



## INSTALLATION QUICK GUIDE



# DogWatch® SMART FENCE

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## **Thank You**

for purchasing the DogWatch Hidden Fence system. We believe that when you purchase a quality system like the DogWatch brand, you're receiving the best system available and an investment to your pets safety. Our products and training tools promote a lifestyle of protection, and security that no other brand can offer.

If you have any questions about our products or training your pet, please contact your retailer for immediate service.

### **Important Safeguards**

**DogWatch Hidden Fence recommends that the receiver collar be removed for at least several hours per day to ensure no pressure sores (pressure necrosis) will develop on your pet's skin. Pressure sores can develop by having the collar on "too tight, for too long". Longer furred pets can have a slightly greater chance of sores developing, especially after swimming or being soaked with water. If sores are evident, remove the collar and wash the skin with a Dettol type of cleanser and allow to dry out and heal. Pressure sores happen to .05% of most pets.**

Please read all the literature included with your DogWatch® Hidden Fence before turning the system on or beginning conditioning protocols.

- ***Do not attempt to shortcut the training of your dog.***
- ***The Hidden Fence is intended only for the purpose of containing domestic dogs and cats. Use for any other purpose is at the system owner's risk.***
- ***In the event your system requires servicing, please contact your local authorized Hidden Fence Dealer. Servicing the Dogwatch hidden fence system without using an authorized dealer may invalidate the warranty.***
- ***The Hidden Fence is recommended for dogs six (6) months or older. Your Dealer will recommend if a puppy under 6 months old is ready.***
- ***Keep the collar and the transmitter out of the reach of children.***
- ***Never adjust the transmitter or receiver when your dog is wearing the collar.***
- ***This product is only intended for use with well behaved domestic dogs. If your dog is aggressive or violent and could cause harm to itself or others within or outside the fenced premises, you should take other measures to restrain your dog.***

**For additional information or help, please contact your vendor or local dealer**

Many of these steps will help keep your pet safe and comfortable. The reason for these various steps is to ensure you get the best possible results "safely" from your new Hidden Fence.

- ***The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.***
- ***The Boundary Width of the system must be tested whenever an adjustment is made to the containment field to prevent unintended corrections to your pet.***
- ***If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.***
- ***Use care when mowing or trimming your grass not to cut the loop wire.***
- ***To prevent an unintended correction, after the Boundary Flags have been placed, be sure to set the static correction on the receiver collar back to level 0 (tone only).***

## MAIN COMPONENTS



1 Smart Fence PT5 Transmitter

1 SF Receiver Collar

1 SF Portal

1 Ethernet Cord

1 15v Power Adaptor *not shown*

1 5v Power Adaptor (for portal) *not shown*

1 Surge Protector

1 Bundle of Training Flags (50)

1 Roll of 150m of cable

1 3.6v Battery *not shown*

1 Set of Medium Contact Posts *not shown*

1 Nylon Collar

Tools or installation aids:

- Additional wire and flags (if required)
- Drill & mounting hardware
- Shovel or lawn edger
- Wire stripping pliers
- Electrical tape
- Silicone gap sealer
- PVC pipe or water hose
- Circular saw with masonry blade
- Staple gun

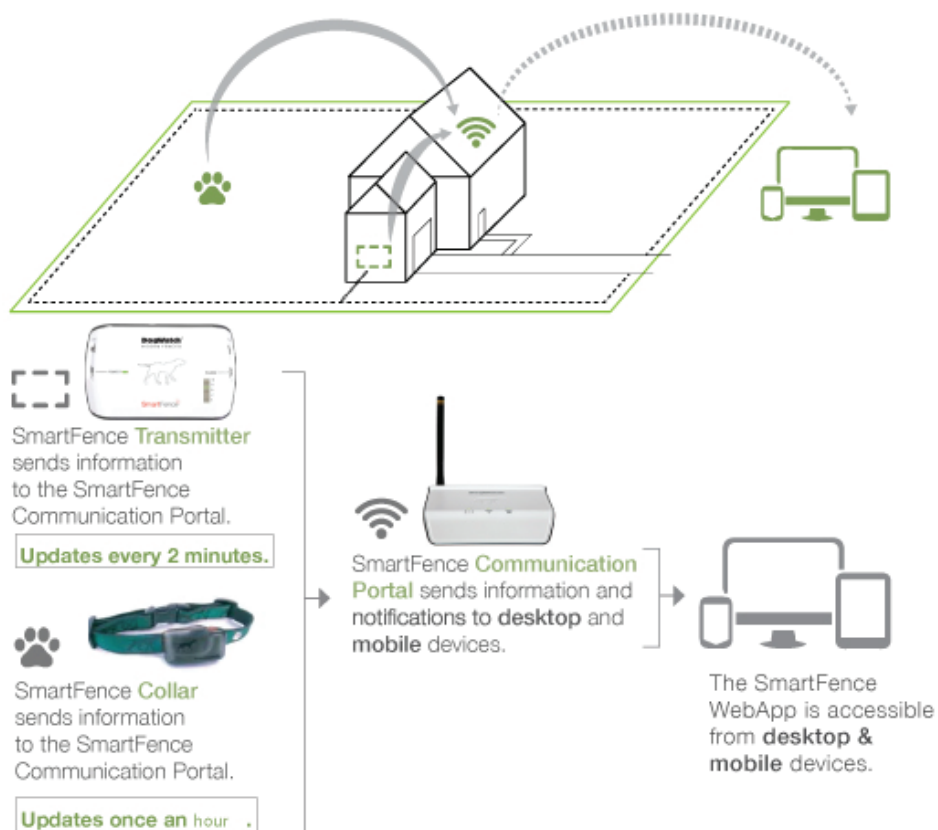
\*Items not shown ( mounting hardware and joiners )



## HOW A HIDDEN FENCE WORKS

### The DogWatch SmartFence allows you to:

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



### **\*\* IMPORTANT \*\***

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

The Hidden Fence **WILL** continue to work if:

**The Portal or the Internet is turned OFF or loses power.**

**The SmartFence Collar goes out of communication range of the Portal.**

## Installation

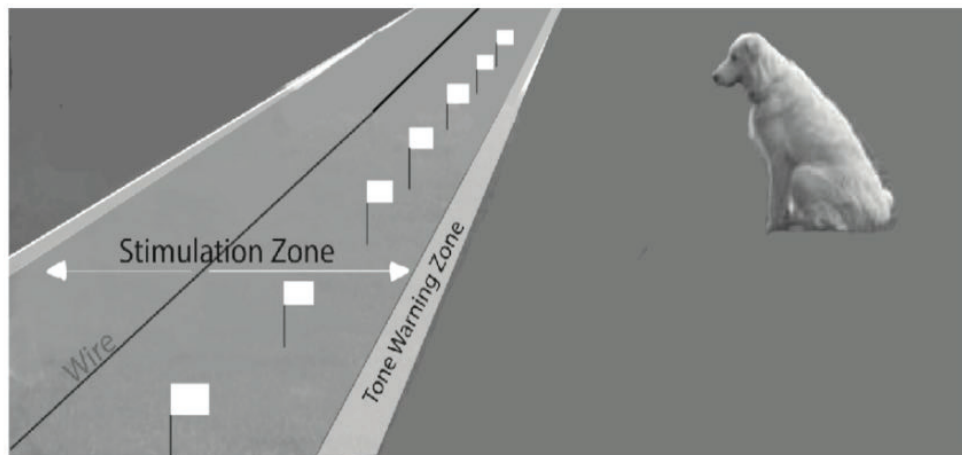
**Signal Field:** The signal is adjusted by the **Range** dial on the Transmitter to create a signal field on each side of the wire. Most acreage installs have a signal range of 1.5 meters on EACH side of the wire; but this is all subjective. see diagram

On smaller properties that have existing fences, in some cases, the signal can be shorter.

