
DOGWATCH SMARTFENCE[®] DEALER TRAINING GUIDE

Thank you for purchasing the new DogWatch[®] SmartFence[®]. If you are not familiar with the SmartFence, please follow this **Setup & Test Guide** step-by-step **before** you do your first SmartFence installation.

We recommend doing a practice installation of the SmartFence in your own home so you can fully learn about and test the SmartFence features and functions.

You can do your practice installation using the wire from an existing system or using a zip clip or dummy wire.

The **Test Guide** portion of this document explains how you can trigger alerts, change settings, and watch your pet's activity and Boundary Challenge/TattleTale™ graphs to be sure the system is working properly.

Please contact Customer Service if you have any questions.

Thank you,
The DogWatch Team

SmartFence[®] System Components



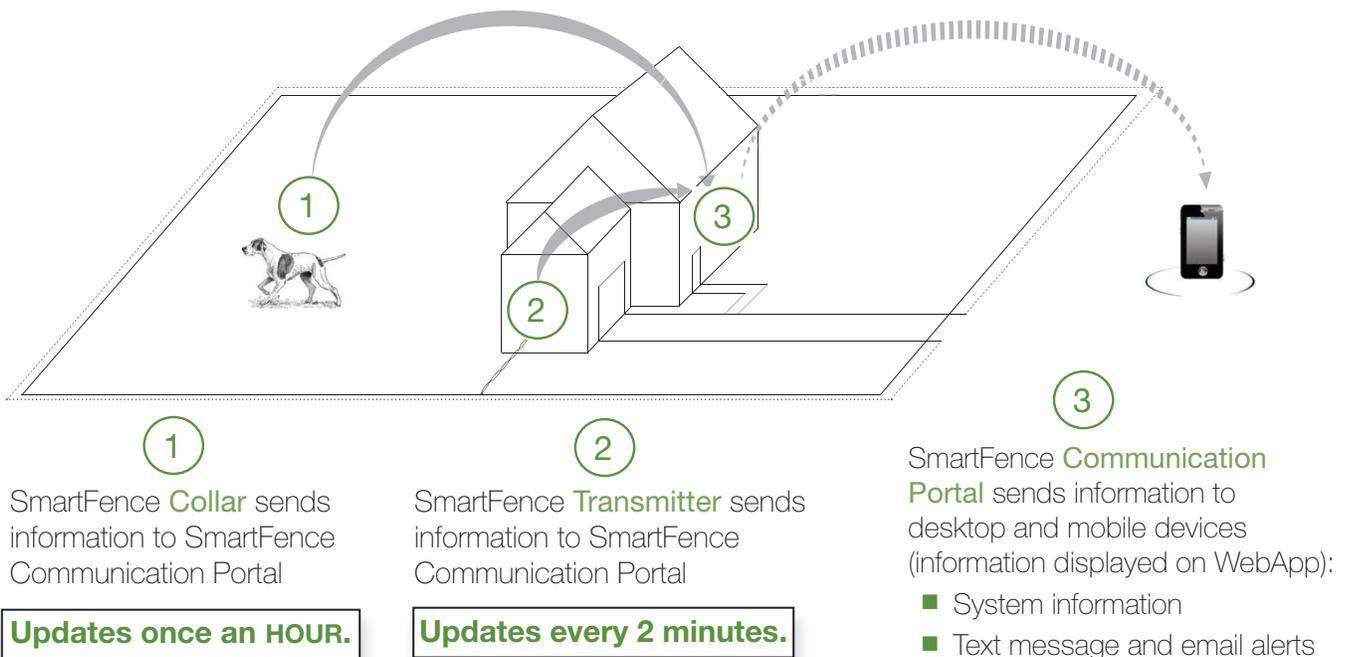
SmartFence[®]
Receiver Collar
(SmartCollar[®])

SmartFence[®]
Transmitter

SmartFence[®]
Communication Portal
(Portal)

How the SmartFence Works - Overview

The **containment** components of the SmartFence function independently of the **communication** components. The containment components continue to work even if the communication components are turned 'OFF'. The communication components include:



SmartFence General Information

Pet(s) Profile	Set up a profile and include a photo for your pet(s)! The pet profile displays the Collar ID, Breed, Gender, Size and Date of Birth.
Contacts	Add contact information to receive system information via text message and/or email. You can add multiple contacts, such as family members or dog walkers. You can choose which of your contacts you want to receive alerts.
Activity Levels	Monitor your pet's daily, weekly and monthly activity levels. Find out if your dog has been Active, Moderately Active, Lightly Active, or Resting. Helps you understand your pet's activity patterns.
*Boundary Challenges (TattleTale™)	Boundary Challenges are recorded in the WebApp so the Dealer or customer may access the information, if needed.
System Settings	Monitor your system settings. <ul style="list-style-type: none"> ■ Collar: Training Level, Frequency ■ Transmitter: Training Mode, Rate, Frequency, and Range.

SmartFence Notification Options (Alerts)

You can choose to receive **text message** and/or **email notifications** for the following:

Battery Status	An alert is sent when it's time to replace the SmartCollar battery. A notification will appear on the WebApp and will disappear when the battery is replaced.
Boundary Loop	An alert is sent if the Boundary Loop wire is disconnected or broken for longer than 2 minutes . A notification will appear on the WebApp. The notification will disappear within 2 minutes of the boundary wire being repaired. (The Transmitter will also alarm as usual.)
No Collar Connection	An alert is sent if your SmartCollar does not connect with the Portal for more than 12 hours . This could be triggered by a dead collar battery, receiver damage (e.g., a dog chew) or the collar being out of range of the Portal. A notification will appear on the WebApp. The notification will disappear within 1 hour of the SmartCollar being back in range and reconnecting to the Portal.
Transmitter Running on Battery Back-up (PowerPak™)	An alert is sent if the power goes out and the PowerPak™ is being used to power the Transmitter for more than 2 minutes . A notification will appear on the WebApp. It will disappear within 2 minutes when the Transmitter is reconnected to power.
No Transmitter Connection	An alert is sent if the Portal loses its connection with the Transmitter for more than 1 hour (programmable to 1hr, 6hrs, 12hrs or 24 hrs) . This could be triggered by a loss of power, lightning or surge damage. A notification will appear on the WebApp and will disappear when the transmitter signal reconnects to the Portal.

Customizable Alerts

Turn ON/OFF Alerts	Set which Alerts you want turned ON or OFF
Text/Email Notifications	Customize your Alert settings: <ul style="list-style-type: none"> ■ Who receives them ■ Which Alerts are sent: Battery Status, Boundary Connectivity, etc. ■ How they are sent: Text Message and/or Email

DEALER TEST

For the Dealer Test, **you are the Customer**. When instructions refer to the Customer, that is *you*. You will be testing the setup and function of the system from the perspective of both the Dealer and the Customer.

1 In order to set yourself up as a New Customer, you will need an email address other than your DogWatch Dealership email.

You can use a personal email address or ask a family member or friend. Keep in mind that the email address you use to set yourself up as the Customer is the email address that will receive the email alerts when you are testing the system.

