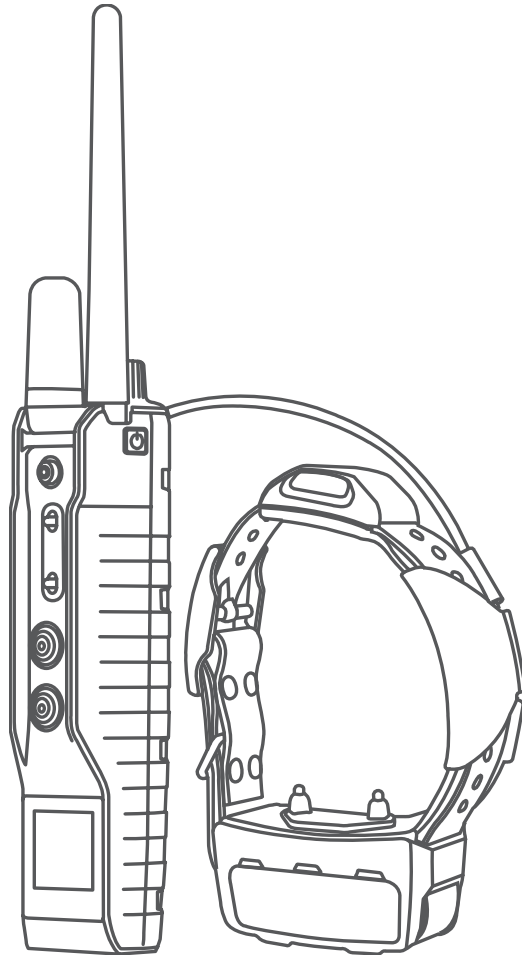


GARMIN®



PRO 550 PLUS

Owner's Manual

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Getting Started

⚠ WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

Setting Up the Pro 550 Plus System

Before you can use the Pro 550 Plus system, you must set up the devices.

- 1 Charge the handheld device (*Charging the Handheld Device, page 1*).
- 2 Charge the dog collar device (*Charging the Dog Collar Device, page 2*).
- 3 Turn on the devices (*Turning On the Device, page 2*).
- 4 Select a language (*Selecting a Language, page 2*).
- 5 If necessary, pair the dog collar device with the handheld device (*Pairing a Dog Collar Device with the Handheld Device, page 2*).
- 6 If necessary, calibrate the compass on the handheld device (*Calibrating the Compass on the Handheld Device, page 4*).

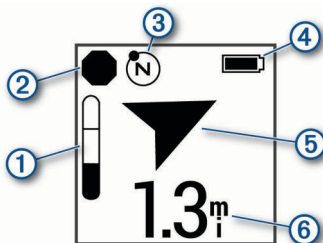
Device Overviews

Pro 550 Plus Handheld Device



①	Intensity level and training mode dial
②	Battery level indicator
③	Tone key
④	Dog collar device toggle switch
⑤	Mode toggle switch
⑥	Training keys
⑦	Power key ⏻

Handheld Device Screen



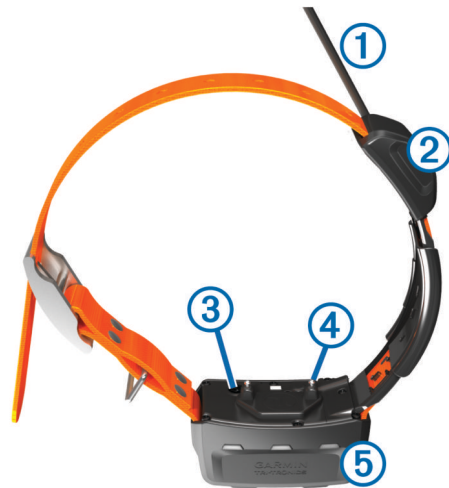
①	Current dog selection. Indicates the dog collar device currently selected with the toggle switch.
②	If the dog is moving, no icon appears. ● The dog has stopped moving. ❓ The dog collar device has no GPS signal. NOTE: If the handheld device loses communication with the dog collar device, ❓ and 📶 appear.
③	North-pointing indicator. NOTE: If the indicator does not point north, you may need to calibrate the handheld device (<i>Calibrating the Compass on the Handheld Device, page 4</i>).
④	🔋 Battery level of the dog collar device. 📶 Unknown battery status. Indicates the handheld device cannot determine the battery status of the dog collar device.
⑤	Direction to the currently selected dog collar device. NOTE: If the arrow does not accurately point to paired dog collar devices, you may need to calibrate the handheld device (<i>Calibrating the Compass on the Handheld Device, page 4</i>).
⑥	Distance to the currently selected dog collar device.

