



# NIGHTWATCH®

Equine Distress & Wellness Monitor

## USER GUIDE

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Visit [nightwatch24.com](http://nightwatch24.com) for FAQs and additional information.

**Updated February 19, 2018**

Model: NW-1000  
Model: NWC-2000

Offered **exclusively** by



**PROTEQUUS®**  
Equine Health & Safety

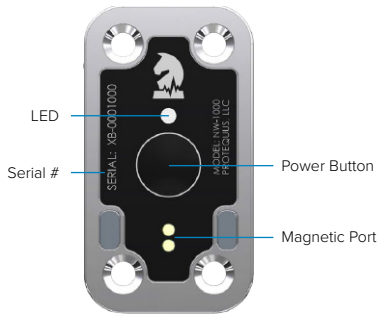
# SYSTEM REQUIREMENTS

- Your NIGHTWATCH® device requires cellular (3G) or WiFi connectivity.
- The NIGHTWATCH® Web app requires use of the latest version of Chrome, Firefox, Internet Explorer, Microsoft Edge, or Safari browsers. JavaScript and Cookies must be enabled.

## **!** ATTENTION: Important Information

- Please read all enclosed documents before operating your device and keep it for future reference. Failure to follow instructions could result in fire, electric shock, injury, or damage to your NIGHTWATCH® device.
- Before your device can issue alerts, it must “learn” your horse. This “learning” period may take up to 2 weeks depending upon their unique profile and total time spent wearing the device.
- The longer your horse wears their NIGHTWATCH® device, the better it will perform. To optimize effectiveness, you may be periodically asked for feedback regarding your horse via the NIGHTWATCH® Web app.
- NIGHTWATCH® is an early warning system, which means you **do not** need to actively monitor your horse via the NIGHTWATCH® Web app. Alerts will be generated when user-defined thresholds are breached.
- To maximize performance, connect your device to a WiFi network, even when there is cellular coverage.
- NIGHTWATCH® is safe and fully operational in the same environmental conditions as most cellular phones. The following are the recommended ambient temperature ranges for charging and operating your device:
  - Charging: 32° to 95° F (0° to 35° C)
  - Operating: -4° to 113° F (-20° to 45° C)

# OVERVIEW



ID Plate



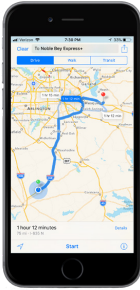
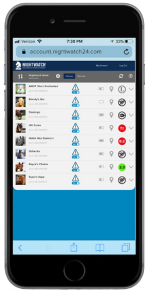
Charger

USB Adapter



Web App

# OVERVIEW



## Real-Time

- Device Status
- Horse Status
- Location

## Historical

- EDI® Score
- Biometrics
- Behaviors
- Alerts

**NOTE:** Refer to online NIGHTWATCH® Web app resources for more info.

# OPERATING YOUR DEVICE

## TURN ON DEVICE

- Hold down power button for ~2 secs

To turn **ON** your device, hold down the power button for ~2 secs until the LED is solid **WHITE**. LED will slowly glow **WHITE** when ready.

## TURN OFF DEVICE

- Hold down power button for ~3 secs

To turn **OFF** your device, hold down the power button for ~3 secs until the blinking **WHITE** LED turns off. Your device will automatically enter a sleep mode after a period of inactivity (~5 mins) when not on your horse to conserve battery, and will awaken upon sensing motion.

During this sleep mode, the LED will be off.

## CHECK BATTERY LEVEL

- LED color indicates when battery needs charging

Each device contains 3 lithium polymer (LiPo) batteries that will need to be recharged periodically. When your batteries have less than 20% of power remaining, the LED will rapidly blink **BLUE** 3 times.

## CHARGE DEVICE

- Remove device from your horse and connect charging cable to the device

Each NIGHTWATCH® device has a specially-designed USB charging cable; ONLY charge your device using this supplied cable.

