



DogWatch®

HIDDEN FENCES

SmartFence®



Smart products for today's pets.™

————— **Owner's Guide** —————

TABLE OF CONTENTS



1	System Overview	
	System Components	2
	System Basics	4
2	SmartFence Setup	
	Getting Started	6
	App Setup	
	Step 1: Create Customer Profile	7
	Step 2: Communication Portal Setup	8
3	Hidden Fence Installation.....	10
4	SmartFence Features and Settings	
	SmartFence Transmitter	12
	SmartFence Collar	14
	SmartFence Collar Batteries	16
	SmartFence Collar Status Light	17
	SmartFence Transmitter and Training Level Settings.....	18
5	Troubleshooting Tips	19
	FAQs	20
	Training Tips & Reminders	21
6	Warranty	22
7	Compliance	24

1 SYSTEM COMPONENTS

All System Components are included with the SmartFence™ unless noted as 'Optional'.

Transmitter

SmartFence Transmitter



Sends a coded digital **FM radio signal** through the Hidden Fence boundary wire in your yard.

PowerPak™ (optional)

Provides a battery back-up to keep the Transmitter operating in the event of a power failure.

Surge Protector

Protects the Transmitter from damage due to lightning or power surges.

Power Supply

Uses an 18 volt power supply to plug in the Transmitter.

SmartCollar

SmartCollar™ Receiver



- Identifies the coded digital **FM radio signal** transmitted from the Hidden Fence boundary wire.
- Alerts the dog with an audible tone if the dog gets too close to the boundary.
- Delivers a static correction if the dog does not retreat from the boundary.

Multi-Tool



Includes:

- **Magnet** for changing training levels
- **Test Light** for testing the collar stimulation
- **Contact Post Wrench** for changing contact posts

Adjustable Collar Strap

Attaches to the SmartCollar receiver. Your Dealer will provide the correct size for your pet.

Contact Posts

Comes with one set of contact posts. Your Dealer will provide the correct size.

Lock Washers

Holds the contact posts in place on the SmartCollar.

Collar Bone

Keeps the contact posts in proper position on the collar strap.

Battery

Uses a 3.6 volt battery that lasts up to one year.


Communication Portal

SmartFence Communication Portal



Connects to the Internet via an Ethernet cord connection to your router.

- **Receives system updates** from the SmartFence Transmitter and Receiver.
- **Sends system updates** to the SmartFence WebApp.

 **App** sends notification messages to computer and mobile devices via push notification and email.

Shielded Ethernet Cord

A shielded ethernet cord connects the Portal to your router.

Power Supply

Uses a 5 volt power supply to plug in the Portal.

Accessories

Training Leash



Helps you properly introduce and train your dog to the Hidden Fence boundary.

The DogWatch SmartFence allows you to:

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

IMPORTANT

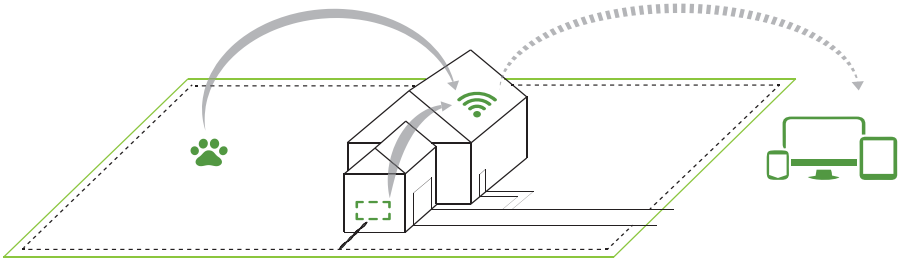
The containment features of the DogWatch Hidden Fence are independent of the communication features of the SmartFence.

The Hidden Fence *containment features* 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.

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.

SmartFence General Information

Pet(s) Profile	Create a profile and include a photo of your pet(s). Includes the SmartCollar ID, Breed, Gender, Size and Date of Birth.
Contacts	Add contacts who you want 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 alerts you want them to receive.
Activity Levels & TattleTale™	Monitor your pet's daily, weekly and monthly activity levels. Find out if your dog has been Active, Moderately Active, Lightly Active or Resting. Boundary challenge TattleTale™ is recorded in the App 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)

Battery Status	Sends an alert when it's time to replace the SmartCollar battery. A notification will appear on the App and will disappear when the battery is replaced.
Boundary Loop	Sends an alert if the Boundary Loop wire is disconnected or broken. (You will also hear an alarm coming from the Transmitter.) A notification will appear on the App. The notification will disappear after the boundary wire is repaired. (May take up to 2 minutes to reset.)
Boundary Challenge	Sends an alert if there has been a boundary challenge reported by the collar. The collar will upload every hour.
No Collar Connection	Sends an alert if your SmartCollar does not connect with the Portal for more than 12 hours . This could be triggered by a dead battery, receiver damage (e.g., a dog chew) or the collar being out of range of the Portal. A notification will appear on the App. The notification will disappear after the SmartCollar has reconnected to the Portal. (May take up to 1 hour to reset.)
Transmitter Running on Battery Back-up (PowerPak™)	Sends an alert if the power goes out and the PowerPak is used to power the Transmitter for more than 2 minutes . A notification will appear on the App. It will disappear when the Transmitter is reconnected to power. (May take up to 2 minutes to reset.)
No Transmitter Connection	An alert is sent if the Portal loses its connection with the Transmitter for more than 1 hour . This could be triggered by a loss of power, lightning or surge damage. A notification will appear on the App and will disappear when the transmitter signal reconnects to the Portal. (May take up to 2 minutes to reset.)

