



CANICOM
400

User's guide

«FCC » DECLARATION OF CONFORMITY
FCC rules – PART 15

NUM'AXES
declares that

the training collar
DOGTEK CANICOM 400

complies to all dispositions of the part 15 of the FCC rules



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

WARNING

Any person with individual device for cardiac assistance (pacemaker, defibrillator) must take precautions when they use CANICOM 400.

These devices emit some static magnetic fields (a magnet is located in the remote control) (Frequency= 915 MHz, at = 0.75 mW).

The device complies with Part 15 of the FCC rules.

Any technical changes or modifications on the receiver collar or on the remote control not expressly approved by the manufacturer shall void the user's authority to operate the equipment.

Thank you for choosing a DOGTEK product.

Before using your CANICOM 400, please read the instructions in this guide carefully and keep it for future reference.

Before using CANICOM 400, we advise you to have your dog checked by your vet to ensure it is fit to wear a collar.

Check your dog's neck regularly, the repeated rubbing or the contact points against the animal's skin may cause irritation. If this happens, remove the collar until all signs of skin irritation have disappeared.

Start with the lowest level of stimulation and define the level from which your dog reacts by increasing gradually.

Do not hesitate to contact a professional trainer for any further advice.

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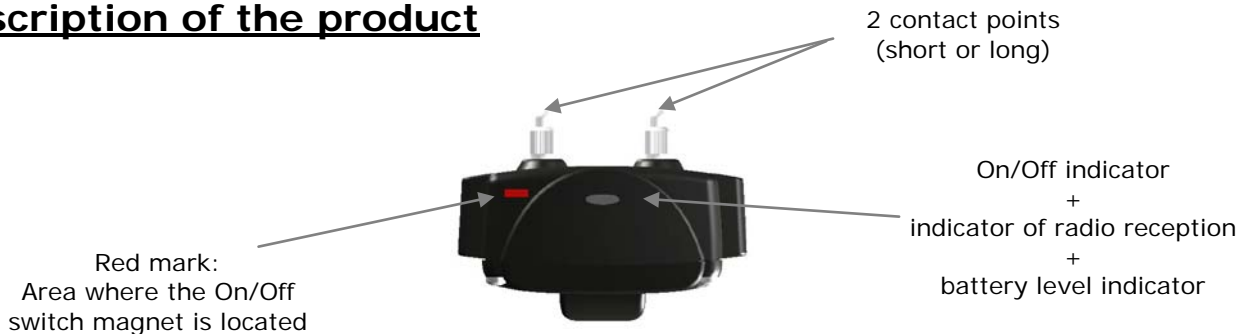
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● Contents of the product CANICOM 400

Inside the packaging you will find:

- 1 CANICOM receiver collar equipped with short contact points
- 1 lithium 3 Volt CR2 battery for the collar
- 1 CANICOM 400 remote control equipped with 1 lithium 3 Volt CR2 battery
- 1 neon test lamp
- 1 pair of long contact points
- 1 carry strap
- this user's guide

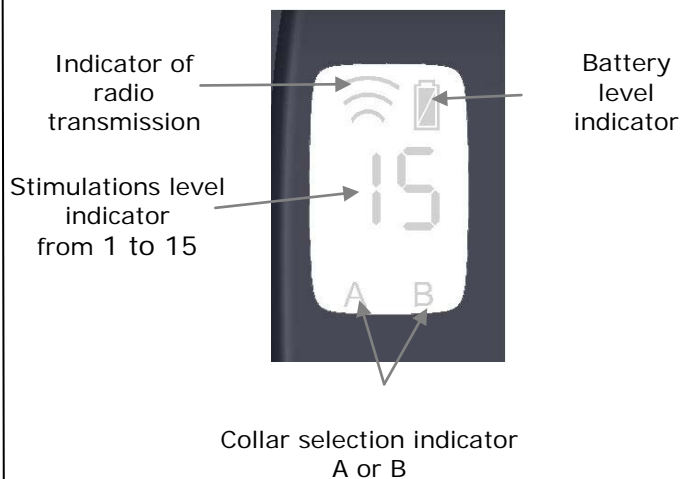
● Description of the product



RECEIVER COLLAR
Diagram 1



CANICOM 400 REMOTE CONTROL
Diagram 2



CANICOM 400 LCD SCREEN
Diagram 4

● First use from new

▪ Fitting the battery in the receiver collar(s)