*EXAMPLE: If your trying to stop a dog from digging out of your fence, and you only need to stop that particular behaviour, then a signal distance of 300mm, may be the best distance.*

- The boundary cable runs along the entire boundary that you wish to contain your pet.
- The transmitter sends an FM Digital Radio signal through the cable.
- The FM signal has two (2) zones, a TONE zone, and a STIMULATION zone. *fig 1*
- The TONE zone is 15% of the total signal field emitting from the cable. *fig 1*  
(Example: if you have a 1 metre (3.5 feet) signal range, then the TONE zone is 180mm)
- The FM Digital signal is consistent around the entire cable.  
(example: if you have a 1 metre (3.5 feet) signal range, the it's 1 metre high, deep,

*fig 1*



## INSTALLATION

A hidden fence is a electronic dog fence system which has a cable that follows the perimeter of the boundary. Through the cable is a radio signal transmitted via a transmitter control unit. Your dog wears a receiver collar that receives the signal and activates a warning sound indicating proximity to the boundary. If your dog ignores the warning sound and proceeds to cross, then the dog receives a harmless electrical stimulation, influencing him to stay.



**Boundary Wire:** The boundary wire carries the coded FM radio signal around the perimeter of your property. Boundary cable can be placed:

- In the ground (between 50 to 150mm is ideal)
- On a fence (lower placement for digging dogs, higher for climbing dogs)
- On the ground. (use turf pegs)

**Continuous Loop:** In order for the system to work properly, the boundary wire must form a continuous loop. Any break in the wire will cancel the signal field. If the boundary wire is broken, the green light will go out and an audible warning will sound. Most breaks are caused by lawn/garden equipment and occasionally livestock. Technically, the better and more detailed the initial installation of the wire, the less likely a wire break will occur.

**A large part of the success** of the Hidden Fence is proper configuration. Cable should be installed so that it is logical for the pet to understand its boundaries without confusion. Running the cable along existing boundary fences is always the most logical for the dog to understand.

When installing additional exclusion areas, wait a week or two, so the pet can adapt to the system without confusion. Creating too many individual loops and avoidance areas may confuse your pet and make it much harder for your pet to adapt to the system.

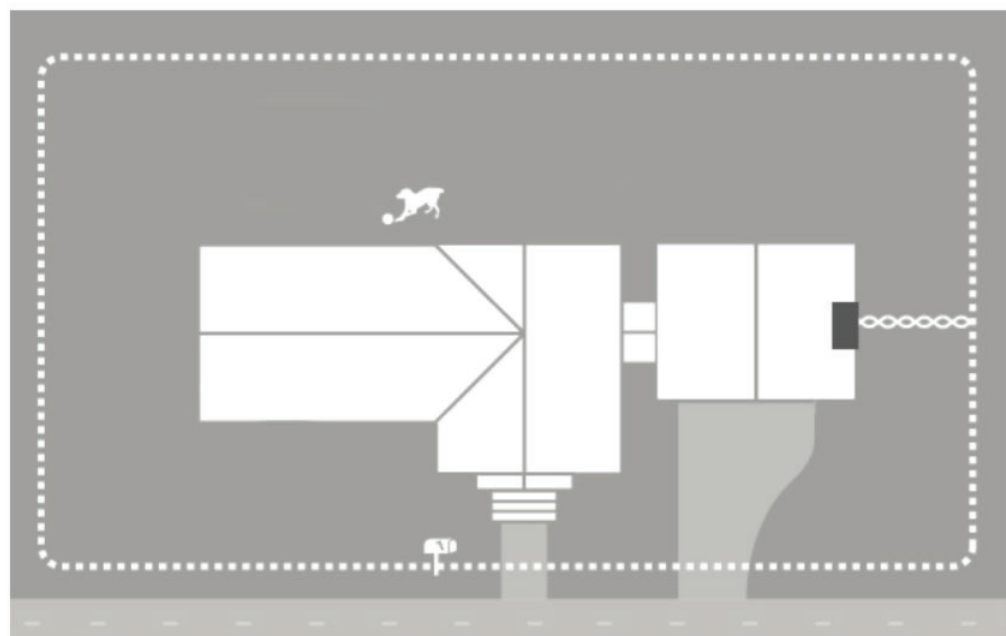
## Installation

### Boundary Configuration Examples

Proper configuration is key to a pet's success on a system. This cannot be ignored as the boundary area where the pet is going to be "corrected" if attempting to pass, makes sense.

Please study these various options as boundary possibilities.

### Traditional

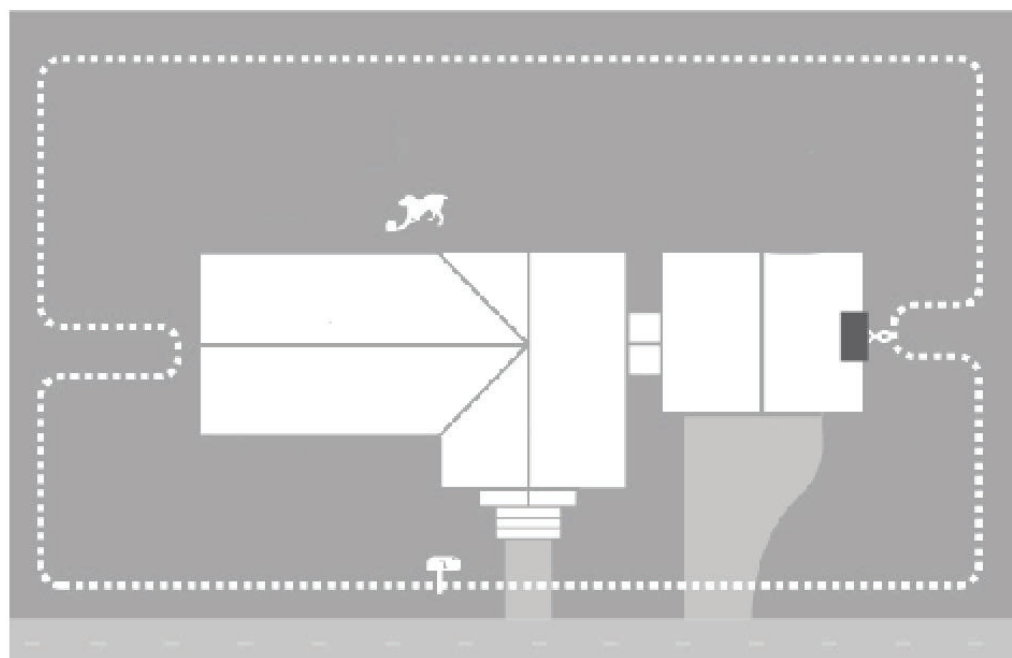


**Simple and Recommended boundary configuration.  
Covers entire boundary and offers full protection.**



- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.

## Back Yard only, with front protection



**Best for areas that dogs are fenced in the back, but need containment in the front.**



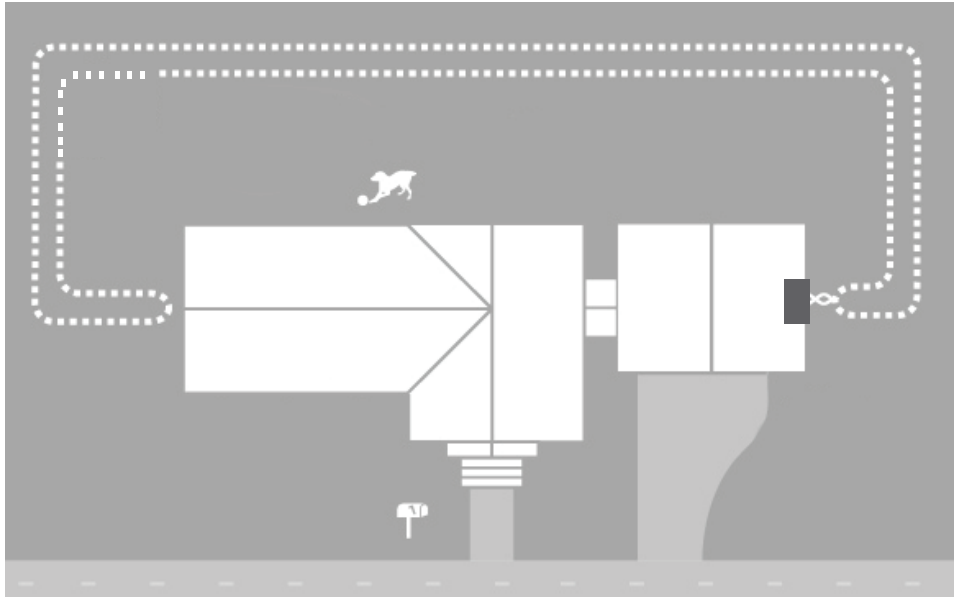
- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable on the sides will need to be at least 300mm apart from each other.
- Cable must be close enough to the house, so the signal can go up to the side of the house. If the cable is too close, or the signal range is too wide, it will activate the collar inside the house. PLEASE verify your work before training your dog.