Turning the Backlight On and Off

- To turn the backlight on or off, press the power key.
NOTE: The backlight turns off automatically after 30 seconds.

Dog Collar Device

NOTE: Your dog collar device may look different than the device pictured.



①	VHF antenna
②	GPS antenna
③	Power key
④	Contact points
⑤	Status LED and flashing beacon LEDs

Charging the Handheld Device

NOTICE

To prevent corrosion, thoroughly dry the USB port, the weather cap, and the surrounding area before charging or connecting to a computer.

You should fully charge the battery before you use the device for the first time or whenever the battery is low (*Checking the Battery Level of the Dog Collar Device, page 5*). It is normal for the battery to discharge in approximately 1 year when the device is not in use. Charging a fully depleted battery takes about 2 hours.

NOTE: The device is fully functional while charging when using an AC power adapter. The device will not charge when it is outside the charging temperature range (*Pro 550 Plus Handheld Device Specifications, page 5*).

- 1 Lift the weather cap ①.



- 2 Plug the small end of the power cable into the mini-USB port ② on the device.
- 3 Plug the other end of the power cable into a power source. The status LED is solid red when the device is charging.
- 4 After the status LED turns solid green, unplug the power cable from the device.

Charging the Dog Collar Device

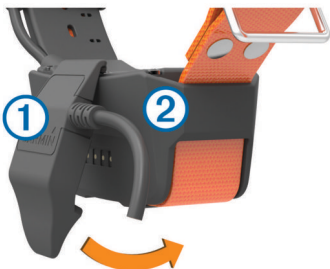
NOTICE

To prevent corrosion, thoroughly dry the contacts on the collar and the surrounding area before connecting the charging clip.

NOTE: Your dog collar device may look different than the device pictured.

You should fully charge the battery before you use the device for the first time. Charging a fully depleted battery takes about five hours.

- 1 Snap the charging clip ① onto the device ②.



- 2 Plug the small end of the power cable into the mini-USB port on the charging clip cable.
- 3 Plug the power cable into a power source. The status LED is solid red when the collar is charging.
- 4 After the status LED turns solid green, remove the charging clip from the collar.

Turning On the Device

- On the handheld device, press the power key.
- On the dog collar device, hold the power key until the status LED flashes and the collar beeps.

Turning Off the Device

- On the handheld device, hold the power key.
- On the dog collar device, hold the power key until the status LED turns red.

Selecting a Language

NOTE: This option is not applicable for all models.

When you turn on your device for the first time, you will set the device language.

- 1 Use the training keys to scroll through the list of available languages.
- 2 Press the green tone key to select your language.
- 3 Press the top training key to confirm your selection.

NOTE: If you need to change the language after initial language selection, you must reset the device to default settings (*Resetting the Handheld Device to Default Settings, page 8*).

Acquiring Satellite Signals

NOTE: This device is intended for outdoor use only. Satellite reception requires a clear line of sight to the sky. GPS accuracy may be affected if you use the device indoors.

Both the dog collar device and the handheld device must acquire satellite signals before you put the dog collar device on your dog. Acquiring satellite signals can take a few minutes.

- 1 Go outdoors to an open area.
- 2 Turn on both devices (*Turning On the Device, page 2*).
- 3 On the handheld device, select a paired collar with the toggle switch.