2 If you have previously downloaded and tested the SmartFence WebApp, please delete it and clear your Internet browser history.

We want this test to be as if you are a new customer without any saved SmartFence information. Remember to clear the Internet browser history on your phone before reloading the WebApp (see 5 and 6 on next page).

3 Record the following information from your SmartFence system components. Having this information recorded will make it easier when you are adding the system information to the WebApp.

UID = Unique Identification Number

System Information

Dealer ID:

This is the number that will link the customer's system to your Dealership management site.

Communication Portal UID:

This number links the customer's Profile to a specific Communication Portal. The UID can be found on the Portal Label.



Transmitter UID:

This number links the customer's Profile to a specific SmartFence Transmitter. The UID can be found on the Transmitter Label.



Collar UID:

This number links the customer's Profile to a specific SmartCollar. The UID can be found on the Collar Label.



DEALER TEST (cont.)

5 Clearing Your Internet Browser History

Mobile Devices

iPhone and iPad

- Click on the “Settings” icon
- Scroll down to select your browser, e.g., Safari
- Click on “Clear History and Website Data”
- Confirm you would like to “Clear History and Data”

Android

- Open browser. Click the “Menu” button
- Click “Settings” in the Menu
- Click the Privacy option
- Click “Clear Browsing Data” at the top right corner of your screen.
- Select the types of data you want to clear
- Tap the “Clear” button

Desktop or Laptop Computer

Mac/Safari

- Open browser. Click on “History” tab
- Click on “Clear history”
- You may get a pop-up asking you to confirm by clicking “Clear”

PC/Google Chrome

- Open browser. Hold “Ctrl + H”
- Click “Clear Browsing Data”
- Clear data “from beginning of time”
- Check first four boxes
- Select “Clear Browsing Data”

PC/Firefox

- Open browser. Click the dropdown menu in the upper right corner
- Select ‘History’
- Select “Clear Recent History”
- Select “Everything” / “Clear Now”

Other browsers will have variations of the above for clearing the browser history.

6 Opening the SmartFence WebApp.

The WebApp can be opened from a desktop or laptop computer, a tablet or a phone from Internet browsers such as Chrome, Safari or Firefox.

The WebApp is not an “App” that can be downloaded from the ‘App Store’ or the ‘Play Store’.

It can only be opened from your Internet browser. After you open it, the WebApp icon can be saved on your mobile device Home screen.

Instructions for opening the WebApp and saving the icon are provided in the Setup Instructions.

STEP 1

CREATE YOUR CUSTOMER PROFILE

Setup can be completed on Smartphone, Tablet, or Computer

1 Open the WebApp

- Open your browser. (works best on Chrome or Safari)
- Go to: **smartfence.dogwatch.com**
- Click "NEW ACCOUNT"



2 Fill in the "CREATE ACCOUNT" fields

- Customer email*
- Password
- Confirm Password
- Read & Accept Privacy Policy and Terms of Use
- Click "Next" to continue setup



IMPORTANT!
Confirm that you have entered your email address correctly.

*** Reminder:**

- YOU are the Customer for this test.
- Do not to use your Dealership email as the Customer email.

Note the email address and password for your records. This will be required when you log into your customer profile.

Email: _____

Password: _____

3 Fill in "NEW SYSTEM SETUP" fields

- System Name - (such as: Home, Lake House, Cabin, etc.)
- Dealer ID Number
- Communication Portal UID
- Transmitter UID
- Collar UID

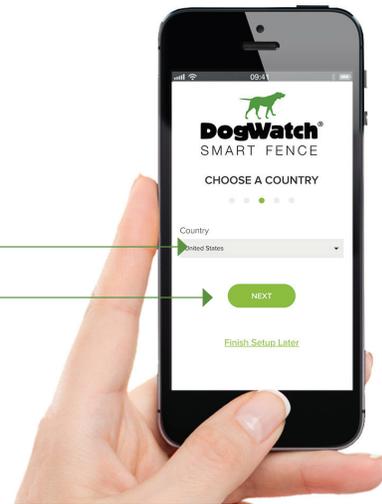
- Click '+ Collar' to add additional Collar UID - or -
- Click 'COMPLETE' to finish system setup



STEP 1: Create Your Customer Profile (cont)

4 Fill in "CHOOSE A COUNTRY" field

- Select your "Country" from dropdown menu
- Click 'NEXT'



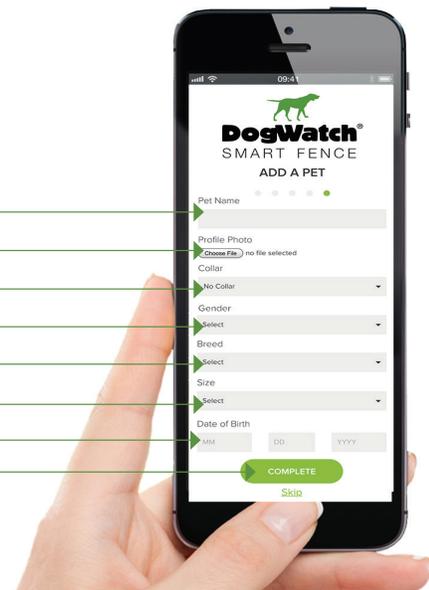
5 Fill in "USER PROFILE" fields

- First Name
- Last Name
- Cell Phone Number (for text alerts)
- Street Address
- City
- Pick State from dropdown menu & enter Zip Code
- Select your Time Zone from dropdown menu
- Click 'NEXT'



6 Fill in "ADD A PET" fields

- Pet's Name
 - Select or take your pet's Profile Photo
 - Select a Collar from dropdown menu
 - Select Gender from dropdown menu
 - Select Breed from dropdown menu
 - Select your pet's Size from dropdown menu
 - Your pet's Date of Birth
- Click 'ADD ANOTHER PET' and repeat steps - or -
 - Click 'COMPLETE' to finish your User Profile



CONGRATULATIONS, you have completed the SmartFence Profile!

Review Your Profile & Settings

Your user profile can be viewed on a Phone, Tablet or Computer.

Home Screen →

Activity Button
View your pet's activity.

Profile Button
View your pet's profile.

Settings Button ←

The Paw Icon indicates Collar status

 Green Collar is connected and functioning properly	 Red <ul style="list-style-type: none"> ▪ Low Battery ▪ Dead Battery ▪ No Communication
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The Loop Icon indicates Transmitter and Boundary Loop status

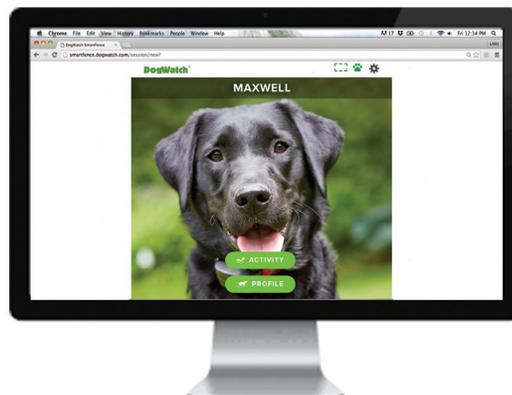
 Green Boundary Loop is connected and functioning properly	 Red <ul style="list-style-type: none"> ▪ No Power ▪ Wire Break ▪ On Battery Backup (PowerPak™) ▪ No Communication
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This gear button is your menu link to view and manage all SmartFence settings.

