

Pet Resolve PTS1200

Dog Training Collar Manual



Pet Resolve
Set Up Videos and FAQ at
<http://www.petresolve.com>

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Dog Training Collar Operation Guide

Thank you for choosing Pet Resolve, one of the best dog training systems on the market. Our mission is to offer the best electronic pet training solutions available. We want to ensure your dog's safety by providing you with the tools and techniques to successfully train your pet. Please feel free to contact us on **(503) 487-5277** if you have any problems and we will resolve them immediately.

Customer service is our number 1 priority so please give us the chance to resolve any issues you experience before you write a review and we will make sure you're more than happy with the result. If you have any questions, you can also contact us by email info@petresolve.com or visit our website www.petresolve.com. We also have a video and FAQ section on the site that resolve 99% of issues.

Please read carefully through the complete operation guide as well as our FAQ before starting to train your dog.

This instruction manual is suitable for Remote Dog Training Collar PTS1200.

IMPORTANT SAFETY INFORMATION

Not for Aggressive Dogs. Do not use this product on dogs that show aggressive behavior. Aggressive dogs may react adversely and cause injury to people or other dogs. If you are unsure if this product is appropriate for your dog, please consult your veterinarian or certified trainer.

CAUTION Please read and follow the instructions carefully in this manual. Proper fit of the collar under the dog's neck is important as this may affect the products performance. A collar worn for too long or made too tight on your dog's neck may cause skin damage or irritation, ranging from redness to pressure ulcers (commonly known as bed sores). Training collars can cause pressure necrosis if used incorrectly and is often misidentified as burns.

1. Avoid leaving the collar on the dog for more than 8 hours. Try to reposition the collar on your pet's neck every 1 to 2 hours if possible.
2. Check the fit of the collar to prevent excessive pressure; follow the instructions in the manual.

3. Never connect a lead to the electronic collar; it could cause excessive pressure on the contacts.
4. When using a separate collar for a lead, make sure that there is no pressure on the electronic collar.
5. Wash the dog's neck area and the contacts of the collar weekly with a washcloth and mild soap, then rinse thoroughly.
6. Examine the contact area daily for signs of a rash or a sore. Brushing the coat daily may help.
7. If a rash or sore is found, discontinue use of the collar until the skin has healed.
8. If the condition persists beyond 48 hours, see your veterinarian.

These steps will help keep your pet safe and comfortable. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure and it is important to continue daily checks of the contact area. If redness or sores are found, discontinue use until the skin has fully healed.

Training sessions which are shorter and more positive (10-15 minutes) are often the most effective.

Do not use the collar on a dog that is under 15lbs or 6 months old.

Improper or inappropriate use of a training collar system can be harmful. Please use this product correctly and pay attention when training your dog. Pet Resolve, a trading name of Pet Resolve Limited in the UK, takes no responsibility for how you choose to use this product.

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Components



How the System Works

The PTS1200 dog trainer has been proven safe, comfortable, and effective for all pets over 15 pounds and 6 months old. This system assists you in controlling your pet without a leash in a long-distance range. At the push of a button, the remote transmitter sends a signal, activating the receiver collar. Using the remote trainer consistently

and correctly, many misbehaviors that your pet exhibits can be corrected, or any basic obedience commands can be taught.

Also, the PTS1200 dog trainer has an anti-bark function. To turn this function on, please visit www.petresolve.com and go to the video and FAQ section to see how this is done. Alternatively, follow the instructions later in this manual.

Important: The transmitter to receiver distance may depend on the way you hold the remote transmitter; the range may vary.

Hold the remote transmitter in a horizontal position away from your body and above your head to achieve optimum range.

Terrain, weather, vegetation, vehicles, buildings, transmission from other radio devices, and other factors will affect the range of your remote trainer.



Main Features


- Range in open field up to 1200 meters with no interference.
- Anti-bark function
- Use plastic prongs if you want to remove the shock mode.
- Train up to 3 dogs from the same transmitter


- Highlight LED function allows you to find your pet from 200-300 meters away at night
- 10 Intensity levels of static shock
- 10 Intensity levels of vibration
- “Beep” sound activated with a separate button.
- Two buttons (“+” and “-”) allow you to set your intensity
- LCD digital display for shock levels, vibration levels, and Dog ID
- Saves shock level settings in transmitter for different dogs
- Easy to operate with rubber buttons
- Waterproof transmitter and receiver. Dogs can swim freely.
- Rechargeable 3.7V Li-ion battery for transmitter and receiver.
- Strong TPU Collar Strap.
- LED low power indication, red light will flash when battery level is low.
- Full functional multi-dog training system.
- Around 8 seconds safe static shock protection
- Comes with warranty


Transmitter




“” and “” **buttons:** Press these buttons to adjust the shock intensity and vibration intensity from levels 1 to level 10.

