

SmartFence™



Smart products for today's pets.™

Owner's Guide



Thank you for purchasing a DogWatch® SmartFence!



It's all about your dog.™ You've purchased the most technologically advanced hidden fence available, thanks to our patented SafeLink® FMdigital technology, AutoMemory™, FastReact™ and other PetFriendly™ features.



*The DogWatch Hidden Fence is the only
underground pet-containment system recognized
as a Premium Selection "Best Buy"
by Consumers Digest.*

If you have any questions, please contact your local authorized
DogWatch Dealer.

<http://www.dogwatch.com/dealer-search/>

Surrounding Pets With Freedom Since 1990.™

TABLE OF CONTENTS

1 DogWatch System Overview

System Components	
System Basics	

2 Setup

How the SmartFence is Installed	
How to setup your SmartFence Portal	
How to setup your SmartFence WebApp	

3 System Features & Settings

PT-5 SmartFence Transmitter Features & Settings	
SmartCollar Features	
Collar Settings	
Collar Features	
Replacing the Battery	
Setting the Training Levels	
Receiver Status Light Indicator	
SmartFence Portal Features	
SmartFence WebApp Profile Features & Settings	

Important Safeguards & Reminders / Troubleshooting

4 PetFriendly™ Containment Training

Your Dog's Response To Stimulation	
Dog Personalities & Traits	
Creating the Right Environment	
Safety and Avoidance Zones	
Adjusting the SmartCollar	
Containment Training Reminders	
Phase 1: Audible Training	
Phase 2: Introduction to Correction	
Phase 3: Introduction to Distractions	
Phase 4: Introduction to Increased Distractions	
Phase 5: Letting Your Dog Off The Leash	
Phase 6: Taking your Dog Outside The Boundary	
Training Tips	

5 Warranties & Warranty Registration

FAQs

1 SYSTEM COMPONENTS

Hidden Fence Boundary



T-10 SmartFence Transmitter

The Smart Fence Transmitter sends a coded **FM radio signal** through the boundary wire. If your boundary wire is broken, damaged or if there is a loss of power the SmartFence Transmitter can notify you via text and/or email.

Boundary Wire

The boundary wire carries the coded digital **FM radio signal** around the perimeter of your property.

Surge Protector

The surge protector protects the PT-5 Transmitter from damage due to lightning or power surges. Your Dealer will connect this to an existing grounding source or will install a grounding rod.

PowerPak™ (optional)

The optional PowerPak battery back-up keeps the PT-5 Transmitter operating in the event of a power failure.

NOTE: When the transmitter is being powered by the PowerPak, the power light will remain off.

Power Supply

The SmartFence Transmitter is charged using a 18 volt power supply.

Portal



SmartFence Portal

The SmartFence Portal allows system information and notifications to be sent via an ethernet connection through your existing internet network to your phone and/or computer via text and email. Indicator lights are a quick way to be sure your system is properly set up (see pg.19)

Ethernet Cord

The Portal connects to your router via an ethernet cord.

Power Supply

The SmartFence Portal is charged using a 5 volt power supply.

SmartCollar



SmartCollar™

The lightweight collar unit, worn by your dog, identifies the coded **FM radio signal** from the boundary wire. It will notify your dog with an audible signal when he/she is approaching the boundary wire. If your dog continues towards the wire, after hearing the audible warning, the SmartCollar will create a stimulation. The SmartCollar can also track your dog's activity level and can notify you via text and/or email if your battery is getting low!

Battery

The SmartCollar uses a 3.6 volt battery with up to 1 year battery life.

Multi-Tool

The Multi-Tool has the following components: Magnet (to be used when changing training levels - See [pg.16](#)), Test-Light (used when testing the collar stimulation - See [pg.14](#)), and a Contact Post Wrench (For use when changing contact posts - See [pg.15](#)).

Adjustable Collar Strap

The SmartCollar comes with a [nylon](#) adjustable strap

Contact Posts

The SmartCollar uses two contact posts designed for proper and safe use. Available in small, medium or large depending on your pet's size and length of coat.

Lock Washers

The metal lock washers hold the contact posts in place on the SmartCollar.

Collar Bone

The Collar Bone helps keep the contact posts in proper position on the collar strap.

Training Leash

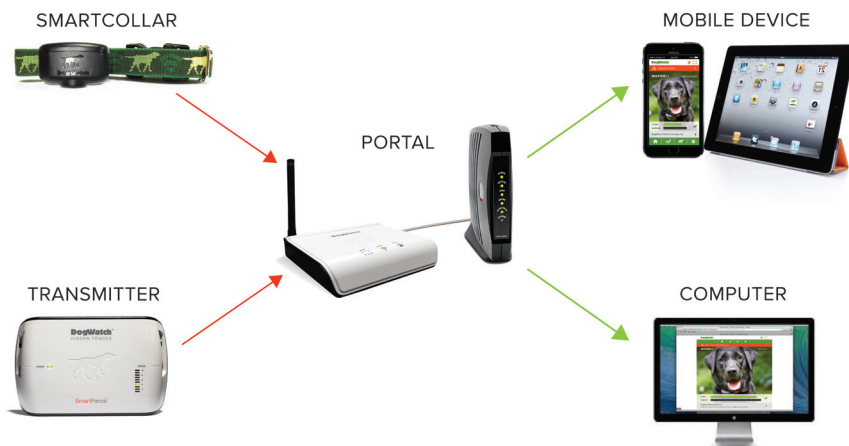
The SmartFence comes with a 6 foot training leash to help you properly introduce and train your dog to his new boundary.

1 SYSTEM BASICS

Your new Smart Fence™ Transmitter sends signal through a hidden boundary around your yard. Your pet wears a SmartCollar™ and is trained to recognize the audible warning when he/she approaches the hidden boundary.