Customizable Alerts

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

- !** Record the **Unique Identification Numbers (UID)** from your SmartFence system components. Having this information recorded will make it easier when you are adding the system information to the App.

The UIDs can be found on a label on the back of each of the system components.



System Information

Communication Portal UID:

This number links your Profile to your Communication Portal.

Transmitter UID:

This number links your Profile to your SmartFence Transmitter.

Collar UID:

This number links your Profile to your SmartCollar.

STEP 1: CREATE YOUR CUSTOMER 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. Log in 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

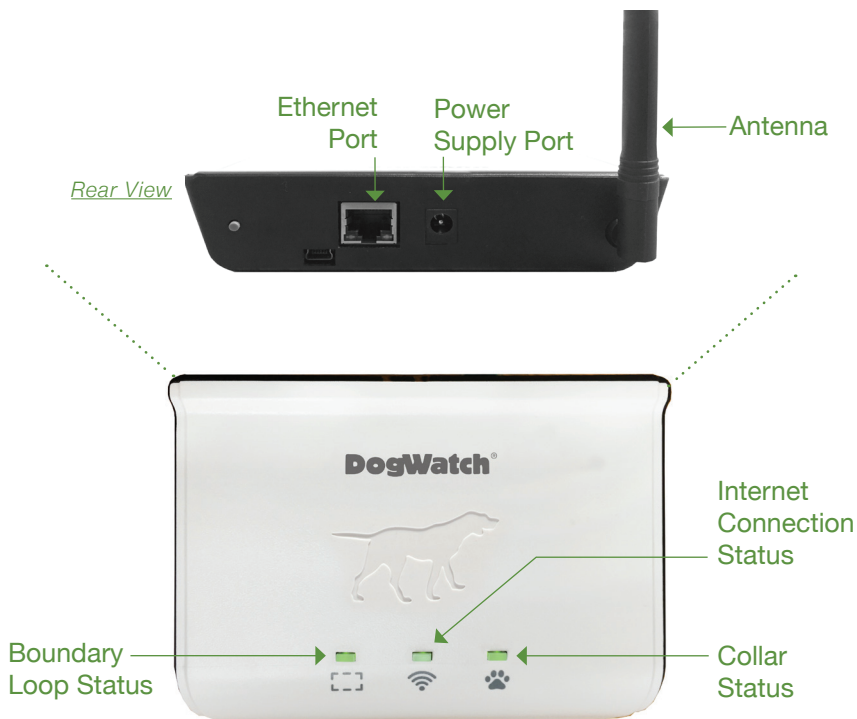
Note the email address and password for your records.
This will be required when you log into your customer profile.

Email: _____

Password: _____

STEP 2: COMMUNICATION PORTAL SETUP

The SmartFence Communication Portal collects status information from your SmartFence Collar and Transmitter and updates your SmartFence App.



The lights on your Portal let you know that your system is working properly.



Boundary Loop
Status Light

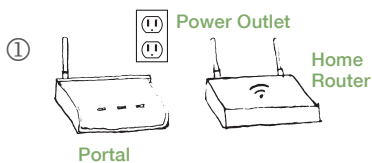


Internet Connection
Status Light

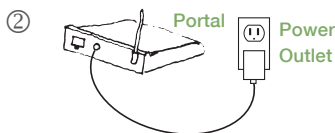


Collar
Status Light

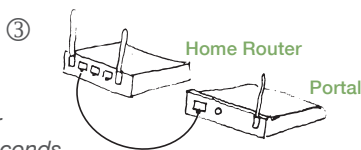
1 Place the Portal in a location near your home router and near a power outlet.



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.



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

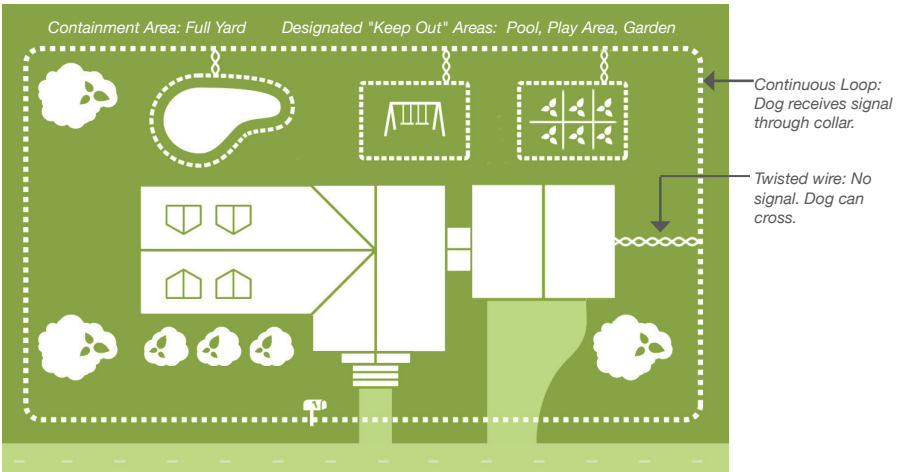


Collar

Green 	Connected / Working	Connected to Internet	Connected / Working
Green/Red 	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

