

TC01 FAQ's

1. Can't turn on Remote.

- a. Please make sure the remote is charged. Plug the charging cable into the port at the bottom of the remote and the other end into a working power outlet. Charging should take about 2 to 3 hours. (It is suggested to charge only for 2 to 3 hours to preserve longer battery life).
- b. After charging twist the knob on the top left of the remote clockwise. The remote should beep and the screen should light up. The battery level will be indicated by the bars shown on the battery.

2. Can't turn on the Receiver.

- a. Please make sure the Receiver (collar) is charged. Plug the charging cable into the port at the bottom side of the receiver and the other end into a working power outlet. Charging should take about 2 to 3 hours. (It is suggested to charge only for 2 to 3 hours to preserve longer battery life).
- b. Press and hold the ON / OFF button on the top of the Receiver until the collar makes a double beep and vibrates (press it hard).

3. The Receiver/Collar does not respond.

- a. Make sure the receiver and the remote are both charged and have enough power.
- b. Make sure the receiver and remote have been paired. (See #6).
- c. Check if both units are turned ON.
- d. If you have more than one (1) receiver/collar, make sure that the receiver is on the corresponding channel. (Test the different channels if necessary by changing the channel with the button on the right and pressing the beep or vibrate button to confirm. Re-pair if necessary).
- e. Press the beep or the vibrate button to test if the receiver is responding. (To test the shock see #10).

4. The Receiver/Collar is not charging (Battery level for collar shows zero)

- a. The remote will display "0 battery" for the receiver when the receiver is OFF. Remember to always turn ON the Receiver/Collar first and then the Remote Control to see the battery level.
- b. If no signal (beep, vibration or shock) is sent to the Receiver/Collar within 6-8 hours, it will go into Sleep Mode (the collar will turn OFF). To use the units again, make sure to turn them ON.

5. The collar turns off on its own.

- a. If no signal (beep, vibration or shock) is sent to the Receiver/Collar within 6-8 hours, it will go into Sleep Mode (the collar will turn OFF). To use the units again, make sure to turn them ON.
- b. This is designed to save power, but also to remind owners to check the prong's contact with their dog's skin.

6. How to “Pair” the Receiver/Collar with the Remote Control.

- a. The remote and receiver have been paired at the factory. Channel Display is “1”.
 - 1) To start, make sure the Receiver/Collar is turned OFF. To turn it OFF press and hold the ON/OFF button on the top of the collar until it beeps and the indicator will flash a red light.
 - 2) Make sure the remote is turned ON. To turn it ON you must twist the knob at the top left of the remote clockwise.
 - 3) Press and hold the ON/OFF button on the collar until the light “quickly” flashes green. (Don’t let go even if the collar beeps)
 - 4) Then, on the remote, press and hold the “Channel button” (button with the numbers 1, 2, 9 on it). When it pairs the Receiver/Collar will vibrate and will go back to flashing at a normal speed.
 - 5) Once the units are paired, the remote control display will show 1 and 30. To make sure they are connected press the beep or vibrate button.
- b. Also here is a guide about how to re-pair the older version receiver and the remote:
 1. Hold Static Level Regulator Activation button and Beep Button simultaneously for 8 secs. The Channel Display will default to "0".
 2. Connect the receiver with Power Source (matching mode can only be activated during charging), then hold Channel Switch for 8 secs. The receiver will vibrate and beep, which indicates matching is complete. You will see "1" in the Channel Display if matching is successful.

7. To Pair Additional Collars to the Remote. (TC01 can pair up to 9 collars on 1 remote).

- a. Repeat steps iii. and iv. from #6 (How to Pair the collar to the remote control).
 - 1) Press and hold the ON/OFF button on the collar until the light “quickly” flashes green. (Don’t let go even if the collar beeps)
 - 2) Then, on the remote, press and hold the “Channel button” (button with the numbers 1, 2, 9 on it). When it pairs the Receiver/Collar will vibrate and will go back to flashing at a normal speed.
 - 3) Once the units are paired, the remote control display will show **2** and 30. (A 3rd collar, 3 and 30 and so forth). To make sure they are connected press the beep or vibrate button.

8. How to “Clear” Receivers/Collars from the Remote Control.

- a. To clear all matched receivers, on the remote press and hold the level and beep buttons at the same time for approximately 3-7 seconds. It will beep twice.
- b. The channel display will show zero.
- c. To Re-Pair receivers see #6 above.

9. What does the security key lock function do?

- a. The security lock button is located on the left side of the remote. It locks or unlocks the remote. In the locked position it will prevent the remote from working and from shocking your dog if a button on the front of the remote is accidentally pushed.
- b. Note that the locked position will lock the entire Remote Control keypad.

