



protect. teach. love.®

Installation and Operating Guide

PPA00-15930, PPA00-15931

SmartDoor™ Plus



Please read this entire guide before installing.

IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols Used in this Guide



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

⚠ WARNING

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

⚠ CAUTION

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

CAUTION

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

NOTICE

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

⚠ WARNING

- When children are present in the home, it is important to consider the pet door during child proofing activities. The pet door may be misused by a child resulting in the child accessing potential hazards that may be on the other side of the pet door. Purchasers/Homeowners with swimming pools should ensure that the pet door is monitored at all times and that the swimming pool has adequate barriers to entry. If a new hazard is created inside or outside of your home, which may be accessed through the pet door, Radio Systems Corporation recommends that you properly guard access to the hazard or remove the pet door. The closing panel or lock, if applicable, is provided for aesthetic and energy efficiency purposes and is not intended as a security device. Radio Systems Corporation will not be liable for unintended use, and the purchaser of this product accepts full responsibility for oversight of the opening it creates.
- Power tools can cause severe injury. Follow all safety instructions for your power tools. Be sure to always wear your safety goggles and other proper safety equipment.
- Ensure the power adapter is used only on a standard 120 Volt AC circuit outlet.
- Do not unplug by pulling on cord. To unplug, grasp the power adapter plug housing, not the cord.
- Inspect the power cord before and periodically during use. Discontinue use if damage or deterioration occur, such as blistering, cracking, chewing or deformation. Continued use may result in injury or property damage.
- To avoid tripping, always position the power cord out of the path of foot traffic.
- Before using charger or charging the battery, carefully read all instructions and cautionary markings in this guide, on the charger, battery and product using battery to reduce risk of injury or damage and misuse of products.
- Do not use charger, battery or power adapter outdoors, expose to wet or damp conditions or allow to get wet with water or any other type of liquid.
- Keep battery away from untrained individuals and children!
- Only use designated charger to charge battery. Do not attempt to charge the battery by any other means.
- Do not charge battery if cracked or damaged.
- Do not disassemble battery or throw into a fire. Recycle battery properly.
- Do not place the battery on or near fires, heaters, other high temperature locations, or apply heat to the battery. Never charge your lithium-ion battery near heat or flammable objects.
- Do not pierce the battery with any sharp objects, strike the battery with a hammer, tools, or heavy objects, step on the battery, subject the battery to strong impacts or shocks or otherwise damage the outer casing.
- Do not leave the battery in direct sunlight, and avoid storing spare batteries inside cars in extreme hot weather. Doing so may cause the battery to generate heat, rupture or ignite.

- If the product or battery becomes too hot to the touch during charging, disconnect the power adapter from the charger and unplug from the power outlet immediately.
- Do not charge battery if the battery has expanded or swollen in size, or if the battery has been punctured, even if this is the first time the battery is going to be charged.
- If an exposed lithium-ion battery does start a fire, it may burn even more violently if it comes into contact with water or even the moisture in the air. **DO NOT THROW WATER ON A BURNING LITHIUM-ION BATTERY!** A class C fire extinguisher must be used.
- Do not disassemble or modify the battery. The battery contains safety and protection devices which, if damaged, may cause the battery to generate heat, rupture or ignite. Any modification may damage the battery or cells and will invalidate any warranty claim.
- If you happen to get any electrolyte from the battery cells on your skin, wash thoroughly with soap and water. If in your eyes, do not rub. Rinse thoroughly with water and seek medical assistance.
- Do not continue charging the battery if it does not recharge within the specified charging time. Doing so may cause the battery to become hot, rupture, or ignite.
- Storage: For long term storage, the battery should be stored at room temperature (around 68° F / 20° C), charged at about 30 to 50% of its capacity. We recommend that spare batteries are charged and used at least once per year to prevent over-discharge.
- Do not use the charger with other lithium batteries or with any other type of batteries– fire or explosion may occur.
- Never modify or repair the charger supplied.
- Never use a NiCd charger or any other charger to recharge the lithium-ion battery as this is very dangerous.
- Do not disassemble charger.
- Disconnect power adapter from charger and power adapter from outlet when not in use or when finished charging battery to reduce risk of electric shock.
- Only use designated power adapter with charger to charge battery.
- Do not operate charger with a damaged plug or use charger if damaged in any way.

⚠ CAUTION

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

CAUTION

- During pet training while pet door is in Open Mode, make sure to GENTLY lower flap onto pet's back. Also avoid possible injury by making sure your pet is entirely through the pet door opening, including paws and tail, before completely releasing flap.
- Do not allow your pet to chew on the power cord.

NOTICE

- Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your pet door is assembled, powered up, programmed for your pet and all steps under "Prepare, Setup and Test" have been completed.
- Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.
- Unauthorized changes or modifications may void the user's authority to operate this equipment, and void the warranty.
- We do not accept any responsibility for openings that are cut or modified in doors or walls or any damage caused to doors or walls in forming or modification of such openings, including any costs associated with the repair or replacement.
- The unit only operates properly while outside temperatures are greater than -5°F (-20.5° C) and less than 131° F (55° C). If operating from the rechargeable lithium-ion battery, the battery and battery compartment cannot be exposed to temperatures below 32° F (0° C).
- Do not install in a location where the pet door interior frame, including the LCD screen and battery compartment, and the power adapter are exposed to damp or wet conditions or to water or outside elements, such as rain or snow.
- Only use designated power adapter with the product.

NOTICE

- Do not use power adapter in temperatures below 32° F (0° C) or above 104° F (40° C). Power adapter for inside use only.
- If homeowner's door or other application is not level, the pet door must be installed level to swing properly.
- When applying the cutting template, there should be a minimum of 3 inches between the bottom and sides of the door and the outer edge of the template to maintain the structural integrity of the door.
- Make sure there is nothing underneath the door where you will be drilling holes or cutting out the opening.
- Use a manual screwdriver to tighten screws. Do not overtighten. Overtightening can strip the screws or warp the pet door frame.

SAVE THESE INSTRUCTIONS

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 enhance the relationship between pets and their owners. If you have any questions about our products or training your pet, please visit our website at www.petsafe.net or contact our Customer Care Center at **1-800-732-2677**.

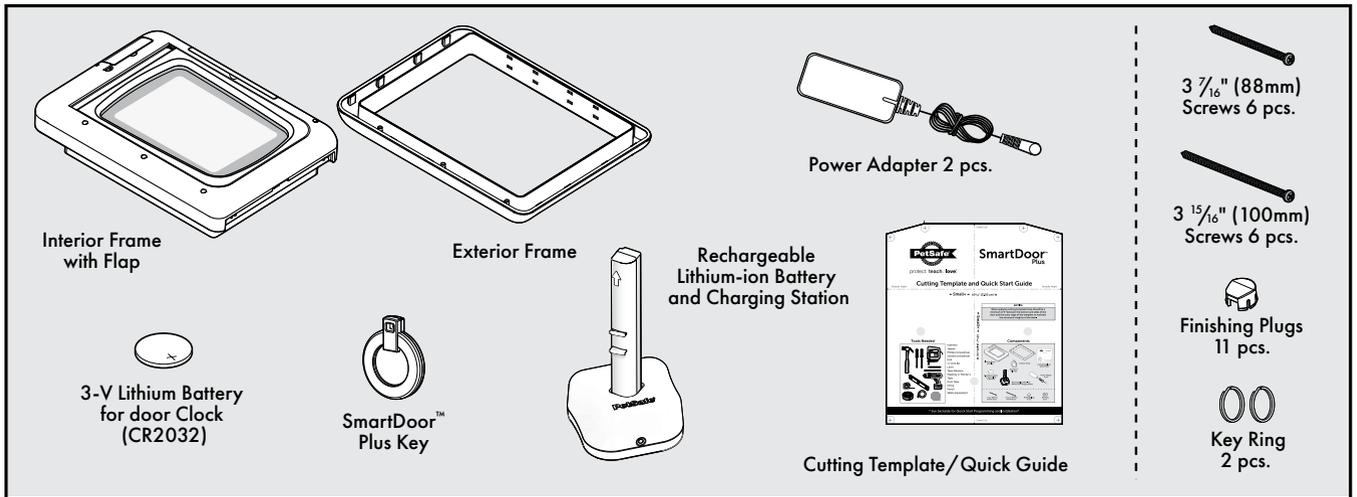
To get the most protection out of your warranty, please register your product within 30 days at www.petsafe.net. By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly,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

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GETTING STARTED

Components



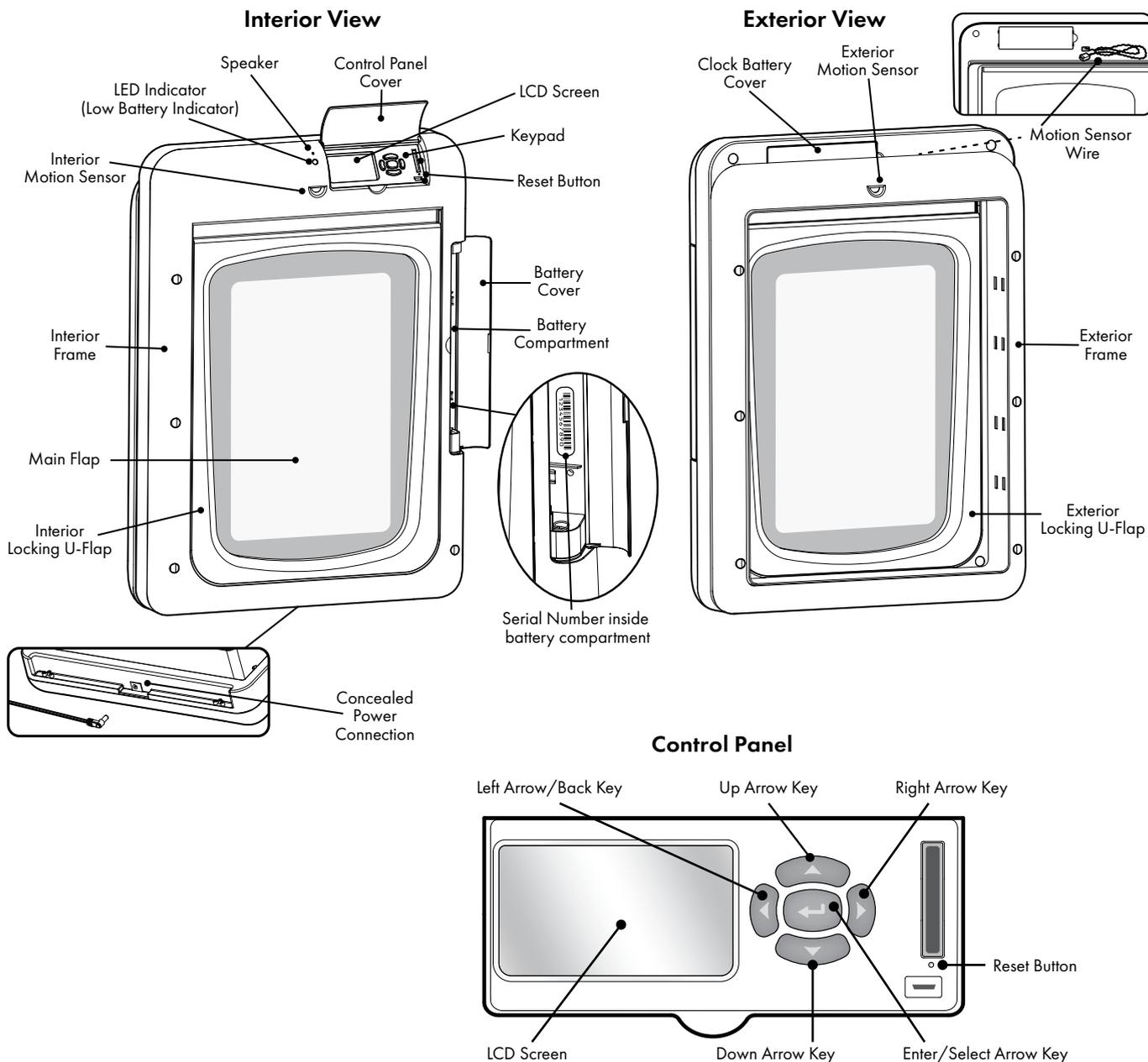
How the SmartDoor™ Plus Works

Using radio frequency identification (RFID) technology, the SmartDoor Plus pet door reads the SmartDoor Plus Key worn on your pet's collar. When your pet approaches the SmartDoor Plus, the system reads the unique ID of your pet's key unlocking the pet door and allowing your pet to enter or exit. If a pet or animal does not have a programmed key, the pet door will remain locked. This allows access only to pets with a key while helping keep out other pets, wild animals, pests and strays. The SmartDoor Plus offers advanced access options, such as in-only and out-only access, plus a timer feature that allows access for all pets wearing a programmed key at specific times of day. Programming is easy using the LCD screen and keypad. The SmartDoor Plus is programmable for up to 20 pets.