Installation Basics

The fence is created by burying a wire in your yard. Your DogWatch Dealer will work with you to establish the best configuration for you, your dog and your yard.



The SmartFence Transmitter sends a coded **digital FM radio signal** through a wire buried in your yard (the boundary wire). The wire is buried 3-4" beneath the surface of the yard or can lie on top of the ground (e.g. in wooded or rocky areas.) **It is not electrified**, so it can also be installed in water (streams, in lakes, etc.)

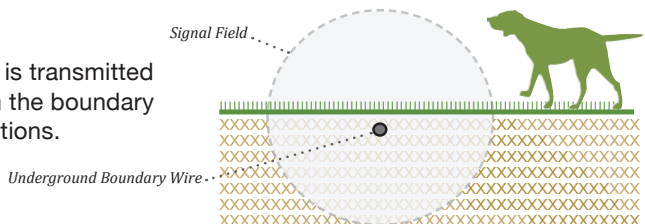
The boundary wire can enclose up to 200 acres. It can be configured to enclose all or part of your yard. It can be used to keep your pets inside the boundary and/or out of designated areas such as the pool, your garden or other areas.

To work properly, the boundary wire must form a **continuous loop**. A **twisted wire cancels the signal** and can be used in locations where you want the dog to be able to cross the wire without receiving a warning signal or correction, such as where the wire travels from the house to the boundary perimeter.

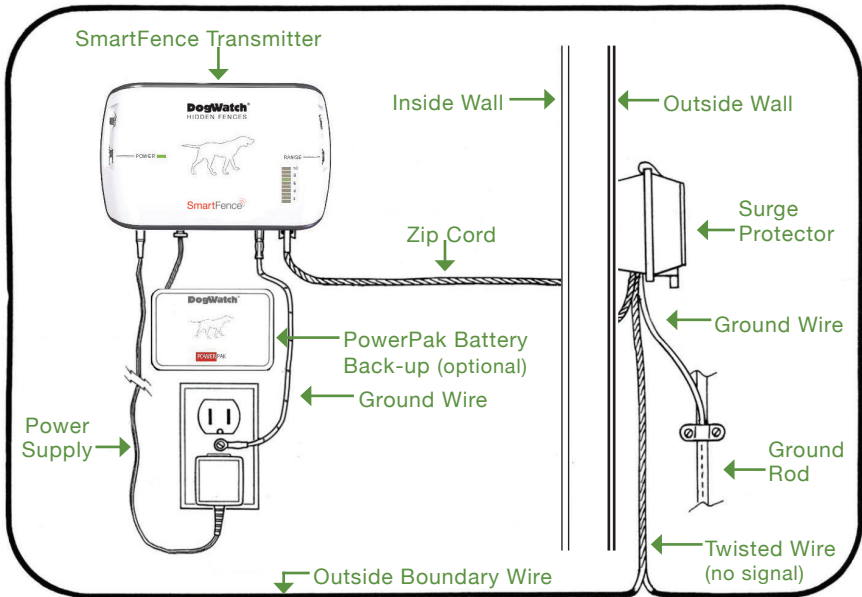
Signal Field

The signal field is typically set at 3 to 6 feet (each side of the wire) but can be set from 1 to 10 feet (each side). The signal field is adjusted by the **Range Control** on the Transmitter. Your Dealer will determine an appropriate signal field for your pets and will set the Transmitter accordingly.

The radio signal is transmitted equidistant from the boundary wire in ALL directions.



Your SmartFence Transmitter is mounted on a wall near a power outlet. The Transmitter is connected to your boundary wire through a surge protector (as shown below) which prevents lightning power surges from damaging your system.

