



## **FORT KNOX ALARMFONE FAQ**

### **1. How does Alarmfone work?**

It works by connecting a sophisticated alarm system to a monitoring centre, via your telephone line. If a sensor is triggered, the alarm system automatically sends an alert to your monitoring centre, who in turn will contact you or any of your nominated contacts by telephone. If you cannot respond to the alert, the next person you have nominated will be called, and so on until contact is made.

### **2. Why is Alarmfone different to a 'siren only' alarm system?**

Unlike 'siren only' alarm systems, where the onus is on neighbours to call you or the authorities when the alarm is triggered, Alarmfone provides you with intelligent real-time information about the status of your home via the telephone line. When you are in the home, you and your family also have the ability to call for assistance by sending a panic signal using the remote control or a medical emergency signal using the medical alert pendant, whether the system is on or off.

### **3. Why is Alarmfone different to other monitored alarm systems?**

Many monitored security systems are very expensive as they require professional installation and regular maintenance. Alarmfone uses the latest technology of wireless sensors for easy DIY installation. No hefty installation costs or messy wiring.

### **4. How do I install and set up the system?**

The whole system can be installed on a DIY basis within minutes without the need for a professional installer. The control panel replaces your existing phone using the telephone socket and a power supply, and all pre-programmed sensors are wireless and powered by batteries. The alarm is activated using the remote control or the Alarmfone keypad itself.

Just follow the 'Quick Set up Guide' and refer to the comprehensive 'User Manual' as necessary.

The system is designed to protect small to medium sized homes and small businesses. You can upgrade your system by adding additional sensors at any time. Optional accessories include additional PIR movement sensors, smoke detectors, door/window sensors and remote controls.

## **5. Where is the best place to put my phone control panel and movement sensors?**

It is recommended that you take some time in advance to think about the location of your phone control panel and sensors. Please note that the alarm is pre-programmed with default settings allowing you a pre-determined amount of time to leave your property before the alarm sounds.

The best place for your alarm control panel is somewhere central to all the sensors where there is a telephone and power socket. Please make sure it is out of reach of children.

Sensors should be located in areas you consider a potential intruder can access. PIR movement sensors are best placed in rooms most vulnerable to threat, or passageways where people must walk to get to other rooms. Optional door/window sensors can be purchased to detect when they are opened and are available through this website.

## **6. What happens if I can't install the system?**

If you would prefer the system be installed for you, simply ring the Help Desk to arrange installation at the low cost of just \$99.

## **7. Do I have to program the phone control panel?**

No, Alarmfone is designed for easy DIY installation. The wireless sensors supplied are pre-programmed and registered to the phone control panel. They will function immediately after the sensors are powered up. If you buy additional sensors or remotes these will need to be added and registered after the standard system has been installed using the easy to follow instructions.

## **8. How do I set up my account with the monitoring company?**

Simply ring your monitoring company to confirm that you require back to base monitoring and fill out the 'Application/Client Information' and 'Simply Pay' forms and register on this website or mail them to the monitoring company.

**8. What does the weekly monitoring cost of \$6.60 cover (after my free 3 months)?**

The monthly fee covers the cost of the provision of the monitoring service. The monitoring service responds to any event within your home, sending notifications to authorities and to you or your nominated contacts. The fee covers the cost of notifying you and your contacts and you can make unlimited changes to your personal preferences using your online account.

**9. Is there a connection fee to the monitoring company?**

No, there is no connection fee.

**10. What happens if I want to cancel back to base monitoring?**

You simply register the cancellation on this website or mail the 'cancellation' form to the monitoring company one month prior to your cancellation date. There is no termination fee.

Please remember that this is a monitored home protection system and if you cancel the monitoring service, authorities will no longer be notified for their response.

**11. What happens if the alarm system is triggered?**

The system responds when one of the sensors or detectors is activated. The Alarmfone control panel siren will go off to deter an intruder and alert neighbours. Simultaneously, the control panel will make a call to the monitoring centre. Once the monitoring service receives the alert, it will inform you, or if you do not respond, your nominated contacts, and the appropriate authorities.

**12. What will happen if I have an answer machine on my mobile or other nominated phones?**

The monitoring service will action your required response if they cannot contact you. If you are self-monitoring, the alarm response will go to your answering service.

**13. What will happen if I have a cordless phone or phone set?**

Connect Alarmfone to the telephone socket and then connect your cordless phone set to the extension port on the back of the Alarmfone unit. You will be able to use both phones for your everyday calls.

**14. What happens if there is an interruption to my electricity supply or a power cut?**

In the event of a power cut, your Alarmfone control panel will send a message to the monitoring centre advising of the problem and you will be notified. The battery back-up will provide power to your alarm system for up to twenty-four hours after any power failure.

**15. What happens if my telephone line is not working, is cut or is faulty?**

In this event, the alarm system would continue to operate and the control panel's siren would sound if a sensor or detector were triggered inside the home. However, the system would not be able to make a telephone line connection to notify the monitoring centre.

**16. What happens if my home telephone line is busy during an emergency?**

The system will always dial out to report an incident to the monitoring centre. It will take priority over the telephone line and may interrupt a telephone conversation or internet connection. Your system will also make regular contact with the monitoring centre to register a status report.

**17. Will pets trigger the PIR movement sensors?**

Yes, whilst the movement sensors use advanced signal processing and a special lens to help reduce false alarms from pets, pets will often trigger the alarm. We recommend that sensors are located in areas where pets are excluded from entering and/or the system is not armed when pets are in the house.

**18. Why do I need a 4 digit user ID?**

Your 4 digit user ID or password ensure that noone can arm or disarm your system.

**19. I have installed my system and would like to add another sensor.**

It is easy to add additional accessories after the standard Alarmfone components have been installed. Optional sensors can be purchased by contacting the Help Desk or on through this website.

**21I am having trouble with my sensor not triggering or it is triggering false alarms.**

It is recommended you carry out a full system test to ensure that your system is working correctly. Refer to the User Manual for easy to follow instructions. You may need to relocate your sensor for correct operation. Contact the Help Desk if the problem is not resolved.

**22What will happen if I do not plug my telephone line in or the line fails?**

The main unit will beep until the phone line is connected (when the power is on). The system depends on a working telephone line. If you are aware of a fault on your telephone line, please contact your telephone service provider.

**23. What if I move home?**

If you move you can remove your Alarmfone control panel and wireless accessories and re-install them in your new property. You must contact your monitoring company before moving and supply them with your new details and notify our Help Desk.

**24. What happens if I default on direct debit payments to the monitoring company?**

If you cancel or default on your payments the monitoring company will attempt to contact you to re-instate your payment arrangements. If the payment arrangement is not re-instated, the monitoring company will consider the agreement is cancelled.

**25. I believe a crime is in progress at my home. What should I do?**

The most important thing is not to put yourself in danger and always assess the risk before acting. If you believe there is a burglary (or medical emergency) in progress, you should immediately press the panic button on your remote (or medical alert button). An alert is sent whether the system is on or off. The alarm can be cancelled by immediately pressing the disarm button on the remote. It can also be cancelled by ringing the monitoring company within 60 seconds.