FREEDOM FOR YOUR DOG AND YOU!

Thank you for choosing SpotOn and congratulations on taking the first step to living life unleashed! This Owner’s Guide is your comprehensive resource for everything you need to know about getting set up and using the features of the SpotOn Fence system.

Get the SpotOn GPS Fence app
Download the app and follow the instructions to create your fence and train your dog.

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IMPORTANT INFORMATION

⚠️ WARNING: Read all safety warnings and instructions. Failure to follow the warnings and instructions may result in injury to you, your pet, or others, and may result in property damage.

⚠️ WARNING: The SpotOn GPS Fence is a battery-operated device. Allowing your dog to chew on the collar or the battery may cause damage to the product, cause a fire hazard, or be hazardous for your dog. Inspect the collar for punctures to the battery and/or the plastic cover to the battery before placing it on any dog.

⚠️ WARNING: The SpotOn Collar contains electronic components, including a lithium-ion battery, that are sensitive to extreme temperatures. Do not leave the collar in high temperatures for extended periods of time. Only charge your SpotOn Collar with the charger provided. If the battery and/or the plastic cover to the battery appear to be punctured, do not use it. Instead, please promptly contact customer service at (603) 488-1504 or support@spotonfence.com.

⚠️ WARNING: When creating fences, it is important to pay attention to your surroundings and watch where you are walking. Avoid looking down while walking a fence. Avoid dangerous areas that could result in serious injury or death.

⚠️ WARNING: There is no containment system, including a residential fence or the SpotOn GPS Fence, that can contain all dogs 100% of the time. Some dogs are very smart and can escape any containment. All containment systems can break or malfunction. Please monitor your dog regularly while using the system. If your dog is dangerous to others, do not rely on a containment system where they are unmonitored.

⚠️ WARNING: The SpotOn GPS Fence is intended for dogs only and should not be used with humans.

⚠️ CAUTION: Do not dismantle or recreate the SpotOn GPS Fence as it will void your warranty.

⚠️ CAUTION: The SpotOn GPS Fence GPS data and accuracy may vary based upon location and is not guaranteed for indoor use.

⚠️ CAUTION: This containment system cannot prevent predators from entering your fence area.

⚠️ CAUTION: The SpotOn GPS Fence is not rated to act as a primary pet restraint device. Make sure your dog is properly secured and safe at all times.

⚠️ CAUTION: The SpotOn GPS Fence is manufactured and tested to an IP67 standard. This means that the SpotOn GPS Fence is dust-proof and water-resistant. It is protected from dirt, spills, water splashes, drool, and rain. When the collar is new, it can be submerged in a body of water up to a meter deep for half an hour. Please note that as the collar is used, damage and wear may affect the sealing.

NOTICE: The SpotOn GPS Fence works best when pet parents take the time to train their dog, as with any obedience training program. This is particularly important upon introduction. Spend time helping your dog understand the location of fence boundaries and the corresponding stimuli that alert them and keep them safely contained. Neither SpotOn GPS Fence, nor its distributors or dealers can guarantee that the system will keep a customer’s pet within the established boundary. Accordingly, if a customer has reason to believe that their pet may pose a danger to others, or harm itself, the customer should not rely solely upon the SpotOn GPS Fence to keep the dog from crossing the boundary.

NOTICE: To clean the SpotOn GPS Fence use a damp cloth and mild soap.

NOTICE: Operation of the SpotOn GPS Fence is dependent on the use of the mobile app, as well as the collar having adequate battery life. The performance of the SpotOn GPS Fence’s tracking and notifications may vary depending on the cellular network signal strength in a given location.
WHAT’S IN THE BOX

- SpotOn GPS Collar
- GPS Antenna
- Power/Status
- Contact Points (2 Sets)
- Contact Point Tester
- Wall Charger
- Charging Base
- Charging Cable
GETTING SETUP WITH SPOTON

1. Fit the collar snugly and contact SpotOn if you need a different size. (See page 20)

2. Charge the collar. It should power on when placed on the charging base. It takes about an hour to charge from empty. (See page 6)

3. Download the App and follow the instructions.

4. Visit the SpotOn website to purchase a Cellular Subscription (optional). Activate the cellular subscription for each collar. (See page 8)

INSTALL STATIC CONTACT POINTS

The included static contact points enable the collar to provide a static correction (mild shock) to the dog when it breaches the fence. The use of the static correction is optional but is helpful when training your dog to understand and respect the boundary.

