

# Plate and Vehicle Alarms

OPS-COM's alarm system provides critical real-time notifications for specific events, such as a flagged vehicle being scanned or a user triggering a security alert. This article guides administrators on setting up the necessary permissions to view these alarms, as well as how to attach, manage, and clear **Plate Alarms** and **Vehicle Alarms** for both profiles with and without associated user accounts.

## Setup & Configuration

### System Settings

There are a number of system settings you can change on the **Alarms** tab.

- **Vehicle Alarm Append Threshold** - the number of minutes before an alarm will create a new dispatch log entry instead of appending to an existing one.
- **Plate Alarm Dispatch SubID** - You can set the subID for consistency.
- **Allowed Alert Emails** - You enter the addresses of the systems that will be populating alerts into OPS-COM. To add recipients of alerts, use the [setting in this wiki article](#).

To enable administrators to view and manage alarms, proper dispatch permissions must be configured for their roles.

### Setting up Alarm Permissions

1. Click **System Configuration**, then **Admin Management**, and click **Manage Roles**.
2. Select the administrative role you wish to modify by clicking its **Permissions** button.
3. Within the **Editing Permissions** screen, under the **Dispatch** category, select the permissions related to alarms (e.g., **View Alarms**, **Clear Alarms**, **Add Alarm Comment**).
4. Click **Save Permissions** at the bottom of the page when you are finished.

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## Using this Feature

### Understanding Plate Alarms

**Plate Alarms** are triggered whenever a license plate with an associated alarm is scanned or read by the system. This includes:

- **Fixed Cameras:** Entrance and exit cameras.
- **Handheld Violation Entries:** By officers in the field.
- **LPR Camera Reads:** Mobile and static LPR systems.

When a Plate Alarm is triggered, a "ding" sound is typically made (for mobile LPR units), and an alert appears in the OPS-COM system. You can also configure an email address to send alarm details to. If a fixed camera triggers the alarm, the camera's name will be listed.

Manually **Chalking Vehicles** from the handheld does **not** trigger an alert.

## Attaching an Alarm to a Plate Without a Profile

Plates can exist in the system without a full user profile if they are initially entered via:

- Issuing a **New Violation**, **Violation Warning**, or **Chalking Record** through the handheld or admin side.
- Linking the plate to an **Incident** from the admin side.

If you search for a plate on the handheld that doesn't exist in the system, you'll see a **black plus symbol** indicating the vehicle is new. On the admin side, when issuing a violation or creating an incident, you'll have an option to add a new vehicle and its information, which is where the alarm can be added.

To add an alarm to a plate without a profile, there must be an existing incident, violation, or warning associated with the plate. If a plate only has a chalking record, you will need to issue a violation to it or link it to an incident to access the vehicle information fields required to add an alarm. Chalking records alone do not provide a direct option to view or edit vehicle details.

## Steps to Add an Alarm to a Plate Without a Profile

### 1. Find the Plate:

- Click **Violations**, then **Vehicles**, and click **Search by Plate**.
- Enter the **Plate** you wish to add the alarm to (e.g., "JROCK").
- Click the **Vehicle Info** icon next to the search result.

### 2. Add the Alarm to the Plate:

- The **Vehicle Information** window will open. Click **Edit Vehicle**.
- Toggle the **Vehicle Alarm** checkbox to **On**. You'll see a checkmark appear.
- Once toggled, you can add an **Alarm Comment** in the provided field. This comment will be visible to officers and administrators when the alarm triggers.
- Click **Update Vehicle** to apply the alarm correctly.

When this plate is subsequently scanned by LPR (mobile or fixed cameras), a "ding" sound will be made, alerting officers and allowing them to write a dispatch report if needed.

## Adding Plate Alarms to Specific Plates (with User Profile)

If you know the user associated with the plate you wish to alarm:

1. Go to **User Management**, then **User Search**.
2. Search for and select the user's profile.
3. Click the **Vehicles** tab within their profile.
4. You'll see a list of vehicles and their associated plates. Click the **target plate** you wish to alarm. This will bring up a new window with **Vehicle Information**.
5. Follow **Steps 1-3** from "Adding the Alarm to the Plate" (above) to toggle the **Vehicle Alarm**, add a comment, and **Update Vehicle**.

## Adding a Plate Alarm to All Vehicles on a User's Profile

You can apply a Vehicle Alarm to all vehicles associated with a user's profile directly from their basic profile information.

1. Go to **User Management**, then **User Search**.
2. Search for and select the user's profile.
3. Click **Edit** next to the **Basic Profile Information** section.
4. On the user's profile page, you should see two checkboxes: **Plate alarm** and **People alarm**.
5. Toggle the **Plate alarm** checkbox to **On**.
6. Add a **comment** that will be used for this alert.
7. Click **Update** to apply the alarms.

The **People Alarms** and **License Plate Alarms** for this user will share the same message if both are toggled on the user's profile.

# Best Practices & Considerations

- **Clear and Concise Alarm Comments:** Use brief, actionable comments that convey essential information quickly to officers and administrators (e.g., "DO NOT APPROACH - WARRANT," "LOST/STOLEN PERMIT," "CONTACT OWNER").
- **Permission Management:** Ensure that only authorized personnel have the ability to set and clear alarms due to their critical nature.
- **System Settings for Alarms:** Review global alarm settings under **System Settings** (e.g., **Alarm Duration**, **Email Address** for alerts, **Generic Alarm Append Threshold**) to ensure they align with your operational needs.
- **Understanding Alarm Roll-Up:** Be aware that multiple alarms for the same plate/profile will be rolled up into a single dispatch log entry within a 30-minute window to avoid

flooding the system with redundant notifications.

- **Manually Triggered vs. Automated:** Understand that manual chalking does not trigger alerts, but LPR reads and violation entries do.
  - **Regular Review:** Periodically review active alarms and dispatch logs to ensure timely responses and to clear alarms that are no longer relevant to keep the system efficient.
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