10. How do I test the shock?

- a. Make sure the receiver and remote are charged.
- b. Adjust the static/shock level to about 10. (You should feel something at this level but it won't be too powerful).
- c. To adjust the shock level, press and hold the "Level button" on the remote while simultaneously rotating the ON/OFF knob on the top left.
- d. To test the shock both prongs must be in contact with the skin. (It is suggested to test on your right forearm at about level 10).
- e. When both electrodes/prongs are in contact with your skin, make a quick press to the shock button (orange button). Don't hold down the button, and don't press it multiple times, just one Click.
- f. You can adjust the level up to 15 or 20 if you don't feel anything.
- g. If the shock is still not working you could try to reset the remote (#8) and re-pair the collar (#6). Then try the above steps again.

11. Shock Setting does not seem to work on my dog.

- a. Both electrodes (prongs) must be touched simultaneously for the shock to work.
- b. You may want to change the shock levels. Start at 30 or 40 and go up by 5 or 10 each time when testing to see if it has an effect on your dog.
- c. If your dog has a thick undercoat you may need to separate the fur to make sure that both electrodes are touching their skin.
- d. You may need to trim some of the fur to make sure your dog's skin touches both prongs.
- e. You can also slightly wet the area as water helps to conduct the electric static.

12. There is a delay between when I push the orange shock button and when the shock happens.

- a. When the battery is low there may be a delay with the shock function. Make sure the remote and receiver are fully charged.
- b. Do not hold down the shock button. Try giving one quick press.

13. Can I remove the metal prongs and just use the beep and vibrate settings?

- a. No. The metal prongs cannot/shouldn't be removed. Removing them will cause the collar to be ineffective.
- b. If you don't want to use Static/Shock you can set the "shock level" to the minimum.
- c. Silicone caps that come with the training collar can be placed on the prongs. This will slightly lessen the strength of the shock through the prongs.
- d. Note: Both prongs need to be in contact with your dog's skin for the shock to work.
- e. Note: The collar should not be worn for over 8 hours. You should often check the area where the prongs contact your dog and make adjustments as necessary to avoid irritation.
- f. Never use the collar with receiver attached to a leash. The metal prongs could hurt your dog.

14. What size dog is this collar for?

- a. The collar fits dogs from around 10 lbs to 100 lbs. The belt is adjustable and fits neck sizes from 9.8 inches to 24.8 inches.

15. The collar/belt does not fit my dog.

- a. The collar is adjustable. When fitting the training collar on your dog you should be able to fit one finger between the collar and your dog's neck.

16. The collar/belt ripped where it is attached to the receiver.

- a. The belt is replaceable. You can use a collar that is not wider than 0.94 inches wide and not thicker than 0.19 inches thick.

17. Where can I purchase just the collar/receiver?

- a. You can purchase a second collar on amazon by searching keywords "DOG CARE Dog Training Collar Receiver"
- b. remote will pair with up to 9 receivers.
- c. Make sure you buy the same model so you can pair it with your Remote Control.
- d. Note: The remote is not sold separately from the receivers/collars.

18. Can I buy the Remote Control only?

- a. No. The Remote is not sold separately from the receivers/collars.

19. Does the collar stop my dog from barking without using the remote controller?

- a. No. This collar is manually controlled by the owner/trainer. It is a training collar, not a bark collar.

20. The receiver is not waterproof.

- a. The receiver is Rainproof.
- b. The receiver is made of waterproof materials, but it is possible that water may get into the charging port. Always make sure that the port is tightly covered. It might be helpful to also cover the port with a strong tape to prevent water from getting in.
- c. If water gets into the receiver you could try to dry it with a hair dryer or stick it in dry rice for 8-hours. These actions may help with waterproof function.

Training

1. Use verbal commands first. Supplement with a corrective stimulus only as needed.
2. Be consistent with your verbal commands, using the same word(s) every time.
3. Work with your pet on one behavior at a time to avoid confusion or frustration.
4. Use as little stimulus as possible and only to reinforce verbal commands as necessary.
 - a. You can start by using the beep as a warning along with your verbal command. The dog will become conditioned to the beep (and your verbal command) preceding the corrective stimulus and will soon learn to recognize it as a warning.
5. Using food, treats, and praise is recommended to help with positive and effective training.
6. Do not rely solely on this product to train your dog. **Some dogs may not respond to this product.**
 - If your dog shows signs of growling, snarling, biting, or aggression while using the collar, discontinue use immediately and contact a professional trainer for advice.

Safety

1. The receiver collar is not a regular collar and should never be attached to a leash to walk your

dog. The metal prongs could hurt your dog during pulling.

2. To avoid rashes or discomfort on your dog's skin do not leave the collar on your dog for over 8 hours.
3. Check periodically to make sure that the area where the prongs contact your dog's skin are not irritated. You can adjust the collar slightly to other spots on your dog's neck. You can also use the silicone caps to cover the metal prongs.
4. Do not allow children or anyone with little or no experience with dogs to handle this training device.
5. This device is only intended to be used to train dogs. It should not be used for other purposes.
6. Do not use this device on dogs that are under 6-months, sick, pregnant, or older dogs.
7. For aggressive dogs, please use this device with caution.