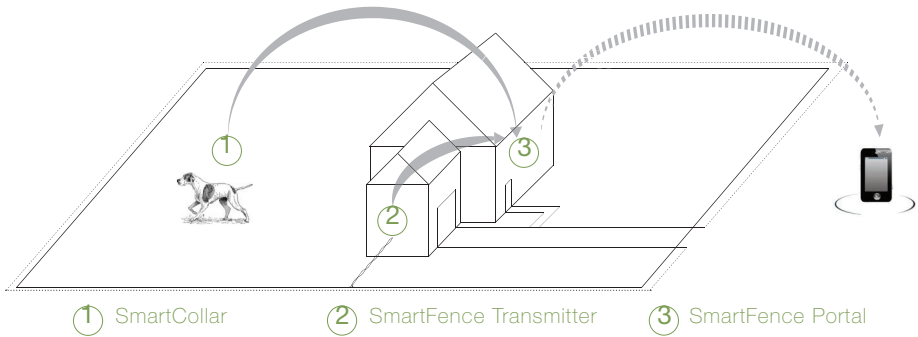
Your DogWatch SmartFence Portal collects system information (See Page 7) from the SmartCollar and Transmitter. The Portal connects directly into any ethernet port in your home router or modem, allowing it to send system information and notifications to your mobile device or your computer.

You can now monitor your system, track your pet's activity, and store contacts remotely!



Here are three ways you can stay connected with your pet:

- **On your computer:** Visit www.smartfence.dogwatch.com to log into your SmartFence profile, see your pet's activity levels, and monitor your system status.
- **On your mobile phone:** Use the SmartFence WebApp Icon on your smartphone to view your dog's activity and system status when you're on the go. (See the QuickStart Guide for WebApp download instructions)
- **Through texts and emails:** Receive DogWatch alerts and updates by text message and email!



SmartFence Information

Your Dog's Profile

Set up your pet's profile with a photo! Your profile displays your pet's Breed, Size and Date of Birth.

Manage your Contacts

Add your contact information to receive important system information via text messages and/or email. Add multiple contacts for family members and dog walkers.

Activity Tracking

See if your dog is Active, Moderately Active, Lightly Active, or Resting under your App "Activity" tab! Monitor daily, weekly, and monthly activity levels.

System Settings

Monitor your system settings; Training Level, Training Mode, Rate, Frequency, and Range on your App profile under the "settings" tab on your bottom navigation *(Also displayed on your SmartFence Transmitter or SmartCollar)*

SmartFence Notification Options

Battery Status

Your SmartFence will notify you when it's time to replace your SmartCollar battery!

Boundary Connectivity

If the Boundary Loop has been broken or disconnected your Smart Fence will let you know! An alarm will sound from your transmitter and a text alert can be sent to your phone.

No Collar Connection

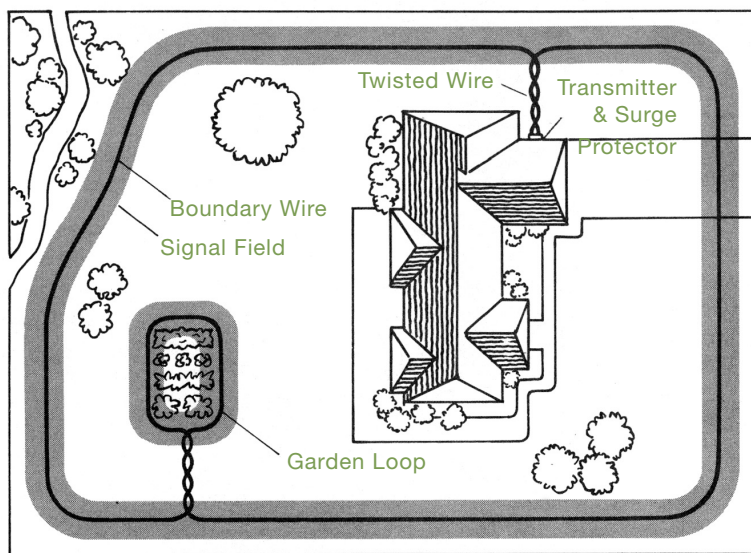
If your Portal loses its connection with your SmartCollar for a period of time it can alert you! This could be triggered by a number of events: dead battery, dog chewing on the receiver, or the collar is out of range.

No Transmitter Connection If your Portal loses its connection with your SmartFence Transmitter it can alert you. This could be triggered by a number of events: a loss of power, failed component, or the Transmitter is out of range.

*Boundary Challenges

Boundary Challenges are logged but not reported. If you would like to retrieve boundary challenge information contact your local dealer.

The boundary wire creates the perimeter for the DogWatch Hidden Fence System, and can enclose any area up to 200 acres. 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). Each boundary wire is customized for your home, and can be configured to keep your pet out of the pool, out of your garden, or away from other designated areas.



T-10 SmartFence Transmitter: The T-10 SmartFence Transmitter sends a coded **FM radio signal** through the boundary wire. All boundary settings can be manually adjusted on the SmartFence Transmitter.

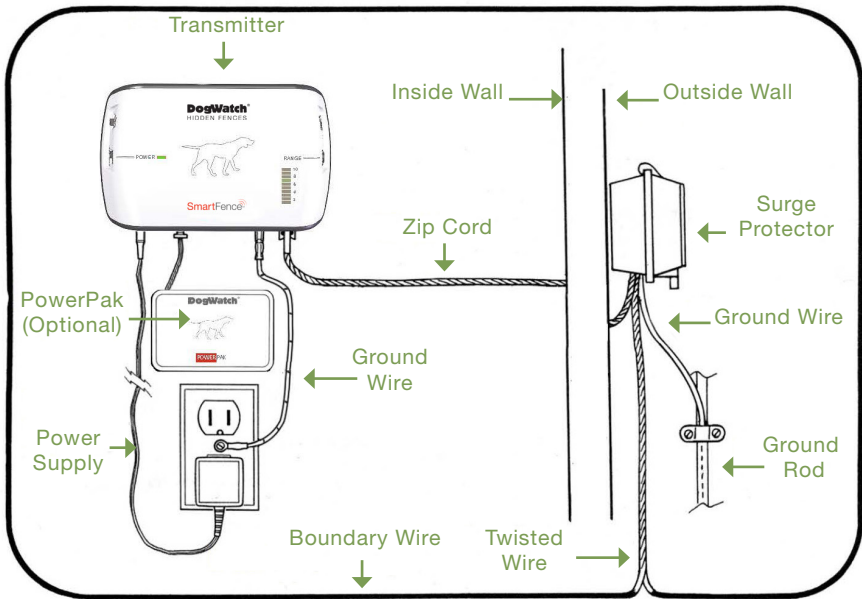
Boundary Wire: The boundary wire, buried below or above ground, carries the coded **FM radio signal** around the perimeter of your property. In order for the system to work properly, the boundary wire must form a continuous loop.