- PETS** View and edit pet information and **add additional pets**
- ALERTS** Set which alerts you want to receive
- COLLARS** View collar settings, edit collar information and **add additional collars**
- SYSTEMS** View transmitter settings, edit system information and **add additional systems**
- ACCOUNT** View and edit account details (password, name and contact information)
- CONTACTS** Edit contact information, alert preference (text and/or email), and **add additional contacts**
- RESOURCES** Access the Quick Start Guide, Owner's Guide, FAQs, Troubleshooting Tips . . . and more.

Profile View on a Computer

Profile View on a Tablet



STEP 2

SAVE THE WEBAPP ICON TO YOUR MOBILE DEVICE HOME SCREEN

Follow the steps below to save the SmartFence WebApp link and icon to your mobile device home screen.



- Setting up your SmartFence system and your User Profile works best when it is done **before** you save the icon.
- To add the WebApp icon to your home screen, the WebApp must be open.
- Add the icon to your home screen any time after completing your User Profile.

iPhone and iPad:

- 1 Open: smartfence.dogwatch.com on your mobile browser.
- 2 Click on the Bookmark icon 
- 3 Select **Add to Home screen** 
- 4 Confirm by clicking "Add"

Android:

- 1 Open: smartfence.dogwatch.com on your mobile browser.
- 2 Click on the Menu Button 
- 3 Select "Add to Home screen"
- 4 Confirm by clicking "Add"

Older Androids:

- 1 Open: smartfence.dogwatch.com on your mobile browser
- 2 Click on the Menu Button 
- 3 Select "Add to Bookmarks" & Add a label e.g., 'DogWatch SmartFence'
- 4 Open the browser bookmarks screen and long-press the bookmark that you just created. Select "Add to Home screen"

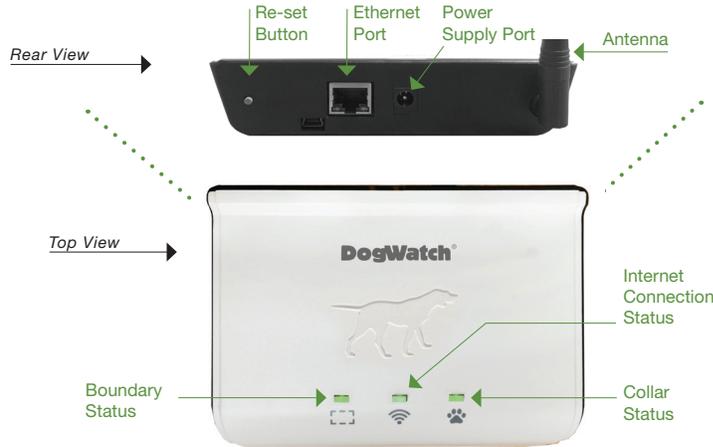


This DogWatch SmartFence Icon should now appear on your mobile device home screen and can be used to open your SmartFence WebApp.

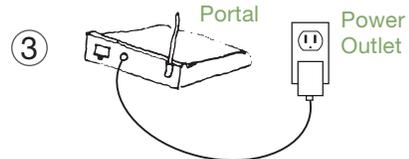
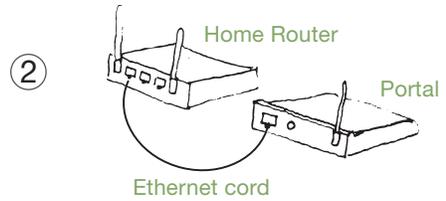
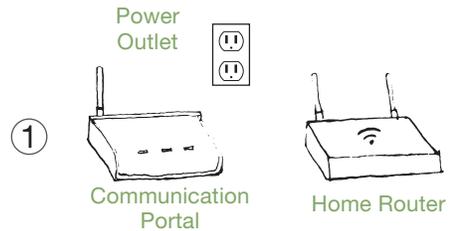
STEP 3

HARDWARE INSTALLATION

Setup your SmartFence Communication Portal



- 1 Place the Portal in a location near the home router and a power source.
- 2 Connect the Portal to your home router using the green Ethernet cord provided.
- 3 Plug the power supply into the outlet and the other end of the power cord into the Portal.
You will hear a beep when the power is connected.



Wait approx. **30 seconds** for the Portal to start-up. There will be a second beep and then you should see:

- Green Internet light indicates you connected to the Internet.
- Red/Green Lights on both the Paw and Transmitter Loop indicate your Collar and Transmitter are not yet connected.

Light Indicator	Your Connection to the Boundary Loop	Your Connection to the Internet	Your Connection to the Collar
Green	Your Boundary Loop is Working Properly	Connected to the Web	Collar Is Working Properly
Red	You May have a Wire Break or Lost your Power Connection (Check your Transmitter Power and Boundary Loop)	Not connected to the Web (Check your Router)	Collar Battery Is Low (or) We Have Not Heard From Your Collar (Check Battery)
Red & Green	Portal has not made an initial connection with Transmitter	N/A	Portal has not made an initial connection with Collar

STEP 4

HARDWARE INSTALLATION

Setup your SmartFence Transmitter

DEALER TEST INSTRUCTIONS

1. You may use a dummy boundary wire or connect the SmartFence Transmitter to the installed wire at your house.

- 1 Place the Transmitter in a location as close to the Communication Portal as possible while also taking into account best practices for good grounding techniques & the best access point for the loop wire routing from the wall.
- 2 Connect the Transmitter to power via the 18v power supply.
- 3 Plug PowerPak™ battery backup into port on Transmitter.
- 4 Plug the boundary loop into port on Transmitter.
- 5 Turn ON the Transmitter via the power switch.
- 6 The Transmitter will now connect to the Communication Portal. This usually takes only a few minutes. After it connects, the Boundary Status light on the Portal will turn Green.

The SmartFence Transmitter communicates with the Portal once every two minutes.



STEP 5

HARDWARE INSTALLATION

Setup your SmartFence Collar

- 1 Insert Battery (positive end down)
- 2 Adjust to the desired Training Level
- 3 The Collar will now connect to the Communication Portal.
 - The collar will connect to the Portal within a few minutes after the battery is inserted, but it may take up to **1 hour** for new activity data and setting information to update.
 - After the collar connects with the Portal, the paw indicator light on the Portal will turn Green.



Insert battery **POSITIVE** end down.



Use the magnet to set the training level on the Receiver.

The SmartFence collar communicates with the Portal **once an hour**.



The **containment** features of the DogWatch Hidden Fence are independent of the communication features of the SmartFence. The **containment** features will continue to work even if the Portal is turned OFF or the Internet is not working.

- If the Collar goes out of range of the Portal, it will still work with the fence.
- If the Portal loses power, the Transmitter and the Collar will continue to work with the fence.