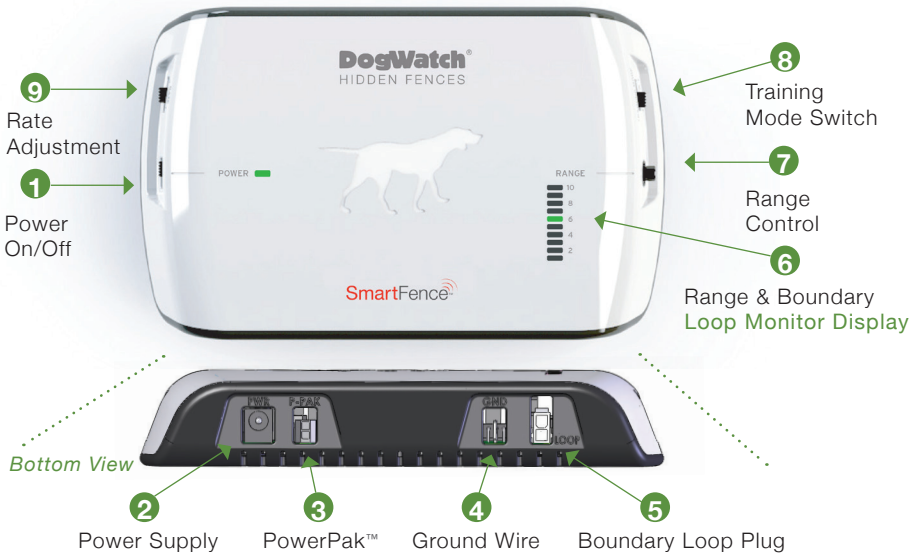


IMPORTANT SAFEGUARDS & REMINDERS

- Never adjust the Transmitter while your dog is wearing the SmartCollar.
- Keep the Transmitter and SmartCollar out of reach of children.
- Never attempt to service the Transmitter or SmartCollar yourself.
- Be sure your Transmitter and surge protector are properly grounded.
- Fit the collar snugly around your dog's neck. It should be touching the skin without creating pressure where it touches.
- Remove the collar regularly and check the dog's neck for irritation. We recommend removing the collar when the dog is inside at night. Pressure sores may develop if the collar is too tight or left on for long periods without removal or repositioning.
- Make sure the battery is fresh and is inserted correctly.
- Train your dog as instructed by your Dealer.

SmartFence Transmitter

The Transmitter's coded digital FM radio signal can be adjusted, allowing you to control the settings of the Hidden Fence around your property.



Never adjust the transmitter while your dog is wearing the receiver collar.

- 1. Power On/Off:** This switch gives you easy access to turn the Transmitter 'ON' or 'OFF'. The green Power light on the front panel lets you know that it is operating properly.
- 2. Power Supply:** The Transmitter is powered by the power supply/adaptor provided with the Transmitter. The power supply is plugged into a properly grounded 110 volt outlet and the adapter is plugged into the "PWR" jack on the bottom of the Transmitter.
- 3. PowerPak™:** The optional PowerPak battery back-up keeps the Transmitter operating in the event of a power failure. When the Transmitter is being powered by the battery back-up, the red power light will remain off. The PowerPak plugs into the Transmitter at "P-PAK".

NOTE: After the SmartFence is installed and set up complete, the App will alert you if the PowerPak battery back-up has been activated.

- 4. Ground Wire:** The green ground wire connects to the Transmitter at the location labeled "GND." The round connector on the green ground wire is attached under the screw on the outlet faceplate. It will, however, only be effective if your outlet is properly grounded. If you have any questions about having a properly grounded outlet, consult your local electrician.

- 5. Boundary Loop Plug:** Your system includes a zip cord with a plug on one end. This plug fits into the hole marked "Loop" on the bottom of the Transmitter. This is the beginning of the boundary wire that is buried in your yard.

NOTE: After the boundary wire has been properly installed and plugged into the Transmitter, the Range and Boundary Loop Monitor light will turn on.

6. Range and Boundary Loop Monitor Display: The Range and Boundary Loop Monitor Display (LMD) provides a visual indication of the status of your boundary wire and signal range. On traditional boundary wire configurations, each number on the scale represents the signal range in feet. **Range** is the distance the signal is being broadcast from each side of the wire. A significant change (drop) in signal range could indicate a partial wire break or other boundary wire problem. If the boundary loop wire is broken or the signal is interrupted, the light will go out and an audible warning from the Transmitter will sound. You should check around your property for a visible wire break. Contact your dealer for troubleshooting tips or to schedule a service call.

NOTE: For non-traditional wire configurations where the boundary wires may be close to one another, the LMD may not measure the boundary signal accurately in feet, but is a visual setting reference point. Your DogWatch Dealer will explain the LMD setting and your actual signal range.

7. Range Control: The radio signal is transmitted from the boundary wire in all directions. The signal range (the distance the signal broadcasts from the wire) is adjusted by the Range Control on the transmitter. The recommended signal range (on each side of the wire) is 6-10 feet. Your DogWatch Dealer will adjust the range according to the personality and traits of your dog. Consult your DogWatch Dealer before making any adjustments yourself.

Signal Field: The signal field (the area in which the dog's receiver collar detects the signal) has two areas. The outer-most part of the signal field (~13% of the signal field) triggers an audible warning. If your pet continues further into the signal field, he will receive a correction. To prevent your dog from entering the signal field and remaining in the audible area (causing depletion of the battery), the receiver transitions from an audible warning to a short warning correction after a period of 15 seconds. This will not activate if the receiver is set to the "Audible Only" Training Level (Level "0" - see Setting the SmartCollar Levels on pg. 16)

8. Training Mode: The Training Mode switch allows you to choose between two pet-friendly training options: Basic (Mode A) and QuickAlert™ (Mode B). In the Basic setting, your pet receives the normal audible warning followed by a correction if he continues into the signal field. When set to QuickAlert (used primarily for harder to train dogs), your pet receives a very quick "alert" correction followed by the normal audible warning and correction.