NOTE: Any break in the wire will cancel the signal field. If the boundary wire is broken or unplugged, the green Range & Boundary Loop Monitor Display (LMD) light will go out and an audible warning will sound. Most breaks are caused by lawn/garden equipment. If you cannot visibly locate the break, contact your Authorized Dealer for service.

Signal Field: The radio signal is transmitted from the boundary wire in all directions. It can be used to keep dogs in or out of an area. The signal is adjusted by the Range Control on the Transmitter to create a signal field on each side of the wire. Your Dealer has installed the wire to the recommended width of 8-10 feet and has carefully configured the corners to avoid sharp angles.

NOTE: A twisted wire will result in no signal field at the wire and will not warn or correct your dog when approaching or crossing the boundary at these locations.

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

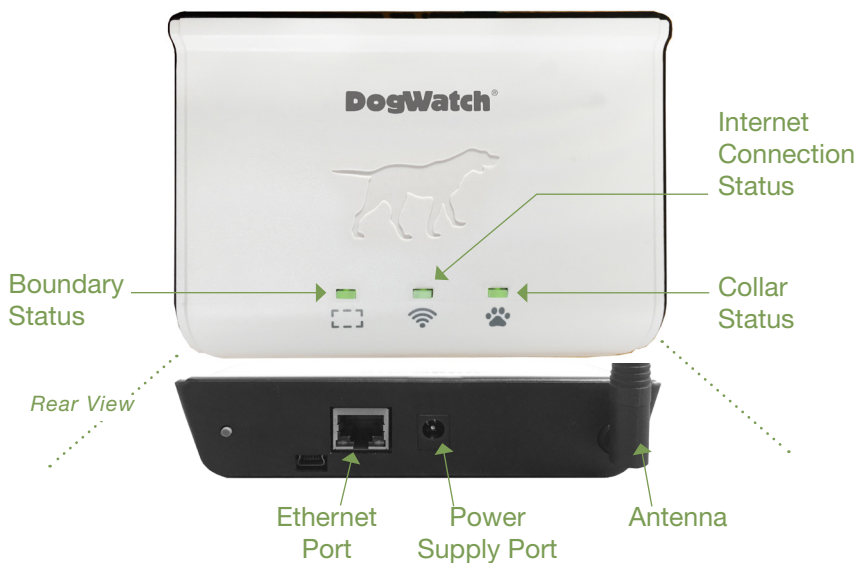


DogWatch Smart System Components

- T-10 SmartFence Transmitter
- SmartCollar
- Adjustable Collar Strap
- Contact Posts (2)
- Lock Washers (2)
- Collar Bone
- Multi-Tool
- Battery
- Surge Protector
- Training Leash
- Power Supply (for Transmitter)
- PowerPak™ (optional)

- Magnet
- Test Light
- Contact Post Wrench
- Battery Cap Tool

The SmartFence Portal collects all status information from your SmartCollar and SmartFence Transmitter and sends it to you! Your Portal will also indicate that your system is working properly via three indicator lights: **Boundary Loop**, **Internet**, and **Collar**. (You must complete App profile setup for all indicator lights to turn green.)



Follow these steps to setup your SmartFence Portal:

1. First, connect the Portal to Power.

Plug the power cord into the nearest outlet located by your router and connect to the rear port on your Portal.

2. Second, connect the Portal to the Web.

Plug your ethernet cord into one of the rear ethernet ports on your router and connect the other end of your ethernet cable to the rear port to the Portal.

NOTE: Once the Portal is plugged into power and connected to an ethernet port on your router the Center Internet Indicator light will turn green. Once it connects to your SmartCollar and Transmitter the Boundary Loop and Collar Indicator will also turn Green



Boundary Loop
Indicator Light



Internet
Indicator Light



Collar
Indicator Light

STEP 1 - Activate Your Profile

1. Go to smartfence.dogwatch.com
(On Smartphone, Tablet, or computer)
2. Click on the link: **New Account**
Follow prompts for a New System Setup

Account Information

Enter your email address and create a password that you will use to login into the SmartFence WebApp.

System Information

Default system name is "Home". Your serial numbers are printed on your Transmitter, Portal and SmartCollar.

User Information - *Enter appropriate information in each field.*

Dog Profile Information - *Follow prompts.*

Congratulations you have activated your SmartFence!!

To save your SmartFence WebApp to your mobile device homescreen simply follow Step 2.

STEP 2 - Save Your Profile to Your Phone Homescreen

For iPhone and iPad

1. Open Safari and visit smartfence.dogwatch.com
2. Tap the Bookmark icon  and select **Add to Homescreen** 
3. Confirm by clicking "Add".



This DogWatch SmartFence Icon should now appear on your iPhone or iPad Homescreen and is your link to your SmartFence profile.

For Android

1. Open Chrome and visit smartfence.dogwatch.com
2. Tap the Menu Button  and select "Add to Homescreen"
3. Confirm by clicking "Add".



This DogWatch SmartFence Icon should now appear on your Android Homescreen and is your link to your SmartFence profile.