SmartDoor Plus Key

Worn on your pet's collar, the SmartDoor Plus Key uses RFID technology by using a unique code to signal the SmartDoor Plus pet door to operate as programmed for your pet. The SmartDoor Plus Key does not require a battery to operate. One key is included but needs programmed to operate with your SmartDoor Plus pet door. Follow all steps under "Prepare, Setup and Test", including "Test SmartDoor Plus Key", before starting installation. Up to 20 keys can be programmed to the SmartDoor Plus pet door. Additional SmartDoor Plus Keys are sold separately.

Features, Controls and Indicators



Key Definitions

- **Antenna:** The antenna is located inside main flap and receives radio signals from SmartDoor™ Plus Key. The key must be located within a certain distance of the antenna in order for the unique code to be read.
- **Battery Compartment:** The battery compartment is located on interior frame and holds the rechargeable lithium-ion battery.
- **Battery Cover:** Covers and protects rechargeable lithium-ion battery and battery compartment.
- **Blind Zones:** Areas where motion sensors cannot detect your pet and the pet door will not read your pet's key.
- **Clock Battery:** The 3-V lithium coin cell battery (size CR2032) which keeps the clock's time during any power loss.
- **Clock Battery Cover:** Covers and protects 3-V lithium coin cell clock battery and pet door electronics circuit board.
- **Control Panel:** Area at top of interior frame where LCD screen, keypad and reset button are located.
- **Control Panel Cover:** Door that covers and protects control panel.
- **Concealed Power Connection:** Connects the pet door to the power adapter.

- **Cut-out Size:** Size of opening cut in your door for proper fit and pet door installation.
- **Exterior Frame:** Pet door frame on the outside of the home.
- **Flap Opening Size:** Size of usable flap space for pet to enter and exit through the pet door.
- **In-Only Access:** Pet access setting that only allows pets with a programmed key to enter but not exit. Door operational mode must be set to Smart Mode for In-Only Access to work.
- **In/Out Access:** Pet access setting which only allows pets with a programmed key to enter and exit the pet door. Door operational mode must be set to Smart Mode for In/Out Access to work.
- **In-Tone:** Optional, audible alert that sounds when pet wearing a programmed key enters. Door operational mode must be set to Smart Mode for In-Tone to work. Default factory setting is off with 10 sound options available.
- **Interior Frame:** Pet door frame on the inside of home. Frame with main flap and control panel.
- **Keypad:** Group of five buttons with up arrow key, down arrow key, left arrow/back key, right arrow key, and enter/select key used to navigate the pet door menu system for easy programming. Located in control panel on interior frame.
- **LCD Screen:** Visually displays text and images to easily program the pet door. Located in the control panel on the interior frame.
- **LED/Light Indicator:** Light on interior frame which blinks green once every 6 seconds when pet door power source (power adapter or rechargeable battery) is in good operating status. Blinks a red light twice every 6 seconds when powered by the rechargeable battery and the battery is low (Low Battery Mode). If pet door has an error alert (ATTENTION screen), the LED will blink red once every 6 seconds.
- **Lock Keypad:** Allows keypad buttons to be disabled by setting a 4 digit PIN.
- **Locked Mode:** Pet door operational mode where pet door flap is locked and does not allow entry or exit for any pet, including pets wearing a programmed SmartDoor™ Plus Key.
- **Locking U-Flap:** The “U” shaped flaps on the interior and exterior frames which lock in multiple points along the bottom and sides for added strength and improved weather resistance.
- **Low Battery Mode:** When powered by the rechargeable lithium-ion battery, allows the pet door flap to be set to a specified open or locked position when the battery charge runs low and shuts down. Also allows an optional audible alert to notify you when the battery is low. If the battery dies, the default factory setting is off for the beep and locked for the flap. An alert (ATTENTION screen) will appear on the LCD screen and LED will blink red twice every 6 seconds when the pet door enters Low Battery Mode.
- **Main Flap:** The center, plastic flap with UV sun protection which covers the pet door flap opening.
- **Motion Sensing Zones:** Areas where motion sensors detect motion and trigger the reader, which reads your pet’s SmartDoor Plus Key, to turn on.
- **Motion Sensor:** Detects movement from pet (or other moving objects) and triggers the pet door to power up to read the key. A motion sensor is located on both the interior frame and exterior frame.
- **Motion Sensor Wire:** Connects the exterior Motion Sensor to the pet door electronics board.
- **Open Mode:** Pet door operational mode where pet door flap is unlocked and allows entry and exit for all pets, including pets without a key. The SmartDoor Plus will function like a traditional pet door in this mode.
- **Out-Only Access:** Pet access setting which only allows pets with a programmed key to exit but not enter. Door operational mode must be set to Smart Mode for Out-Only Access to work.
- **Out-Tone:** Optional, audible alert that sounds when pet wearing a programmed key exits. Door operational mode must be set to Smart Mode for Out-Tone to work. Default factory setting is off with 10 sound options available.
- **Outer Frame Size:** Overall pet door dimensions.
- **SmartDoor Plus Key:** A passive transmitter that sends a unique code to the SmartDoor Plus pet door.
- **SmartDoor Plus Pet Door:** An intelligent receiver using an internal antenna to pick up a unique SmartDoor Plus Key code for selective pet access.
- **SmartDoor Plus Rechargeable Battery:** Rechargeable lithium-ion battery specially designed to work with the SmartDoor Plus pet door to allow full operation in place of the power adapter or as a power backup option in case of power loss.
- **Radio-Frequency Interference:** When radio-frequency signals from other household appliances or common electronic products negatively affect the ability of the SmartDoor Plus to receive a signal from a SmartDoor Plus Key. Radio-frequency interference or “noise” can come from a variety of sources. Interference can be minimal, constant or ever changing based on usage and closeness of other electronic household items during operation of the pet door. It is recommended that household appliances and common electronic products be placed at least two feet (61 cm) away from the location of the pet door.
- **Radio-Frequency Technology:** The use of a radio-frequency signal that can be transmitted without wires.

- **Re-latch Time:** Amount of time it takes the pet door to re-lock after a SmartDoor™ Plus Key is no longer in read range or detected. Default factory setting is 2 seconds but can be adjusted from 1 second to 60 seconds.
- **Read Range:** Distance between SmartDoor Plus Key and the SmartDoor Plus pet door when it first detects the key and triggers the flap to unlock or operate as programmed for pet.
- **Reset Button:** Pin-sized button located in the control panel which reboots the pet door.
- **Smart Mode:** Pet door operational mode where the SmartDoor Plus pet door flap is electronically locked and will function as programmed for pets wearing a programmed SmartDoor Plus Key. This is the default factory setting for door operational mode.
- **Speaker:** Produces sound and used to alert when In-Tone or Out-Tone has been set, or when battery alert or error has been detected.
- **Serial Number:** Unique identification number assigned to each SmartDoor Plus pet door during manufacturing. The serial number is located on a label inside battery compartment or on About screen.
- **Timer Mode:** Allows the different pet access settings to be set at specific times of day for all pets with a programmed SmartDoor Plus Key. Four time slots are available with a minimum of 2 programmed times required. Door operational mode must be set to Smart Mode for Timer Mode to work.
- **Volume:** Turns speaker On or Off. Default factory setting is On.

Pet Door Icon Definitions

Icon	Function
05:30	Time Indicator: Displays the current set time. Can be set to 12 hour or 24 hour format.
	Battery Indicator: Displays when the rechargeable lithium-ion battery is in use with its charge status.
	Power Adapter: Indicates the power adapter is connected to the pet door.
	Up / Down Indicators: Indicates menu choices available above or below. Use the up and down arrow keys on keypad to view additional menu items not shown on screen.
	More / Select Indicator: Indicates more information or options available. Use right arrow key on keypad to view additional information or options. Can sometimes be used to select an option.
	Back Indicator: Indicates lower menu level. Press the back or left arrow key on keypad to return to previous screen.

Pet Door LED Indicator

Light Color	Light Function	Operational Mode/Status	Speaker Function
Green	Single blink every 6 seconds, depending upon activity	Power source (power adapter or rechargeable lithium-ion battery) is in good operating status.	N/A
Red	Double blink every 6 seconds	Low battery alert when powered by rechargeable lithium-ion battery. Low Battery Mode.	If Low Battery Mode optional beep is set to On and Volume is On, will hear a single beep.
Red	Single blink every 6 seconds	Error alert/ATTENTION screen	If Volume is On, will hear a single beep.

Prepare, Setup and Test

NOTICE

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

Install Clock Battery and Power Source

The SmartDoor Plus pet door is shipped with the clock battery not installed. This is to prevent loss of battery life before purchase and use. The 3-V Lithium coin cell battery (size CR2032) needs to be installed before proceeding with setup, testing and installation. The battery is required to keep the clock's time during any power loss. Typical clock battery life is about 1 year with normal use and operating power from power adapter or rechargeable lithium-ion battery. With no operating power, expected clock battery life is about 10 weeks. If you will not be using the pet door or have no operating power for an extended period of time, it is recommended to remove the clock battery to prevent loss of battery life. When the clock battery needs replaced, if the battery has not been installed or it has been installed incorrectly, you will receive an alert on the LCD Screen.