“” **button:** This is the power switch. Hold this button for 2 seconds to switch on power, then LCD will display the default “A01”. You may change the Dog ID by pressing the appropriate number at the bottom. If you want to switch off the power, hold this button down for 2 seconds.

“” **button:** No-stimulation warning beep

“” **button:** Vibration stimulation. Press once to emit a single vibration pulse. Press and hold to give off continuous vibration, for up to 8 seconds. If the button is not released after 8 seconds, the stimulation will automatically turn off as a safety feature.

“” **button:** Shock stimulation. Press once to emit a single shock pulse. Press and hold to give off continuous shock stimulation, for up to 8 seconds. If the button is not released after 8 seconds, the stimulation

will automatically turn off as a safety feature.

“1, 2, 3” buttons: Dog selection button, default is **“1”**. Your transmitter is capable of training up to three dogs with optional extra receiver collars.

Press **1** and the LCD displays Dog ID **“A XX”**. If you want to train dog number 2, press the **“2”** button and the LCD will display **“BXX”**. If you want to train dog number 3, press the **“3”** button and the LCD will display **“C XX”**.

“XX” is for showing the shock and vibration level in which you have set for a particular dog.

The transmitter has a memory function to save the selected shock and vibration level set for each dog. There are 10 levels of shock stimulation, 10 levels of vibration stimulation, and one tone level.

NOTE: The red LED light will flash when the battery is low. Please recharge the battery at once.

Receiver Collar

NOTE: CHARGE RECEIVER BEFORE FIRST USE. IF IT DOESN'T CHARGE, CONTACT US IMMEDIATELY.

Contact Prong

Choose short or long prong to match the dog's coat type or plastic for no shock.

Microphone

Dog bark sensor, picks up the dog's bark

LED Light

Indicate the working status, low battery, charging status.

DC Jack Cover

Open the Rubber Cover and insert the adaptor plug into DC Jack to charge.

Highlight LED

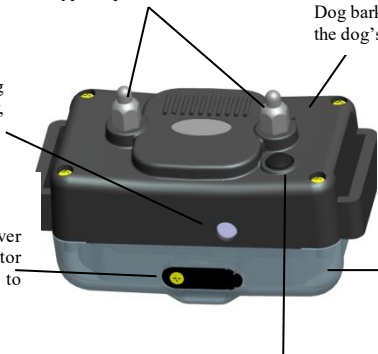
For the 1st dog, the highlight LED is White; For the 2nd dog, the highlight LED is Red; For the 3rd dog, the highlight LED is Green.

On/Off Button

Press and hold for 4 seconds to turn the collar ON. Two confirming tones will sound, and the collar's green LED light will flash once every 5 seconds if connected. The LED will flash rapidly if disconnected. Press and hold for 4 seconds to turn the collar OFF. One long tone will sound, and the green LED light will stop flashing and turn off. Turn the collar off when not in use to conserve battery on both the remote and receiver.

Turn on the anti-bark function.

Press and hold for 2 seconds when the receiver collar is on, once the LED light turns red, release the button. The green LED will flash twice every 5 seconds to indicate it's on anti-bark mode. When the anti-bark function is on, the remote function will automatically turn off (you still need to switch off the remote as normal it just disconnects from the collar whilst in anti-bark mode). Press and hold the same button until the LED light turns red again to turn off anti-bark function and switch back to the remote function. You should hear no beeps when just switching in and out of anti-bark mode. If it beeps it means it has been switched on or off.





Spanner

Change the contact prong depending on the pet's coat type.

Note: Turn the spanner in a clockwise motion to attach the contact prong. Never turn the contact prong too tightly for it will break. Turn counterclockwise to loosen or remove.

You can expand your one-dog trainer to a multi-dog remote trainer by yourself. Simply purchase extra receiver collars and add them to your system by following instructions in the manual or following the videos on the video and FAQ section of www.petresolve.com.

NOTE: IF THE COLLAR DOESN'T TURN ON PLEASE CONTACT US FOR A NEW BATTERY OR CHARGER. TO TEST IF IT NEEDS A NEW BATTERY PLUG THE CHARGER IN AND TRY TO TURN ON AS NORMAL WITH THE CHARGER ATTACHED. IF IT COMES ON THEN THE BATTERY IS DEAD.

KEY POINTS TO NOTE:

1. Always charge before use. For better battery life, the ideal charging time for the collar receiver is 2-3 hours.

2. The On/Off button needs to be held down for several seconds to turn the units on and off. Always do this when not in use to preserve battery.

3. When the green LED light flashes once every 5 seconds, the remote function is on, and the anti-bark function is off.

When the green LED light flashes twice every 5 seconds, the remote function is off, and the anti-bark function is on.