SmartFence™

Setup Complete!

The system is properly connected when you see three **Green lights** on the Portal.



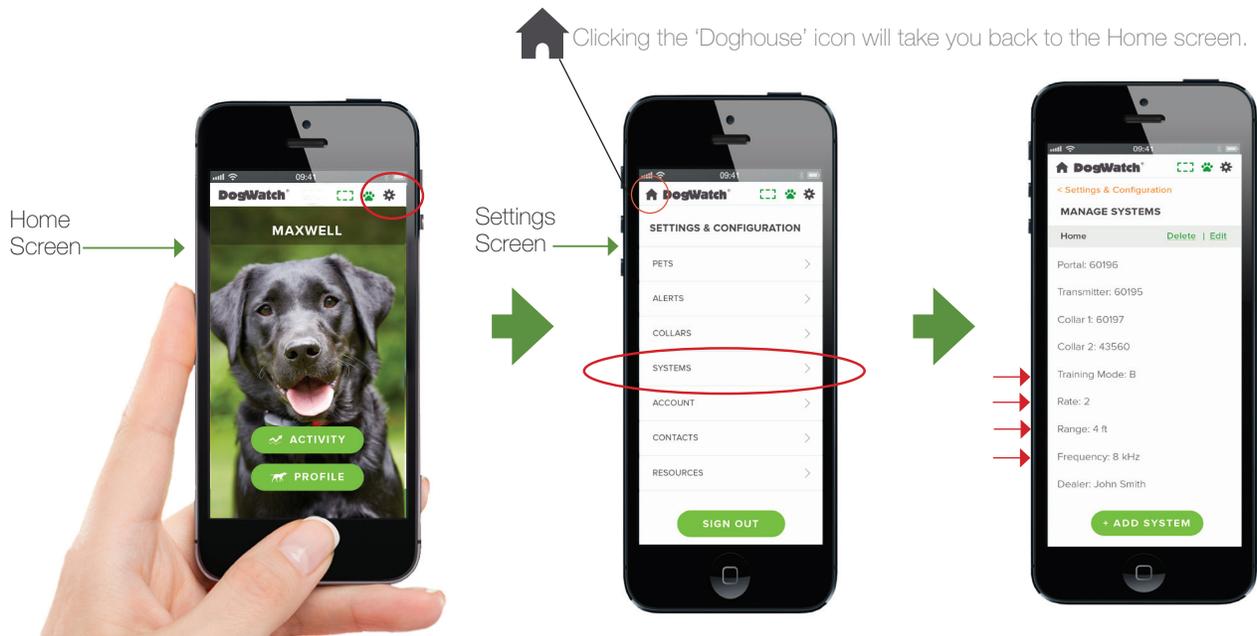
TEST 1 TRANSMITTER SETTINGS

Verify all transmitter settings are properly displayed

Follow the steps below to test:

- 1 Open your WebApp and click on the 'Settings' button  in top right corner of the WebApp.
- 2 Click "Systems"
Note your "Training Mode", "Rate", "Range", and "Frequency"
- 3 Now, change the settings on the Transmitter.
- 4 Refresh the "Systems" page
(To refresh, click the settings button  then click "Systems" and the new settings will appear.)

The Transmitter sends a new status update to the Portal every **2 minutes**. Therefore, it may take up to **2 minutes** for the new settings to display in the WebApp.



Did your settings change? Y / N

If not, what did you see? _____

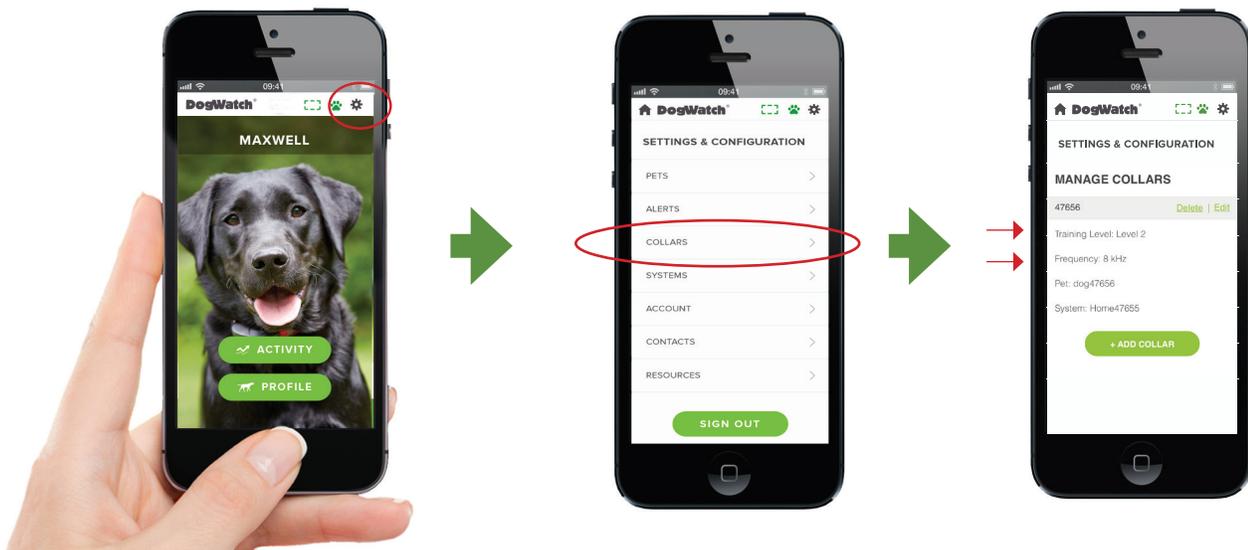
TEST 2 SMARTCOLLAR SETTINGS

Verify all collar settings are properly displayed

Follow the steps below to test:

- 1 Open your WebApp and click on the “Settings” button 
(Gear button on top right corner of WebApp)
- 2 Click “Collars”
Note your “Training Level” and collar “Frequency”
- 3 Now, change the “Training Level” on the collar.
- 4 Refresh ‘Collars’ page (Click the settings Gear  then click “Collars”)
and the new settings should appear.

The collar sends a new status update to the Portal once an hour. Therefore, it may take up to 1 hour for the new settings to display in the WebApp.