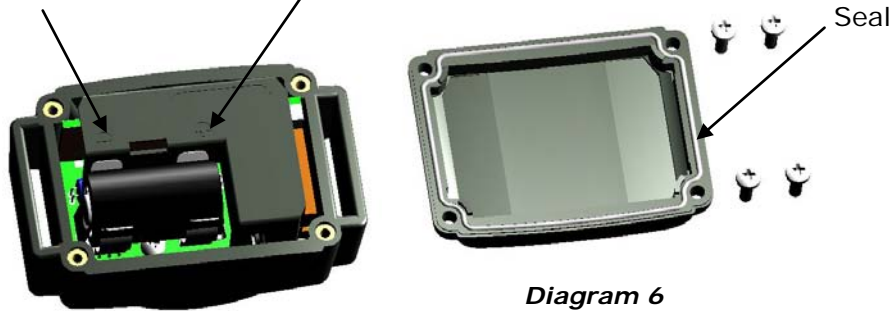
- Unscrew the 4 screws of the top of CANICOM using a screwdriver.
- Insert the battery (3 Volt CR2 lithium) paying attention to follow the polarity indicated on the battery housing (ref. Diagram 6).
- A beep sound (low pitch) is emitted, indicating the correct installation of the battery.

If you do not hear any beep sound after inserting the battery, immediately remove it from its housing. Check the polarity before trying again.

- Before putting the lid back in place, check that the rubber seal is in its groove.

Polarity "-" of the battery

Polarity "+" of the battery



- **Activate/deactivate the remote control**

Remote control is supplied with battery fitted.

- **Activate:** Press the On/Off red button (Ⓟ) located on the side of the remote control **for 1 second** (ref. Diagram 2 or 3). Indications appear on the LCD screen.
- **Deactivate:** Press the On/Off red button (Ⓟ) located on the side of the remote control **for 1 second**. The LCD screen is off.

To increase the battery life of the remote control, we recommend you to deactivate the unit if you are not using it for a long period.

- **Activate/deactivate the receiver collar(s)**

A magnet located in the remote control is used to either switch on/off the receiver collar.

- **Activate:** Approach the area where the On/Off switch magnet is located in the remote control until coming in contact on red mark located on the collar **for 1 second** (ref. Diagram 7 or 8). The indicator light on the collar will flash in green indicating that the CANICOM receiver is **ready**
- **Deactivate :** Approach the area where the On/Off switch magnet is located in the remote control until coming in contact on red mark located on the receiver **for 1 second** (ref. Diagram 7 or 8). The indicator light on the collar will flash from green to red and then off: the CANICOM receiver is **off**.

If you have several collars, renew the same procedure for each one.

To increase the battery life of the receiver collar, we recommend you deactivate the unit if you are not using it for a long period.

**Activate/Deactivate a receiver collar
with a CANICOM 400 remote control**

Approach until coming in
contact those 2 areas
during 1 second

Diagram 7



- **Coding of the remote control and receiver collar(s)**

Each remote control has its individual radio operator code.

The coding of the remote control with the receiver collar(s) enables to couple your remote control with the receiver collar(s) provided.

IMPORTANT: before beginning the coding (first use of the receiver or re-coding), make sure no other person is using his CANICOM 400 or other products from DOGTEK range close by. Your receiver could accidentally record the code of his remote control. If that occurs, re-code the remote control with the receiver collar.

For CANICOM 400:

Collar A = collar with black strap – Collar B = collar with yellow strap

CODING PROCEDURE FOR THE FIRST USE

Warning: if you have several collars, you have to code them one at a time.

1. **Activate the remote control:** Press for 1 second the On/Off red button (⏻) located on the side of the remote control.
2. **Select the collar you want to code on the remote control: Press the A or B key** in order to select the collar (the letter A or B will appear on the LCD screen).
3. **Activate the receiver collar:** Approach the area where the On/Off switch magnet is located in the remote control until coming in contact on red mark located on the receiver collar **for 1 second**.
4. Move the remote control away from the receiver collar.
5. Press the button 📣 of the remote control. A beep sound is emitted, the receiver collar is then synchronized with your remote control.

If you have several collars to code, renew the same procedure for each one.

RE-CODING PROCEDURE (for all the codings except the first one)

Warning: if you have several collars, you have to re-code them one at a time.

1. **Activate the remote control:** Press for 1 second the On/Off red button (⏻) located on the side of the remote control.
2. **Select the collar you want to re-code on the remote control:**

Press the A or B key in order to select the collar (the letter A or B will appear on the LCD screen).

If you have several collars to re-code, renew the same procedure for each one.

▪ **Reprogram a receiver collar**

The CANICOM receiver collar can be re-coded indefinitely, either with the same remote control, or with a new remote control from the CANICOM range.