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/adapter 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 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 WebApp will alert you if and when 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. 18](#))

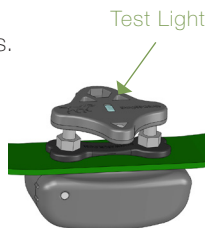
3 SMARTCOLLAR™ FEATURES

The SmartCollar is a lightweight radio receiver worn by the dog identifies the coded FM radio signal from the boundary wire. It creates an audible warning followed by stimulation if he comes too close to the boundary wire. It operates on a rechargeable battery and is waterproof when the battery charge port is closed.



- 1. 3.5 Volt Battery:** The SmartFence has a battery life of 2 years. (See [pg. 16](#) for more battery information)
- 2. Battery Cap:** Our waterproof battery cap protects your battery from the elements. Remove using the Battery Cap tool (#6)
- 3. Status Light:** The light continuously monitors your receiver and provides information including training levels and battery status. (See [pg. 17](#) for details)
- 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). (See 'Setting the Receiver Levels' on [pg. 16](#))
- 5. Magnet:** The Magnet on your multi-tool is used to adjust the Training Level (See 'Setting the Receiver Levels' on [pg. 16](#))
- 6. Battery Cap Tool:** This tool is used to open your battery cap (See [pg. 16](#) for more information on how to use the tool)
- 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 signal from the boundary wire, the audible or vibration warning will activate and 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 (stainless steel or composite with stainless steel tips.) Conductive plastic 'GentleFit'™ contact posts may be purchased separately if preferred or if recommended by your Dealer.

NOTE: Your DogWatch Dealer will determine the correct set based on your dog's coat, neck shape, and skin sensitivity. The posts must make contact with the skin in order for the dog to feel the correction. 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. Use care if you find it necessary to tighten the contact posts with the collar wrench, as over-tightening could cause damage to the receiver.

FUNCTIONALITY FEATURES

Antenna:

The receiver's 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 level of the receiver when your pet challenges the boundary. When the receiver is set to one of the AutoMemory levels, and the dog enters the signal field, the dog will receive the correction of the initial setting. If your dog leaves the signal field, the receiver will automatically advance the correction level setting by one, and only one level. If the dog does not re-enter the signal field within the next 24-hour period, the receiver defaults to the original setting. The AutoMemory feature operates when your Receiver Training Level is set to 4, 5, or 6.

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 once the dog leaves the signal field.

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.

Battery Insertion Instructions

The SmartCollar is powered by a 3 volt (1/3 N) lithium battery with a battery life of up to 2 years. The **Positive** end of the battery must be inserted **down**.



Insert battery POSITIVE end down.

Battery Plans

Ask your DogWatch Dealer about a battery plan. If your DogWatch Dealer does not offer a battery plan, you can join the DogWatch Battery Program, where a new battery is mailed to you every 6 or 24 months, depending on the type of receiver you own. 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

You can customize the SmartCollar Receiver to one of 20 training settings, as outlined in the chart below.

Your DogWatch Dealer will start the training on the appropriate level according to your dog's personality and traits. 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 “Audible Only” level is one long beep, Level 1 is one short beep, Level 2 is two short beeps, Level 3 is three short beeps, etc. The training level will continue to advance while the magnet is held in position. When you reach the desired setting, pull the magnet away from the receiver. The receiver is now set.



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

Note: Any time the magnet activates the receiver, the number of beeps will indicate the current training level. As long as the magnet is held in place, it will advance the receiver to the next training level and continue to cycle through the settings in the order shown in the chart on [pg. 18](#).

Important

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

STATUS LIGHT

The status light on your SmartCollar continuously monitors your receiver and 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 (see page 14), 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.



RECEIVER TRAINING LEVELS

TRANSMITTER MODE AND RATE SETTINGS

Mode A Mode A Mode A Mode B
Rate 1 Rate 2 Rate 3 QuickAlert™

	Transmitter Rate Fixed at Medium			
Audible Only* (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™
self activates
and advances
to the next level.

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.

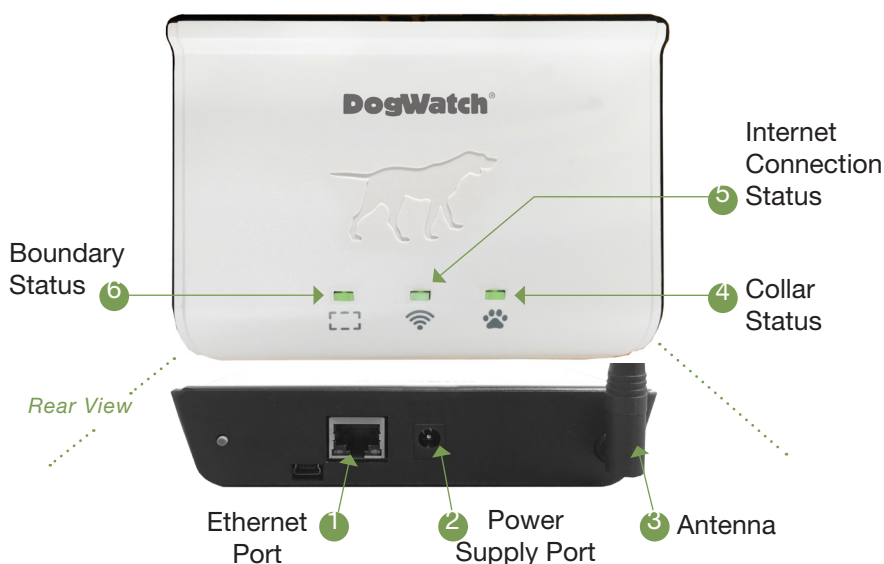
PROGRAMMING TIPS

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.

* **Vibration Receivers** replace the audible tone with a vibration feature. The vibration feature works well for hard-of-hearing dogs and other dogs who may be sensitive to the audible tone.



1. Ethernet Port: The SmartFence connects to your existing home network and transmits information to the WebApp. Connect your ethernet cable to your Portal here.

2. Power Supply Port: Connect your power supply here.

3. Antenna: The antenna assists the Portal in communicating with your SmartFence system. Keep your antenna raised when Portal is in use.