Did your settings change? Y / N

If not, what did you see? _____

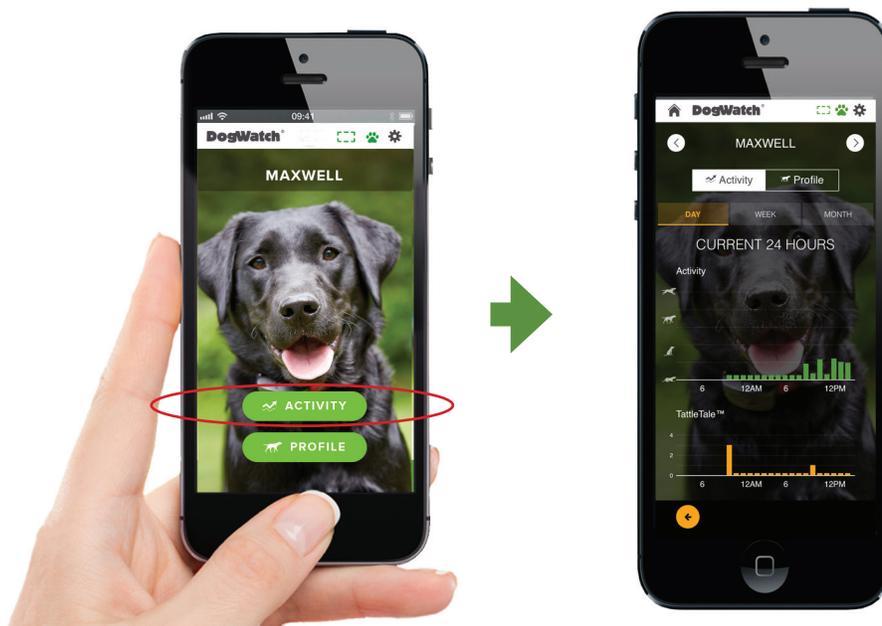
TEST 3 ACTIVITY REPORTS

Verify all activity is properly displayed

The Collar sends a new activity update to the Portal **once every hour**. The Portal will report new activity updates to your WebApp each hour. You can view your pet's daily, weekly or monthly activity levels. (activity includes TattleTale/Boundary Challenge counts)

- 1 From the WebApp Home screen, click on the "Activity" tab.
- 2 Activity will update every hour on the WebApp display. The hourly activity is 'averaged' using several variables to determine activity level.
- 3 Play with your dog in the yard and note the activity for that hour.
- 4 Allow your dog to rest and note the activity for that hour.

If your dog is out of range from the Portal when the collar sends the hourly activity update, nothing will be added to the graph. The activity is not lost for that hour, it is stored inside of the collar until the dog is back within range and the collar reconnects. After the collar reconnects to the Portal, all of the stored data will be added to your activity graph. The collar is able to store up to 12 hours of activity data.



Is the activity populating hourly? Y / N

Do the averaged activity levels seem accurate? Y / N

If not, what did you see? _____

TEST 4

ON PowerPak™ BATTERY BACKUP ALERT - TRANSMITTER

Verify 'On Battery Backup' is properly displayed

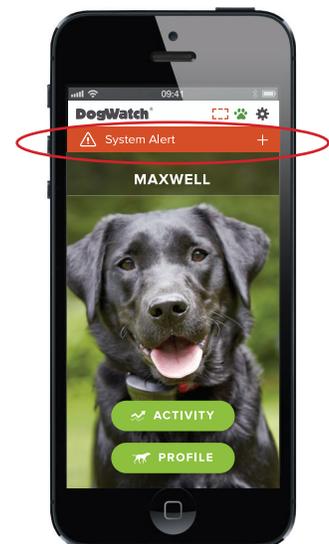
Follow the steps below to test:

- ① With the PowerPak battery backup plugged into the Transmitter, unplug the power supply.
- ② Within approx. **2 minutes**, the indicator light on the Portal should turn **RED**.
- ③ After **2 minutes**, a **RED** alert bar should appear on the WebApp. If needed, refresh the page. [Click the  button to refresh.]
- ④ Click the + button on the **RED** alert bar to see more information.
- ⑤ Unless you turned off the alert settings, you should receive an email and a text alert in addition to the alert displayed on the WebApp.
- ⑥ *When power is restored, the **RED** notification bar should disappear and the loop indicator light on the Portal should turn **Green**.*

Transmitter is
Connected to Power
(**GREEN** light ON)



Transmitter is
On Battery Backup
(**RED** light ON)



Did the indicator light on your Portal turn **RED**? Y / N
Did you see the **RED** alert bar appear on the WebApp? Y / N
Did you receive a text message alert? Y / N
Did you receive an email message alert? Y / N

NOTES:

TEST 5

WIRE BREAK ALERT - TRANSMITTER

Verify 'Wire Break' is properly displayed

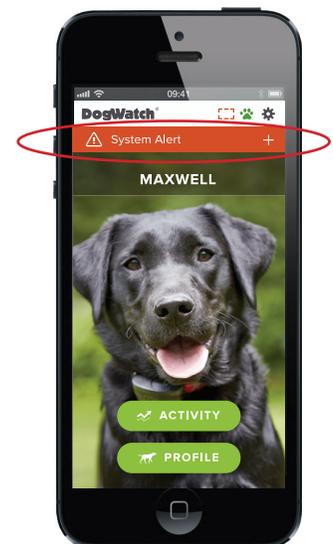
Follow the steps below to test:

- 1 Unplug the Boundary Loop wire. The “break alarm” will activate on the transmitter.
- 2 Within approx. **2 minutes**, the indicator light on the Portal will turn **RED**.
- 3 After **2 minutes**, a **RED** alert bar should appear on the WebApp. If needed, refresh the page. [Click the ⚙️ button to refresh.]
- 4 Click the + button on the **RED** alert bar to see more information.
- 5 Unless you turned off the alert settings, you should receive an email and a text alert in addition to the alert displayed on the WebApp.
- 6 After the boundary loop wire is reconnected, the “break alarm” will turn OFF. Within approx. 2 minutes, the **RED** notification bar should disappear and the loop indicator light on the Portal should turn **Green**.

Wire Connected
(**GREEN** light ON)



Wire Break
(**RED** light ON)



Did the indicator light on your Portal turn **RED**? Y / N

Did you see the **RED** alert bar appear on the WebApp? Y / N

Did you receive a text message alert? Y / N

Did you receive an email message alert? Y / N

NOTES:

TEST 6 NO COMMUNICATION ALERT - TRANSMITTER

Verify all Communication alerts are properly displayed

The SmartFence Transmitter sends updates to the Portal **once every 2 minutes**. If the Portal does not receive an update from the transmitter for **1 hour** (programmable to 1hr, 6hrs, 12hrs or 24 hrs) you should get an alert saying,

“There have been no recent updates from your DogWatch Transmitter at (Home). Please make sure your transmitter is plugged into power and working properly.”

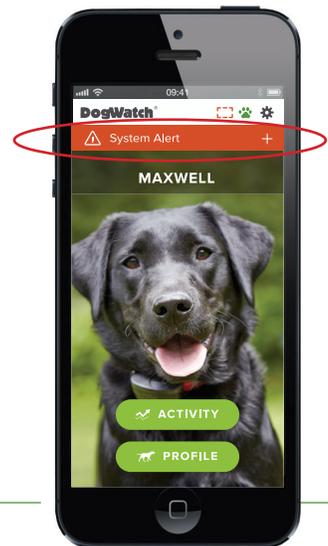
Follow the steps below to test:

- 1 Turn OFF the Transmitter via the power switch.
- 2 Within 1 hour of the Transmitter being turned OFF, the Boundary Status light on the Portal should turn **RED**.
- 3 Within an hour of the Transmitter being turned OFF, a **RED** alert bar should appear on the WebApp. If needed, click the  button to refresh the page.
- 4 Click the + button on the **RED** alert bar to see more information.
- 5 Unless you turned off the alert settings, you should receive an email and a text alert in addition to the alert displayed on the WebApp.
- 6 The **RED** notification bar should disappear after the Transmitter is turned ON.

