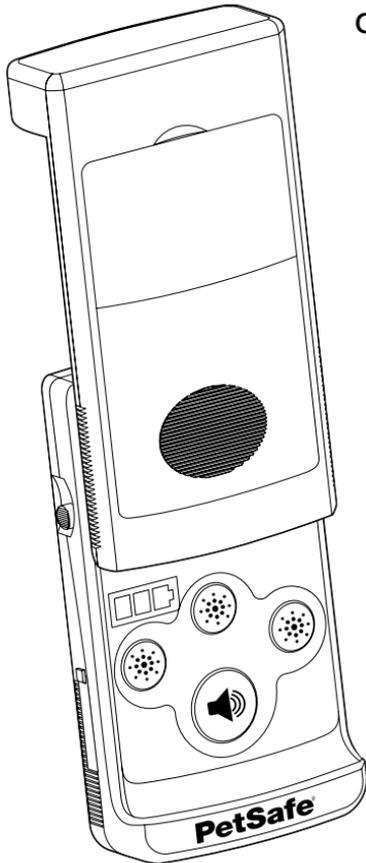




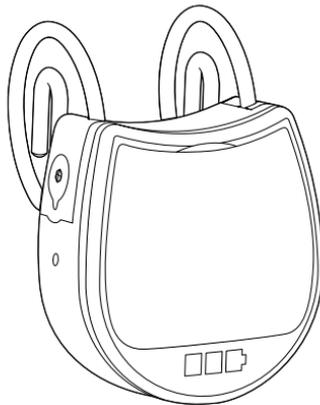
protect. **teach.** love.

# Elite Pendant™ Remote Trainer

operating and training guide



Model Number  
PDT00-13377



PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# 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.

### **⚠ WARNING**

**Risk of explosion.** Do not short circuit, mix old and new batteries, dispose of in fire, or expose to water. When batteries are stored or disposed, they must be protected from shorting. Dispose of used batteries properly.

### **⚠ WARNING**

**Not for use with aggressive dogs.** Do not use this Product if your dog is aggressive, or if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

### **⚠ CAUTION**

**Safety during on-leash training.** It is vitally important that you and your dog remain safe while learning during on-leash training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

### **CAUTION**

**Risk of skin damage.** Please read and follow the instructions in this manual. Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

- : Avoid leaving the collar on the dog for more than 12 hours per day.
- : When possible reposition the collar on the pet's neck every 1 to 2 hours.
- : Check the fit to prevent excessive pressure; follow the instructions in this manual.
- : A non-metallic collar is recommended. If using a metallic collar ensure it does not make contact with the Pendant™ Receiver.
- : Never connect a lead to the electronic collar; it will cause excessive pressure on the contacts.
- : When using a separate collar for a lead, don't put pressure on the electronic collar.
- : Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
- : Examine the contact area daily for signs of a rash or a sore.
- : If a rash or sore is found, discontinue use of the collar until the skin has healed.
- : If the condition persists beyond 48 hours, see your veterinarian.
- : For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet comfortable and safe. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. 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.

PetSafe® Remote Trainers must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the collar if he is not in good health.

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](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

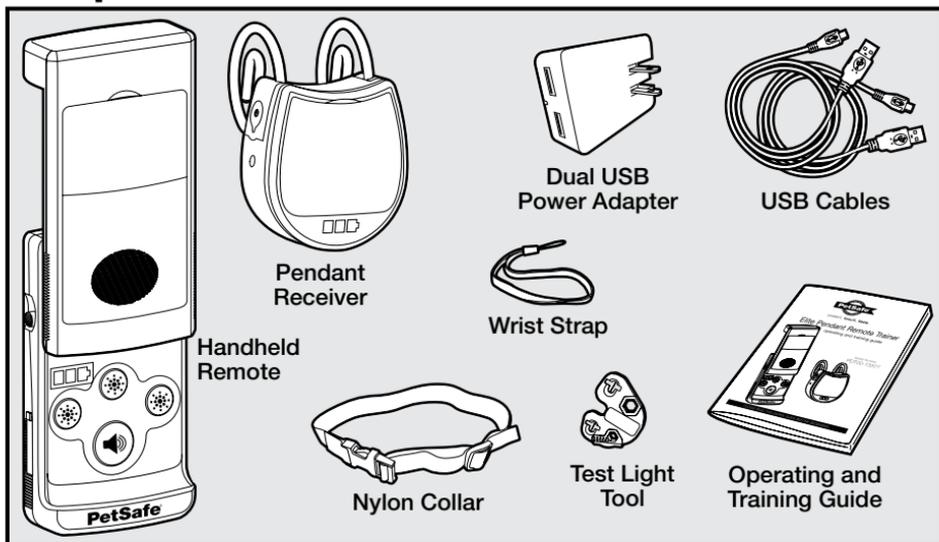
To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to 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](http://www.petsafe.net).

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# Components



## Other Items You May Need

- : Scissors
- : Lighter
- : Non-metallic collar and 10-foot leash

## How the System Works

The latest evolution in Remote Trainers is now available from PetSafe® brand. The new Elite Pendant™ Remote Trainer improves communication with your pet using a stylish, easy-slide remote and a unique programmable Pendant™ Receiver. The Pendant™ is comfortable for your pet and easy to use with 9 levels of stimulation and a tone option.

The Pendant™ Remote Trainer can be used anywhere to teach basic commands or to deter unwanted behaviors. At the push of a button, your Handheld Remote sends a signal activation to your dog's Pendant™ Receiver. He receives a safe but annoying stimulation. He'll quickly learn the association between this behavior and your correction. The PetSafe® Elite Pendant™ Remote Trainer has been proven safe, comfortable, and effective for both small and large dog breeds.