To charge your device, plug one end of this charging cable into the USB wall adapter and connect opposite end to the magnetic charging port on the device, ensuring all charging contacts are aligned. The LED on the device will blink **BLUE** while the device is charging and turn solid **BLUE** when fully charged. **BLUE** LED will not be visible if battery is completely drained.

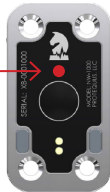
**NOTE:** Refer to **UNDERSTANDING YOUR DEVICE** for complete details.

# CONNECTING YOUR DEVICE

## STEP 1: Switch on "Access Point"

- Turn **OFF** device.
- Hold down the power button for ~10 secs until LED is solid **RED**.

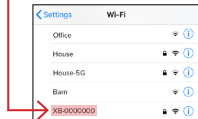
"Access Point"  
mode



**NOTE:** LED will appear solid **RED** for only a few seconds.

## STEP 2: Identify Device

- Enable **WiFi** on any smartphone or computer and identify device by its serial # (ie, XB-0000000).
- **Select device and connect** by entering your password.

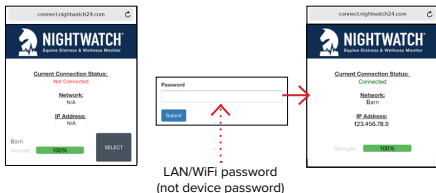


Found in shipping  
confirmation email

**NOTE:** It may take up to **1 min** for your device to appear. Be sure to be within range (30-50 ft) of your device, and refresh list of available networks/devices.

## STEP 3: Connect to LAN/WiFi

- Go to [connect.nightwatch24.com](http://connect.nightwatch24.com) from the smartphone or computer connected to your device in step 2.
- **Select the LAN/WiFi network** you wish to connect your device to from list of available networks, and enter LAN/WiFi password.



LAN/WiFi password  
(not device password)

## STEP 4: Restart Device

- **Restart device** by turning **OFF** and then **ON** again to disable "Access Point" mode.
- **Repeat these steps** to connect to a new LAN/WiFi network at any time.



**Turn OFF**

– Hold down power button for ~3 secs until the blinking **WHITE** LED turns **OFF**.

**Turn ON**

– Hold down the power button for ~2 secs until LED is solid **WHITE**.

**NOTE:** Repeat these steps to connect to a new WiFi network.

# UNDERSTANDING YOUR DEVICE

## LED INDICATORS

- LED will blink once every 10 secs to provide a visual indication of your horse's relative distress level (ie, EDI® score). Multiple blink sequences will indicate both your horse and device status.
- LED will blink every 1 sec (**GREEN**, **YELLOW**, or **RED**) when an alert has been sent, and will turn a solid color (lockout mode) when alert is acknowledged. LED will remain solid until device is reset.

### HORSE

**GREEN** (1 blink) = Low distress

**YELLOW** (1 blink) = Moderate distress

**RED** (1 blink) = High distress

Distress Level	EDI® Score
Low	0 - 3.3
Moderate	3.4 - 6.6
High	6.7 - 10

### CONNECTIVITY

**PURPLE** (3 blinks) = No cellular or WiFi

### DEVICE

**NONE** = Sleep mode, no battery, or **OFF**

**WHITE** (solid) = Error or fault

**WHITE** (blinking) = System start or update

**WHITE** (glow) = Standby mode

**WHITE** (3 blinks) = Learning mode

### BATTERY

**BLUE** (3 blinks) = Low battery (< 20%)

**BLUE** (blinking) = Charging

**BLUE** (solid) = Fully charged



# MANAGING YOUR ACCOUNT

## REGISTER ACCOUNT

First time users will need to go to [account.nightwatch24.com](https://account.nightwatch24.com) or select "MY ACCOUNT" from [nightwatch24.com](https://nightwatch24.com) to register an account by creating a unique username and password, and providing contact details, etc. Please be sure to have Serial # for your device available.

