



Phone**Watch** Ltd., Unit 3/4, Sandyford Park,
Burton Hall Rd, Sandyford Industrial Estate,
Dublin 18.

Customer Support: 1850 753 753

Email: info@phonewatch.ie

Phone**Watch** Smart Security System User Manual - Domonial



Protection Powered by People

Your PhoneWatch Alarm

Thank you for choosing an alarm from Phone**Watch**.

We hope you will have the pleasure of using your alarm system for many years to come and that it will keep you, your loved ones and your home secure.

This user manual will help in your everyday use of the alarm system. Please take time to read through it, as it gives you important information and some good tips on using the system.

If the alarm is activated

If the alarm is activated, the Alarm Receiving Centre will phone your home or your mobile to check you are ok. If they make contact, they will ask you for your verification word to verify you are the genuine user of the alarm system. If nobody answers or if we are given an incorrect verification word, we will call keyholders and the emergency services, if required.

If your alarm system has motion sensors with cameras fitted, images are transmitted to the Alarm Receiving Centre immediately, where they are verified and the appropriate action is taken.

Customer Support and System Maintenance

The alarm system will inform you if there is any fault (see page 7). If you have any questions, you can simply contact our Customer Support department during normal business hours on 1850 753 753 who will help you over the phone or send an engineer out to investigate.

Note: All of our engineers have Phone**Watch** uniforms and carry Phone**Watch** photo ID.

Procedure for transmitted images

Images which have been transmitted will be treated as follows:

- The images are used by the Phone**Watch** Alarm Receiving Centre to determine appropriate action.
- The images are processed by authorised expert staff at our Alarm Receiving Centre.
- All images received remain accessible for up to 21 days. On the 22nd day, images are routinely deleted.
- The images cannot be passed on to any third party, other than the Gardaí.
- Handling of the images is in accordance with requirements set out by the authorities.

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Description of the alarm system

The control unit is the brain of your alarm system. It exchanges information with the wireless components that are connected. The control unit collects data that is sent by the sensors, it registers arming and disarming and communicates with the PhoneWatch Alarm Receiving Centre.

PROPERTIES

RADIO

- Narrow band FM, 868 MHZ
- Unique identification for every component in the system, interference from neighbouring systems is not possible
- Reports interference

ELECTRICS

- 220v - 240v ac with battery back-up
- Built-in surge protection
- Monitoring of power supply

ALARM TRANSMISSION

- Built-in alarm transmitter
- Transmission is monitored using periodical testing

FUNCTIONS

- 3 settings: Away and Home and Off
- Up to 24 sensors
- Alert functions
- Control unit and sensors are tamper-proof

How to use the keypad and keytag

The keypad is equipped with a keytag reader allowing users to arm/disarm the alarm system using either a valid code or keytag.

It also has an internal siren. The keypad can have up to 9 users configured. To add, remove or configure users, please contact PhoneWatch.



ARMING YOUR SYSTEM USING YOUR USER CODE OR KEYTAG

☞ Press an arming button on the keypad and enter the user code, or swipe a registered keytag.



4 figure user code or keytag ----- Arms the entire system (Away)



4 figure user code or keytag ----- Arms part of system (Home)

- ↓ Arming can be done by either using the keypad and your user code or using your keytag.
- ↓ The keypad will emit code acknowledgement tones, followed by delay tones for exit. If the keypad indicates there is a contact sensor fault, it could mean one of your windows/doors (which are fitted with a sensor) are open, the system must be disarmed and then all windows/doors checked.
- ↓ Arming is completed automatically at the end of the arming period for exit (depending on the system configuration).

NOTE:

- ↓ Always ensure that arming is followed by the code acknowledgement tones.
- ↓ Arming is not reversed by continuing to hold the keytag in front of the keypad. You must remove the keytag from the keypad for a moment and then swipe again.
- ↓ After arming, swiping your keytag a second time during the arming sequence will disarm your system.

IF THERE IS A FAULT WHEN ARMING THE SYSTEM

If the system detects a fault on arming, it will allow you to proceed to arm the alarm system.

- ↓ The keypad emits a fault tone (rapid succession of beeps) after the acknowledgement tone.
- ☞ Check that all doors and windows equipped with door contacts are closed.
- ↓ Begin arming the alarm again. If the fault tones continue contact our Customer Support department.

DISARMING USING YOUR USER CODE OR KEYTAG

How to disarm the system:

- ☞ Enter a valid user code or use your keytag.
- ↓ The keypad gives a disarmed tone and green light goes out.

Note: The installation engineer will have programmed an entry delay so you have time to disarm the system on entry.

EVEN IF THE SIREN IS TURNED OFF, THIS DOES NOT STOP THE TRANSMISSION OF THE ALARM SIGNAL TO PHONWATCH.

NOTE:

- ↓ Always turn the system off when you enter your home.
- ↓ Always ensure that disarming is followed by the disarmed tone.
- ↓ The status is not reversed by continuing to hold the keytag in front of the keypad.
- ↓ You must remove the keytag from the keypad for a moment and then swipe again.