When the dog collar device has acquired satellite signals, the status LED flashes a double-blink or triple-blink in green. When the handheld device has acquired satellite signals and communicated with a paired dog collar device, it displays status information for the dog collar device (*Handheld Device Screen, page 1*).


Dog Collar Device

You can use up to 3 dog collar devices with a single handheld device.

Each dog collar device must be paired with the handheld device before it can be used. During the pairing process, each dog collar device is associated with a different color on the handheld device.

Pairing a Dog Collar Device with the Handheld Device

NOTE: If your handheld device and dog collar device were included in the same package, the devices are already paired.

- 1 Turn on the handheld device (*Turning On the Device, page 2*).
- 2 Select a color with the toggle switch. The dog collar device will be assigned to this color.
- 3 Turn the intensity dial to **N**.
- 4 Select the green tone key.
- 5 Select the top training key.
- 6 Follow the on-screen instructions to select auto, tree, or point for the type of dog wearing the collar.  appears on the handheld device screen. The handheld device is ready to pair. You can cancel pairing by pressing the green tone key.
- 7 If the dog collar device is on, turn it off (*Turning Off the Device, page 2*).
- 8 Hold the power key on the dog collar device until it emits two series of beeps (about 2 seconds), and then release the power key.

The status LED flashes green rapidly. You can now pair the dog collar device with the handheld device.

The handheld device vibrates and a check mark appears on the screen when the devices have paired successfully.

TIP: You must obtain GPS signals on both devices before the handheld device displays the dog collar device battery status, distance, and direction (*Acquiring Satellite Signals, page 2*).

Selecting a Dog Collar Device

Before you can select and control a dog collar device, you must pair the dog collar device with the handheld device (*Pairing a Dog Collar Device with the Handheld Device*, page 2).

Move the dog collar device toggle switch to select the color associated with a dog collar device.

The training keys control the dog collar device associated with the selected color.

Fitting the Collar on Your Dog

⚠ CAUTION

To prevent irritation from the contact points, remove the collar for at least eight hours out of every 24-hour period.

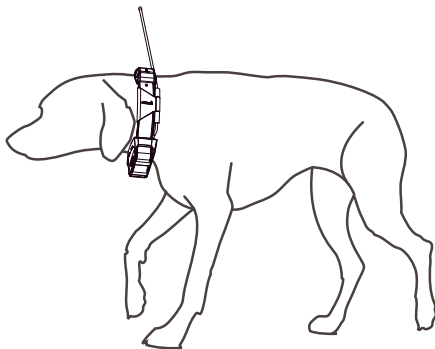
This device is not intended for human use. Do not attempt to use on any person.

Do not spray the device or collar with harsh chemicals including but not limited to flea or tick spray. Always ensure that any flea or tick spray that is applied to the dog is completely dry before placing the collar on the dog. Small amounts of harsh chemicals can damage the plastic components and collar laminate.

In order to properly correct the dog, the collar and device must fit the dog properly. If the collar is too loose or positioned incorrectly, corrections may be inconsistent. This can delay or prevent successful training.

- 1 Position the device at the front of the dog's neck, with the status LED facing toward the dog's chin and the contact points against the throat.
- 2 Tighten the strap so that it is very snug around the dog's neck, and fasten the buckle.

NOTE: The collar should fit tightly and should not be able to rotate or slide on the dog's neck. The dog must be able to swallow food and water normally. You should observe your dog's behavior to verify the collar is not too tight.



- 3 Wiggle the device to work the contact points through the dog's coat.
NOTE: The contact points must have contact with the dog's skin to be effective.
- 4 If the strap is too long, cut off the excess, leaving at least 8 cm (3 in.) to spare.
TIP: You can mark the hole used to fasten the buckle for future reference.

Communication with the Collar

You should keep an unobstructed line of sight between your handheld device and the dog collar device to produce the best communication signal. To achieve the best line-of-sight conditions, you should move to the highest elevation point in your area (for example, on the top of a hill).