4. Avoid leaving the collar on the dog for more than 8 hours. Adjust every 1-2 hours if possible, this is to ensure that it is correctly placed and not causing irritation.

5. If the receiver will not connect to a specific number on

the remote, try a different number as this may happen sometimes.

6. Rapid flickering of the green LED means the receiver is disconnected.

7.The receiver is still waterproof even without the rubber stopper in place. This does not affect performance. If the receiver has been submerged in water for more than 2 hours, clean the water off the microphone hole.

8.You may use any collar with the receiver as long as it fits correctly.

9.The video and FAQ section on the website makes things easy 😊

For those that prefer watching videos open your phone camera and hold the camera over the QR code below and this will take you to the videos on the site:




Setting Up Multi-Dog System

1. Match a Receiver Collar To add a receiver collar to your remote dog training system, follow these steps and make sure to charge both the remote and receiver before use (2-3 hours) and note that they both turn on and off independently so remember to turn both on and off when using. The receiver in the box will already be matched on channel 1.

Only turn on 1 collar at a time to connect or you will connect 2 to 1 channel.

Step 1: Take an unmatched receiver collar (**the one it arrives with will be matched to channel 1**) then press and hold the “ON/OFF” button until you hear two “beep” sounds then release. The green LED light should be flashing frequently. **(Note: Never open 2 or more unmatched receivers at the same time.)**

Step 2: Take out the transmitter that you want to match the receiver to. Press and hold the “” button until LCD display turns on, then release. The transmitter is now on.


Step 3: Press and hold the **Dog selection number button you want**

to match to (“1/2/3”) and “” button at the same time.


Do not release. The numbers on the LCD display will start counting on the screen. The numbers will show as “08, 09, 10, 11.....99”, increasing automatically. Stop holding both buttons down once you hear 5 beeps as it has matched to that channel. You will need to hold them close together to match.

Examples:


If you want to match the 1st dog, press and hold “**1**”

button and “” button at same time until the numbers on the LCD display starts counting up on the screen.


If you want to match the 2nd dog, press and hold “**2**” button

and “” button at same time until the numbers on the LCD display starts counting up on the screen.

If you want to match the 3rd dog, press and hold “**3**”

button and “” button at same time until the numbers on the LCD display starts counting up on the screen.

Step 4: Hold the transmitter close to the unmatched receiver, preferably not further than 2 inches. After 5 “beep” sounds from the receiver, you will see the green LED flashes slow down to once every 4-5 seconds, you may now release the buttons.

Step 5: Test the matched receiver. Press the “” button on the correct number for the dog at the bottom. You should be able to hear a “beep” sound from the matched receiver. Congratulations! matching has been successful.


You can also use the test light on the receiver. Place the prongs in the little gaps and press the shock button on the remote to see if the test light comes on. This shows that the collar is working. If you choose, you can also put it on the lowest setting and test on the back of your hand/arm for confirmation if you’re still unsure at your own discretion.



If the collar didn't connect, kindly repeat steps 3 to step 4. Try to connect from another direction or closer.

If you want to disconnect a collar, follow 'Cancel a Matched Receiver' instructions.

2. Cancel a Matched Receiver Follow the below steps one by one:

Step 1: Pick up the matched collar receiver that you want to disconnect. Press and hold the “ON/OFF” button. After two “beep” sounds, the receiver is switched on, and the green LED flashes once every 5 seconds.

Step 2: Press and hold “” button on the transmitter until the LCD display turns on then release. The transmitter is now turned on.

Step 3: Press and hold the “” button and “” button at the same time, the numbers on the LCD display should start counting up (01,02,03...98,99) increasing automatically. Do

not release the buttons yet.

Step 4: Hold the transmitter next to the receiver collar not more than 1 to 2 inches away. You should be able to hear 5 “beep” sounds from the receiver and the green LED light should now be flashing rapidly. Congratulations! you have successfully cancelled matching.

If the collar didn't unmatch, kindly repeat steps 3 to step 4. Try to connect from another direction or closer.

Charging

The transmitter and receiver charge rapidly - charging time only takes about 2 hours.

The transmitter and receiver collar can be charged at the same time.

The transmitter and receiver use a common adaptor for charging.

To recharge, open the rubber cover first. Plug the adaptor into an AC power outlet and insert the adaptor plug into the receiver DC Jack.

The transmitter and receiver collar can be charged with a USB cable and a 5V DC power supply, similar to a cell phone adaptor.

Do not charge batteries in hot areas, keep far away from fire.

NOTE: IF THE COLLAR DOESN'T TURN ON PLEASE CONTACT US FOR A NEW BATTERY OR CHARGER. TO TEST IF IT NEEDS A NEW BATTERY PLUG THE CHARGER IN AND TRY TO TURN ON AS NORMAL WITH THE CHARGER ATTACHED. IF IT COMES ON THEN THE BATTERY IS DEAD.