**Important:** The Elite Pendant™ Remote Trainer has a range of up to 200 yards. Depending on the way you hold the Handheld Remote, the maximum range may vary. Terrain, weather, vegetation, transmission from other radio devices, and other factors will affect the maximum range.

## Features

- : 200 yard range allows you to communicate with your pet from a distance
- : 9 levels of static stimulation and a tone option
- : Perfect-sized Handheld Remote fits comfortably in your hand

- : The Pendant™ Receiver can be used with most collars up to ¾" wide
- : Rechargeable batteries in the Handheld Remote and Pendant™ Receiver
- : Waterproof Pendant™ Receiver and water-resistant Handheld Remote

## Key Definitions

**Handheld Remote:** Transmits the signal to the Pendant™ Receiver.

**Slide Switch:** Adjusts the stimulation range to 1 of 3 positions, low, medium, or high.

**Stimulation Button 1:** Delivers continuous stimulation up to 10 seconds long. Low stimulation.

**Stimulation Button 2:** Delivers continuous stimulation up to 10 seconds long. Medium stimulation.

**Stimulation Button 3:** Delivers continuous stimulation up to 10 seconds long. High stimulation. *Note: When a stimulation button is held for 10 seconds or more, the Handheld Remote will “time-out.” The button will need to be released for 5 seconds and pressed again before additional stimulation can be delivered.*

**Tone Button:** Produces an audible tone from the collar. No stimulation is delivered.

**Status Gauge:** Displays battery life, charging status, and when a tone (green) or stimulation (yellow) button is being pressed.

**Micro USB Port:** Connects to myTrainer™ software. Also used to connect Power Adapter for charging. Keep the cover in place when not charging to keep debris out of the opening.

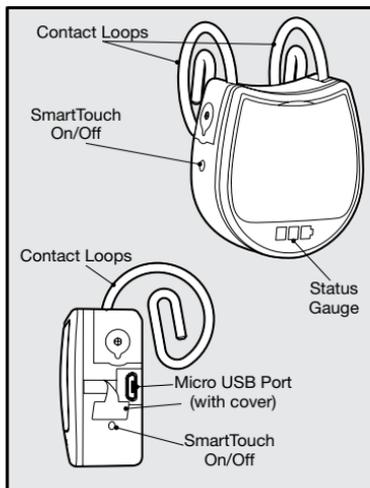
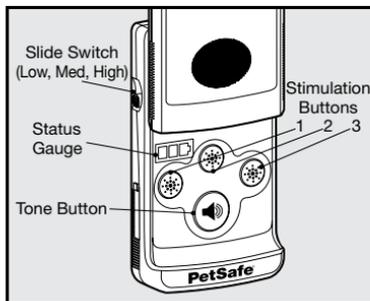
**Pendant™ Receiver:** Delivers stimulation or tone on a signal from the Handheld Remote. The Pendant™ is waterproof.

**SmartTouch On/Off Buttons:** Momentarily pressing and holding these buttons simultaneously turns the Pendant™ on and off.

**Contact Loops:** The contacts through which the Pendant™ delivers stimulation.

**Status Gauge:** Displays battery life, charging status, and when a tone (green) or stimulation (yellow) button is being pressed.

**Micro USB Port:** Connects to myTrainer™ software. Also used to connect Power Adapter for charging. Keep the cover in place when not charging to keep debris out of the opening.



# Operating Guide

## Step 1

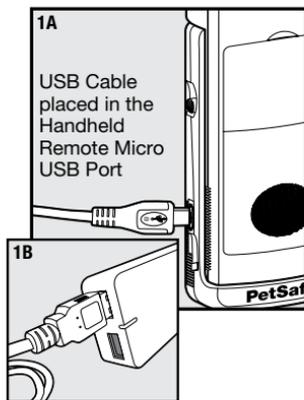
### Prepare the Handheld Remote

#### Charge the Handheld Remote

1. Lift the rubber cover protecting the Remote's Micro USB Port and insert one of the Micro USB connectors (1A).
2. Insert the USB connector on the opposite end into the power adapter (1B) and plug into a standard wall outlet.
3. Charge the Handheld Remote for 5 hours for the first charge. Recharges take only 3-4 hours. *Note: The Status Gauge will have a solid red LED while charging and a solid green LED when fully charged.*
4. When charging is completed, replace the rubber cover.

*Note: Approximate battery life between charges is 40 to 50 hours, depending on frequency of use. Ensure the Handheld Remote is closed when no longer in use for longer battery life.*

*Note: Both the Handheld Remote and the Pendant™ can also be charged by plugging into a USB port on your computer. Charging time may be longer than when using the power adapter.*



#### Turning On the Handheld Remote

Power up the Handheld Remote by sliding it open. You will see the status gauge display the remaining battery life.

#### Handheld Remote LED - Function and Response

Handheld Remote Function	Status Gauge LED Response
Good battery	3 green LEDs are solid for 3 seconds
Medium battery	2 green LEDs are solid for 3 seconds
Low battery	1 green LED is solid for 3 seconds
Critical battery	Red LED flashes for 3 seconds
Any stimulation button pressed	Red LED is solid for length of button press
Tone button pressed	1 green LED is solid for length of button press

## Step 2

### Prepare the Pendant™ Receiver

#### Charge the Pendant™ Receiver

1. Lift the rubber cover protecting the Pendant's Micro USB Port and insert one of the Micro USB connectors (2A).
2. Insert the USB connector on the opposite end into the power adapter (1B) and plug into a standard wall outlet. The red light will appear. *Note: The Handheld Remote and the Pendant™ Receiver can both be plugged in to the charger at the same time.*

- Charge the Pendant™ until the green LED comes on and is solid. Recharges take only 3-4 hours
- When charging is completed, replace the rubber cover.

## Attach the Pendant™ Receiver to a Collar

A black nylon collar is included or most collars up to ¾" wide can be used with the Pendant™.

