

Training

- [What age does my dog need to be before I can introduce them to the system?](#)

Your pet should be old enough to recognize basic obedience commands such as “sit” and “stay” (approximately 4 to 6 months).

- [Fitting the receiver collar](#)

The proper fit and placement of your receiver collar is important for effective training. The contact points must have direct contact with your pet's skin on the underside of their neck.

1. Make sure the receiver collar is turned off.
2. Start with your pet standing comfortably.
3. Center the contact points underneath your pet's neck, touching the skin. If your pet has a long or thick coat, consider using the long contact points to reach through the fur. These can be purchased [online](#) or from our [Customer Care Center](#). Note: It is sometimes necessary to trim the hair around the contact points to make sure that contact is consistent.
4. Check the tightness of the receiver collar by inserting one finger between the end of a contact point and your pet's neck. The fit should be snug but not constricting.
5. Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the receiver collar.
6. If you'd like to trim the collar strap, mark the desired length of the receiver collar with a pen. Allow for growth if your pet is young or grows a thick winter coat. Remove the receiver collar from your pet and cut off the excess. If your receiver has a nylon strap, seal the edge of the cut collar by applying a flame along the frayed edge.

If your collar is a QuickFit collar, it is designed so you can quickly attach and remove the Receiver Collar from your pet while maintaining the desired fit.

7. With the Snap Buckle fastened, thread the collar through the Metal Buckle .
8. Slide the excess collar through the “C” Loop on top of the Snap Buckle. This will hold the excess collar in place.
9. Once the collar fit is determined, use the Snap Buckle to remove and replace the collar.

Replacing the Receiver on a New Collar Strap

10. Slide the receiver off the old strap.
 11. Slide the receiver on the new strap.
 12. Adjust the slide buckle so the collar won't become loose around your pet's neck.
 13. Make sure the ridges are facing up or the collar may slip.
- [Finding the best stimulation level](#)

Once you have placed the receiver collar on your pet, it is time to find the Stimulation Level that is best for him. This is called the Recognition Level. A slight change in your

pet's behavior, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the Recognition Level that is best for him. Follow these steps to find your pet's Recognition Level.

1. Starting at the lowest level of stimulation, press the stimulation button continuously for 1 to 2 seconds.
 2. If your pet shows no reaction, repeat the stimulation level several times before moving up to the next stimulation level and repeating step 1.
 3. YOUR PET SHOULD NOT VOCALIZE OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.
 4. Move up through the stimulation levels until your pet reliably responds to the stimulation.
 5. If you have tried the highest level of stimulation and your pet continues to show no response, check the fit of the collar. Then go back to step 1 and repeat the process. If this still does not yield any results, your pet's hair may need to be trimmed around the contact points or loops.
 6. If you have tried all of these steps and your pet continues to show no reaction to the stimulation, use the test light tool to make sure stimulation is working. If after completing all of these steps your dog still does not indicate he is feeling the stimulation, please contact our Customer Care Center.
- [Once my pet is trained and has been obeying my commands, will he have to continue to wear the receiver?](#)

Probably not, but it depends on how well your dog listens to your commands without the collar on. He may need to wear the collar from time to time for reinforcement.

- [General training tips](#)
 - Pets should be at least 6 months old and understand basic obedience commands before using the trainer.
 - Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your pet may become confused.
 - Keep training sessions short and watch your dog's reactions to tell what level and length of stimulation is appropriate.
 - Be consistent. Correct your pet every time he misbehaves.
 - Prevent your dog from only obeying when he's wearing the collar or sees the remote by letting him wear the collar for different lengths of time during normal routines when you're not training, such as during play or walks.
 - Unless you can supervise him or set up a situation as a training session, it is recommended that you restrict your pet from situations in which he has a history of misbehaving.
 - Setting up a situation as a training session can dramatically improve your chances of success.
 - Try higher levels of stimulation to correct unwanted behaviors and lower levels to reinforce known commands.
 - When using the training tone, train out of hearing range of other pets because they will also be affected by the tones.

- If your pet reacts to the tones by hiding or acting fearful, redirect his attention to a simple and appropriate behavior, such as giving a Sit command.
- Only responsible family members should use the trainer.
- Never use the remote trainer to correct or eliminate any form of aggressive behavior. If you are unsure if your dog is aggressive, consult your veterinarian or a certified trainer.

Troubleshooting

- [My dog is not responding to the remote trainer.](#)
 - Verify collar is turned on
 - Check batteries or check battery charge of collar and battery in transmitter
 - Check the correction on the collar with test light
 - Reset collar if necessary
 - Make sure the contact probes or contact loops are making skin contact. This is where the [static correction](#) is delivered. If you have the Elite Pendant Remote Trainer, make sure the collar is only hooked through the loops once.
 - Increase the correction level
 - Purchase long contact points
 - Ensure proper collar fit. Place the receiver on dog's neck close to the ears. Fit should be snug, allowing 1 finger to fit between the end of the contact point and the dog's neck.
 - May need to trim dog's fur where the contact points touch the neck.
- [My remote trainer has reduced range.](#)
 - Try your trainer in a different area.
 - Replace the batteries.
 - If rechargeable – ensure the collar and transmitter are charged.
 - Ensure the remote transmitter and the collar are correctly paired.

Note: The range of the system will vary according to terrain, weather, and vegetation.

- [What do I need to do if my pet's neck becomes red and irritated?](#)

This very rare incident occurs when the collar is worn longer than designed. We recommend it not be worn more than 12 hours per day. Please discontinue using the collar until the affected area has healed and consult a veterinarian if necessary. This situation is not limited to [static correction](#) collars; it can happen with any collar your pet wears for too long.

- [The collar won't turn on.](#)

Make sure the collar is fully charged. The first charge will take about 5 hours, and charges after that will take 3-4 hours.

Make sure you are holding the power button long enough. To turn the collar on:

1. Press and hold the On/Off button until the Green LED comes on and the collar beeps low to high.

2. Release the On/Off button. The Green LED will flash once every 5 seconds until the collar is turned off. The flashing light indicates the collar is ready to receive a radio signal from the remote.
3. Once the collar has been turned on, press the Upper Left button of the remote. Upon pressing, the collar should beep for as long as the Upper Left button is pressed.

Make sure the collar is not already on. To turn the collar off, Press and hold the On/Off button until the Red LED comes on and the collar beeps high to low. Release the On/Off button.

- [Pair the remote transmitter and the receiver collar](#)

If your Receiver Collar does not beep when the Upper Left button of the Remote Transmitter is pressed, or if the Receiver Collar is not responding to the Remote Transmitter, follow these steps:

0. With the Receiver Collar off your pet, turn the Receiver Collar off.
1. Press and hold the On/Off button for 5 seconds.
2. The Receiver Collar will beep and the LED will flash.
3. Press the Tone button.
4. The Receiver Collar will respond and pair.
5. If the Receiver Collar does not respond, please contact the Customer Care Center.

Note: Pairing is for Dog 1 only.