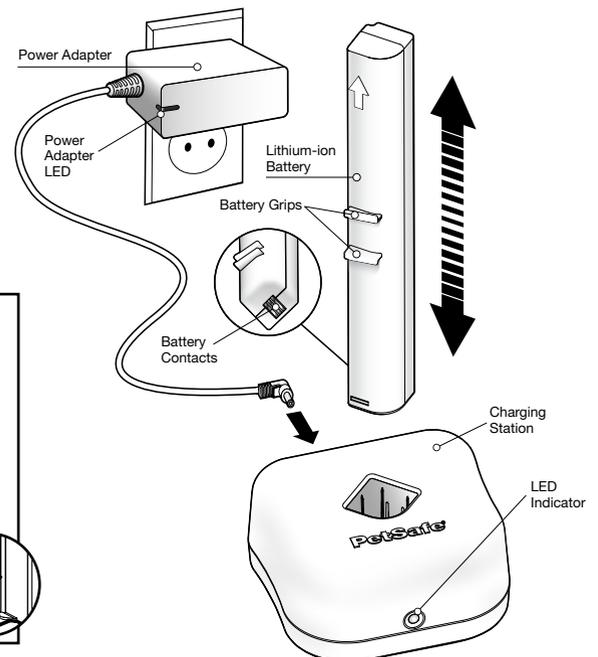
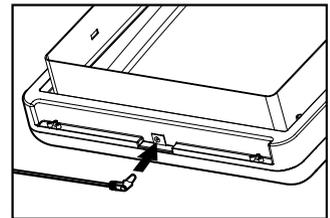
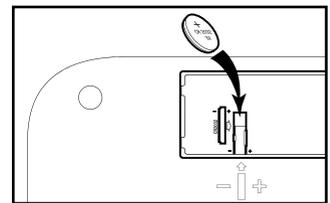
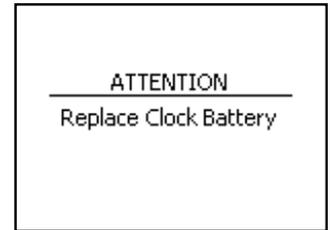
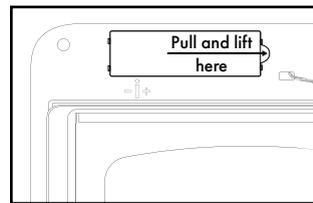
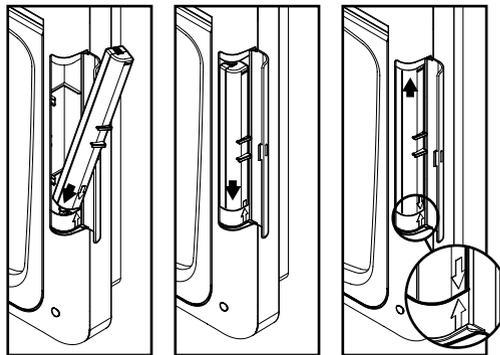
Choose your power source for your SmartDoor Plus pet door to operate. A power adapter and a rechargeable lithium-ion battery are included. The rechargeable lithium-ion battery can be used for full operation of the pet door or as a battery back-up option for the power adapter in case of a power loss.

To Install Clock Battery: Remove clock battery cover from back of interior frame. Battery slot is located on left side of circuit board. Insert battery with positive (+) side facing the right side of the battery slot. Make sure battery is fully inserted. Reinsert battery cover and push to snap into place.

To Install Power Adapter: The SmartDoor Plus comes supplied with a low-voltage AC adapter for power. Insert power adapter into concealed power connection located underneath bottom of interior frame.

To Install Rechargeable Battery:

1. For safety reasons, the lithium-ion battery is shipped not fully charged. The battery will need to be fully charged before use. To charge battery connect supplied power adapter to charging station and plug adapter into a standard household 120 volt AC circuit outlet. Insert lithium-ion battery into charging station with battery contacts facing down. The charging station LED will remain illuminated with a red light until the battery is fully charged. After battery is fully charged, unplug power adapter and disconnect from charging station. Remove battery.
2. Open battery compartment cover. With battery contacts pointed up and arrow on battery pointed down, insert bottom of battery into battery compartment.
3. Using the battery grips, push battery down to compress spring inside bottom of battery compartment and insert top of battery.
4. Release grips until arrow on battery and arrow inside battery compartment are aligned. Close battery cover.



To Remove Rechargeable Battery: Open battery compartment door. Use battery grips and push down battery to compress spring in bottom of battery compartment. While pushing down, pull out top of battery then pull out bottom of battery to completely remove.

⚠ WARNING For long term storage, the battery should be stored at room temperature (around 68° F/ 20° C), charged at about 30% to 50% of its capacity. We recommend that spare batteries are charged and used at least once per year to prevent over-discharge.

Rechargeable Battery LED Indicator and Specifications

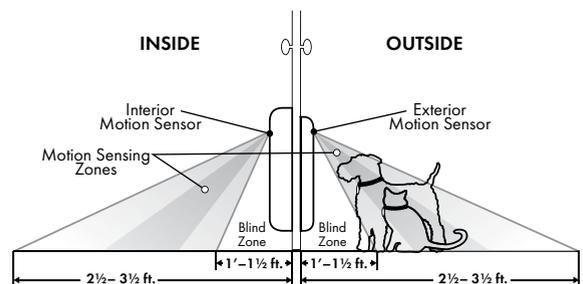
Light Color	Light Function	Status
Red	Off	<ul style="list-style-type: none"> Battery charge is complete. No power to the charging station.
Red	Blinking	<ul style="list-style-type: none"> Under normal conditions charging station is receiving power from power supply but battery is not inserted in charging station. Battery may be inserted upside down with the contacts facing up. Battery is not fully seated in charging station for battery contacts to make a good connection. Battery temperature is less than 32° F (0°C) or above 140° F (60°C). Voltage to battery charging station is too high or low. This can be caused by a faulty AC power adapter or by use of an incorrect AC power adapter. Battery failure. Charging station failure.
Red	On	<ul style="list-style-type: none"> Battery is charging.

Product Specifications	
Lithium-ion Battery	11.1 VDC / 2.2 Ah / 24.42 Wh
Power Adapter Input	100 to 240 VAC 50 Hz to 60 Hz 0.8 A Max
Charging Station Output	12.6 VDC 1.1 A
Charge Time	Less than 4 hours
Estimated Battery Life	5 to 7 days depending on usage and temperature

Understanding Motion Sensors

Note: For testing purposes, the motion sensor wire should have been connected from the interior frame to exterior frame at the factory. Before proceeding with the next steps, make sure the motion sensor wire is connected, or the SmartDoor™ Plus will not detect the SmartDoor Plus Key to open from the outside during testing. (See "Installation in a Non-Glass Door" Step 4F page 18 for connecting motion sensor wire).

Understanding how the interior and exterior motion sensors work is important when selecting your installation location. When the motion sensors detect movement, they trigger the reader to turn on which detects and reads the SmartDoor Plus Key. The areas where the motion sensors detect motion are called Motion Sensing Zones. Where your pet is detected within the Motion Sensing Zones can depend on your pet's size and hair type, surrounding temperatures and the location where the pet door is installed. For example, if your pet has longer hair, it may take longer for the motion sensors to detect your pet. The motion sensors may also detect your pet differently in summer than winter. Also, if your pet door is installed in a location with stairs on one side, the motion sensor will detect your pet differently on the side with the stairs than the side without the stairs. Blind Zones are areas where the motion sensors cannot detect your pet and the pet door will not read your pet's key.



Check for Radio-Frequency Interference

Prior to installation, it is recommended to setup, program and test the SmartDoor Plus pet door in the intended installation location to check for possible radio-frequency interferences. These interferences could negatively affect the pet door from working properly and receiving the signal of the SmartDoor Plus Key. Common household appliances and electronic products should be located at least two feet (61cm) away from the location where the pet door will be installed. Typical household products to consider are microwaves, televisions, wireless telephones, computers, garage door openers and handheld electronic devices such as remote controls or game stations.

Select Installation Location

NOTICE

- The unit only operates properly while outside temperatures are greater than -5° F (-20.5°C) and less than 181° F (55°C). If operating from rechargeable lithium-ion battery, the battery and battery compartment cannot be exposed to temperatures below 32° F (0°C).
- Do not install in a location where the pet door interior frame, including the LCD screen and battery compartment, and the power adapter are exposed to damp or wet conditions or to water or outside elements such as rain or snow.
- Do not use power adapter in temperatures below 32° F (0°C) or above 104° F (40°C). Power adapter for inside use only.
- To avoid tripping, always position the power cord out of the path of foot traffic.

The SmartDoor™ Plus pet door must be installed in a location where the LCD screen, battery compartment and power adapter are not exposed to outside elements such as rain or snow. The power adapter is for inside use only. It is recommended to install the pet door in a location where prolonged exposure to direct sunlight is not a factor. The SmartDoor Plus pet door operating temperature range is -5°F to 131°F (-20.5°C to 55°C).

Go to location where you plan to install the pet door. Place the SmartDoor Plus directly in front of door or desired installation location in the upright position. Make sure the pet door is vertical and not leaning so flap will operate properly. If using supplied power adapter, find closest power outlet. Plug in adapter. If power adapter cord will not reach closest outlet, you will need a power cord extension, to use the rechargeable lithium-ion battery or find a different location to install the pet door. Also avoid installing the pet door in a narrow hallway. The SmartDoor Plus may be unable to read the SmartDoor Plus Key if your pet approaches at a sharp angle.

Keep the pet door in front of the installation location in the upright, vertical position and proceed to "Initial User Setup", "Program Pet" and "Test SmartDoor Plus Key" steps to check for radio-frequency interferences and test the motion sensors.

Initial User Setup

Note: A SmartDoor Plus Key is required for your pet to be programmed to the SmartDoor Plus pet door. One SmartDoor Plus Key is included. Additional keys are available for multiple pet households (sold separately). The pet door can be programmed for up to 20 pets. Have your pet's SmartDoor Plus Key nearby before beginning the "Initial User Setup" steps. Programming is time sensitive with 30 seconds to program each key. If you are programming multiple pets at the same time, it is important to note which key belongs to which pet.

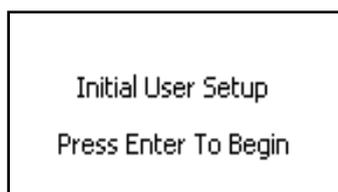
The "Initial User Setup" and "Program Pet" steps quickly get your SmartDoor Plus ready for you and your pet to use. Complete these steps using the control panel.

Press the enter key on keypad and follow steps below:

Select Language:

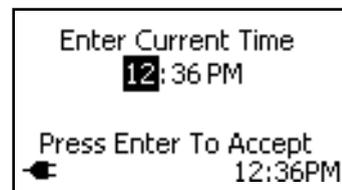
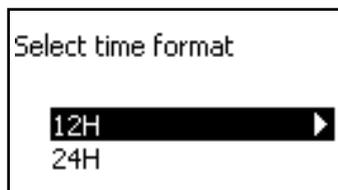
The pet door is factory-set to the English language. To change language:

1. Use up and down arrow keys to highlight desired language.
2. Press enter key or right arrow key on highlighted language to select.



Select Time Format:

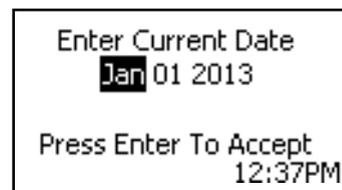
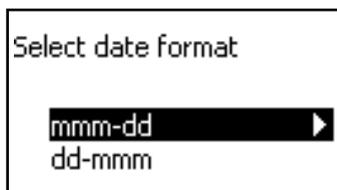
1. The pet door clock can be set to 12-hour or 24-hour format. To select time format and set time:
2. Press up or down arrow key to set current hour. Press right arrow key to move to minute field.
3. Press up or down arrow keys to set current minute.
4. If in 12-hour format, press right arrow key to move to AM/PM field. Press up or down arrow key to toggle between AM/PM.
5. Press enter key to accept time.