If you are planning to use static correction, first install the static contact points to the collar before you fit and trim the strap.

- Two sizes are included so you can choose the right ones for your dog—short for short-haired or long for long-haired dogs.
- To install, screw the probes into the back of the collar and tighten them with the included tool.

`NOTE:` SpotOn has 30 levels of static correction so that you can adjust it to the working level that is noticeable to your dog. Static correction is turned off by default and can be changed in the app under Collar Settings. Learn more about adjusting static correction in the Train your Dog section.

FIT AND TRIM THE COLLAR STRAPS

The collar is available in S, M, and L and will fit most dogs that weigh 15 pounds or more with a neck size between 10–26 inches.

Using the right size is important! It ensures your collar’s antenna will face the sky and receive the strongest GPS signal, making the entire system more accurate.

1. Adjust the strap to fit snugly around your dog’s neck so the contact points are touching the dog’s skin.

   - You should only be able to slide one finger under the collar when fastened.
   - If it doesn’t fit, please visit spotonfence.com or email us at support@spotonfence.com to exchange it for a different-size collar or strap.

2. **IMPORTANT:** You must trim the excess strap (tail) with scissors. Make a rounded cut of the strap just past the end of the female buckle. **IF THE STRAP TAIL IS NOT TRIMMED IT MAY CATCH ON SOMETHING WHICH COULD HURT THE DOG OR CAUSE THE COLLAR TO FALL OFF.**

When properly fitted, the GPS antenna should sit on the back of the dog’s neck so the GPS icon is facing the sky.
SETUP: CHARGE THE COLLAR

1. Plug the Wall Charger into an outlet and connect the Charger Cable to the Charging Base and the Wall Charger.

2. Place the collar in the Charging Base and push down with force to ensure the collar contacts the charging points in the base.

3. The collar will start up once connected to the base and the light will blink green for 10 seconds when charging.

4. Charging takes between 60 and 90 minutes for a full charge. The battery level will display in the app.

5. While the collar is charging, press the power button once for charge status. Blinking green means it’s still charging. Solid green indicates it’s fully charged.

Troubleshooting charging

- If the LED doesn’t flash green when you place it in the base, press and hold the power button until you see flashing lights and return the collar to the base until the charging status displays a solid green light.

- If you press and hold the power button for 10 seconds and do not see any flashing lights, leave the collar in the charging base for 30 minutes to charge up. Remove the collar and hold the power button again until you see flashing lights. Return the collar to the base to complete charging.

TURNING THE COLLAR ON AND OFF

To turn the collar on, press and hold the Power Button until the LED starts flashing white. Then, the LED will turn to solid red and turn off after a few seconds. The red light is normal and displays when you do not have a fence set up or activated.

Remove the collar and place it on the charger while your dog is indoors so that it is always charged and ready to go. Do not turn off the collar before charging.

Keep your collar powered on at all times except when you need to store it. If you need to power down the collar, press and hold the Power Button until the LED status light blinks and turns off.

WARNING: To reduce the risk of injury to you, your pet or to others, or damage to property, do not allow your pet to chew on the SpotOn Collar. Inspect the collar for punctures to the battery and/or the plastic cover to the battery before placing it on any pet. Failure to do so may create a fire hazard and potentially cause injury. If the battery and/or its plastic cover appear to be punctured, do not use. Instead, please promptly contact customer service at (603) 488-1504 or support@spotonfence.com.

WARNING: Only charge your SpotOn Collar with the charger provided.

WARNING: The SpotOn Collar contains electronic components, including a lithium-ion battery, that are sensitive to extreme temperatures. Do not store or leave the collar in high temperatures.
CHECK COLLAR STATUS

To check the collar’s status, press and immediately release the Power Button. The LED Status Indicator will turn on for a few seconds, then turn off. If the light does not go on your collar is off or the battery is dead and the collar needs to charge. In that case, charge the collar and try again.

**Collar Status and Lights**

After pressing the status button, one of the following indicator lights will display.