**CAUTION** A non-metallic collar is recommended. If using a metallic collar ensure it does not make contact with the Pendant™ Receiver.

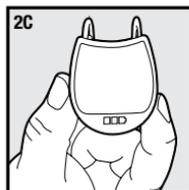
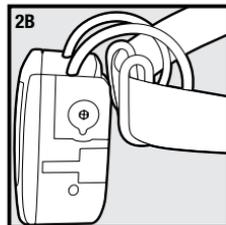
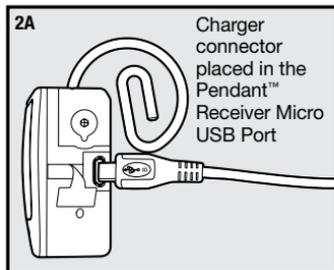
Place Pendant™ Receiver face down on a hard surface (i.e. table). Insert collar into loops and rotate through. Ensure collar is in the inner loop (2B).

## To Turn the Pendant™ On

- Press and hold the SmartTouch On/Off buttons (2C) until the green LED comes on and the Pendant™ beeps low to high.
- Release the SmartTouch On/Off buttons. The green LED will flash once every 10 seconds until the Pendant™ is turned off. The flashing light indicates the battery status and that the Pendant™ is ready to receive a radio signal from the Handheld Remote.
- Once the Pendant™ has been turned on, press the Tone button of the Handheld Remote. Upon pressing, the Pendant™ should beep for as long as the Tone button is pressed. If it does not, see "To Pair the Handheld Remote and the Pendant™ Receiver". *Note: To extend the life of the battery, turn the Pendant™ off when it is not in use.*

## To Turn the Pendant™ Off

- Press and hold the SmartTouch On/Off buttons (2C) until the red LED turns off (approximately 3 seconds) and the Pendant™ beeps high to low.
- Release the SmartTouch On/Off buttons. To extend the life between charging cycles, turn the Pendant™ off when it is not in use. Approximate battery life between charges is 40-50 hours, depending on frequency of use.



## Pendant™ Receiver LED – Function and Response

Pendant™ Function	Status Gauge LED Response	Pendant™ Tone Response
Pendant™ is turning ON	Green LED appears momentarily	Beeps low to high
Good battery	3 green LEDs flash every 10 seconds	None
Medium battery	2 green LEDs flash every 10 seconds	None
Low battery	1 green LED flashes every 10 seconds	None
Critical battery condition	Red LED flashes three times every 10 seconds	None
Tone being received	Green LED flashes	Tone beep
Pendant™ is turning OFF	Red LED appears for 3 seconds	Beeps high to low
Pendant™ is charging	Red LED is solid	None
Pendant™ charging complete	Green LED is solid	None

## Rechargeable Batteries

- The rechargeable Lithium Ion batteries are not memory sensitive and do not require depletion before charging.
- The batteries come partially charged from the factory, but will require a full charge (4-5 hours) before the first use.
- Remember—always keep batteries away from flame.
- When storing the unit for long periods, remember to regularly give batteries a full charge (3-4 hours). This should be done once every 4 to 6 weeks.
- The Elite Trainers are equipped with a safety feature to prevent over charging.
- If your equipment has not been charged for an extended period, you may experience a decrease in battery life the first few uses. Afterwards, the battery life will return to previous capacity levels.
- You should expect hundreds of recharge cycles from your batteries. However, all rechargeable batteries lose capacity over time relative to the number of recharge cycles they experience. This is normal. If your operating time drops to half of the original life, contact the Customer Care Center.

### **⚠ WARNING**

Do not attempt to cut into or pry open the battery. Be sure to discard the used battery properly.

## Step 3

### Fit the Pendant™ Receiver

**Important: The proper fit and placement of your Pendant™ Receiver is important for effective operation. The Contact Loops must have direct contact with your dog's skin on the underside of his neck.**

To assure a proper fit, please follow these steps:

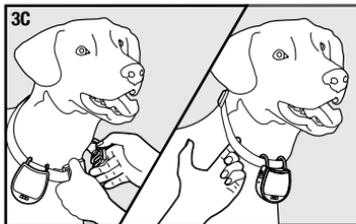
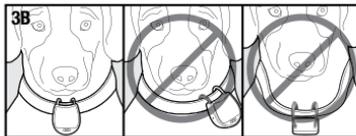
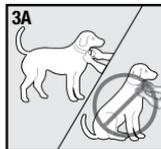
1. Make sure that the Pendant™ is turned off.
2. Attach the Pendant™ to collar. See page 7 for instructions.
3. Start with your dog standing comfortably (3A).
4. Place the collar and Pendant™ Receiver on the your dog's neck close to the ears. Center the Contact Loops underneath your dog's neck, touching the skin (3B).

*Note: It is sometimes necessary to trim the hair around the Contact Loops to make sure that contact is consistent.*

### **CAUTION**

Do not shave the pet's neck as this may increase the risk of skin irritation.

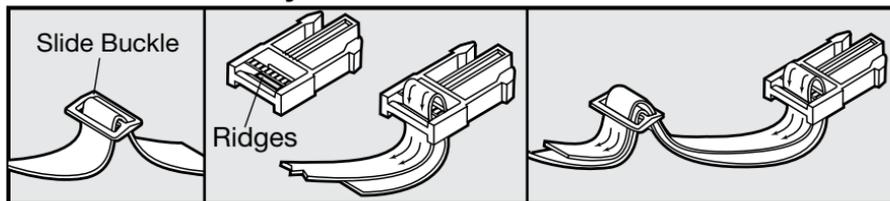
5. Check the tightness of the collar and Pendant™ Receiver by inserting one finger between the collar and your dog's neck (3C). The fit should be snug but not constricting.
6. Allow your dog to wear the collar and Pendant™ for several minutes then recheck the fit. Check the fit again as your dog becomes more comfortable with the collar and Pendant™.



