



# Dog Training Collar

## User Manual

Model XPro/XPro-3



**PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING**



## IMPORTANT SAFETY INFORMATION

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

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

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

1. Avoid leaving the collar on the dog for more than 4 hours per day.
2. Don't leave the dog unattended for more than 2 hours while he is wearing the collar.
3. When possible reposition the collar on the dog's neck every 1 to 2 hours.
4. Check the fit to prevent excessive pressure; follow the instructions in this manual.
5. For added safety, utilize conductive silicone caps included with the product.
6. Never connect a lead to the electronic collar; it will cause excessive pressure on the contact points.
7. When using a separate collar for a lead, don't put pressure on the electronic collar.
8. Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
9. If a rash or sore is found, discontinue use of the collar until the skin has healed. Consult your veterinarian if the condition persists beyond 48 hours.

These steps will help keep your pet safe and happy. Millions of dogs are comfortable while they wear electronic collars. However, some dogs can be sensitive to the pressure from contact points. You may find after some time that your dog is very tolerant of the collar. If so, you may relax some of these precautions. Nevertheless, it is important to continue daily checks of the contact area.

## **A MESSAGE FROM PETSPLY**

Dear Customer, thank you very much for choosing PetSpy! It's our pleasure to serve you and your beloved dog. Our mission is to ensure your pet's safety and happiness by providing you with the tools and techniques to successfully train your dog. Despite our rich expertise in dog training, we always consider our customers' feedback as a great opportunity for improving our products and services. At the end of the day, you are not just a customer for us, you are a significant part of the PetSpy Family!

Designed as the ultimate behavior shaping tools, PetSpy e-collars are perfect for all dog breeds above 10 pounds starting from 6-month old. The stimulation intensity is fully adjustable from low to high levels, so you could fine-tune it for even the most stubborn dogs. Keep in mind that dog training is not just about training the canine, it's also teaching the people to understand the canine. Once there is an understanding of how dogs think, people can do a better job of training them. We all expect dogs to "just know" what we want, but the reality is, that it's not going to happen without a lot of work. Our free dog training e-book will show you how to do it right. You can download it at [www.petspy.com](http://www.petspy.com) - it is absolutely free.

If you have any questions, please visit our website or contact PetSpy Customer Service at [support@petspy.com](mailto:support@petspy.com) - we will be happy to assist you.

## **WARRANTY**

PetSpy e-collars are covered by the 1-YEAR WARRANTY. You can register your product warranty at [www.petspy.com](http://www.petspy.com). If your purchased item malfunctions or breaks within 1 year, we will send you a free replacement. No more than one replacement per purchased item. Replacement warranty does not apply to promotional orders with total discount greater than 30%. The warranty begins from the date of purchase. A purchase confirmation such as order id is required for a claim. The warranty does not cover products with physical damage or lost items. PetSpy does not offer warranty for products purchased from unauthorized resellers. PetSpy products are exclusively sold on PetSpy.com, Amazon.com, Chewy.com, and Walmart.com. Any other marketplaces are considered as unauthorized resellers. The refund period is strictly limited to 30-days starting from the date of purchase. Restrictions apply.

## **CONTACTS**

Website: [www.petspy.com](http://www.petspy.com)

Customer Service: [support@petspy.com](mailto:support@petspy.com)

Social Media: [@petspybrand](https://www.instagram.com/petspybrand)

# PetSpy XPro Dog Training Collar

## Operating guide for models XPro and XPro-3



### PACKAGE:

- 1x Remote Transmitter
- 1x Receiver Collar (3 in XPro-3)
- 1x Collar Strap (3 in XPro-3)
- 2x Pair of Contacts (6 in XPro-3)
- 2x Pair of Rubber Caps (6 in XPro-3)
- 1x Dual USB Charger
- 1x Test Light