<table>
<thead>
<tr>
<th>LED Status Indicator</th>
<th>Status</th>
<th>What To Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid White</td>
<td>The collar is ready to use. Your fence is activated and the collar has a GPS signal.</td>
<td>The collar is ready to use.</td>
</tr>
<tr>
<td>Flashing White</td>
<td>The fence is active, but your collar needs a GPS signal. Note: The collar will also display a flashing white light when it is first powered on or if you used the remote light feature.</td>
<td>Take the collar and phone outdoors and wait a few minutes, making sure the GPS antenna is pointing toward the sky. Take the collar phone outdoors wait a few minutes, making sure the GPS antenna is pointing toward the sky. The GPS signal indicator should change from poor to good after a few minutes. If the problem persists please give us a call at 1.603.488.1504 Use the app to connect to the collar and view GPS strength.</td>
</tr>
<tr>
<td>Solid Red</td>
<td>The collar is not ready. Either: - Your fence is not active - The battery is low</td>
<td>Use the SpotOn App to activate your fence. Place the collar on the charger.</td>
</tr>
<tr>
<td>Solid Green while Charging</td>
<td>Battery is fully charged</td>
<td>Remove the collar from the charger.</td>
</tr>
<tr>
<td>Flashing Green while Charging</td>
<td>Battery is charging</td>
<td>Keep charging the collar.</td>
</tr>
</tbody>
</table>

**Obtaining GPS Signal**

The collar needs a good GPS connection before creating a fence and before you put the collar on your dog. Open the app and connect to the collar. Take the collar and phone outdoors and wait a few minutes, making sure the GPS antenna is pointing toward the sky. The GPS signal indicator should change from poor to good after a few minutes.

**Signal Strength of the GPS receiver**

The collar should not be placed on the dog when the GPS signal is Poor. The app will display the signal strength of the GPS satellites on the Dogs view. The status light will flash white if the signal is Poor. The level is determined by the number of satellites that the collar is connected to. The signal strength is deemed Poor if the collar is connected to less than 8 satellites and Good if 8 or more.

**TURNING OFF THE COLLAR**

Press and hold the power button until the light blinks white and turns off.

**NOTE:** There is no need to turn the collar off to charge. We recommend you keep the collar powered on at all times and only turn off the collar if you need to store it or transport it. If you power off the collar, when it comes back on it will need to be taken outside to reacquire satellite information and to reconnect to cellular towers.
THE SPOTON FENCE APP

The SpotOn Fence App is available on the Apple App Store for iOS and the Google Play store for Android.

To Setup the App:
1. Download the app and set up your account and password.
2. Create a profile for your Dog by filling out the form “About your Dog”
3. Scan the serial number on the back of the Collar label using your camera. You can also type in the Collar S/N number. The S/N is also printed on the box.
4. If you have purchased a cellular subscription from SpotOn, you will be prompted to activate it in the app. If you need to purchase a subscription, visit spotonfence.com/pages/subscription.

CELLULAR SUBSCRIPTIONS

Your SpotOn collar is an internet-enabled device that uses the widely available LTE-M network to communicate your dog’s location and other information between the SpotOn collar and the SpotOn app.

Add a cellular subscription to:
- Track your dog
- Receive escape notifications and records
- Call your dog home
- Activate the collar’s light
- Receive battery life notifications
- Monitor battery level remotely

Purchasing a subscription
To use the cellular subscription features, each SpotOn collar requires its own subscription to be activated and virtually “paired” to the collar.

We offer monthly, annual, and bi-annual subscriptions. If you opt in to the annual or bi-annual subscriptions, you will receive a 90-day free trial so you can decide if it works for you. There is no contract—you can cancel or resume your subscription at any time.

If you have already purchased a subscription when you purchased SpotOn, you need to activate the subscription when you receive your collar.

If you purchased elsewhere, you need to first purchase the subscription from SpotOn by visiting spotonfence.com/pages/subscription.

How to activate your subscription
Once you purchase the subscription, SpotOn will send an activation email. Use the link in the activation email to begin the activation process.

You will use the collar S/N (serial number) found on the box and on the back of the collar to activate the subscription on the collar. You will also need the email address you used at time of purchasing the subscription.

If you can’t find the activation email, you can also activate your subscription on the SpotOn website.

IMPORTANT: SpotOn lets you create fences and contain your dog without a subscription.

IMPORTANT: Activate the subscription with the email address you used to purchase the subscription and/or collar on the SpotOn website. That may be a different email address from the one you use to login to the SpotOn app.
CELLULAR SUBSCRIPTIONS (continued)

How the cellular subscription works

The collar is a cellular device that uses LTE-M technology, which works in many places across the US and Canada. Similar to the way a smartphone works, the SpotOn collar sends its location information, escape notices, and other data over the LTE-M network in order to communicate to your SpotOn app.