4. Collar Status: The collar status light indicates if there are any notifications from your SmartCollar. Green = No Notifications, Red = Low Collar battery.

5. Internet Connection Status: The internet connection status light indicates if your system is properly connected to internet. Green = Connected, Red = Not Connected. If your Portal is not connected you must check your router.

6. Boundary Status Indicator: The boundary status light indicates if there are any notifications from your Transmitter. Green = No notifications, Red = Wire Break (or) Lost Communication which could mean you have lost power.

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 (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)

3 WEBAPP PROFILE FEATURES & SETTINGS

DogWatch SmartFence's Home, Activity, Profile and Settings are areas that you'll use often on your SmartFence profile site.



Home: Get a quick view of your DogWatch system status and you pet's activity levels.



Activity: See how active your dog is daily, weekly and monthly.



Profile: Manage your pet's information including a Photo, Breed, Size, and Date of Birth.

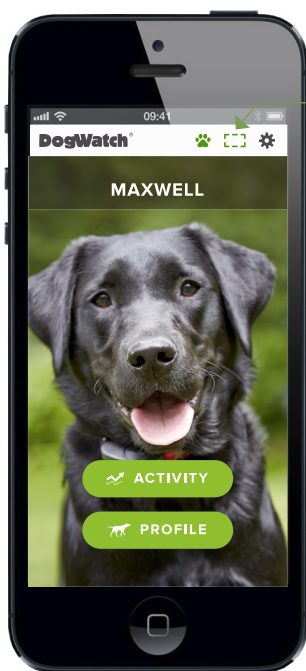


Settings: Manage DogWatch settings & notifications for yourself and your contacts. Choose which notifications you and your contacts receive and how they're delivered (email/text). *You can also see current and past notifications.*

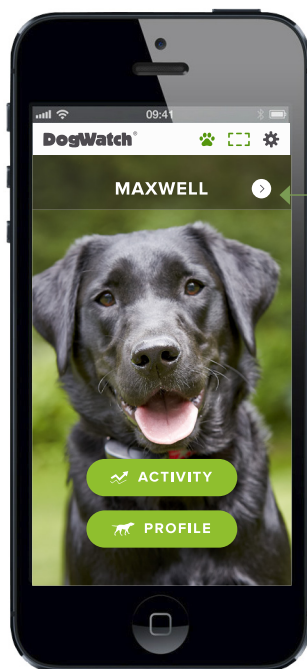
Home

Below is your **Home** screen, where you can:

- A. Get a quick look at Dog Activity
- B. Get updates on System Status (If you have an alert the icon will turn red)
- C. View your Pet Profile
- D. Two Dog Toggle



System Is Working Properly



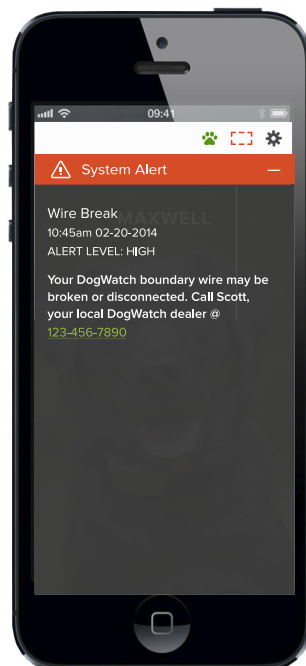
System Alert (Collar)



System Alert (Collar)



System Alert (Transmitter)



E. SmartCollar Alert

F. SmartFence Transmitter Alert

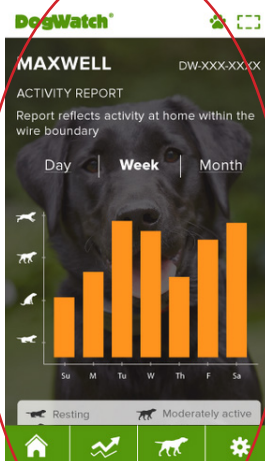
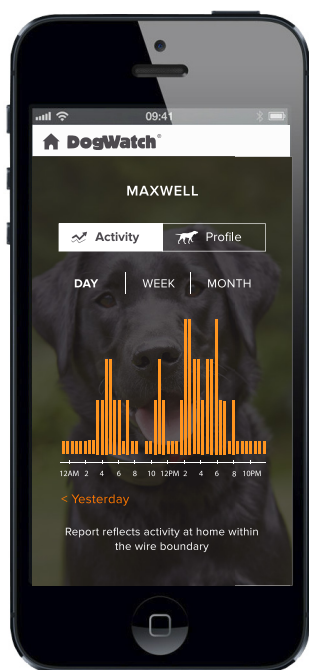
G. Alert Expand Menu

Activity

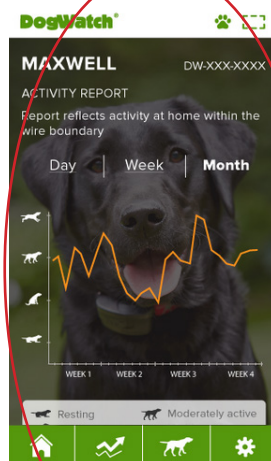
Below are your **Activity** screens, where you can:

- A. See daily, weekly, or monthly activity views

A.



Weekly Activity View



Monthly Activity View

Profile

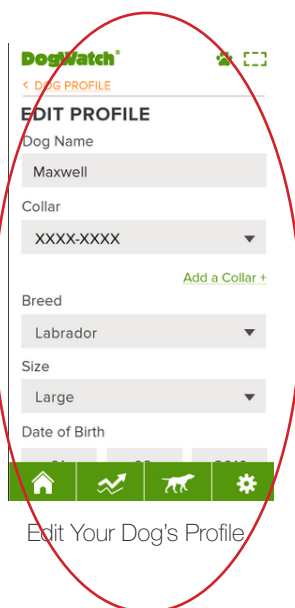
Below is your pet's **Profile screen**, where you can:

- A. View your pet's profile settings
- B. Change your dog's profile settings

A.