### **CAUTION**

The Pendant™ Receiver should not be worn for more than 12 hours out of every 24-hour period. Leaving the collar on too long could lead to skin irritation. Please refer to page 2 for additional information.

## To Re-Thread the Nylon Collar



- : The slide buckle prevents the collar from becoming loose around your pet's neck.
- : The ridges must be facing up; the collar will slip if it is not properly threaded.

### Step 4

## To Pair the Pendant™ Receiver and the Handheld Remote

If your Pendant™ Receiver does not beep when the Tone button of the Handheld Remote is pressed, or if the Pendant™ is not responding to the Handheld Remote, follow these steps:

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

# Training Guide

## General Tips

- : Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your pet may become confused.
- : Be consistent. Correct your pet every time he misbehaves.
- : Unless you can supervise him, it is recommended that you restrict your pet from situations in which he has a history of misbehaving. However, setting up a situation as a training session can dramatically improve your chances of success.
- : If your pet reacts to the tones by hiding or acting fearful, redirect his attention to a simple and appropriate behavior, such as the “sit” command.
- : Pets should be at least 6 months old before using the Trainer.
- : Only let responsible family members use the Trainer. It is not a toy!
- : Other pets in hearing range will be affected by the training tones. Therefore, training sessions should be conducted out of hearing range of other pets.

### **⚠️ WARNING**

Never use the Remote Trainer to correct or eliminate any form of aggressive behavior. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.

## Teaching Your Pet With Tone

Before using the Trainer to correct your pet, spend 10 to 15 minutes per day for 2 or 3 days helping him create the association of the tone with reward and praise. To accomplish this:

1. Push the Tone button for 2 consecutive seconds.
2. Release the button and immediately reward your pet with verbal praise, petting, or a small food reward. Spend 3 to 5 seconds on your rewarding.
3. Wait a few minutes and repeat holding the Tone button for 2 seconds following with praise.

Vary the reward to prevent your pet from anticipating a specific type. This stage of training is complete when your pet obviously anticipates a reward when he hears the tone.

## Find the Best Stimulation Level for Your Pet

**Important: Always start at the lowest level and work your way up.**

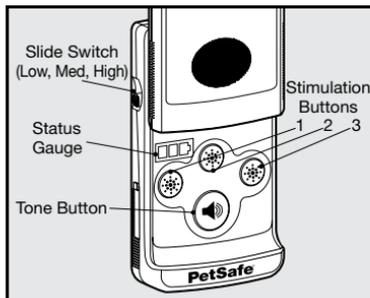
The Elite Pendant™ Remote Trainer has 9 different Stimulation Levels. This allows you to choose the stimulation that is best for your pet.

Once you have placed the Pendant™ and collar on your pet, it is time to find the Stimulation Level that is best for him. This is called the Recognition Level.

A slight change in your pet's behavior, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the Recognition Level that is best for him.

Follow these steps to find your pet's Recognition Level:

1. Starting at Low on the Slide Switch, press the Stimulation 1 button continuously for 1 to 2 seconds.



2. If your pet shows no reaction, repeat the stimulation level several times before moving up to Low Stimulation Levels 2 and 3.
3. If your pet shows no reaction on Low Stimulation Levels 1, 2, or 3, move the slide switch to Medium, press the Stimulation 1 button continuously for 1 to 2 seconds.
4. If your pet shows no reaction, repeat the stimulation level several time before moving up to Medium Stimulation Levels 2 and 3.
5. YOUR PET SHOULD NOT VOCALIZE OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.
6. Move up through the stimulation levels until your pet reliably responds to the stimulation.
7. If you have moved the slide switch to High and your pet continues to show not response, check the fit of the Pendant™. Then go back to #1 and repeat the process. If this still does not yield any results, your pet's hair may need to be trimmed around the Contact Loops.

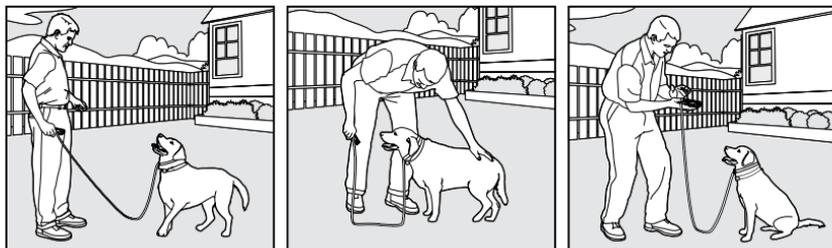
If all of these steps have been done and your pet continues to show no reaction to the stimulation, see the “Test Light Instructions” section.

If after completing all of these steps your dog still does not indicate he is feeling the stimulation, please contact Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).

## Teaching Basic Obedience

### The “Sit” Command

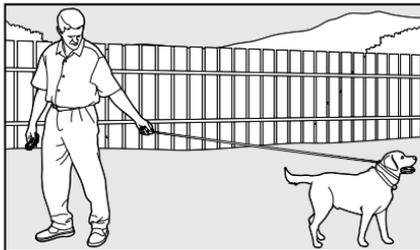
1. Put a separate, non-metallic collar on your pet's neck ABOVE the Pendant™, and attach a 10-foot leash. *Note: Be sure the extra collar does not put pressure on the Contact Loops.*
2. Hold the leash and the Handheld Remote in one hand. Keep your other hand free to guide your pet into a “Sit” position.
3. Using the Recognition Level for your pet, press and hold the Stimulation button.
4. Immediately give the “Sit” command while continuing to hold the Stimulation button.
5. Release the Stimulation button as soon as your pet is in position, and praise him.
6. Release your pet from the “Sit” command and play.
7. Repeat Steps 2 through 6.



