetition settings for days of the week (all marked with stars), starting date (Monday, 2 October 2023), and custom schedule options (Weeks in a row: 1, Skip weeks: 2). On the right, a calendar grid shows dates from 2 to 24, with a red square on 10 and blue squares on 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24.

2. Give the duty a logical name; in this example, *Shift Bryan*.
3. Give the service a unique colour to ensure the distinction in duties is easily visible. In this example, blue was chosen.
4. Click **Add** and set the relevant contacts as shown in [the situation diagram](#). Calling runs from top to bottom, so the sequence is important. In this shift, *Bryan* is at the top.
5. Configure which day blocks this shift will be active. In this example, there is no distinction between *Daytime*, *Nighttime* or *In Weekend*; we tick all day blocks.
6. Set the shift start date. In this case, that is Monday of this week.
7. An end date is not necessary in this case, as this shift should continue indefinitely.
8. The start day of the shift is Monday; so in this example, this option can be left off. If you want the shift to start on a different day, you can set it here.
9. At *Custom schedule*, configure so that this service applies every two weeks:
 - *Weeks in a row* should be set to 1 (because pattern changes every week);
 - *Skip weeks* should be set to 2 (because there are a total of three contacts and thus three shifts).

The calendar on the right of the screen graphically displays all the settings which have been configured. This makes it easy for you check the settings configured.

10. Click **Save** .

Dylan's Shift

Creating *Dylan's shift* goes the same way as for *Bryan's shift*. Repeat ALL the above steps by:

2. setting the name to *Shift Dylan*;
3. choosing the colour green;
4. starting with contact *Dylan*;
5. selecting all day blocks;
6. entering Monday of NEXT week (one week later than the start date of *Bryan's shift*);

7. again omitting the end date;
8. again not having to adjust the start day;
9. *Custom schedule* again configure so that this service applies every two weeks:
 - o *Weeks in a row* should be set to 1 (because pattern changes every week),
 - o *Skip weeks* should be set to 2 (because there are a total of three contacts and thus three shifts);
10. clicking *Save* .

The shift then looks as follows:

The screenshot shows the 'Edit shift' interface. On the left, the configuration panel includes:

- Name:** Duty Dylan
- Colour:** A row of color swatches with blue selected.
- Contacts:** A list with '1. Dylan', '2. Peter', and '3. Bryan'. 'Dylan' is selected.
- Repetition:** A weekly cycle with asterisks on all days (Mon-Sun).
- Starting date:** Monday, 9 October 2023
- End date:** - No end date -
- Start day of the duty:** Monday
- Custom schedule:** Checked.
 - Weeks in a row:** 1
 - Skip weeks:** 2

At the bottom are 'Cancel' and 'Save' buttons. On the right, a calendar grid shows the shift pattern for 'Duty Dylan' from October 9th to 31st, 2023. The shift is represented by green blocks on all days of the week, occurring every two weeks.

Peter's Shift

Creating *Peter's shift* goes the same way. Repeat ALL the steps under *Bryan's shift* by:

2. setting the name to *Shift Peter*;
3. choosing the colour orange;
4. starting with contact *Peter*;
5. selecting all day blocks;
6. entering Monday of the NEXT week (one week later than the start date of *Dylan's shift*);
7. again omitting the end date;
8. again not having to adjust the start day;

9. *Custom schedule* again configure so that this service applies every two weeks:

- *Weeks in a row* should be set to 1 (because pattern changes every week),
- *Skip weeks* should be set to 2 (because there are a total of three contacts and thus three shifts);

