

PHONE WATCH•)))

Home of Safety

User Manual

Alarm system: PhoneWatch TC



Welcome to PhoneWatch

Our user manual is designed to support you in the daily use of your alarm system. We recommend that you read the manual in order to fully understand how your alarm works.

We look forward to keeping you safe for many years to come with our alarm system and monitoring service.

Over the first few pages, you will find a brief description about how your alarm works. You can get in touch with our customer service team at any time if you have any questions.

Tel: 0818 753 753

Remember to always arm your alarm!

Customer service team

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Telephone: **0818 753 753**

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Customer number

Easy-to-use alarm system

The following will give you information about the most important functions of your alarm.

Full Arm mode (arms the entire alarm system)



Press the button *Full Arm mode* and enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press the button *Full Arm mode* on the remote control.

Part Arm mode (arms part of the alarm system*)



Press the button *Part Arm mode* and enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press the button *Part Arm mode* on the remote control.

Disarm the alarm system:



Enter your personal code or place the keytag over the keytag reader symbol on the keypad.



Press the *Disarm button* on the remote control.

**Part Arm mode* is programmed according to your needs. Your PhoneWatch Engineer can program the alarm according to your preferences.

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Images from the camera detector

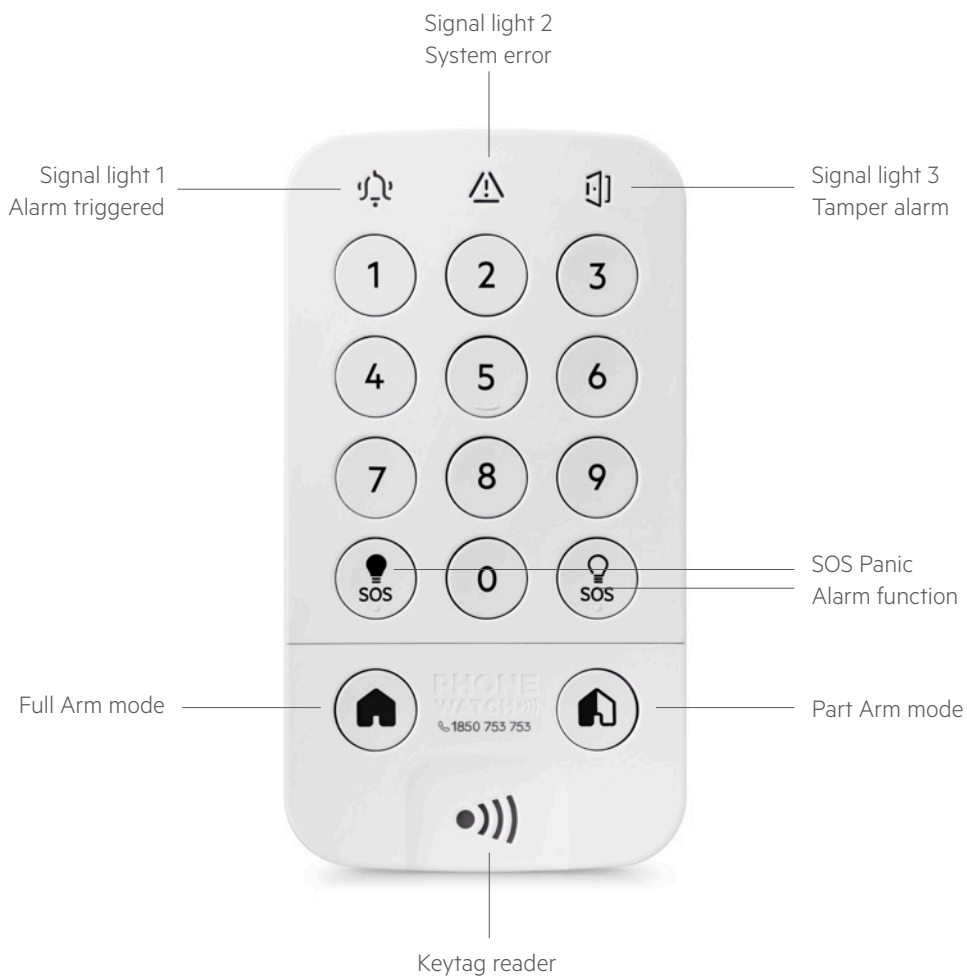
The following clause defines how images should be processed when transferred within systems equipped with one or more detectors with cameras installed.

- Images will only be transferred to our Alarm Receiving Centre in the event of an alarm activation.
- The images will be used solely as aids in the management of alarm activation. In other words, in order to evaluate and determine the cause of an activation.
- Only the Alarm Operators, and if needed Garda authorities, will have access to the images received.



