protect. **teach.** **love.**

PASSport

Pet Access Smart System™

Installation and Operating Guide

Please read this entire guide before installation.

Model Numbers: PPA00-13795 and PPA00-13796

Important Safety Information

Explanation of Attention Words and Symbols used in this guide

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠WARNING **WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠CAUTION **CAUTION**, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

CAUTION **CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided could result in harm to your pet.

NOTICE **NOTICE** is used to address practices not related to personal injury.

⚠WARNING

- When children are present in the home, it is important to consider the pet door during child proofing activities. The pet door may be misused by a child resulting in the child accessing potential hazards that may be on the other side of the pet door. Purchasers/ Homeowners with swimming pools should ensure that the pet door is monitored at all times and that the swimming pool has adequate barriers to entry. If a new hazard is created inside or outside of your home, which may be accessed through the pet door, Radio Systems® Corporation recommends that you properly guard access to the hazard or remove the pet door. The closing panel or lock, if applicable, is provided for aesthetic and energy efficiency purposes and is not intended as a security device. Radio Systems® Corporation will not be liable for unintended use, and the purchaser of this product accepts full responsibility for oversight of the opening it creates.
- Power Tools. Risk of severe injury; follow all safety instructions for your power tools. Be sure to always wear your safety goggles and other proper safety equipment.

⚠CAUTION

- The user, prior to installation, must become familiar with all building codes that may affect the installation of the pet door and determine, along with a licensed contractor, its suitability in a given installation. This pet door is not a fire door. It is important for the owner and contractor to consider any risks that may be present inside or outside of the pet door, any risks that may be created by subsequent changes to your property and, how they may relate to the existence and use, including misuse of the pet door.
- If cutting metal surface, be aware of sharp edges to prevent injury.

CAUTION

- During pet training while pet door is in Open Mode, make sure to GENTLY lower flap onto pet's back. Also avoid possible injury by making sure your pet is entirely through the pet door opening, including paws and tail, before completely releasing flap.

NOTICE

- Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your PASSport™ is assembled, powered up, programmed for your pet and all steps under "Prepare, Test and Setup" have been completed.

- Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.

- Unauthorized changes or modifications may void the user's authority to operate this equipment, and void the warranty.

- Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your PASSport™ is assembled, powered up, programmed for your pet and all steps under "Prepare and Test PASSport™" have been completed.

- We do not accept any responsibility for openings that are cut or modified in doors or walls or any damage caused to doors or walls in forming or modification of such openings, including any costs associated with the repair or replacement.

- If operating from the optional Rechargeale Lithium battery, the battery and battery compartment coannot be exposed to temperatures below 32°F (0°C).

- If homeowner's door or other application is not level, the pet door must be marked level to swing properly.

- When applying the cutting template, there should be a minimum of 3" between the bottom and sides of the door and the outer edge of the template to maintain the structural integrity of the door.

- Make sure there is nothing underneath the door where you will be drilling holes or cutting out the opening.

- Use a manual screwdriver to tighten screws. Do not over-tighten. Over-tightening can strip the screws or warp the pet door frame.

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at www.petsafe.net or contact our Customer Care Center.

PRODUCT WARRANTY

To get the most protection out of your warranty, please register your product within 30 days at **www.petsafe.net**. By registering and keeping your receipt, you will enjoy the product's full warranty, and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at **www.petsafe.net**.

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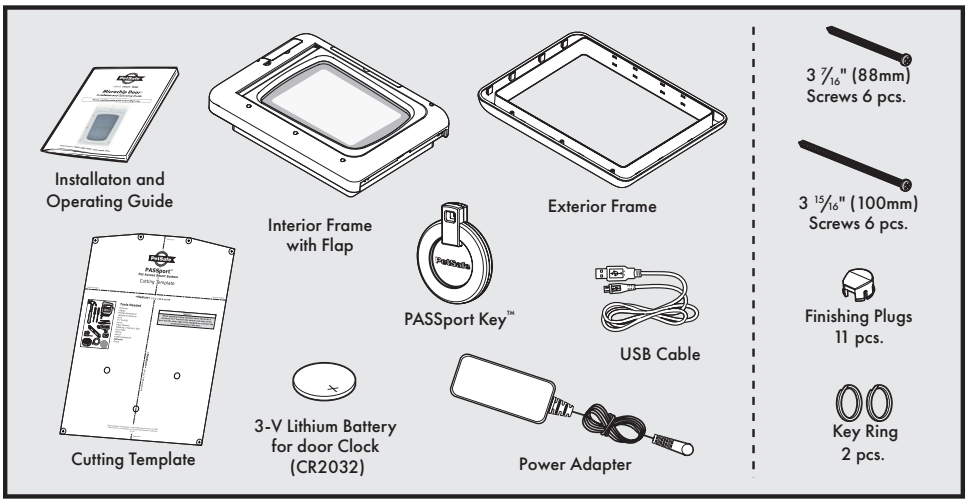
Components



How the PASSport Pet Access Smart System™ Works

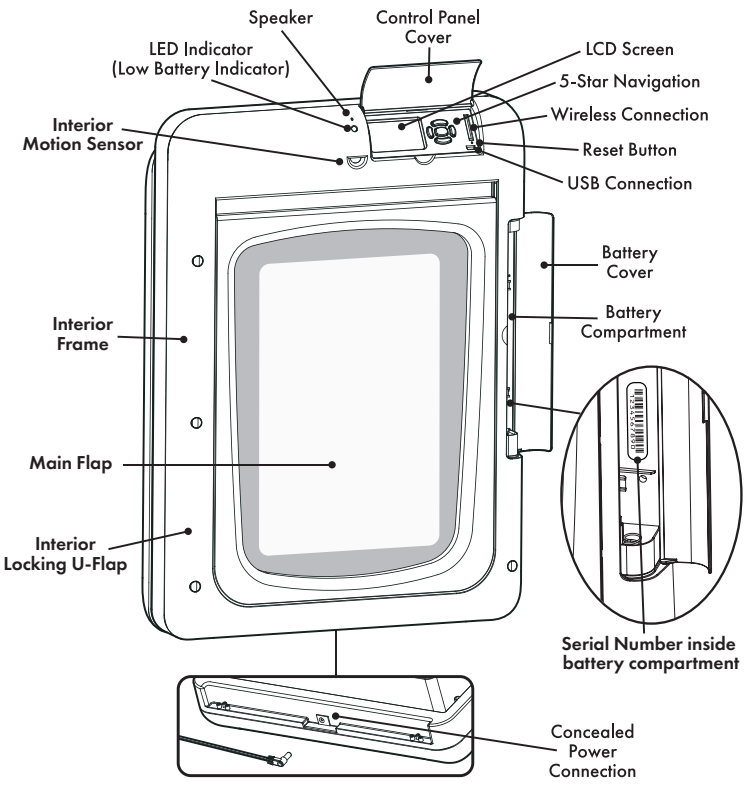
Using radio frequency identification (RFID) technology, your PASSport Pet Access Smart System™ reads the PASSPort Key™ worn on your pet's collar. When your pet approaches the PASSport™, the system scans your pet's unique PASSport Key™ and if that number is programmed, the pet door will unlock allowing your pet to enter or exit. If a pet or animal is not programmed to the system, the number scanned will not match and the pet door will remain locked. This allows access to only your pet(s) while helping keep out wild animals, pests and strays. Offering advanced selective entry and exit by pet, multiple access options (such as in-only access and out-only access) and the option to allow access at only specific times of day, the PASSport™ gives you ultimate control for each pet. You can set access by pet or easily set the same access setting for all pets with the Master Access option. Also the PASSport™ shows the last 4 times your pet has used the pet door allowing you to monitor your pet's access. The PASSport™ is programmable for up to 20 pets.

PASSport Key™

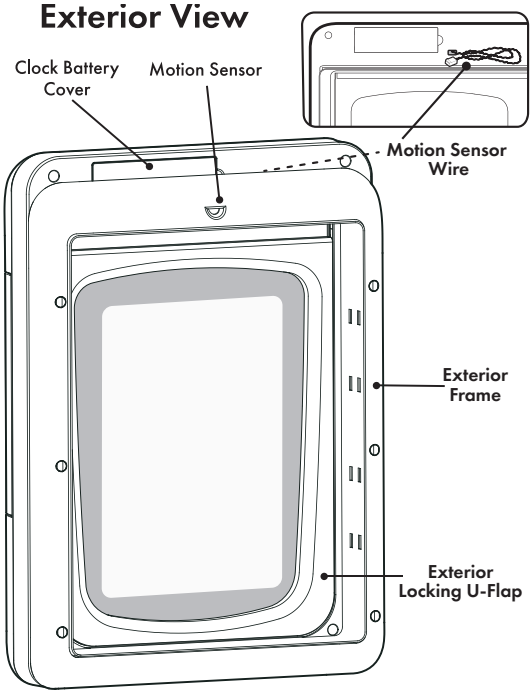
Worn on your pet's collar, the PASSport Key™ uses Radio Frequency Identification (RFID) technology by using a unique code to signal the PASSport™ to operate as programmed for your pet. The PASSport Key™ does not require a battery to operate. One PASSport Key™ is included which is NOT pre-programmed to operate with your PASSport™. Follow all steps under "Prepare, Test and Setup", including "Prepare PASSport Key™", before starting installation. The PASSport Pet Access Smart System™ can be programmed for up to 20 pets. Additional PASSport Keys™ are sold separately (see "Replacement Parts and Accessories").

Features, Controls and Indicators

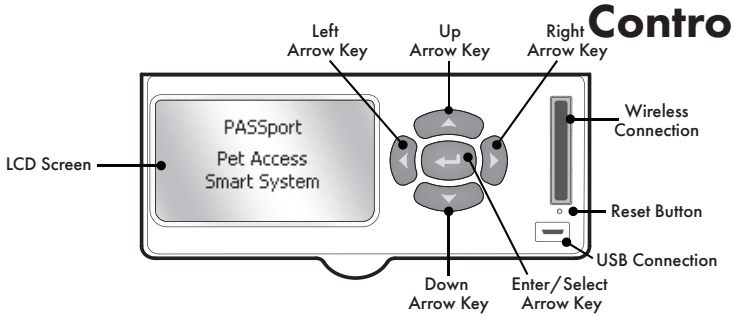
Interior View



Exterior View



Control Panel



Key Definitions

- **Radio-Frequency Technology** – The use of a radio-frequency signal that can be transmitted without wires.
- **PASSport Key**™ – A PASSport Key™ is a passive transmitter that sends a unique code to the PASSport Pet Access Smart System™.
- **PASSport Pet Access Smart System**™ – The PASSport™ is an intelligent receiver using an internal antenna to pick up a unique PASSport Key™ code for selective pet access.
- **PASSport Rechargeable Battery**™ – Optional, rechargeable lithium battery specially designed to work with the PASSport™ to allow full operation in place of the power adapter or as a power back-up option. (sold separately).
- **Main Flap** – The center, plastic flap with UV sun protection which covers the pet door flap opening.
- **Locking U-Flap** – The "U" shaped flaps on the interior and exterior frames which lock in multiple points along the bottom and sides for added strength and improved weather resistance.