1. Receiver collar charging

The red LED light is on when charging.

The green LED light turns on and the red LED light is off when the receiver collar is fully charged.

The receiver's red LED light will flash when the battery is low, recharge the battery immediately.

2. Transmitter Charging

The LCD display shows "CHA" when charging.




The LCD display shows "FUL" when the transmitter is fully


charged.

The transmitter's red LED light will flash when the battery is low.

Stimulation

Your remote trainer has 10 levels of intensity so you can find the best level for your dog's temperament and the type of training. You may also select either vibration or shock stimulation, depending on your dog's temperament and your training purpose.




You may press “” or “” buttons to select a suitable shock or vibration level (the beep volume does not change). Press the “” button once to emit a single vibration pulse. Press and hold to give off continuous vibration, for up to 8 seconds. If the button is not released after 8 seconds, the stimulation will automatically turn off as a safety feature.

Press “” once to emit a single shock pulse. Press and hold to give off continuous shock stimulation, for up to 8 seconds. If the button is not released after 8 seconds, the stimulation will automatically turn off as a safety feature.

ANTI-BARK MODE

Your remote trainer has an anti-bark function. Please follow the below steps to turn on the Anti-bark mode (video available on site to make is easier).

Step 1: Choose proper shock level for anti-bark

- 1) Press the “” or “” buttons to select suitable shock level.
- 2) Then press “” button and confirm if the receiver collar received the signal from the Transmitter with the test light and emit at least one shock. The receiver collar will keep this shock level for the anti-bark function when you turn on the anti-bark mode.
- 3) If you want to change the anti-bark shock level, repeat steps 1 and 2.
- 4) If you do not set the anti-bark level and you turn on the anti-bark mode, it automatically defaults to the most recent shock level setting used.

The vibration settings will not be relevant when in anti-bark mode.

Step 2: Turn the anti-bark mode on

Press and hold the On/Off button of the receiver collar for at least 2 second, release once red LED light shows (if you hear a beep you have held it down too long and turned it off so you will need to turn it on again and start again). The green Led light of the receiver should flash twice every 5 seconds if done correctly. The anti bark mode is on and the remote-control function is off. The Transmitter/remote cannot control the receiver under anti-bark mode.

Step 3: Turn the anti-bark mode off

Press and hold the On/Off button of the receiver collar again for at least 2 second, release once red LED light shows (if you hear a beep you have held it down too long and turned it off so you will need to turn it on again and start again). The green Led light of the receiver should flash once every 5 seconds. The anti-bark mode is off, and the remote-control function is on. You can test this by selecting your dog number on the remote and pressing vibrate.

For more clarity on this you can watch the video in the video and FAQ section at www.petresolve.com

Anti-bark: how does it work

- 1) The collar will issue one beep audio warning when the device detects the first bark.
- 2) The collar will begin to emit a static shock automatically if the collar continues to detect barking within 2 seconds. The interval of emitted static shock is 2 seconds.
- 3) The collar will return to its original state if it doesn't detect any barking for 5 seconds, issuing a warning beep.
- 4) The collar will stop automatically after emitting 8 consecutive shocks. The collar will return to its original status after 2 minutes.

HIGHLIGHT FLASHING LED NIGHT MODE

Your remote trainer has 3 colors (white, red and green) of highlight flash. You'll be able to detect your pets from 200-300 meters away in the dark without a remote control.

To use the highlight flashes, you must match the receiver collar to the transmitter first. The one that arrives in the set will be matched to channel 1.

- 1) **Continuous flash:** Press and hold “1” button of the transmitter for

3 seconds, the 1st dog receiver collar will highlight flash 5 times then flash once every 3 seconds continuously. Press and hold the “1” button for another 3 seconds then the 1st dog receiver collar will flash twice then quit the continuous flash mode.

2) Momentary flash: Press “1” button once, the receiver collar will flash 1 time.

3) Press “2” button to operate the 2nd collar, Press “3” button to operate the 3rd collar.

You can match different dog receiver collars and get different highlight flashes.

The 1st dog receiver collar has the white highlight LED.

The 2nd dog receiver collar has the red highlight LED.

The 3rd dog receiver collar has the green highlight LED.,

TRAINING GUIDE

Choosing the Appropriate Length of Contact Points

This is a critical step and is often overlooked. If you don't have the proper length contact points, the collar won't work correctly. For smaller dogs, the short contact points should be used. For larger dogs, or dogs with a heavier hair coat, you should use the longer contact points. You may trim the hair if the coat is too thick but never shave as this may lead to a rash or infection. You can use scissors to trim the hair like a hairdresser does that do not change the length just thin the hair in that area. You also have the plastic 'fake' prongs that will remove the shock mode from your device if you do not wish to have this feature.