Select Date Format:

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

1. Use up and down arrow keys to highlight desired date format. Press enter or right arrow key to select.
2. Press up or down arrow keys to set month or set day. Press right arrow key to move to next field.
3. Press up or down arrow keys to set day or set month. Press right arrow key to move to year field.
4. Press up or down arrow keys to set year. After setting last field, you are ready to program your pet's SmartDoor™ Plus Key. Ensure your pet's SmartDoor Plus Key is nearby **before pressing enter to accept date and start programming key.** Programming the SmartDoor Plus Key is time sensitive.

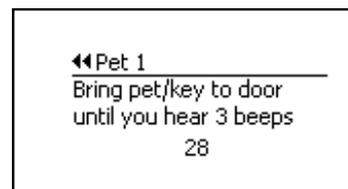


Program Pet

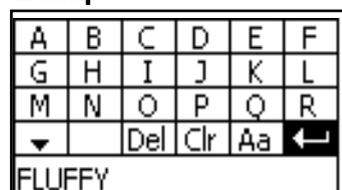
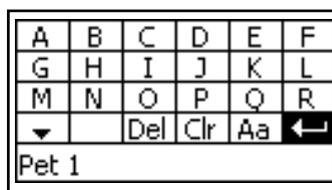
Note: Only one SmartDoor Plus Key can be programmed at a time. Any other keys near the pet door will prevent proper programming. Also, hold the key away from the center of the flap for programming. Holding the key against the LCD screen or other parts of the pet door could prevent it from programming properly.

To Program Pet:

1. After pressing the enter key to accept date, you will have 30 seconds to program your pet's SmartDoor Plus Key. The LCD screen will show a 30 second countdown.
2. Hold the key 5 to 6 inches away parallel and centered to the main flap. DO NOT HOLD KEY AGAINST flap or it will not program properly.
3. When your pet's key is successfully programmed, you will hear three beeps. The "Rename Pet" screen will appear. "Pet 1" will be listed at the bottom of the screen. You can leave pet name as "Pet 1" or rename.
4. To rename pet, use arrow keys on keypad to highlight **Clr** on the screen. Press enter/select key on keypad to clear name. Use arrow keys on keypad to select letters to type pet's name. Use the up and down arrow keys on keypad to scroll through additional letters. To complete the new name, select the **←** on the LCD screen.
5. A screen will display asking if you want to program additional pets. If you are programming an additional pet, ensure your pet's SmartDoor Plus Key is close by since there is a 30 second countdown to program. Repeat for all pets you want programmed to use the SmartDoor Plus pet door.



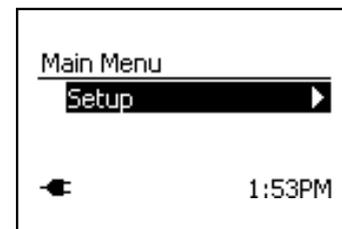
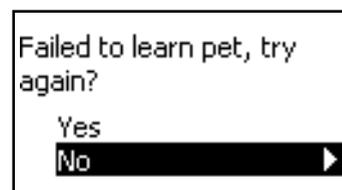
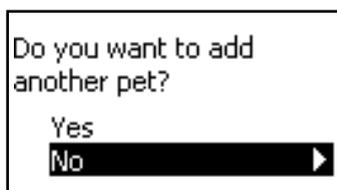
Example:



In the event your pet's key does not successfully program, you will receive a failure message on the LCD screen. If you receive the failure message, try steps again after following the instructions below:

1. Check for and remove household appliances, electronic devices, and any other SmartDoor Plus Keys within the area. Repeat program steps.
2. Move pet door to another installation location and repeat program steps.
3. If the key is still unable to program after following steps above, please contact our Customer Care Center for additional help at 1-800-732-2677. **DO NOT PROCEED WITH INSTALLATION.**

Once you successfully complete programming your pet's key to the pet door, the Main Menu will display. You are now ready to proceed to "Test SmartDoor Plus Key".



Test SmartDoor™ Plus Key

Once your pet's SmartDoor Plus Key has been programmed, it is important to test to make sure it is working properly and can be read by the pet door in your planned installation location. Testing should be done on both the interior and exterior side of the location for each programmed key.

Understanding Read Range

Prior to testing the SmartDoor Plus Key, it is important to understand the Read Range of the pet door. Read Range is the distance between the SmartDoor Plus Key and the SmartDoor Plus pet door when it first detects the key and triggers the flap system to unlock or operate as programmed for your pet. The Read Range can be up to 10 inches or it may be less depending on the location and application in which the pet door is installed. The mechanism which detects and reads the key is located within the interior pet door frame. Due to this, you may see slight differences between the Read Range on the inside and outside of the pet door.

Note: To test the SmartDoor Plus Key, the Door Operational Mode must be set to Smart Mode (which is default factory setting). Check to make sure the pet door is in Smart Mode prior to testing (see "Door Operational Modes" page 21).

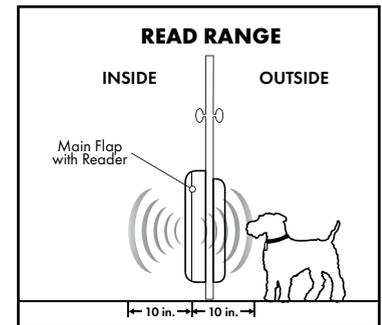
To Test Key:

1. Place the SmartDoor Plus pet door directly in front of interior side of installation location in the upright position. It is very important the pet door is vertical and not leaning so the flap system will operate properly and not jam.
2. Stand to side of pet door out of view of interior motion sensor. Do not stand in front of pet door or this could cause the motion sensor to not operate correctly.
3. While standing to side, wave your hand back and forth in front of motion sensor to activate. Next, hold your pet's programmed SmartDoor Plus Key 8 to 10 inches away and parallel to flap. Slowly move the key toward the flap until the pet door reads the key and flap system unlocks. Push through flap with your hand to check pet door flap unlocked on interior side.
4. After testing from interior side, go to exterior side of your installation location. Turn the pet door around where exterior frame is facing you.
5. Again, stand to side of pet door. Repeat waving your hand back and forth to activate motion sensor and test if the pet door is reading the key. Make sure to push through flap with your hand to check flap unlocked on exterior side.
6. If you have multiple pets, repeat this test for each programmed SmartDoor Plus Key.

If the SmartDoor Plus pet door does not read your pet's key after several testing attempts, you may need to reprogram the key (see "Relearn Pet" page 26). Make sure you reprogram the SmartDoor Plus Key at 5 to 6 inches away from the flap, then test the key again. If the pet door still does not read the key, select and move to a different installation location and follow key testing steps once more. If the "To Test Key" steps continue to be unsuccessful, contact our Customer Care Center for additional help. **DO NOT PROCEED WITH INSTALLATION.**

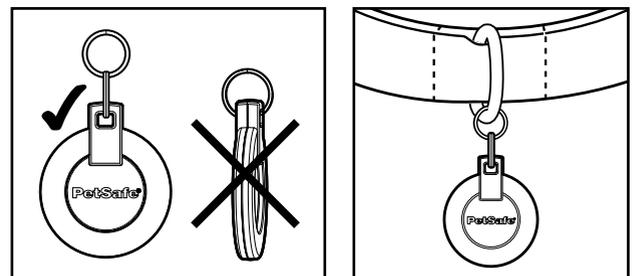
If the SmartDoor Plus is reading your pet's programmed SmartDoor Plus Key and **ALL** steps under "Prepare, Setup and Test" were successful, you can proceed with preparing your pet's key and pet door installation.

If ANY STEPS UNDER "PREPARE, SETUP AND TEST" WERE UNSUCCESSFUL, **DO NOT PROCEED WITH INSTALLATION.** Contact our Customer Care Center for assistance at 1-800-732-2677.



Prepare SmartDoor Plus Key

Attach the SmartDoor Plus Key to your pet's collar using the included split key rings. For best results, attach the key to the front of your pet's collar. The key should hang under your pet's neck and parallel to the flap so the pet door can properly read the key.



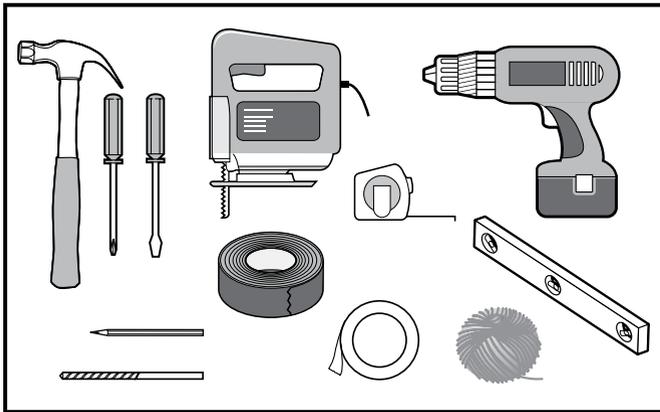
INSTALLATION

Checklist Before Installation

Before installing the SmartDoor™ Plus pet door, it is important to consider the following:

- Clock battery is installed.
- If using the power adapter, a power outlet has been located inside the home within reach of the installation location. If not, you have a power cord extension to reach the outlet or are using the rechargeable lithium-ion battery as the power source.
- Planned location has been checked for possible radio-frequency interference by ensuring all common household appliances and electronic devices are at least 2 feet away (61 cm).
- Power adapter and motion sensor wire have been disconnected or if using rechargeable lithium-ion battery, it has been removed.
- "Initial User Setup" steps to set the language, time and date have been completed.
- Each pet to use the pet door has a SmartDoor Plus Key and is successfully programmed to the pet door.
- Each programmed SmartDoor Plus Key has been tested in the installation location on both interior and exterior side with the pet door reading each key.
- If installing in a door, no components of the pet door be obstructed by the door opening and closing.
- If installing in a wall, you have a SmartDoor Plus Wall Entry Kit. The pet door fits doors or applications 1 inch to 2 inches thick. Wall installations and thicker applications 3 ½ inches up to 12 inches require the wall kit (sold separately, see "Replacement Parts and Accessories" page 28).
- If installing in a wall, no objects (such as doors, shrubs, heat pump, etc.) could obstruct the pet door once installed.
- If installing in a wall, you have checked for electrical and plumbing fixtures in the wall where you plan to install the pet door.

Tools Needed



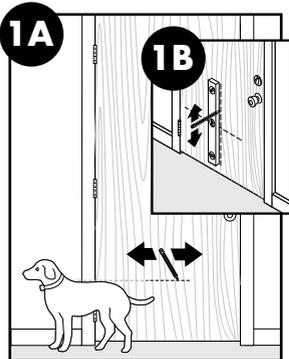
- Hammer
- Jigsaw*
- Phillips Screwdriver
- Slotted Screwdriver
- Drill
- ½ Inch Drill Bit
- Level
- Tape Measure
- Masking or Painter's Tape
- Duct Tape
- String
- Pencil
- Safety Equipment

Optional: Caulk

* With appropriate blade type and length; example, a metal door would require a blade for metal.