- **Antenna** - The antenna is located inside the PASSport™ and receives radio signals from the PASSport Key™. The PASSport Key™ must be located within a certain distance of the antenna in order for the unique code to be read.
- **Radio-frequency Interference** – Radio-frequency interference is due to radio-frequency signals from other household appliances or common electronic products that negatively affect the ability of the PASSport™ to receive a signal from a PASSport Key™. Radio-frequency interference or "noise" can come from a variety of sources. Interference can be minimal, constant or ever changing based on usage and closeness of other electronic household items during operation of the PASSport™. It is recommended that household appliances and common electronic products be placed at least two feet (60 cm) away from the location of the PASSport™.
- **Locked Mode** – Pet door operational mode where PASSport™ flap is locked and does not allow entry or exit for any pet, including programmed pets wearing a PASSport Key™.
- **Unlocked Mode** – Pet door operational mode where PASSport™ flap is unlocked and allows entry and exit for all pets, including unprogrammed pets or pets without a PASSport Key™. The PASSport™ will function like a traditional pet door.
- **Smart Mode** – Pet Door operational mode where PASSport™ flap is electronically locked and will function as specifically programmed for pets wearing a programmed PASSport Key™. The default door operational mode. Also a pet access setting which allows pets with a programmed PASSport Key™ to enter or exit the PASSport Pet Access Smart System™ (In/Out Access).
- **Low Battery Mode** – When powered by the optional PASSport Rechargeable Battery™, allows the PASSport™ door flap to be set to a specified open or locked position when the battery charge runs low and shuts down. Also allows an optional audible alert to notify you when the battery is low. The default setting is for the PASSport™ to beep when the battery is low and for the flap to remain locked if the battery shuts down.
- **Master Access** – Pet access setting which easily allows same access mode and settings to be set for all pets with programmed PASSport Key™ without the need to individually program by pet. This is the default factory pet access setting for each pet.
- **In Only Access** – Pet access setting which only allows pets with programmed PASSport Key™ to enter but not exit.
- **Out Only Access** – Pet access setting which only allows pets with programmed PASSport Key™ to exit but not enter.
- **Timer Mode** – Allows the different pet access settings to be set at specific times of day for all pets with programmed PASSport Key™ through Master Access or can be programmed by pet. Four time slots available with a minimum of 2 programmed times required.
- **In Tone** – Optional, audible alert that sounds when pet enters. 10 sound options available. Default setting is off.
- **Out Tone** – Optional, audible alert that sounds when pet exits. 10 sound options available. Default setting is off.
- **Re-latch Time** – Amount of time it takes the pet door to re-lock after PASSport Key™ is no longer in read range or detected. Default is 2 seconds but can be adjusted from 1 second to 60 seconds.
- **Read Range** – Distance between PASSport Key™ on pet and the PASSport Pet Access Smart System™ when it first detects the key and triggers the flap to unlock.
- **Lock Keypad** – Allows 5-Star Navigation buttons to be disabled by setting a 4 digit pin number.
- **Battery Compartment** – The battery compartment is located on the Interior Frame and holds the optional PASSport Rechargeable Battery™ (sold separately).
- **Battery Cover** – Covers and protects the optional rechargeable battery and battery compartment.
- **Motion Sensor** – Detects movement from pet (or other moving objects) and triggers the PASSPort™ to power up so it can read the PASSport Key™. A motion sensor is located on both the interior and exterior frames.
- **LED/Low Battery Indicator** – Light on interior frame which indicates when the PASSport Rechargeable Battery™ is in use with periodic flashing of green light and flashes a red light twice every 5 seconds to indicate when the battery is low.
- **Speaker** – Produces sound and used to alert when In-Tone, Out-Tone has been set or if non-programmed animal or intruder pushes through the PASSport™ flap.
- **Control Panel** – Area at top of interior frame where LCD screen, 5-Star Navigation, wireless connection, USB connection and reset button are located.
- **Control Panel Cover** – Door that covers and protects the control panel.
- **Clock Battery** – The 3-V Lithium coin cell battery (size CR2032) which keeps the PASSport™'s clock time during any power loss and keeps a time track of when your pet uses the PASSport™.

- **Clock Battery Cover** – Covers and protects the PASSport™ door clock battery and is located on the backside of the interior frame.
- **LCD Screen** – Liquid crystal display screen to visually display text and images to easily program the PASSport™ and is located in the control panel on the interior frame.
- **5-Star Navigation** – Group of five buttons with up arrow key, down arrow key, left arrow/back key, right arrow key, and enter arrow key/select key used to navigate through the PASSport™ menu system for easy programming. Located in the control panel in interior frame.
- **Wireless Connection** – Connection for PASSport Wireless Card™ (sold separately) which is used to connect to your existing wireless router to remotely program the PASSport™ from a computer, smart phone or other smart device.
- **Reset Button** – Pin-sized button located in the control panel which reboots the PASSport™.
- **USB Connection** – Connection for a mini-USB cable to connect PASSport™ to a computer for programming or to download software and firmware updates.
- **Concealed Power Connection** – For connecting the PASSport™ to the power adapter.
- **Outer Frame Size** – Overall pet door dimensions.
- **Cut-out Size** – Opening cut in homeowner's door for proper fit and pet door installation.
- **Replacement Flap Size** – Overall flap size when removed from pet door.
- **Flap Opening Size** – Usable flap space for pet to enter and exit through the pet door.
- **Interior Frame** – Pet door frame on the inside of home; frame with main flap and control panel.
- **Exterior Frame** – Pet door frame on the outside of home.

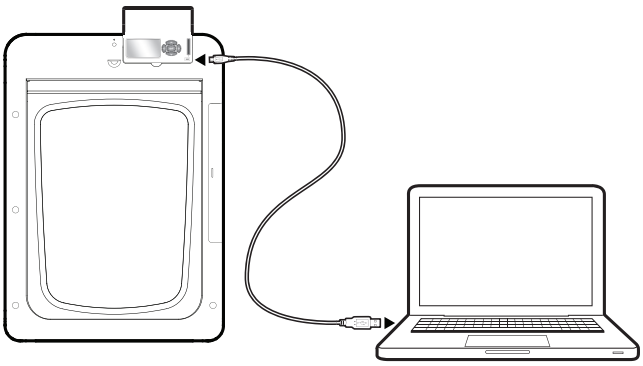
Icon DefinitionsConnecting PASSport™ to Computer

ICON	FUNCTION
05:30	**TIME INDICATOR** — Displays the current set time. Can be set in 12 hour or 24 hour format.
	BATTERY INDICATOR — Displays when the optional PASSport Rechargeable Battery™ is in use with its charge status.
	USB CONNECTION — Indicates a mini-USB cable is connected to the pet door.
	POWER ADAPTER — Indicates the power adapter is connected to the pet door.
	UP / DOWN INDICATORS — Indicates menu choices available above or below. Use the up and down arrow keys on 5-Star Navigation to view additional menu items not showing on the screen.
	MORE / SELECT INDICATOR — Indicates more information or options available. Use right arrow key on 5-Star Navigation to view additional information or options. Can sometimes be used to select an option.
	BACK INDICATOR — Indicates lower menu level. Press the back or left arrow key on 5-Star Navigation to return to previous screen.

With the PASSport™ Computer Application, you have the option to connect your PASSport™ to your computer to complete the "Initial User Setup" steps and to program the pet door instead of using the PASSport™ control panel. Connecting PASSport™ to your computer also allows you to check for and install software and firmware updates.

To use PASSport™ with your computer, you need:

- PC with a USB 2.0 port
- Windows® XP, Windows® Vista, Windows® 7 or 8
- Minimum 1 GHz processor
- Minimum 1 GB Ram
- 5MB hard drive space



Connecting to your computer:
Use the included USB cable to connect the PASSport™ to the USB port on your computer.

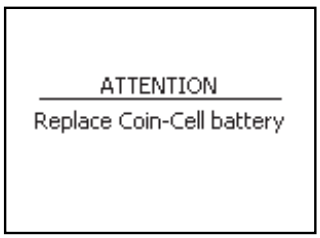
Downloading Software: Open your browser and visit http://petsafe.rscconnect.com. Click the register button and complete the registration steps. Your PASSport™ serial number is required for registration (see "Serial Number"). Select PASSport™ Door from add product drop down box and click ADD button. Next, click download software link to download PASSport™ computer application software. To complete the "Initial User Setup" steps, follow the Door Setup Wizard. After the door setup is completed, you can then use the PASSport™ computer application to easily program your PASSport™ and customize your pet's access.

Prepare, Test and Setup

NOTICE

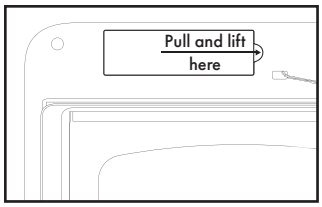
Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your PASSport™ Pet Access Smart System™ is assembled, powered up, programmed for your pet and all steps under "Prepare, Test and Setup" have been completed.

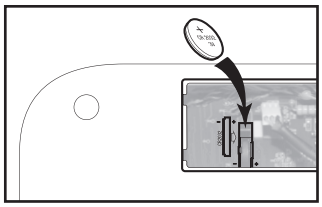
Install Clock Battery and Power Adapter



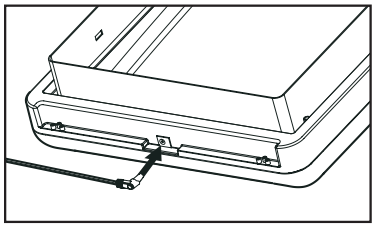
The PASSport™ is shipped with the pet door's clock battery uninstalled. This is to prevent the loss of battery life before purchase and use. The 3-V Lithium coin cell battery (size CR2032) will need to be installed before proceeding with testing setup and installation. The battery is required to keep the clock's time during any power loss and to keep a time track of when your pet uses the PASSport™. Typical battery life is about 10 years with normal use with operating power from the power adapter or optional rechargeable battery (sold separately). With no operating power, the expected battery life is about 10 weeks. If you will not be using the PASSport™ or have no operating power for and extended period of time, it is recommended to remove the clock battery to prevent loss of battery life. When clock battery needs replaced, you will receive and alert on the LCD screen.

To install the clock battery: Remove the clock battery cover from the back of the interior frame. Insert the battery with the positive (+) side facing the right side of the battery slot. Make sure battery is fully inserted. Reinsert battery cover and push to snap into place.





To install the power adapter:
The PASSport Pet Access Smart System™ is supplied with a low-voltage AC adapter for power. Insert the power adapter into the power connection located underneath the bottom of the interior frame.

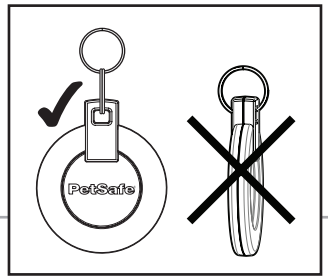


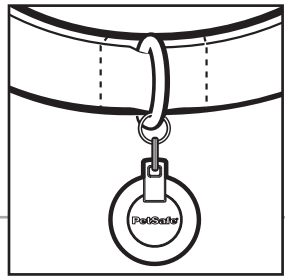
An optional rechargeable Lithium battery is available to use with the PASSport™ (sold separately, see "Replacement Parts and Accessories"). If using the PASSport™ Rechargeable Battery instead of the adapter for the power source, insert it into the battery compartment on the right side of the interior frame (see the "PASSport™ Rechargeable Battery Operating Guide" on how to insert the rechargeable battery).

Check PASSport™ Location

Go to the location where you plan to install the PASSport™. Place the PASSport™ directly in front of the door or application in the upright position. If using the supplied power adapter, find the closest power outlet. Plug in the adapter to power up the pet door. The power adapter cord is 6' in length. If the power adapter will not reach the closest outlet, you will need a power cord extension, to instead use the optional PASSport Rechargeable Battery™ (both sold separately, see "Replacement Parts and Accessories") or to find an alternative location to install the PASSport™.

Prior to installation, it is recommended to set-up, test and program the PASSport™ Pet Access Smart System in the intended location or application to check for possible radio-frequency interferences. These interferences could negatively affect the PASSport™ from working properly and receiving the signal of the PASSport Key™. Common household appliances and electronic products should be located at least two feet (60 cm) away from the location of where the PASSport™ will be installed. Typical household products to consider are microwaves, televisions, wireless telephones, computers, garage door openers and hand-held electronic devices such as remote controls or game stations. Keep the PASSPort™ in front of the door or application in the upright position and proceed to the next steps to continue to check for radio-frequency interferences.





