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.

TROUBLESHOOTING TIPS

- I am not getting email or text message notifications.
  - You only receive a message if the system sends an ALERT.
  - Is your Communication Portal connected to the Internet?
    - Is the Internet light on the Portal GREEN?
  - Make sure your ALERT preferences are turned ON.
    - Go to: Settings & Configuration > MANAGE ALERTS.
    - Green means Alert is ON, Red means Alert is OFF
  - Check System UIDs to make sure they are entered correctly.
    - Go to: Settings & Configuration > SYSTEMS
  - 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.
  - Is the Collar linked with your pet’s profile on his/her profile page?
  - Is your Communication Portal connected to the Internet?
    - Is the Internet light on the Portal GREEN?
  - Does the collar battery need to be replaced?
  - 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/

** 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.

SmartFence Dealer contact Information

Name: ___________________ Phone: ___________________
Email: ___________________

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

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**A** OPEN THE INTERNET BROWSER ON YOUR PHONE, TABLET OR COMPUTER.

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

2. Go to the SmartFence WebApp by typing [www.smartfence.dogwatch.com](http://www.smartfence.dogwatch.com) in the address bar.

3. Select “New Account”

4. 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**

**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**

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

2. Click on the Menu Button

3. Select “Add to Home screen”

4. Confirm by clicking “Add”

**Android**

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

2. Click on the Menu Button

3. Select “Add to Home screen”

4. Confirm by clicking “Add”

**Older Androids**

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

2. Click on the Menu Button

3. Select “Add to Bookmarks”

4. Add label, e.g., ‘Smartfence’

5. Open the Bookmarks screen and press the bookmark you created; select “Add to Home screen”

**C** CONNECT COMMUNICATION PORTAL

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

2. Plug the Portal into power using the cable provided.

3. 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.

**PORTAL INDICATOR LIGHT KEY**

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

- **Green**
  - Connected / Working
  - Initial connection to Internet
  - Initial connection to Portal

- **Green/Red**
  - Connected to Internet
  - Connected to Working
  - Portal not yet made
  - 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

**FOR MORE INFORMATION:** [http://www.dogwatch.com/customer-resources/](http://www.dogwatch.com/customer-resources/)