

## 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, alternatively you can contact our Customer Support team on 1850 753 753.

### Operating Your Alarm

#### How do I operate my alarm?

Please refer to our Quick Guide on the back of this sheet.

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

A verification word is the memorable word you can choose which identifies you as the genuine user of the system. This should only be quoted when asked for by a PhoneWatch representative. A user code is normally a four or five digit code (depending on the system type) which you key into your control panel to either arm or disarm the system.

#### 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 alarm system every month. Ask your engineer for a demonstration on the day of installation or refer to your Simon XT user manual for details. **N.B 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.**

#### How long does it take my alarm system to fully arm once I have turned it on?

The default entry/exit setting on your alarm system is 30 seconds. This can be adjusted by one of our engineers on request. If you arm your alarm system and it activates before you have time to leave, disarm the alarm and re-arm when you are ready to leave. Similarly if you need to enter the premises during the arming period you should disarm the alarm and re-arm when you are ready to leave.

### Keyholders

#### How do I change keyholders?

Send the changes in writing, by email to [keyholder@phonewatch.ie](mailto:keyholder@phonewatch.ie), by fax to 01-2135203 (marked: Keyholder Administration) or by post to PhoneWatch, Unit 3/4, Sandyford Park, Burton Hall Road, Sandyford Industrial Estate, Dublin 18. Please ensure you quote your account number and the 1st and 3rd character of your verification word, 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 as long as you have your verification word we will be able to help you. 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 5203 to let us know when you are moving. 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.

#### Giving you the extra peace of mind

A PhoneWatch mini remote control allows you to switch on/off your alarm remotely at the touch of a button. It is a pocket sized device which you can put on your keyring. It has an integrated panic button which, when pressed, signals for immediate Garda dispatch. If you would like to order a mini remote, call our sales team on 1850 500 900.



Customer  
Support

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

PhoneWatch  
Protection Powered by People



## Simon XT wirefree system

<p><b>Arming - Away:</b> <i>(when going out)</i></p>	Press Away button + 5 digit user code
<p><b>Arming - Stay:</b> <i>(when staying in)</i></p>	Press Stay button + 5 digit user code
<p><b>Silent Arming</b></p>	Press Stay button + 5 digit user code + Silent Button
<p><b>Note:</b></p> <p>Your system will fail to arm if;</p> <p>a) You arm the system, open the exit door and do not close it within the entry/exit time.</p> <p>b) You arm the system while a door or window protected by a contact sensor (this does not apply to inertia or motion sensors) is open and you do not either close it or bypass it.</p> <p>c) You do not acknowledge a system fault being reported by your control panel by pressing the Bypass button.</p>	
<p><b>Disarming</b></p>	Press Disarm button + 5 digit user code
<p><b>Bypass</b> <i>(when going out)</i> Arming system while any door, window, protected by a contact sensor only, is open</p>	Press Away button + 5 digit user code + Bypass button and enter
<p><b>Bypass</b> <i>(when staying in)</i> Arming system while any door, window, protected by a contact sensor only, is open</p>	Press Stay button + 5 digit user code + Bypass button and enter
<p><b>System Status</b> If the system status button is lit, the system has an information message.</p>	Press status button to hear message
<p><b>Panic Button*</b> - To activate a Fire or Emergency or Police panic, press the relevant button twice, or hold for 2 seconds</p>	<p>The diagram shows a circular panic button with four distinct sections: a top section with a star (Emergency), a left section with a star (Police), a bottom section with a star (Fire), and a right section with a star (Microphone).</p>
<p><b>Status Beeps</b> Due to either power failure or phone trouble.</p>	<p>To stop beeps, press Status, and listen to the message in full. Press Disarm.</p> <p>Note: This must be done after power failure problem has been resolved</p>

\* Should you activate a panic alarm in error, please wait for our call and do not engage the phone line. If we are unable to confirm that the alarm is false, the relevant emergency service will be dispatched and in some cases charges may apply.