It is recommended to install the PASSport™ in a location where direct sun in not a factor. Operating temperature range: 5°F to 131°F (-15°C to 55°C).

Prepare PASSport Key™

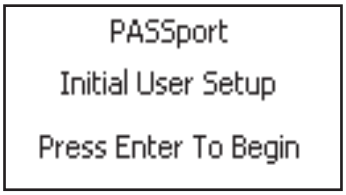
A PASSport Key™ is required for your pet to be programmed to and access the PASSport Pet Access Smart System™. One PASSport Key™ is included. Additional PASSport Key™'s are available for multiple pet households (sold separately, see "Replacement Parts and Accessories"). The PASSport™ can be programmed for up to 20 PASSport Key™'s or pets. Attach the PASSport Key™ to your pet's collar using the included split key rings. For best results, attach the PASSport Key™ to the front of your pet's collar. It should hang under your pet's neck and parallel to the flap so the PASSport™ can read the key.

Initial User Setup

Note: Have your pet nearby wearing the PASSport Key™ before beginning the "Initial User Setup" steps. Programming your pet is time sensitive with 30 seconds for the PASSport™ to read your pet's PASSport Key™.

The Initial User Set Up and Program Pet steps quickly get your PASSport™ ready for you and your pet to use. These steps can be completed using the PASSport™ control panel or the PASSport™ computer application. To use the computer application, see "Connect PASSport™ to Computer". To use the PASSport™ control panel, use the following the steps listed:

To begin setup or to change the language setting, press the enter key on 5-Star Navigation.



Select Language

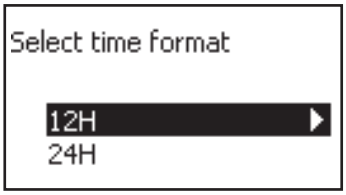
The PASSport™ is factory-set to the English language. To change language:

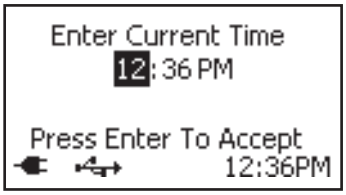
1. Use the arrow keys to highlight the desired language.
2. Press enter or select button on highlighted language.

Select Time Format

The PASSport™ clock can be set in 12-hour or 24-hour format. To select time format and set time:

1. Use up and down arrow keys on 5-Star Navigation to highlight desired time format then press enter button to select.
2. Press up or down arrows to set current hour. Then press the right arrow to move to minute field.
3. Press up or down arrows to set current minute.
4. If in 12-hour format, press right arrow to move to AM/PM field. Press up or down arrow to toggle between **AM/PM**.
5. Press right arrow to set time.

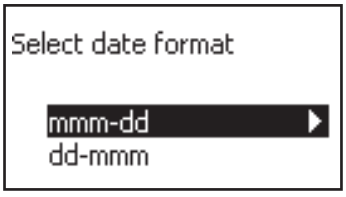




Select Date Format

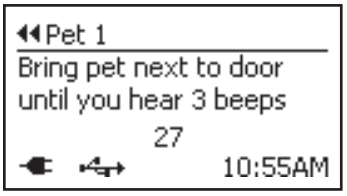
The date can be set to month/day or day/month format. To select time format and set time:

1. Use up and down arrow keys to highlight desired date format then press enter button to select.
2. Press up or down arrows to set month or set day. Then press the right arrow to move to the next field.
3. Press up or down arrows to set day or set month. Then press the right arrow to move to the year field.
4. Press up or down arrow to set the year. After setting the last field, you are ready to program your pet to the pet door. Ensure your pet is within a few feet of the pet door before pressing enter to accept the date and start program the pet. Programming the pet to the PASSport™ is time sensitive.

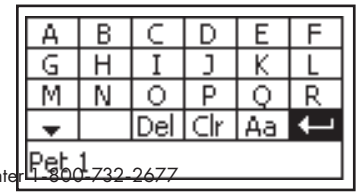


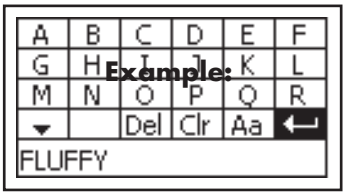
Program Pet

You will have 30 seconds to program your pet to the PASSport™. The LCD screen will show a 30 second countdown.



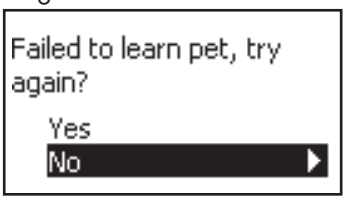
When your pet's PASSport Key™ is successfully programmed, you will hear three beeps and the rename





Example:

pet text screen will appear with **Pet n** (with n being the next available number) listed at the bottom of the screen. You can leave the pet name as default Pet n or you can rename the pet. To rename the pet, use the arrow keys on the 5-Star Navigation to scroll through the text entry screen to CLR. Press the enter button on 5-Star Navigation to clear name. Use the arrow keys to select letters on the text screen to type pet's name. Select the ↵ symbol on text screen to complete the new name.



You will then see a screen asking if you want to add additional pets. If you are programming an additional pet, ensure your pet is within a few feet of the PASSport™ since you will only have 30 seconds to program. Repeat for all pets you want programmed to use the PASSport™. If multiple pets have been programmed, you may want to keep a list of which pet is Pet 1, Pet 2, etc. if you did not rename pets.

If your pet's PASSport Key™ is not successfully programmed, you will receive a failure message.

If the PASSport Pet Access Smart System™ does not program your pet's PASSport Key™ after a few tries, double check for household appliances or electronic devices that may be interfering and remove them from the location. Also check to make sure the PASSport Key™ is hanging on the front of your pet's collar under the neck with the key parallel to the PASSport™ flap. Try to program your pet's PASSport Key™ again. If you continue to have issues, move the PASSport™ to another location and follow the "Program Pet" steps once more. If the attempt to program your pet's PASSport Key™ in the new location is unsuccessful, please contact our Customer Care Center for additional help.

Once you have completed programming of all pets to the PASSport™, the LCD screen should display the Main Menu. If the "Initial User Set Up and Programming Pet" are successful, you are now ready to install the PASSport™. Do **NOT** proceed with installation.

Installing the PASSport Pet Access Smart System™

Checklist Before Installation

Before installing the PASSport Pet Access Smart System™, it is important to consider the following:

- ☐ Clock battery is installed.
- ☐ If using the power adapter, you have located a power outlet in planned location where power adapter can plug in. If not, you have a power cord extension to reach the outlet or instead are using the optional PASSport Rechargeable Battery™ (sold separately) as the power source.
- ☐ Planned location has been checked for possible radio-frequency interference by ensuring all common household appliances and electronic devices are at least two feet away.
- ☐ "Initial User Setup" steps to set the language, time and date have been completed.
- ☐ Each pet to use the PASSport™ has a PASSport Key™ and is successfully programmed to the pet door.
- ☐ If installing in a door, will any components of the PASSport Pet Access Smart System™ be obstructed by the door opening and closing?
- ☐ If installing in a wall, do you have a PASSport™ Wall Entry Kit? The PASSport™ fits doors or applications 1" to 2" thick. Wall installations and thicker applications 3 ½" up to 12" require the PASSport™ Wall Entry Kit (sold separately,

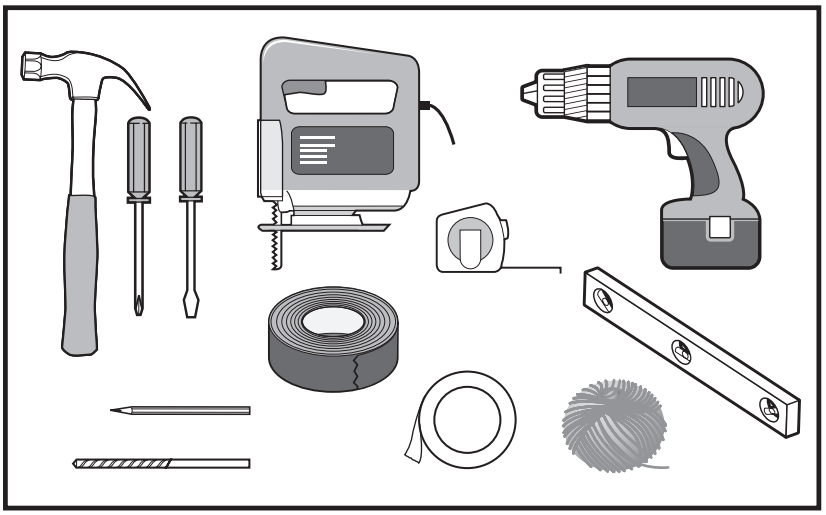
see "Replacement Parts and Accessories").

☐ If installing in a wall, are there any objects such as doors than could open onto the PASSport™ once installed?

Want Professional Installation Help?

Invisible Fence® Brand installers (where available) may come to your home and install your new PetSafe® Pet Door for an additional cost. Contact the Customer Care Center at 1-877-866-DOGS (3647) or visit the website at www.invisiblefence.com for more information.

Tools Needed



- Hammer
- Jigsaw (with appropriate blade type and size, i.e. metal blade for metal door)
- Phillips Screwdriver
- Slotted Screwdriver
- Drill
- ½" Drill Bit
- Level
- Tape Measure
- Masking or Painter Tape
- Duct Tape
- String
- Pencil
- Safety Equipment
- **Optional:**
  Caulk

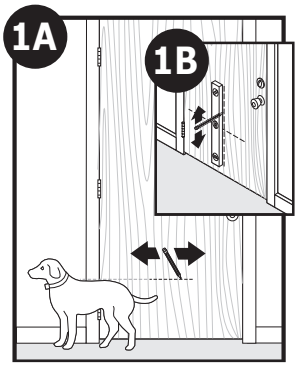
Installation in a Non-Glass Door

NOTICE

Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your PASSport™ Door is assembled, powered up, programmed for your pet, and all steps under "Prepare, Test and Setup" have been completed.

Step 1

Determine Pet Door Location



Note: Remove power adapter from PASSport™ or optional rechargeable battery if using prior to proceeding with installation.

1A Measure and mark your pet's shoulder height on the interior side of door.

1B Determine location for the pet door. Draw a vertical center line through the shoulder height line using a level.

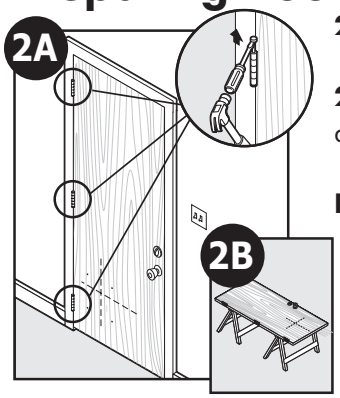
Helpful Tip: Mark shoulder height and vertical center line lightly with a pencil . or on a piece of tape so marks can easily be erased or removed.

NOTICE

If homeowner's door or other application is not level, the pet door must be marked level to swing properly.

Step 2

Preparing Door

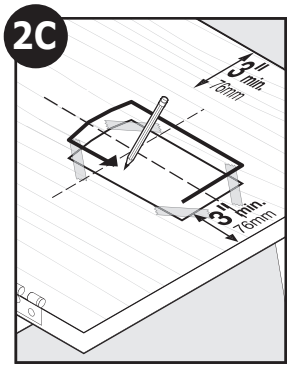


2A Remove door by removing door hinge pins.

2B Place on a raised level surface such as saw horses. Place interior side of door facing up.