*Note: If your pet breaks the “Sit” command, repeat steps 3 through 6. Keep your pet close to you while teaching the “Sit” command.*

## The “Recall” Command

1. Put a separate, non-metallic collar on your pet’s neck ABOVE the Pendant™, and attach a 10-foot leash. *Note: Be sure the extra collar does not put pressure on the Contact Loops.*
2. Hold your leash in one hand and the Handheld Remote in the other.
3. Wait for your pet to walk away from you. Using the Recognition Level for your pet, press and hold the Stimulation button on your Handheld Remote.
4. Immediately give the command “Recall” while continuing to hold the Stimulation button.
5. Using the leash, gently guide your pet toward you until he begins to come in your direction.
6. Immediately release the Stimulation button as soon as your pet steps towards you, and praise him enthusiastically.
7. Quickly move backwards as your pet begins to come back to you, praising him the entire time.
8. Praise your pet when he returns to you.
9. Repeat Steps 3 through 8.
10. Once your pet responds readily to the “Recall” command several times, back away from him without giving a command. When your pet turns toward you, give the command “Recall” (WITHOUT STIMULATION) and praise him while you continue to back up. Praise your pet when he returns to you.
11. Use your leash to prevent your pet from running past you. If your pet manages to run past you, repeat Steps 3 through 8.



## The “Stay” Command

1. Put a separate, non-metallic collar on your pet’s neck ABOVE the Pendant™, and a 10-foot leash. *Note: Be sure the extra collar does not put pressure on the Contact Loops.*
2. Visibly identify a designated area where you want your pet to sit by placing his bed or a large piece of cloth on the ground.
3. After identifying a place, put your pet in that area. Hold your leash in one hand and the Handheld Remote in the other.
4. Staying within approximately 3 feet, walk around the perimeter of the designated area. Do not say anything to your pet.
5. If your pet tries to leave that area, press and hold the Stimulation button while saying “Stay”, and if necessary, use the leash to guide your pet onto the designated area.
6. Immediately release the Stimulation button as soon as your pet returns to the area and praise him enthusiastically.
7. Once your pet has settled for a few seconds, release him and play calmly.
8. Repeat steps 1 through 6.



# Eliminating Unwanted Behavior

## Jumping Up

Pets typically jump up to get attention. If you do not want your pet to jump on you, then friends or members of the family should not encourage this behavior. That means every time your pet jumps on someone, he should be reprimanded or redirected to an alternate and acceptable behavior, for which he can receive praise. *Note: It is best if your pet first understands the "Sit" command.*

1. Choose the Intensity Level one step higher than your pet's Recognition Level.
2. As soon as your pet lifts his paws off the ground to jump on you, press the Stimulation button and give the command "Sit."
3. Release the Stimulation button immediately once your pet is sitting, and verbally praise him.
4. If your pet ignores the stimulation, increase the Intensity Level by 1.
5. Practice this exercise in several different areas and use different people for distractions.

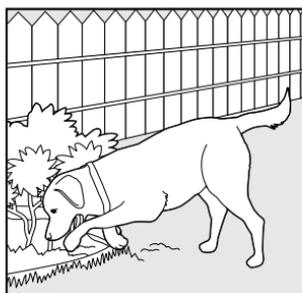
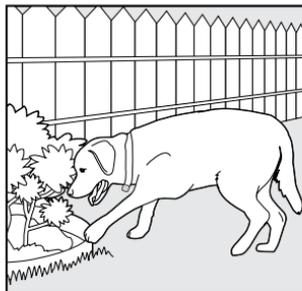


## Digging

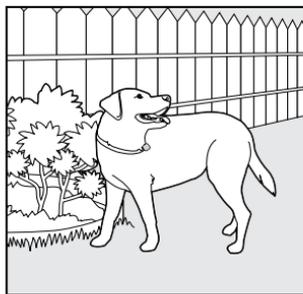
It is important to first understand why your pet is digging. Many dogs, such as terriers, were bred to flush out prey, and digging is very innate to them. Other pets may be digging to find a cool spot to lie down, or simply out of boredom. Your pet may no longer have the desire to dig if he is provided with the following:

- : A cool, shaded area in which to lie down, and plenty of water.
- : An alternate activity, such as a favorite toy.
- : Plenty of play, exercise, and attention.
- : A yard free from rodents or prey that he may be trying to flush out.

1. Choose the Intensity Level one step higher than your pet's Recognition Level.
2. Place the Pendant™ on your pet and wait at least 10 minutes before placing him in the yard. No other people or pets should be in the yard, as you do not want your pet to associate the stimulation with anything other than his digging. Your pet must be securely fenced in or contained during training.



- From a window or area where your pet cannot see you, wait until your pet begins to dig.
- While your pet digs, press the Stimulation button and release it when he stops digging. Only press the button while your pet is in the act of digging, and do not say anything to him.
- If your pet ignores the stimulation, increase the Intensity Level by 1.
- Continue to watch your pet, as he may choose another area to dig.
- Do not allow your pet in the yard unsupervised until he has completely stopped digging.



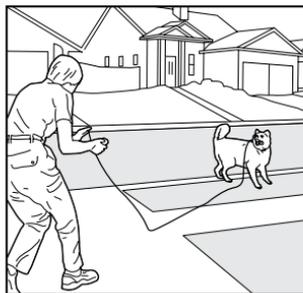
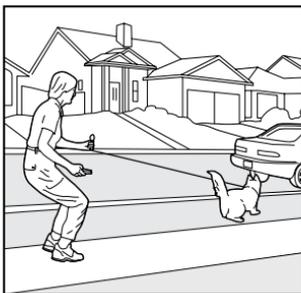
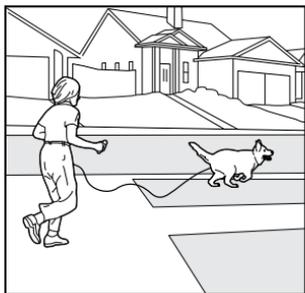
## Chasing

Chasing is an instinctive behavior stimulated by moving objects. Some dogs have a particularly strong desire to chase that can put them in harm's way and leave you helpless. Never allow your dog off the leash or out of a contained area until he has learned the "Recall" command, regardless of the distraction. Be consistent and correct your dog every time he chases something.

