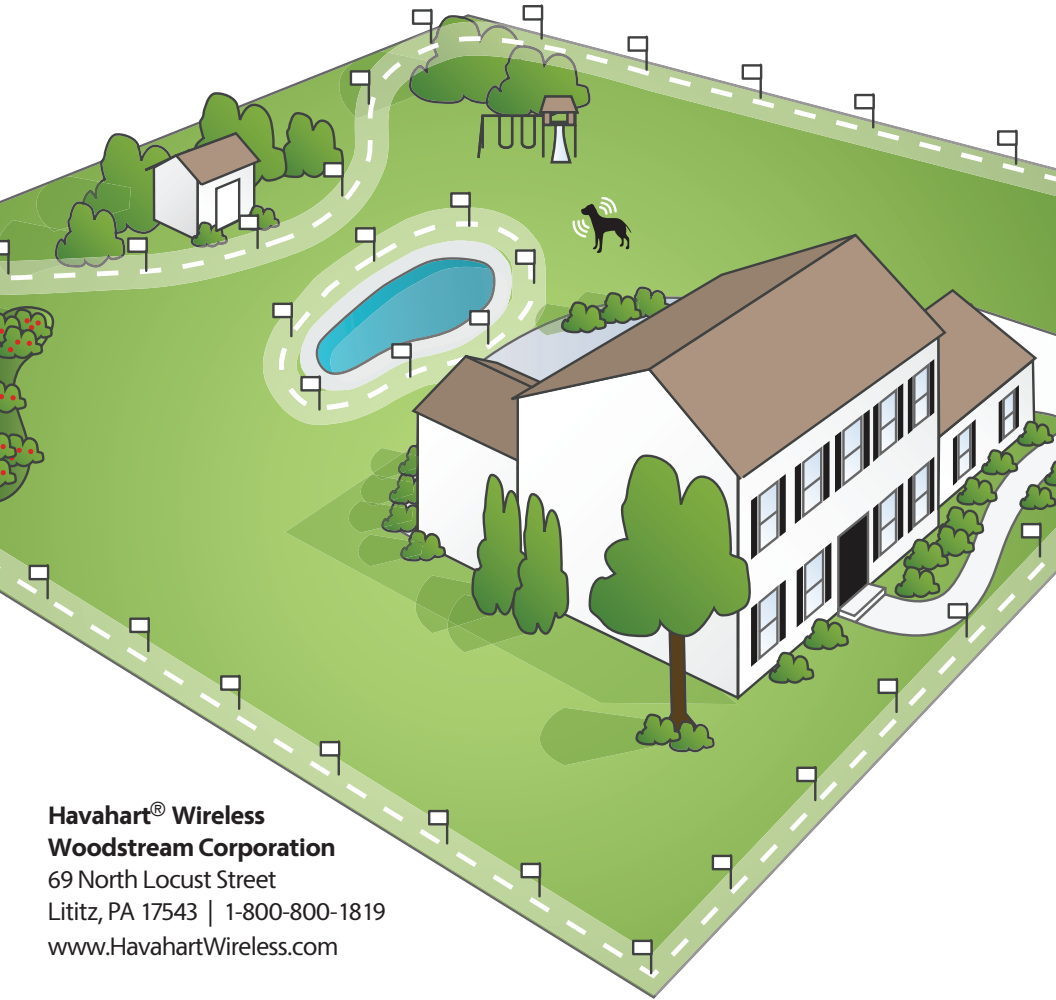


# Troubleshooting Guide

Model 5144G



**Havahart<sup>®</sup> Wireless**  
**Woodstream Corporation**  
69 North Locust Street  
Lititz, PA 17543 | 1-800-800-1819  
[www.HavahartWireless.com](http://www.HavahartWireless.com)

**IF THE SOLUTION TO YOUR ISSUE  
CANNOT BE FOUND IN THIS GUIDE OR AT  
[www.HavahartWireless.com](http://www.HavahartWireless.com),  
PLEASE CALL 1-800-800-1819, Option 1**

# Wireless Fence Boundary Problems & Possible Solutions:

## If the Controller does not come on when you touch it:

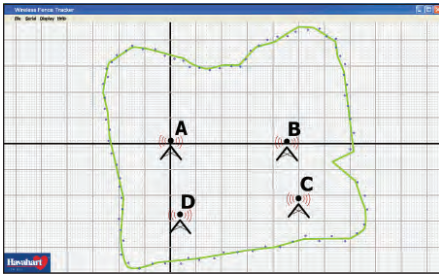
- Plug the Controller into a computer USB port or use the USB AC adapter to charge it.
- The Controller should be charged when its battery is low as it will drain over time.

### Problem:

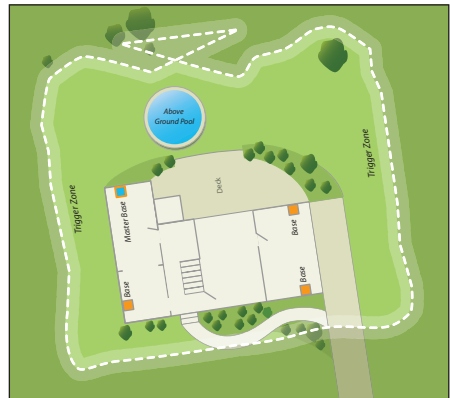
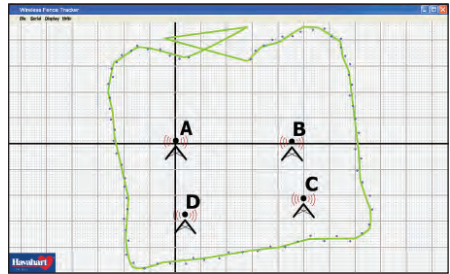
The Havahart® Custom-Shape Wireless Collar corrects where it should not. (ie: 10 Ft. or more inside the Fence Boundary.)