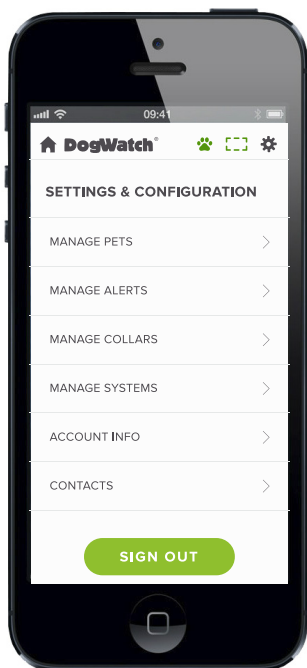
B.



Settings

Below is your **Settings** screen, where you can:

- A. Manage Pets
- B. Manage Alerts
- B. Manage Collars
- C. Manage Systems
- D. Account Info
- E. Contacts



C.

< Settings & Configuration

MANAGE COLLARS

Collar ID Number

60197

System

United States

Lake house

None

SAVE

A.

< Settings & Configuration

MANAGE PETS

MAXWELL	60197
Edit Profile	Delete
ROSIE	43560
Edit Profile	Delete

+ ADD PET

D.

< Settings & Configuration

MANAGE SYSTEMS

Home [Edit](#) [Delete](#)

Portal: 60196

Transmitter: 60195

Collar 1: 60197

Collar 2: 43560

Training Mode: B

Rate: 2

Range: 4 ft

Frequency: 8 kHz

Dealer John Doe

[Add System +](#)

B.

< Settings & Configuration

MANAGE ALERTS

Collar Battery Low	☒
Lost Communication	☒
On Battery Backup	☒
Wire Break	☒

E.

< Settings & Configuration

ACCOUNT DETAILS

[Edit](#)

Login Credentials

Email: test32@dw.com

Password: *****

Name

First Name: Lissy

Last Name: King

Contact

Phone: 617-939-4812

Address

Street 1: 10 Michigan drive

Street 2:

State: MA

Zip: 01760

Country: United States

Preferences

Time Zone: Eastern Time (US & Canada)

F.

< Settings & Configuration

MANAGE CONTACTS

Lissy King (You) [Edit](#)

617-939-4812 ☒

test32@dw.com ☒

[Add Contact +](#)

- 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.
- Make sure that battery is fresh and is inserted correctly.
- Train your dog as outlined in this manual.
- Never adjust the Transmitter or Receiver while your dog is wearing the SmartCollar.

Troubleshooting

If your dog is not staying within the boundary created by the DogWatch SmartFence, 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?

Other troubleshooting tips are available at:
www.dogwatch.com/customer-resources

If you are unable to determine the cause of the problem, please contact your Authorized DogWatch Dealer.

This section provides general guidelines for training your dog to remain within the designated boundary of your property. Your DogWatch Dealer will customize the training for your dog and teach you the appropriate training approach.

Your DogWatch Dealer will install your DogWatch SmartFence, set the system to the appropriate training levels for your dog's personality, and place boundary flags around the perimeter of your yard. After installing the system, your Dealer will prepare you and your dog for the training process.



Your Dog's Response To Stimulation

Stimulation has been a safe and effective part of dog training for more than 30 years. All dogs respond differently when they feel a mild stimulation. Some dogs may demonstrate little, if any, reaction, while others may yelp or jump back. Some dogs "freeze". Do not try to comfort the dog if he receives correction or it will reinforce his anxiety.

Dog Personalities and Traits

Keep in mind that a dog's personality and traits differ among breeds and individuals. Dogs may not exhibit the same personalities and traits within the same breed.

Your DogWatch Dealer will ask you questions about your dog before training begins.

A shy or senior dog may require longer Phase 1 sessions, while a gregarious or easy to distract dog may require a short Phase 1, but longer Phase 2 or 3 sessions.

The better you know your dog, the easier the training will be for both of you!

Creating The Right Environment

Attitude and Consistency is Important!

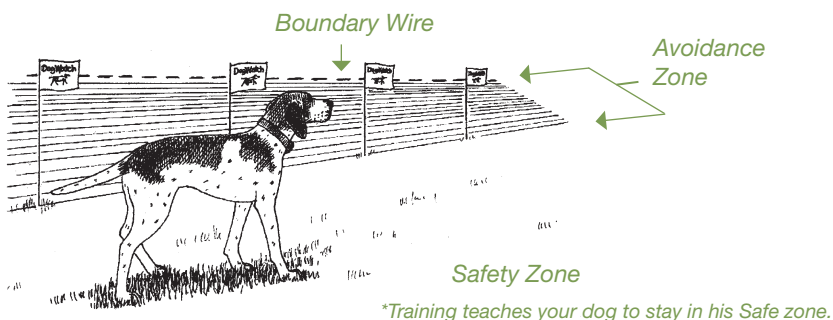
1. Keep the training "light". Use lots of praise. Keep the dog's spirits high.
2. Use high happy tones for praise. Use low tones for negative commands.
3. Move around the boundary in the same direction.
4. Reinforce the boundary with commands. Use the commands "No!" or "Careful" as you slap or shake the flags.
5. Limit training sessions to no more than 20 minutes. Keep training consistent.
6. Keep your dog on the leash in the yard for five days.
7. If you are training more than one dog, train each dog separately.
8. Use naturally occurring distractions such as a neighbor or children.
9. Contact your DogWatch Dealer if you have any questions.

Remember!

Proper training is essential for successful containment. If you have any questions about the training phases, especially during the first few weeks, or if you have questions about your dog's behavior during his training sessions, please contact your DogWatch Dealer.