Ref. Re-coding procedure

● **How to use the remote control**

The CANICOM 400 remote control is designed to operate with 1 or 2 receiver collar(s). For optimal range performance, hold the remote control in front of you with your arm extended, at least 10 inches away from your body. Do not cover the top of the remote control unit or antenna with any part of your hand

Before sending any training instruction (beeper or stimulations), you have to select the dog you want to send a message to:

- dog A (black collar) or dog B (yellow collar) for CANICOM 400

To select the dog you want to train on the remote control:

Press the A or B key in order to select the collar (the letter A or B will appear on the LCD screen).

❖ 📣 **Button: beeper**

If you press the "Beeper" button 📣 the receiver collar will emit sound signals. There is no time limit for this function: the beeper will continue to sound as long as you press the button.

A "transmission" symbol will appear on the LCD screen of the remote control; the indicator light on the collar goes from flashing green to permanent green as long as you press the button.

It is up to you to use the beeper depending on the way you want to train your dog.

With the beeper you can:

- send a sound to your dog when it is disobedient,
- draw its attention ...

It is very important to always use the beeper in the same way in order not to disturb your dog.

❖ **F button: Flash stimulation**

Press the "F" button to send a warning to your dog using stimulations transmitted by two contact points located on the receiver collar for a defined length of time of less than one second.

A "transmission" symbol will appear on the LCD screen of the remote control; the indicator light on the collar goes from flashing green to permanent red as long as you press the button.

❖ **C button: Continuous stimulation**

Press the "C" button to send a warning to your dog using stimulations transmitted by two contact points located on the receiver collar, the duration will be as long as you press the button but **limited to 8 seconds maximum**.

❖ **Booster button**

Press the Booster button to stop your dog instantaneously.

You are able to choose the level of stimulation you think to be the best for an immediate effect. As a result, you do not need to press the "+" button.

Those stimulations are transmitted continuously by the two contact points located on the collar for a defined length of time of 8 seconds maximum.

The stimulation level selected thanks to the "Booster" button can be different for each collar.

Configuration of the Booster button:

Programming the Booster button for the dog A or 1 (black collar):

- press "A" button for 5 seconds (stimulation level flashes on the LCD screen)
- press the "+" or "-" button to modify the stimulation level
- press the "A" button to confirm the level selected

Renew the same procedure to program the Booster button for the dog B.

❖ **"+" and "-": control buttons**

Use the +/- buttons for rapid **adjustment** of the level of stimulation of the receiver collar.

15 levels of stimulation are available for CANICOM 400.

Level 1: very weak stimulation – Level 15: strong stimulation


❖ **Retro-lightning of the LCD screen**


You can light the LCD screen for approximately 6 seconds by pressing briefly the On/Off switch ϕ (approx. ½ second).


● **Checking/replacing battery(ies) of remote control**

Performance (radio range) of the remote control may deteriorate as batteries become weak. Be prepared to replace the battery.

To check the condition of the battery, turn on the remote control CANICOM 400 and look at the battery level indicator on the LCD screen. The symbols which appear indicate the following:

 Battery fully charged

 Weak battery: prepare to replace the battery

 Dead battery: your CANICOM 400 functions in safety mode and the system locks up. The battery must be replaced.

DOGTEK recommends using the same type and same brand of batteries as those supplied in your new purchased device. Other brand of batteries might not operate, or not be compatible or alter the performances of your collar.

The right batteries can be purchased from DOGTEK or from your distributor.

Remove the old battery and replace it:

- 1 3-V Lithium CR2 for the CANICOM 400 remote control

Replace the battery as follows:

- On the back of the remote control, unscrew the screw and remove the battery cover.
- Remove the old battery.
- Insert the new battery **paying attention to follow polarity indicated on the battery housing.**
- Put the lid back in place.
- Put the top back, using the screw.
- Check the remote control operates correctly.



**Replacing battery of
CANICOM 400 remote control**

Diagram 9

WARNING
Make sure the polarity is correct

● **Checking/replacing battery of receiver collar(s)**

To check the condition of the receiver collar battery, observe the On/Off indicator light located on the front of the receiver collar:

- ✓ Battery fully charged: flashes slow green
 - ✓ Weak battery: flashes quickly red. Replace it with a new 3 Volt Lithium CR 2 battery (See § First use from new: fitting the battery in the receiver collar(s))
- Check the receiver collar operates correctly.

DOGTEK recommends using the same type and same brand of batteries as those supplied in your new purchased device. Other brand of batteries might not operate, or not be compatible or alter the performances of your collar.

The right batteries can be purchased from DOGTEK or from our distributor.

● **Changing the contact points**

Two different series of contact points are supplied. The length of the contact points must be sufficient to have proper contact with the dog's skin, enabling the device to operate correctly.