**Your device's Serial # can be found on the stainless ID tag of the crown.**

## ACTIVATE DEVICE

Log into your account from the NIGHTWATCH® Web app using the username and password you created above, and select "ADD NEW DEVICE" within the device tab. Enter your activation code and the Serial # for your device, and select an annual monitoring contract/license agreement by accepting the terms and conditions.

**Your activation code is contained within your shipping confirmation email.**

## CUSTOMIZE SETTINGS

- **ACCOUNT:** Add/Edit personal information, change username/password, set alert recipients and methods, and upload a photo
- **HORSES:** Update profile, including risk factors, upload your horse's photo, and set alert thresholds
- **DEVICES:** Assign an activated device to your horse

## GAIN INSIGHT

Access real-time and historical data on your horse by logging into the NIGHTWATCH® Web app by visiting [account.nightwatch24.com](https://account.nightwatch24.com) from a browser from your smartphone, tablet or computer.



# CARE & MAINTENANCE

NIGHTWATCH® is durable, but does contain sensitive electronic components so appropriate care should be given to ensure longevity and proper functionality. Although the embedded technology is enclosed within a flexible, water- and dust-resistant enclosure, excessive water exposure and submersion should be avoided.

Each halter/collar is constructed using all-natural English Bridle leather from Wickett & Craig that has been hand selected by Freedman Harness & Saddlery Company. English Bridle is a traditional leather (cow hide) used in a variety of applications, from classic equestrian tack to high-end leather goods. Drum dyed and hot stuffed, English Bridle is smooth and flexible, yet durable.

The leather surface of your NIGHTWATCH® halter/collar is not scratch resistant due to its natural soft leather properties and thus scratches/marks will become visible under normal wear and tear and are not covered under warranty. Protequus recommends you periodically clean and condition your halter/collar.

## CLEANING

A simple rule for taking care of leather is to treat leather like you treat your own skin. After all, leather is skin and should be treated as such. When your halter/collar is dirty, it must be cleaned. Always use a mild solution of saddle soap and water to neutralize the salt from the horse's sweat. The saddle soap will clean away any extra dirt as well. The fatty acids found in saddle soap are known to balance the Ph levels of salt found in sweat that can burn or stiffen leather.

## CONDITIONING

Always use a conditioner on your halter/collar. Rub the conditioner into the leather using a small sponge working it in a circular motion. This conditioner allows the leather to stay supple. Most conditioners also tend to darken leather as well. The more you condition your halter/collar, the darker it will become, eventually taking on a dark brown shade.

# RETURN POLICY

If, for any reason, you are not 100% satisfied with your purchased Product(s), you may send it back for a replacement or a full refund (less a \$20.00 USD restocking fee) within 14 days of your original date of purchase. Product(s) must be returned free from defects, disproportionate wear and tear, and structural damage from excessive force due to an accident or misuse.

Product(s) returned directly to Protequus must have been originally purchased from [nightwatch24.com](https://nightwatch24.com). Any Product(s) purchased from a 3rd-party must be returned to their original purchase location and are subject to that 3rd-party's return policy.

Customers are solely responsible for all shipping costs (both ways) associated with returning their Product(s), and assume all risk of loss or damages when shipping their return Product(s).

Processing of refunds will take 5-7 business days, depending upon your financial institution. All refunds will be issued in the original form of payment at the time of order. Shipping and handling charges are non-refundable.

Protequus will not accept returns or process a refund without prior authorization by our Customer Care department. To obtain authorization, please contact Customer Care. Returned Product(s) must have our claim number clearly labeled on the exterior of the shipping box.

**Protequus reserves the right to change these policies at any time without notice.**

**Need support? We're here to help.**

## **Customer Care**

800-757-3856 (+512-515-1095)

M-F 8:30 AM - 5:30 PM CST

[support@protequus.com](mailto:support@protequus.com)

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