Transmitter Connected
(**GREEN** light ON)



No Communication
from Transmitter
(**RED** light ON)



Did the indicator light on your Portal turn **RED**? Y / N
Did you see the **RED** alert bar appear on the WebApp? Y / N
Did you receive a text message alert? Y / N
Did you receive an email message alert? Y / N

NOTES:

TEST 7

NO COMMUNICATION ALERT - COLLAR

Verify all Communication alerts are properly displayed

The SmartCollar sends an update to the Portal **once every hour**. If the portal does not receive an update from the Collar for **12 hours**, you should get an alert saying,

*“There have been no recent updates from your pet’s collar.
Please check to be sure the battery is live and working properly.”*

This notification could be triggered by a dead battery, chew, or the collar signal not being in range of the Portal.

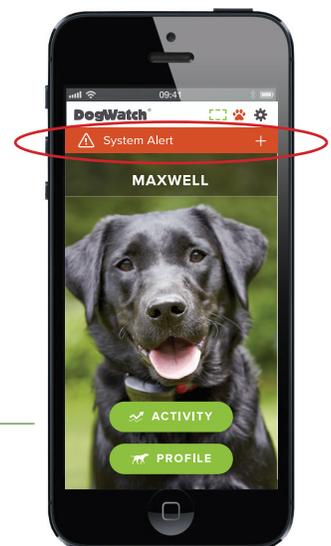
Follow the steps below:

- 1 Remove the battery from the SmartCollar. Leave it out for **12 hours**.
- 2 After **12 hours** (perhaps a bit more depending on when the last update was sent), the Collar Status light (the Paw) on the Portal should turn **RED**.
- 3 After **12 hours** of the battery being out of the Collar, a **RED** alert bar should appear. If needed, click the ⚙️ button to refresh the page.
- 4 Click the + button on the **RED** alert bar to see more information.
- 5 Unless you turned off the alert settings, you should receive an email and a text alert in addition to the alert displayed on the WebApp.
- 6 The **RED** notification bar should disappear and the Collar indicator light (the Paw) should turn **Green** after the battery is replaced. It may take **up to an hour** to update.

Collar Connected
(GREEN light ON)



No Communication
from Collar
(RED light ON)



Did the indicator light on your Portal turn **RED**? Y / N
Did you see the **RED** alert bar appear on the WebApp? Y / N
Did you receive a text message alert? Y / N
Did you receive an email message alert? Y / N

NOTES:

TEST 8

NO INTERNET CONNECTION

Verify Internet Indicator Light is working properly

Follow the steps below to test:

- ① Unplug the Ethernet connector on the Portal
- ② Within **2 minutes**, the Internet Connection Status light on the Portal should turn **RED**.
- ③ Plug the Ethernet connector into the Portal. Within **2 minutes**, the indicator light on the Portal should turn **GREEN**.

When the Internet is turned OFF, no alert bars will appear and no text or email messages will be sent. *The Portal needs to be connected to the Internet to enable the alerts and messages.*

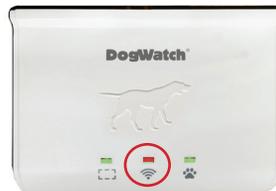
If the Internet is disconnected, you will **NOT** receive alerts, but it will **NOT** affect the function of the fence.

- The fence signal is NOT affected by the Internet.
- You can turn OFF the Portal and the Internet and the fence will continue to work.

Connected to Internet
(GREEN light ON)



No Internet
Connection
(RED light ON)



Connected to Internet
(GREEN light ON)



Did the indicator light on your Portal turn **RED** when you disconnected the Internet Y / N
Did the indicator light on your Portal turn **GREEN** when you connected the Internet Y / N
NOTES:

TEST 9 BOUNDARY CHALLENGES (TattleTale™)

Verify *Boundary Challenges* are properly displayed on **Dealer Dashboard and WebApp**
Note: Boundary Challenges do not display in the Customer's WebApp.

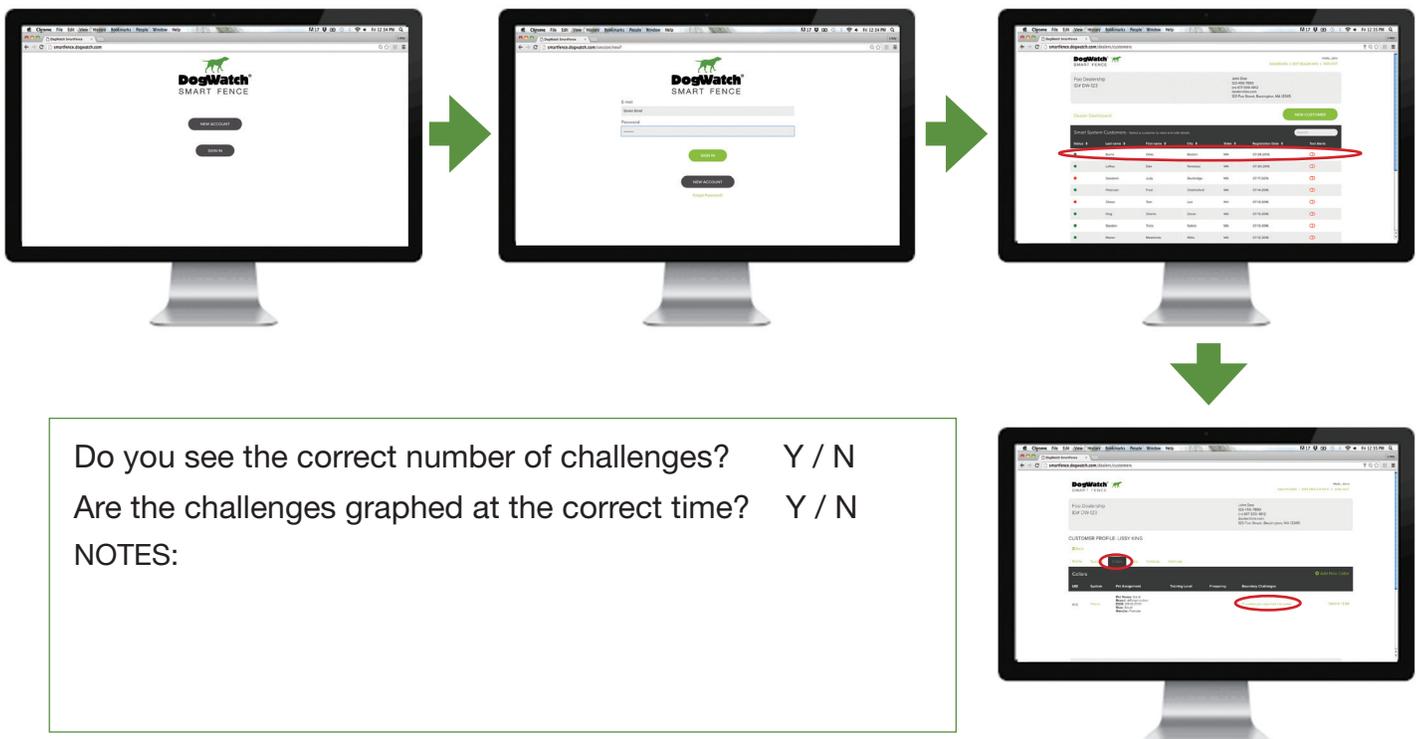
Follow the steps below to test:

- 1 Hold the SmartFence Collar near the test wire connected to the Transmitter until it triggers the audible alert. Repeat several times. Record the time of each “challenge”.