### CAUTION

It is vitally important that you and your dog remain safe while carrying out this training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

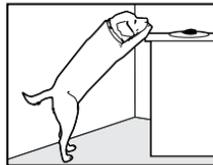
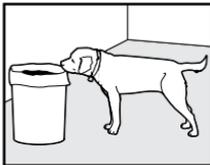
- Choose the Intensity Level one step higher than your dog's Recognition Level.
- Set up a scenario where your dog is enticed to chase an object. Common items could be cars, motorcycles, bicycles, etc. (do not use toys).
- When the object passes in front of your dog, make sure to hold the leash with a firm grip. As soon as your dog begins to chase the object, give the "Recall" command and press and hold the Stimulation button until he stops. If he fails to stop, restrain him with the leash before he reaches danger.
- When your dog stops chasing the object, immediately release the button, walk backwards and give the command "Recall." Praise your dog as he comes to you.
- If your dog ignores the stimulation, repeat using a higher level of stimulation.
- Repeat the process until your dog responds consistently to the "Recall" command.



## Trash Raiding

The easiest way to prevent trash raiding is to remove garbage and tempting food from your pet's environment. You can use the Remote Trainer to teach your pet to stay away from these items; however, you must be prepared to correct your pet every time he approaches them.

1. Choose the Intensity Level 1 higher than your pet's Recognition Level.
2. Pick a temptation for your pet and position yourself where he cannot see you.
3. While your pet's mouth is touching the temptation, press and hold the Stimulation button. Immediately release the button when your pet leaves the temptation.
4. Do not say anything, as you want your pet to associate the stimulation with his behavior, not you.
5. If your pet does not respond to the stimulation, increase the Intensity Level by 1 and repeat the process.
6. Repeat this process in several different locations with different temptations.



# Frequently Asked Questions

<b>Is the stimulation safe for my pet?</b>	: While the stimulation is unpleasant, it is harmless to your pet. Electronic training devices require interaction and training from the owner to achieve desired results.
<b>How old does a pet have to be before using the Elite Pendant™ Remote Trainer?</b>	: Your pet should be able to learn basic obedience commands such as “Sit” or “Stay” and be at least 6 months old before using the Trainer.
<b>Once my pet is trained and has been obeying my commands, will he have to continue to wear the Pendant™ Receiver?</b>	: Probably not. He may need to wear the Pendant™ from time to time for reinforcement.
<b>Is the Pendant™ Receiver waterproof?</b>	: Yes. Be sure to keep the protective cover on the Micro USB Port when not charging.
<b>Can I use the PetSafe® Elite Pendant™ Remote Trainer on aggressive pets?</b>	: We do not recommend any of our products to be used on aggressive pets. We recommend you contact your local veterinarian or professional trainer to determine if your pet might be aggressive.
<b>How long can I continuously deliver stimulation to my pet?</b>	: The maximum amount of time you can press a Stimulation Button and deliver stimulation to your pet is 10 seconds. After 10 seconds, the Handheld Remote will time-out, and the button must be released for 5 seconds and pressed again.

# Troubleshooting

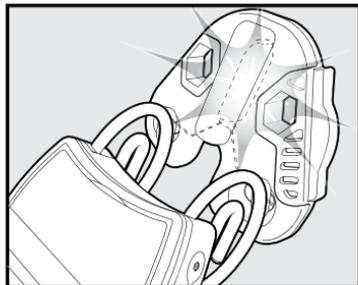
<b>My pet is not responding when I press a button.</b>	<ul style="list-style-type: none"> <li>: Check to see if the Pendant™ has been turned on.</li> <li>: If your range has reduced from the first time you have used it, please check to see if the battery is low in either the Handheld Remote or Pendant.</li> <li>: You can verify the Pendant™ is delivering stimulation to your pet by using the Test Light Tool enclosed in your kit. Please refer to the “Test Light Instructions” section for details.</li> <li>: Increase the stimulation level. Refer to “Find the Best Stimulation Level For Your Pet” for more information.</li> <li>: Make sure the Pendant’s Contact Loops are placed snugly against your pet’s skin. Refer to “Fit the Pendant™ Receiver” for more information.</li> </ul>
<b>The Pendant™ will not turn on.</b>	: Make sure the Pendant™ has been charged. For the initial charge, be sure to charge it for 5 hours. Subsequent charges only take 3-4 hours.
<b>The Pendant™ is not responding to the Handheld Remote.</b>	: Verify the Pendant™ has been turned on. Refer to “Turning the Pendant™ On and Off”.

# Test Light Instructions

1. Turn the Pendant™ on.
2. Hold the Test Light Contacts to the Contact Loops.
3. Press a Stimulation Button on the Handheld Remote.
4. The Test Light will flash. *Note: At higher Stimulation Levels, the Test Light will flash brighter.*
5. Turn the Pendant™ off.

Save the Test Light for future testing.

*Note: If the Test Light does not flash, recharge the battery and re-test. If Test Light still does not flash, contact the Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).*



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## Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM - 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

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## 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 or size/weight of your pet may not be suitable for this Product (please refer to "How the System Works" in this Operating Guide). Radio Systems Corporation recommends that this Product is not used if your pet is aggressive and accepts no liability for determining suitability in individual cases. If you are unsure whether this Product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. Proper use includes, without limitation, reviewing the entire Operating Guide 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.