Frequency: 900 Mhz  
Transmitter: 3.7V 500mAh LiPo  
Receiver: 3.7V 500mAh LiPo



**Contact Points  
with Silicone Caps**



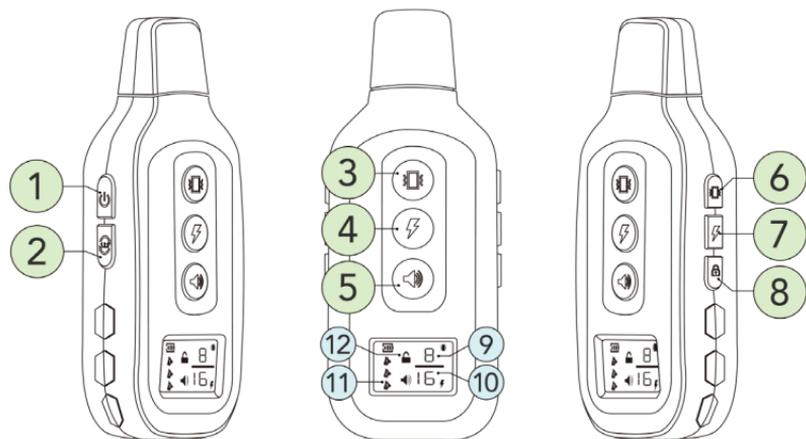
**Testing Light Kit**



**Charger and USB Cable**

Note: PetSpy has 2 models of XPro Dog Training Collars: XPro (for 1 dog) and XPro-3 (for 3 dogs). This manual is designed for both models. Visit [www.petspy.com](http://www.petspy.com) to download this guide.

## REMOTE TRANSMITTER - BUTTONS AND INDICATORS



- 1. Power Button** - press and hold the button to turn the remote on and off.
- 2. Channel Switch** - press the button to choose which collar is being controlled. Keep in mind that one collar can only work with one channel at the time. Please refer to *Synchronizing Remote Transmitter with Receiver Collar* paragraph to learn how you can reprogram the system.
- 3. Vibration Button** - press and hold the button to deliver Vibration correction to your dog. It will time out after 10 seconds or as soon as the button gets released.
- 4. Shock Button** - press and hold the button to deliver Static Shock correction to your dog. The shock correction will automatically time out after 10 seconds or as soon as the button gets released.
- 5. Tone/Beep Button** - press the button to send an audible tone to your dog. When the dog is well trained, the tone button alone can help you effectively interact with the dog.
- 6. Vibration Level** - press the button to change the intensity of vibration.
- 7. Shock Level** - press the button to change the intensity of static shock.
- 8. Lock Button** - press the button to lock the remote from accidental use. To unlock the remote, press the same button again.
- 9. Vibration Level Indicator** - shows the selected level of vibration from 1 to 16
- 10. Shock Level Indicator** - shows the selected level of static shock from 1 to 16
- 11. Channel Indicator** - shows which collar is currently under control.
- 12. Lock Indicator** - shows when remote is locked.

## **FEATURES**

1. 3 Training Modes: Static Shock, Vibration, and Tone.
2. Rechargeable Transmitter and Receiver - recharge time is about 2 hours.
3. Fully waterproof Receiver Collar.
4. The system communication range is up to 1000 yards (in perfect conditions).
5. Sixteen correction levels of Shock and Vibration Stimulation.
6. The system can be used with 1, 2, or 3 collars. It gives you a simultaneous control of up to 3 dogs.
7. Power Saving Design with auto sleep mode and remote collar activation.
8. Two pairs of metal contacts (short and long) for dogs with different coats.
9. Two pairs of conductive silicone caps for added safety. The caps were specifically designed for sensitive dogs to avoid skin irritation and injuries.

## **DOG TRAINING SYSTEM OVERVIEW**

PetSpy XPro Dog Training System can assist you with controlling and training your dog without a leash in the range up to 1000 yards. Using a Remote Transmitter you can send a signal to the collar in form of Shock, Vibration, or Tone. By using PetSpy XPro consistently you can train your dog to eliminate any undesired behavior (jumping up, digging, chasing, etc.) and teach your dog understand many obedience commands (sit, come, stay, voice, etc).

## **IMPORTANT NOTES**

- The Remote System range goes up to 1000 yards. Hold the Transmitter horizontally and away from your body to achieve maximum range. Weather condition, terrain, vegetation, and interference from other electronic devices can affect the maximum communication distance of the system.
- There are 16 levels of Shock and Vibration Stimulation. If you use the strongest level there is a chance that it can penetrate dog's fur up to 6mm thick. Do not shave your Dog's neck to reduce the risk of skin irritation.
- For comfort, safety, and effectiveness of the system, please start training your pet with the lowest level of Shock. It's fine to have a Vibration level on medium or high. Please check your dog's neck after each training session for skin irritation. If skin irritation develops, discontinue to use the collar for 48 hours. If condition persist beyond 48 hours, please consult your veterinarian.
- Do not attach a leash to the collar. Use a separate collar if there is a need for a leash.
- We suggest you to use the Vibration Stimulation first before starting to use the Shock Stimulation. Then slowly start with the lowest level of the Shock Stimulation. If you follow this training method, your dog will learn that the Shock Stimulation will come after Vibration. Hence, the Vibration alone can effectively cure unwanted behavior of your dog without a need for the Shock.