Installation in a Non-Glass Door

Step 1



Determine Pet Door Location

Note: Disconnect power adapter from pet door (or remove rechargeable battery if using) and disconnect the motion sensor wire from exterior frame prior to installation.

1A Measure and mark your pet's shoulder height on the interior side of door. Draw a level line at your pet's shoulder height.

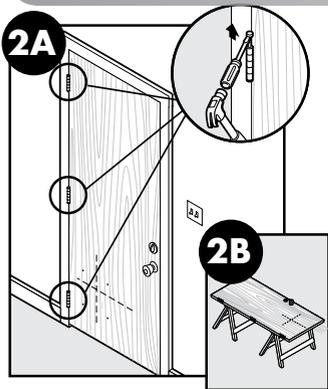
1B Determine location for the pet door. Draw a vertical center line through the shoulder height line using a level.

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

NOTICE

- Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your pet door is assembled, powered up, programmed for your pet, and all steps under "Prepare, Setup and Test" have been completed.
- If homeowner's door or other application is not level, the pet door must be installed level to swing properly.

Step 2

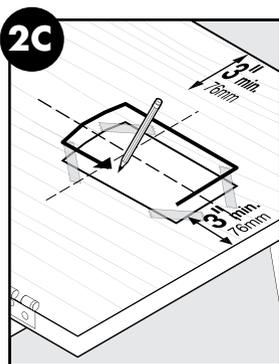


Preparing Door

2A Remove door by removing door hinge pins.

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

Helpful Tip: Clamp down or weight the door to prevent it from moving. The Pet Door can be installed with the door hanging based on your skill level.

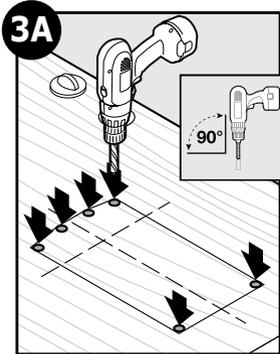


2C Match the marked lines on the door with the shoulder and center lines on the template. Tape the template in place and carefully trace template. Make sure to trace underneath tape and connect the corners. Remove the template and any excess tape from the door.

NOTICE

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

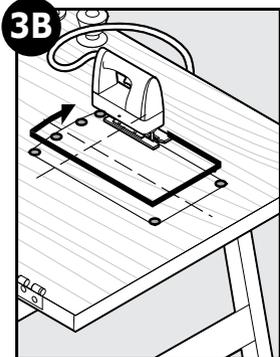
Step 3



Cut Pet Door Opening

3A Drill $\frac{1}{2}$ inch holes in inside corners and center of top angle of drawn template.

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

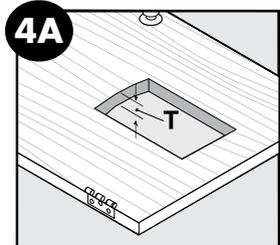


3B Beginning in one of the holes just drilled, cut along the drawn template lines. After cutting out the opening, you may need to recut to square the opening for the pet door frame to fit correctly.

Helpful Tip: Use proper saw blade length and type according to door thickness and material (for example a wood blade for a wood door and a metal blade for a metal door). Cut slowly using both hands to hold the saw steady and straight at a 90° angle. This will prevent the blade from cutting unevenly between interior and exterior sides of the door. If cut piece does not fall out, check underside of door to make sure exterior side has been cut.

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

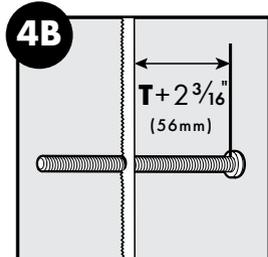
Step 4



Install Pet Door

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

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

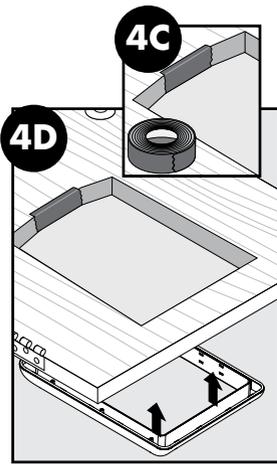


4B Before installing pet door, you need to determine which screw length is needed for your installation. Depending on your door thickness, the screws may need to be trimmed with a hacksaw or screw cutter. If the screws are too long, the finishing plugs will not fit. Use the Screw Selection Guide (Chart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

Chart 1

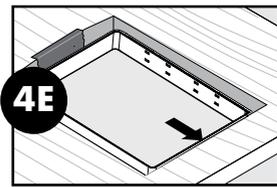
Screw Selection Guide		
Screw Length	Cut-Out Thickness (T)	Trimming Instructions
$3 \frac{7}{16}$ inch screw (88mm) 	$\frac{3}{16}$ - 1 inch (4mm - 25mm)	Trim screw to door thickness (T) + $2 \frac{3}{16}$ inches (56mm). (See Illustration 4B)
	1 - $1 \frac{1}{2}$ inches (25mm - 38mm)	No trimming needed.
$3 \frac{15}{16}$ inch screw (100mm) 	$1 \frac{1}{2}$ - 2 inches (38mm - 51mm)	No trimming needed.

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



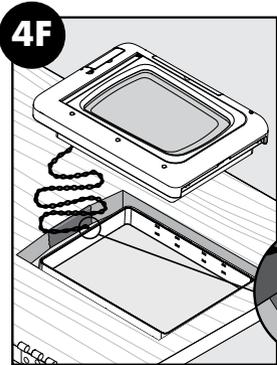
4C Apply duct tape along top interior and exterior edge of cut-out. Leave approximately 2 inches uncovered on either side of tape and make sure no excess tape will show outside the frame. This is to cover raw edge of cut-out to keep it from pinching or cutting motion sensor wire.

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



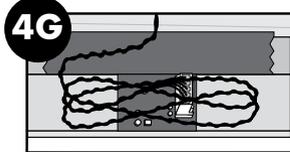
4E Align exterior frame flush with bottom of cut-out.

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



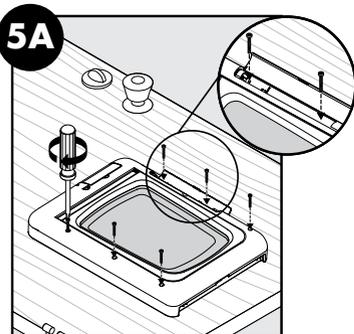
4F Plug motion sensor wire from interior frame into connector on the exterior frame.

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



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

Step 5

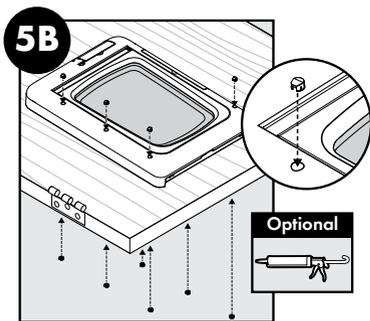


Insert Screws And Plugs

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

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

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

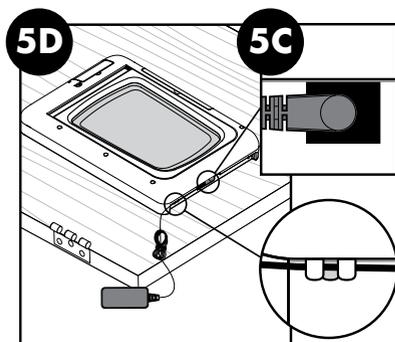


5B Insert finishing plugs into screw holes of interior and exterior frames. Align flat edge of plugs with outer edges of frame. Plugs will only fit into frame in one direction.

Optional: Caulk around exterior frame and in between tunnels, where tunnels meet, for improved weather resistance.

5C Install power source: either rechargeable battery (see “To Install Rechargeable Battery” page 10) or power adapter. To install power adapter, plug power adapter into connector on underside of interior frame.

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



⚠ WARNING To avoid tripping, always position the power cord out of the path of foot traffic.

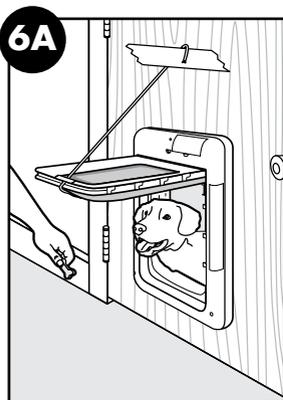
CAUTION Do not allow your pet to chew on the power cord.

NOTICE Only use designated power adapter with the product. Do not use power adapter in temperatures below 32° F (0° C) or above 104° F (40° C). Power adapter for inside use only.

Step 6

Train Pet

Note: The SmartDoor™ Plus pet door is designed with an electric motor to release and unlock the flap system when a SmartDoor Plus Key is detected. Do not allow your pet to run or charge through the pet door. Due to variable radio-frequency interferences and the location where your pet door is installed, it could take several seconds for the unique code of the SmartDoor Plus Key to be read and the flap system to unlock.



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

6A To train your pet, set the pet door to **Open Mode** (see “Door Operational Modes” page 21). Lift or tape main flap and interior U-flap open using string to help your pet become familiar with the pet door opening. **MAKE SURE TAPED FLAP IS SECURE AND WILL NOT FALL DURING TRAINING.** Try to encourage your pet to come through the door. **DO NOT FORCE** your pet through the door or they may become frightened.

If your pet is timid, it might be helpful to lock the exterior U-flap so it does not move and scare your pet. To lock exterior U-flap, make sure interior U-flap and main flap are securely taped open while in **Open Mode**. Next, change Door Operational Mode to **Locked Mode** (see “Door Operational Modes” page 21). This will lock the exterior U-flap. Please be aware you may receive the “Flap Held Open” error message on the LCD screen. This message will go away once you lower the flaps after your pet is trained. Encourage your pet to use the pet door. Food is usually a good motivator. First feed your pet close to the pet door on the inside. Once your pet is comfortable approaching the pet door, move food to the outside to try to get your pet to go through the opening. After your pet has used the pet door a few times, lower flaps and change door back to **Open Mode**. Hold flaps open and get your pet to go through the door while gently lowering flaps so they can touch your pet’s back. This will help your pet become familiar with the flaps. Encourage your pet to push through the flaps on their own.

Once your pet is comfortable entering and exiting through the closed flaps in **Open Mode**, change the Door Operational Mode to **Smart Mode** to operate with your pet's programmed SmartDoor™ Plus Key. Walk your pet to the pet door until the key is detected and the flap system unlocks. Encourage your pet to push through to the other side until they do it on their own. It is recommended NOT to use any other Access Modes (In-Only, Out-Only or Timer) until your pet is comfortable using the pet door in In/Out Mode (see "Access Modes" page 23).

Most pets will learn to use the SmartDoor Plus pet door in a few short training sessions. However, some pets can take a little longer to become comfortable and confident using the pet door. The most important rule is to be patient with your pet. Let your pet work out for himself he can go through the pet door. With a little patience and training, you and your pet will soon enjoy the freedom your new pet door provides.

Helpful Tip: Try treats or toys to encourage your pet to go through the pet door.