Cellular coverage

Keep in mind that the SpotOn Fence Collar doesn’t use the cellular coverage to contain the dog inside the fence, the collar only uses cellular to communicate it’s location, escape sessions, and other information to you. Once a fence is active on the collar, the fence containment will work even in areas with no cellular coverage.

LTE-M coverage is broadly available across North America. In some rural areas SpotOn features, like tracking and notifications, that rely on the cellular subscription may be impaired by weak LTE signals. Some yards and properties have locations within them with dead zones or weak signals that may delay the transmission of the tracking data and notifications to the app while the dog moves in and out of coverage. These messages queue up and are sent when the collar gets a cellular signal.

Using SpotOn without a subscription

If you choose NOT to purchase a subscription, SpotOn fence will still alert, warn, and correct your dog at the fence boundary. However, you will not be notified when the dog escapes and you will not be able to check battery status unless you are in close bluetooth range.

Be aware of these limitations of using SpotOn without a subscription

• Make sure the fence is active before you put the collar on the dog. If the fence is not activated it will not protect the dog. Use the SpotOn app to confirm the fence is listed as Active.
• Once the fence is active, your dog will be protected. The collar will alert and correct the dog when it reaches the fence boundary.
• You will not be able to track the location of the dog.
• You will not receive escape reports.
CELLULAR SUBSCRIPTIONS (continued)

Using the Cellular features

Tracking
The tracking feature is available on the “Track” page of the app. This feature provides the current location of your dog and is most useful when the dog has escaped, allowing you to quickly locate the dog. The track page updates the dog’s location regularly and will display the current location. Tracking mode provides the dog’s location every 6 seconds and lets you view “breadcrumbs” or a trail of where the dog has been. When the dog escapes the fence, the collar is automatically put into tracking mode to enable you to find the dog. You can also manually track your dog at anytime, but this feature will use up the battery life more quickly. Instead, simply use the track screen to view the current location of the dog.

Battery life
The SpotOn app uses the collar’s cellular connection to transmit the battery life of the collar back to the app. Open the app and view the current battery percentage left on the collar. You will also receive a phone notification when the battery level falls below 5% and then again below 2%. In order to protect your dog, you need to bring your dog in and recharge the collar if the percentage falls below 5%.

Escape records
Escape records are generated every time the dog breaches the fence boundary so that you can see where the dog left containment and use that information to improve the dog’s training and boundary awareness. Each record contains a map of the path the dog took, along with the date, time, duration and distance the dog traveled.

Call dog
The call dog feature helps you bring your dog home remotely over any distance. Simply press the whistle button on the tracking screen and your dog will hear an audible whistle sound telling him to return home. You must use the training guide in the SpotOn app to teach your dog to respond to the whistle. Call dog can be remotely triggered from any distance.

Lights
Use the light feature to locate your dog when nearby but shrouded in darkness. Press the light button on the tracking screen and the collar’s light will flash white for 10 seconds.

NOTE ABOUT CALL DOG AND LIGHTS FEATURES:
You may experience a delay between sending the command and the collar playing the sound or lighting up. The delay varies based on cellular carrier and the signal strength of the collar at the time of sending a command.
GUIDELINES FOR CREATING FENCES

After you have logged into the app and set up your (optional) subscription, it’s time to create your fence.

To build a virtual fence, you’ll first plan the boundary and then either walk your collar along the boundary (without your dog) or draw the fence using your phone. If your fence is large, we recommend that you use the app to draw your fence.

Before you create a fence, watch this video and review the crucial guidelines below.

Scan the QR code to watch the video. (The guidelines are in the app, too, if you’d rather follow along there.)

Allow for the fence alert/warning zone
When you create a fence, SpotOn builds in an alert and warning zone 10 feet inside the boundary that you walk. As your dog enters this zone, the SpotOn collar makes a series of tones. You’ll train your dog to understand the alert tone is the fence boundary.

Allow for fence boundary drift
The SpotOn fence boundaries can shift by 3-10 feet throughout the day due to a phenomenon called “GPS Drift” that impacts all GPS systems. Your boundary line can be affected by surrounding hills, buildings, metal roofs, metal siding, heavy tree cover, the number of satellites detected, and other factors. Since your dog will be trained to respond to the tones, not visual landmarks, drift should not be confusing or impact your dog’s ability to stay in the fence.