## Installation

continued...

### Back Yard only



**Popular for suburban applications or canal or water front properties.  
This is great for back yards.**

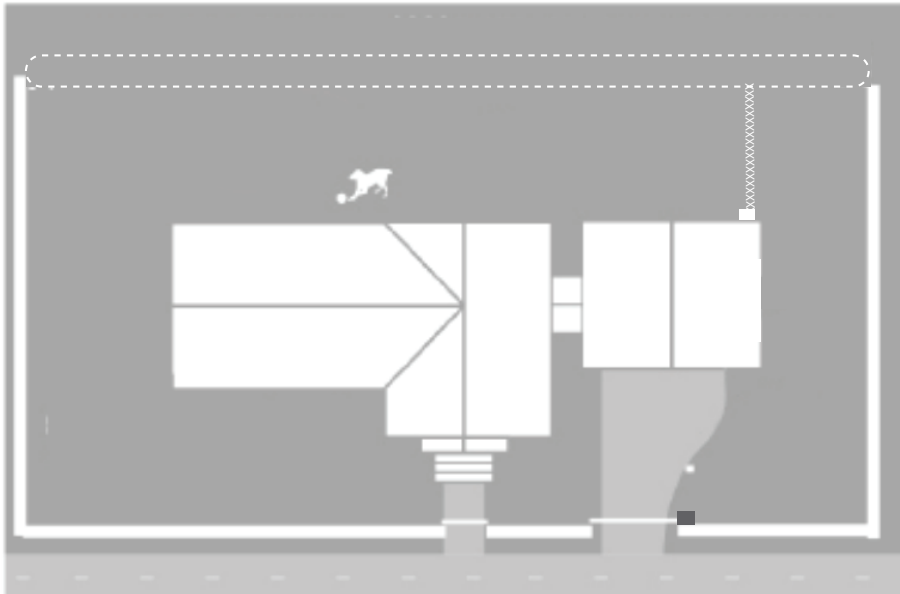


- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The Smart Fence Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable will typically need to be **at least 300mm apart** from each other. If cable is being attached to a fence, wires can be on the top and bottom of the fence. The signal range can be adjusted on the transmitter by using the "Range" dial.
- Cable must be close enough to the house, so the signal can go up to the side of the house. If the cable is too close, or the signal range is too wide, it will activate the collar inside the house. PLEASE verify your work before training your dog.

## Installation

continued...

### One-sided system or Canal style block



For fenced yards on 3-sides. Can be used best for canals, or frontages.



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- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable will typically need to be **at least 300mm apart** from each other. If cable is being attached to a fence, wires can be on the top and bottom of the fence. The signal range can be adjusted on the transmitter by using the "Range" dial.

### 1 Create your account

Create your account by following the instructions on page .

Set up a password, then enter the UID numbers located on the back of each (Portal, Transmitter and Receiver collar).

### 2 Smart Fence Portal



The Smart Fence portal plugs directly into your Internet Router using the supplied Ethernet Cord.

The ethernet cord plugs into one of the Yellow ports on the router.

The LED's on the portal will all turn solid green when all components have communicated with each other.

### 5 Boundary Cable Installation

Install the cable around your perimeter which best suits to properly and safely contain your dog. Included in this manual are tips and techniques for installing the cable.

Typically, the simplest design is usually the best.

### 6 SF Receiver Collar

Assemble and program your pet's new Smart Fence Receiver Collar.

Set the receiver collar stimulation level to setting 1.

Familiarise yourself to how the receiver collar operates by reading the collar instructions in this manual.



### 3 Smart Fence PT5 Transmitter

Find a location for the transmitter. The transmitter sends the FM signal thru the boundary cable, which activates your pets Receiver Collar. The transmitter should only be within 25 meters of the Smart fence Portal/ Router location. The Transmitter is not waterproof, and will need to be under a small covering.



### 4 Surge Protector

The surge protector is often close to the transmitter location. Usually within 2 meters. From this component, you run your boundary cable to the perimeter. Twisting the cables from the surge, to the boundary, allows the dog to walk over the cables without the collar activating.

### 7 Introduce your per to the fence

Place the training flags around the perimeter by spacing them out evenly. The flags should be 400mm from where the collar begins to activate. Introduce the dog using our Training Protocol in this manual. Training should have the upmost care taken when introducing the pet to the fence. The success of the fence is largely reliant on a good introduction.

## Installation

continued...

### QUICK GUIDE



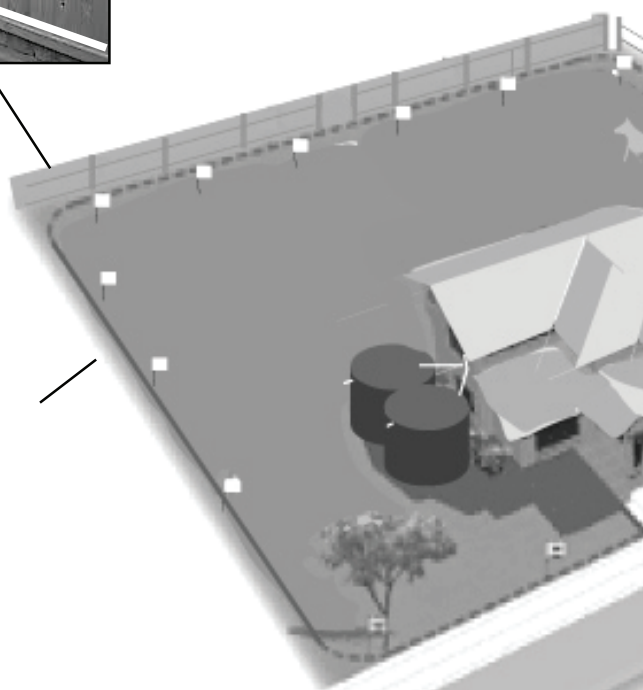
#### Timber fence.

Use a staple gun to secure to the timber.



#### In the ground

A spade or pick is best used when burying the cable. Ideally the cable should be at least 50mm deep. 150mm is perfect. When going around corners, try to make smooth curves.



**Once your Hidden Fence cable is installed. Carefully check to see if it's exactly where the cable needs to be to properly contain your pet. Remember to address the behavioural issues surrounding the reasons your dogs were escaping.**

**Now begin to program your electronics.**





### **Cattle fence.**

String your cable through the pilot holes in the timber posts.

You can also use cable ties to secure as well.

Position your cable on the fence based on your pets wandering habits.

High for jumpers,  
low for diggers.

*Remember that your cable should be in the same trench, taped or twisted together here so the collar doesn't activate near this connection to the boundary*

### **Concrete or Asphalt Driveway.**

Use an angle grinder to make a groove in the driveway, or use an existing expansion joint to place the cable in, using a silicon sealant to secure over the cable.

### **Gravel or Dirt Driveway.**

If you have a gravel or dirt driveway, run the cable through a piece of garden hose or pvc irrigation pipe and hand bury about 200mm under the gravel.