Best	A diagram showing a dog on the left and a person on the right on a flat surface. A dashed line represents the line of sight between them, which is straight and unobstructed.
Good	A diagram showing a dog on the left and a person on the right on a slight rise. A dashed line represents the line of sight, which is slightly curved but still clear.
Poor	A diagram showing a dog on the left and a person on the right on a large hill. A dashed line represents the line of sight, which is significantly curved and obstructed by the terrain.

Dog Training

You should research and investigate the training methods best suited for you, your dog, and your needs.

When used properly, the Pro 550 Plus training system is an effective training tool to aid your dog in reaching its full potential. The use of the training system should be part of an overall training program.

Radio Interference

If your handheld device experiences interference from another transmitter, the LED flashes yellow when you press a training key.

TIP: If you often experience interference, re-pairing a dog collar device to the color it is already assigned to may resolve the problem. Re-pairing changes the frequency used by the handheld device to communicate with the dog collar device.

Selecting and Installing the Contact Points

For best results, select the correct contact points based on your dog's coat.

- 1 Select the correct contact point length for your dog's coat type:
 - For dogs with thicker coats, use the longer contact points.
 - For dogs with shorter coats, use the shorter contact points.
- 2 If necessary, use the included wrench to remove the contact points.
- 3 Twist the contact points into the collar.
- 4 Tighten with the included wrench, but do not overtighten.

When you put the collar on the dog, make sure the contact points are tight against the neck.

Removing the Contact Points

When you are not training the dog using the training keys, remove the contact points.

- 1 Use the included wrench to remove both contact points.
- 2 Place the cap over the contact point holes.

Training Methods

Momentary stimulation: Applies a brief stimulation when you press the training key, regardless of how long the key is depressed.

Continuous stimulation: Applies stimulation to the dog the entire time you press the training key, for a maximum of 10 seconds. Your stimulations should typically be much shorter than 10 seconds.

Tone: Activates an audible tone instead of stimulation. A tone can be used as either a positive or negative training cue, depending on your training program.

Vibration: Applies vibration instead of stimulation to the dog the entire time you press the training key, for a maximum of 10

seconds. The effectiveness of vibration may vary based on the dog's temperament and experience.

Intensity Levels

The Pro 550 Plus system provides 6 stimulation intensity levels, which increase sequentially from 1 to 6. Within each intensity level, you can select low, medium, and high stimulation using the training keys (*Training Key Functions, page 4*).

Choosing the Correct Intensity Level

- 1 Set the intensity to the lowest level (*Changing the Intensity Level, page 4*).
- 2 Select a training key.
- 3 Observe the dog for a reaction, such as a head shake, neck movement, or just a change in expression.
Sometimes dogs will vocalize due to the surprise of the electrical stimulation. If the dog vocalizes more than once, the intensity level is too high for beginning training.

Training Key Functions

The Pro 550 Plus system provides several training modes, which assign different combinations of momentary stimulation, continuous stimulation, and tone to the training keys. The three vertical letters next to the mode toggle switch correspond to the training key functions, from top to bottom.

Key	Momentary (M)	Accessory (A)	Continuous (C)
Tone key	Tone	Tone	Tone
Top training key	Momentary stimulation or vibration (medium)	Light on	Continuous stimulation or vibration (medium)
Bottom training key	Momentary stimulation or vibration (low)	Light off	Continuous stimulation or vibration (low)
Both training keys	Momentary stimulation or vibration (high)	Not Applicable	Continuous stimulation or vibration (high)

Locking and Unlocking the Training Keys

You can lock the training keys to prevent inadvertent key presses.

- To lock the keys, turn the intensity dial to **N**.
- To unlock the keys, turn the intensity dial to any other setting.

Using the Light

You can use the light feature on your device to verify pairing, help locate your dog, and provide safety for your dog at night.

- 1 Select a dog collar device (*Selecting a Dog Collar Device, page 3*).
- 2 Move the mode toggle switch to **A**.
- 3 Select the top training key to turn the light on.
- 4 Select the bottom training key to turn the light off.