Helpful Tip: Clamp down or weigh the door to prevent it from moving.

Note: The Pet Door can be installed with the door hanging based on your skill level.



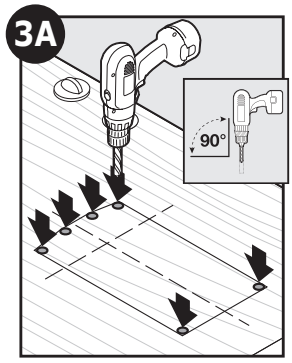
2C Match the marked lines on the door with the shoulder and center lines on the template. Tape the template in place and carefully trace template. Make sure to trace underneath tape and connect the corners. Remove the template and any excess tape from the door.

NOTICE

When applying cutting template there should be a minimum of 3" between the bottom and sides of the door and the outer edge of the cutting template to maintain the structural integrity of the door.

Step 3

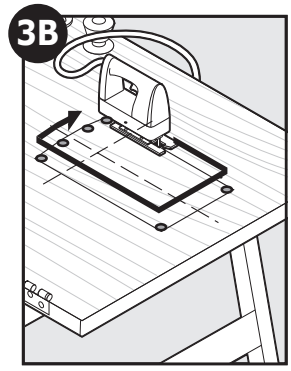
Cut Pet Door Opening



3A Drill ½" holes in inside corners and center of top angle of drawn template.

Helpful Tip: Use both hands to hold drill steady and straight at a 90° angle.

Helpful Tip: Before cutting pet door opening, apply painters or masking tape on jigsaw blade guide and along outer edges of drawn template to help protect door surface from marks and scratches during cutting.



3B Beginning in one of the holes just drilled, cut along the drawn template lines. After cutting out the opening, you may need to recut to square the opening. This is necessary for the pet door frame to fit correctly.

Helpful Tip: Use proper saw blade length and type according to door thickness and material (for example a wood blade for a wood door and a metal blade for a metal door). Cut slowly using both hands to hold the saw steady and straight at a 90° angle. This will prevent the blade from cutting unevenly between interior and exterior sides of the door.

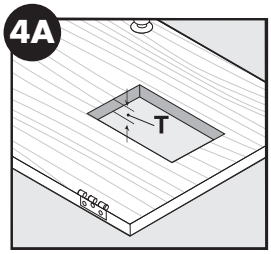
NOTICE

Make sure there is nothing underneath the door where you will be drilling the holes or cutting the opening.

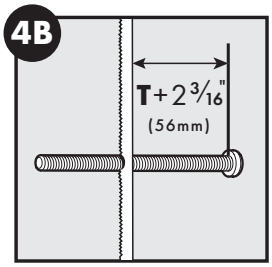
Helpful Tip: If cut piece does not fall out, check underside of door to make sure exterior side has been cut.

Step 4 Install Pet Door

Fit Check Before putting away your jigsaw, place interior frame (frame with flap) inside the cut-out and check the fit. Then place the exterior frame into the underside of the cut-out to check the fit. If the frames do not fit inside the opening, you may need to recut opening before proceeding with installation.



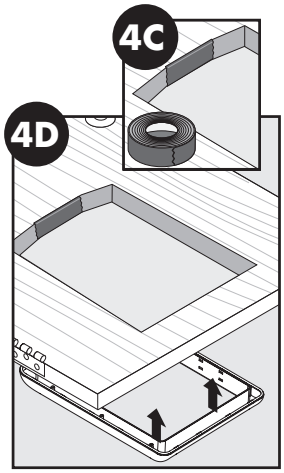
4A Measure the thickest part (T) of cut-out. Note this measurement.



4B Before installing pet door, you need to determine which screw length is needed for your installation depending on your door thickness, the screws may need to be trimmed with a hacksaw or screw cutter. If the screws are too long, the finishing plugs will not fit. Use the Screw Selection Guide (Chart 1) to select which screw to use and if it needs to be trimmed.

Chart 1

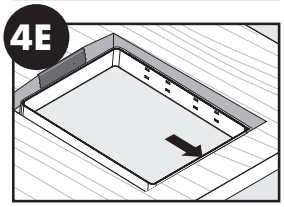
Screw Selection Guide		
Screw Length	**Cut-Out Thickness (T)**	**Trimming Instructions**
3 7/16" screw (88mm)	3/16" - 1" (4mm - 25mm)	Trim screw to door thickness **(T)** +2 3/16" (56mm). (See Illustration 5B)
	1" - 1 1/16" (25mm - 38mm)	No trimming needed.
3 3/16" screw (100mm)	1 1/2" - 2" (38mm - 51mm)	No trimming needed.



Helpful Tip: Remove pencil marks and make sure surface is free of debris and shavings before installing frames.

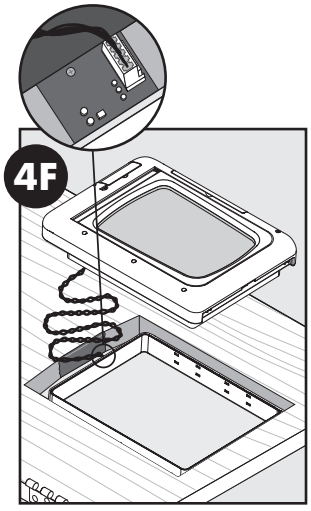
4C Apply duct tape along top interior and exterior edge of cut-out. Leave approximately 2" uncovered on either side of tape and make sure no excess tape will show outside the frame. This is to cover raw edge of cut-out to keep it from pinching or cutting sensor wire.

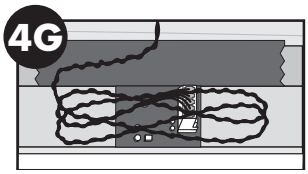
4D Place exterior frame into cut-out from the underside of the door.



4E Align exterior frame flush with bottom of cut-out.

Helpful Tip: Use sawhorse or other flat surface to keep exterior frame in place while installing interior frame.



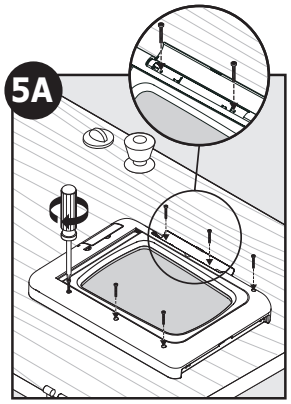


4F Plug wire from interior frame into connector on the exterior frame.

4G Without pinching the wire frame, guide excess wire into space between tip edge of door cut-out and tunnel on exterior frame. Align interior frame into cut-out. View both sides of door to ensure the exterior and interior telescoping tunnels are aligned.

Helpful Tip: You will be able to see clearly through all screw holes when your door is aligned properly.

Step 5 Insert Screws, Plugs, and Power Adapter

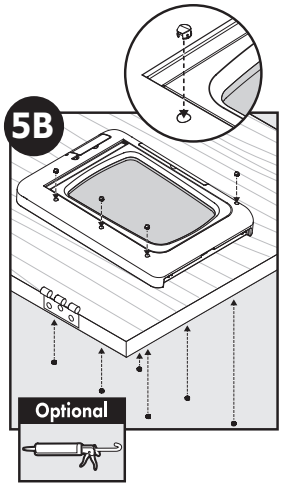


5A Thread mounting screws through interior frame. Be sure to insert screws into screw holes inside battery compartment. Check to make sure pet door fit is correct and frame is aligned flush, before tightening screws.

Note: Small has 4 screw holes and Medium has 6 screw holes.

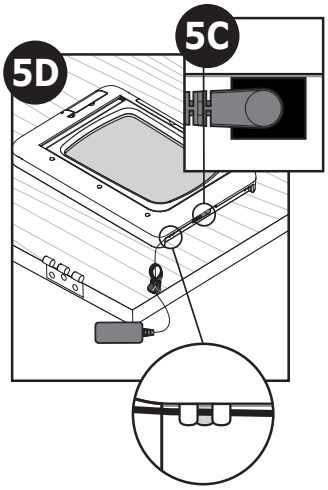
NOTICE

Use a manual screwdriver to tighten screws. Do not over-tighten. Over-tightening can strip the screws or warp the pet door frame.



5B Insert finishing plugs into screw holes of interior and exterior frames. Align flat edge of plugs with outer edges of frame. Plugs will only fit into frame in one direction.

Optional: Caulk around exterior frame for improved weather resistance.

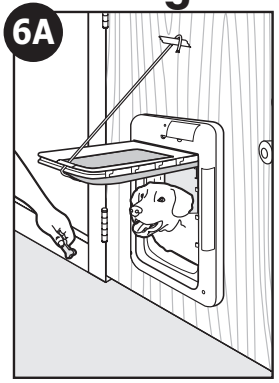


5C Plug power adapter into connector on underside of interior frame.

5D Route power adapter wire through wire guides in desired direction towards nearest power outlet.

Step 6

Training Your Pet



CAUTION

During pet training while pet door is in Open Mode, make sure to GENTLY lower flap onto pet's back. Also avoid possible injury by making sure your pet is entirely through the pet door opening, including paws and tail, before completely releasing flap.

6A Rehang your door and begin training your pet. Place the PASSport™ into **Open Mode** (see Door Operational Modes). Lift or tape the flap open to help your pet become familiar with the pet door opening. Try to talk your pet through the pet door. After your pet has gone through a few times, gently lower flap and allow it to touch your pet's back so they will become comfortable using the pet door. Encourage your pet to push through the flap on their own. Once your pet is comfortable entering and exiting through the closed flap, set the PASSport™ Door Operational Mode to **Smart Mode** to operate with your pet's PASSport Key™. Walk your pet up to the PASSport™ until the PASSport Key™ is detected and the flap unlocks. Encourage your pet to push through the flap to the other side. Repeat training your pet to walk up to the PASSport™ and push through to the other side until they are completely comfortable doing it on their own. It is not recommended to use the other pet access modes (In-only, out-only, Timer; see Pet Access Modes) until your pet is completely comfortable using the PASSport™ in Smart Mode.

Training time will vary by pet. It is very important not to force your pet through the pet door or they may become frightened. Let your pet become familiar with the PASSport™ and use it freely on their own. With a little patience, you and your pet will soon enjoy the freedom your new pet door provides.

Helpful Tip: Try treats or toys to encourage your pet to go through the pet door and become comfortable using it.

Installation in a Wall

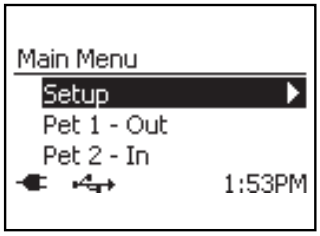
PASSport™ Wall Kits are available for wall installations or thicker applications (3½" to 12" thick). The wall kit frames out the wall cut-out, giving your door installation a clean, smooth, finished look. You may purchase a PASSport™ Wall Kit through selected online websites, **www.petsafe.net** or by calling our Customer Care Center. See "Replacement Parts and Accessories".

PROGRAMMING PASSport™

The default factory settings programmed for your PASSport™ can be customized to work for you and your pet(s). Programming the PASSport™ can be done by using the control panel or the PASSport™ computer application. To use the computer application, please see "Connect to Computer".

Main Menu

After your PASSport™ has been setup and your pet(s) successfully programmed, the Main Menu displays. This is the default screen on the PASSport™. Also, if you are navigating a lower level menu , the screen will time out and automatically return to the Main Menu if there is no activity after two minutes. The Main Menu provides the following options:



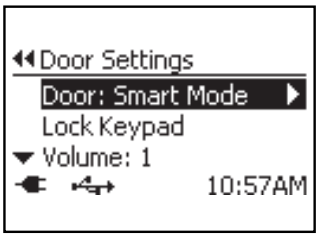
Setup: Allows you to change door settings for the PASSport™ including operational mode, volume, date/time, low battery mode and language. Also allows changes to pet settings including pet access mode, re-latch time, in-tone/out-tone, adding a pet, removing a pet, renaming a pet and relearning a pet.
Pet n: Displays a list of all pets successfully programmed to the PASSport™ (with n being the pet number assigned when programmed if pet is not renamed) along with their current location. Also shows the pet history.