## CREATE A USER & PET PROFILE

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

Recommended Internet browsers: Chrome, Safari, Explorer, or Firefox

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

The SmartFence 'WebApp' *cannot* be downloaded from the 'App Store' or 'Play Store'.

- 3 Select "New Account"

- 4 Follow the on screen instructions to set up your Account and create your User and Pet Profile.

### COMPLETE THE SETUP AND PROFILE SCREENS

#### ■ CREATE ACCOUNT

Note the email address and password for your SmartFence.

Email: \_\_\_\_\_

Password: \_\_\_\_\_

#### ■ NEW SYSTEM SETUP

#### ■ CHOOSE A COUNTRY

#### ■ USER PROFILE

#### ■ ADD A PET

#### ■ DOB - MM/DD/YYYY

### SMARTFENCE™ SYSTEM INFORMATION

DogWatch Inc SmartFence  
XXXXXX

You will need to enter the **UID** numbers during the setup. The UID numbers are on the labels of each component (the Communication Portal, Collar and Transmitter.)

Dealer ID: AU500

Portal UID: \_\_\_\_\_

Transmitter UID: \_\_\_\_\_

Collar 1 UID: \_\_\_\_\_ Dog 1: \_\_\_\_\_

Collar 2 UID: \_\_\_\_\_ Dog 2: \_\_\_\_\_


Collar 3 UID: \_\_\_\_\_ Dog 3: \_\_\_\_\_

## SAVE SMARTFENCE APP to HOMESCREEN

After you set up your *User & Pet Profile* (Step A), you can save the SmartFence icon to the Homescreen on your mobile devices. The icon opens the WebApp.



### iPhone and iPad

- 1 Go to: [smartfence.dogwatch.com](http://smartfence.dogwatch.com) on your mobile browser (Safari is recommended)
- 2 Click on the Bookmark icon 
- 3 Select "Add to Home screen"
- 4 Confirm by clicking "Add"

### Android

- 1 Go to:  
[smartfence.dogwatch.com](http://smartfence.dogwatch.com)  
on your mobile browser  
(Chrome is recommended)
- 2 Click on the Menu Button
- 3 Select "Add to Home screen"
- 4 Confirm by clicking "Add"

### Older Androids

- 1 Go to:  
[smartfence.dogwatch.com](http://smartfence.dogwatch.com)  
on your mobile browser
- 2 Click on the Menu Button
- 3 Select "Add to Bookmarks"  
Add label, e.g., 'SmartFence'
- 4 Open the Bookmarks screen and  
press the bookmark you created;  
select "Add to Home screen"



This SmartFence Icon should now appear on your mobile device Home screen and is the link to your SmartFence WebApp.

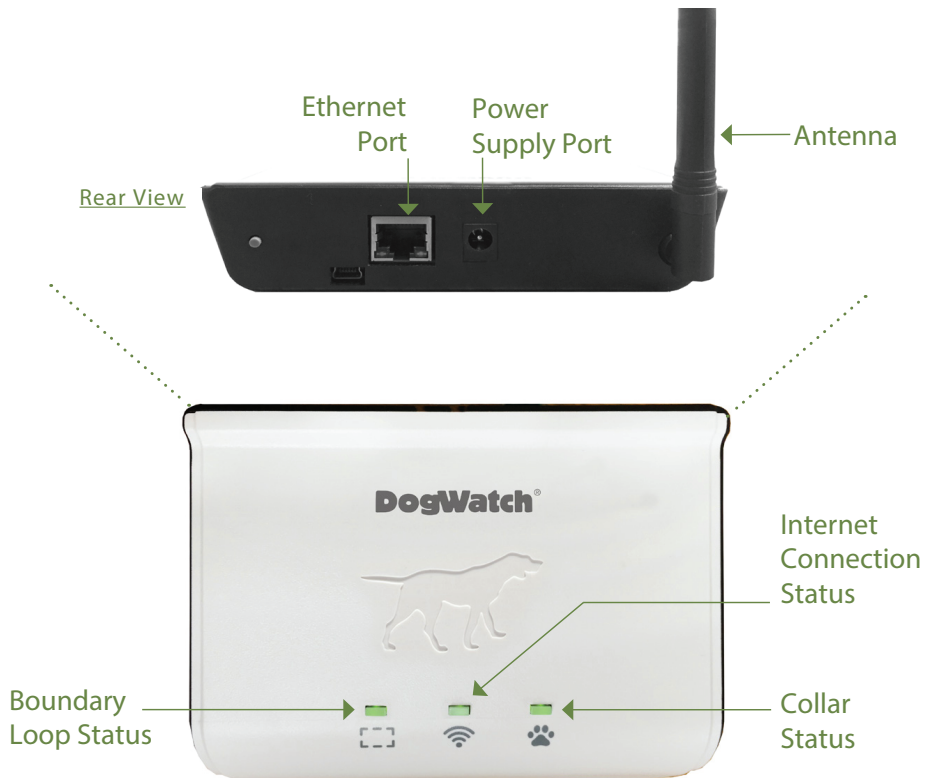
Click the icon to open the SmartFence WebApp.

# INSTALLATION

## INTERNET PORTAL

*Connects to your router*

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



The lights on your Portal let you know that your system is working properly. If the LED is GREEN, you have connection! If the LED is RED, it is not connected.



Boundary Loop  
Status Light



Internet Connection  
Status Light

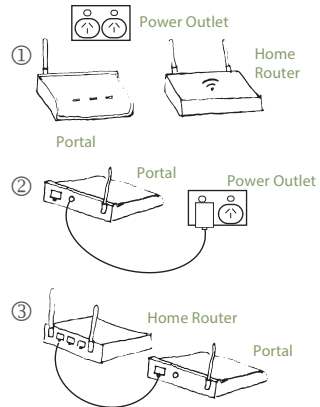


Collar  
Status Light

# Internet Portal Setup Instructions

- 1 Place the Portal in a location near your home router and near a power outlet.
- 2 Plug the Portal into power using the power supply provided.
- 3 Connect the Portal to your home router using an Ethernet cord (included.)

When the Portal connects to the Internet, the Internet light will turn **GREEN**.  
(usually takes approx 30 secs)



The Portal should initially display as shown:

Boundary Loop		green/red
Internet		green
Paw (Collar)		green/red

## Portal Lights

Boundary Loop

Internet

Collar



Green

Connected /  
Working

Connected to  
Internet

Connected /  
Working

Green/Red

Connection to  
Portal not yet made

N/A

Connection to  
Portal not yet made

Red

No power, wire  
break, lightning or  
surge damage

Not connected  
to Internet  
(check router/reboot)

Low or dead battery,  
damage, out of  
range

Connection  
Time

up to  
2 minutes

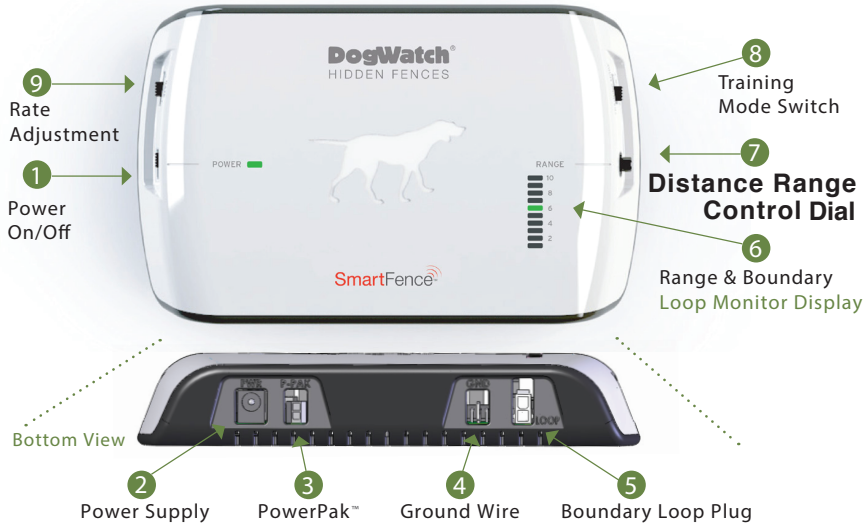
varies

up to  
1 hour



## 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 earthed 240 volt outlet and the adaptor 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 WebApp 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.