NOTE: If you have multiple dogs on the system, the Training Mode setting affects all receivers. They are ALL set to the same mode, Basic or QuickAlert™.

9. Rate: The Rate can be adjusted to three levels (1 = slow, 2 = medium, 3 = fast). When your dog gets a correction, he receives it in a series of pulses. Increasing the Rate delivers a greater number of pulses per second. The adjustable Rate feature operates only when the Receiver Training Level is set to Level 1, 2, or 3.

(See the SmartCollar Levels and Transmitter Settings chart on pg. 30)

4 FEATURES & SETTINGS

SmartFence Collar

The SmartCollar® is a lightweight radio receiver that identifies the radio signal from the boundary wire. It creates an audible warning followed by stimulation if the dog comes too close to the boundary wire.



- 1. 3.6 Volt Battery:** The SmartFence battery life is usually about 1 year.
- 2. Battery Cap:** Our waterproof battery cap protects your battery from the elements. Remove using the Battery Cap tool (#6).
- 3. Status Light:** The Status Light provides information about battery status and is used to determine training levels.
- 4. Training Level Adjustment Location:** Your receiver provides eight Training Levels that allow you to customize the receiver setting to your dog's individual needs: Audible Only, Level 1 (extra low), Level 2 (low), Level 3 (low medium), Level 4 (medium), Level 5 (medium high), Level 6 (high), and Level 7 (extra high). When the receiver is first shipped from the manufacturer, it will automatically be set to Training Level 2 (low).
- 5. Magnet:** The Magnet on your multi-tool is used to adjust the Training Level.
- 6. Battery Cap Tool:** This is used to tighten or remove the battery cap. **Test Light**
- 7. Contact Post Wrench:** Use to securely fasten Contact Posts.
- 8. Test Light:** The test light allows you to test the receiver. Hold the test light over the contact posts and carry the receiver into the signal field a few feet from the ground. *When the receiver picks up the correction signal from the boundary wire, the test light will come on.*

See page 16 for how to change your battery and reset your receiver.

9. **Collar Bone:** The Collar Bone, metal lock washers and contact posts fasten the receiver to the nylon collar. (A Collar Bone is not used with the GentleFit™ posts.)

10. **Lock Washers:** See #9 above.

11. **Contact Posts:** The receiver comes with a set of stainless steel contact posts. Conductive plastic 'GentleFit' contact posts may be purchased separately if preferred or if recommended by your Dealer.

Use care if you find it necessary to tighten the contact posts, as over-tightening could cause damage to the receiver.

The contact posts must touch the skin in order for the dog to feel the correction. Your DogWatch Dealer will determine the correct contact posts based on your dog's coat, neck shape, and skin sensitivity. In certain cases, your Dealer may recommend clipping some of the hair around the contact posts so that they can touch the skin more easily.

! **To prevent skin irritation from the contact posts, we recommend removing the collar at night and/or when not in use.** Prolonged use of the collar or a collar that is too tight may lead to pressure sores, especially if the dog has sensitive skin.

FEATURES

Antenna:

The omni-directional antenna design assures optimal reception from the signal field.

SafeLink® Digital FM Design:

Our patented FM design allows the SmartCollar to recognize and activate only to our unique radio signal. This protects your pet from unintentional correction caused by stray radio signals which may be emitted by other electronic devices.

AutoMemory®:

Our patented AutoMemory feature automatically adjusts the correction after your pet challenges the boundary. If your pet challenges the boundary with the receiver set to level 4, 5 or 6, AutoMemory will be initiated. For the next 24 hours, the correction will be equivalent to the next level if the dog attempts to re-enter the signal field. For example, if AutoMemory is triggered with the receiver set at level 4, the correction will be equivalent to level 5 for the next 24-hours. After 24 hours with no boundary challenges, the correction returns to the original setting.

FastReact® Time:

Whether your dog, strolls, runs or sprints into the Avoidance Zone, the receiver will react—and correct—within 1/8 of a second (.125 sec).

Automatic Shutdown:

The DogWatch SmartFence is designed to protect your dog from an over-correction in the unlikely event that your dog gets caught in the signal field. If your dog does not exit the signal field, the receiver will automatically stop correcting after 15 seconds—protecting your dog from over-correction. The receiver will automatically reset after the dog leaves the signal field.

4 FEATURES & SETTINGS

Batteries

Resetting the Low Battery Light

1. Remove the old battery.
2. Before inserting a new battery, let the SmartCollar sit for **five minutes** with no battery. (If you forget to wait prior to inserting a new battery, the “low battery” light will continue to blink red until it automatically resets itself after 24 hours.)
3. After five minutes, insert the new battery.



Insert battery POSITIVE end down.

Battery Insertion Instructions

The SmartCollar is powered by a 3.6 volt lithium battery with a battery life of up to 1 year. The Positive end of the battery must be inserted down.

