

**PHONE
WATCH**)))

Home of Safety



User Manual

Smart Alarm system

Welcome to PhoneWatch

This user guide will support you in the set-up and daily use of your new alarm system and contains useful tips and troubleshooting advice.

If you have any questions, please visit the customer service section of the PhoneWatch App or:

www.phonewatch.ie/customer-support

Remember to always activate your alarm!

Customer number

Installation number

Easy-to-use alarm system

Here is some useful information about the most important functions of your alarm system.

Activate Full Arm mode (activates the entire alarm system)



Press and hold the button for 2 seconds on the remote control (if fitted) to quick arm the full alarm.

Activate Part Arm mode (activates part of the alarm system*)



Press and hold the button for 2 seconds on the remote control (if fitted) to quick arm part of the alarm.

When part arm is active, the part arm button on the keypad will blink once every 10 seconds, to indicate that the system is active.

Deactivate the alarm system



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



Press and hold the button for 2 seconds on the remote control to deactivate.

*The PhoneWatch Security Advisor will program the alarm according to your preferences.

Contents

Images from the camera motion detector	5
How to use the keypad	6
Signal lights on the keypad	7
How to use the alarm system	8–10
Activate using the keypad	8
Activate using the remote control	9
Deactivate using the keypad	10
Deactivate using the remote control	10
Siren and sound	10
SOS function	11
Portable voice unit	11
Information about the most common alarm components	12–13
Smart solutions	14
Maintenance and advice	15

Images from the camera motion detector

Here is how the images from your cameras will be used:

- Images will only be transferred to our Alarm Receiving Centre in the event of an alarm activation.
- The images will only be used to evaluate and determine the cause of an alarm activation.
- Only our Alarm Operators and Gardaí (if necessary) will have access to the images received.



The camera motion detectors (infrared motion detectors with photo camera functionality) will take photos during an active alarm event. Depending on the configuration of the cameras, they may also take photos when the alarm system is disarmed. The photos taken when disarmed are not saved unless there is a sabotage-attempt or if the alarm is subsequently triggered, meaning that if the system is properly disarmed then the photos are not saved. Furthermore, the camera motion detectors will take photos if the smoke detectors detect smoke, in order for our Alarm Receiving Centre to verify if there is an emergency situation.

You may take photos through the camera motion detectors in Sector Alarm App when the alarm system is fully armed. Those pictures will not be available to our Alarm Receiving Centre.

For video cameras, the customer controls the access to the video recordings and real time video, and the Alarm Receiving Centre will only have access to such recording and real-time video during an active alarm event and only if the customer has explicitly consented in the app to share access to video material with the Alarm Receiving Centre.

How to use the keypad

The keypad is used to activate or deactivate the alarm system by means of a PIN code or keytag. The keypad is equipped with a keytag reader at the bottom.



Signal lights on the keypad

There are four 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.



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

Off: The system has no alarms.

Signal light 2 – system error



On: System error. This could be due to a problem with the battery or the power supply. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 5 minutes. If the light persists, contact customer service for assistance.

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 tamper. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 30 minutes. If the light persists, contact customer service for assistance.

Off: The system is free of tamper alarms.

Signal light 4 – door/window open



On: Door/window is open when arming/part-arming the alarm.

Off: No door/window is open.

Resetting

You can reset the alarm system by entering your PIN code or using your keytag. If there are various alarms triggered in the system memory, you will need to repeat this process until LED lights 1, 2, 3 and 4 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.

Activate using the keypad

Full Arm mode (activates the entire alarm system)


Close all of the exterior doors and windows before activating the alarm.

 Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to arm the alarm.

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error.

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

Close all of the exterior doors and windows before activating the alarm.

 Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to arm part of the alarm.

When part arm is active, the part arm button will blink once every 10 seconds to indicate that the system is active.

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error.

Check status

To check the status of the alarm system, press any numeric button and the button confirming the current activation status will light up for 2 seconds.


*Part Arm mode is programmed according to your needs. The PhoneWatch Security Advisor will program the alarm according to your preferences.

Activate using the remote control

Keep in mind that the remote control activates and deactivates the system without a PIN code or keytag. You should therefore keep it in a safe place so that only authorized people have access to it.

Full Arm mode (activates the entire alarm system)


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

 Press and hold the button for 2 seconds on the remote control to quick arm the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.