## INSTALLATION

The SmartFence™ Transmitter has a wireless signal range of approximately 25-50m assuming a few walls between the location of the Portal and Transmitter. Note, that radio waves do not curve around objects. This results in an actual transmission range that will vary depending on what is in the path of signal. Each obstruction (walls, floors, ceilings, thick trees and vehicles etc) will effectively reduce the signal.

### 1 Obstructions:

AVOID if able:

Metal  
Stucco  
Brick



Metal, stucco or brick can reduce signal range even more, compared to the 1/2 range reduction typical of most obstructions. It is possible to receive a signal through these materials, however maximum range will be reduced due to their tendency to absorb or reflect a much larger portion of the radio signal.

\*Wood & Glass are least obstructive materials.

Approximate loss due to wall material.

Rank (best to worst)	Description	Thickness	% Loss
1	Glass	.5"	5%
2	Dry Wall	.5"	5%
3	Particle Board	1"	12%
4	Plywood	1"	16%
5	Wood (Fir)	2"	20%
6	Red Brick	4"	40%
7	Cinder Block	7"	44%
8	Stucco	1"	62%
9	Solid Metal	.5"	70%

### 2 Range:

Clear  
Path



Plan to install the SmartFence Portal and SmartFence Transmitter along the shortest possible path that avoids as many wall and obstructions as possible.

### 3 Mount:

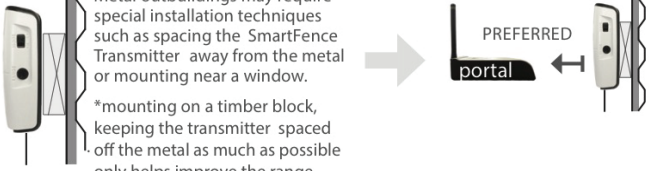
on a  
vertical wall



The SmartFence Transmitter should be installed on a vertical wall surface. Wood or drywall are optimal surfaces.

## INSTALLATION

4 **Metal Wall?**



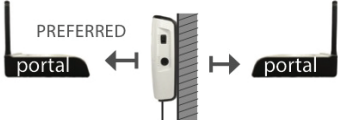
Metal outbuildings may require special installation techniques such as spacing the SmartFence Transmitter away from the metal or mounting near a window.

\*mounting on a timber block, keeping the transmitter spaced off the metal as much as possible only helps improve the range.

**PREFERRED**

If possible, locate the Portal and Transmitter in the same room to give maximum connection.


5 **Orientation:**  
Face Portal



**PREFERRED**

The front face (optimal) or back face (2nd best option) of the installed SmartFence Transmitter should face the front face of the Portal.

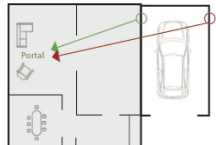
6 **Clear:**  
No Clutter



**CLEAR**

Remove as much clutter around the SmartFence Portal as possible. Avoid other RF devices such as cordless phones, baby monitors etc. if possible.

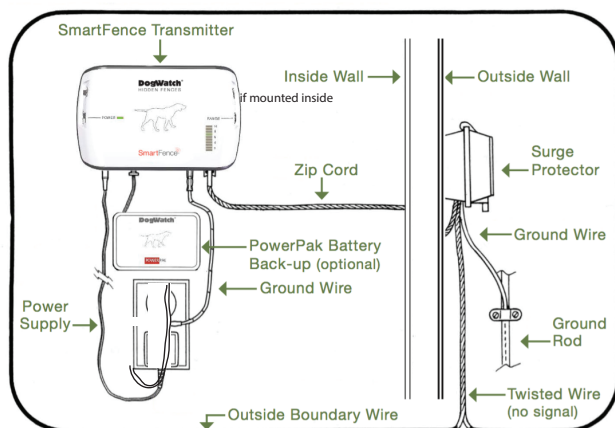
7 **Location:**  
Clearest path



Careful consideration of where to mount the transmitter is critical. Every attempt should be made to locate the transmitter as close to the portal as possible. This helps maintain good reception for the transmitter to transmit information to the portal, so it can relay to the APP.

# Installation

continued...



**Step 1.** First, walk the boundary so you have a clear idea as to where you wish to have your pet stop. Then, draw a map as to where you will place the cable. **Remember that the pet will stop where you've set the signal (collar activation), NOT where the cable is located.**

**Step 2.** Find a location to place your electronics. The SMART FENCE transmitter MUST be within 25 meters of where your INTERNET ROUTER is located. The SMART FENCE transmitter needs to have good communication to the router and your SMART FENCE PORTAL.

Typically a garage or car port will suffice as long as the transmitter is within 25 meters of the router. If need be, a covered pool filter area sometimes works very well.

The power source must be a power point that can always remain on with power.

**TRANSMITTER MUST BE COVERED and out of the elements.**

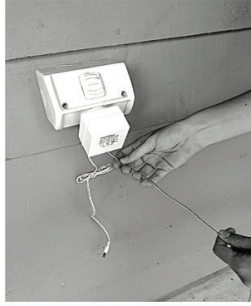


**Step 3.** Mount transmitter using mounting hardware or another form of mounting material. Transmitter must be within 300mm of the selected power point.

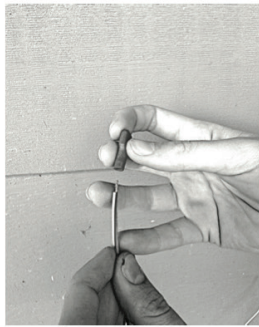
*TIP: A strong double sided tape can be used to attache the transmitter to the wall; however properly mounted is recommended.*

## Installation

continued...



**Step 4.** Plug the 15v power supply into a 240v power point. Gently pull the green and yellow lead from the power adaptor to stretch it out. Then measure it to the "GND" label on the transmitter. Cut any extra length not needed off the length of the cord. Strip 7mm of the green/yellow sheath off the cord.



**Step 5.** Crimp the red female connector onto the green/yellow power supply.



**Step 6.** Plug the red female connector into the male port of the "GND" portion of the transmitter.

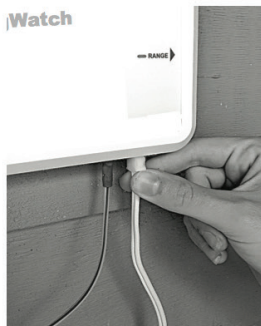


**Step 7.** Use a blade to cut the opening on the bottom of surge protector.



**Step 8.** Find an outdoor location for the surge protector.

**Step 9.** Mount surge protector using hardware provided.



**Step 10.** Attach zip cord to the transmitter.



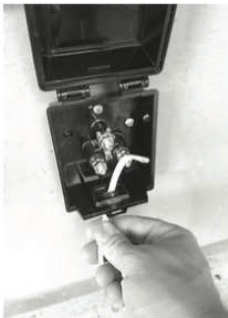
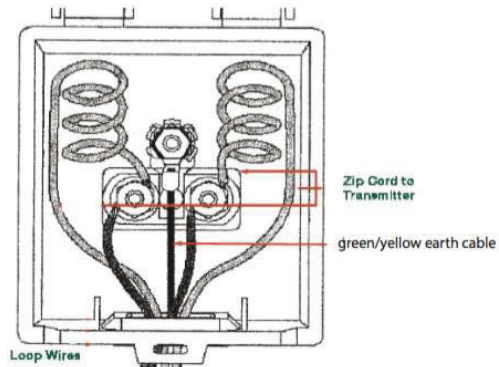
**Step 11.** Attach zip cord to the wall with either a staple gun, or run cable through PVC piping for optimum protection.



