FORTLINE Help sheet

Ajax wireless alarm: restoring after an alarm and faults

Covers: Ajax wireless systems with the Ajax app

Stop and call us

- If you think someone is inside, don't go in. Move somewhere safe and call 999.
- Don't open the panel, bell box or detectors. Tamper alarms need an engineer.
- Never share your user code or tag, and never write it on or near the keypad.
- If the system asks for an engineer reset or a code from the monitoring centre, call us.

Setting and unsetting

1. Use the Ajax app, a keypad with your user code, or a keyfob, as shown at handover. If you're not sure how, call us.

Restoring after an alarm

1. If the app or keypad shows that the system needs restoring after an alarm, call us on 01635 938998 and we'll restore it with you.
2. Don't keep trying to arm it until you've spoken to us.

If it won't arm

1. Your system may check every device before arming. If it finds a problem, it lists it. Tap the 'i' icon in the notification to see the list.
2. Close any open door or window it names, then try again. If it still won't arm, call us.
3. For low battery, lid (tamper), offline device or power messages, call us.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html