Minimum property size 1/2 acre
Because the alert zone begins 10 feet from the boundary and because of the GPS boundary drift described above, small properties will not provide enough space for the dog to roam and play without getting many alerts and corrections.

Properties that are less than 1/2 acre typically do not provide enough open space for your dog to roam.

Minimum width for fence area
To provide enough space for your dog to roam keep the distance between fence boundaries at least 80 feet wide at the narrowest point.
GUIDELINES FOR CREATING FENCES (continued)

Minimum distance from roads and hazards
Set boundaries at least 15 feet away from roads or any other hazardous areas.

Minimum width for a passageway
Buildings interfere with GPS signals and create boundary drift between front and backyard along a house, make sure there is at least 30 feet between the fence and your home or any other structure.

Keep the house inside the fence
To allow your dog to enter your home without being corrected, make sure the house is inside the fence area.

TIP: It’s best to keep the boundary 30 ft away from the house to reduce false corrections

Use Pause to fence through obstacles
If you walk your fence boundary and there are obstacles you can’t walk through, like a pond or thick brush, you can use the Pause feature. While walking your fence simply press pause to manually drop your next fence post. Then, go around the obstacle and press Resume. SpotOn will snap a fence line between fence posts.

For large fences that are difficult to walk, we recommend that you simply draw the fence in the app. However, if you would like to walk or ride the collar around the perimeter to record the fence, then you should use the Pause function to manually control the number of fence posts, so you don’t run out. Using the app start at one boundary point, press Pause and then walk (or drive) to the next point. Tap Resume and the system will snap a fence line between fence posts.
CREATE THE FENCE BY WALKING

We recommend that you walk your first fence. Fences made by walking are always more accurate and easier to test the boundary. If you have a large fence, draw the fence in the app.

You’ll need a fully-charged collar and your phone to create a fence. To walk the fence, go outside with the collar and the app. Follow the instructions in the app to connect your phone to the collar, wait until your collar has acquired a strong GPS signal, and find a landmark to start and end your boundary. You can always edit it in the app if it needs adjustment. See app for details.

• Hold the collar with the GPS antenna facing the sky
• Move to a starting landmark
• Tap Start on the app
• Walk the boundary

As you walk SpotOn automatically places one virtual fence post about every 5 feet. You don’t need to walk in straight lines—the boundary can be curved if needed. And if you stand still for a moment SpotOn will wait until you move.

TIP: When walking the fence boundary, the collar will automatically drop fence posts every 2 meters and can store up to 1,500 fence posts. The app will automatically inform you when you have used half of your fence posts and then again when you have used 80% of the posts. Use pause between long straight sections to conserve posts.
COMPLETE AND SAVE THE FENCE

When you approach the starting point, the app will automatically inform you to tap Finish. SpotOn will complete the fence and then ask you to name it. It’s important to tap Finish before you reach the starting point. If you don’t tap Finish, your fence may not properly save.

After you save the fence you may need to set up Home Zones and Keep Out Zones. These are small fences within your fence.

Home Zones are small fences within your fence to prevent false corrections inside the house.

Keep Out Zones create fences inside your fence. See below for information about adding Home Zones and Keep Out Zones.

SETTING UP HOME ZONES

While we always recommend removing the collar from the dog when they enter the home. We know this may not always be possible and have designed the Home Zone feature to help.

Home Zones allow you to designate an area around your home where corrections are disabled, allowing your dog to enter and exit the zone freely without worrying about false corrections that often occur indoors.

Home Zones should only be used if:
• Your property entrances are not covered with trees
• Property entrances and exits have a clear view of the sky

To create a Home Zone, edit your fence in the app and press the “add zones” button, located below the help icon.

TIP: Home Zones bounded by dense tree cover can create escape routes for the dog. The collar needs to acquire GPS signals after it exits the Home Zone.

SETTING UP KEEP OUT ZONES

Keep Out Zones act like a GPS fence within a fence. They are areas - like a flower bed, a swimming pool, or a chicken coop - you want your dog to stay out of as they roam inside their fence.

To create a Keep Out Zone, edit your fence in the app and press the “add zones” button, located below the help icon.

TIP: A Keep Out Zone must be at least 30 ft by 30 ft. and there needs to be at least 30 ft between the Keep Out Zone boundary and the total fence boundary.
TEST THE FENCE

Once you’ve saved a fence, you’ll need to confirm and test the boundaries before placing the collar on the dog.