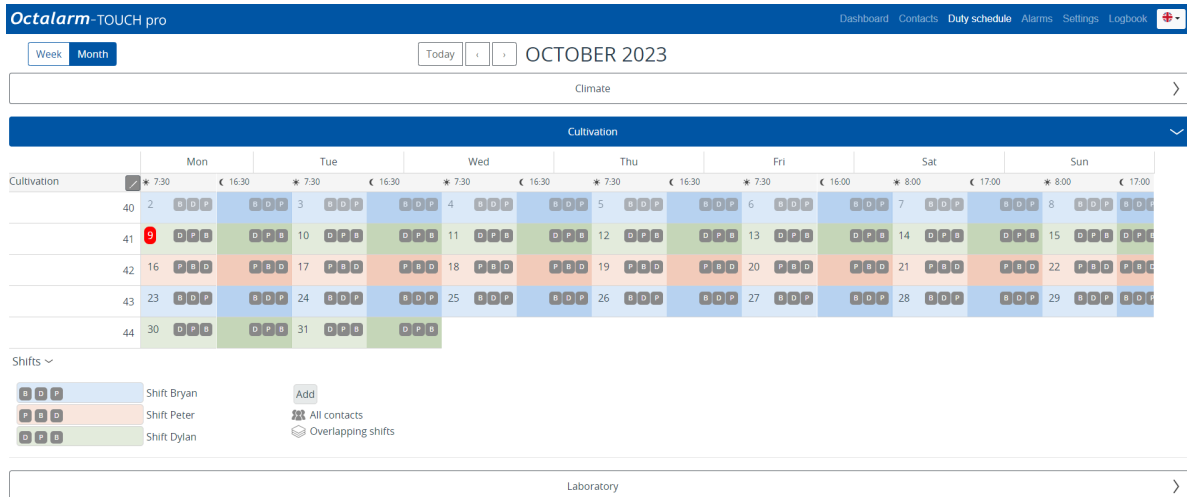
10. clicking *save* .

The shift then looks as follows:

Result of Duty schedule *Cultivation*

The following schedule (*Week overview*) is created using these three shifts:

This schedule has the same pattern every day in a week, but then varies from week to week. This is particularly clear in the *Month overview*.



Duty Schedule *Laboratory*

With two contacts, two shifts are needed: *John's shift* and *Danny's shift*. Creating the shifts for the service group *Laboratory* is done in the same way as the shifts of the service group *Cultivation*. Repeat ALL the steps under *Bryan's shift* by:

John's Shift

2. setting the name to *Shift John*;
3. choosing the colour blue;
4. beginning with contact *John*;
5. selecting all day blocks;
6. setting Monday of THIS week;
7. again omitting the end date;
8. again not having to adjust the start day;
9. setting *Custom schedule* to every other week:
 - o *Weeks in a row* should be set to 1 (because pattern changes every week),
 - o *Skip weeks* should be set to 2 (because there are a total of three contacts and thus three shifts);
10. clicking *Save* .

The shift then looks as follows:

Edit shift X

Name: ✓

Colour:

Contacts:

1. John ✖

2. Danny ✖

[+ Add](#)

Repetition:

Mon Tue Wed Thu Fri Sat Sun

*

Starting date:

End date:

Start day of the duty:

Custom schedule:

Weeks in a row: ✓

Skip weeks: ✓

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
40	2	9	16	23	30	6	13
41	9	16	23	30	6	13	20
42	16	23	30	6	13	20	27
43	23	30	6	13	20	27	3
44	30	6	13	20	27	3	10
45	6	13	20	27	3	10	17
46	13	20	27	3	10	17	24
47	20	27	3	10	17	24	31
48	27	3	10	17	24	31	7
49	3	10	17	24	31	7	14
50	10	17	24	31	7	14	21
51	17	24	31	7	14	21	28

Danny's Shift

2. setting the name to *Shift Danny*;
3. choosing the colour orange;
4. starting with contact *Danny*;
5. selecting all day blocks;
6. setting Monday of NEXT week;
7. again omitting the end date;
8. again not having to adjust the start day;
9. setting *Custom schedule* to every other week:
 - o *Weeks in a row* should be set to 1 (because pattern changes every week),
 - o *Skip weeks* should be set to 2 (because there are a total of three contacts and thus three shifts);
10. clicking *Save* .

The shift then looks as follows:

Edit shift X

Name: ✓

Colour:

Contacts:

1. Danny			
2. John			

[+ Add](#)

Repetition:

Mon Tue Wed Thu Fri Sat Sun

Starting date:

End date:

Start day of the duty:

Custom schedule:

Weeks in a row: ✓

Skip weeks: ✓

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

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
41	9	10	11	12	13	14	15
42	16	17	18	19	20	21	22
43	23	24	25	26	27	28	29
44	30	31	1	2	3	4	5
45	6	7	8	9	10	11	12
46	13	14	15	16	17	18	19
47	20	21	22	23	24	25	26
48	27	28	29	30	1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25	26	27	28	29	30	31

Result of Duty Schedule *Laboratory*

The following schedule (week overview) is created using these two shifts:

Octalarm-TOUCH pro Dashboard Contacts **Duty schedule** Alarms Settings Logbook

Week Month Today OCTOBER 2023, WEEK 40

Climate >

Cultivation >

Laboratory

2023, Week 40	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8
Laboratory	1e john	1 john	1 john	1 john	1 john	1 john	1 john
2e	2 danny	2 danny	2 danny	2 danny	2 danny	2 danny	2 danny
3e							

Shifts

- Shift Danny
- Shift John
- All contacts
- Overlapping shifts

This schedule has the same pattern every day in a week, but then varies from week to week. This is particularly clear in the Month overview.