## Installation

continued...

### Installing the Surge Box



**Step 11.** Run zip cord to the surge box and enter through the bottom hole.



**Step 12.** Split the two ends of the zip cord cable



**Step 13.** Strip the ends of the cable back to 2cm and twist the strands so that they are a tight weave at the ends.



**Step 14.** Attach zip cord cables to the surge box terminals. One side of the cord to one terminal, the other side of the zip cord to the opposite terminal.



**Step 15.** Secure and tighten earth cable to terminal. Then attach earth cable to an earth. Shed, star picket or earth stake are options.



**Step 16.** Attach one end of the boundary cable to one terminal, and proceed to run your boundary. **REMEMBER:** when returning the cable back to the other terminal, you can place them in the same trench to cancel the signal to the collar.

## Installation

continued...

When installing on to fences, be sure to plan accordingly. Ask yourself... "What is my dog doing to escape? Digging? Jumping? Etc."

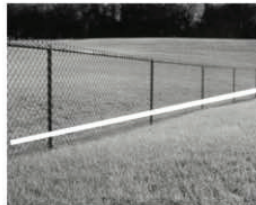
### Chain Link Fence

Cable on Chainlink fence can be woven through, however, using cable ties is far more practical.

*White line indicates where to position boundary cable*



*Dogs that jump to escape over fences*



*Dogs that dig to escape under fences*



*Dogs that can jump and dig to escape*



Bury cable in front of gates and use right angles when positioning to the fence.

### Cattle or Stock Fence



### Timber Fence

Cable can be stapled to the timber. Use a staple gun to apply cable to the fence. Be sure NOT to pierce the cable jacket with the staple as this can "earth out" the cable and the receiver won't react to the system.

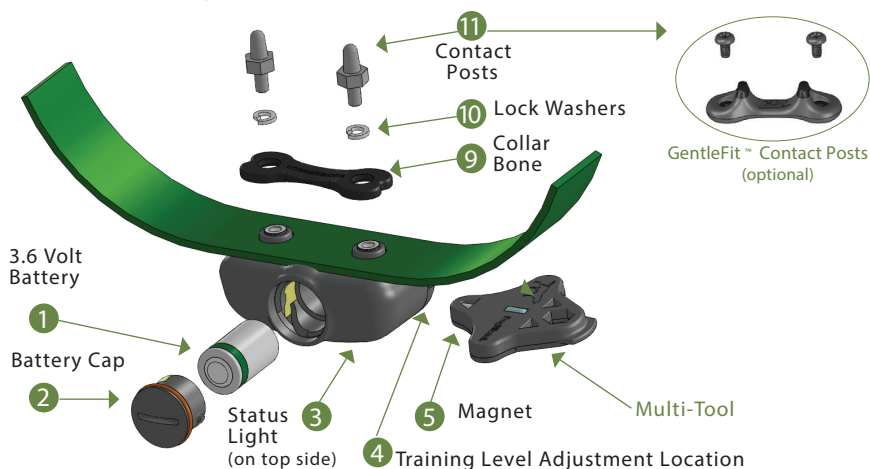




## SMARTFENCE™ FEATURES & SETTINGS

### 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 (.75kv), 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. **MultiTool:** The Magnet on your multi-tool is used to adjust the Training Level , tighten or remove the battery cap, or fasten Contact Posts.

## 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.

### 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.**



Insert battery POSITIVE end down.

For new battery purchase please visit:

<https://hiddenfence.com.au/product/dogwatch-dog-fence-battery-3-6-volt-saft-battery/>

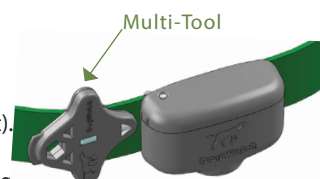
**IMPORTANT:** The use of any battery other than a battery authorized by DogWatch Inc. can cause erratic operation of the SmartCollar and could cause permanent damage. The use of any unauthorized battery will void the Warranty on the SmartCollar.

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### Setting the Receiver Levels

The SmartCollar Receiver has SEVEN LEVELS OF CORRECTION plus Audible Only. Always set the stimulation level to LEVEL 1 (one short beep) when starting the training. Each dog has an individual threshold of discomfort (TOD)

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 located in this manual

**Note:** Any magnet will activate the receiver.

## Transmitter and Training Level Settings

Receiver Training Levels	TRANSMITTER MODE AND RATE SETTINGS			
	Mode A Rate 1	Mode A Rate 2	Mode A Rate 3	Mode B 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™  
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.

Mode B is typically not recommended for most applications. Consult with your distributor for advice before switching to mode B.

## Receiver Status Light (cont.)

• **Battery Indicator** This feature monitors the voltage level of the battery. Once the receiver detects that the battery has reached a low voltage level, the status light will change from the normal **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.

## Resetting the Low Battery Light

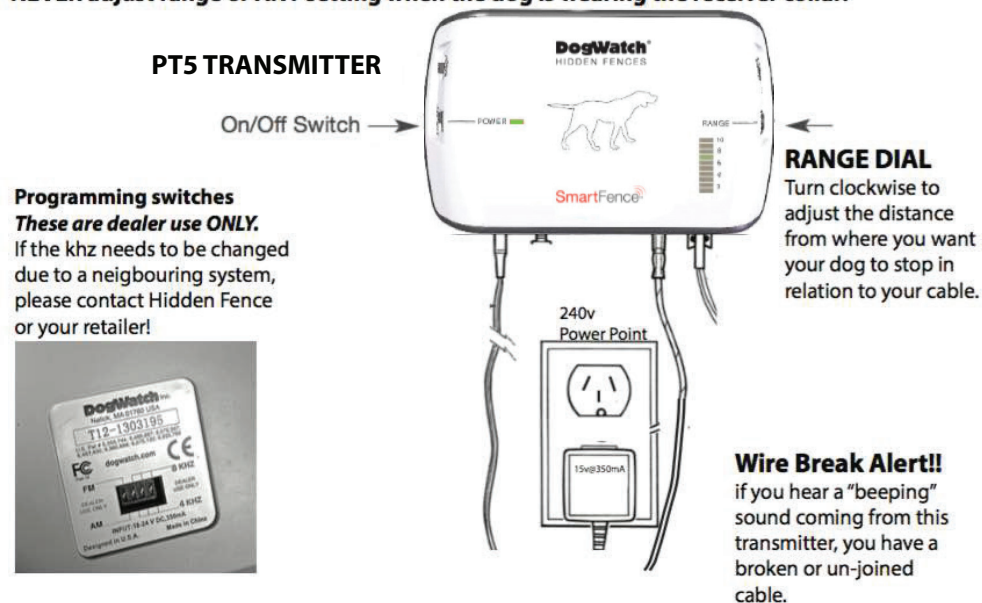
1. Remove the old battery.
2. Before inserting a new battery, **let the receiver sit for five minutes** with no battery.
3. After five minutes, insert the new battery.

*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.*

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## PT5 SMART FENCE TRANSMITTER RANGE ADJUSTMENT

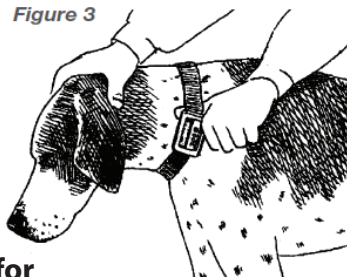
Range +/-: The radio signal is transmitted from the boundary wire in all directions. The signal is adjusted by the range control on the transmitter to create a signal field on each side of the wire. **The range dial is very sensitive, so adjust gently and test each time. NEVER adjust range or ANY setting when the dog is wearing the receiver collar!**



For Battery Purchase...visit [www.hiddenfence.com.au](http://www.hiddenfence.com.au) or your Vendor

**Adjustable Collar:** The receiver is attached to an adjustable nylon collar. The collar should be positioned above the dog's regular collar. Adjust the collar to insure that the contact posts touch the skin on the dog's neck. (Figure 3) *Check the fit for the first few days of wear to insure that the collar is not too tight or causing irritation to your pet's neck.*

Figure 3



**The Receiver Collar Must be removed for several hours per day minimum, or pressure sores could develop.**

**Contact Posts:**

must make contact with the skin in order for the dog to feel the stimulation. In certain cases, it may be helpful to clip some of the hair around the contact posts.

