

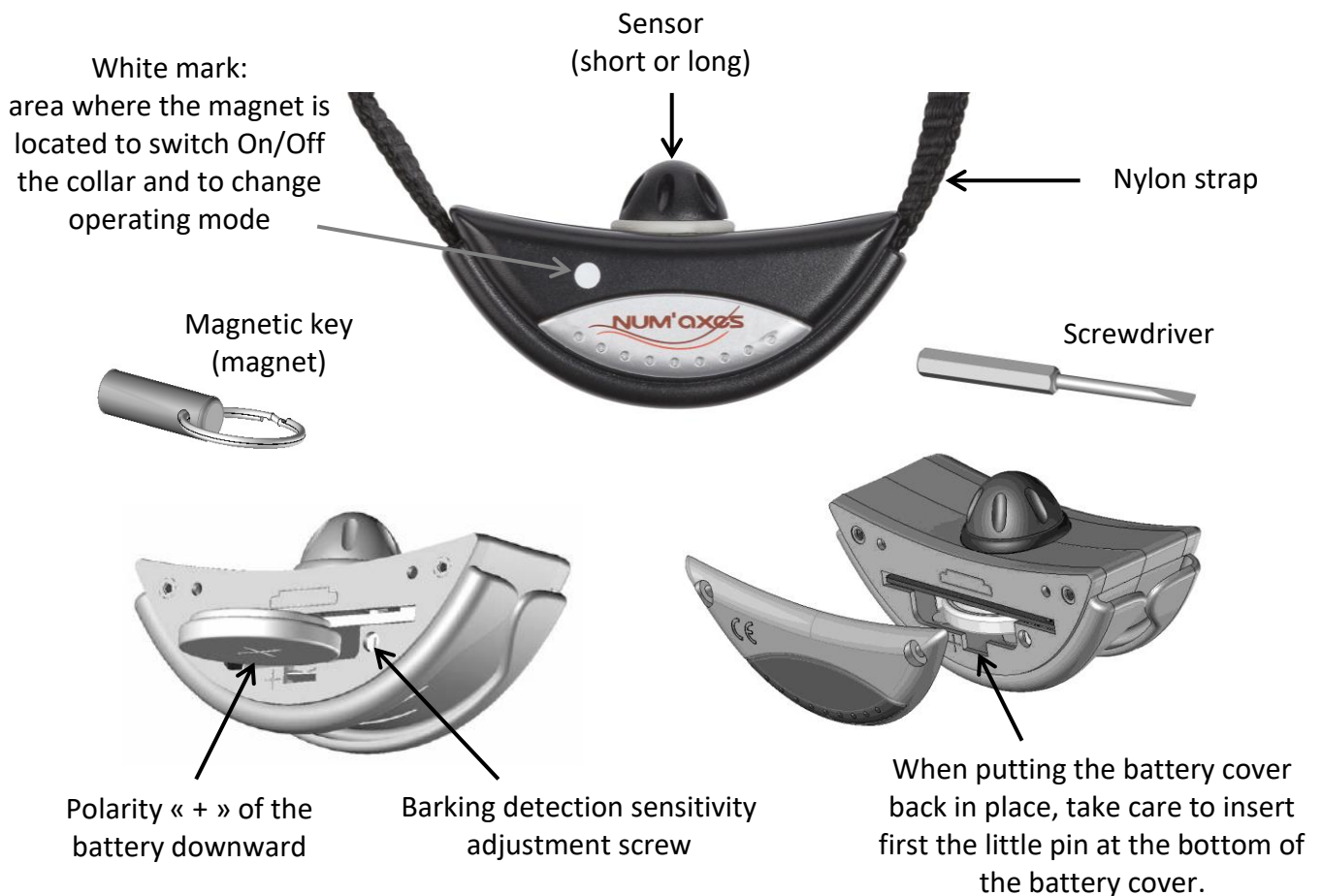
TECHNICAL SUPPORT

Canicalm Sonic



If your product is not working as expected, we recommend you check the information in the following troubleshooting guide to see if the problem can be solved.

Overview of your product



Check the condition of the battery.

When the battery is too weak for the operation of the product, beep sounds indicate it in 2 cases:

- when switching on the collar: a series of close beep sounds + number of beep sounds meant to indicate the operating mode are emitted
- when switching off the collar: a series of close beep sounds is emitted

Replace the weak battery with a new one of the same type (lithium 3-V CR2450) paying attention to follow polarity indicated on the battery housing.

Due to greater use during your dog's training, the first battery may not last as long as replacement batteries.

NUM'AXES advises to use the same type and same brand of batteries as those supplied in you new purchased product. Other brand of batteries may not operate, or may not be completely compatible with your product.

You can purchase the suitable batteries from NUM'AXES or from your distributor.

Check the product operates correctly.

When leaving the factory, the collar is set on mode 3 "ultrasounds + vibrations".

3 operating modes are available on each collar (see paragraph "Change the operating mode" below).

You can check the collar is operating properly at any time using the following procedure:

- Switch on the collar using the magnetic key.
- Slowly rub the sensor on a slightly rough surface (change the barking detection sensitivity if necessary).
- In mode 1 "ultrasounds", the collar must emit ultrasounds.
- In mode 2 "vibrations", the collar must vibrate.
- In mode 3 "ultrasounds + vibrations", the collar must emit ultrasounds and vibrate.

NOTE: after being activated 5 times in quick succession, the collar will automatically go into safety mode for 15 seconds, before restarting itself normally.

