

# FREQUENTLY ASKED QUESTIONS

**Are you always open?**

Yes, our Central functions 24hours a day, 7 days a week and 365 days a year. Our offices work Monday to Friday from 9am to 6pm.

**What should I do if I need want to purchase of a new Security system for my property?**

Please send us your details using our link "Find out More" on our site so that a survey can be undertaken.

**I'm having problems with electricity/telephone lines what should I do?**

Please inform us immediately and contact your service provider.

**If I have an Alarm from another company and I do not wish to change the equipment just the company, will you do a takeover and use the same equipment?**

Yes, if the equipment that is installed in your property is compatible with our systems and we are 100% sure that it will work correctly we can do a takeover without installing new equipment.

**Will you charge me for a survey?**

No, quotations are free of charge.

**I need help Setting and Unsetting my Alarm.**

Please refer to our Installation and Technical Assistance page, click on the download button and download the "Alarm Quick user Guide" document.

**Can I see my CCTV on my Iphone or Ipad?**

Yes, please refer to our Installation and Technical Assistance page, click on the download button and download the "Iphone/Ipad Set Up" document.

**Do you also have personal alarms?**

Yes, please see our Guardian page and send us your details for a free demonstration.

**I do not like to use Internet banking how can I pay my invoice?**

Send us a cheque by post or simply visit our offices and speak to our client's administrator at IBC reception.

**If I have a problem with my alarm what should I do?**

Verify that all doors and windows are closed, look if the fault is displayed on the keypad (refer to the Quick User Guide if you have a DSC Alarm system) if you still need help please contact IBC for assistance.

**How does my alarm system work?**

The alarm system can be armed in the "Away" or "Stay" mode. Once the system is activated, each monitored zone has the ability to recognize an intrusion. Once a zone has been compromised, the alarm system then sends the IBC Monitoring Central a message, the alarm system will wait to send another message if another zone is compromised. By entering the code you will turn off the system and end this process.

**What happens when my alarm activates?**

Once the alarm signal is received the Fast Response or K9 units are immediately dispatched. Following the dispatching of the vehicles, attempts are made telephonically to establish contact with the property or nominated parties to establish if it is a False Alarm activation. If no contact is established the Response Units upon arrival will firstly undertake an exterior patrol and verify all is OK. If deemed necessary the property will be entered to ensure all is as it should be. A document will be left by the response units stating date, time and cause of activation.

**The alarm has been activated by mistake, what should I do?**

Contact the IBC Central on (+351) 912 160 713 confirming that the alarm has been activated in error. You will be asked for your False Alarm Password following which the Fast Response callout will be cancelled.

**How do you know where my property is located when the alarm is activated?**

All alarm systems are allocated a communication code to which a GPS location is fixed. Along with our patrol guards regularly visiting properties the IBC Response vehicles are fitted with GPS devices to ensure the correct property is located. All vehicles are fitted with GPS tracking devices so that their location is also known in the Monitoring Central at all times.

**Why are my motion sensors sending false detections?**

This can happen for various reasons, like movement of objects (balloons, blinds, curtains or small pet) within the range of a motion detector.

**What happens when I press the Panic button on my alarm remote?**

If you hold the panic button on the keypad or remote control for a minimum 3 seconds, a panic alarm signal is sent to the IBC Monitoring Central. IBC immediately dispatches Fast Response or K9 to the property.

**If I do not have electricity, will my alarm still work?**

Yes it will. In case of electricity failure, the back-up battery will activate to maintain your alarm protection for "approximately" 8 hours, depending on the battery conditions. Battery life is assessed during annual servicing.

**What if my system isn't working right?**

IBC will send a technician to investigate any problems with your equipment. Please call us on 289 093 344 and inform us of what the problem is.

**My alarm went off accidentally, but I quickly put in my code and turned it off. I should have received a I call from IBC, but no one called.**

The system allows a brief period for you to turn off your system before an alarm signal is sent to the IBC Monitoring Central. You will have enough time insert your code to cancel the signal and prevent the false alarm.

**How do I change any of my personal details?**

Please send us an email with the new details, if it is something that needs to be changed immediately please call our IBC Monitoring Central.

If you are an IBC Guardian client please refer to our Guardian page on the Website, press the log in and you can change your details straight away.

**Does my alarm system require annual servicing?**

To ensure the correct functioning of your system and to minimize false alarms it is recommended that the alarm is serviced annually. During the service programming is checked, components are checked for functionality and communications verified.