Device Information

Support and Updates

- You can update software for your handheld device and mini dog collar device using Garmin Express™.
- You can update software for your dog collar device using Garmin® WebUpdater (PC only).

Product Updates

On your computer, install Garmin Express (www.garmin.com/express).

This provides easy access to these services for Garmin devices:

- Software updates
- Product registration

Setting Up Garmin Express

- 1 Connect the device to your computer using a USB cable.
- 2 Go to garmin.com/express.
- 3 Follow the on-screen instructions.

- 4 If there is no reaction, increase the intensity level by one level until the dog has a slight but recognizable reaction to the stimulation.

The intensity level that causes a slight but recognizable reaction is your dog's baseline level for beginning collar training. You do not need to, and should not, apply this intensity selection test again.

After you begin training, the dog's performance guides your intensity selection. As the dog advances in training, you may need to change the level depending upon the training situation.

Changing the Intensity Level

You can select a different intensity level for each dog collar device.

- 1 Select a dog collar device (*Selecting a Dog Collar Device, page 3*).
- 2 Adjust the dial to increase or decrease the intensity level.

Updating the Dog Collar Device Software

Before you can update the dog collar device software, you must connect the dog collar device to a computer (*Connecting the Collar to a Computer, page 5*).

NOTE: PC only. Updating the software does not erase any of your data or settings.

- 1 Go to www.garmin.com/products/webupdater.
- 2 Follow the on-screen instructions.

Device Care

NOTICE

Do not store the device where prolonged exposure to extreme temperatures can occur, because it can cause permanent damage.

Avoid chemical cleaners, solvents, and insect repellents that can damage plastic components and finishes.

Secure the weather cap tightly to prevent damage to the USB port.

Cleaning the Device

- 1 Wipe the device using a cloth dampened with a mild detergent solution.
- 2 Wipe it dry.

After cleaning, allow the device to dry completely.

Calibrating the Compass on the Handheld Device

The device has a 3-axis electronic compass. You may need to calibrate the compass after using the handheld device inside a vehicle, exposing the handheld device to a magnet, or experiencing temperature changes.

NOTICE

Calibrate the electronic compass outdoors. To improve heading accuracy, do not stand near objects that influence magnetic fields, such as vehicles, buildings, and overhead power lines.

- 1 Set the intensity dial to **N**.
- 2 Select the tone key.
- 3 Select the bottom training key.
- 4 Point the device north.
- 5 Rotate the device as shown on the screen.

The device vibrates and displays a check mark on the screen when calibration is complete.

Pro 550 Plus Handheld Device Specifications

Battery type	Rechargeable, replaceable lithium-ion
Battery life	60 hr. typical use
Operating temperature range	From -20° to 60°C (from -4° to 140°F)
Charging temperature range	From 0° to 40°C (from 32° to 104°F)
Storage temperature range (less than 1 month)	From -20° to 50°C (from -4° to 122°F)
Storage temperature range (less than 3 months)	From -20° to 40°C (from -4° to 104°F)
Storage temperature range (less than 1 year)	From -20° to 20°C (from -4° to 68°F)
Wireless frequency/protocol	162 MHz @ 31.70 dBm, 2.4 GHz @ 6.97 dBm
Water rating	IEC 60529 IPX7 ¹
Wireless range	14.5 km (9 mi.)

TT™ 15 Dog Collar Device Specifications

Battery type	Rechargeable, replaceable lithium-ion
Battery life	From 20 to 40 hr. Battery life is determined by the handheld device in use.
Operating temperature range	From -20° to 60°C (from -4° to 140°F)
Charging temperature range	From 0° to 40°C (from 32° to 104°F)
ANT [®] wireless range	Up to 10 m (32.8 ft.)
VHF radio range	Up to 14.48 km (9 mi.)
Wireless frequencies/protocols	169 MHz @ 26.84 dBm; 2.4 GHz @ 6.16 dBm
Water rating	1 ATM ²