## Battery Disposal

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries. At the end of the product life, please contact our Customer Care Center to receive instructions on proper disposal of the unit. Please do not dispose of the unit in household or municipal waste. For a listing of Customer Care Center telephone numbers in your area, visit our website at [www.petsafe.net](http://www.petsafe.net).

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## Perchlorate Battery

Perchlorate Material – special handling may apply.  
See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

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## Compliance



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/customer-care/eu\\_docs.php](http://www.petsafe.net/customer-care/eu_docs.php).

### IC - Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### ACMA - Australia

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

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## Warranty

### One Year Non-Transferable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by sending a stamped addressed envelope to Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square, Dundalk, Ireland.

**Australia/New Zealand** – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

### One Year Non-Transferable Limited Warranty

**What is covered:** Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer

purchaser” is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio System’s sole discretion.

The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase Products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

## **Claims Procedure**

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd  
PO Box 765, Mudgeeraba QLD 4213  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer’s own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

# myTrainer™ Software

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## Overview

The Pendant™ Training System includes companion software that allows you to view device information, upgrade the device software, track the training protocol progress, and provides links to important information. myTrainer™ software is a Windows® based application.

myTrainer™ software communicates with either the Pendant™ Receiver or the Handheld Remote connected through any USB port on your computer.

Internet access is recommended, but not necessary when only displaying device information. However, software upgrades and web page links require an internet connection.

## Prerequisites

- : Windows XP, Windows® Vista, Windows 7, or Windows 8 operating system
- : USB port
- : .NET Framework 4.0
- : Acrobat® Reader® or equivalent PDF reader

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## Installation

The easy to use myTrainer™ software installation is available for download at:  
<http://www.petsafe.net/support/downloads>.

When prompted to Run or Save, choose Run. The installation will start automatically after it has been downloaded. The installer will guide you through the necessary steps to install myTrainer™. myTrainer™ settings can be customized by unchecking one or both of the checkboxes on the Installation Options page. The checkboxes are used to determine if shortcuts will be placed on the desktop or in the Start folder. It is recommended to keep the default settings and folder locations. Once the installer completes, myTrainer™ software will launch and be ready to use.

The installer may prompt you to install the .NET 4.0 Framework before it will successfully complete. It is available for download at: <http://go.microsoft.com/fwlink/?LinkId=131000>.

Acrobat® Reader® is required for viewing the product manual. It is available at <http://get.adobe.com/reader>.

myTrainer™ software can be easily removed from your computer by clicking on the uninstall icon in the Start menu under the PetSafe folder.

## Starting myTrainer™ Software

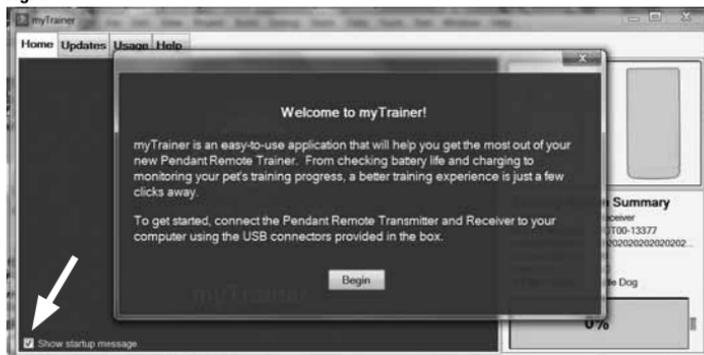
By default, myTrainer™ software will have a shortcut icon conveniently placed on the desktop or in the Start menu under the PetSafe® folder. To start the software, just click on either icon. It will automatically detect and activate itself when a Pendant™ Remote Trainer device is plugged into a USB port. When the device is unplugged from the USB port, myTrainer™ automatically minimizes itself residing in the notification area.

When minimized, myTrainer™ can be identified by the PetSafe® icon while residing in the notification area. To restore myTrainer™ to the viewing area, double click on the PetSafe icon or select Show from the right click context menu. If a Pendant™ Remote Trainer device is plugged into a USB port, its information will be displayed in the Training System Summary area. Otherwise, the Training System Summary will be blank.

The first time the Pendant™ Receiver or Handheld Remote is plugged into a USB port, a message appears advising that a new device was detected and the driver software is installing. When the driver has been installed a message will display stating the USB input HID compliant device is ready to use. It will be necessary to restart your computer if prompted to do so.

**Welcome Message:** The welcome message is displayed the first time myTrainer™ is run after an installation. It can be disabled by unchecking the “Show startup message” in the lower left hand corner of the Home tab (Fig. 1).

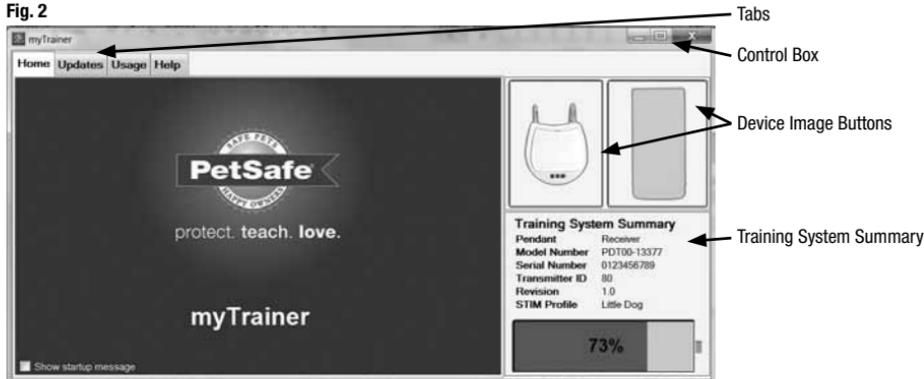
Fig. 1



# Exploring myTrainer™ Software

myTrainer™ software is comprised of four tab pages and a Summary section. When at least one device is plugged into the USB port, the Summary section is always visible; while the tab pages can be changed by left clicking the mouse on the tab that interests you (Fig 2). When no devices are plugged into the USB ports, you will be limited to the Help tab, despite any tab you may click on.