Installation In a Wall

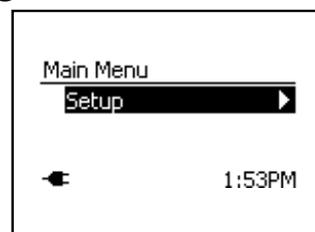
SmartDoor Plus Wall Entry Kits are available for wall installations or thicker applications between 3½ inches to 12 inches thick. The Wall Entry Kit frames out the wall cut-out, giving your door installation a clean, finished look. You may purchase a wall entry kit online at www.petsafe.net or by calling our Customer Care Center at 1-800-732-2677. See "Replacement Parts and Accessories" page 28.

PROGRAMMING SMARTDOOR PLUS

The default factory settings programmed for your SmartDoor Plus pet door can be customized to work for you and your pet. Programming the pet door can be done by using the door control panel.

Main Menu

This is the default screen. If navigating a lower level menu, the screen will time out and return to Main Menu if there is no activity after two minutes. After five minutes of no activity, the LCD screen will go to sleep. To wake the LCD screen and return to Main Menu, push any key on the keypad.



Setup

The Setup menu allows you to change the pet door settings including door operational mode, keypad lock, volume, date/time, low battery mode and language. Also you can make changes to pet settings including access mode, re-latch time, in/out tone, adding a pet, removing a pet, renaming a pet and relearning a pet's key.



To open the Setup menu, from the **Main Menu** select **Setup**.

Door Settings

The Door Settings screen allows you to customize the door operation and settings of the SmartDoor Plus pet door. To open the Door Settings menu, from the **Main Menu** select **Setup > Door Settings**. The Door Settings screen displays the following options:

Door: Allows pet door operational mode to be changed with three mode options: Smart Mode (default factory setting), Open or Locked.

Lock Keypad: Allows the keypad to be disabled by setting a 4 digit PIN.

Volume: Turns the volume on or off for the audible beeps and sounds (such as In-Tone and Out-Tone). Default factory setting for volume is On.

Date/Time: Sets the date and time used by the pet door.

Low Battery Mode: When powered by rechargeable lithium-ion battery, allows the door flap to be set to the Open or Locked position when battery runs low and door shuts down with an optional, audible beep. Default factory setting is Off for beep and Locked for flap shut down position.

Language: Allows the current language to be changed. Default factory setting for language is English.

Door Operational Modes

The SmartDoor™ Plus pet door has three operational modes: Smart Mode, Open and Locked.

Note: If needed, the SmartDoor Plus pet door can operate as a traditional pet door without a SmartDoor Plus key in Open or Locked operational modes.

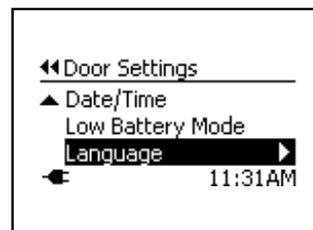
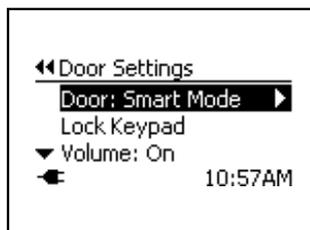
Smart Mode: Enables the smart functions for pet settings, such as, Access Mode, In-Tone, Out-Tone. Allows any pet with a programmed SmartDoor Plus Key to access the SmartDoor Plus pet door as programmed for your pets. This is the default factory setting.

Open: Allows the pet door flap system to remain unlocked so any pet or animal can enter or exit—even pets NOT wearing a programmed SmartDoor Plus Key. The SmartDoor Plus will function like a traditional pet door in this mode. Access Modes, In-Tone, Out-Tone, are disabled in Open Mode.

Locked: Shuts and locks the pet door flap system so no pet can enter or exit, even if wearing a programmed SmartDoor Plus Key.

To Change Door Operational Mode:

1. From the **Main Menu** select Setup > **Door Settings** > **Door**.
2. Use right arrow key to scroll through options to select **Smart Mode, Open or Locked**. When the setting you want is displayed, press left arrow/back key to return to Main Menu.

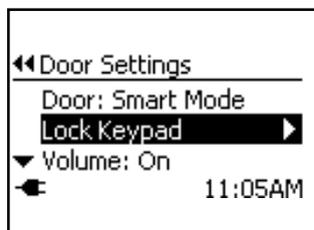


Lock Keypad

The Lock Keypad setting allows the keypad buttons to be disabled by setting a 4-digit PIN. This is helpful to prevent a child from changing the door or pet settings.

To Lock Keypad:

1. From **Main Menu** select **Setup > Door Settings** and use down arrow key to highlight > **Lock Keypad**. Press right arrow key to select.
2. Use up and down arrow keys to create your 4-digit PIN. Use right and left arrow keys to move between the fields.
3. Once the last digit is selected, press enter key to accept. The LCD screen will display **Keypad Locked**. You may want to write down your PIN for future reference.



To Unlock Keypad:

1. Press any button on the keypad and the **Unlock Keypad** screen will appear.
2. Use up and down arrow keys to enter 4-digit PIN. Use right and left arrow keys to move between the fields.
3. Press enter key to accept and unlock the keypad. If incorrect PIN is entered the keypad will remain locked. If you cannot remember your PIN, use the reset code "1973" to unlock keypad. If you still have issues, contact our Customer Care Center (see "Customer Care International" page 28).

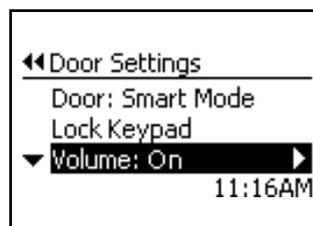


Volume Control

The SmartDoor Plus has several optional audible alerts such as Low Battery Mode, In-Tone and Out-Tone. The volume for these audible alerts can be turned off or on. The default factory setting for Volume is On.

To Change Volume:

1. From **Main Menu** select **Setup > Door Settings** and use down arrow key to highlight > **Volume**.
2. Use right arrow key to turn volume Off or On. Press left arrow/back key to return to Main Menu.

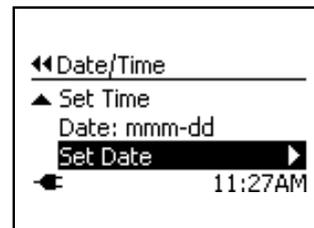
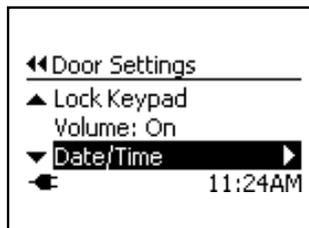


Date & Time

During the "Initial User Setup" the Date and Time format and current date and time should be set. You can change the Date and Time as needed, for example during Daylight Saving Time or if you move to a different time zone.

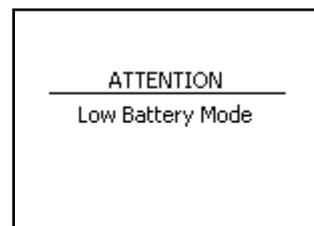
To Change Date and Time:

1. From **Main Menu** select **Setup > Door Settings** and use down arrow key to highlight **> Date/Time**. Use right arrow key to select.
2. Use down arrow key to highlight which setting to change. Use right arrow key to change the setting. When setting Time or Date, use right and left arrow keys to move between the fields and press enter key to accept once last field is set. Press left arrow/back key to return to Main Menu.



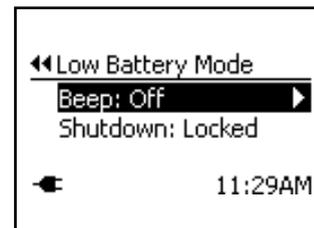
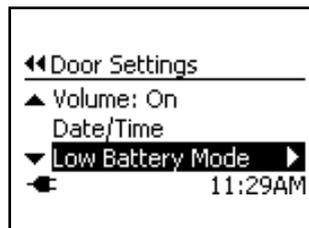
Low Battery Mode

If you are using the rechargeable lithium-ion battery to power your SmartDoor™ Plus, it will let you know when the battery gets low. Before the power becomes too low to operate the flap in Smart Mode, the pet door will change to a preset traditional mode. This can be set to either Open or Locked for the shutdown position. An alert will appear on the LCD screen when the pet door enters Low Battery Mode. Also an optional audible beep can be set to notify you when the battery is low. **The Factory settings for Low Battery Mode are locked for the flap shutdown position and Off for the audible beep.**



To Change Low Battery Mode:

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

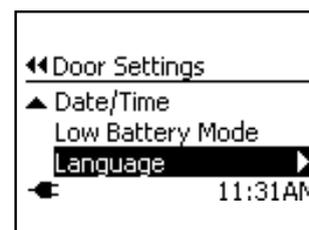


Language

The pet door default language setting is English, but you may change this if needed.

To Change Language:

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



Pet Settings

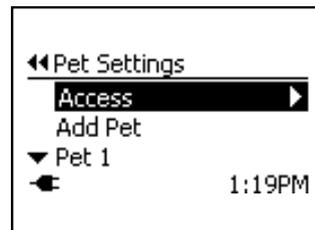
The Pet Settings screen allows you to change the Access Mode for all pets with a programmed SmartDoor™ Plus Key, including In-Only Mode, Out-Only Mode or Timer Mode. You can also change the re-latch time for the door flap, set an In-Tone or Out-Tone, add a pet, remove a pet, rename a pet and relearn a pet's key.

To open the Pet Settings menu, from the **Main Menu** select **Setup** and use down arrow key to highlight > **Pet Settings**. The Pet Settings screen displays the following options:

Access: Allows the pet access mode (In/Out, In-Only, Out-Only and Timer) to be changed. Also where the flap re-latch time can be changed and an In-Tone or Out-Tone to be set.

Add Pet: Allows additional pets to be programmed to the SmartDoor Plus pet door with a SmartDoor Plus Key (additional keys sold separately). Up to 20 pets can be programmed.

Pet 1 (or pet name): All pets that have been successfully programmed to the pet door with a SmartDoor Plus Key will show below Add Pet. Each programmed pet will show as "Pet n" (with n being the number assigned when programmed), or as pet name if name was changed.



Access Modes

There are four different Access Mode options for your pet: In/Out Mode, In-Only Mode, Out-Only Mode and Timer Mode. Door Operational Mode must be set to "Smart Mode" for Access modes to work.

In/Out Mode: The default Access Mode and allows any pet wearing a programmed SmartDoor Plus Key to enter or exit as needed.

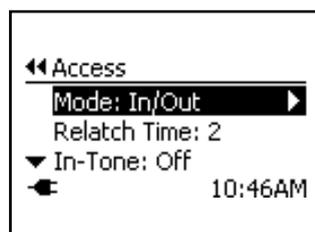
In-Only Mode: Allows any pet wearing a programmed SmartDoor Plus Key to enter through the pet door, but pets cannot exit. This is useful if you want to take your pet to the vet or if you want to keep your pet inside at nighttime.

Out-Only Mode: Allows any pet wearing a programmed SmartDoor Plus Key to exit through the pet door, but pets cannot enter.

Timer Mode: Allows the other access modes (In/Out, In-Only, Out-Only) to be programmed at specific times of day for all pets wearing a programmed SmartDoor Plus Key. Four programmable time slots are available.

To Change Access Mode:

1. From **Main Menu** select **Setup** > **Pet Settings** > **Access**. Use right arrow key to select. Mode is displayed at top of Access menu
2. Use right arrow key to scroll through and select desired mode option (**In/Out, In-Only, Out-Only or Timer**). When desired mode is displayed, press left arrow/back key to return to Main Menu.