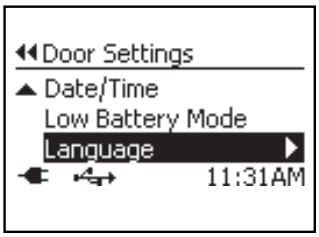
Door Settings:

The Door Settings screen allows you to customize the operation and settings of the PASSport Pet Access Smart System™.

To open the Door Settings menu, from the Main Menu select Setup> Door Settings. The Door Settings screen displays the following options:

Door: Allows pet door operational mode to be changed with three mode options: SmartMode (default), Open or Locked.
Lock Keypad: Allows the 5-Star Navigation to be disabled by setting a 4 digit pin number.
Volume: Sets the volume level for the audible beeps and sounds (such as In-Tone and Out-Tone) and can be changed from level 1 to level 10 or set to off. Default volume level is 1.
Date/Time: Sets the date and time used by the PASSport™.
Low Battery Mode: Allows the door flap to be set to an open or locked position with an optional audible beep when powered by the PASSport Rechargeable Battery™ and when in a low charge status.
Language: Allows the current language to be changed. Default language is English.



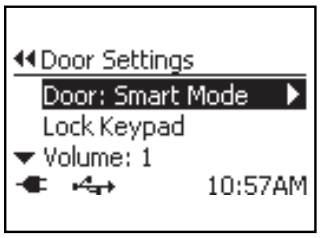


Door Operational Modes:

The PASSport™ has three operational modes: SmartMode, Open and Locked.
SmartMode: Allows any pet with a programmed PASSport Key™ to access the PASSport™ as programmed for that specific pet. This is the default operational mode setting.
Open: Allows the PASSport™ flap system to remain unlocked so any pet or animal can enter or exit if wearing a PASSport Key™ or not. The PASSport™ will function like a traditional pet door.
Locked: Shuts and locks the PASSport™ flap system so no pet can enter or exit, even if wearing a PASSport Key™.

Change Door Operational Mode:

1. From the Main Menu, select Setup > Door Settings then select Door.
2. Use the right arrow key to scroll through options to select SmartMode, Open or Locked. Press the left arrow key/ back key to return to the Main Menu.

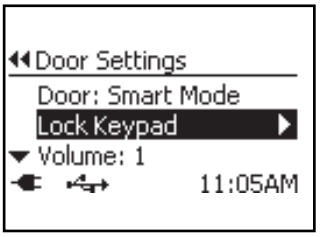


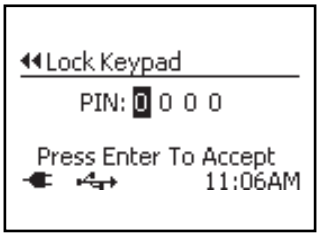
Lock Keypad:

The Lock Keypad setting allows the 5-Star Navigation buttons to be disabled by setting a 4 digit pin number. This is helpful to prevent a child from changing the settings.

To Lock Keypad:

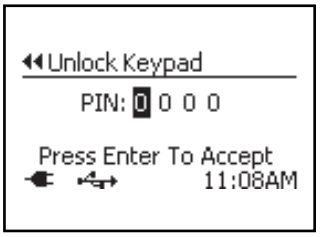
1. From the Main Menu, select Setup > Door Settings. Use the down arrow key to highlight Lock Keypad and the right arrow to select.
2. Use the up and down arrow keys to select your 4-digit pin number. Use the right and left arrow keys to move between the fields. Once the last digit is selected, press the enter key to accept. The LCD screen will display Keypad Locked. You may want to write down your pin number and keep it in a secret place for safe keeping. If you cannot remember your pin number, contact our Customer Care Center.





Unlock Keypad:

1. Push any button on the 5-Star Navigation and the Unlock Keypad screen will appear.
2. Use the up and down arrow keys to enter the 4-digit pin number. Use the right and left arrow keys to move between the fields. Press the enter key to accept and unlock the 5-Star Navigation buttons. If the incorrect pin number is entered, the keypad will remain locked.

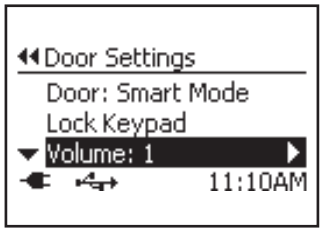


Volume Control:

The PASSport™ has several optional audible alerts such as low battery, in-tone and out-tone. The volume for these audible alerts can be turned off or adjusted from level 1 to level 10. The default factory setting for volume is level 1.

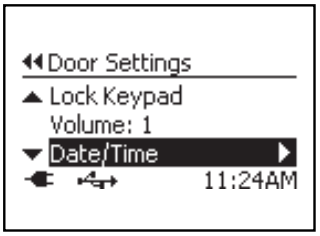
Change Volume:

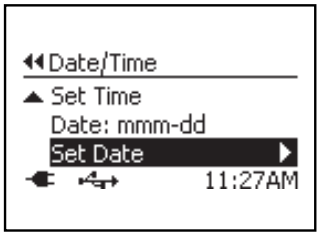
1. From Main Menu select Setup > Door Settings. Use the down arrow key to highlight Volume.
2. Use the right arrow key to turn the volume off or select the desired volume level. Press the left arrow key to return to the Main Menu.



Date and Time:

During the "Initial User Setup" steps, the date and time format and current date and time should be set. The date and time may need to be changed if you move to a different time zone or country or during Day Light Savings Time.





Change Date And Time:

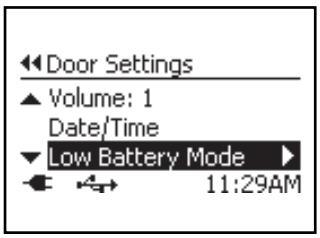
1. From Main Menu select Setup > Door Settings use down arrow key to highlight Date/Time. Push the right arrow key to select.
2. Use the down arrow key to highlight which setting to change. Use the right arrow key to change the setting.

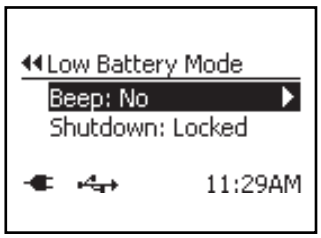
Low Battery Mode

When the PASSport™ is powered by the optional PASSport Rechargeable Battery™, the PASSport™ has the option to allow the door flap to be set to a specified open or locked position when the battery charge runs low and shuts down. There is also an optional audible alert to notify you when the battery is low. The Low Battery Mode default factory default settings are off for the audible alert and locked for the flap if the battery shuts down.

Change Low Battery Mode:

1. From Main Menu select Setup Door Settings and use the down arrow key to highlight Low Battery Mode. Push the right arrow key to select.
2. Use the down arrow key to highlight which setting to change. Use the right arrow key to change the setting. Use the left arrow/back key to return to the Main Menu.



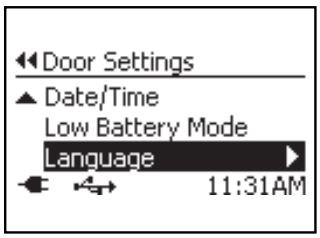


Language

The PASSport™ default language setting is English. The Language screen allows the language of the PASSport™ to be changed.

Change Language:

1. From Main Menu select Setup > Door Settings. Use the down arrow key to highlight **Language** and right arrow key to select.
2. Use the arrow keys to highlight the desired language. Press the right arrow key to change the language. Use the left arrow/back key to return to the Main Menu.

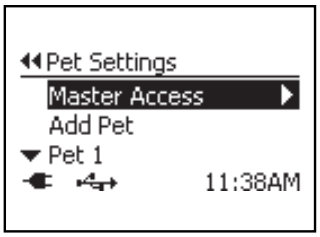


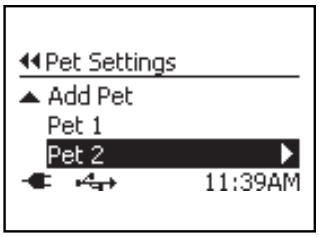
Pet Settings

The PASSport™ allows you set the same access option and settings for all pets with the Master Access option or to set access and customize settings by individual pet with the Pet Settings menu.
To open the Pet Settings menu, from the **Main Menu** select **Setup> Pet Settings**. The Pet Settings screen displays the following options:

Master Access: Easily allows the same pet access mode and pet settings to be set for all pets. This is the default factory pet setting for all pets when first programmed to the PASSport™.
Add Pet: Allows additional pets to be programmed to the PASSport™ with the purchase of additional PASSport Key™s (sold separately). The PASSport™ allows up to 20 pets to be programmed.

Pet n (or Pet Name): Where Pet n's (or Pet Name) individual access and pet settings can be changed. All pets that have been successfully programmed to the PASSport™ will show under the Pet Settings menu below Add Pet.



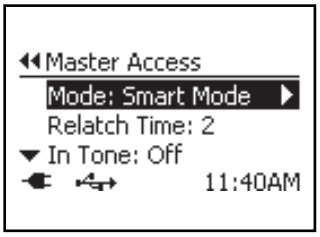


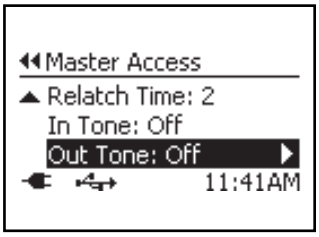
Master Access

With Master Access you can easily set the same access option and settings for all pets programmed to the PASSport™, without the need to individually program by pet. It is the default access setting when pets are first programmed to the PASSport™.

To open the Master Access menu from the **Main Menu** select **Setup > Pet Settings > Master Access**. Under the Master Access menu you will find the following options:

Mode: Access mode set for all pets unless an individual pet has an access mode set other than Master under their individual pet setting. There are four options: SmartMode (which is In/Out and is the default access mode), In-Only, Out-Only and Timer.
Re-latch Time: Amount of time the PASSport™ multi-point locking U-flap system takes to re-latch and lock once a PASSport Key™ is no longer detected for any pet set to Master Access.
In Tone: Audible tone that sounds when any pet set to Master Access comes in.
Out Tone: Audible tone that sounds when any pet set to Master Access goes out.





Master Access Mode:

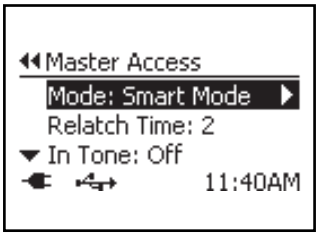
There are 4 Master Access Modes: SmartMode, In-Only, Out-Only and Timer.

SmartMode: The default access mode and allows any pet wearing a programmed PASSport Key™ to enter or exit as they please.
In-Only Mode: Allows your pet(s) to enter through the PASSport™ but your pet(s) cannot exit. This is useful if you need to take your pet(s) to the vet.
Out-Only Mode: Allows your pet(s) to exit through the PASSport™ but your pet(s) cannot enter.
Timer Mode: Allows you to program any of the other access modes (SmartMode, In-Only, Out-Only) at specific times of day. There are four time settings available with a minimum of two time settings required. For example Timer mode is useful if you want to keep your pet(s) in at night (say from 7pm to 7 am) but you want to give the freedom to come and go as they please the rest of the day (from 7 am to 7 pm).

To Change Master Access Mode

1. To change the Master Access Mode, from the **Main Menu** select **Setup > Pet Settings > Master Access**. Use the right arrow key to select. Mode will be displayed at the top of Master Acdess Menu.