1. Hold the collar and stand well inside the fence area, at least 20 feet from the boundary.

2. Walk toward the boundary and when you’re about 10 feet away, you will hear the alert tone.

3. Then at about 5 feet from the boundary, you’ll hear the warning tone.

4. Finally, the collar will vibrate once you reach the boundary.

TIP: The tones and volume level on the collar have been optimized for dogs and are not adjustable. While training your dog you can connect to the collar to hear the tones replayed on your phone. Use your phone to adjust the volume up or down as desired.

Create additional fences
Tap the Fence section in the app and tap Add Fence. Choose to walk your fence or draw.

You can save an unlimited number of fences in the app but only one fence can be loaded to the collar at a time.

Loading fences to the collar
Using the app, select and send the desired fence to the collar.

The collar can only have one fence loaded at a time but the app can store many fences.
TRAIN YOUR DOG

The most important aspect of using SpotOn is training your dog. An untrained dog will never understand their boundaries and will continually escape from the fence. Follow the SpotOn training process and your dog will be trained to stay inside the fence when they hear the tones.

SpotOn Fence comes with an easy step-by-step dog boundary training program to help your dog learn the boundary of the GPS fence you’ve created. Follow the instructions in the app to train your dog properly.

The SpotOn Dog Training process

The SpotOn GPS dog collar plays two sets of tones before vibrating or sending a static correction (an optional and adjustable stimulation or mild shock to assist with correcting behavior). The SpotOn collar will not issue a static correction to dogs returning home.

The first tone, the alert tone, tells the dog they are at the edge of their fence. The SpotOn training program will train them to return to the center of the fence when they hear it.

A second tone, the warning tone is harsher and is played just before a vibration or correction is issued at the boundary.

Mastering the tones means static correction becomes a true last resort. Dog boundary training will also make it easier for your dog to learn his or her boundaries in new places.

All dogs are different, so don’t worry if it takes a little longer than expected to train your dog to the boundary lines. Keep training sessions quick and fun. It’s less stressful on you and your dog! If you run into trouble, we are here to help!

Training sessions

Training sessions are a great opportunity to spend time bonding with your dog and are designed to be fun. Training involves two 15-minute sessions each day. It typically takes about a week to train a dog to stay within the fence boundaries. In some cases, it may take a few weeks—dogs are unique in temperament and learn at their own pace.

Access certified trainers

If you need some help along the way, SpotOn offers a free consultation with a certified SpotOn trainer. Email training@spotonfence.com for more information and to schedule a time.
TRAIN YOUR DOG (continued)

Training steps
Follow these steps to train your dog.

1. Teach your dogs to learn the tones
   • Using a leash, walk your dog from within the containment area to different locations along the fence boundary.
   • When you hear the alert tone, playfully encourage your dog to return.
   • Practice 10-15 minutes for a few days.

2. Learn how to set the static correction
   • Using the app, connect to the Collar and set the Static Correction to Level 5 of 30.
   • Train / Practice with your dog near the fence boundary to teach the tones.
   • The dog may require static correction to return to the center.
   • Reward the dog for returning to the center.
   • Adjust static correction as necessary.
   • Practice for 10 min 2-3 days or until the dog learns the boundary.

   NOTE: If you don’t want to use Static Correction, use Vibration to complete this step.

3. Proof test the boundary with a distraction
   Now it’s time to introduce distractions to be sure your dog understands the boundary.
   • Test the boundary with a distraction like another person standing outside the fence boundary.
   • Reward the dog if it recognizes the alert tone and returns to the area
   • Allow the dog to go to the boundary and use the leash to direct her back to you.

4. Observe and adjust as needed
   Now you can drop the leash, and spend time outside with your dog while she gets used to the GPS dog fence.
   • Once you and your pup are comfortable, she can live life unleashed!
   • Observe the dog off-leash for a few days near the boundary.
   • If the dog escapes more than once per week, repeat the proof testing step.
FENCE ACTIVATION AND COLLAR SETTINGS

You need to be in Bluetooth range (30 ft.) in order to activate and deactivate a fence, change the fence, change static correction levels, or adjust collar settings.

Fences must be loaded to the collar before they can be activated. When connected to a collar, the dog card displays a slider that lets you activate and deactivate the fence.