Battery Plans

Ask your DogWatch Dealer about a battery plan. If your DogWatch Dealer does not offer a battery plan, call DogWatch at 800-793-3436 or join through the website at: www.dogwatch.com/customer-resources/outdoor/battery-plan-sign-up/

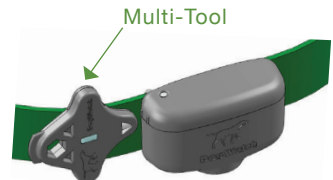
IMPORTANT: The use of any battery other than a battery authorized by DogWatch Inc. can cause erratic operation of the SmartCollar and could cause permanent damage. The use of any unauthorized battery will void the Warranty on the SmartCollar.

Setting the Receiver Levels

The SmartCollar Receiver has **SEVEN LEVELS OF CORRECTION** *plus Audible Only*.

Your DogWatch Dealer will start the training on the appropriate level according to your dog's personality and traits. As training continues and your dog adjusts to the Hidden Fence, the settings may need to be adjusted.

If you need to change the training level on the receiver, hold the magnet on your Multi-Tool to the training level adjustment location on the side of the receiver (see right). Hold the magnet steady and you will hear a series of beeps that indicate the current training level. The training level will begin to advance while the magnet is held in position. When you reach the desired setting, pull the magnet away from the receiver.



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

The “Audible Only” level is one long beep, Level 1 = **one** short beep, Level 2 = **two** short beeps, Level 3 = **three** short beeps, etc.

When the magnet activates the receiver, the number of beeps indicates the current training level. As long as the magnet is held in place, it will advance through the receiver training level settings in the order shown in the chart on pg. 30. **Note: Any magnet will activate the receiver.**

Status Light

The status light on your SmartCollar provides these features.

- **Start-Up** When you first insert the battery, the status light will flash **red** and **green**. This indicates that the receiver has started properly. Once started, the status light will continue to flash **green** once every 40 seconds indicating normal operation. In the event that the light does not flash, check the battery to be sure that it has been inserted properly.
- **Training Level Indicator** When programming the training level of your receiver, the status light will flash **green** in conjunction with audible beeps. The number of flashes/beeps will equal the training level you have chosen.
- **Signal Field Indicator** When testing the receiver in the signal field, the status light will flash **green** when the SmartCollar is in the audible zone and will flash **red** and **green** when the SmartCollar is in the correction zone.
- **Correction Alert (TattleTale™)** You will be able to tell if your pet has tested the boundary by looking at the status light. The status light will double flash **green** every 40 seconds during the 24-hour period after the dog has entered the boundary area.
- **Battery Indicator** This feature monitors the voltage level of the battery. Once the SmartCollar detects that the battery has reached a low voltage level, the status light will change from blinking **green** every 40 seconds to blinking **red** every 10 seconds. This indicates that your battery is close to the end of its useful life and you should change the battery within the next 3-4 days.



*****Important*****

Never change the Receiver settings when your dog is wearing the SmartCollar.

Transmitter and Training Level Settings

TRANSMITTER MODE AND RATE SETTINGS

Receiver Training Levels	Mode A	Mode A	Mode A	Mode B
	Rate 1	Rate 2	Rate 3	QuickAlert™
Audible Only*	Transmitter Rate Fixed at Medium			
(extra low) 1	Slow	Medium	Fast	Slow
(low) 2	Slow	Medium	Fast	Medium
(low medium) 3	Slow	Medium	Fast	Fast
(medium) 4	Fast			Fast
(medium high) 5	X-Fast			X-Fast
(high) 6	XX-Fast			XX-Fast
(extra high) 7	Audible* and XXX Fast Correction are Simultaneous			

AutoMemory® will deliver a correction equivalent to the next level upon re-entry.

For example: If the receiver is on Level 1 and the transmitter is on Rate 1, your dog will receive the lowest level of correction and the least number of pulses per second.

Please, remember that if your Receiver Level is set to 1, 2, or 3 and you switch the Training Mode to QuickAlert (Mode B), your training setting may change. For example, if the receiver is set to Level 3 and the transmitter is set to Rate 1, your dog will receive a slow correction. If you switch your Training Mode to QuickAlert, your dog will now receive a fast correction.

PROGRAMMING TIPS

Recommended Settings: The majority of dogs respond well to Transmitter Rate Setting 2 or 3 and a Receiver Training Level 3, 4 or 5. Sensitive or small dogs that train easily respond best to lower rate settings and lower training levels. If your dog is not responding to training, your DogWatch Dealer will adjust your system to a higher training level.

If Your Dog Is Hard To Train: Training Levels 5, 6 and 7 are specifically designed to meet the needs of hard to train or stubborn dogs. These settings will provide the extra correction that some dogs need as part of their training.

Multiple Dogs: Our receivers allow you to select individual settings for each dog. This means that one SmartCollar can be set to Audible Only* during training while another dog is still protected with the correction feature enabled. It is recommended that the Audible Only* setting be used only during supervised training sessions.

