TROUBLESHOOTING TIPS

- **I am not getting email or push 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 > ALERT CONFIGURATION.
    Green means Alert is ON, Grey means Alert is OFF
- **I am not seeing my pet's activity on my SmartFence App.**
  - 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 Is the paw icon 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 App 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™ 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.)

Portal UID: _____

Transmitter UID: _____

Collar UID: _____ Dog 1: _____

Collar UID: _____ Dog 2: _____

Dealer Name: _____ Phone: _____

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

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DogWatch®
HIDDEN FENCES

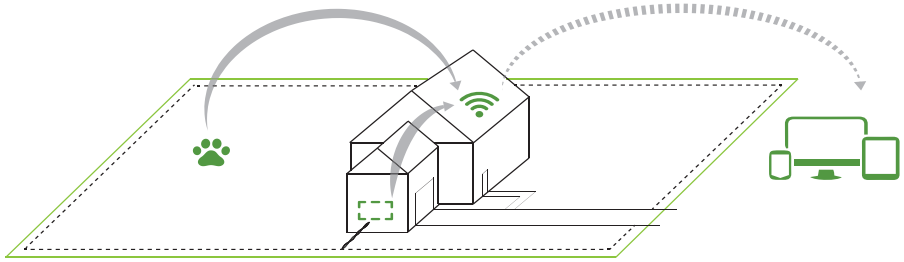
SmartFence®

Smart products for today's pets.™

Quick Start Guide

HOW IT WORKS

The SmartFence system allows you to monitor your fence and dog remotely!



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 App is accessible from **desktop & mobile** devices.

CREATE A USER & PET PROFILE

1. **Visit the SmartFence Website app.dogwatch.com or use the QR codes to download the App.**

2. **Select "Add Account"**
   a. Enter email address.
      i. You will be emailed a temporary password
   b. Login to your account with temporary password.

3. **Select "My System" and then Add Product**
   a. System Type = SmartFence
   b. System + New to create a system
   c. Add Product UIDS

4. **Select "Pets"**
   a. Add New Pet
   b. Assign a collar to each pet using the UID

5. **Select Settings and then Account**
   a. Update account information
   b. Update password
      i. Old password = temporary password that was emailed

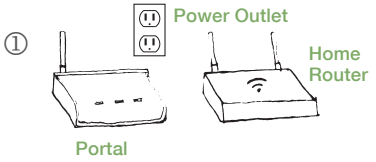
App Store

Google Play

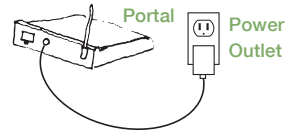
For more Information: http://www.dogwatch.com/customer-resources/

CONNECT THE COMMUNICATION PORTAL

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

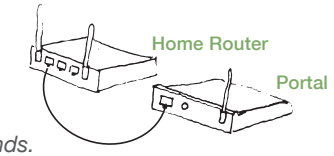


2. **Plug the Portal into power using the cable provided.**



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.



The Portal Indicator Lights should initially display as shown

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

May take **Up to 2 minutes** for Indicator to turn GREEN

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

May take **Up to 30 seconds** for Indicator to turn GREEN

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

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	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