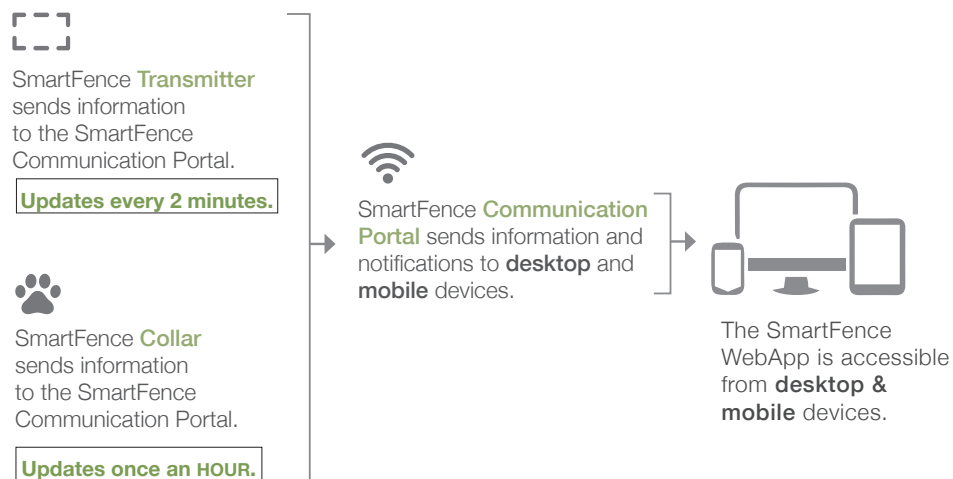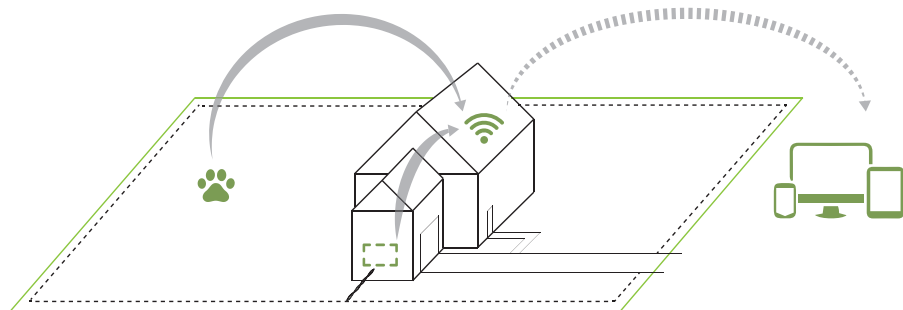## HOW IT WORKS

The DogWatch SmartFence allows you to:

- Monitor your SmartFence remotely.
- Receive alerts related to your SmartFence.
- Customize alerts for yourself and your contacts.
- Monitor your pet's daily, weekly & monthly activity levels.

SmartFence Transmitter sends information to the SmartFence Communication Portal.

Updates every 2 minutes.

SmartFence Collar sends information to the SmartFence Communication Portal.

Updates once an HOUR.

SmartFence Communication Portal sends information and notifications to **desktop** and **mobile** devices.

The SmartFence WebApp is accessible from **desktop & mobile** devices.

** IMPORTANT **

The containment features of the DogWatch Hidden Fence are independent of the communication features of the SmartFence.

The Hidden Fence will continue to work if:

The Portal or the Internet is turned OFF or loses power.

The SmartFence Collar goes out of communication range of the Portal.

TROUBLESHOOTING TIPS

■ **I am not getting email or text message notifications.**

o You only receive a message if the system sends an ALERT.

o Is your Communication Portal connected to the Internet? Is the Internet light 🛜 on the Portal GREEN?

o Make sure your ALERT preferences are turned ON.
   - Go to: ⚙ SETTINGS & CONFIGURATION > MANAGE ALERTS.
     Green means Alert is ON, Red means Alert is OFF

o Check System UIDs to make sure they are entered correctly.
   - Go to: ⚙ SETTINGS & CONFIGURATION > SYSTEMS

o Make sure your email and cell phone number are entered correctly.
   - Go to: ⚙ SETTINGS & CONFIGURATION > ACCOUNT INFO

■ **I am not seeing my pet's activity on my SmartFence WebApp.**

o Is the Collar linked with your pet's profile on his/her profile page?

o Is your Communication Portal connected to the Internet? Is the Internet light 🛜 on the Portal GREEN?

o Does the collar battery need to be replaced?

o Updates are only sent **once an hour** and only if the Collar is in communication range of the Portal. If the Collar has been out of range, activity information will be stored (up to 12 hours of activity) and the WebApp will be updated when the Collar reconnects with the Portal.

Communication Link Reboot

To reboot the **Communication Portal,** cycle the power by unplugging the power cord and plugging it back into the Portal. Allow 30 seconds for the Portal to reconnect to the internet.