TT 15 Mini Dog Collar Device Specifications

Battery type	Rechargeable, replaceable lithium-ion
Battery life	Up to 16 to 30 hr., typical use
Operating temperature range	From -20° to 60°C (from -4° to 140°F)
Charging temperature range	From 5° to 40°C (from 41° to 104°F)
ANT wireless range	Up to 5 m (16.4 ft.)
VHF radio range	Up to 6.44 km (4 mi.)
Wireless frequencies/protocols	155 MHz @ 32.93 dBm, 2.4 GHz @ 1.82 dBm
Water rating	1 ATM ²

Checking the Battery Level of the Handheld Device

- 1 Turn on the handheld device (*Turning On the Device*, page 2).
- 2 Set the intensity dial to **V** or a numbered position.
- 3 Press a training key.

¹ The device withstands incidental exposure to water of up to 1 m for up to 30 min. For more information, go to www.garmin.com/waterrating.

² The device withstands pressure equivalent to a depth of 10 m. For more information, go to www.garmin.com/waterrating.

The battery indicator LED lights up. The color of the LED indicates the battery charge level.

Green	The battery has a good charge.
Yellow	The battery should be charged soon.
Red	The battery is very low and should be charged immediately.
Flashing Red	The battery is depleted and must be charged. The device will not operate.

Checking the Battery Level of the Dog Collar Device

- 1 If the dog collar device is not paired, pair the dog collar device with the handheld device (*Pairing a Dog Collar Device with the Handheld Device*, page 2).

- 2 On the handheld device, select the paired collar with the toggle switch.

The battery level of the dog collar device is displayed on the handheld device screen.

Connecting the Handheld Device to Your Computer

NOTICE

To prevent corrosion, thoroughly dry the USB port, the weather cap, and the surrounding area before charging or connecting to a computer.

- 1 Lift the weather cap ①.



- 2 Plug the small end of the USB cable into the mini-USB port ② on the device.
- 3 Plug the other end of the USB cable into an available USB port on the computer.

Your device appears as a removable drive in My Computer on Windows[®] computers and as a mounted volume on Mac[®] computers.

Connecting the Collar to a Computer

NOTICE

To prevent corrosion, you should dry the contacts on the collar and the surrounding area before connecting the charging clip.

- 1 Snap the charging clip onto the collar.
- 2 Plug the small end of the USB cable into the mini-USB port on the charging clip cable.
- 3 Plug the other end of the USB cable into a USB port on the computer.

Getting More Information

You can find more information about this product on the Garmin website.

- Go to support.garmin.com for additional manuals, articles, and software updates.

- Go to buy.garmin.com, or contact your Garmin dealer for information about optional accessories and replacement parts.

Appendix

My Device Displays "Wait for Collar"

If your dog collar device loses GPS signals or cannot communicate with the handheld device, the handheld device screen displays **Wait for Collar**. If this message persists, you can try these solutions.

- Ensure the dog collar device has acquired satellite signals (*Acquiring Satellite Signals*, page 2).
- Ensure the handheld device and the dog collar device have adequate lines of sight (*Communication with the Collar*, page 3).

Restarting the Device

You can restart your device if it stops working.

Hold the power key for 8 seconds.

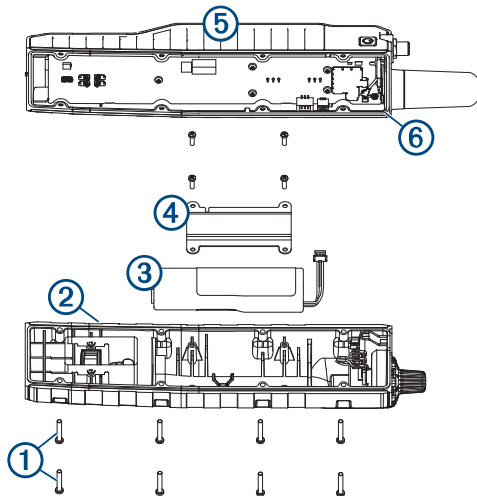
The device reboots and displays the software version and ESN of the handheld device.