Collar Settings
Collar settings can be viewed in the app for each of your collars/dogs. You must be in Bluetooth range to access Collar settings:
• Get within 30 ft. of the collar
• Open the app and navigate to the dog (use swipe to switch between multiple dogs)
• Press “connect to manage”
• Press “collar settings”

Collar Settings provide the following options:
• Play tones on the phone when the collar emits an alert. Note that this feature does not work over long distances and only works while connected to the collar via Bluetooth.
• Test the alert and warning tones
• Static correction on/off
• Vibration feedback on/off
• Change the dog’s photo or icon color
• Dog’s name, breed, sex and birthday
• View the collar software
• Perform a factory reset

FRIENDS AND FAMILY
Invite friends and family to care for your dog. You can give them permission to create and manage fences, set static correction and vibration, and track your dog. See the profile section in the app for details.

• Select Profile in the menu
• Next to “Friends and Family” tap “Invite”
• Fill out the name and email of family, friends, or other caregivers.
• Select Full access to allow them to change collar settings.

Each person will receive an email invitation to download the app and create a login. They must use the same email to login into the app.
OFF-GRID MODE

Off-grid Mode is a feature for campers, hikers, and overlanders who take their dogs to the backcountry where there is no cell service or Internet connection. The mode allows you to create an offline fence and load it to the collar with Bluetooth, even when you don’t have any service. With Off-grid Mode, the SpotOn collar will contain your dog in an area so that your dog can roam free, remaining safely off-leash while you camp.

**While in Off-grid Mode:**
- Your online/existing fences won’t be available.
- Drawing a fence requires the Internet and is not an option in Off-grid Mode.
- You create your offline fence by walking the fence only.
- Only one fence can be saved and stored. This offline fence will not be saved after you deactivate Off-grid Mode.
- Bluetooth must be on to save the fence to the collar and adjust collar settings.
- Once activated, the fence will protect the dog even when out of Bluetooth range (30 feet).
- Maps shown in the app require the Internet and will not display or will be blurry.
- The following app features are not available:
  - Notifications
  - Tracking and escape records
  - Call dog and Light
  - Help
  - Changing your dog profile in collar settings.
- The app will not notify you if you create a fence that is too small. Fences should be at least 80 feet (24 m) wide to allow enough room for the dog to play without getting corrected.
- You can activate Off-grid Mode without Internet but you cannot deactivate Off-grid Mode until you have an Internet connection.

**Activating Off-grid Mode**
The brown banner will display throughout the app to remind you that the app is in Off-grid Mode.

Press the manage link in the banner to deactivate Off-grid Mode.

**Creating a fence in Off-grid Mode**
When you activate Off-grid Mode you must create a new fence. Because you are off-grid, you have to walk the perimeter of the fence to save it. You must ensure your phone’s Bluetooth is on/activated to create a fence.

- Turn off the static correction on the collar to avoid mild shocks during testing.
- Follow the instructions in the app to walk the fence and give it a name. Note that maps may not load when offline.
- Load the fence to the collar using your phone’s Bluetooth connection.
- Test the fence boundary by walking with the collar from the inside of the fence to the boundary.
- Once done testing, the fence will be active.
- Turn on optional static correction, if needed, before placing the collar on the dog.

**IMPORTANT:** DO NOT log out of the SpotOn app when you are Off-grid (without cell service) or else you will not be able to log back in.
BATTERY INFORMATION

Charging the collar with the included charger should take 60 to 90 minutes. Once fully charged, the collar’s battery provides up to 22 hours of containment, however, the battery will last for less time when tracking and when Bluetooth connection is used frequently. A number of factors can decrease the runtime of the collar including cold weather, frequent use of tracking, frequent Bluetooth connections, and frequent escapes. If your collar gets less than 14 hours of runtime, contact customer service.

⚠️ WARNING! You must comply with the following precautions.
- The SpotOn Collar contains electronic components, including a lithium-ion battery, that are sensitive to extreme temperatures. Do not use or leave the collar in high temperatures for extended periods of time.
- Only charge your SpotOn Collar with the wall charger and charging base provided by SpotOn.
- While charging, the collar may become warm to touch near the charging contacts.
- Do not charge the battery below freezing 32F (0C) or above 113F (45C).
- When storing the collar, the temperature should be between 59-77 degrees F (15-25 degrees C).
- If the battery and/or the plastic cover to the battery appear to be punctured, do not use it. Instead, please promptly contact customer service at (603) 488-1504 or support@spotonfence.com.