Octalarm-TOUCH pro Dashboard Contacts **Duty schedule** Alarms Settings Logbook

Week Month Today OCTOBER 2023

Climate >

Cultivation >

Laboratory

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
40	2	3	4	5	6	7	8
41	9	10	11	12	13	14	15
42	16	17	18	19	20	21	22
43	23	24	25	26	27	28	29
44	30	31					

Shifts

- Shift Danny
- Shift John
- All contacts
- Overlapping shifts

Factoids

- Changing a shift retrospectively:
 - Option 1: click on an already existing shift in the calendar, make the desired changes and click `Save` .
 - Option 2: at the legend, click on a shift, click `Edit` , make the desired changes and click `Save` .
- Clicking `>` behind *Shifts* in the legend will display the names of the shift and an explanation of symbols.
- For overlapping shifts in the calendar, right-clicking on the *Overlapping shift* symbol makes it easy to see which shifts are set. The first shift mentioned is active.

Example C: Two Schedules | Weekly Change of Call Sequence | Scheduled Holidays

Situation Diagram

Note: we assume for this example that Example B is fully implemented. If you have not yet set Example B, you should do this first.

The situation is similar to Example B, but now Bryan (service group *Cultivation*) is going on holiday for a week from 15 to 22 November. During his holiday, Bryan does not want to be disturbed. Dylen and Peter will take over his duty this week. This situation is solved by creating an additional duty on top of the existing one.

This change does not otherwise affect the `Schedule` menu or the `Service groups` menu; these remain unchanged.

E. C: Duty Schedule Menu

A temporary shift needs to be made for Bryan's holiday: *Shift holiday Bryan*. The difference compared to the other shifts created so far is that with this duty, we DO set an end date.

Configuring Duty Schedule

You add a new shift as explained so far by:

2. setting the name to *Shift holiday Bryan*;
3. choosing the colour yellow;
4. but NOT adding contact *Bryan*;
5. selecting all day blocks;
6. setting Tuesday 15 November as *Begin date*;
7. setting Tuesday 22 November as *End date*;
8. leaving the start day of the shift on Wednesday;
9. *Custom schedule* is NOT ticked;
10. clicking *save* .

The shift then looks as follows:

The screenshot shows the 'Edit shift' interface with the following configuration:

- Name: Shift holiday Bryan
- Colour: Yellow
- Contacts: None (Dylan and Peter are listed but not selected)
- Repetition: All day blocks selected for all days of the week (Mon-Sun)
- Starting date: Wednesday, 15 November 2023
- End date: Wednesday, 22 November 2023
- Start day of the duty: Wednesday
- Custom schedule: Not ticked

