



## 12+ zone wire-free system operation

### Arming

*Home:*

*Away:*

*Silent Arming:*

Press doors & windows button + five digit user code

Press doors & windows button + five digit user code + motion sensors button

Press doors & windows button + five digit user code + doors chime button

### Disarming

Press disarm button + five digit user code

### Bypass

*To arm system while any door or window (protected by a contact sensor) is open:*

Press doors & windows button + code + motion sensors button + doors and windows button for away.

Press doors & windows button + code + doors and windows button for home.

### Status/Alarm Memory

If status button is lit, press system status button and message will be repeated.

To clear the status message, press disarm button immediately after hearing message. Please ensure complete message is played.

### Sensors

To identify which sensor activated the alarm press system status button

### Panic Button

To activate a Fire/Police/Aux (Emergency) panic, press relevant button for 4 seconds

Please ensure you close all exterior doors and windows before setting your alarm

## Frequently Asked Questions

If any of your queries are not answered below please refer to [www.phonewatch.ie](http://www.phonewatch.ie) for more information on the installation, operation and management of your alarm. Or you can contact Customer Support on 1850 753 753.

### Operating your alarm

#### How do I operate my alarm?

Please refer to our quick guide on the back of this card.

#### What's the difference between a verification word and a user code?

A verification word is the memorable word you choose which identifies you as the genuine user of the system. It should only be known by you and your keyholders and should only be quoted when asked for by a Phone**Watch** representative.

A user code is normally a four or five digit code (depending on system type) which you key into your system to either arm or disarm.

#### My alarm accidentally activated what should I do?

If you generate a false alarm, cancel the alarm. If you do not cancel/disarm the alarm within 30 seconds (this delay does not apply to fire and police panic alarms – they are instant) you will receive a call from our Monitoring Control Centre checking everything is okay. Just advise the monitoring team member that it was a false alarm. Do not try to contact us. If there is a false alarm and you are not at home we will contact you, your keyholders and/or the relevant emergency services.

#### How do I test my alarm?

Please ensure you test your system every month. Ask your engineer for a demonstration on the day of installation or refer to your manual for details.

**NB: Please do not carry out any form of communications test without first informing our Monitoring Control Centre, as this may result in the false dispatch of the emergency services.**

### Keyholders

#### How do I change keyholders?

Send the changes in writing by email to [keyholders@phonewatch.ie](mailto:keyholders@phonewatch.ie), by fax to 01 - 295 8199 (marked: Keyholder Administration) or by post to: Phone**Watch** Ltd., Unit 3/4, Sandyford Park, Burton Hall Rd, Sandyford Industrial Estate, Dublin 18. Please ensure you quote your account number and verification word as we cannot change keyholder details without this.

#### I've forgotten who my keyholders are, what should I do?

Call Customer Support on 1850 753 753 during normal business hours and remember to quote your verification word. Don't forget to write your list of keyholders down in a safe place for quick reference next time you need them.

### Moving Home

#### I'm moving home and leaving my system with the new owners. What should I do?

Contact 01 - 213 5200 to let us know when your moving date is. If you are going away temporarily there is no need to contact us.

If you want to install one of our systems in your new home, we offer significant discounts for existing customers. Just call Sales on 1850 500 900 to find out more.

**1850 753 753**  
**[www.phonewatch.ie](http://www.phonewatch.ie)**

**Phone**Watch****  
Protection Powered by People

frequently asked questions



CUSTOMER  
SUPPORT