## **PREPARING REMOTE TRANSMITTER FOR YOUR FIRST USE**

Make sure that Remote Transmitter is charged before proceeding to the training:

1. The charging port is located on the bottom side of the remote. Plug one end of the charging cable into the charging port on the remote. Plug another end of the charging cable into the power source.
2. The LCD display will illuminate and the battery indicator bars will blink to indicate the on-going charging process. It takes about 3-4 hours for a full charge.
3. When charging is complete, all three battery indicator bars will illuminate steadily.
4. Remove the charging cable.

## **REMOTE TRANSMITTER OPERATION**

1. Press and hold the Power button to turn the remote on and off.
2. If you have 2 or 3 collars, you can select which collar is being controlled: 1, 2, or 3 by pressing the Channel Switch button.
3. Press the Vibration button to deliver vibration correction to your dog.
4. Press the Shock button to deliver static shock correction to your dog.
5. Press the Tone button to deliver audible tone to your dog.
6. The Remote Transmitter can be locked from accidental use by pressing the Lock button. Simply press this button again to unlock the device.

## **PREPARING RECEIVER COLLAR FOR YOUR FIRST USE**

Make sure that Receiver Collar is charged before proceeding to the training.

1. Carefully open the rubber cover over the charging port and connect the charger.
2. Red LED light will indicate that receiver is charging. It takes about 2 hours to fully charge it. Make sure to unplug the collar after 2 hours to avoid battery damage.
3. Put the rubber cover back over the charging port to ensure collar is fully waterproof.
4. Press the Power Button to turn it on. The LED will start flashing green every 4-5 seconds.
5. When Receiver is charged and turned on, it always stands in the Standby Mode waiting for any command (e.g. Shock, Vibration or Tone) to activate it.

## SYNCHRONIZING REMOTE TRANSMITTER WITH RECEIVER COLLAR

Sometimes the collar can loose connection with remote. The fix is pretty quick and simple. Follow these steps to pair the system:

1. Make sure that both the Transmitter and Receiver are fully charged and turned on.
  2. Press and hold the Power button on the Receiver Collar for about 5 seconds to enter the Synchronization Mode - the receiver will beep and green LED will start flashing rapidly.
  3. While green LED is flashing, send any correction command from remote. We recommend you to send a Vibration command by pressing and holding the Vibration button on remote until you feel that collar is vibrating. If no command is sent, the Synchronization Mode will time out after about 15 seconds.
  4. The system is now paired - try to send any command to test it.
- If you have 2 or 3 collars, repeat the above steps for each collar on channels 1-3.



## TESTING PETSPY DOG TRAINING SYSTEM

### Shock Test:

- Take the included Test Light and put its metal wire on the Receiver's Contact Points.
- Press the Shock Button on the Remote Transmitter.
- The Test Light will light up indicating that shock is working.
- The higher the shock level is the brighter it should be.

### Vibration Test:

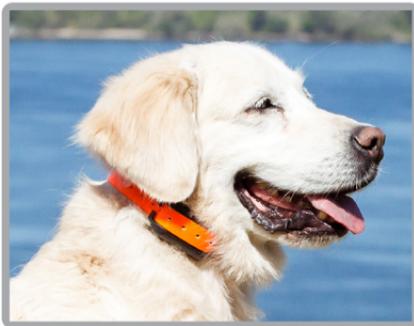
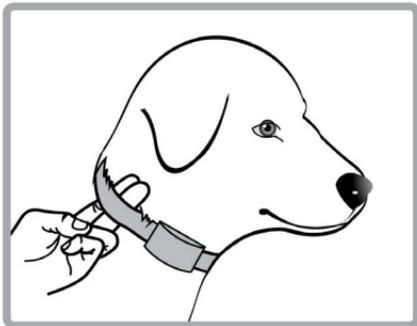
- Press the Vibration Button on the Remote Transmitter.
- The Receiver Collar will vibrate indicating that vibration stimulation is working.
- Try to adjust the level of vibration and see how the intensity is changing.