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

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

 Press and hold the button for 2 seconds on the remote control to quick arm part of the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

Check status

 To check the status of the alarm, press and hold the button for 2 seconds and the button confirming the current activation status will light up for 2 seconds.

*The PhoneWatch Security Advisor will program the alarm according to your preferences.



Deactivate using the keypad

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

-))) Enter your PIN code or use the keytag over the keytag reader.
The full arm button light will be switched off to indicate the alarm has been disarmed from full arm mode.
-))) The part arm button light will be switched off to indicate the alarm has been disarmed from part arm mode.

When somebody enters a property that is armed or partially armed, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

Deactivate using the remote control

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

- 🏠 Press and hold the button for 2 seconds to deactivate.
All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

When somebody enters a property that is armed or partially armed, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

Siren and sound

When the alarm is triggered, the siren will sound. The sound will be generated from the optical smoke detectors, keypad 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 - - - - -

SOS function

The SOS function gives you greater personal security. In an emergency, you can push the SOS buttons on the keypad or remote control and we will respond in seconds sending the help you need.

Activate using the keypad

- 🏠 Push and hold the two bottom buttons on the keypad at the same time for 2 seconds.

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

Activate using the remote control

- 🏠 Push the two upper buttons on the remote control at the same time for a minimum of 2 seconds.

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

Portable voice unit

The portable, two-way voice unit (if fitted) allows our Alarm Receiving Centre to contact you if (and only if) your alarm is activated. In the event of an emergency, you can take it down from the wall and carry it with you while you get to safety - our Alarm Operator will be with you every step of the way.

Information about the most common alarm components

Here, you will find descriptions of our most common alarm system components. You can find more information about other components on our website.



Keypad

Keypad arms and disarms the alarm system and can be used to trigger an SOS. Acts also as a siren in case of an alarm. Each user has their own PIN code or keytag.



Camera motion detector

Detects movement with infrared sensor (even at night) and in the case of an alarm takes and sends photos to the Alarm Receiving Centre for verification.



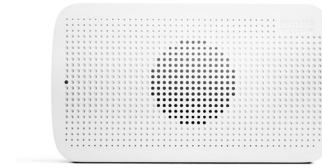
Security gateway

The central hub of the security system connecting all the components to the PhoneWatch secure cloud service with protected triple connection using 4G, WiFi and Ethernet. Supports Zibgee for selected smarthome devices. The only mains powered component of the alarm system and backed up with emergency battery.



Contact and shock detector

Detects if door or window is opened or closed. Also detects attempts to break the door or window by sensing the shock and vibration before the intruder can get in.



Portable voice unit

Two-way voice unit with hands-free audio. Alarm Receiving Centre can always reach your home to verify the emergency and to assist you and your family. The voice unit is portable at home so you can take it with you during an emergency while we help you get to safety.



Remote control

Quickly arm or disarm the alarm system or trigger SOS from anywhere in the home. You can also easily check the current status of the alarm system.



Optical smoke detector

Accurate detection of even the smallest amounts of smoke. Always on and always monitored, even when the alarm system is disarmed. Acts as an additional siren for your alarm system. We can verify fire visually from images on your cameras and call the fire department.



Water leakage detector

Water leaks can cause significant damage to your home. This detector identifies problems early so we can take action fast and minimize the damage.



Keytags

Works as a secure access key. Simply touch the Phone-Watch logo on the keypad to arm and disarm the alarm system.



Smart plug

Control your lights and domestic appliances from your phone. Set your system to automatically turn off appliances (such as hair straighteners or the iron) when the alarm system is armed.

Smart solutions

Bring all the convenience and control of smart home functionality to your home. Give your children key-free access, let visitors in remotely and turn lamps and other electrical appliances on and off. Most of our components allow you to check the temperature in the room. Everything can be managed with your PhoneWatch App. Our system is Zigbee compliant so you can add more smart functionality to your home as your needs change.

PhoneWatch App and Web

You can also control your alarm system and get important information about your system and your home with PhoneWatch App available on Google Play store and Apple App store or alternatively using our web application **[Mypages.phonewatch.ie](https://mypages.phonewatch.ie)**.

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 recommends 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 10), if unable to do so please leave the premises. When testing the system we recommend that you protect your ears.