Safety and Avoidance Zones

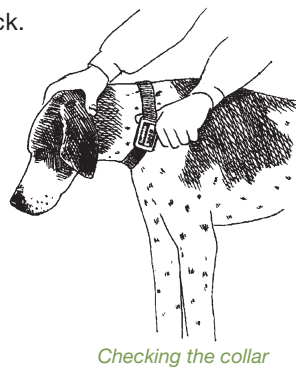
1. **SAFETY ZONE:** This is the area where the dog is free to play.
2. **AVOIDANCE ZONE:** The Avoidance Zone is the area **between** the flags and the boundary wire where there is a signal created by the wire. When your dog crosses into the signal field, the receiver collar emits an **audible warning (or a vibration warning if it is a vibration receiver.)** If your dog continues to move toward the boundary wire after hearing the warning beeps, he will receive a correction.



Adjusting the Receiver Collar

Your DogWatch Dealer has installed your DogWatch SmartFence, set the Transmitter and receiver to the training levels appropriate for your dog's personality and traits, and has placed boundary flags around the perimeter of your yard. Your Dealer has already begun your dog's first day of containment training. Now it is your turn to continue the training. Be sure to place the DogWatch SmartCollar on your dog's neck before you go outside to begin training.

1. The collar should be worn snugly on the dog's neck.
This is extremely important!
2. Place no more than one thumb width between the contact post and dog's neck.
3. When checking snugness of collar, the dog's neck should be facing down (sniffing position) as this is where the dog's neck is the smallest.
4. If the collar is too tight, the receiver unit will stick out to the side when the dog shakes his head.
5. If the collar is too loose, the dog will not receive the intended correction when he or she wanders into the Avoidance Zone.
6. Remember to periodically check for irritation around the dog's neck.
7. DogWatch **strongly** recommends that the collar be removed daily and when the dog is inside the house.



*Adjust
collar strap*

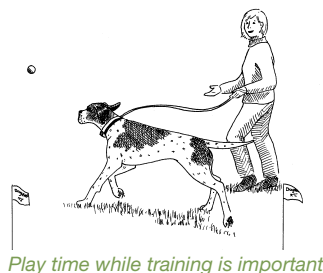


*Contact Posts
must touch skin*

Containment Training Reminders

Purpose: To teach your dog where the boundary is and how to react to it.

1. Only a portion of the yard, the Avoidance Zone, is to be avoided.
2. **Playtime is very important!** Remember to reinforce the Safety Zone and play with your dog before, during, and after each training session.
3. Never throw a ball or toy into the Avoidance Zone during training.
4. **Your DogWatch Dealer will determine the most appropriate training approach for your dog.** It is important to work with your Dealer to make sure you understand the training plan.



The remainder of this section describes *general training Phases*. Your Dealer may modify the approach described in this manual in order to meet the specific training needs of your dog. There are many successful training approaches that may be used. If you have questions about containment training, please contact your DogWatch Dealer for assistance.

1 PHASE 1 (1-2 days) Audible “Beep” Training (or Vibration)

During this phase, the Training Level on the receiver is set to “Audible Only”. On this setting, your dog will hear only the audible “beep” tone (or feel the vibration and will not receive a correction if he enters the Avoidance Zone.

1. Put the receiver collar on your dog 20 minutes before training. Your dog’s regular collar should be positioned below the DogWatch collar.
2. Clip the green DogWatch training leash on his regular collar.
3. Take your dog outside and play with him in the Safety Zone for a few minutes.
4. Walk your dog around the perimeter of your yard, keeping inside the Safety Zone and away (about 3 to 4 feet) from the training flags.
5. When you finish the walk, approach a training flag. Hold the dog by the leash in one hand and slap or shake a flag with the other, warning the dog firmly (in a low stern voice) “Watch out!” or “Careful!” You can also use a friend or family member to sit in the Avoidance Zone to shake the flag as you approach it.
6. Give the leash a firm tug, and quickly retreat into the Safety Zone. This creates a sense of urgency to the retreat. It is not a casual turn. Remember to use of lot of “Good dog!” praise after you’ve retreated into the Safety Zone.
7. Now walk your dog around the property allowing him to enter the Avoidance Zone between the two flags.

8. When your dog enters the Avoidance Zone, he will receive an audible “beep” (or vibration) warning. Immediately say, “Watch out!” and quickly tug on the leash and direct him back into the Safety Zone and praise.
9. Repeat several times in different locations (where flags are visible) and watch for hesitation as you approach the flags. Your dog may turn or shake his head when he hears the beep (or feels the vibration).
Remember: Playtime is very important!



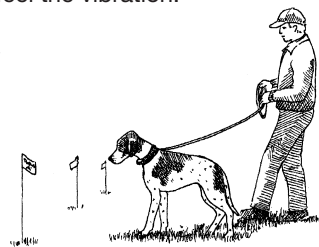
Give a verbal warning at the flags, “No.”

Praise and play with your dog in the Safety Zone for a few minutes. Take your dog inside and remove the SmartCollar after about 20 minutes. Train your dog in this manner for a least two days before moving on to Phase 2.

NOTE: In the remainder of the Training section, if you have a receiver equipped with the Vibration feature: hear the audible “beep” = feel the vibration.

2 PHASE 2 (2-5 days) Introduction to Correction

1. Put the DogWatch receiver collar on your dog at least 20 minutes before going outside to train.
2. Clip on the green DogWatch training leash and take your dog outside and play a few minutes in the Safety Zone.
3. Walk around the complete perimeter, remaining inside the Safety Zone. Pause a few times along the way to slap a flag and say, “No!”
4. Your Dealer has set the receiver to the training level appropriate for your dog and has helped you introduce your dog to correction. Phase Two will help reinforce your dog’s new boundary and the consequences if he crosses the training flags. Select a new location to teach your dog today. Allow your dog to walk into the Avoidance Zone while saying the negative command. When your dog retreats out of the Avoidance Zone after he hears the warning “beep”, praise him for a few minutes in the Safety Zone. Select another location and repeat the exercise. If your dog does not react to the correction, first check to be sure the contact posts are touching the dog’s skin. If your dog still does not respond to the correction, contact your Dealer.



Give one tug and warning at the flags, “No.”

Remember: Keep the training sessions to no longer than 20 minutes, once or twice a day.