For more Troubleshooting Information: http://www.dogwatch.com/customer-resources/

DOGWATCH DEALER CONTACT INFORMATION

Name: _____   Phone: _____

Email: _____

www.dogwatch.com - (800) 793-3436

SmartFence™

$$A \rightarrow B \rightarrow C$$

Quick Start Guide

SmartCollar™   SmartFence™ Transmitter   Communication Portal

DogWatch®
HIDDEN FENCES

Smart products for today's pets.™

A CREATE A USER & PET PROFILE

❶ Open the Internet browser on your phone, tablet or computer.

> Recommended Internet browsers: Chrome, Safari, Explorer, or Firefox

❷ Go to the SmartFence WebApp by typing
www.smartfence.dogwatch.com in the address bar.

> The SmartFence 'WebApp' *cannot* be downloaded from the 'App Store' or 'Play Store'.

❸ Select "New Account"

❹ Follow the on screen instructions to set up your Account
and create your User and Pet Profile.

COMPLETE THE SETUP AND PROFILE SCREENS

- ■ CREATE ACCOUNT

  Note the email address and password for your SmartFence.

  Email: _____

  Password: _____

- ■ NEW SYSTEM SETUP
- ■ CHOOSE A COUNTRY
- ■ USER PROFILE
- ■ ADD A PET

SMARTFENCE™ SYSTEM INFORMATION

You will need to enter the UID numbers during the setup. The UID numbers are on the labels of each component (the Communication Portal, Collar and Transmitter.)

Dealer ID: _____

Portal UID: _____

Transmitter UID: _____

Collar 1 UID: _____ Dog 1: _____

Collar 2 UID: _____ Dog 2: _____

Collar 3 UID: _____ Dog 3: _____

B SAVE SMARTFENCE ICON

After you set up your *User & Pet Profile* (Step A), you can save the SmartFence icon to the Homescreen on your mobile devices. The icon opens the WebApp.

iPhone and iPad

❶ Go to: smartfence.dogwatch.com on your mobile browser
(Safari is recommended)

❷ Click on the Bookmark icon

❸ Select "Add to Home screen"

❹ Confirm by clicking "Add"

Android

❶ Go to:
smartfence.dogwatch.com
on your mobile browser
(Chrome is recommended)

❷ Click on the Menu Button

❸ Select "Add to Home screen"

❹ Confirm by clicking "Add"

Older Androids

❶ Go to:
smartfence.dogwatch.com
on your mobile browser

❷ Click on the Menu Button

❸ Select "Add to Bookmarks"
Add label, e.g., 'SmartFence'

❹ Open the Bookmarks screen and
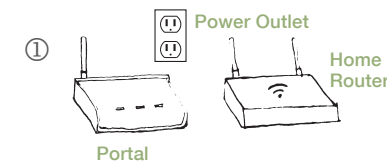press the bookmark you created;
select "Add to Home screen"

This SmartFence Icon should now appear on your mobile device Home screen and is the link to your SmartFence WebApp.

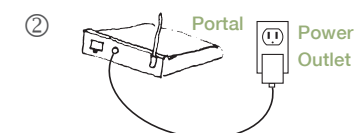**Click the icon to open the SmartFence WebApp.**
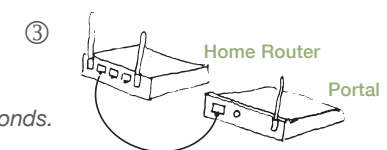

C CONNECT COMMUNICATION PORTAL

❶ Place the Portal in a location near
your home router and near a power
outlet.

❷ Plug the Portal into power using
the cable provided.

❸ Connect the Portal to your home
router using an Ethernet cord
(included with your SmartFence).
*Internet Indicator light will turn GREEN after
connection is made. It may take up to 30 seconds.*

The Portal Indicator Lights should initially display as shown

Boundary Loop Indicator
Turns GREEN after the
Transmitter is connected to
the Communication Portal.

Internet Indicator
Turns GREEN after the
Communication Portal
connects to the internet.

Paw Indicator
Turns GREEN after the
SmartCollar connects to
the Communication Portal.

May take **Up to 2 minutes** for Indicator to turn GREEN	May take **Up to 30 seconds** for Indicator to turn GREEN	May take **Up to 1 hour** for Indicator to turn GREEN

PORTAL INDICATOR LIGHT KEY

The lights on the **Communication Portal** indicate the status of your SmartFence.

	Boundary Loop	Internet	Collar
Green	Connected / Working	Connected to Internet	Connected / Working
Green/Red	Initial connection to Portal not yet made	N/A	Initial connection to Portal not yet made
Red	No power, wire break, surge damage, etc.	Not connected to Internet (check router)	Low or dead battery, damage, out of range