

**Q My cell phone has reception but my Fence-Alarm™ blinks red indicating it has no cellular signal?**

**A** Fence-Alarm will only operate using CDMA technology (used by carriers like Verizon and Sprint). Carriers like AT&T and T-Mobile use a different technology known as GSM. CDMA service is required for your Fence-Alarm to operate. If you are using a carrier that uses GSM technology instead of CDMA technology that would explain why your cell phone would work, but the Fence-Alarm would not. Fence-Alarm will still work even if your carrier is AT&T or T-Mobile as long as a CDMA tower is within acceptable reception range. If you are having this problem we suggest you contact our Customer Service Department at 1-844-FNC-ALRM (844-362-2576). A Customer Service Representative can check to see if CDMA coverage is available in your area, and advise you on how to proceed.

**Q I've connected the Fence-Alarm to my fence, however it indicates its either waiting for my energizer to be connected, or that my fence is dead?**

**A** The first thing to do is ensure the red wire on the Fence-Alarm is connected to the fence hot wire and the black wire is connected to the ground rod, or the fence ground wire. If it is connected correctly then you may want to check the ring terminal on the energizer or try switching the red and black wires on the Fence-Alarm. Some energizers are made to have the hot and the ground reversed on their energizer output. If you have an electric fence voltmeter, (an ohm/voltmeter will not work to test electric fences), then test the fence at the point where you want to connect the Fence-Alarm to ensure there is power on the fence.

**Q What should I do if I receive a text message notifying me of a Dead Fence Alert?**

**A** If your fence voltage is fine, within 10 minutes you should receive a text message saying your fence status is OK. If you do not receive this text, we suggest you either wait another 10 minutes to receive this message or check your fence to see if it is working properly. Should you have any questions about your unit or service please call our customer service.

**Q What does threshold voltage mean?**

**A** You can choose to receive an alert when your fence voltage drops below a set number you've selected. This set number is your threshold voltage. Threshold voltage can be easily set through text, the Fence-Alarm app, or website. Let's say for example; your fence is typically at 4300 volts. If you set your threshold voltage to 2000 volts and your fence drops below 2000 volts, then your Fence-Alarm unit will automatically send you an alert.

**Tip: Be sure that your threshold voltage is at least 1000 volts less than your normal fence voltage.**

**Q My fence voltage is fine during the day, but drops to zero volts every night?**

**A** This is likely caused by a solar fence energizer with a dead battery, not your new Fence-Alarm. Most people look at their solar energizer during the day when sun is on the solar panel, and the unit may appear to be working properly, with the light flashing and voltage on the fence. However, when the sun goes down the solar panel can no longer supply charge to the battery, allowing the battery voltage to drop low enough to cause the energizer to stop operating. We suggest you change the battery in your solar electric fence energizer.

**Q What mobile device does the app work with?**

**A** The Fence-Alarm app currently works with the iPhone and Android based mobile phones. In 2015 these two smartphones cover 96% of the US market. However text messaging functions will still work with any other mobile device. (see Page 1 of the manual)

**Q I have a grounded wire as part of my fence construction. Do I still need the ground rod?**

**A** No, simply use the provided clamp to connect the Fence-Alarm (black) ground wire directly to your fence ground wire.

**Q My fence voltage drops when it is raining?**

**A** The Fence-Alarm is the first monitoring device on the market that allows you to understand how much your fence voltage actually drops with rain, fog, or dew. It's not uncommon for an electric fence to drop 1000 to 1500 volts when it rains, depending on your fence length, type, and construction. If these conditions cause a drop in fence voltage that goes below your threshold, then you may need to lower your threshold voltage, or you may also consider using a larger electric fence energizer that places a higher volt pulse onto your fence. Walking your fence and fixing any shorts and arcing, and removing vegetation from the bottom of the fence, may also help to increase your fence voltage.

**Q I received a text message on my cell phone stating the battery voltage is low?**

**A** Ensure the solar panel is facing due south. Also ensure the solar panel is clear of any obstructions - for example, be sure it is not in the shadow of trees, buildings or other structures. During Winter months check to see if the solar panel has been covered with snow for long periods of time.

You can try and give the battery a full charge by turning off the Fence-Alarm and moving the switch into the charge position for at least 24-48 hours. If the Fence-Alarm is still reporting a low battery, then the battery should be replaced.

**Q My cell phone is not a "Smart Phone", can I still use the Fence-Alarm with my phone?**

**A** Yes. If your cell phone is capable of receiving and sending text messages you can still communicate with your Fence-Alarm. You will need to access the website from your computer to set your threshold voltage or go to page 5 of the manual to learn more on text message functions.

**Q How do I set the time to receive my daily notice with my Fence -Alarm?**

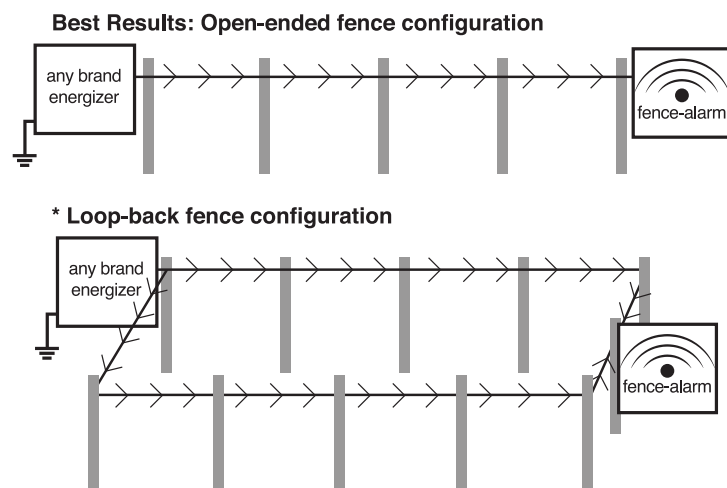
**A** Your unit will automatically text you or email you the same time everyday based on when you setup your unit on. Should you want to change the time on when you receive your alert you will need to turn the unit off then back on at the specified time and it will reset to start sending according to that time.

**Q I tried testing out the Fence-Alarm by turning off my energizer or shorting out the fence, but I don't get an immediate update of the voltage or a fence dead alert?**

**A** The Fence-Alarm is constantly monitoring your fence voltage but changes in your fence condition are not immediately reported - the Fence-Alarm wants to ensure the changes in the fence condition are real before reporting them. For example, if you had an intermittent break in your fence that caused the fence voltage to be seen as 0 volts every other fence pulse, then you would be getting an alert every single fence pulse (approximately every second) creating an unacceptable occurrence.

**Q Where should my Fence-Alarm unit be placed on my fence line?**

**A** Recommended Fence-Alarm placement locations - See below.



*\*The Fence-Alarm senses voltage from both sides of a loop-back fence, so it will not send an alert of a broken fence line. It will however notify you if voltage drops below your threshold settings, or if your energizer ceases to function.*

**fence alarm™**  
Monitoring Your Fence 24/7

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