If you have a long-haired dog and the short contact points fitted to the collar in the factory are inadequate, remove and replace them with the long ones supplied with the kit.

Carefully tighten them manually (do not use any key).

● **How to check that your CANICOM 400 is functioning properly**

You can check that your CANICOM 400 is operating correctly at any time.

- Before doing so, make sure that the receiver collar is turned "off".
- Place the neon test lamp in contact with each of the contact points (by unscrewing them then by screwing them up in order to grip wires of the lamp under the contact points).
- Turn "on" the remote control and receiver collar you want to test.
- Select the receiver collar you want to test on the remote control:
 - ✓ Press the A or B key in order to select the collar (the letter A or B will appear on the LCD screen).
 - ✓ Press the "F" or "C" button and modify the level of intensity of the stimulations: the test lamp will come on with more or less intensity.

Renew the same procedure for each receiver collar you want to test.

● **Getting the best results**

The training instructions you give to your dog are sent from the remote control to the receiver collar(s) by radio waves.

These radio waves are sensitive and the range reaches approximately 400 yards for the CANICOM 400 (depending on geography and environment).

The performances of your CANICOM 400 will be optimal if you respect the following recommendations:

- To obtain a good radio range, do not cover the top of the remote control unit with any part of your hand while holding.
- For optimal range performance, hold the remote control in front of you, with your arm extended, at least 10 inches away from your body.
- The position of the receiver collar around the neck of the dog should be in the following way: the "On/Off" indicator light is visible and is not in contact with the breast of the dog.
- Check the batteries (remote control and receiver collar(s)) before using the unit and replace them as soon as the level of load is weak.
- The performances of the batteries decrease slightly under temperatures lower than 32°F. If possible, keep the remote control warm (e.g. inside a pocket) before using it.

● **Fitting the collar**

The strap must be adjusted so that the contact points are in contact with the skin of the dog.

Collar adjustment is very important:

- If the strap is too loose, the collar is likely to move and repeated friction can irritate the skin of your dog. Furthermore, it will not function correctly.
- If the collar is too tight, the dog will have breathing difficulties.

Do not leave the collar positioned at the same place for long periods (i.e. over 3 hours) because this can cause irritations. If your dog must carry the collar for long periods, change regularly the position around the neck of your dog.

Never leave the collar more than 8 hours per day on your dog. Check your dog's neck regularly. If irritations appear, remove the collar until all signs of skin irritation have disappeared.

● **Starting out with the training collar**

- You can start using the collar with 6-month-old puppies that have already received some basic training: "stay", "sit", or at least "no".
- Do not use the collar with dogs that are not in good physical shape (i.e. cardiac problems, epilepsy) or have behavioural problems.
- Your dog will need to get used to the collar; for a few days let the dog wear the collar but do not use it.
- Positive and effective training takes time. **do not rush:**
 - Choose a familiar area, a place your dog is used to.
 - **Define the level of stimulation from which your dog reacts by starting with the level of the lowest intensity and increasing gradually.**
 - Choose the right moment to press the button: at the exact time your dog does something wrong.
 - Give your dog plenty of encouragement: it will learn faster and its desire to respond will only increase.
- Do not hesitate to contact a professional trainer for any further advice.

● **The difference between "continuous" and "flash" stimulation**

Both functions are extremely interesting and useful, since they can be adapted to any dog and any situation.

▪ **"continuous" stimulation**

Should be typically used for training at a location that is familiar to the dog (at the beginning).

Because the stimulation is continuous, use the lowest intensity and take advantage of the length of the stimulation rather than of the intensity, so your dog has time to understand.

▪ **"flash" stimulation**

Use this function to correct your dog. The low stimulation will attract its attention, it will feel something unpleasant at the precise moment when it behaves badly.

● Cautions for use

- Before using CANICOM 400, we advise you to have your dog checked by your vet to ensure it is fit to wear a collar.
- **The CANICOM receiver collar is totally waterproof.** Your dog can swim in water. In order to maintain water tightness, we recommend the replacement of the seal located in the receiver collar every year.
- **The CANICOM 400 remote control is showerproof only.** It is only designed to remain a short time in the rain. Put it safe from water as soon as possible. If the remote control falls into the water, it could be damaged in an irreversible way.
- Your dog should not wear any medal, metallic collar, or any other kind of collar together with the CANICOM training collar.
- Avoid placing the remote control close to objects sensitive to magnetic fields, they could be irreversibly damaged.
- Do not place or keep the unit in places exposed to high temperatures.
- It is necessary to replace the battery every two years, even if the unit has not been used for long periods.
- Never leave a discharged battery in the unit: leakage could damage your CANICOM 400.
- Remove the battery from the receiver collar and the remote control if you are not using the appliance for 3 months or more. The collar will memorize the configuration chosen (coding).
- Keep your CANICOM 400 unit out of reach of children. It is not a toy for you or your children.