How to use the keypad

The keypad is used to arm or disarm the alarm system by means of a personal code or keytag. The keypad is equipped with a keytag reader at the bottom-centre.



Signal lights on the keypad

There are three signal lights on the front of the keypad. These indicate the current status of the alarm system.

Signal light 1 – alarm triggered



On: The alarm system has been triggered or one of the detectors is unable to be armed. This could be because a door or window protected with a magnetic contact sensor is open.

Flashing: There is an alarm activation in the alarm system's memory which needs to be reset.

Off: The alarm system is ready to be armed.

Signal light 2 – system error



On: An error has occurred in the alarm system. This could be due to a problem with the battery, power supply or because of a problem with sensor monitoring, an error with the GSM/GPRS or interferences. Contact customer service for assistance.

Flashing: There is an error in the alarm system's memory which needs to be reset.

Off: The system is free of errors.

Signal light 3 – tamper alarm



On: A tamper alarm has been triggered in the system. This could be due to failure or sabotage. Contact customer service for assistance.

Flashing: There is a tamper alarm in the alarm system's memory which needs to be reset.

Off: The system is free of tamper alarms.

Resetting

You can reset the alarm system by entering your personal code or using your keytag. If there are various alarm activations triggered in the system memory, you will need to repeat the rearming process until LED lights 1, 2 and 3 are all switched off.

How to use the alarm system

The alarm system is easy and convenient to operate using the keypad, remote control or keytag.

Arming using the keypad

Full Arm mode (arms the entire alarm system)

Close all of the exterior doors and windows before arming the system.



Press the button *Full Arm mode* and either enter your personal code or use your keytag.

A warning alert will sound for a moment as you leave. In the case of a system error, a warning tone will be emitted. You should rectify the system error and then try to arm the system again.

Part Arm mode (arms part of the alarm system*)

Close all of the exterior doors and windows before arming the system.



Press the button *Part Arm mode* and either enter your personal code or use your keytag.

The signal light 1 will flash slowly before fading once the alarm is armed.

No warning alert will sound as you leave (If set to Part Arm silent). In the case of a system error, a warning tone will be emitted. You should rectify the system error and then try to arm the system again.

**Part Arm mode* is programmed according to your needs. Your PhoneWatch Engineer can program the alarm according to your preferences.

Arming using the remote control

Keep in mind that the remote control arms the system instantly. You should therefore be careful not to arm the alarm until you are outside of the protected zone.

Full Arm mode (arms the entire alarm system)

Close all of the exterior doors and windows before arming the system.



Press the button *Full Arm mode*.

The button confirmation light will light up for a few seconds to confirm arming. In the case of a system error, you will need to rectify the error and then try to arm the system again.

Part Arm mode (arms part of the alarm system*)

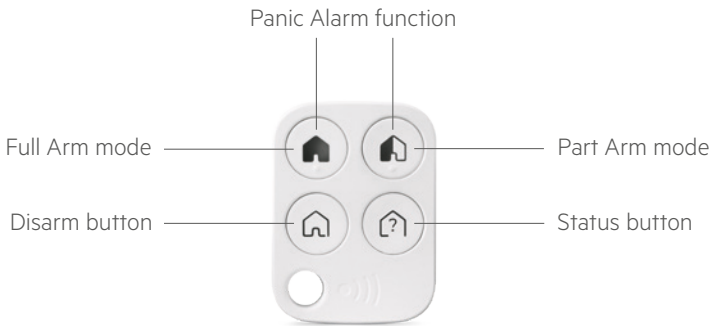
Close all of the exterior doors and windows before arming the system.



Press the button *Part Arm mode*.

The button confirmation light will light up for a few seconds to confirm arming. In the case of a system error, you will need to rectify the error and then try to arm the system again.

*Part Arm mode is programmed according to your needs. Your PhoneWatch Engineer can program the alarm according to your preferences.



Disarming using the keypad

Disarm

The entire system will be disarmed, regardless as to whether it was in *Full Arm mode* or *Part Arm mode*.



Enter your personal code or use the keytag.
The system light 1 will switch off.

When somebody enters the property, the system will generate a sound to indicate that it is necessary to disarm the alarm system.

Disarming using the remote control

Disarm

The entire system will be disarmed, regardless as to whether it was in *Full Arm mode* or *Part Arm mode*.



Press the *Disarm button*.
The LED confirmation light will light up for a few seconds to confirm the command.

When somebody enters the property, the system will generate a sound to indicate that it is necessary to disarm the alarm system.

Siren and sound

When an alarm is triggered the siren will sound. The sound will be generated from the smoke detectors and indoor sirens if fitted.