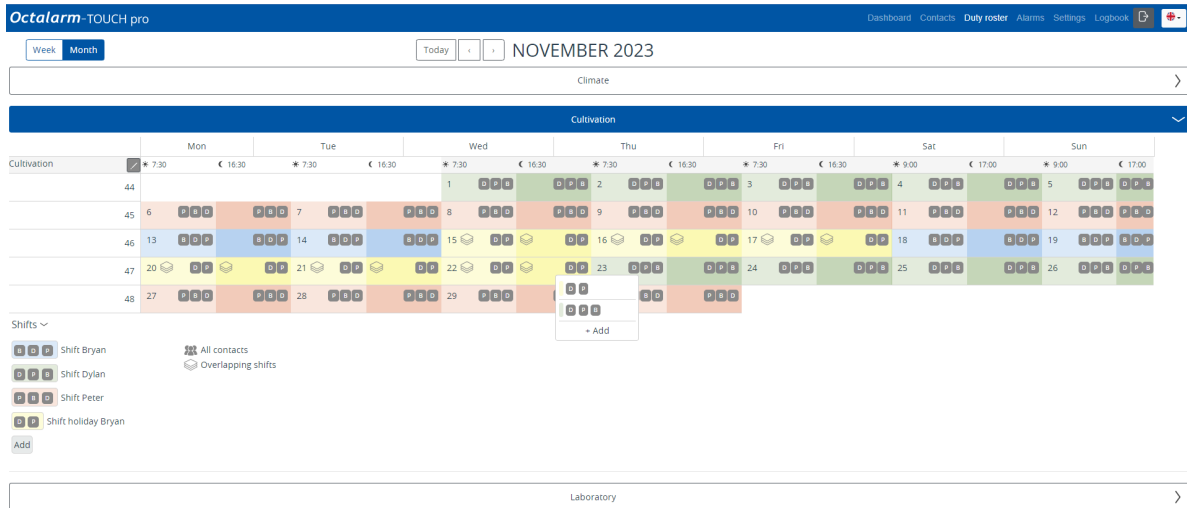
The calendar grid shows the shift (yellow blocks) covering the period from Monday 13 to Sunday 19, with the end date (Wednesday 22) also highlighted in yellow.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
46	13	14	15	16	17	18	19
47	20	21	22	23	24	25	26
48	27	28	29	30	1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25	26	27	28	29	30	31
1	1	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31	1	2	3	4

Buttons: Cancel Save 10

Result of Duty Schedule *Cultivation*

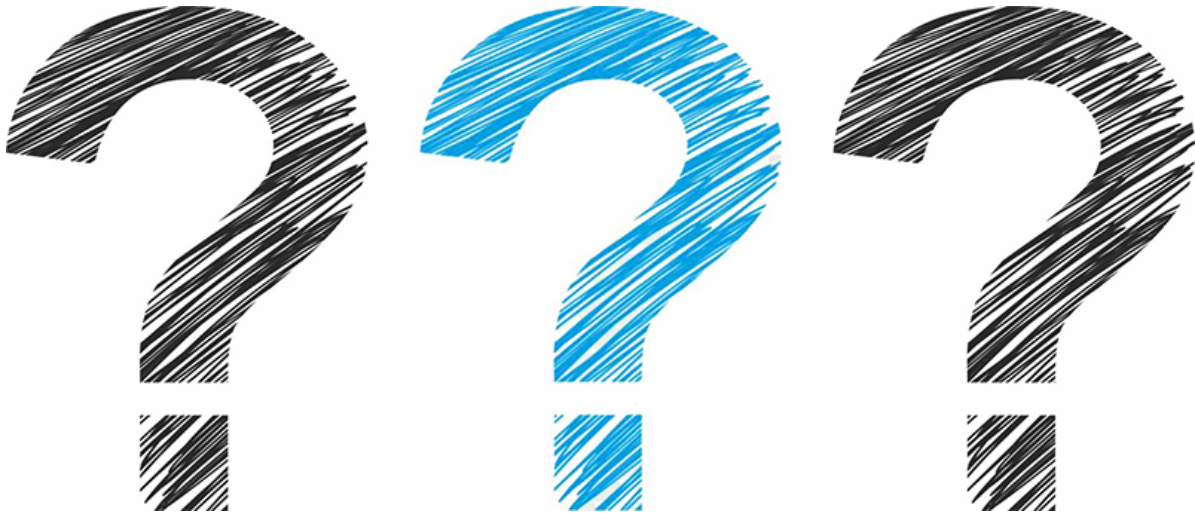
The result of this added shift can be easily seen in the duty schedule (Month overview):



The yellow period indicates Bryan's holiday. Since this shift projects across existing shifts, the symbol *Overlapping shifts* appears. This is just a warning that an overlapping duty has been set.

- When this is an **intended overlap**, like a holiday, this is not a problem.
- If it is an **unintended overlap**, then there was probably a mistake in setting up one or more shifts. Right-click on the Overlapping shift symbol in the calendar to easily see which shifts have been set. The first shift mentioned is active.

Frequently Asked Questions About the Duty Schedule Module



Is your question not listed? Then feel free to contact our helpdesk. They are available Monday to Friday from 8:30 a.m. to 5:00 p.m. on [+31 174 794 024](tel:+31174794024) or by email at helpdesk@adesys.nl.