RESETTING THE SYSTEM AFTER AN ACTIVATION

If one of the lights on the control unit, 1, 2, 3 or 4, is blinking slowly, this means that your alarm has been activated (see page 9 for more details about the lights). If there is an alarm activation in the memory, the system cannot be armed until it has been reset.

In order to reset the system, all you need to do is disarm it by using a valid user code or a keytag. If there is more than one alarm activation in the memory, **repeat this for every one until lights 1, 2, 3 and 4 have all stopped blinking slowly.**

PROTECTION AGAINST USE OF THE WRONG USER CODE

If you enter the wrong user code 5 times in succession or use non-registered keytags 5 times in succession, the keypad is locked for 5 minutes and a sound alarm is triggered.

PANIC

You can activate a panic alarm at any time, even if the system is not armed:

- ☞ Press and hold down **A** and **B** at the same time.
- ↓ The siren sounds (depending on configuration, this function can be deactivated).
- ↓ An activation alarm is sent to the PhoneWatch Alarm Receiving Centre.

PROGRAMMABLE FUNCTIONS

WARNING: The system goes out of programming mode after 20 seconds if you do not press any keys during this time, and the red light goes off. If this happens, you must repeat all the steps.

In programming mode, the user can alter the beep tone level for all sensors connected to the system (only for units with beep function) and configure the chime function.

Enter programming mode:

- ☞ Press and hold down **3** and **1** at the same time.
- ↓ A double beep sounds and lights 1, 2, 3 and 4 start blinking.

Exit programming mode:

- ☞ Press **B** twice.
- ↓ A double beep sounds and lights 1, 2, 3 and 4 stop blinking.

Adjust beep tone level on keypad:

- ☞ Enter programming mode.
- ☞ Press Away arming button  the required number of times to identify the sensor you wish to adjust the beep tone level of (each sensor gives a beep as soon as it is selected).

EXAMPLE: If you wish to adjust the beep tone level for sensor 2 press the  button twice. Sensor 2 gives a beep to confirm that it has been selected.

- ↓ Lights 1, 2, 3 and 4 start to blink.
- ☞ Press a button from **1** to **7** to select the beep tone level (1 = min., 7 = max.)
- ↓ The selected sensor gives a beep to confirm the beep tone level.
- ☞ Exit programming mode.

Turning the chime on/off:

A chime sounds on the keypad every time you open a contact sensor eg. front door.

- ☞ Enter programming mode.
- ☞ Press the Home arming button. 
- ↓ Lights 1, 2, 3 and 4 start to blink and there is a long beep.
- ☞ Press **A** to turn the chime on or **B** to turn the chime off.
- ↓ There is a long beep.
- ☞ Exit programming mode.

INDICATOR LIGHTS

The keypad has indicator lights to show the status of the alarm system.



Lights 2, 3 and 4 indicate faults that are in the memory. The lights are only active when the system is not active and during the arming and disarming phases. When the system is armed, the indicator lights go off after a few seconds.

LIGHT 1 "SYSTEM ARMED"



- ALIGHT:** The entire system is armed (Away).
- BLINKING SLOWLY:** Part of the system is armed (Home).
- OFF:** System is disarmed.

LIGHT 2 "SYSTEM FAULT"



- ALIGHT:** There is a fault in the system. Faults include battery or power failure, signal transmission failure, GSM/GPRS failure. If this light stays on, contact PhoneWatch.
- BLINKING SLOWLY:** There is a fault registered in the system's memory that must be reset.
- OFF:** No fault.

LIGHT 3 "ALARM ACTIVATED"



- ALIGHT:** The alarm has been activated or a sensor in the system has been activated. This includes opening a door contact, a motion sensor or a smoke alarm sensor.
- BLINKING SLOWLY:** There is an alarm activation registered in the system's memory that must be reset.
- OFF:** No alarm activation.

LIGHT 4 "TAMPER WARNING"



- ALIGHT:** There is a tamper alarm on the system.
- BLINKING SLOWLY:** There is a fault registered in the system's memory that must be reset.
- OFF:** No tamper message.

Note: See page 7 for resetting system after activation.

KEYPAD TONES

Each time you arm your alarm panel (Away or Home) you will hear code acknowledgment tones prior to the arming tone.

Arming

On arming...one beep per second



Arming of the Away function: the beeps continue until the outer door is closed.

Arming of the Home function: the beeps continue for 30 seconds* until the system is armed.

Activation Completed

After the last door is closed, three rapid beeps



Confirms that the system is armed when the outer door is closed.

Entry Delay

On entry...one beep per second



This entry tone continues for 30 seconds* after you have opened the outer door. You must disarm the system during this time.

*Defined by the user on installation

Disarming

Long, continuous beep



Duration: 2.5 seconds

Confirms that the system has been properly disarmed.

Fault

7 rapid beeps followed by 7 more



This indicates a fault in the system.