You will have two different sounds depending on the type of alarm.

If the sound is constant, there has been a burglar alarm or a panic alarm

If the sound is pulsing, the system has detected smoke

Door signal on/off

Doors with magnetic contact sensors can, if desired, sound every time the door is opened. The audio signal can, for example, inform you if children leave the house.

On the keypad press keys 1 and 3 simultaneously for at least two seconds.



Press the button *Part Arm mode*.

Two signals will sound and all lights are flashing.



SOS



SOS

To *activate* the door signal, press the left SOS button.

To *deactivate* the door signal, press the right SOS button.

To save your settings, press the right SOS button.

After a few seconds, two signals will sound and all lights on the keypad will switch off.

Panic alarm function

For PhoneWatch the panic alarm is of great importance as it gives you additional personal security. If you need to, you can push the emergency panic alarm buttons easily either on the keypad or on the remote control. Based on the situation we will take immediate action to make sure you are safe.

Activating using the keypad



SOS



SOS

Push the two *SOS Panic Alarm function* buttons on the keypad at the same time and then release the buttons.

The siren will sound immediately and switch off after the alarm has been disarmed.

Activating using the remote control



Push the two upper buttons on the remote control at the same time for a minimum of two seconds.

The siren will sound immediately and switch off after the alarm has been disarmed.

Information about the most common alarm components

Here we provide a description of the most common components for the PhoneWatch TC alarm system. You can find more information about other components on our website.



Keypad

The keypad is the main unit in your alarm system. The lights enable you to easily check the status of your alarm system.



Central unit

The central unit is the brain of your alarm system. It communicates with the other components, as well as the Alarm Receiving Centre. It is the only component that requires an electric power supply, but it has an emergency battery in case of power loss.



PIR motion sensor with camera

Reacts and takes colour photos with flash upon the detection of motion or temperature changes, both during the day and at night.



Door and window contact sensor

If the door or window is opened, the magnetic connection will be interrupted and the alarm will be activated. Used for protection at night (Part Arm mode) and to adapt the system to pets.



Magnetic contact with shock sensor

Combines two of our products in order to respond to vibrations or strong impacts and attempts to open windows or doors that are fitted with a sensor.



Carbon monoxide detector

Our carbon monoxide detector is fully monitored and always active 24/7 even when your security alarm system is unarmed. Our carbon monoxide detector responds instantly should this dangerous gas be detected in your home.



Remote control

An easy-to-use remote control for the rapid activation of the alarm. It also has a panic alarm function.



Keytags

The keytags can be easily used by everyone. All you need to do is tap them to the control panel in order to arm or disarm the system.



Smart plug

Using smart plugs, you can turn lights and other electrical appliances on and off using the PhoneWatch app or the My Pages customer area on the PhoneWatch website.



Smoke detector

Responds to smoke and are linked to the PIR motion sensor with camera in order to take photos of the area. The smoke detector also functions as a siren and will sound in the case of any type of alarm. Note that the siren will sound differently depending on the type of alarm. The smoke detector is active 24/7 regardless of the burglary alarm.

Components available as sensors of choice or can be purchased separately.

Smart solutions

Our smart solutions offer you a greater level of safety and better control over your alarm system. Using the PhoneWatch app, you can arm and disarm the alarm, receive alerts when somebody enters or leaves, etc.

Create an account on My Pages/PhoneWatch app

By creating an account on My Pages or in the PhoneWatch app, you can check and get status from your alarm system. To create an account, you need to have your customer number available. This can be found in the documentation of your alarm system. Register an account at **mypages.phonewatch.ie** or via the PhoneWatch app which you will find in your app store. We update the app and add features continuously.

Maintenance and advice

In order to ensure that your alarm system is working properly.

- The system is remotely supervised by PhoneWatch 24/7/365.
- PhoneWatch recommend that you perform a local system test every third month. Please contact PhoneWatch customer service for further information on how to perform a local system test.
- Ensure that none of the components have been damaged and are free from dirt, dust, cobwebs etc.
- Clean the keypad with a dry cloth.
- If you are carrying out renovations or moving furniture, make sure that you do not block or cover the components or the components line of sight.
- If you are painting, wallpapering or sanding it may be necessary to temporarily remove part of the alarm system to prevent damage or false activations. Please contact PhoneWatch customer service before you do this.



The alarm systems siren(s) are designed to wake a person sleeping heavily, and to deter/disturb intruders. Prolonged exposure to the siren for long periods of time should be avoided. In the event that the system is accidentally activated while you are on the premises please ensure you turn the alarm off (see page 3), if unable to do so please leave the premises. When testing the system we recommend that you protect your ears.