Fitting Collar on the Dog

Make sure your dog is standing then place the collar strap in the middle of the dog's neck. The receiver should be on the underside of his/her neck, although on some dog's necks the receiver will naturally seek a slightly off-center position.

Tighten the buckle by holding it with two fingers as you pull the strap snug. Remote training collars must be put on a dog quite snugly to

ensure consistent contact and reliable stimulation. The collar needs to be placed relatively high on the dog's neck, usually just a couple of inches below the dog's ears. The collar should be pretty snug on the dog's neck and it should not dangle. If the collar is too loose, the contact points will not be touching your dog and it will not work. A good indicator that the collar is fit properly is if you can fit two fingers under the collar. Never over tighten as this will put a lot of pressure of the prongs on the neck. A collar that is too tight will increase the risk of pressure necrosis in the contact area.

Do not put any fingers under the strap as you tighten it and check after several minutes if the collar is still fitted correctly. This is something you should do regularly as well as checking and cleaning the area under the neck.

BATTERY INFORMATION THAT HELPS WITH UNDERSTANDING THE PRODUCT:

The battery should be charged every 2 days with frequent usage, or once every 5-7 days with less frequent usage.

The charging time depends on usage, the more you use it the more frequent it needs to be charged (like a mobile phone). Over time, the batteries may get weaker and can be replaced by purchasing cheaply from us on Amazon, this is usually several months to a couple of years later.

The main reasons for more frequent charging times are:

1) The distance it offers. This requires more demand from the batteries to maintain the signal at these distances, it also maintains the signal at all times so that you don't need to reconnect, it will stay matched when switched on or off.

2) No standby mode. This means the battery is always active as it is always ready to use, very important with a dog training collar as you need instant correction. In our minds, it doesn't make sense to have a training collar that goes into standby mode. The sacrifice is time between charges.

3) The vibration mode. The more the vibration mode is used, the more this runs down the battery as it involves extra power to operate.

These are all advantages of the system, the problem we have run in to is if we want to maintain these features, while improving the length of time a charge lasts, then we would require a bigger battery. This would make the receiver bigger and heavier for your dog, so we had to make a trade-off in terms of features and the frequency of charges.

Now time for the solutions:

1) When your dog is wearing the collar in the house for example and it isn't needed at that time, reach under the neck

and just turn it off until it is needed next.

2) Buy an extra collar. We sell these at cost price and having an extra collar would enable you to switch it over when one ran out, meaning less frequent charges.

3) Make sure to turn off the receiver and remote when you have finished using them not just one of them.

A bonus is the battery is fully charged in about 2-3 hours so you don't have long to wait!

Battery Replacement

The battery is designed to last for 1-2 years if used regularly. Any problems with charging or battery life, including not charging or turning on, please contact us. The batteries contained are designed and produced specifically for this device. If you need a new battery, please contact us or visit our website and we should have some available. To test if it is a battery issue, put the collar on charge and then while on charge try to turn it on as normal. If it comes on it just needs a new battery. You should also be able to control it with the remote transmitter while it is on charge if it comes on.

When removing the old battery pack, care must be taken when gripping the connector firmly to avoid damaging the wires. Never shorten the battery wires as though unlikely, it may cause fire or explosion.

To replace the batteries:

Receiver collar

To do this, open up the back and carefully disconnect the battery where it connects between the 2 wires, you will see a little white bit between the wires where it clips in, gently use your nail to unclip it, then connect it back up again, this will reset the collar and can be used to replace the battery.

Remote

To do this, open the back and carefully disconnect the battery where it clips into the back of the remote, you will see a little white bit, just gently unclip it then clip it in again, this will reset the remote or can be used to replace the battery.

How to know if you need a new battery?

- If the battery isn't lasting as long anymore you likely need a new one.

- If this is the case, try a reset by following the instructions in the previous section to reset the remote or receiver depending on which one is the issue.
- If the battery will not hold a charge i.e. it charges but won't turn on when taken off charge it likely needs a new one. If this happens, try to turn it on while still plugged in to charge and see if it will turn on while connected. If it turns on, then turn on the remote as well and try to control it while connected via the charger. You may be able to kickstart it this way and just take it off charge and it may stay on.
- If it will not charge at all check to see if the charger works with the remote or the USB with your laptop in case it is the plug.
- If it still won't light up when you put it on charge remove the battery with the instructions in the previous section and try putting it on charge with no battery attached to the receiver or remote if the remote is the issue. If it will charge with no battery attached the battery is the issue for sure.

