

# ALARM SYSTEM











 $\underline{\text{Note:}}$  The buttons on the wireless key fob are sensitive. Kindly handle the fobs with care to avoid false alarms.



#### How can I activate the alarm?

(All the sensors in the house)

#### **Option 1** (From the panel/keypad)

Press 2 and you can leave the house from the main door. The system will activate in the time frame agreed with technician during the installation, so make sure you leave the house by then.

#### Option 2 (From the Remote)

Press the **a** button on the Wireless Remote (as indicated in number 1 in the above diagram) and you can leave the house from the main door. The system will activate in the time frame agreed with technician during the installation, so make sure you leave the house by then.

#### How can I partly activate the alarm? (Some of the sensors in the house only)

**Option 1** (From the Panel)

Press  $x_2$ . If you are asked for the code, press your pin number and the system will activate after the time frame agreed with technician during the installation, so make sure you leave the activated area by then.

#### Option 2 (From the Remote)

Press the blank button (number 3 on the above diagram) on the Wireless Remote and the system will then activate after the time frame agreed with technician during the installation, so make sure you leave the activated area by then.



#### How can I deactivate the alarm? (All the sensors in the house)

<u>Option 1</u> (From the Panel) Press x2 then press your pin number.

#### Option 2 (Using the Tag)

Press and put the token in front of button number 5.

Option 3 (From the Remote)

Press the button on the Wireless Key fob (As indicated in number 2 of the above diagram)

#### How do I Add, change or delete a passcode or tag from the system?

#### Add/Change the Pin Code:

- Press twice then press your pin code.
- Using any of the arrows on the panel, move the menu on the screen to

Codes/Tags and press

- Confirm that the menu is on Access Codes and press
- Select **New/Change** and press will using the indicative arrows, scroll to the correct

user (from 00 to 31 as set up during installation) and press and the system will ask you to enter the **New Code** twice.

• Press x5 times to return to standby



#### To Delete a Code:

Using the Pin Code:

- Press twice then press your pin code
- Using the arrows I on the panel, move the menu on the screen to

Codes/Tags and press

- Confirm that the menu is on Access Codes and press
- Using the arrows on the panel, move the menu on the screen to **Delete**

Code and press

• Using the arrows choose the correct user (from 00 to 31 as set up during

installation) and press and the system will ask you whether you are sure you would like to delete the pin code.

- Press and #?
- Press x5 times to return to standby



#### Managing your alarm using the Smartphone application

If you would like to activate or deactivate the alarm from your smartphone, slide the tab to:

- Partial (Yellow) to partly activate the alarm when you are at home
- Armed (Red) to activate the alarm before you leave home
- Disarmed (Green) to deactivate the alarm when you are at home.

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PARTIAL	DISARMED	ARMED
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For further instructions on how to use other features of the application, call our customer care and we will guide you accordingly.



#### How do I know what is the fault in my system when the panel signals a fault notification?

In the event of a System Fault, the fault Led will flash on the main panel as indicated here

To view the fault press and hold the *key* and the system will indicate the issue. In case of assistance, call our Aftersales team and we will guide you accordingly.

#### If I am in a panic situation and I need to call for help, what can I do?

Press both telephone icons VIV together and the system calls the police or alerts our Central Monitoring System if applicable.

#### If the alarm rings, how can I know which sensor triggered it?

Press twice and enter pin code. The system will let you know from which area was the alarm triggered.

## What do I have to press if there is a power cut to make sure that my alarm is set properly when the electricity is back on?

The system acknowledges the fault and restores back to normal automatically.

#### How long does my battery backup last in the event of a power fail?

Usually for approximately 10 hours. It also depends if a maintenance service has been done in the last 2 years.

#### I am thinking about changing my telephone provider, will it affect my alarm system?

It is very important to speak to Alberta technical representative to guide you way forward.



#### Can I add additional devices to my existing alarm systems and how do I go about doing so?

Yes, but it is ideal to speak to one of our representatives to know which is ideal for you.

**Can I order a single alarm remote?** Yes this alarm system can take up to 8 Remotes

# <u>Keep in Mind!</u> Service your alarm at least once every two years to make sure that the system is functioning properly.



## **CUSTOMER CARE**

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