The green line shown on the Wireless Fence Tracker might show extreme dips, crossovers or loops where the Collar is correcting. This imperfection in the fence line is inconsistent with where the Fence Boundary was initially set.

### Extreme Dips:



### Crossovers or Loops:



### Initial Steps to Correct:

- Move the Training Flags to compensate for this problem areas if so desired.
- Make sure all Bases are plugged in and their green lights are illuminated.
- If the problem is **not resolved to your satisfaction**, re-record your Fence Boundary.
- If the problem is **still not resolved**, please continue with the steps on the next page.

## Advanced Steps to Correct:

- Check each Base, starting with the one closest to the problem area. See if the Base's line of sight (or direct communication path) to the problem area is being obstructed.

### **NOTE: Objects that can affect the Fence Boundary...**

Make sure when setting the Fence Boundary that your body does not come between the Controller and the Bases as this will possibly affect the signal during set up.

Objects that can affect any wireless signal (including mobile phones) include: mirrors, microwaves, home appliances, electric power meters, air conditioning units, metal screen porches, metal downspouts, trees, large bushes, above-ground pools & sheds.

Objects that will cause considerable obstruction are concrete walls, aluminum siding, metal roofs, densely wooded lots and heavily landscaped properties.

**Make sure to position the Bases at least 3 feet away from or above signal limiting objects.**

- If possible, move the objects out of the Base's line of sight or move each Base so that it has the best communication path to the Fence Boundary.
  - If you need to move a Base, remove the Base and re-record the Base locations and the Fence Boundary (see Removing/Resetting System Bases in the Instruction Manual).

## If inconsistency persists:

- Check the Wireless Fence Tracker to see if the Base to Base distances match the actual distances between the Bases in your home.
  - If the distances are within 5 feet of each other, your distances are reading accurately. Proceed to the next step below.
  - If the distances are NOT within 5 feet of each other, manually enter the distances between the Bases and re-record the Fence Boundary (see Advanced Base Setup - Manual Distance Entry in the Instruction Manual).
- **If this does not meet with your satisfaction:**  
Contact our Consumer Care Specialists at 1-800-800-1819, Option 1, or visit [www.HavahartWireless.com](http://www.HavahartWireless.com).

### **NOTE: The Trigger Zone may seem to fluctuate.**

This is normal. The Trigger Zone can be up to 6-13 feet wide as a result of interference from other objects (see Factors Affecting Signal Strength in the Instruction Manual).

Where the Havahart® Wireless Collar delivers a correction is influenced by the speed of your dog as he crosses the Trigger Zone.

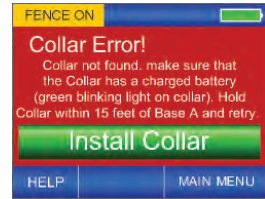
# Collar Problems & Possible Solutions:

## Problem:

The Controller is not able to find the Havahart® Wireless Collar and add it to the system.

## Solution:

- See Activating a Collar in the Instruction Manual
- Make sure the Collar has a fully charged battery properly installed and the Collar Light is flashing green (Awake Mode). The Collar must be awake when trying to add it to the system.
- To awaken the Collar gently shake the Collar.
- If you are adding an additional Collar to the system, use a permanent marker to identify each Collar so you are not trying to add a Collar to the system that has already been added.



## Problem:

The Havahart® Wireless Collar does not beep when crossing the Fence Boundary or Exclusion Zone.

## Solution:

- Make sure "SYSTEM ON" is displayed in the upper left corner of the Controller.
- Make sure the Collar is awake and has a fully charged battery installed.
- Hold the Collar as shown in Figure 6.0 so that you can see the Collar Indicator Light. When the Light flashes red, the Collar may be responding, but you may not be able to hear the beep in noisy areas **OR** the correction cycle may have timed out after 30 seconds. Bring the Collar back inside the Roaming Area and retry.



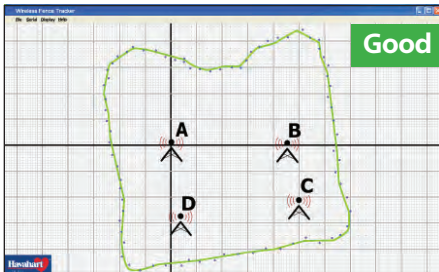
Figure 6.0

## Problem:

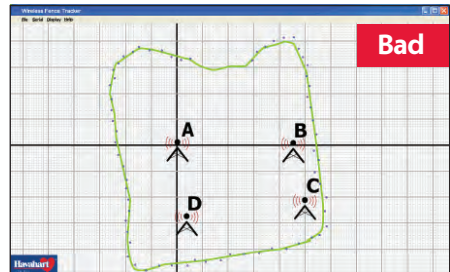
The Havahart® Wireless Collar is beeping inside the home.

## Solution:

- If the Fence Boundary or Exclusion Zone is within 20 feet of your home, the Collar may deliver corrections inside the home. Reset and move the Fence Boundary or Exclusion Zone further from the home to correct this issue.
- Ensure the entire home is within the Roaming Area.



Fence Boundary is **more than 20 feet away** from your home.



Fence Boundary is **less than 20 feet away** from your home.