



Quick Start Registration Guide

1. CONFIRM THAT YOUR FENCE-ALARM HAS A CELLULAR SIGNAL

Make sure your unit is powered on, mounted, connected to the fence, and operating with cellular service coverage (green flashing LED). Keep your Fence-Alarm turned on for this entire quick start registration procedure. Please refer to STEPs 1-4 in your operating manual. After step 4 (in the operating manual) is complete then go to the "Register" step below.

2. REGISTER

Register your Fence-Alarm via the web site at www.fence-alarm.com. Click on the "Register" icon in the home page upper right hand corner. Enter all the required information and click "Save" to exit.

3. EMAIL CONFIRMATION

You will receive an email to verify your account. Open and click on the link to confirm your registration. Record your **PIN** number and **Phone Number** given to you in the email. Proceed to login by entering your email address and password. Should you not receive your email confirmation please contact our customer service (after first checking your spam folder).

4. ADD YOUR FENCE-ALARM AND SET YOUR VOLTAGE THRESHOLD

Go to the "Monitors" tab and enter your **F.A.ID** (Fence-Alarm ID: the 14 digit code on the bottom of your unit, on the box, and also on the last page of your manual).

Next Enter a **Device Name** that is your own unique *6-character* name you make up and assign to your Fence-Alarm (ex: Fence, Efence, North, Fence2, etc...). When the Fence-Alarm unit sends you a text it will use this Device Name.

SELECT YOUR THRESHOLD VOLTAGE NEXT. We recommend setting the Threshold at 2000V for the average fence. When your fence voltage drops below this warning threshold the Fence-Alarm will automatically text you.

Once all of the information has been entered select "**ADD**".

5. SUBSCRIPTION

The first 3 months of your subscription are FREE! You will still need to enter your credit card *Billing Information* before your free trial begins so your units will continue to work once the FREE trial period has expired. When done entering all information select "**PAY**" at the bottom. You will receive an email confirming your scheduled payment. Now you are ready to communicate with your Fence-Alarm using your cell phone.

6. DOWNLOAD THE FENCE-ALARM APP TO YOUR SMART PHONE

SMART PHONE USERS - Go to either the Google Play Store (for Android based phone) or Apple App Store (for iPhone). Search for the app using "Fence-Alarm" then install our FREE app onto your mobile-device. Once the app is installed open it and enter "your" cell phone number and PIN (found in email confirmation). Continue to Step Number 7 to TEXT YOUR FENCE-ALARM.

NO SMART PHONE - You can still receive text messages and alerts using your cell phone or you can choose to receive email notifications. You can also check your fence voltage Historical Data by logging into your account on the website at www.fence-alarm.com.

7. TEXT YOUR FENCE-ALARM UNIT TO CONFIRM YOUR REGISTRATION

If your Fence-Alarm is turned on and has been registered properly you should have already received a text message from it. Add your Fence-Alarm to your Contacts in your phone using your assigned phone number from the email. Text your Fence-Alarm monitor using only the letter **S**. The Fence-Alarm will reply with: *Fence Voltage, Threshold Voltage setting, and Voltage of the internal 6V Battery*. If it is not connected to your fence your Fence Voltage will read 0V. If you need further assistance please refer to your user manual or call our Customer Service Department at 1-844-362-2576.

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, so 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 may still work even if your carrier is AT&T or T-Mobile, if a CDMA tower is nearby.

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 leads on the energizer or try swapping the red and black wires on the Fence-Alarm. Some energizers are made to have the hot and ground reversed on their energizer output.

If you have an electric fence voltmeter then test the fence at the point where you want to connect the Fence-Alarm to ensure there is a pulse on the fence.

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 the 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 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 Does the app work with Microsoft Windows-based cell phones?

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.

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 help to increase your fence voltage.

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 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 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.