2. Then use the right arrow key to scroll through and select the desired mode option **(SmartMode, In-Only, Out-Only or Timer)**. Use the left arrow/back key to return to the Main Menu.



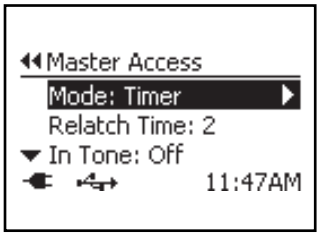
Timer Mode (Master Access)

Timer mode under Master Access Mode allows you to easily set the PASSport™ to one of the access options (Smart Mode, In-Only, or Out-Only) for all pets at specific times of day. This is useful if you want your pets to have a certain access during a specific time period (for example at night). There are four programmable time slots available with a minimum of two times required. The two times are required to prevent your pet from accidentally being locked out or in.

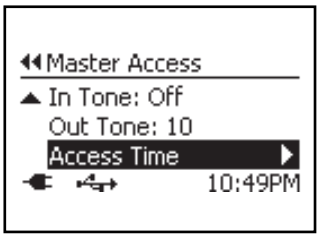
Setting Timer Mode:

1. To select Timer Mode for Master Access, from the **Main Menu** select **Setup > Pet Settings > Master Access > Mode**.

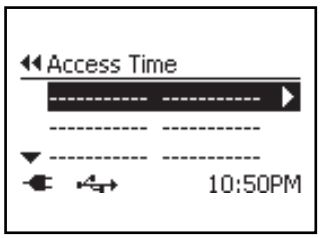
2. Press the right arrow key to scroll to the **Timer** option to select.



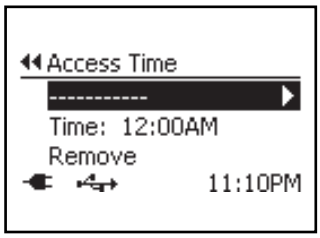
3. Once Timer has been selected, **Access Time** will appear at the bottom of the Master Access Menu list. Use the down arrow key to highlight Access Time and then the right arrow key to select.



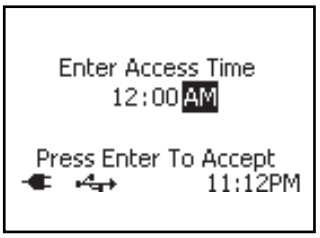
4. The Access Time screen will list four available time slots. Press the right arrow key to select the first time slot.



5. The first line listed on the Access Time menu is to select the pet access mode. Use the right arrow key to scroll through and select the desired pet access mode: **Smart Mode** (In/Out), **In-Only** or **Out-Only**.

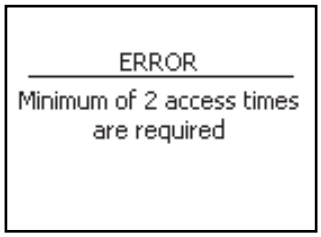


6. Then use the down arrow key to highlight **Time**. Push the right arrow key so you can enter the specific time for your pet(s) to have the type of access you just selected in step 5. After you use the arrow keys to enter the desired time, push the enter key on the 5-Star Navigation to accept. Press the left arrow/back key to return to the Access Time menu screen with the 4 time slot options.

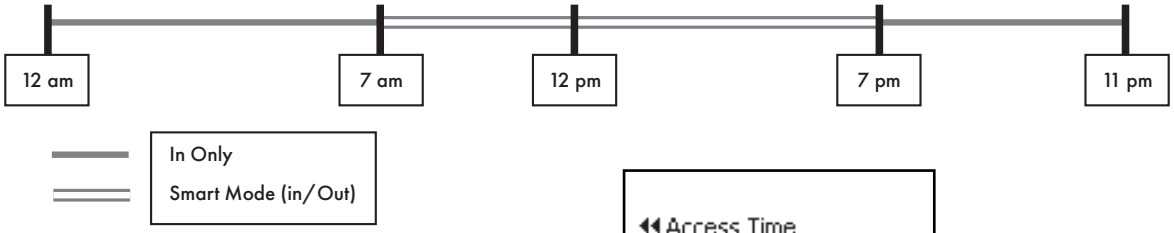


7. Use the down arrow key to highlight the second time slot. Press the right arrow key to select. Repeat steps 5 & 6 to select the pet access mode and scheduled time for the access. Repeat steps for as many times as you want to schedule. Remember a minimum of 2 time slots are required but up to 4 time slots are available. After you select and enter your desired access options and scheduled times, review the Access Time menu screen to make sure what you entered is correct.

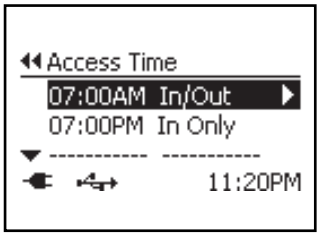
If 2 time slots have not been selected, you will receive an error screen. The Master Access Mode will then default back to Smart Mode.



Timer Mode Example: It might be helpful to think of Timer Mode in the form of a timeline. If you want your pets to have full access during the daytime (i.e. from 7 am in the morning until the late evening) but want them to be indoors at night (i.e. at starting at 7 pm), you would want to set their access mode to **Smart Mode** (In/Out) at 7 am and then their access mode to **In-Only** at 7 pm.

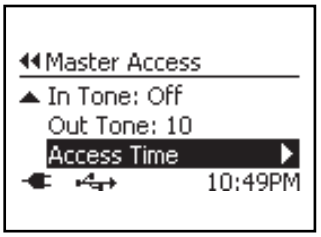


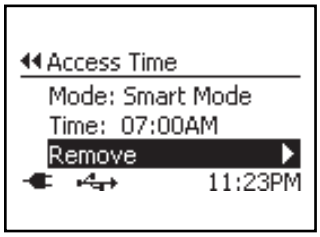
After using Timer Mode to program the example listed, the Access Time menu screen would display:



TO REMOVE TIMER MODE ACCESS TIME (Master Access)

1. If you want to remove an access time for timer mode from the Main Menu select > Setup > Pet Settings > Master Access > Mode: Timer
2. Press the right arrow key to scroll to the Timer option to select.
3. Once Timer has been selected, Access Time will appear at the bottom of the Master Access Menu list. Use the down arrow key to highlight Access Time and then the right arrow key to select.
4. Use the up and down arrow keys to highlight which Access Time slot you wish to remove. Push the right arrow key to select.
5. Use the down arrow key to highlight **Remove** and the right arrow key to select. The time slot on the Access Time Menu should now be removed. Please remember you must have a minimum of two Access Time slots for Timer Mode to work.



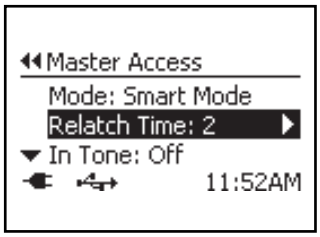


RE-LATCH TIME (Master Access)

The re-latch time is the amount of time it takes the pet door to re-lock after the PASSport Key™ is no longer detected. Under Master Access the same re-latch time is easily set for all pets. The factory default re-latch time is set to 2 seconds but can be changed from 1 second to 60 seconds if you have older or slower pets.

TO CHANGE MASTER ACCESS RE-LATCH TIME:

1. To change the Master Access Re-latch time, from the **Main Menu** select **Setup > Pet Settings > Master Access**. Use the right arrow key to select.
2. Use the down arrow key to highlight **Relatch Time** then use the right arrow key to scroll through to find the desired re-latch time. Once you have found the desired re-latch time, press the left arrow/back key to return to the main menu.

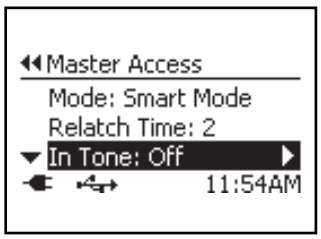


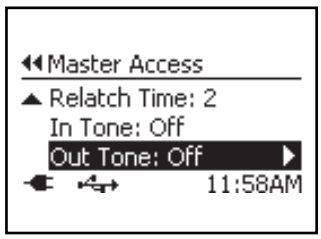
IN-TONE & OUT-TONE (Master Access)

Optional audible alerts can easily be set for all pets to let you know when they enter or exit with the In-Tone and Out-Tone settings. The default setting for both the In-Tone and Out-Tone is off, but these can easily be changed to one of 10 audible tones.

TO CHANGE MASTER ACCESS IN-TONE or OUT-TONE:

1. To change the Master Access In-Tone or Out-Tone, from the **Main Menu** select **Setup > Pet Settings > Master Access**. Use the right arrow key to select.
2. Use the down arrow key to highlight **In Tone** or **Out Tone** (whichever one you want to change), then use the right arrow key to scroll through the ten options to find the desired audible tone or to turn the tone off. After you have found the desired tone, press the left arrow/back key to return to the main menu.



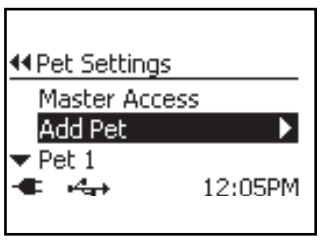


ADD PET

The PASSport Pet Access Smart System™ allows up to 20 pets to be programmed or added with the purchase of additional PASSport Keys™. Adding a pet to the PASSport™ is time sensitive. You will have 30 seconds to add a pet to the system. Make sure a PASSport Key™ is attached to your pet's collar (see "Prepare PASSport Key™") and your pet is nearby before adding.

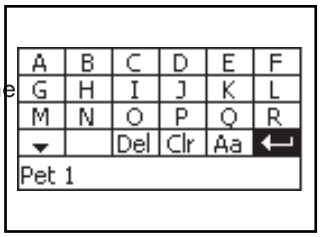
TO ADD PET:

1. Go to **Main Menu > Setup > Pet Settings > Add Pet.**

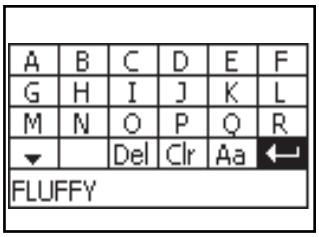


2. Bring pet to door with PASSport Key™. If pet is successfully added, you will hear 3 beeps and the flap will unlock. The flap will remain unlocked as long as the PASSport Key™ is within read range of the PASSport™.

3. The rename pet screen will show with **Pet n** (where n is the next available number) listed at the bottom. You can leave the pet name as default **Pet n** or you can rename the pet. To rename the pet, use the arrow keys on the 5-Star Navigation to scroll through the text entry screen to **CLR**. Press the enter button on 5-Star Navigation to clear name. Use the arrow keys to select letters on the text screen to type pet's name. Select ↵ the symbol on text screen to complete the new name. Repeat these steps for each pet you want to add to the PASSport™.



Example

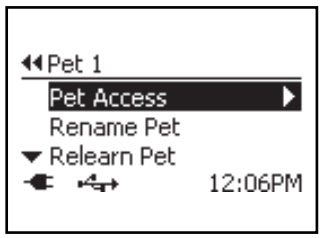


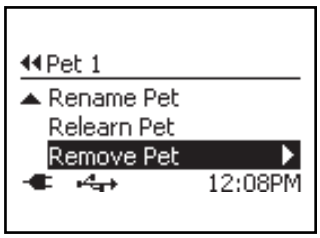
INDIVIDUAL PET SETTINGS

The individual pet settings allow you to customize settings and access to the PASSport™ by pet. It is very useful if you have multiple pets which need different access options or settings (for example cat needs different access than the dog). The default individual pet setting is Master until changed. Also if you have a different setting programmed for an individual pet, it overrides the Master Access settings for that specific pet.