Fig. 2



**Control Box:** In the upper right hand corner of the myTrainer™ screen is the control box. Inside the control box are minimize, maximize, and close buttons. The minimize button sends the myTrainer™ window to the Task bar, generally located at the bottom of the screen on Windows operating systems. The maximize button expands the myTrainer™ window to take up the whole viewing area of the screen. However, the Summary area and tab pages will not expand when the maximize button is pressed.

**Device Image Buttons:** Device image buttons allow you to select between the Pendant™ and the Handheld Remote when both are plugged into USB ports simultaneously. The buttons are outlined in green when connected to the USB port and by red when not connected. Device image buttons that are outlined in red will ignore mouse clicks. When only one device is plugged in, it is automatically selected and its information displayed. Only the currently selected device's information will be displayed in the Training System Summary section.

**Training System Summary:** The Summary section contains the following device information:

- Product Name
- Model Number
- Serial Number
- Handheld Remote (Transmitter) Identification
- Software Revision
- Stimulation Profile Type
- Estimated Battery Capacity

This information can be copied to the clipboard by using the right click context menu option and pasted into an email when consulting Customer Care.

The battery symbol displays the estimated battery capacity. When the capacity is above 20% the battery is green. When the capacity is between 10% and 20% it will be yellow. When the capacity is below 10% it will be red.

**Home Tab:** The Home tab is shown by default when myTrainer™ software is first executed.

**Updates Tab:** The Updates tab shows the image of the currently selected device and includes an update status message regarding the software revision, a download button to initiate the update process, and a status bar to monitor the update progress.

When a new software version is available the DOWNLOAD button will be enabled, the update status message will state “UPDATE IS AVAILABLE. CLICK ON DOWNLOAD TO BEGIN” and the status bar will display “Ready” (Fig 3).

Fig. 3



**ATTENTION:** Once the update process has started the device must be left plugged into the USB port until the update completes. When the device is unplugged during an update, it will go into loader recovery mode and you must retry the download so that the device is usable.

To start the update process, click the DOWNLOAD button. The status bar at the bottom will track the progress. When the process completes, a message will appear confirming the device has been updated or that the process failed.

When the myTrainer™ software is up to date, the DOWNLOAD button will be disabled (grayed out) and the status bar will display “No updates available” (Fig. 4).

Fig. 4



**Usage Tab:** The Usage tab displays the current totals of the training activity counters. Each time a stimulation or tone button is pressed and released, the counters incrementally increase. The counters will rollover to zero when they surpass 65,535. At any time the user can reset counter by pressing the Reset button.

The Pendant™ Remote Trainer also tracks the total on/off occurrences. This counter will also be reset to zero when the Reset button is pressed. (Fig. 5)

Fig. 5



**Help Tab:** The Help tab will aid in maximizing your satisfaction of the Pendant™ Training System by giving you access to a wealth of information. The Help tab contains links to the Product Manual, FAQs, the PetSafe® website, Product Registration, Customer Care Center email and contact info, the PetSafe® Cloud dashboard, Twitter, Facebook, YouTube, and the official PetSafe® blog. (Fig. 6)

Fig. 6



A single click on the Product Manual will launch the Pendant™ manual with Acrobat® Reader®. A single click on any of the other Help buttons will launch your default web browser with the path necessary to send you to the intended web page.

## Exiting myTrainer™ Software

myTrainer™ software may be hidden by clicking on the *red X* in the upper right hand corner. To close the software, click the right mouse button while on the Home tab, then select *Exit* from the context dropdown menu. To close myTrainer™ when it is hidden, click the right mouse button while hovering over the PetSafe® icon in the notification area, then select *Exit* from the context menu.

### Frequently Asked Questions

<b>Does myTrainer™ software work with any USB devices?</b>	: No, myTrainer™ software only recognizes PetSafe® Remote Training devices.
<b>Does myTrainer™ software work with PetSafe® Remote Training devices while mouse, keyboard, camera, other USB devices are plugged in?</b>	: Yes, it only communicates with PetSafe® Remote Training devices, other USB devices are unaffected.
<b>Will the device battery charge while myTrainer™ software is active?</b>	: Yes, your computer will still charge the device while myTrainer™ software is communicating with the USB device.
<b>How do I stop the welcome message from opening?</b>	: Uncheck the “Show startup message” in the lower left hand corner of the Home tab.
<b>How do I remove the application from the notification area?</b>	: Right click on the icon in the notification area and select “Exit” from the context menu. You may also need to delete the icon from the Startup menu under All Programs.
<b>What if myTrainer™ becomes unresponsive after I plug in the USB device?</b>	: Unplug your device and plug it back into the USB port.
<b>What happens if the USB is disconnected during a download?</b>	: The device will go into loader recovery mode and you must retry the download so that the device is usable.
<b>How do I remove myTrainer™ software from my computer?</b>	: Run the uninstall.bat program found under the PetSafe folder in Start->All Programs, or use Windows Uninstaller in Start->Control Panel->Programs->Uninstall, double left click on PetConnect.
<b>Why do I see the message “Plug in your Pendant™ USB device to continue” in the Summary Area?</b>	: The application has not detected a device on the USB port. Unplug your device and plug it back into the USB port. If you continue to see the message, try a different USB port. If the problem consists, contact the Customer Care Center.





Radio Systems® Corporation  
10427 PetSafe Way  
Knoxville, TN 37932  
1-800-732-2677  
[www.petsafe.net](http://www.petsafe.net)  
400-1359/1

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