

FREQUENTLY ASKED QUESTIONS

What do I get for my monthly fee?

For your monthly fee you will receive monitoring, advice and assistance, 24 hours a day allowing you and your relatives to have complete peace of mind. If you have chosen to include the Mobile Response Officer Service, you have access to the additional service that provides a personal home response when required by a member of our dedicated response team (only available in TF post code)

How is the WATCH alarm unit installed?

The alarm unit will be located in the same room as the main telephone line. You will need to have a telephone line with a modern phone socket and a power point close by. The alarm is installed to the existing telephone line - you do not need a separate line installed.

How many key holders do I need to have?

Ideally we would suggest you have one key holder who lives within 20 minutes of your home. However this is not always possible. If you do not have a trusted friend or relative living close by that would be happy to be allocated as a key holder to your home, we can install a police approved key safe. This will enable authorised persons access to your home in the event of an emergency. An additional Mobile Response Officer Service is also available if you have a TF postcode.

How can I benefit from a Mobile Response Officer Service?

If you live within the TF postcode then WATCH alarms can offer you the added reassurance of a Mobile Response Officer Service. When you make an alarm call the monitoring centre are able to use the MRO service should you not have anyone living close by able to respond.

How is the WATCH alarm unit activated?

There are two ways to activate a WATCH alarm unit and get help from the alarm centre:

1. By pressing the red button on the base unit.
2. By pressing the button on your pendant or wrist band.

What happens when I press the red button on my WATCH alarm unit or press the pendant?

When you press the red button on your alarm unit or press the pendant, it places a call through to our call centre and alerts them that you require assistance, even if they cannot hear you. When the operator accepts your call their computer will display your details including name, address, doctor, key holder and next of kin information as well as any relevant medical information. The Operator will talk to you via the powerful loudspeaker and microphone in the alarm unit to establish what has happened and agree the best course of action. If required they will stay on the line with you until help arrives. No call will be cancelled until the operator is sure the call has been dealt with appropriately and that you are safe.

What happens if I cannot hear you or speak to you?

Don't worry, if the monitoring centre received a call but do not get a response from you, they will telephone you back immediately. If you do not or are unable to respond to that call, the operator will have all the information they need to send help. Dependent on the service option this may be one of your nominated key holders or the Mobile Response Officer who will call to check you are safe and well. No call will be cancelled until the operator is sure the call has been dealt with appropriately.

Can I talk through my pendant?

No. The pendant simply activates the alarm unit to make a call to the alarm monitoring centre to raise an alarm for assistance.

Do I wear my pendant in bed?

You can if you wish, although we recommend you place your pendant on your bedside table close to you, however it is important to remember to take it with you should you need to get up during the night.

Can I order an extra pendant?

Yes you can. This is an excellent idea if you have someone else living in your home who may also benefit from using the WATCH alarm or you would like another one placed in a different location in the home. Additional pendants are available to purchase for a cost of £40.00.

Can I wear my pendant in the bath/ shower?

The pendant we supply is waterproof. However, we generally suggest you put your pendant close by in the bathroom so you can reach it if you fall or get stuck in the bath.

What happens if I press my WATCH alarm unit or pendant accidentally?

If you press either button by mistake just tell the operator when they speak to you that it is an accidental call and they will cancel it. The operator will be happy to talk to you and make sure that you are safe and well.

Do I need to check that my pendant is working?

Yes. You need to press your pendant at least once a month. This will reassure you and let our operators know that your alarm is working correctly.

Why is the red light flashing on my WATCH alarm unit?

The red light flashes when: a call to the monitoring centre is in progress or; there is a power cut or; someone has turned off or unplugged the power to your alarm unit.

Why is the amber light flashing on my WATCH alarm unit?

The amber flashing light can mean:-

- Mains power failure alert – the light flashes amber and the unit will announce “PLEASE CHECK YOUR MAINS SUPPLY”
- Telephone line failure alert- The amber light flashes and the unit announce “PLEASE CHECK YOUR TELEPHONE LINE”
- Battery failure alert – The amber light flashes and the unit announces “BACK UP BATTERY LOW”

Further information and pictures detailing how to resolve these messages can be found in the user guide supplied. Attention may be required should you hear these warning messages.

Will my WATCH alarm unit work if there is a power cut?

Yes. Your alarm unit will still work as it has a battery back- up which will power the unit for approximately 24 hours. (Please do not remove the batteries from your unit). The unit will automatically call through to the control centre a short while after the power supply has been disconnected or if you have a power cut. This means you will be able to speak to the operator even though the electricity supply is switched off.

Will my pendant work from in my garden?

Yes it will. The pendant has a very good range and will work in most gardens.

A user guide is provided with each alarm installation where more details can be found about the reach alarm and how to use the functions that are available.

For further assistance with any questions that you may have relating to the alarm unit or the service please contact WATCH Alarms.

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