Additional safety information for the batteries

When removing the old battery pack, care must be taken when gripping the connector firmly to avoid damaging the wires. Never shorten the battery wires as though highly unlikely, it may cause fire or explosion. Replacing the battery with a battery not specifically approved by us at Pet Resolve may also cause fire or explosion. Please call us on (503) 487-5277 or email us info@petresolve.com to avoid invalidating your warranty.

General Training Tips

1. Make training sessions short and positive (between 10-15 minutes long for each session.)
2. Train one dog at a time.
3. During the first initial training sessions, keep the dog in a familiar outdoor environment.
4. Use a long leash fastened to a non-metallic collar to help the dog's learning.
5. Be consistent. Give your dog a tone and/or stimulation with each misbehaviour.

6. Teach the dog a command first before reinforcing the command with the remote transmitter.
7. Issue one obedience command at a time. Do not use the training system for commands that the dog has not learnt.
8. Do not overcorrect your dog. Use as few stimulations as possible to train your dog.
9. During training, look for all the positive changes in the dog's behavior and remember to reinforce them promptly with ample praise and reward.
10. If you notice one situation in which your dog misbehaves repeatedly, set up this situation as a training session. This will dramatically increase your chances of success.
11. If your dog has a timid reaction to the tone or stimulation (especially the first couple of times), do not be alarmed. Redirect his attention to a simple and appropriate behaviour (i.e. a known command such as “sit”).
12. Please keep in mind, that you should keep training sessions short and end every session on a high note. Stop training and play with the dog as soon the dog has accomplished a new level of proficiency.
13. Never use the PTS1200 Dog Training Collar to correct or eliminate any form of aggressive behaviour. If your dog exhibits such

behaviour, contact a professional trainer. Aggression in dogs is the result of many factors- it may be a learned behaviour or it may be brought on as a result of fear. Another factor contributing to aggression in dogs is social dominance. Every dog is different.

INTENSITY SELECTION TIPS

The correct intensity for training is normally one that will motivate the dog, but not overwhelm. Dogs are like people in that they all have individual sensitivity levels. Also, different types of training call for different levels of intensity. So it's wise to test your dog to find the correct intensity level before you start training.

IMPORTANT: For best results when finding your dog's sensitivity, use continuous stimulation. If your transmitter has more than one button for continuous stimulation, use the button for the lowest level when finding your dog's sensitivity. The continuous stimulation is just holding the button down rather than just pressing it once.

NOTE: If your dog overreacts (vocalizes or acts "rattled") when you use the lowest level of continuous stimulation that's available on your collar model, then retest for sensitivity starting with the lowest level of momentary stimulation. If your dog doesn't respond up to level 8, check to see if the receiver is snug against your dogs neck and start

again from level 1. If you still have no luck in getting a response, you have two options: trim the hair beneath the receiver or switch to the longer prongs. After all these steps if you are still having problems call us on: (503) 487-5277 or email us: info@petresolve.com for a faster or similar response time.

Test Light Instructions

1. Turn the collar receiver on.
2. Hold the test light contacts to the contact points.
3. Press the shock button on the remote transmitter.
4. The test light will flash.
5. Turn the collar receiver off.

Save the Test Light for future testing.

Note: If the Test Light does not flash, recharge the battery and re-test.

HOW DOGS LEARN

Here are some basic guidelines that cover all your remote trainer work on obedience commands.

Follow a step-by-step introduction process on each command.

Don't assume that your dog will understand a remote trainer correction in connection with a command. The stimulus can confuse them initially, even if they know the command.

Don't introduce remote training with too high of an intensity level. Use a level that is just enough to probe your dog to respond to it after repetition. Do not introduce the collar at such a high level that your dog becomes worried or is vocalizing. The intensity level of remote trainers can be adjusted for a wide range of breeds and d types.

Don't introduce remote training around distractions.

Keep things simple for your dog in their first sessions. They can't learn well when there's too much going on.

Learning to Train

Every animal on the planet has an alpha or beta relationship with every other animal. We usually think of "beta" as submissive and beaten down, but in wild packs or herds, that is not the case. The beta

dog in a pack of wild dogs is still quite happy and lives a good life. So your dog should live the comfortable life – while remaining in the beta position. Your dog will be quite happy being beta as long as you show the dog that beta is a good way to live. In dog terms, you are the “alpha,” giving your dog everything it needs to survive. The essentials of food, shelter, and most importantly, companionship (the pack) are provided by you. For those things, your dog will work and be happy as long as you demonstrate that you will not submit to challenges.

To be sure, the beta dog will present regular challenges in hopes of gaining the alpha position. If the beta dog wins the challenge, there is a new leader of the pack, so do not give in. Some of the challenges are subtle. Those are the ones you must pay close attention to while training. If you win the small battles, the big fights will be much easier to handle. Dogs see the world in black and white. To your dog, either you are in control or it is. There is no middle ground.