1. [There is a name crossed out in the duty schedule. What's going on?](#)
2. [Where a contact's name used to appear in the duty schedule, there is now only a dash. Why is this?](#)
3. [The duty schedule menu is empty. Why don't I see a calendar?](#)
4. [Not \(temporarily\) alarming a contact](#)



There is a name crossed out in the duty schedule. What is going on?



Possibility:

- no call medium has been entered for this contact.
- this contact is scheduled for *Daytime* or *Nighttime*, while the same option is disabled in their personal preferences.
- the status of this contact is set to *Absence*, e.g. because the person has called in sick.

This is resolved as follows

Reason 1 and 2

1. Go to *Contacts* and click on *Service groups* .
2. Click on the relevant service group; for example, *Cultivation*.
3. Under *Contact information*, check the call media and personal preferences set for the contact in question. Adjust if necessary:
 - Click on *Edit* ;

- Click on the pen icon behind the corresponding contact and adjust the personal preferences as required: no. 6: add call medium; no. 7: call medium sequence; no. 8: yes/no *Acceptance time* and setting for *Daytime* and *Nighttime*;
- click *Save* (no. 9)

Contact information ×

Personal call preference for contact Dylan

				8
7 1. dylan@example.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2. 0288956789	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Time to accept
 Daytime
 Nighttime
 App alerts
 Voice alerts
 SMS alerts
 Email alerts
 Pager alerts

Select desired call preferences

6

+
dylan@example.com

+
dylan@example.com

+
0288956789

+
0288956789

Cancel
Save 9

4. Click *Save* again.

Reason 3

1. Go to *Contacts* and click on the relevant contact.
2. Under *Status*, check the set presence or absence. When a contact is *Absent*, there is a red cross behind this contact. If *Present*, you will see a green tick. Adjust, if required.

Reset contact to Present

- At *Status*;, press *Absent* .
- Press *Yes* .

[Back to frequently asked questions](#)



Where a contact's name used to appear in the duty schedule, there is now only a dash. Why is this?



This contact has probably been removed from the service group, which is why there is now a dash instead of a name. This does mean one less contact in the schedule. This may affect the alert procedure.

This is resolved as follows

1. Go to *Contacts* and click on *Service groups* .
2. Click on the relevant service group; for example, *Laboratory*.
3. Under *Contact information*, check the set contacts. Adjust if necessary by re-entering the contact or adding a new contact:
 - o click *Edit* ;
 - o click *Add* ;
 - o select the desired contact and set personal preferences (no. 6, 7 and 8);
 - o click *Save* (no. 9).

Contact information



Personal call preference for contact Dylan

7

				8
1. dylan@example.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2. 0288956789	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Time to accept Daytime Nighttime App alerts
 Voice alerts SMS alerts Email alerts Pager alerts

Select desired call preferences

6

dylan@example.com

dylan@example.com

0288956789

0288956789

Cancel Save 9

4. Click Save again.

[Back to frequently asked questions](#)



The duty schedule is empty. Why don't I see a calendar?



It is possible that no service group has been created yet. Without a service group to which the duty schedule applies, it is not possible to set shifts in the Duty schedule menu.

This is resolved as follows

- [Read more about the Service groups menu](#)
- [Learn how to set up a service group](#)

[Back to frequently asked questions](#)



How can I have a contact (temporarily) not alarmed?



Planned in advance, e.g. in case of leave

You can easily pre-schedule employee leave in the duty schedule by creating an additional (temporary) shift on top of the existing shift. See [2.3 Two schedules | weekly change of call sequence | planned holidays](#) for further explanation.

Unexpected, e.g. illness or absence due to calamity

You can easily set contacts to *Absent* in the `Contacts` menu.

1. From the main screen (dashboard), go to the `Contacts` .
2. Click on the relevant contact.
3. Under *Status*: press `Present` .
4. Press `Yes` .

There is now a red cross behind the relevant contact. Within the duty schedule, you will see that the contact has been crossed out (and will therefore not be accessed in case of alarms).

Note: it is important that there are always enough contacts in a service group so that someone else can be called if a contact is set to Absent.

As soon as the contact is available again, you need to set the status back to Present manually.

Reset contact to *Present*

1. From the main screen (dashboard), go to `Contacts` .
2. Click on the relevant contact.
3. Under *Status*: press `Absent` .
4. Press `Yes` .

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