### Tone/Beep Test:

- Press the Tone Button on the Remote Transmitter.
- The Receiver Collar will beep indicating that tone/beep is working.

## FITTING THE COLLAR

To ensure effective training and dog's safety, you must properly fit the collar on your dog. The collar must fit snugly to allow the "contact points" to have direct contact with the skin. Position the receiver unit high up on your dog's neck just below ears.



You should be able to fit two fingers between the collar strap and your dog's skin. Too tight poses the risk of skin irritation and discomfort. Too loose and the contact points will not be able to administer the stimulation reliably and can cause skin irritation due to chafing. Cover the contact points with conductive rubber caps to reduce the risk of skin irritation or injury.

**CAUTION:** E-collars are not designed to be worn constantly. We recommend using e-collars only under adult supervision and for no longer than 4 hours per day. NEVER attach a leash to an e-collar. Use a separate regular collar if there is a need for a leash.

## FINDING THE BEST STIMULATION LEVEL FOR YOUR DOG

**CAUTION:** Start with Vibration mode first and use Shock mode as a last resort.

PetSpy e-collar can be a powerful tool for encouraging desired behavior. But first, you must identify the stimulation intensity level for your dog - it has to be high enough to be noticed, but not so high as to be disruptive. Your dog must learn to act in response to the e-collar stimulation and understand that he can control it by his actions.

This method of e-collar training is even gentler than many traditional leash-training methods. Additionally, the e-collar improves communication by providing instant feedback to your dog during training. This reduces confusion, fosters a positive training attitude, and accelerates learning, rapidly producing off-leash reliability.

Even if your dog already knows the basic obedience commands, follow the procedures given. Your dog must learn how to respond to the e-collar for each command before you can use your PetSpy collar for training at a distance.

PetSpy XPro has 16 different stimulation levels. This allows you to choose the level that is best for your pet. Once you have placed the Receiver Collar on your pet, it is time to find the Stimulation Level that is best for him. This is called the *Recognition Level*. A slight change in your pet's behavior, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the Recognition Level that is best for him.

### **Follow the steps below to find your pet's Recognition Level:**

1. Starting at the Lowest Level of stimulation on the Remote, press the Vibration or Shock Stimulation Button continuously.
2. If your pet shows no reaction, repeat the Stimulation Level several times before moving up to the next level.

**CAUTION: YOUR DOG SHOULD NOT BARK OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.**

3. Move up through the Stimulation Levels until your dog reliably responds to the stimulation.
4. If your dog continues to show no response at the Highest Level, check the fit of the Receiver Collar. If your dog has long or thick fur, use the longer set of Contact Points. Then go back to step 1 and repeat the process. If this still does not yield any results, your pet's hair will need to be trimmed around the Contact Points.

Please refer to PetSpy Dog Training E-Book for more dog training tips. You can download it at [www.petspy.com](http://www.petspy.com) - it is free!

### **GENERAL TIPS**

- PetSpy Dog Training Collar is not design to be worn constantly. We recommend you to limit collar usage just for active training sessions. Always take off the collar when you leave your dog unattended.
- Most dogs will feel uncomfortable wearing the collar for the first time. Don't use any commands until your dog has gotten used to the collar which will normally take several days.
- Eliminate one unwanted action or teach one obedience command at a time. If you move to quickly with training, your dog may become confused.
- Be consistent in your training. Give your dog the same stimulation for each unwanted action. We suggest you to use Vibration Stimulation before the Shock Stimulation. If you follow this training method, your dog will learn that Shock Stimulation might come after Vibration. Hence, the Vibration Stimulation alone can effectively cure unwanted behavior of your dog.
- Do not over-correct. Use as few stimulation as possible to train your dog.
- Following a predefined scenario in all Training Sessions can dramatically improve your chances of success.
- Should your dog react to the training by hiding or reacting fearfully, redirect his attention to a simple command such as "Speak" or "Sit" to calm him down. Use treats to help your dog understand when he is doing it right.

## TROUBLESHOOTING

### **My e-collar does not respond to any command, what should i do?**

- Make sure that both the Remote Transmitter and Receiver Collar are fully charged and turned on. The green LED on the receiver should be flashing every 4-5 seconds.
- Follow the steps from “*Synchronizing Remote Transmitter with Receiver Collar*” paragraph to pair remote transmitter with the collar.
- Watch our video guides for more information at [www.petspy.com](http://www.petspy.com)
- Contact us at [support@petspy.com](mailto:support@petspy.com) if the above steps don't help.