If your dog is not staying within the boundary, check the following:

- Did you and your dog complete the Dealer-recommended training program?
- Does the battery in the SmartCollar need to be replaced?
- Is the SmartCollar too loose?
- Is the SmartCollar operating properly?
- Is the Transmitter on and adjusted properly?
- Is the signal field too narrow?
- Is the Rate level too low?
- Is the Training Mode switch in the proper position?
- Is the boundary wire unplugged?
- Is the boundary wire broken?

SmartFence Communication Troubleshooting

- **I am not getting Alerts on my Phone/Email**
 - Are your alert preferences turned 'ON'? Go to: SETTINGS > ALERT CONFIGURATION. **Green** mean Alert is ON, **Red** means Alert is OFF
 - Make sure the UIDs are entered correctly in the WebApp.
 - Make sure your Email is correct and you are logged into the App?
GO to: SETTINGS > MY ACCOUNT
 - Is your Communication Portal connected to Internet?
 - **Try restarting your Portal** by disconnecting power, waiting 30 seconds and reconnecting.
- **I am not seeing my pet's activity on my SmartFence App.**
 - Have you added the SmartFence collar UID to your App?
 - Is your collar battery charged?
 - Is the collar working? Does it "beep" at the boundary (or when held next to the Transmitter)?
 - Is your Communication Portal connected to Internet?
 - **Try restarting your Portal** by disconnecting power, waiting 30 seconds and reconnecting.

Additional Troubleshooting Tips are available here:
www.dogwatch.com/product-support/smartfence/



1. Can I use a SmartFence if I do not have Internet?

You can use the Hidden Fence (the containment part of the fence) without the Internet.

The communication part of the system (notification alerts, system settings and activity tracking) will not work without an Internet connection.

2. Can I use a SmartFence if I do not have a smartphone?

Yes, you can still get email alerts and you can access your SmartFence App profile from any computer or other Internet enabled device.

3. Is the SmartFence App available on both iPhone and Android devices?

Yes, the SmartFence App works on both iPhone and Android devices.

4. What happens when my dog's SmartCollar travels out of range of the Communication Portal?

The SmartCollar is designed with the understanding that your pet will probably spend time in parts of the yard that may be beyond the transmission range of your SmartFence Communication Portal. That's OK!

If your dog is beyond the transmission range of the Portal when the collar sends the hourly activity update, the activity data is not lost, it is stored inside of the collar until the dog is back within range and the collar reconnects.

The collar will store up to 12 hours of activity data. When the collar reconnects to the Portal, the stored data will be added to your activity graph during the next hourly update.

The collar does not need to be in transmission range of the Portal for the Hidden Fence to work. The Hidden Fence signal continues to work even when the collar is not connected to Internet.

5. What will happen to my SmartFence if my Internet isn't working?

The Hidden Fence (the containment part of the fence) is not dependent on the Internet and will work as it should even if your Internet is turned 'OFF' or not working. If your Internet is turned 'OFF' or not working, you will not receive notification alerts, system settings and activity tracking until your Internet connection is restored.

6. What if I do not have an extra Ethernet port on my router?

The SmartFence requires the use of an Ethernet port. You may be able to add ports to your router by connecting it to an Ethernet switch. These devices should be available at stores such as Staples® or Best Buy®.

TRAINING TIPS & REMINDERS

1. Never call your dog to "come" or give a recall command when you are outside the flag line.
2. Never walk your dog through the flags during the training process.
3. Always reinforce the retreat concept by shaking the flag while saying "Watch out!" and commanding "back-back-back" when your dog receives an audible warning or a correction during the training process.
4. Keep the training consistent: 15 to 20 minutes once or twice a day.
5. NEVER throw a stick or toy into the Avoidance Zone.
6. ALWAYS maintain a positive attitude when training your dog.

To prevent skin irritation, remove the collar at night and/or when not in use. Check the neck area regularly for skin irritation.

Pet-Friendly™ Training Instructions are available here:
www.dogwatch.com/product-support/smartfence/



1. **TERMS AND CONDITIONS OF SALE:** The following terms and conditions apply to all sales of DogWatch® Brand Hidden Fence products by Dealer to Customer, except as otherwise stated in the Product User Guide; and supersede all prior discussions, negotiations, and representation between Dealer and Customer.

2. **LIFETIME LIMITED WARRANTY:** DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that for the expected life of the product, or until the original owner no longer owns the system, whichever comes first, DogWatch, Inc. will repair or replace, at its own discretion, the Product (transmitter or receiver) or any part thereof (other than buried materials) which is found by DogWatch, Inc. to be defective by reason of improper workmanship and/or material. Warranty claims may be subject to Dealer service charges and/or Manufacturer shipping and handling charges. Replacement Product will be warranted for the remainder of the original Warranty Period or six (6) months, whichever is longer, or as otherwise required by applicable law.

3. **DEALER INSTALLED WARRANTY:** DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that any transmitter installed by an authorized Dealer, equipped with a DogWatch Lightning Surge Protector, and grounded to DogWatch Inc. specifications, will be warranted against damage by lightning or electrical surge for the expected life of the product, or until the original owner no longer owns the system, whichever comes first.