Alert

4 beeps in the event of alarm activation sent via the keypad



Confirms the transmission of an alarm activation to Phone**Watch**.

INFORMATION AND MAINTENANCE

CLEANING THE KEYPAD

Use only a dry cloth (no cleaning products) to clean the keypad/control unit.



USING THE REMOTE CONTROL with 3 indicator lights



The remote control can be used to arm or disarm the alarm system, or to activate an audible or silent alarm.

The remote control is an optional extra.

ARMING ALL OR PART OF THE SYSTEM

Note that when using this remote control, arming occurs immediately i.e. there is no delay. Only arm the system when you are outside the area to be secured.

Arming all or part of the system:

- ☞ Press the Away button for full arm  or the Home button  for part arm.
- ↓ The associated light blinks while communicating with the control unit and then remains lit for 3 seconds to confirm that the system is armed.
- ↓ The arming tone is given by the control unit.

DISARM

- ☞ To disarm all or part of the system, press the Disarm button .
- ↓ The associated light blinks while communicating with the keypad/control unit and then remains lit for 3 seconds to confirm the instruction.
- ↓ The disarmed tone is given by the keypad/control unit.

DISARMING AFTER THE ALARM HAS BEEN ACTIVATED

If the alarm has been activated during your absence:

When you press the disarm button , all three lights blink slowly.

- ↓ The system is not disarmed on the first attempt (this is to avoid beep tones sounding which might attract an intruder's attention).
- ☞ To confirm disarming, press the button once again.
- ↓ The associated light blinks rapidly while communicating with the control unit and then remains lit for 3 seconds to confirm disarming.

CHECKING THE STATUS OF YOUR SYSTEM

- ☞ To check the status of your system, hold down the control button  for 2 seconds.
- ↓ All three lights, light several times in succession, then the light on the remote that indicates armed or disarmed stays lit for 3 seconds.

PANIC ALARM

You can activate a panic alarm at any time, even if the system is not armed:

- ☞ Hold down the buttons  and  at the same time for 2 seconds.
- ↓ Depending on how it is configured, the siren on the keypad may be activated.
- ↓ An alarm signal is sent to PhoneWatch.

HOW THE SENSORS WORK

1. DOOR CONTACT

A door contact is a magnetic contact consisting of two parts. One part is fixed to the door frame and the other to the door itself. When the door or window is opened, the sensor is activated.

Always ensure that all doors and windows are closed before you set your alarm.

2. MOTION SENSOR WITH CAMERA

A motion sensor, with a built-in camera, reacts to temperature fluctuations caused by a person moving around.

When this sensor is activated, it simultaneously takes photographs that are transmitted to the Phone**Watch** Alarm Receiving Centre.

3. SMOKE ALARM SENSOR

A smoke alarm sensor is fitted to the ceiling. It covers up to 50 square metres in an open area. This sensor can react to steam/cooking fumes. Avoid smoking in the vicinity of this sensor.

4. GLASS BREAK SENSOR

A glass break sensor detects the sounds frequencies emitted when glass is broken.

5. CONTACT SENSOR

A contact sensor detects opening and closing of doors (and windows if used as a window sensor).



MAINTENANCE AND RECOMMENDATIONS

- ↓ We recommend you test your alarm system weekly. Prior to testing, contact our Customer Support department during normal business hours on 1850 753 753.
- ↓ Avoid impacts to the components and ensure especially that you do not drop the wireless remote control.
- ↓ No component should be immersed in water.
- ↓ Only use a dry cloth to clean components (not cleaning products).
- ↓ Keep clean and dry at room temperature.
- ↓ Used batteries should be disposed of in the correct way.
- ↓ Avoid prolonged exposure to the sound of the siren.
- ↓ Do not hide motion sensors behind curtains, furniture etc.
- ↓ Components must not be painted or papered over.
- ↓ Do not try to open or move components.
- ↓ Components are protected against tamper and some could cause electric shock.

THE PHONEWATCH ALARM APP

For details on how to download and access the Phone**Watch** Alarm App, go to www.phonewatch.ie/app.

With the Phone**Watch** Alarm App you can see the current status of your alarm, when it was last switched off or on and you can even arm or disarm it all from the palm of your hand!

Any member of your family with a smartphone can also download and use the App via your login details. Just make sure you keep them secure and only known to your own trusted users.

FUNCTIONS

Events

Displays the history of when your alarm was armed or disarmed.

Status

Displays the current status of your alarm (armed/disarmed). You can also arm/disarm your alarm from this screen. To arm click 'Arm' and to disarm, click 'Disarm'. At each action you will be required to enter your App user code. The screen will switch from red to green in the case of 'disarm' and vice versa for arming.

Other features

The App includes access to useful FAQs for an alarm and contact details for Phone**Watch** Customer Support.

Notifications of alarm system events (such as arming and disarming) are sent to your phone (when you're on 3G or WiFi). You also have visibility of which keytag was used to arm/disarm.

NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NOTES

[illegible]