## REGULAR MAINTENANCE AND STORAGE

- When not used, PetSpy Dog Training System must be kept in a dry place just like any other electronic devices.
- To prevent batteries from damage, charge both the Transmitter and Receiver regularly even when it's not used. Make sure you do not charge it for longer than 3 hours.
- Clean the receiver and contact points weekly. Make sure that contact points are tightly attached to the collar.
- Check your dog's neck for irritation daily.

## FREQUENTLY ASKED QUESTIONS

### **1. Is the Receiver Collar waterproof?**

*Yes, the Receiver Collar is fully waterproof. Nevertheless, we do not advise it for long swimming sessions. It's fine if your dog jumps into water and comes out. Heavy rain is also not a problem.*

### **2. Is the Remote Transmitter waterproof?**

*No, the Remote Transmitter must be kept away from water.*

### **3. Once my dog is trained, do I have to continue using the collar?**

*You might have to reinforce training with the collar from time to time.*

### **4. How long can I continuously deliver Vibration or Shock to my dog?**

*The max amount of time you can deliver the Vibration or Shock to you dog continuously is 10 seconds. The remote transmitter will time out and the Vibration/Shock button must be released and pressed again.*

CAUTION: While it is fine to use the Vibration for up to 10 seconds, it is highly recommended to limit the continuous Shock delivery to no more than 3 seconds (the smaller the dog the shorter it should be).

### **5. What should I do if my dog's neck becomes red and irritated?**

*Stop using the collar immediately for at least 48 hours. If the condition persists beyond 48 hour please consult your veterinarian.*

**6. Can I attach a leash to the Receiver collar?**

*No, this can result in pulling the contact points to tightly against your dog's neck causing an injury. Use a separate collar when needed.*

**7. How long can I leave a Receiver Collar on my dog?**

*E-collars are not designed to be worn constantly! Avoid leaving the collar on the dog for more than 4 hours per day. Don't leave your dog unattended for more than 2 hours while he is wearing the collar.*

**8. How long should the training sessions be?**

*Training sessions should be kept short and positive (10-15 minutes).*

**9. How long does the battery charge last?**

*It depends on the intensity of training sessions and vary from one day to one week.*

**10. What is the maximum operational range?**

*The max operational range is 1000 yards in ideal conditions. The range may vary depending on the terrain, buildings, trees and electromagnetic interference.*

**11. Will the collar fit my dog?**

*The collar strap is adjustable to fit dogs from 10 to 140 pounds. It has a maximum length of 26 inches and minimum length of 8.*

**12. What is the best dog's age to start training?**

*Your pup should be old enough to understand basic commands. 6 months is normally a good age.*

**13. What length of contact points should i use?**

*Longer contact points are required for dogs with long or thick coat, so it could easily reach dog's skin. Sometimes it is necessary to slightly trim your dog's hair around the neck. However, it should not be shaved completely to avoid skin irritation or injury.*

**14. Can I replace the battery on the remote or receiver?**

*No, the rechargeable battery is built-in and it cannot be replaced. It's designed to last for a few years similar to a smartphone battery.*

**15. Where can i get a copy of the user manual or dog trainig e-book?**

*You can download it free of charge at [www.petspy.com](http://www.petspy.com).*

Should you have more questions, feel free to contact us at [support@petspy.com](mailto:support@petspy.com)

## **TERMS OF USE AND LIMITATION OF LIABILITY**

### **1. Terms of Use**

This Product is designed to be used with dogs where training is desired. The specific temperament of your dog may not work with the product. We do not recommend you to use this product if your dog is less than 10 lbs, under 6 months old, or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, or a certified trainer. Proper use includes reviewing the entire User Manual and Dog Training Guide provided with the product. Pay extra attention to all Caution statements.

### **2. No Unlawful or Prohibited Use**

This Product is designed for use with dogs only. PetSpy dog training collar 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.

### **3. Limitation of Liability**

In no event shall we be liable for any direct, indirect, punitive, incidental, special or consequential damages and injuries, or any damages and injuries 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.

### **4. Modification of Terms and Conditions**

We reserve the right to change the terms, conditions and notices under which this Product is offered.