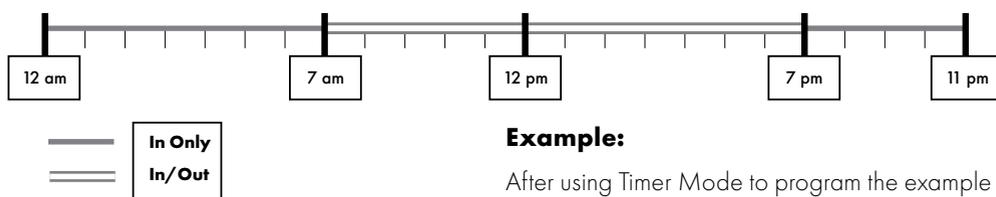


Timer Mode

Timer Mode allows you to set one of the other access options (**In/Out, In-Only, or Out-Only**) at specific times of day for all pets wearing a programmed SmartDoor Plus Key. This is useful if you want your pet(s) to have a certain access during a specific time period (for example at nighttime). There are four programmable time slots available, but **a minimum of two programmed times are required to prevent your pet from being locked in or out.**

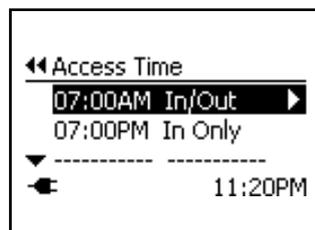
Timer Mode Example:

It might be helpful to think of Timer Mode in the form of a 24 hour timeline. If you want your pet to have full access during the daytime (for example, from 7am in the morning until the late evening), but want your pet to be indoors at night (for example starting at 7pm), you would want to set the access mode to **In/Out** at 7am and then the access mode to **In-Only** at 7pm.



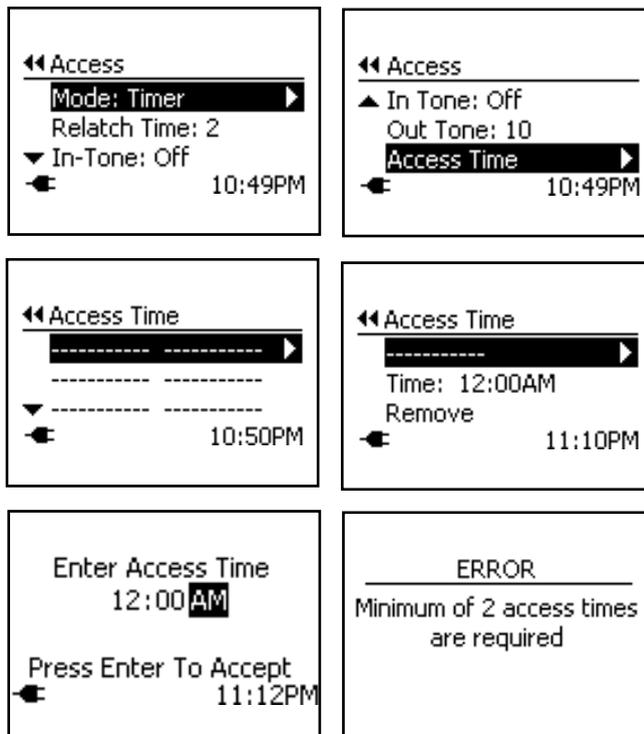
Example:

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



To Set Timer Mode:

1. From **Main Menu** select **Setup > Pet Settings > Access > Mode**.
2. Press right arrow key to scroll to **Timer** option to select.
3. Once Timer Mode has been selected, **Access Time** will appear at bottom of Access menu list. Use down arrow key to highlight **Access Time** then right arrow key to select.
4. The Access Time screen will list four available time slots. Press right arrow key to select first time slot.
5. The first line listed on Access Time menu is to select the pet Access Mode. Use right arrow key to scroll through and select desired pet Access Mode: **In/Out, In-Only or Out-Only**.
6. Use down arrow key to highlight **Time**. Press right arrow key to enter specific time for your pet(s) to have the access you just selected in step 5. After you use arrow keys to enter desired time, press enter key to accept. Press left arrow/back key to return to Access Time menu screen.
7. Use down arrow key to highlight second time slot. Press right arrow key to select. Repeat steps 5 & 6 to select pet access mode and scheduled time for the access. Repeat steps for up to 4 times. **Remember a minimum of 2 programmed times are required.** After you select and enter desired access options and scheduled times, review the Access Time menu screen to make sure what you entered is correct.

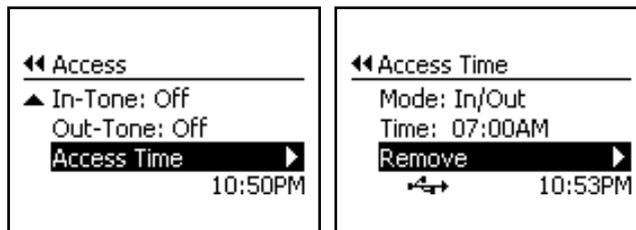


If 2 time slots have not been programmed, you will receive an error screen. The Access Mode will then default back to In/Out Mode.

To Remove Timer Mode:

Note: Timer Mode can be disabled by setting a different Access Mode while keeping the programmed Timer Mode settings. This might be useful if you want to use Timer Mode during the week and a different Access Mode on the weekend.

1. From **Main Menu** select **Setup > Pet Settings > Access > Mode**
2. Press right arrow key to scroll to **Timer** option to select.
3. Once Timer has been selected, Access Time will appear at bottom of Access Menu list. Use down arrow key to highlight **Access Time** then right arrow key to select.
4. Use up and down arrow keys to highlight which Access Time slot you wish to remove. Press right arrow key to select.
5. Use down arrow key to highlight **Remove** and right arrow key to select. The time slot on the Access Time Menu should now be removed. **You must have a minimum of two programmed Access Times for Timer Mode to work.**

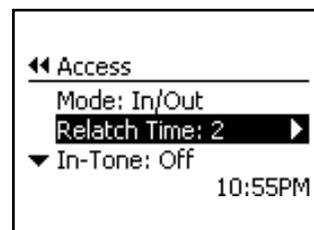


Re-latch Time

The Re-latch Time is the amount of time it takes the pet door flap to relock after the SmartDoor™ Plus Key is no longer detected. The factory default Re-latch Time is set to 2 seconds, but can be changed from 1 second to 60 seconds. A longer Re-latch Time may be needed if you have older or slower pets.

To Change Re-latch Time:

1. From **Main Menu** select **Setup > Pet Settings > Access**. Use right arrow key to select.
2. Use down arrow key to highlight **Relatch Time** then use the right arrow key to scroll through to find desired Re-latch Time. Press left arrow/back key to return to Main Menu.



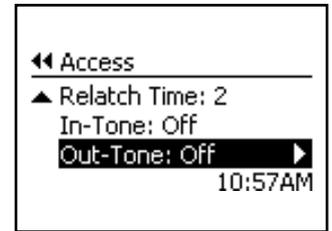
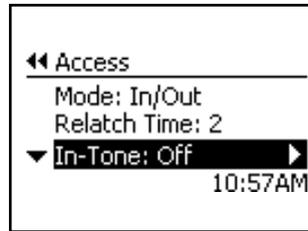
In-Tone & Out-Tone

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

Note: Door Operational Mode must be set to Smart Mode for In-Tone and Out-Tone to work.

To Set or Change In-Tone & Out-Tone:

1. From **Main Menu** select **Setup > Pet Settings > Access**. Use right arrow key to select.
2. Use down arrow key to highlight **In-Tone** or **Out-Tone** (whichever one you want to change). Use right arrow key to scroll through the 10 options to select desired audible tone (each tone will play when selected) or to turn tone off. Press left arrow/back key to return to Main Menu.



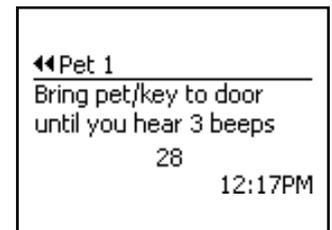
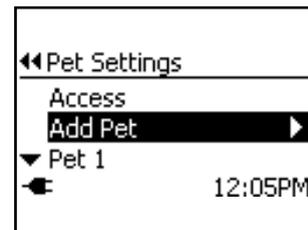
Add Pet

The SmartDoor™ Plus allows you to program up to 20 additional SmartDoor Plus Keys for different pets (additional keys sold separately). Adding a new SmartDoor Plus Key is time-sensitive with only 30 seconds to add the pet to the system. Ensure your pet's SmartDoor Plus Key is nearby before adding pet.

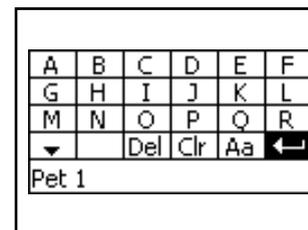
Note: Only one SmartDoor Plus Key can be programmed at a time. Any other keys near the pet door will prevent proper programming. Also, hold the key away from the center of the flap for programming. Holding the key against the LCD screen or other parts of the pet door could prevent it from programming properly.

To Add Pet:

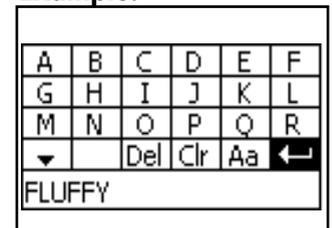
1. Go to **Main Menu > Setup > Pet Settings > Add Pet**. The 30 second countdown screen will appear.
2. Hold the SmartDoor Plus Key 5 inches to 6 inches away, parallel and centered to the main flap. DO NOT HOLD KEY AGAINST FLAP or it will not program properly. The key must be programmed 5 to 6 inches away so the pet door will consistently read the key when worn by your pet.
3. When your pet's key is successfully programmed, you will hear three beeps. The "Rename Pet" screen will appear. "Pet n" (with n being the next available number) will be listed at the bottom of the screen. You can leave pet name as "Pet n" or you can rename.



4. To rename pet, use arrow keys on keypad to highlight **Clr** on the screen. Press enter/select key on keypad to clear name. Use arrow keys to select letters on the text screen to type pet's name. Use the up and down arrow keys on keypad to scroll through additional letters. To complete the new name, select the **↵** symbol on the LCD screen. Repeat these steps for each pet/SmartDoor Plus Key you want to add.



Example:

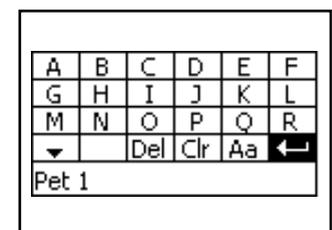
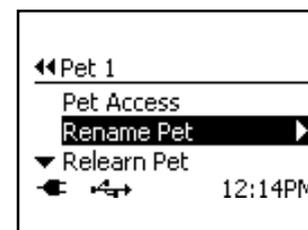


Rename Pet

You can change your pet's name in the SmartDoor Plus pet door at any time.

To Rename Pet:

1. From **Main Menu** select **Setup > Pet Settings > Pet n** (or pet name) > **Rename Pet**. Press right arrow key to select.
2. To rename pet, use arrow keys on keypad to highlight **Clr** on the screen. Press enter key on keypad to clear name. Use arrow keys to select letters on text screen to type pet's name. Select the **↵** symbol on text screen to complete the new name.



