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Close an alarm

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experience — not included in the PDF

Summary

Operators close alarms in ZenMode after starting a shift and assigning a site to themselves. You can close one alarm at a time or close multiple alarms together. Every closure requires a tag; closure notes are optional.

This page walks through the task itself. For the full reference on the screen it happens in — the Focus Zone, the filters, the counters and the event dialog — see [ZenMode — Operator Monitoring](#).

Before you begin

Closing alarms is an Operator action — the close controls only appear once you are working in Operator mode, and you get there in one of two ways depending on who you are.

- You are signed in with the `Operator` role, so Alarm Center opens in the operator view directly, or you are a Super Admin and switch yourself into it with the `Work Mode` selector. Either route ends in the same place; see [Alarm Center \(Operator View\)](#).
- You must start your shift before taking a site.
- A site with open alarms must be available.
- At least one alarm closure tag must be available.

Start your shift

1. Open Alarm Center .

2. If you are a Super Admin, select **Operator** under **Work Mode** . Operators do not see this selector — they are already in the operator view and can go straight to the next step.
3. Click **Start Shift** in the top-right. You cannot take a site or close anything until the shift has started.

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Assign a site to yourself

1. In **Sites Unassigned to Operators** , find a site with **Available** lock status.
2. Click **Assign to me** . The site is assigned to you and opens in ZenMode.

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Only one Operator can hold a site at a time. If another Operator has already taken it, choose another available site or ask a Super Admin to reassign it.

Review the alarm

ZenMode displays the site's alarm timeline and camera tiles. Click an event card or a timeline alarm to open its event details.

The dialog does not stop at the alarm you clicked — it plays through every open alarm on that camera in turn, and **ALARM n OF m** tells you where you are in that run. When one deserves a proper look, click **Pause** : the queue holds on that alarm for as long as you need, and the button becomes **Play** when you are ready to move on. Decide how to close it before resuming.

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Choose what to close

Alarms can be closed one at a time or in bulk:

- Close current alarm (event dialog) — closes only the alarm on screen; the queue moves to the next one.
- Close all alarms (event dialog) — closes every open alarm on that camera at once.
- Close ZenMode Alarms (n) (toolbar) — appears while the Focus Zone is on, and closes only the alarms inside the zone. The count in the button moves as you resize or move the zone, so check it before you click.
- Close all alarms (toolbar) — closes every open alarm in the selected viewing period.

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Check the Alarms to be closed count in the confirmation dialog before continuing, especially when using a bulk close action.

A bulk close only covers what your filters are currently showing. With True alarms only on, the false alarms sitting underneath are left open — the count in the button drops to match, which is the clue. If you meant to clear everything, turn the filter off first and check the count again.

Select a closure tag and confirm

1. In Closure tags , select the tag that best classifies the alarm outcome. A tag is required.
2. Optionally enter Closure notes to add context that the tag does not capture.
3. Review the summary block above the tag field: SITE , ALARMS TO BE CLOSED , TRUE ALARMS , FALSE ALARMS and SENSOR . Closing a single alarm shows ALARM TIME ; a bulk close shows LAST ALARM TIME and CLOSE ALARMS BETWEEN instead.
4. Click Confirm .

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What happens next

The selected alarm or alarms are marked closed. GC Surge records the closure tag, optional notes, timestamp, and Operator identity in the audit trail. The ZenMode counters update immediately. OPEN falls by the number you closed and CLOSED rises by the same amount, while TOTAL stays put. Closed alarms drop out of the view unless Show closed is on.

Continue processing alarms, release the site with Unassign when another Operator should take it, or click End Shift when your shift is complete.