5. After training, praise your dog and play with him in the Safety Zone for a few minutes, bring your dog into the house and remove the SmartCollar after about 20 minutes.

Note: It is important not to remove the SmartCollar immediately following the training as you do not want your dog to associate the SmartCollar with the correction.

3

PHASE 3 (2-5 days)

Introduction to Distractions

1. Put the receiver collar on your dog at least 20 minutes before going outside.
2. Clip on the green DogWatch training leash and take your dog outside and play a few minutes in the Safety Zone.
3. Walk around the Safety Zone and have an assistant (friend or family member) appear outside the Safety Zone at least 10 to 15 feet back from the flags. Walk past your assistant without speaking, but remain in the Safety Zone.
4. If your dog approaches your assistant and enters the Avoidance Zone, allow your dog to receive a correction. Say, "Watch out!" and tug him back into the Safety Zone.
5. Let your assistant leave, walk your dog around the perimeter again, and let your assistant appear again. Your assistant can call out the dog's name, but do not allow your assistant to ask the dog to "Come".
6. If your dog attempts to go over to your assistant, reinforce the flags and say, "No!" Repeat the exercise for no more than a total of 20 minutes.
7. If your dog makes no attempt to go over to your assistant, reinforce the flags, end the exercise and praise your dog in the Safety Zone.
8. Repeat the exercise for 2 to 5 days. Then move to Phase 4.



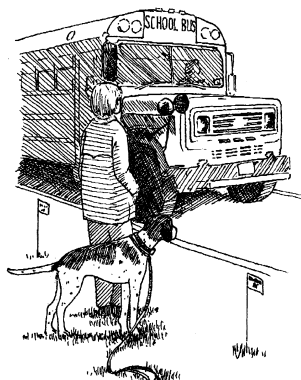
Ask someone to be a distraction.

4

PHASE 4 (2-5 days)

Introduction to Increased Distractions

1. Put the SmartCollar on your dog at least 20 minutes before going outside to train.
2. Clip on the green DogWatch training leash to your dog's regular collar and take him outside. Play a few minutes in the Safety Zone.
3. Reinforce the flags.
4. Introduce "real life" distractions to your dog. Have a friend drop by or start training when the letter carrier or school bus is scheduled. Take extra care if you use a vehicle as a distraction.
5. Keep the dog on the leash when you first introduce the distraction. If your dog attempts to run past the flags and receives a correction, he should retreat to the Safety Zone. Praise and play with your dog.



Introduce a distraction.

1. If your dog retreats to the Safety Zone, drop the leash (but keep it within reach) and reintroduce the distraction. Praise and Play.
2. If your dog is afraid to move, pull him back into the Safety Zone. Continue to train with distractions for 2-5 days

Remember: Play and praise at the end of each training session.

5

PHASE 5 (2-5 days)

Letting Your Dog Off The Leash

1. Put the SmartCollar on your dog at least 20 minutes before going outside to train.
2. Clip on the green DogWatch training leash to your dog's regular collar and take him outside and play a few minutes in the Safety Zone. Remove the training leash and let him run freely in the yard. Shake the flags to reinforce where his boundary is.
3. Important: Your dog will expand his comfort level over a period of time. Your dog should remain about 6 feet away from the flags when he is first let off the leash. Gradually your dog's safety zone will increase to his individual level of comfort. Remove the flags, every other one, every other day.

What To Expect Off The Leash

1. Your dog will run toward the flags, see them and stop.
2. Your dog will run into the system, hear the "beep" warning and retreat.
3. Your dog will run into the system, hear the "beep" warning, receive a correction, and retreat.
4. In rare cases, your dog will run through the boundary.
 - Retrieve the dog. Take off the SmartCollar and walk him back into the yard.
 - Bring the dog into the house and call your DogWatch Dealer. Additional flag training or an increase in correction level is necessary. Your DogWatch Dealer will instruct you over the phone or meet with you and your dog for additional training. **Important:** Do not punish the dog verbally for making errors. He's still learning!

6

PHASE 6 (2-5 days)

Taking Your Dog Outside The Boundary

Your Dealer will recommend when it is time to take your dog across the boundary for a walk. It is important to be consistent when taking your dog for a walk. Be sure to use your dog's regular collar and leash and go to and from your walk using the same "exit" area. You can also pick up a small dog and carry him over the flagged boundary during the first weeks of training.

Training Tips

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. Adjust the SmartCollar, test the battery regularly, keep the contact posts clean.
5. After the training period, your dog may wear the SmartCollar during the day, but remove it at night. Check your dog’s neck area and make sure there is no irritation.
6. Keep the training consistent: 15 to 20 minutes once or twice a day.
7. NEVER throw a stick or toy into the Avoidance Zone.
8. ALWAYS maintain a positive attitude when training your dog.

Warranty Registration

Your SmartFence warranty registration is automatically submitted when you complete the SmartFence WebApp setup.

Manufacturer's Warranty

DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that it will repair or replace, at its own discretion, without charge for parts or labor, the Product or any part thereof (other than insulated wire) which is found by DogWatch Inc. to be defective by reason of improper workmanship and/or materials for the warranty period from the original date of sale hereunder. Warranty claims may be subject to Dealer service charges when applicable and/or manufacturer shipping and handling charges. Except for the express warranty stated above, DogWatch Inc. disclaims all express and implied warranties or merchantability or fitness for a particular purpose.

Warranty Claims

(a) Submit your warranty registration automatically by completing your SmartFence WebApp setup.

(b) Notify your authorized DogWatch Dealer of your claim within the warranty period.

(c) Mail product, insurance and postage prepaid, to your authorized DogWatch Dealer.

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.

Base Station warranty 90 days?

System FAQ's

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 in 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 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.

This system is composed of three components:

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

SmartFence™ System Information

Portal ID: _____

Transmitter ID: _____

Collar 1 ID: _____

Collar 2 ID: _____

Collar 3 ID: _____

Dealer ID: _____

Note your customer's profile information

E-mail _____

Password _____