ANT+® Connections

The handheld device uses ANT+ to share dog locations with Garmin DriveTrack™ devices and compatible outdoor watches. The handheld device can transmit to multiple devices at the same time. For more information about sharing dog locations with another device, refer to the owner's manual for the device.

NOTE: The handheld device always has ANT+ broadcasting enabled.

Pro 550 Plus Handheld Device Components



①	Security screws
②	Back plate
③	Battery
④	Battery connector
⑤	Front plate
⑥	Gasket

Replacing the Pro 550 Plus Handheld Device Battery

Before you replace the battery, you must remove all dirt, water, and debris from the device. You also need a small Phillips

screwdriver and the security screwdriver included with the battery replacement kit.

- Remove the eight security screws from the back of the device.
- Lift up the back plate.
- Grip the battery connector wires close to the connector, and pull the connector perpendicular to the circuit board to disconnect the battery connector from the device.
- Grip the rotary switch connector wires close to the connector, and pull the connector perpendicular to the circuit board to disconnect the rotary switch connector from the device.
- Remove the two screws from the battery plate.
- Lift up the battery plate.
- Remove the old battery from the back plate, noting the orientation of the battery.

The battery fits tightly. It may be necessary to pry the battery out of the back plate using a non-sharp, non-metal object.

- Install the new battery into the back plate with the label side up, using the same orientation as the old battery.

The battery orientation is noted graphically inside the back plate.

- Replace the battery plate to its original position.
- Replace and tighten the battery plate screws.
- With the new battery, connect the battery connector to the device.

When properly installed, the connector plug snaps into the port.

- Reconnect the rotary switch connector to the device.

When properly installed, the connector plug snaps into the port.

- Verify the gasket is not damaged and is completely seated in the groove on the front half of the device.

- While ensuring the battery and rotary switch wires are not pinched, hold the back plate and the device firmly together, and replace all eight security screws without tightening.

- Verify the back plate and the device are aligned with no gaps.

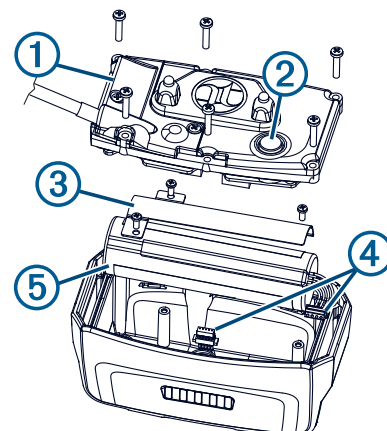
- Tighten the screws evenly.

- Verify the gasket is not sticking out of the device.

Fully charge the device before use. If necessary, calibrate the compass (*Calibrating the Compass on the Handheld Device*, page 4).

TT 15 Battery Replacement Instructions

TT 15 Components



①	Back plate
②	Power key
③	Battery cover
④	Connectors
⑤	Battery

Removing the Old Battery

Before you replace the battery, you must remove all dirt, water, and debris from the device. You must also have a small Phillips screwdriver.

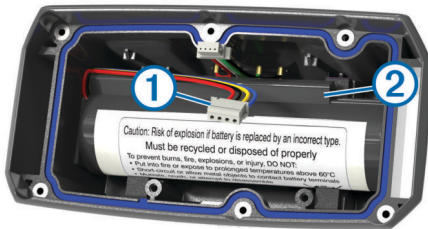
- 1 Remove the six screws from the outer edges of the back plate.
NOTE: You should leave the two inner screws in place.
- 2 Pry off the back plate.
- 3 Disconnect the battery connector and power connector.
- 4 Remove the screws that secure the battery cover.
- 5 Remove the battery cover and the battery.
Remember the orientation of the battery. You must install the new battery the same way.

After you remove the old battery, contact your local waste disposal department to properly recycle the battery.

Installing the New Battery

Before you replace the battery, you must remove the old battery ([Removing the Old Battery, page 7](#)). You also must have a small Phillips screwdriver. You may need a small flat screwdriver.