*Tighten the contact posts only with the collar wrench provided. Use of pliers or similar tools can result in over-tightening, which can damage the receiver.*

**Antenna:** The receiver incorporates an omni-directional antenna design. The use of multiple antennas in the receiver assures optimal reception from the signal field.

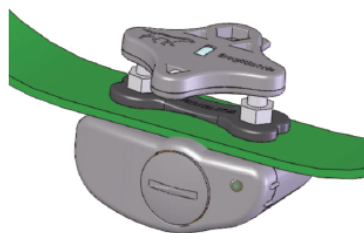


Figure 4

**Test Light:** The test light allows you to test the receiver. Hold the test light over the contact posts. (Figure 4) and carry the receiver into the signal field. When the receiver picks up the signal from the boundary wire, the audible warning will sound and the test light will come on.

**Automatic Shutdown:** The DogWatch System is designed to protect your dog from an over-correction in the unlikely event that your dog walks into the signal field. If your dog does not exit the signal field, the receiver will automatically stop correcting after 15 seconds to protect your dog from over-correction. The dog will also receive a "warning" correction every 15 seconds which will continue until he leaves the field.

# Dog Training Protocol

- First Training – Audible and Visual association, Recognition and Redirection (subtle Electrical Stimulation)
- Second Training – Risk versus Reward (choice pointing), Deliberate elicitation of Prey Drive (assess and likely raise ES level)

**We focus on 4 principles to help the dogs understanding of its new boundaries:**

- 1- Identification the new boundary (audible and visual)
- 2- Recognition that the (audible and visual targets) are unfavourable (pressure).
- 3- Redirection or Retreat when encountering the boundary (relief)
- 4- Exposure and Emphasis on play within the boundary

## Key Points before Starting:

### FLAG PLACEMENT

1. Training flags are almost always placed 400mm just inside the signal edge where the collar will begin to “beep”.
2. Flags are spaced 1 1/2 metres apart. Flags may be placed closer or further apart depending on the application. The marker flags operate as a visual cue as to where the signal edge is revealed.

### PROPER FIT OF THE RECEIVER COLLAR

1. The collar should be worn “snugly” on the dog’s neck with the clip up high near the back of the dog’s ears.
2. When fitting the collar, the dog should be in the standing position looking forward.
3. Both contact posts on the collar need to touch the skin to be able to deliver the Electrical stimulation, fur and other collars should be out of the way and not interfere with the contact.
4. You should be able to fit no more than one fingertip between the contact post and the skin, if you’re able to fit both fingertips between each contact and the skin, it’s too loose and won’t correct.
5. **The collar should be taken off daily for AT LEAST 6 hours, so pressure necrosis (pressure sores) don’t develop.**

*Pressure necrosis (although rare) happens more frequently with medium to long furred dogs with thinner necks.*

*Pressure sore happen simply from being “on too tight, on too long, or both”. Wet or damp fur can increase likelihood of pressure necrosis developing.*

### IMPORTANT FUNDAMENTALS OF TRAINING

**Keep pet “on lead” and/or supervised until properly trained.**

**As the pet’s owner, you are always responsible for your pet’s actions and behaviour.**

We strongly recommend not using vocal commands or food treats during the training for a Hidden Fence. Voice commands and treats can interrupt key focuses. Hidden Fences work best when a more “anonymous” application is presented.

**Flat Collars are recommended when the dog is on lead when introducing the dog to the Hidden Fence. ( Halter Collars, or Check (choke) Chains are not recommended)**



**Always program the dogs receiver collar to the LOWEST stimulation setting when beginning training! *see page to learn how to do this.* All dogs have a “threshold of discomfort”. Even perceived “stubborn” breeds may not need stronger stimulation settings. Start on the lowest setting and move higher if required. When the pet receives the stimulation for the first time, you only want to witness a slight body language response from the dog, not a vocalised response. You can always go higher on the stimulation if needed, but only if the dog appears to hold little value of the discomfort.**

### TRAINING SCHEDULE

A typical schedule to follow in reinforcing the training is around :

- Twice a day
- 10 minutes each session.

Most of the ten minutes is walking about the property and creating a positive atmosphere for the dog, i.e.: playing, running, sniffing, etc.

Overall, several days of exposure and supervision is critical to make sure the dog is understanding his/her new boundaries.

### STAGE 1

The first technique generally takes two people.

**Person 1**, holds the lead and keeps the dog approximately 2 metres inside the flags.

**Person 1** does nothing but hold the dog in place; no talking or getting the dogs attention.

**Person 1** keeps the dog from entering the flag zone, even when tempted *at this stage*.

**Person 2**, has the receiver collar in their hand, but concealed from the dogs view.

**Person 2** steps into the signal field and holds the collar down near a flag so the receiver is emitting the audible tone.

While the tone is activated, **Person 2** shakes the flag with urgency. Once the dog appears to target the flag, **Person 2** moves down the line and allows the collar to beep at several flags while shaking.

Both participants then move to 3 other spots in the yard and repeat the technique. This allows the dog to recognize consistency.

**It's important that no verbal commands are used during this process, as this would associate the fence with the owner.**

Try not to distract the dog while performing the technique. If the dog removes its attention away from **Person 2's** actions, it may mistakenly associate the person holding the collar as part of the fence.

After a few sessions the dog should be somewhat suspect of the audible tone and flags.

If it's viewed that the dog is showing signs of excessive preoccupation, then lightened up training with more playtime and less emphasis on the boundary, only occasionally making an approach.

## Stage 1

The second technique is more hands on and requires a good deal of timing.

- 1. The receiver collar is programmed to level 1 on the receiver.** (see page
- 2. The collar is placed on the dog. Be sure to fit properly**

After a quick run around the safe zone of the interior of the property, the owner brings the dog back to the original spot where the dog first heard the warning tone coupled with the flag. The owner then allows the dog to make an approach to the boundary (preferably on its own initiative), and allow it to hear the beep while wearing the collar.

Typically the dog will tilt its head in curiosity. However, the best reaction is a noticeable sign of recognition by the dogs body language...such as a slight jump back without a vocal response. The owner may then give a very quick, but gentle “tug” of the lead; or a slightly urgent redirection. A redirection or retreat should only be approximately 2 metres.

This technique is to be performed randomly at various spots on the boundary. Allow the dog to choose his motivations of boundary testing. Some dogs are quite willing to “give it another go”. Some dogs will be more preoccupied. Try not to over do the exposure. If the owner detects boredom, speed up the tempo of the training so it is more entertaining for the dog.

## Stage 2

Stage 2 begins after several days of reinforcing the techniques given on Stage 1. This session focuses on how well the dog understands his boundaries by showing apprehension to the flags and tone.

Set up a series of events that are designed to tempt or distract the dog to escape. This can be easy or difficult depending on the dog's prior escaping habits. On many occasions, another dog is used on the opposite side of the boundary fence, yet far enough away so that it's not in the proximity of where the dog will receive its first correction, as we don't want the dog on the containment system to associate the dog on the opposite side of the fence with the correction. Many tools of distraction are used, toys are not recommended. Toys are a play thing and shouldn't have anything to do with aversive training. Family members can be used as a distraction but only under certain conditions. Call the Hidden Fence professional for this advice.