4. **WARRANTY LIMITATIONS.** The warranties set forth in Paragraphs 2 and 3, above, do not apply to normal wear and tear, to buried components, or to claims arising from product misuse or abuse or to products that are damaged as a result of maintenance, repair, or service by unqualified individuals. SmartFence® Communication Portal and PowerPak™ are each warranted for 1 year.

As a condition of this Warranty,

- (a) The installing Dealer and Customer must sign and complete the “Customer Order Form”.
- (b) Provide proof of purchase or complete the Warranty registration process with DogWatch Inc. within seven (7) days of purchase via online registration at www.dogwatch.com.
- (c) Notify an authorized DogWatch Dealer or DogWatch Inc. within the Warranty period after the purchase of a claimed defect.
- (d) Mail product back, insurance and postage prepaid, to the authorized DogWatch Dealer or DogWatch Inc.

EXCEPT FOR THE EXPRESS WARRANTY STATED ABOVE, DOGWATCH INC. DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DOGWATCH INC.’S SOLE LIABILITY UNDER THIS WARRANTY WILL BE TO REPAIR OR REPLACE, AT ITS OPTION, ANY PRODUCT OR PART WHICH DOGWATCH INC. DETERMINES TO BE DEFECTIVE. IN NO EVENT WILL DOGWATCH INC. BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT. IN NO EVENT SHALL DOGWATCH INC.’S LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT.

5. **MONEY BACK GUARANTEE:** Dealer agrees, at its sole cost and expense, to refund full purchase price (less the cost of installation and buried materials) of any DogWatch Inc. Hidden Fence product (hereafter the “Product”) sold hereunder within the first 30 days from the date of sale by Dealer if Customer is not completely satisfied for any reason. Product must be in its original condition.

6. **INSTALLATION AND MAINTENANCE:** Dealer shall, for a non-refundable installation fee, install the Product in accordance with DogWatch Inc. specifications. In no event shall the Dealer or DogWatch Inc. be responsible for damage to underground pipes, wires, lines, or other utilities, nor shall Dealer or DogWatch Inc. be responsible for restoring Customer’s premises to its original condition. The use of any battery other than a battery authorized by DogWatch Inc. can cause erratic operation of the receiver and could permanently damage the receiver. The use of any unauthorized battery will void the Warranty on the receiver.

7. **WARNING: YOU MUST TRAIN YOUR DOG IN ACCORDANCE WITH THE OWNER’S GUIDE OR AS SPECIFIED BY THE DEALER FOR THIS SYSTEM TO BE EFFECTIVE. THE SYSTEM IS NOT INTENDED FOR USE WITH DOGS WITH A HISTORY OF AGGRESSIVE BEHAVIOR. BY SIGNING THIS CONTRACT, CUSTOMER ACKNOWLEDGES THAT THEIR DOG(S) HAVE NO SUCH HISTORY. THE PRODUCT WILL NOT KEEP ALL DOGS WITHIN THE FENCED PREMISES IN ALL INSTANCES. IF CUSTOMER’S DOG(S) COULD CAUSE HARM TO ITSELF OR OTHERS INSIDE OR OUTSIDE THE FENCED PREMISES, CUSTOMER SHOULD TAKE ADDITIONAL MEASURES TO RESTRAIN THE DOG(S).**

DogWatch, DogWatch logos, Performance Series, SafeLink, FastReact, AutoMemory, and It’s All About Your Dog are registered trademarks of DogWatch Inc. DogWatch SmartFence, DogWatch SmartFencing, DogWatch SmartCollar, Pet-Friendly, PowerPak, Surrounding Pets With Freedom Since 1990, Simply The Best...No Getting Around It and Smart Products for Today’s Pets are Trademarks of DogWatch Inc.

DogWatch products are protected under U.S. Patent numbers: US8006649, USD708798, and USD708797

©2026 DogWatch Inc. All rights reserved. 295092 Rev. E.1 06.26

DogWatch Inc., 10 Michigan Dr., Natick, MA 01760 (800) 793-3436 www.dogwatch.com

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by DogWatch, Inc., could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- - Reorient or relocate the receiving antenna.
- - Increase the separation between the equipment and receiver.
- - Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- - Consult the dealer or an experienced radio/ TV technician for help.

This system is composed of three components:

- (1) Transmitter SF-T-10
- (2) Portal SF-P-10
- (3) SmartCollar SF-C-10

This device complies with Industry Canada regulations.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

For RF exposure - This portable equipment complies with FCC and Industry Canada RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance, it must not be co-located or operated in conjunction with any other antenna or transmitter.

These radio transmitters

IC: 8187A-DWSFP2	(SmartFence Communication Portal)
IC: 8187A-DWSFT	(SmartFence Transmitter)
IC: 8187A-DWSFC	(SmartFence Collar)

have been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio (identifier le dispositif par son numéro de certification) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device must be installed and operated with a minimum separation distance of 20 cm for RF Exposure compliance.