CARE AND MAINTENANCE

SpotOn is waterproof to IP67 standards. Rinse the collar with tap water and pat dry after exposure to dirt, mud, saltwater, or pool water. Before using it in wet environments, make sure the collar doesn’t have any nicks, cuts, cracks, or other damage that might let water inside.

CONTACT US

support@spotonfence.com or 1.603.488.1504
Our agents are based in New Hampshire and available 7 days a week, 9am - 6pm EST.
## TROUBLESHOOTING

### Need more help?
Scan the code to get more information about setting up and using your SpotOn GPS Fence or visit spotonfence.com/help.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Solution</th>
</tr>
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| Collar won’t turn on or charge               | • Confirm that the collar is on by pressing the power button for 20 seconds.  
• Confirm that collar is fully seated in the Charging Base and that the cable and wall charger are connected.  
• Make sure charge contacts on the collar and Charging Base are free of any dirt or debris.  
• Connect the USB cable to a different power supply or try a different USB cable.                                   |
| My dog is escaping the fence area            | * Repeat the training in the app.  
* Test static correction with the included Contact Point Tester.                                                                                             |
| I’m not sure if static correction is working | Use the wrench on the tester to ensure the static points are tightly in place. Using the app, connect to the collar and deactivate your fence. Navigate to collar settings, ensure static correction is active, and set to level 30. Attach the contact point tester to the contact points. Tap the “test” button. The tester should illuminate orange. If it does not, please give us a call. |
| The app indicates a poor GPS signal          | Move outdoors, make sure the GPS antenna is pointing toward the sky, and wait five minutes. If poor signal persists, power cycle (power down and restart) the collar.                                            |
| I can’t adjust the sound on the collar       | The sound was designed to be heard by a dog and is not adjustable. In Collar Settings, you can have the sounds play back on your phone so you know when the dog approaches the boundary. When training, use wired headphones to hear tone playback.       |
| I’m not receiving notifications.             | • Check your Cellular Plan in the Profile section of the app to make sure it is active.  
• If you have a subscription you can double-tap the power button to test your connection:  
  - Solid green means the collar has a connection  
  - Blinking means it needs to connect to a cell tower. Take the collar outside and try again. |
| I’m not able to activate tracking or refresh my dog’s location. |                                                                                                                                                                                                           |
| The collar LED status indicator is red or flashing red | Fence may be inactive or not loaded, or collar may have a low battery. Connect collar to app for details.                                                                                                     |
| The collar LED status indicator is flashing white | Move outdoors and wait a few minutes to get a GPS signal. Connect to the collar to see the number of satellites.                                                                                         |
| Collar needs to be updated                   | The app will indicate if a software update is available. Put the collar on the Charging Base and update your collar.                                                                                         |
REGULATORY INFORMATION

Regulatory information is included on the product label.

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. See 47 CFR Sec. 15.19.

This device complies with Industry Canada’s license-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.

Cet appareil est conforme aux normes RSS exemptées de licence d’Industrie Canada. L’utilisation est soumise aux deux conditions suivantes: (1) cet appareil ne doit pas causer d’interférences; et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un fonctionnement non désiré de l’appareil.

SpotOn has been tested and meets applicable limits for human radio frequency (RF) exposure per the FCC.

Specific Absorption Rate (SAR) refers to the rate at which the human body absorbs RF energy. The SAR limit is 1.6 watts per kilogram in countries that set the limit averaged over 1 gram of tissue. During SAR testing, SpotOn radios are set to their highest transmission levels and placed in positions that simulate typical worst-case use conditions when near the body of a person. SpotOn has successfully demonstrated compliance to SAR requirements.

SpotOn has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user’s authority to operate the equipment. See 47 CFR Sec. 15.21.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

TERMS OF USE

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In order to provide you with a better experience, we may view or collect personally identifying information about you. Please read our Privacy Policy at https://spotonfence.com/pages/privacy-policy for details. We contract with other companies who provide us with certain services, including, without limitation, hosting, market research, data analytics, third party advertising, promotions management and payment processing. We provide these companies with only the information they need to perform their services and require them to ensure that your privacy is protected. These companies are prohibited by contract from using this information for their own marketing purposes or from sharing this information with anyone other than SpotOn Fence.

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