- 1 Install the new battery using the same orientation as the old battery.
The connector ① should face the end nearest the power key, and the bump ② where the wires connect to the battery should face toward the side with the charging clip contacts.

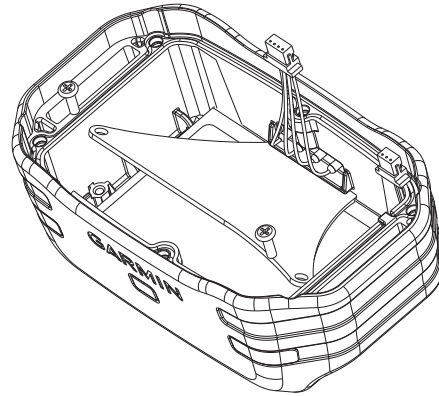


- 2 Replace the battery cover.
- 3 Replace the screws to secure the battery cover.
- 4 Connect the battery connector and power connector.
You may need to use a flat screwdriver to help secure the connectors.
- 5 Select the power key to test the connections.
When properly connected, a tone is emitted and the status LED blinks green.
- 6 Turn off the device.
- 7 Verify the gasket located inside the bottom cover is fully seated.
- 8 Replace the back plate.
- 9 Replace the six screws to secure the back plate.
After you install the new battery, charge the collar completely.

Replacing the TT 15 Mini Dog Collar Device Battery

Before you can replace the battery, you must remove all dirt, water, and debris from the device. You also need a small Phillips screwdriver and the security screwdriver included in the battery replacement kit.

- 1 Remove the screws from the L-shaped cover over the VHF antenna.
- 2 Pry off the L-shaped cover.
- 3 Remove the screws from the outer edges of the back plate.
- 4 Pry off the back plate.
- 5 Grip the battery connector wires close to the connector, and pull the connector perpendicular to the circuit board to disconnect the battery connector from the device.
- 6 Grip the power connector wires close to the connector, and pull the connector parallel to the circuit board to disconnect the power connector from the device.
- 7 Remove the screws from the battery plate.
- 8 Remove the battery plate.
- 9 Remove the battery.
The battery fits tightly. It may be necessary to pry the battery out of the back plate using a non-sharp, non-metal object.
- 10 Install the new battery into the front enclosure with the label side of the battery facing up, and the leading edge of the battery placed under the charging contact ledge of the device.
- 11 Replace the battery plate, and replace and tighten the two screws.



- 12 Verify the gasket is not damaged and is completely seated in the groove.
- 13 Connect the battery connector and the power connector to the device.
When properly installed, the connector plugs snap into the ports.
- 14 Replace the back plate, and replace and tighten the screws to secure the back plate.
- 15 Replace the L-shaped cover, and replace and tighten the screws to secure the L-shaped plate.
- 16 Verify the gasket is not sticking out of the device.

Replacing the Collar Strap

Before you replace the collar strap, you must remove all dirt, water, and debris from the device ([Cleaning the Device, page 4](#)).

- 1 Pull the collar strap out of the GPS antenna, antenna guide, and the dog device.
You may need to push and pull the collar strap to properly remove it. You may need to loosen the screw on the GPS antenna case, but do not remove them.
- 2 Thread the new collar strap through the dog device, antenna guide, and GPS antenna.
- 3 If necessary, tighten the screws that secure the GPS antenna case.

Resetting the Handheld Device to Default Settings

NOTE: This procedure removes all paired dog collar devices from your handheld device. After resetting your handheld device, you must complete the pairing process for each collar again.

You can reset the handheld device to a default state.

- 1 Connect the device to a computer ([Connecting the Handheld Device to Your Computer, page 5](#)).
⚡ appears on the handheld device screen.
- 2 Move both toggle switches on the device to the center position.
- 3 Turn the intensity dial to **N**.
- 4 Hold the tone key and the bottom training key for 5 seconds.
Factory Reset Complete appears on the handheld device screen and the device restarts.

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