

# Troubleshooting

IF ANY OF THE SOLUTIONS TO YOUR ISSUES CANNOT BE FOUND, PLEASE CALL 1-800-800-1819, Option 1 or visit [www.HavahartWireless.com](http://www.HavahartWireless.com)

Issue:	Solution:
<p><b>The Controller is not able to find the Havahart® Collar and add it to the system.</b></p>	<ul style="list-style-type: none"> <li>• See Page 12 -- Activating a Collar.</li> <li>• Make sure that the battery is properly installed and awake -- green light is flashing.</li> <li>• Gently shake the Collar to keep it awake when the Controller searches for it.</li> <li>• If you are adding an additional Collar to the system, use a permanent marker to identify which Collar is which and make sure that you are not trying to add the old Collar to the system as it is has already been added.</li> <li>• If the Collar has already been added to the system, remove the Collar from the system (see Page 13) and then add the Collar again.</li> </ul>
<p><b>The Controller Distance to Dog does not exactly match the actual distance to the Havahart® Collar</b></p>	<ul style="list-style-type: none"> <li>• Even though you can set your Trigger Zone distance to any number between 40-400 feet, the displayed Distance to the Dog on the Controller increases and decreases to the nearest 10 foot increment. The system keeps an internal distance that is more accurate so that the alarm will sound and the Collar will deliver a correction when your dog crosses into the Trigger Zone. This increases battery life.</li> </ul>
<p><b>The Trigger Zone seems to fluctuate.</b></p>	<ul style="list-style-type: none"> <li>• This is normal. The Trigger Zone can be up to 6-13 feet wide as a result of interference from other objects (see Page 32).</li> <li>• Where the Havahart® Collar delivers a correction is influenced by the speed and orientation of the Havahart® Collar as your dog crosses the Trigger Zone.</li> </ul>
<p><b>The Havahart® Collar is not beeping when setting up the Trigger Zone.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120V AC outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• If you cannot hear the beep because you are in a noisy area, use the Heart-Shaped Collar Tester (see Page 16) to determine the location of the Trigger Zone.</li> </ul>
<p><b>The Havahart® Collar is not beeping or delivering a static correction.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120V AC outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> </ul>

Issue:	Solution:
<p><b>The Havahart® Collar is beeping everywhere.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120V AC outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• If the situation persists, the Controller may need to be moved:               <ol style="list-style-type: none"> <li>1. Place the Controller above or at least 3 feet away from appliances and other large metal objects like mirrors.</li> <li>2. Raise the Controller to 6-8 feet or to a higher floor in the home.</li> <li>3. If the first two methods prove ineffective, choosing an altogether different Controller location in the home may be necessary.</li> </ol> </li> <li>• If relocating the Controller, remove the Havahart® Collar from your dog before turning off the Controller.</li> </ul>
<p><b>The Havahart® Collar is beeping inside the home.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120V AC outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• Ensure the entire home is within the Roaming Area. If not, adjust the Trigger Zone distance or move the Controller to include the entire home in the Roaming Area.</li> <li>• If relocating the Controller, remove the Havahart® Collar from your dog before turning off the Controller.</li> </ul>
<p><b>The Havahart® Collar is beeping but my dog is not responding to the static correction.</b></p>	<ul style="list-style-type: none"> <li>• Make sure the static correction level is set to 1 or above.</li> <li>• Test the Havahart® Collar with the Heart-Shaped Collar Tester.</li> <li>• If the Tester lights up, check the fit of the Havahart® Collar.</li> <li>• If necessary, trim your dog's hair where the Probes touch the neck and/or switch to the Long Probes.</li> <li>• Increase the static correction by one level.</li> <li>• Repeat training steps as necessary.</li> </ul>
<p><b>The LCD screen on the Controller is not on.</b></p>	<ul style="list-style-type: none"> <li>• Make sure the Controller power switch is on (blue light is flashing) and the AC Adapter Power Cord is fully connected and plugged into the Controller and a working standard 120V AC outlet. Make sure that the electrical outlet to which the AC Adapter Power Cord is connected is not controlled by a light switch. If it is, move the AC Adapter Power Cord to another outlet or make sure the light switch stays on all the time.</li> </ul>

# Troubleshooting

Issue:	Solution:
<p><b>The Havahart® Collar is beeping in the middle of the yard.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120V AC outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• The Havahart® Collar may beep when it loses the Controller signal as a result of interference from other objects (see the section about Factors Affecting Signal Strength on page 32). This sometimes occurs if a large metallic object is between the Havahart® Collar and the Controller, if the orientation of the Havahart® Collar changes near the Trigger Zone, or if the surrounding electronic signals interfere with the signal.             <ol style="list-style-type: none"> <li>1. Place the Controller above or at least 3 feet away from appliances and other large metal objects like mirrors.</li> <li>2. Raise the Controller to 6-8 feet or to a higher floor in the home.</li> <li>3. If the first two methods prove ineffective, choosing an altogether different Controller location in the home may be necessary.</li> </ol> </li> <li>• If relocating the Controller, remove the Havahart® Collar from your pet before turning off the Controller.</li> </ul>
<p><b>The Indicator Light on the Havahart® Collar has turned a solid green color and the Controller is not sensing the Havahart® Collar.</b></p>	<ul style="list-style-type: none"> <li>• Twist the battery cap slightly clockwise or counterclockwise and make sure not to unscrew the battery cap.</li> <li>• If the situation persists, unscrew the battery cap, remove the battery, replace the battery and screw the battery cap back in place.</li> </ul>
<p><b>My dog reacts strongly to the static correction and has demonstrated signs of stress.</b></p>	<ul style="list-style-type: none"> <li>• If possible, lower the static correction level.</li> <li>• Make sure you are in control of the situation when your dog receives his first static corrections (have him on a leash attached to a separate, non-metal collar) and lead him into the Roaming Area and praise him. If your dog continues to show signs of stress, suspend training and start again the next day.</li> <li>• Make sure to end all training sessions on a positive note with lots of playtime and praise in the Roaming Area at least 10 feet away from the Training Flags.</li> </ul>