Relearn Pet

If you need to reprogram your pet to the pet door or replace your pet's SmartDoor™ Plus Key, you can relearn your pet without losing your pet's saved name. Reprogramming or adding a key is time-sensitive with only 30 seconds to relearn pet. Ensure your pet's SmartDoor Plus Key is nearby.

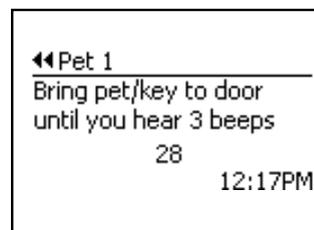
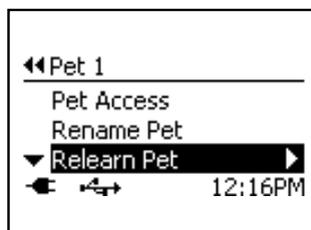
Note: Any other SmartDoor Plus Keys near the pet door will prevent proper programming. Do NOT hold the SmartDoor Plus Key in your hand against the LCD screen when you select Relearn Pet. This could also prevent the SmartDoor Plus Key from programming properly.

To Relearn Pet:

1. Go to **Main Menu > Setup > Pet Settings > Pet n** (or pet name) > **Relearn Pet**. Press right arrow key to select.
2. Hold the SmartDoor Plus key 5 to 6 inches away from center of main flap. Hold key in this position and wait for it to program during the 30 second countdown. **DO NOT HOLD**

KEY AGAINST FLAP. The SmartDoor Plus Key must be programmed 5 to 6 inches away so the pet door will consistently read key when worn by your pet.

3. When your pet's SmartDoor Plus Key is successfully relearned, you will hear three beeps and the LCD screen will return to "Pet n" menu screen. Press left arrow/back key to return to Main Menu.

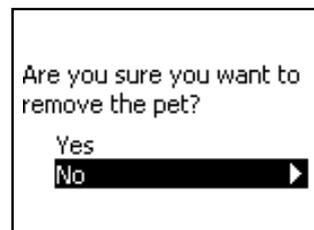
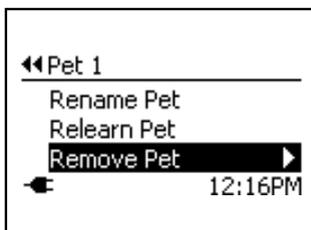


Remove Pet

Removing Pet allows a pet to be deleted from the SmartDoor Plus with all programmed settings removed. Removing a pet cannot be undone. Please make sure you want to remove a pet before completing these steps.

To Remove Pet:

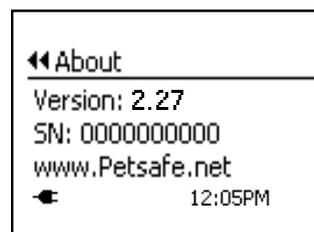
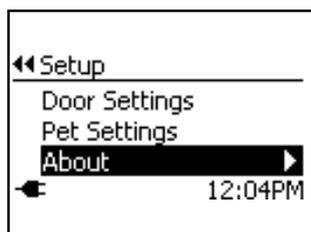
1. From **Main Menu** select **Setup > Pet Settings > Pet n** (or pet name) > **Remove Pet**.
2. A confirmation screen will appear. Use up arrow key to highlight **Yes** and press right arrow key to remove pet.



ASSISTANCE

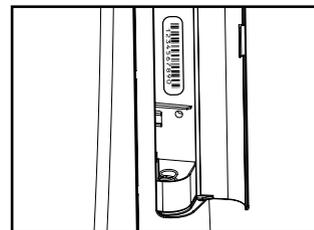
About

On the About screen, you can view the firmware version of your SmartDoor Plus pet door, the door serial number and the PetSafe® web address. To find the About screen, from the **Main Menu** select **Setup > About**.



Serial Number

Your SmartDoor Plus has a unique serial number which identifies your pet door. This number is needed during product registration and may be needed by our Customer Care Center during any calls for product assistance. The serial number can be found on the About screen or on a label located inside the battery compartment.



Troubleshooting

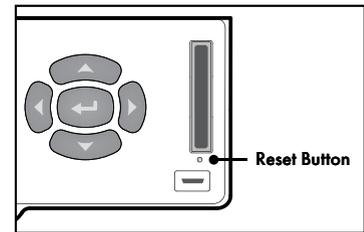
The answers to these questions should help you solve any problems you have with your SmartDoor™ Plus pet door. If they do not, please contact our Customer Care Center at **1-800-732-2677** or visit our website at **www.petsafe.net**.

PROBLEM	SOLUTION
SmartDoor Plus pet door does not respond to a SmartDoor Plus Key when pet is directly in front of pet door flap.	<ul style="list-style-type: none"> • Check to make sure Door Operational Mode is set to Smart Mode (see “Door Operational Modes” page 21). • Check Pet Access Mode is set to In/Out (see “Access Modes” page 23). • Check SmartDoor Plus Key has been programmed to the pet door. • Ensure the key is attached to your pet’s collar correctly. • Ensure there are no other SmartDoor Plus Key accessories in the area near the pet door. • Ensure power adapter is connected or rechargeable battery is correctly installed with a full charge. • Make sure motion sensor wire is connected from the interior frame to the exterior frame. • Make sure nothing is obstructing the motion sensors on the interior and exterior frames. • Check to see how pet is approaching the pet door. If approaching from the side, the motion sensors cannot detect pet to read the key (see “Understanding Motion Sensors page 11). Retrain pet (see “Train Pet” page 19). • Ensure there are no radio-frequency devices or electronic devices that may be interfering with the operation of the pet door. • If problem continues, relearn pet’s SmartDoor Plus Key. Make sure the key is 5 to 6 inches away from the pet door flap when relearning (see “Relearn Pet” page 26). • If problem continues after relearning pet’s key, contact our Customer Care Center (see “Customer Care International” page 28).
Pet door is not reading key or opening fast enough for pet	<ul style="list-style-type: none"> • Check re-latch time is set to 1 or 2 seconds (see “Re-latch Time page 24). • May have an error or ATTENTION screen. Check LCD screen for message.
In-Tone or Out-Tone is not working	<ul style="list-style-type: none"> • Check to make sure Door Operational Mode is set to Smart Mode (see “Door Operational Modes” page 21). • Check pet is wearing a programmed SmartDoor Plus Key. • Check Volume is On (see “Volume Control” page 21). • Check In-Tone or Out-Tone is not set to Off (see “In-Tone & Out-Tone” page 25).
Pet door is beeping	<ul style="list-style-type: none"> • If you are using the rechargeable battery, the pet door may be in Low Battery Mode and the battery needs recharged. • May have an error or ATTENTION screen. Check LCD screen for message.
Red light is flashing (double blink every 6 seconds	<ul style="list-style-type: none"> • Low battery indicator. Recharge battery.
ATTENTION screen: Replace Clock Battery	<ul style="list-style-type: none"> • Replace clock battery (see “Install Clock Battery and Power Source” page 10).
ATTENTION screen: Flap Held Open	<ul style="list-style-type: none"> • Check for any objects obstructing flap and clear. Press enter key so the pet door will cycle and lock flap. When flap relocks successfully, Main Menu screen will appear.
ATTENTION screen: Flap Jammed	<ul style="list-style-type: none"> • Check for any objects obstructing flap and clear. Press enter key so the pet door will cycle and lock flap. When flap relocks successfully, Main Menu screen will appear.
ATTENTION screen: FAILED...Pet ID Already Learned	<ul style="list-style-type: none"> • Pet’s SmartDoor Plus Key is already programmed. Check you are trying to add the correct key. Make sure no other pets or SmartDoor Plus keys already programmed are nearby.
Pet door does not turn on	<ul style="list-style-type: none"> • Check power adapter is plugged into power connection and LED on adapter is illuminated. • Check power adapter is plugged into a working outlet. • If using the rechargeable battery, check battery is connected and installed correctly with nothing obstructing the battery compartment. Make sure battery is fully charged. • If problem continues contact our Customer Care Center (see “Customer Care International” page 28).

PROBLEM	SOLUTION
Rechargeable lithium-ion battery is installed in charging station but red light is still blinking	<ul style="list-style-type: none"> • Check to make sure rechargeable battery is not inserted into charging station upside down. Battery end with the contacts should be inserted into charging station. • Make sure battery is fully seated and making good contact with charging station by pressing firmly and slightly moving side to side. • Remove battery from charging station. Disconnect power adapter, wait 5 seconds then reconnect. Reinsert battery into charging station. • Make sure battery is not too cold (below 32°F/ 0° C) or too hot (above 140° F/ 40° C). If battery is too cold or too hot, leave battery at room temperature for an hour then try again. • Ensure supplied power adapter is being used. • Try another battery power adapter if available (pet door uses same adapter). • Try another batter in charging station if available.
Charger is plugged in and battery is NOT inserted but red light is illuminated	<ul style="list-style-type: none"> • If power adapter has a LED, check if light on power adapter is illuminated to ensure adapter is receiving power. • Make sure power adapter connector is fully inserted in connection on charging station. • Plug power adapter into another outlet to ensure outlet is working properly. • Try another power adapter if one is available (pet door uses same adapter).
ATTENTION screen: Low Battery Mode	<ul style="list-style-type: none"> • Recharge battery.

Reset Button

If a problem continues or if you still have issues after turning off your SmartDoor™ Plus, you may need to reset your pet door. The reset button “reboots” your pet door while keeping your programmed settings. The Reset Button is the small, pin-sized button located on the control panel. Use a small push pin or paper clip to access the Reset Button. Push and then release. After your pet door reboots, the startup screen will appear and then return to the Main Menu.



Replacement Parts and Accessories

Replacement parts or accessories for your SmartDoor Plus pet door can be purchased by visiting www.petsafe.net or by contacting our Customer Care Center at **1-800-732-2677**.

Description	Part Number
SmartDoor Plus Key	PAC00-13798
SmartDoor Plus Rechargeable Battery with Charge Station	PAC00-13799
SmartDoor Plus Wall Entry Kit, Small+	MPA19-13800
SmartDoor Plus Wall Entry Kit, Medium	MPA19-13801
Rechargeable Lithium-Ion Battery (battery only)	MPA19-13812
Power Adapter	MPA19-13813
Installation Hardware Kit	MPA19-14363
Battery Doors and LCD Door Kit	MPA19-14364
Wall Entry Installation Hardware Kit	MPA19-14367

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

TERMS & HANDLING

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 as a system for programmable pet access. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer. Proper use includes reviewing the entire Operating Guide provided with your Product and any specific Caution statements.

3. No Unlawful or Prohibited Use

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

4. Limitation of Liability

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

5. Modification of Terms and Conditions

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

Perchlorate Battery

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



Important Recycling Advice

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



Battery Disposal

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

Compliance

FCC/Canada

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

- Relocate the interfered receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different to that to which the receiver is connected.
- Contact the Customer Care Center 1-800-732-2677.

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

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

Australia

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



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.

Warranty

One Year Non-Transferrable 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 and/or are available by contacting your local Customer Care Center:

Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth. Ireland
Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

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-Transferrable 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 Systems' sole discretion.

The limited warranty is non-transferrable 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 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

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).

Radio Systems Corporation
10427 PetSafe Way
Knoxville, TN 37932
1-800-732-2677
www.petsafe.net
400-2052

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