● Maintenance

- Avoid cleaning the unit with volatile liquids such as solvents or cleaning fluids. Use a soft cloth and neutral detergent.
- In order to maintain water tightness, we recommend the replacement of the seal in the receiver collar every year.

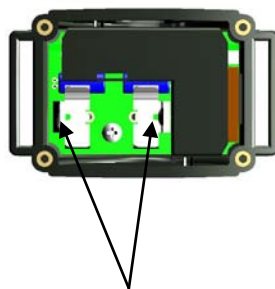
● Troubleshooting

Should your CANICOM 400 stop working or develop a fault, first read this user's guide over, and then check the batteries and replace them if necessary (see § Checking/replacing battery of remote control and § Checking/replacing battery(ies) of receive collar(s)). Also check that you are using the product correctly.

If you encounter any problems, re-code the receiver collar (Ref. Recoding procedure).

Reinitialize the system by removing the battery from its housing, then with a metallic tool (e.g. screwdriver, scissors) put in connection the 2 battery contacts for 2 seconds approximately. Insert the battery again: one beep is emitted, indicating the battery is in correct position.

Restart your CANICOM 400 using the remote control.



Reset: connect the 2 supports of the battery

Diagram 11

If the problem persists, contact your distributor.

According to the extent of the malfunction, you may have to return your product for check and repair.

For all repairs, please supply the following:

- the complete product
- the proof of purchase (invoice or sales receipt)

If you omit one of these items, the After Sales Service will have to invoice you for any repair costs incurred.

● Technical specifications

	CANICOM 400 remote control	CANICOM receiver collar
Power	1 3-V lithium battery CR2	1 3-V lithium battery CR2
Battery life	Continuous use: approximately 30 000 triggers	In stand by: approximately 7 months Continuous use: approximately 2 months
Frequency (Power)	915 MHz (0.75 mW)	915 MHz
Antenna	flexible	integrated
Range	approximately 400 yards	
Hermetic seal	Showerproof	waterproof
Radio operator safety and coding	by microcontroller	by microcontroller
Indicator of wear of batteries	indicator on LCD screen	indicator light
Levels of stimulation	15	
Use temperature	between – 5°F and +104°F	between – 5°F and +104°F
Dimensions : L x H x D.	4.25" x 2.1" x 1"	2.6" x 1.5" x 1.6"
Weight (with the battery)	3 oz	2.6 oz (without strap) collar adjustable to neck sizes from 8" to 21.5"

● Receiver collar battery life

- 7 months in stand by: for a use of 4 hours a day
- 2 months in continuous use: about 10 000 stimulations of 2 seconds at level 9

To increase the battery life of the receiver collar, we recommend you to deactivate the unit if you are not using it for a long period.

● Warranty

DOGTEK guarantees the products against all manufacturing defects for 1 year after purchase. The manufacturer does not undertake responsibility for damages due to the improper use or breakdown of the product. All postage and packing charges will be the purchaser's sole responsibility.

● Warranty conditions

All electronic components are covered under warranty for the life of the product with proof of purchase. Labor is covered for the first year of ownership. Thereafter, there is a minimum service charge for the repair or replacement of the product. This warranty excludes; accidental damage due to dog chews, misuse, loss, or improper handling is not covered. DOGTEK will not pay for loss of time, inconvenience, loss of use of your product, or any incidental or consequential damages. Warranty is void if product resold.

● Spare parts

You can purchase spare parts (batteries, straps, single collar...) from DOGTEK or from your supplier at any time.

For CANICOM 400

- | | |
|---|--|
| <ul style="list-style-type: none">▪ 3-V lithium battery CR2 (remote control)▪ 3-V lithium battery CR2 (receiver collar)▪ black strap 25"▪ yellow strap 25"▪ orange strap 25"▪ blue strap 25"▪ black strap 33"▪ yellow strap 33"▪ orange strap 33"▪ blue strap 33"▪ set of 2 short electrodes▪ set of 2 long electrodes | <ul style="list-style-type: none">▪ receiver collar with black strap▪ receiver collar with yellow strap▪ dummy collar▪ CANICOM 400 remote control▪ receiver collar seal▪ test lamp▪ loop▪ set of 4 screws receiver top▪ receiver top |
|---|--|

**Use this space to record the serial number of your CANICOM 400
(the number is near the barcode):**

Transmitter:

Receiver:.....



www.dogtek.com