To change the access and settings for a specific pet, from the **Main Menu** select **Setup > Pet Settings**. Use the down arrow key to highlight the desired pet then press the right arrow key to select. Under each individual pet menu you will find the following options:

Pet Access: Menu where you can change the Access Mode, Re-latch time, In-tone and Out-tone for an individual pet.
Rename Pet: Allows the default **Pet n** (where n is the next available number) name assigned by the PASSport™ to be changed to the actual pet's name or allows the name to be changed.





Relearn Pet: Allows the PASSport™ to keep a pet's programmed settings if for some reason the pet's has to be re-programmed to the PASSport™ (for example if replacing the pet's PASSport Key™).
Remove Pet: Allows a pet who is programmed to the PASSport™ to be deleted with all programmed settings removed.

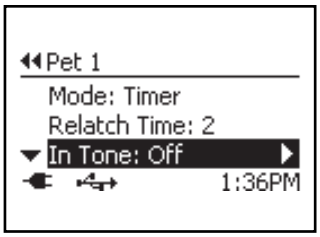
Pet Access

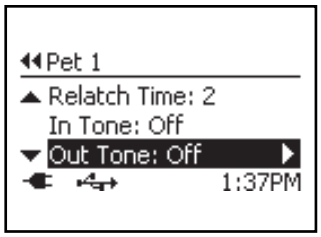
Under each individual pet, the Pet Access menu allows the Access Mode, Re-latch time, In-tone and Out-tone to be changed for that specific pet.

To open the Pet Access menu, from the Main Menu select **Setup > Pet Settings > Pet n** (or name of pet) > Pet Access. Press the right arrow key to select. Under the Pet Access menu are the following options:

Mode: Access mode set for the individual pet which overrides the Master Access Mode. There are five options: Master (which is the default access mode), SmartMode (In/Out), In-Only, Out-Only and Timer.
Re-latch Time: Default re-latch time is 2 seconds but can be changed from 1 second to 60 seconds for each pet and is useful if you have an older or slower pet. If Master mode is selected as the individual pet access mode, then the individual re-latch time cannot be adjusted.
In-Tone: Default is off but 10 tone options available. If Master mode is selected as the individual pet access mode, then the individual in-tone cannot be adjusted.

Out-Tone: Default is off but 10 tone options available. If Master mode is selected as the individual pet access mode, then the individual in-tone cannot be adjusted.





Pet Access Mode

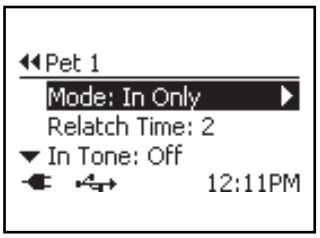
The Access Mode can be programmed for each individual pet. This allows you to customize access based on each of your pet's needs. The Access Mode options available are:

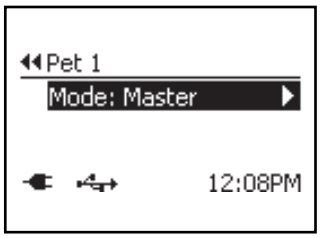
Master: Access mode which easily allows all settings to be set for all pets. Under each individual pet, when Master mode is selected, the pet will be programmed to all settings under Master Access including Access Mode, Re-latch Time, In-Tone and Out-Tone.
Smart Mode: Pet Access Mode which allows a pet with a programmed PASSport Key™ to to enter and exit the PASSport™ as they please.
In Only: Pet Access Mode which allows a pet with a programmed PASSport Key™ to enter but not exit the PASSport™.
Out Only: Pet Access Mode which allows a pet with a programmed PASSport Key ™to exit but not enter the PASSport™.
Timer: Access mode which allows the other pet access modes (Smart Mode, In-Only, Out-Only) to be set at specific times of day by pet if wearing a PASSport Key™.

To Change Pet Access Mode:

1. From the Main Menu select **Setup > Pet Settings > Pet n** (or name of Pet) **> Pet Access**. Use right arrow to select.
2. Use the right arrow to scroll through the Pet Access Modes to select the desired mode: **Master, Smart Mode, In-Only, Out-Only** or **Timer.** Press the left arrow/back key to return to the Main Menu.

Note: If Master Mode is selected, all other setting options under the Pet's Access menu will not show on the screen because they cannot be changed. These settings will default to the ones under Master Access.





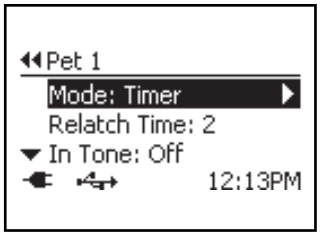
Timer Mode

Timer mode under each pet allows you to set the PASSport™ to one of the access options (Smart Mode, In-Only, or Out-Only) for that specific pet at specific times of day. This is useful if you want a certain pet to have a different access than other pets during a specific time period (for example at night). There are four programmable time slots available for each pet with a minimum of two times required. The two times are required to prevent your pet from accidentally being locked out or in.

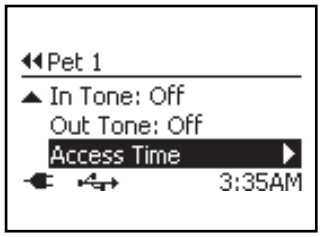
Setting Timer Mode:

1. To select Timer Mode for a specific pet, from the **Main Menu** select **Setup > Pet Settings > Pet n** (or pet's name) **> Mode.**

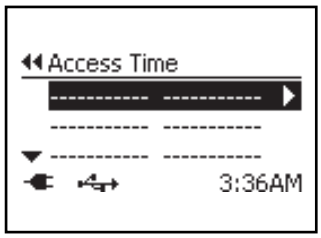
2. Press the right arrow key to scroll to the **Timer** option to select.



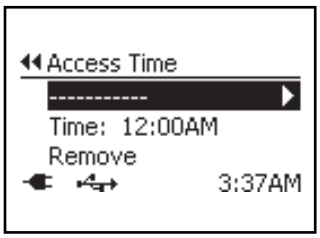
3. Once Timer has been selected, **Access Time** will appear at the bottom of the Pet n Menu list. Use the down arrow key to highlight **Access Time** and then the right arrow key to select.



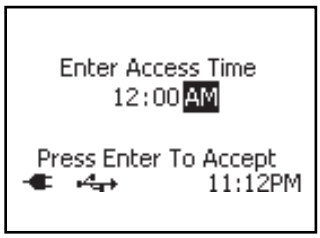
4. The Access Time screen will list four time slots. Press the right arrow key to select the first time slot.



5. The first line listed on the Access Time menu is to select the pet access mode. Use the right arrow key to scroll through and select the desired pet access mode: **Smart Mode** (In/Out), **In-Only** or **Out-Only**.



6. Then use the down arrow key to highlight **Time**. Push the right arrow key so you can enter the specific time for your pet to have the type of access you just selected in step 5. After you use the arrow keys to enter the desired time, push the enter key on the 5-Star Navigation to accept. Press the left arrow/back key to return to the Access Time menu screen with the 4 time slot options.

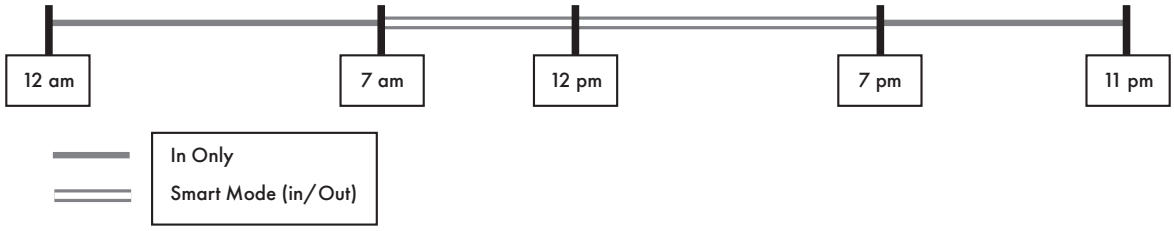


7. Use the down arrow key to highlight the second time slot. Press the right arrow key to select. Repeat steps 5 & 6 to select the pet access mode and schedule time for the access. Repeat steps for as many times as you want to schedule. Remember a minimum of 2 time slots are required but up to 4 time slots are available. After you select and enter your desired access options and scheduled times, review the Access Time menu screen to make sure what you entered is correct.

If 2 time slots have not been selected, you will receive an error screen. The Pet Access Mode will then default back to Smart Mode.

Timer Mode Example: It might be helpful to think of Timer Mode in the form of a timeline. If you want your pets to have full access during the daytime (i.e. from 7 am in the morning until the late evening) but want them to be indoors at night (i.e. at starting at 7 pm), you would want to set their access mode to Smart Mode (In/Out) at 7 am and then their

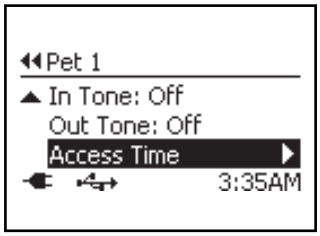
access mode to In-Only at 7 pm.



After using Timer Mode to program the example listed, the Access Time menu screen would display:

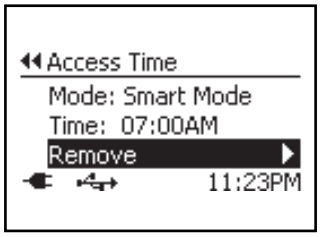
To Remove Timer Mode Access Time:

1. If you want to remove an access time for timer mode from the Main Menu select > Setup > Pet Settings > Master Access > Mode: Timer
2. Press the right arrow key to scroll to the Timer option to select.
3. Once Timer has been selected, Access Time will appear at the bottom of the Master Access Menu list. Use the down arrow key to highlight Access Time and then the right arrow key to select.



4. Use the up and down arrow keys to highlight which Access Time slot you wish to remove. Push the right arrow key to select.

5. Use the down arrow key to highlight **Remove** and the right arrow key to select. The time slot on the Access Time Menu should now be removed. Please remember you must have a minimum of two Access Time slots entered for Timer Mode to work.

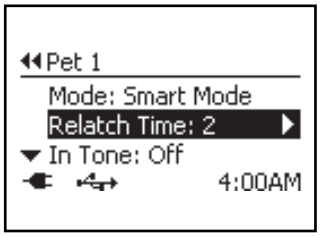


RE-LATCH TIME

The re-latch time is the amount of time it takes the pet door to re-lock after the PASSport Key™ is no longer detected. The factory default re-latch time is set to 2 seconds but can be changed from 1 second to 60 seconds for each pet. This is especially useful if you have older or slower pets who may need more time to go through the flap before it re-locks.
Note: The re-latch time can only be changed by pet if the individual pet access mode is NOT set to Master.

To Change Re-Latch Time:

1. To change the Master Access Re-latch time, from the **Main Menu** select **Setup > Pet Settings > Pet n** (or pet name). Use the right arrow key to select.
2. Use the down arrow key to highlight **Relatch Time** then use the right arrow key to scroll through to find the desired re-latch time. Once you have found the desired re-latch time, press the left arrow/back key to return to the main menu.

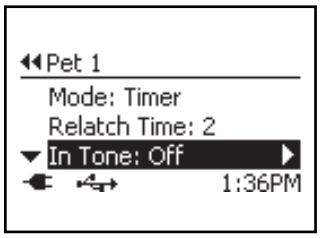


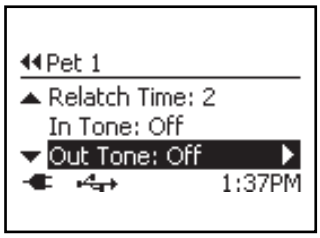
IN-TONE & OUT-TONE

Optional audible alerts can also be set by pet to let you know when a pet enters or exits with the In-Tone and Out-Tone settings. The default setting for both the In-Tone and Out-Tone is off, but these can easily be changed to one of 10 audible tones. This is helpful if you want to know when a specific pet or pets go in or out using the PASSport™.