There are two most important points, **conditioned responses** and **substitution**, will be the cornerstones of your training program.

Conditioned responses to commands are mandatory for a properly trained dog. When you explain something one time to a person, he or she will understand it and quite often give a positive response when questioned on that topic. Canines are different in that they trust their instincts implicitly. Instincts have protected canines for thousands of years from wild animals and other threats, and those threats still live in their minds today. In your training program, you must totally condition the responses to the obedience commands to such a degree that your dog trusts you more than its own instincts. That is a tall order, and you must take it seriously or you will not have success. Simple repetition is the only way to properly condition a dog. Simple repetition to the tune of around 1,000 repetitions per command will do this nicely. That might seem like an undoable task but if you will train consistently, it will take only a short time.

Substitution: This is where we use a stimulus to cause a response and then add another stimulus simultaneously until the second stimulus evokes the same response as the first. You might remember Dr. Pavlov's work with ringing the dinner bell as he was feeding his dog. It did not take long before simply ringing the dinner bell caused the dog to salivate. You will use this same practice in training your

dog, beginning with a leash, progressing to words and then finishing with electrical stimulation. It may sound overwhelming right now but you will be successful and your dog will accept this without question if you follow the steps.

Frequently Asked Questions

Is the stimulation safe for my dog? While the stimulation is unpleasant (it produces a static shock like we sometimes experience as humans), it is harmless to your dog. These devices also require interaction and training from the owner to achieve desired results.

Is the collar waterproof? Yes, they are designed to be completely waterproof. Any problems please email us. The remote is splashproof only.

If the rubber stopper comes away from the charging port, is the collar and remote still waterproof? Yes, this makes no difference to the waterproof status of the device, though keep in place if possible to keep debris out and for peace of mind.

How old should my dog be before I use this device? It is recommended that your dog be 6 months old to use a training collar. Your dog should have learned the basic commands such as “sit” or “stay”.

How big does my dog need to be to use this device? Your dog needs to be over 15lbs to use this device.

The collar doesn't fit my dog, what should I do? If the collar doesn't fit your dog, then you can remove the receiver and use any collar you choose with the receiver as long as it fits.

The collar is too long, is it ok to cut off the excess collar?

Yes

Once my dog is trained, do I still need to use the collar?

This is up to you, you can keep the collar on for insurance, or only wear it in high risk environments. If your dog is completely trustworthy now you can choose either way. You may also just use it from time to time as a reinforcement or as a refresher for certain behaviors.

Where can I purchase extra collars?

Extra collars are currently available on Amazon and on our website. If they are out of stock, they will reappear there shortly. They may be available on our website www.petresolve.com and elsewhere depending on when you're reading this message. You need the PTS collar, which comes in a box that is similar to this device.

Can I use this on my aggressive dog? We do not recommend any of our products to be used on aggressive dogs. In this situation please contact your local veterinarian or professional to trainer to determine if your dog might be aggressive.

Will I get exactly the 1200-meter range as advertised?

Testing for the 1200-meter range is performed in perfect conditions. The range you get will vary according to terrain, weather, vegetation, as well as, transmission from other radio devices. For best results make sure the collar has the light closest to the dog's nose and you hold the remote above your head horizontally and away from your body.

How long can I give continuous stimulation to my dog?

You can hold down the vibration or shock button for up to 8 seconds before the safety feature kicks in and it stops. You then need to press the button again if you want to shock for up to 8 seconds again.

What do I do if on the off chance my dogs neck becomes red and irritated? This is due to the contact points irritating the skin. Discontinue use for a few days. If the condition persists beyond 48 hours, see your veterinarian. Once the skin returns to normal, resume use and monitor the skin condition closely. You should be checking regularly for irritation as every dog responds differently.

Can I use a leash with the training collar on? DO NOT attach a leash to the training collar. You may use a separate non-metallic collar on your dog's neck and attach a leash. Be sure the extra collar does not interfere with the contact prongs.

How do I know if the collar is working? Use the test light that comes with your device. Set up the collar then match the

prongs to the metal strip on the test light. You then press the shock to see if the button lights up. If they do then the collar is ready to go.

Can I test the collar on the back of my hand or arm? This is up to you and we take no liability for this action. Some people choose to do this so they can feel the intensity that the dog is experiencing. The lower levels might not be felt by you depending on your sensitivity.

Is this a continuous or one-time shock? Both. It will stop when you let go of the button. If you only press it once, then it will be a one-time shock. If you hold down the button you can emit a shock for up to 8 seconds, before stopping and pressing the button again.

How many dogs can I set up on this system? 3, you need to purchase extra collars if needed.