Challenge #1: _____ Challenge #2: _____ Challenge #3: _____

The Collar sends updates **once an hour**, so wait at least **1 hour** to check the “challenges”.

- 2 Check the Boundary Challenges log:
 1. On a computer (desktop or laptop), go to: smartfence.dogwatch.com
 2. Click “Sign In”
 - Enter your **Dealership email** address
 - Enter the password for your Dealership account: **secret**
 3. Click on the test name you set up.
 4. Select the ‘COLLARS’ tab
 5. Under ‘Boundary Challenges’, click the green report for your collar. You should see a graph showing each challenge.



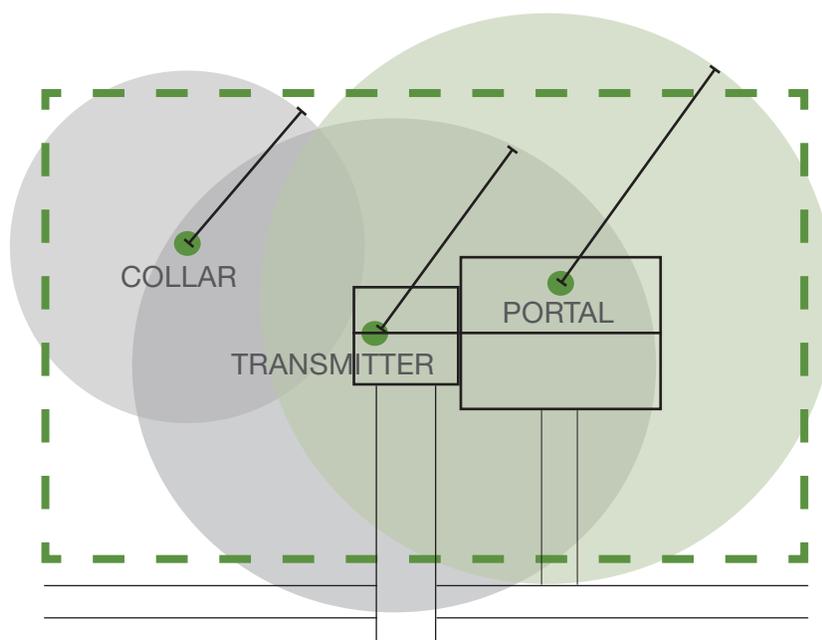
CONGRATULATIONS, you have finished testing the SmartFence!

Connectivity Testing

Connectivity Testing is a feature used to test how well the Transmitter and the Collar communicate with the Communication Portal from various locations and distances.

- Connectivity Testing is a useful tool for Dealers during an installation to determine the best location for the Transmitter and to understand the communication range of the Collar.
- Connectivity Testing is done by putting the Transmitter and the Collar into “**Test Mode**” (instructions in next pages). When in Test Mode, the Transmitter and Collar confirm connectivity by beeping when connected to the Portal.

➔ *Your System Profile in the WebApp must be completed prior to using **Test Mode**. This is to ensure the Collar and Transmitter know the UID of the Portal. If the System is not set up prior to doing the Connectivity Test, the Transmitter and the Collar will not be able to locate the Portal.*



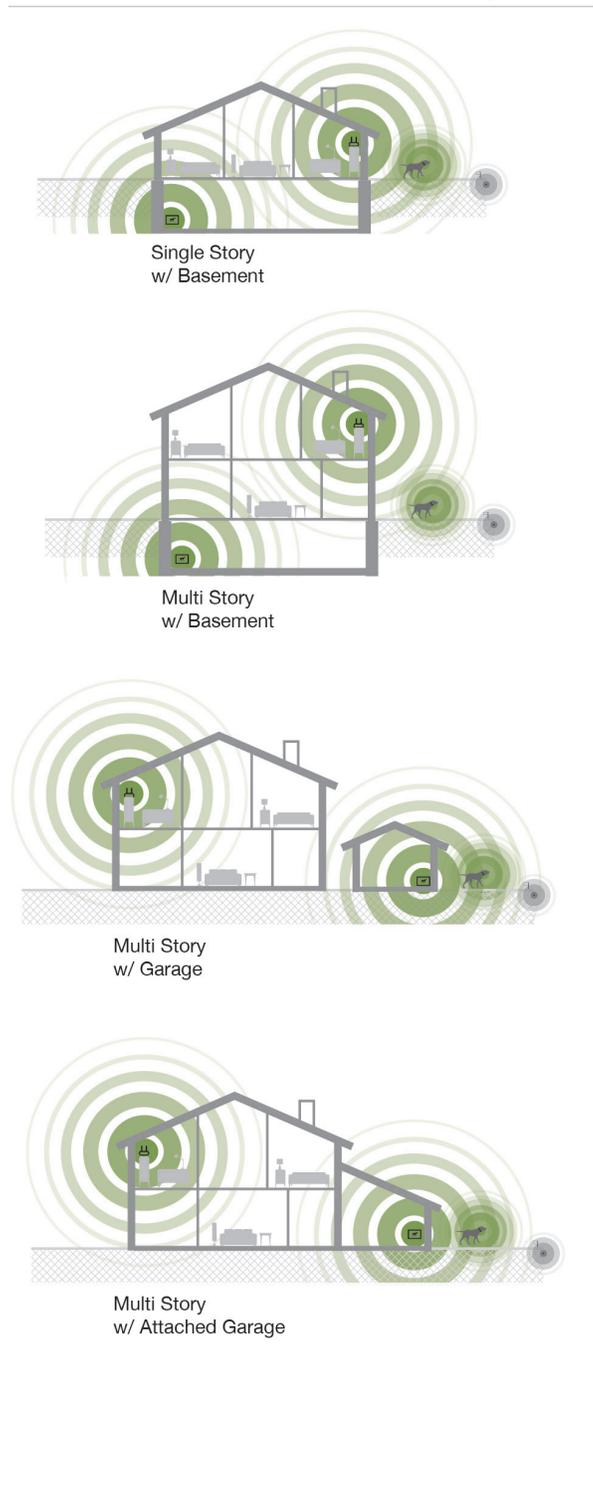
The connectivity of the Transmitter and Collar with the Portal is dependent on both the distance and the material between the system components (e.g., walls, metal, trees, etc.)