To Change In-Tone Or Out-Tone:

1. To change the In-Tone or Out-Tone for a pet, from the **Main Menu** select **Setup > Pet Settings > Pet n (or pet name)**. Use the right arrow key to select.
2. Use the down arrow key to highlight **In Tone** or **Out Tone** (whichever one you want to change), then use the right arrow key to scroll through the ten options to find the desired audible tone or to turn the tone off. After you have found the desired tone, press the left arrow/back key to return to the main menu.





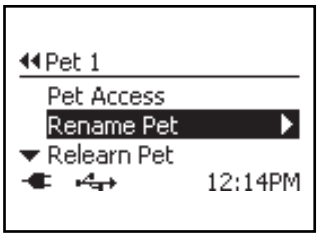
RENAME PET

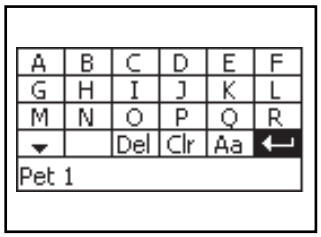
The default **Pet n** (where n is the next available number) name assigned by the PASSport™ can be changed to the actual pet's name or the current name can be changed to a different name at any time.

To Rename Pet:

1. From the **Main Menu** select **Setup > Pet Settings > Pet n** (or pet name) **> Rename Pet**. Press the right arrow key to select.

2. The rename pet text screen will appear. Use the arrow keys on the 5-Star Navigation to scroll through the text entry screen to **CLR**. Press the enter button on 5-Star Navigation to clear name. Use the arrow keys to select letters on the text screen to type pet's name. Select the ↵ symbol on text screen to complete the new name.





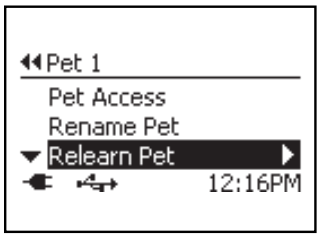
RELEARN PET

If some reason a pet has to be re-programmed to the PASSport™ (for example, if replacing a pet's PASSport Key™ or reprogramming an existing PASSport Key™ due to issues), Relearn Pet allows the PASSport™ to relearn the pet while keep a pet's programmed settings. Before proceeding, make sure your pet is nearby wearing their PASSport Key™ since relearning pet is time sensitive with 30 seconds for the pet to be relearned. (See "Prepare PASSport Key™").

To Relearn Pet:

1. From the Main Menu select Setup > Pet Settings > Pet n (or pet name) > Relearn Pet. Press the right arrow key to select.

2. The programming pet screen will appear and you will have 30 seconds to relearn your pet.

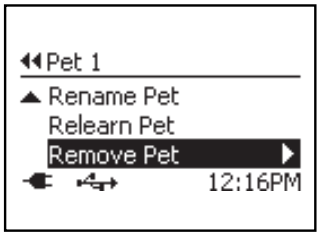


REMOVE PET

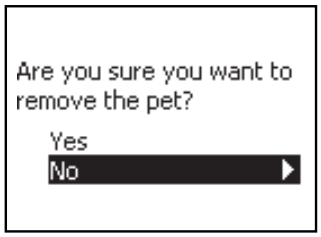
Removing a pet cannot be undone. Please make sure you want to remove a pet before completing these steps.

To Remove Pet:

1. From the **Main Menu** select **Setup > Pet Settings > Pet n > Remove Pet**.



2. A confirmation screen will appear. Use the up arrow to highlight Yes and press the right arrow key to select to remove pet.



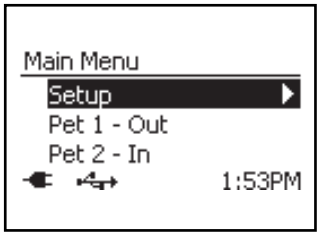
PET TRACKING

To easily know if each of your pets are in or out, the PASSport™ Main Menu screen shows at-a-glance the current location of each pet programmed to the pet door. Also you can view your pet's history to see the last four dates and times they used the pet door and whether your pet came in or went out.

Note: Location is based on the last time the pet used the pet door and the PASSport Key™ was detected. The location displayed may not be correct if a pet is let out or in using a different opening other than the PASSport™.

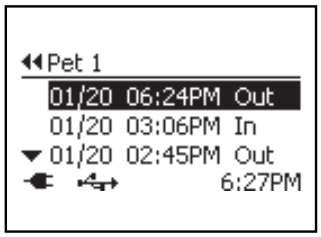
To View Pet Location

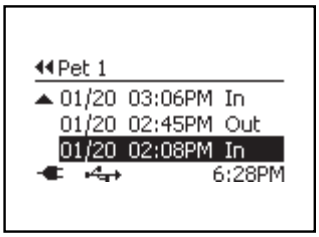
To view your pet's location, from the Main Menu the list of pets programmed to the PASSport™ displays. Use the down arrow key to find the pet you wish to view. The pet's location of In or Out is listed next to the pet name.



To View Pet History

To view your pet's history, from the Main Menu use the down arrow key to find the pet you wish to view. Use the right arrow to select. The last 4 dates and times your pet used the pet door along with the location displays.





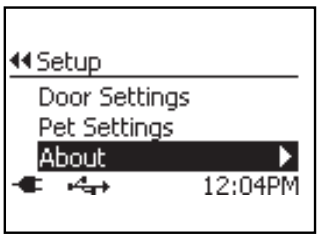
INDICATOR LIGHT

PASSport™ INDICATOR LIGHT			
Light Color	**Light Function**	**Operational Mode/Status**	**Speaker Function**
Green	Single blink every 6 seconds	Power source (power adapter or rechargeable lithium battery) is in good operating	N/A
Red	Double blink every 6 seconds	Low battery alert when powered by rechargeable	If Low Battery mode optional beep is set to YES and volume is not off, then will beep.....
Red	Single blink every 6 seconds	Error alert	If volume is not off, then will beep..... once.....

ASSISTANCE

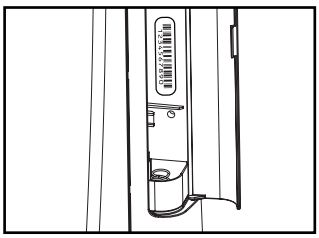
About

On the About Screen, you can view your PASSport™'s firmware version, serial number and the PetSafe® web address. To find the About screen, from the Main Menu select Setup> About.



Serial Number

Your PASSport Pet Access Smart System™ has a unique serial number which identifies your pet door. This number is needed during product registration to use the PASSport™ Computer Application and may be needed by our Customer Care Center during any calls for product assistance. The serial number can be found on the About screen (see "About") or on a sticker located inside the battery compartment.



Firmware Updates

You can update the firmware on your PASSport Pet Access Smart System™ to new versions by connecting to the PASSport™ Computer Application (see "Connecting to Computer"). Click on the "Updates" page to see what firmware version is on your PASSport™, the latest firmware version available and to download any updates.

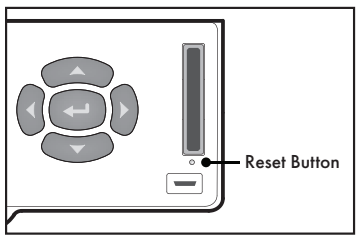
Troubleshooting

The answers to these questions should help you solve any problems you have with the PASSport™. If they do not, please contact our Customer Care Center at 1-800-732-2677 or visit our website at www.petsafe.net.

TROUBLESHOOTING	
PROBLEM	**SOLUTION**
PASSport™ does not respond to a PASSport Key™ when pet is directly in front of the pet door flap	• Check to make sure the PASSport™ Door Operational Mode is in Smart Mode. • Check the PASSport Key™ has been programmed to the PASSport™. • Check PASSport Key™ is attached to your pet's collar correctly. • Check the power adapter is connected to the PASSpor™, or if using the PASSport™ Rechargeable Battery it is correctly inserted and has a full charge. • Make sure nothing is obstructing motion sensors on interior and exterior frames. • If the problem consists, check that there are no radio-frequency transmitting devices or electronic devices that may be interfering with the operation of the PASSport™.
PASSport™ is beeping	• If you are using the PASSport Rechargeable Battery™, the battery life may be low and the battery needs recharged. • May have an error or attention screen. Check LCD screen for message.
Red light is flashing	• Low battery indicator. Recharge Lithium battery.
Attention screen: Replace Coin Cell	• Replace clock battery.
Attention screen: Flap being held open	• Attention screen: Flap being held open
Attention screen: Clear debris from flap threshold so flap may lock	• Check for any objects obstructing flap and clear. Next press enter key so PASSport™ will cycle through and lock flap. When flap relocks successfully, the Main Menu screen will appear.
PASSport™ Computer Application and the PASSport™ are not communicating	• Make sure the USB cable is plugged into the PASSport™ USB connection and the USB port on your computer with the USB icon showing on LCD screen. • Make sure the PASSport™ Computer Application software is installed. • Check for any PASSpor™t door firmware and PASSport™ Comupter Application software updates and install.
PASSport™ does not turn on.	• Check power adapter is plugged into power connection and LED on adapter is illuminated. • Check power adapter is plugged into outlet. • If using the rechargeable Lithium battery, check battery is connected and inserted correctly with nothing obstructing the battery compartment. Also make sure battery is fully charged

Reset Button

If a problem continues or if you still have issues after turning off your PASSport™, you may need to reset your PASSport™. The reset button "reboots" your PASSport™ while keeping your programmed settings. The rest button is the small, pin-sized button located on the control panel above the USB connection. Use a small push pin or paper clip to access the reset button. Push and then release. After your PASSport™ reboots, the PASSport™ splash screen wil apperar and then return to the Main Menu.



Replacement Parts and Accessories

Replacement parts or accessories for your PASSport Pet Access Smart System™ can be purchased by visiting www.petsafe.net or by contacting our Customer Care Center at 1-800-732-2677.

Part Description	Part Number
PASSport Key™	PAC00-13798
PASSport™ Rechargeable Battery with Charge Station	PAC00-13799
PASSport™ Wall Entry Kit, Small	MPA19-13800
PASSport™ Wall Entry Kit, Medium	MPA19-13801

Terms of Use and Limitation of Liability

1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.

2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer. Proper use includes reviewing the entire Operating Guide provided with your Product and any specific Caution statements.

3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.

4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

5. Modification of Terms and Conditions

Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

Perchlorate Battery

Perchlorate Material – special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate.

Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. If you no longer require this equipment, do not place it in the normal municipal waste system. Please return it to where it was purchased in order that it can be placed in our recycling system. If this is not possible, please contact the Customer Care Center for further information.

Battery Disposal

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries.

Compliance

FCC/Canada

This Class B digital apparatus complies with Canadian ICES-003. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the interfered receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different to that to which the receiver is connected.
- Contact the Customer Care Center.

This device complies with Industry Canada Rules. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Unauthorized changes or modifications to the equipment, not approved by Radio Systems® Corporation, could result in not meeting compliance with FCC regulations and could void the user's authority to operate the equipment.

CE

This equipment has been tested and found to comply with relevant EU Electromagnetic Compatibility, Low Voltage and R&TTE Directives. Before using this equipment outside the EU countries, check with the relevant local R&TTE authority. Unauthorized changes or modifications to the equipment that are not approved by Radio Systems® Corporation are in violation of EU R&TTE regulations, could void the user's authority to operate the equipment, and void the warranty. The Declaration of Conformity can be found at: http://www.petsafe.net/customercare/eu_docs.php.

Australia

This device complies with the applicable EMC requirements specified by the ACMA (Australian Communications and Media Authority).

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400-1599
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