Do I need to set up the collar every time I use it? No, even though it is quick once you know what you are doing, it has a memory function and saves your last settings and remains connected unless you have disconnected the collar.

How long does the battery last? The length of time the battery lasts between charges depends on how much you use the device. If used often it will need to be charged every other day like a mobile phone. The batteries are designed to last 1-2 years if used regularly. Any problems please contact us, and we can send a replacement.

How do I purchase additional batteries or spare parts? We usually have spares available on Amazon or the website.

Do you have any set-up videos? We have a short connection and disconnection videos on the website. More videos will be available on the website soon and anything like this can always be found at www.petresolve.com or on YouTube.

Do I need to sign up for my warranty? Yes, please visit www.petresolve.com and fill in your information to register for your warranty or text the warranty number.

What is the best way to contact you? The best way to contact us in terms of reply times is emailing info@petresolve.com due to time zone differences and

somebody is likely to reply out of work hours this way. You can also call us on: (503) 487-5277 and if nobody answers, leave a message and you will usually receive a call back pretty soon too. We often receive positive comments for our response time so trust that someone will be with you to help as soon as possible.

Troubleshooting Guide

Problem#1: No stimulation when a transmitter button is pressed.

The receiver has not been activated. The receiver must be turned on otherwise it won't work at all.

The receiver has not been matched to your transmitter. Follow the instructions to match.

Problem#2: The beeper of receiver does not make any sound when the receiver is on.

Press dog selection button to choose correct Dog Number before pressing transmitter buzz or beep.

The beeper component is loose, send to service center to repair or claim a replacement (contact us via: info@petresolve.com or (503) 487-5277).

Problem#3: The stimulation seems too high, not high enough or no feeling at all

The collar strap is not tight enough. Make sure the contacts points connect to the dog's skin well. You may need to trim (not shave) your dog's hair in that area.

The intensity level is not correct. Change the level.

The batteries are dead. Recharge as needed.

Problem#4: The receiver light changes color to indicate low battery very quickly

The unit has been left turned on in between training session. Make sure the receiver is turned off after use as well as the remote.

You are training in very cold weather.

Problem#5: The remote trainer doesn't have range, or the range is significantly reduced.

Either you or the dog is shielded by a metal structure. Operate it far away from these structures.

The receiver is on backwards. For best range, position the receiver so that the light faces toward the dog's nose.

Radio interference. Wait a short while then try again or move to another area.

Hold the transmitter above your head then hold down the command rather than just pressing it to give the signal a chance to reach the collar.

Problem#6: The receiver can't receive any signal or cannot work at all

Check the receiver on/off button, make sure the receiver is turned on.

Check the receiver collar's green LED light, make sure it flashes once every 5 seconds.

Check the transmitter if the battery is low, charge transmitter immediately.

The battery is broken, please contact us and we will send you a replacement battery if it is new or you can purchase them if not. The

batteries are specifically designed for this model.

The charger is broken, please try in your computer.

Cancel the receiver match, then re-match it with the transmitter.

If the receiver still will not work, send back to the service center to repair or replace (contact us via: info@petresolve.com or (503) 487-5277).

Problem#7: The receiver will not stop beeping or the light is constantly red and will not charge.

Open up the receiver, carefully disconnect the battery where it connects between the 2 wires, then reconnect it again. This will reset the receiver. If you connect the receiver to the charger then try to turn it on as normal while connected to the charger and it works then it just needs a new battery.

WARRANTY

This product comes with a warranty that you can sign up for by visiting www.petresolve.com. This is a limited warranty that the product is free from defects in material and manufacturing. In the event this product stops working or otherwise breaks due to defects in materials or manufacturing, please contact us on (503) 487-5277, or via info@petresolve.com for a faster or similar response time. The warranty is voided in the event of unauthorized alterations, improper use or care, or from accidents (e.g., dropping on a hard surface causing breakage). The warranty is limited to replacement of the product and/or a refund equal to the purchase price. A copy of your purchase receipt will be required to claim your warranty.

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 dogs where training is desired. The specific temperament of your dog may not work with this product. We

recommend that you not use this product if your dog is less than 15 pounds or if your dog is aggressive. If you are unsure whether this is appropriate for your dog, please consult your veterinarian, certified trainer, or contact our Customer Support on (503) 746-8283 or via email: info@petresolve.com. Proper use includes reviewing the entire Operating and Training Guide provided with your product and any specific safety information.

3. NO UNLAWFUL OR PROHIBITED USE

This product is designed for use with dogs only. This dog 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 Pet Resolve a trading name of Pet Resolve Limited 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

Pet Resolve a trading name of Pet Resolve Limited reserves the right to change the terms, conditions, and notices under which this Product is offered.

REF: PTS-1200

Pet Resolve is a trading name of Pet Resolve Limited based in the UK.

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