The dog is then exposed to the correction with a mild setting and the use of a low level distraction, i.e. walking outside of fence, making noise in the bush, etc. The dog approaches the boundary and receives its aversive stimulus. 90% of the time, the dog is aware that it's receiving an unpleasant sensation and moves backwards, but with urgency. Usually the dog may return to verify what it experienced. If so, the dog will move backward to experience relief. The dog is then encouraged further towards the centre of the yard and is subtly praised with mild play.

The temptations are increased to prove to the dog that the risk of discomfort isn't worth the perceived “high value” reward.

At this juncture, the owner may be able to have the dog off lead, while supervised, in the yard. This luxury is only granted under certain criteria, and if the situation appears to be less critical than at the beginning. The dog would have had to display good recognition of the boundary and show convincing signs of avoidance. The dog would have earned the right to be off lead.

## TROUBLESHOOTING

### **Collar Receiver does not appear to be working**

- Check that the battery was inserted correctly in the battery compartment.
- Check the mounted transmitter control box that all LED's are on and **the signal field is set correctly on the range dial located on the side of the transmitter.**

### **The Collar Receiver doesn't seem to work unless right next to the cable.**

- Check the range dial on the side of the transmitter controller for the correct distance. Replace the collar battery with approved battery.
- Check the boundary cable to ensure it hasn't been crushed, or the outer casing of the cable hasn't been stripped and the copper wire inside isn't touching something wet or metal.
- If using a dual loop design, make sure that the wires are AT LEAST 300mm apart.

### **The Collar Receiver activates inside the house near metal doors, etc.**

- Check to see if your cable is running parallel too close to the home, or running too long in-conjunction with metal objects close to the house. Running parallel with concrete driveways for too long a distance can do this as well.
- Check your distance on the range dial. If you have it too wide a signal, it could be flooding the area with signal.  
If the problem persists.....contact a Hidden Fence Dealer for a service call.

### **The transmitter is making a loud beeping sound.**

- If the mounted transmitter is giving off a loud "beeping" sound, It's typically a wire break. Wire breaks can be difficult to find at times, however, it's almost always where the ground has been disturbed. Digging, planting, or driving over with machinery are usual suspects.
- Travel along the cable to see if there is any disturbance. If so, splice in a new piece and check to see if the beeping stops.

### **My dog does not appear to be receiving the stimulation.**

- Make sure the collar is fit properly. If only one contact is touching the dogs skin, and the other is not...your dog WON'T feel the stimulation.
- Make sure the stimulation is set to a level that the dog respects.
- Make sure your distance is set properly.

### **I seem to have "less" distance signal at the concrete driveway.**

- If there is a considerable amount of "reo" in the concrete, it can reduce the signal to almost half. In many cases this is normal.

### **I've turned everything on, and I'm not getting signal at the wire, but all my lights are on on the electronics.**

- Check your range dial for distance. If you haven't yet adjusted the range, this could be it.
- Check to see if your cable is "earthed" out on the boundary. It could be stripped and touching or crushed against something metal or near heavy moisture.

If this page was unable to solve your issue, please contact your supplier or contact a Hidden Fence Professional for assistance. There will be a charge if the Hidden Fence Dealer needs to appear on-site.

## Warranty and Guarantee for DIY Equipment

For the purpose of this document, "DW" pertains to DogWatch Hidden Fence. These terms and conditions are enforceable by all dealers of DW, otherwise known as a Hidden Fence. For the purpose of this document, "DW" will be used as the architect of the document to simplify its warranty statement.

1. **30-Day RETURN.** DW carries a 30-Day return policy. Customer may return products in original packaging and receive FULL purchase price (less shipping and handling) as long as products have not been installed or used on an animal. Customer can receive partial purchase price depending on what has been used.
2. **DOGWATCH** hidden fence systems will not keep people or other animals from entering your pet's safe areas. If you feel your pet will not be safe from outside visitors/intruders (human/animal), you should not solely rely upon the system to keep your pet safe.
3. **INSTALLATION.** The customer must provide a 240v power point and keep it dedicated and operational. DW accepts no responsibility for damage to underground pipes, wires, etc. DW is not responsible for re-landscaping. Installations must have some form of logic and be based on the animal's welfare. Preferences must be secondary to the safety of the animal. If customer has installation issues, or seeks on-site support, he/she may contact a licensed DW dealer for assistance with the understanding there may be a fee.
4. **WARRANTY.** DogWatch products, except batteries, contact posts, cable and nylon collars carry a 3-year warranty. ALL on-site warranty service is subject to a reasonable service charge. POSTAGE is only covered for warranty replacement for 60 days from the purchase date. Postage after the 60 days is the sole responsibility of the purchaser.

All warranties granted in this document are for the sole use of the purchaser and are not transferable.

Dogwatch electronics must not have been previously altered, repaired, tampered with or serviced by other than Hidden Fence or DogWatch authorized facility. The product must not have been subject to accident, misuse, abuse or operated contrary to the instructions given by DW.

**R12/R12m Receiver-** warranty is in effect for electronics only and not applied to batteries, posts or nylon collars.

**3-year equipment warranty-** System 1200/R12/R12m (surge protectors, cable, flags, connectors, nylon collars, batteries, carry no warranty)

**Batteries-** DW does not warrant batteries used with DogWatch equipment.

**Wire.** DW does not warrant wire used with DogWatch systems. Breakage or deterioration of wire is not covered under any warranty in this document.

5. **WARNING.** The control panel component (transmitter) of the system includes a visual and/or audio signal to warn of a system malfunction. Therefore, the transmitter is intended to be installed in a place where such signals can be easily seen and/or heard. If the transmitter is installed in an enclosed area or a place that isn't readily accessible to the customer, customer will forfeit the benefits of the system's warning functions for which Company assumes no responsibility. If tampering or misuse with the transmitter by the customer occurs, customer forfeits any warranty and company assumes no responsibility. Transmitters are NOT waterproof or resistant. Therefore, customer must not allow the transmitter to be in contact with water. Water damage is evident, so customer is advised to not expose transmitters to the elements.
6. **WARNING.** Some persons claim that a ES (electrical stimulation) from an electronic receiver can provoke an animal to become aggressive, and to attack or bite. Customer is at all times responsible for their animal's behavior. Customer is hereby warned to be alert for growling, snarling, biting, or other aggressive behaviors by any animal using the system, especially during training. If such behavior is observed, particularly if it appears to be associated in any way with the system, Customer should immediately stop using the system, unplug the transmitter and contact HF. Reported incidents have typically involved: 1) dogs with a pre-existing aggressive tendencies; 2) other provocation at the time of incident. Reports alleging such incidents are rare. (less than 0.01% of the time)

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED, OTHER THAN THOSE PROVIDED IN WRITING HEREIN, SHALL APPLY TO THIS UNIT OR INSTALLATION. DW SHALL NOT BE LIABLE FOR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR ANY PERIOD IN EXCESS OF PERIODS OF THE EXPRESSED WARRANTIES PROVIDED ABOVE. IN ADDITION, UNDER NO CIRCUMSTANCES SHALL DW BE LIABLE FOR PROPERTY DAMAGE SUSTAINED, ECONOMIC LOSS OR ANY CONSEQUENTIAL DAMAGES IN CONNECTION WITH SAID UNIT OR INSTALLATION.

7. **ENTIRE AGREEMENT.** This instrument contains the entire agreement between DW and the customer with respect to sale installation of the unit and supersedes all previous negotiation, commitment, statement and representations, whether written or oral, pertaining thereto.
8. **EFFECTIVENESS OF AGREEMENT.** This agreement becomes binding upon DW only when a monetary transaction has been entered and funds have changed hands. None of the terms and conditions may be altered.



## Compliance

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.

## Compliance

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-DWSFP (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.



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DogWatch products are protected under U.S. Patent numbers:  
5,353,744; 5,465,687; 6,079,367; 6,360,698; 6,467,435; 6,575,120; 6,825,768 and D,491,481.

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.

DogWatch products are lead-free and compliant with the  
Reduction of Hazardous Substances (RoHS) initiative.

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