- **The Transmitter** should **always** stay in communication range of the Portal. It is important to keep this in mind when deciding where to locate the Portal and the Transmitter.
- **The Collar** may travel in and out of communication range as the dog moves around his/her yard. The Collar will send an hourly update to the portal. If an update is attempted when the collar is out of range, the Collar will save the data and send the updates when the Collar reconnects. The Collar can be out of communication range for a period of up to **10 hours** before sending a “Lost Communication” alert to the customer.

CONNECTIVITY

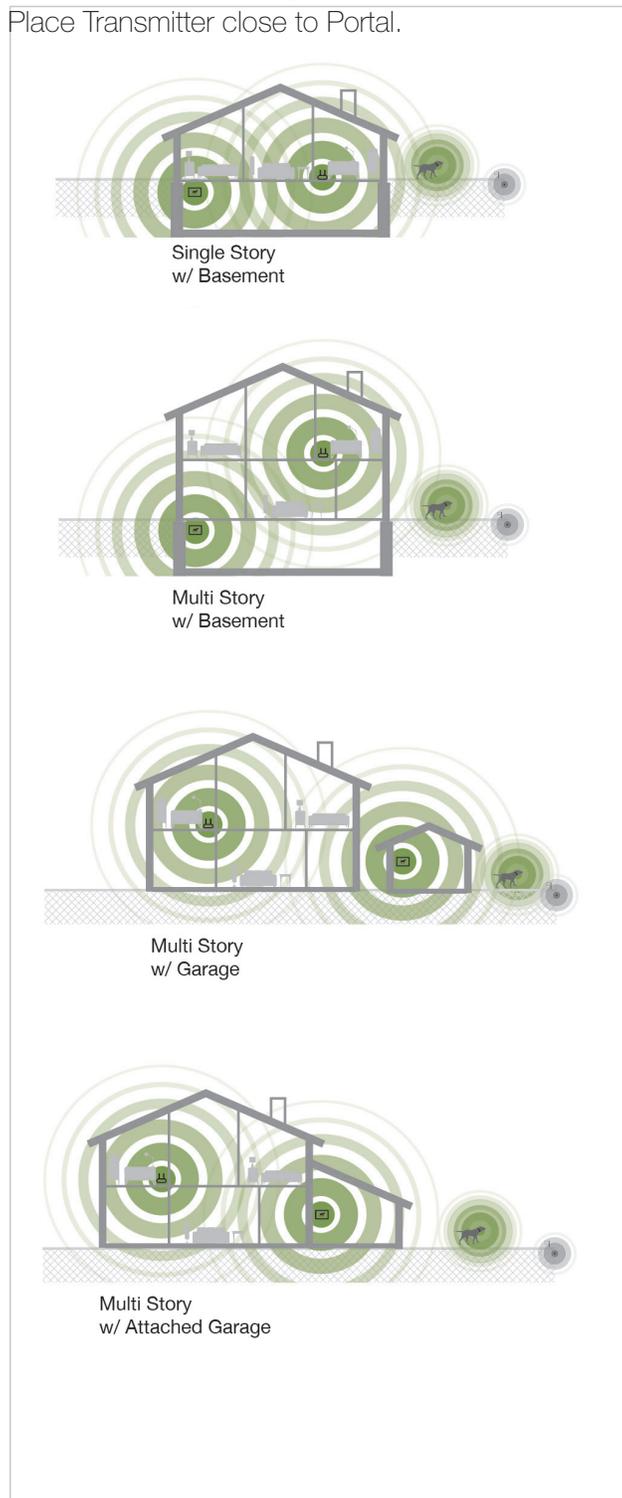
TRANSMITTER / PORTAL PLACEMENT CONNECTIVITY EXAMPLES

Poor Placement. Limited Connectivity.



Improved Connectivity.

Place Transmitter close to Portal.



CONNECTIVITY TEST TRANSMITTER

Use this Connectivity Test to find a good location for the Transmitter where it can communicate reliably with the Portal.

Follow these steps to put the SmartFence Transmitter into 'Test Mode'.

1 While the Transmitter is turned OFF, plug it into the power outlet with the 18V power supply.

2 While the Transmitter is turned OFF, plug the small wire dummy loop (the test wire) into Transmitter.

3 While the Transmitter is turned OFF, flip the far left switch on the back of the Transmitter (labeled "TEST") to its **opposite position**.



4 Test for Connectivity

Turn the Transmitter 'ON' via the power switch.

- The Transmitter should begin to beep. This indicates a connection to the Portal.
- If the Transmitter is not beeping, you may need to move the Transmitter closer to the Portal (or move the Portal closer to the Transmitter).

5 In "Test Mode", look at the **range bars** on your Transmitter while it is beeping.

- Your range bars will indicate how strong the signal is between the Transmitter and the Portal. The higher the bars, the stronger the signal.
- If the signal strength is low, locate the Transmitter closer to the Portal (or locate the Portal closer to the Transmitter).



After you have found a good location for the Transmitter:

- **Take the Transmitter out of "Test Mode" by cycling the power.**

Cycle the power by turning the transmitter 'OFF' then back 'ON' again using the power switch.

- **Do NOT flip the "Test Mode" switch on the back of the transmitter.**

Flipping the 'Test Mode' switch to the opposite position will put the Transmitter back into 'Test Mode'.

If you forget this step - the Transmitter will default out of "Test Mode" after **1 hour**.

CONNECTIVITY TEST COLLAR

Use this Connectivity Test to determine the communication range of the Collar.

Follow these steps to put the SmartFence Collar into Test Mode.

- 1 Power 'ON' the Collar by inserting the Battery.
- 2 Set the Level to "0" (Audible Only) using the magnet.
- 3 Cycle the power by taking out the battery, then drain the remaining power by holding the magnet next to the bars. After draining the power, re-insert the battery.
- 4 You have now started the collar in Test Mode on Level "0" (Audible Only). If you are in communication range of the Portal, you should hear constant beeping from the Collar.



To put the SmartCollar into Test Mode, the receiver must be set to level "0" and then restarted.

When in Test-Mode

- The Collar will **beep** when it is **connecting with the Portal**.
- If the collar goes out of range of the Portal or if the signal to the Portal is interrupted, the Collar will stop beeping.
- When in Test Mode, the beeping from the Collar is **NOT the audible signal** from the boundary wire.

5 Test for Connectivity

Walk around the property to measure the communication range between the Collar and the Portal. If the Collar goes out of range, it will stop beeping. It will reconnect and start beeping again when it is back in range.

Updates and notifications from the Collar will only be sent when the Collar is in range of the Portal. Updates that are not sent will be stored in the Collar until it reconnects.

6 Take Collar out of Test Mode

To take the SmartCollar out of Test Mode, hold the magnet to set the Collar to the desired training level. When the collar changes levels, it will revert to "functional mode" and stop beeping.



Use the magnet to take the receiver out of Test Mode and to set the training level.

You should **NOT** install boundary wire based on the Collar's connectivity with the Portal. The boundary should be established to give the dog the optimal access to the yard. The Collar is designed to go in and out of range of the Portal. **The Collar will still work with the fence when it is out of range of the Portal.**