Check the barking detection sensitivity adjustment.

Setting the barking detection sensitivity is a very important operation. In fact, this setting determines the correct operation of the collar. It ensures detection of any barking but helps avoid unnecessary triggering.

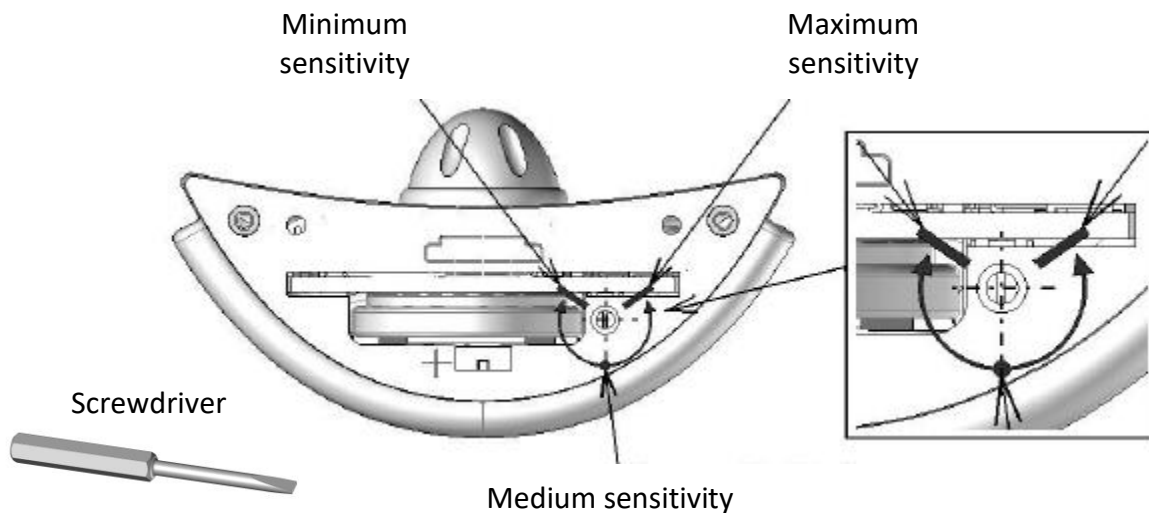
The detection must therefore be sufficiently sensitive but not overly sensitive.

When leaving the factory, detection sensitivity is set on the maximum position (maximum sensitivity).

To adapt the detection sensitivity to the barking strength of your dog, you should proceed as follows:

- Remove the 2 screws from the battery cover.
- Remove the battery cover to get access to the adjustment screw located in the collar (see diagram above).

- Carefully turn the setting screw according to the sensitivity you wish (see diagram below).
Caution: the adjustment system has a stop for the minimum sensitivity and a stop for the maximum sensitivity. Turn delicately and without forcing with the supplied screwdriver.
- Put the battery cover back in place taking care to first insert the little pin at the bottom of the battery cover.
- Retighten moderately the 2 screws.



Change the operating mode.

3 operating modes are available on each collar:

- mode 1: ultrasounds only
- mode 2: vibrations only
- mode 3: ultrasounds + vibrations

When leaving the factory, the collar is set on mode 3 “ultrasounds + vibrations”.

You can change the operating mode at any time in order to adjust the product to your dog (size, sensitivity, temperament).

To change the operating mode proceed as follows:

- When switching on the collar, keep the magnetic key in contact with the white mark located on the front of the collar.
- A series of beep sounds is emitted (from 1 to 3) indicating the selected mode.
- Modes 1 to 3 run through as long as you leave the magnetic key in contact with the white mark.
- Move the magnetic key away from the collar as soon as you have reached the desired mode.
- The collar will memorize the selected mode. Next time you will switch on the collar, it will be in the mode you selected last.

Re-initialize the collar (reset).

Reset the system as follows:

- Remove the 2 screws of the battery cover.
- Remove the battery cover and the battery.
- With a metallic tool (ex. scissors), touch the 2 battery contacts for approximately 2 seconds.
- Insert the battery again (a beep sound is emitted indicating the battery is properly inserted).
- Put the battery cover back in place taking care to insert first the little pin at the bottom of the battery cover.
- Retighten moderately the 2 screws.
- Check the product (see paragraph “Check the product operates correctly” above).

Check the strap adjustment.

The strap should be adjusted so that the sensor comes right into contact with the dog’s skin in order to ensure good barking detection.

- If the strap is too loose, the collar will not operate properly. Moreover, it might move and repeated rubbing of the sensor can cause irritation.
- If the strap is too tight, the dog will have breathing difficulties.

The strap is properly adjusted when you can insert two fingers between the strap and your dog’s neck.

Check that you are using the right length of sensor.

2 sensors are supplied with the product. The length of the sensor must be sufficient to have proper contact with the dog’s skin in order to ensure good barking detection.

If you have a long-haired dog and the short sensor fitted to the collar in the factory is inadequate, remove and replace it with the long one supplied.

When changing the sensor, do not press on the threaded rod, it could damage the components underneath.

A moderate manual screwing is sufficient. Do not use a key to tighten or loosen the sensor.

If you screw the sensor too much, bark detection is likely to be inefficient.

If necessary trim the hair on your dog’s neck.

Maintain your product regularly.

- Do not use volatile liquids such as solvent or benzene to clean the product. Use a soft cloth slightly moistened with water or a neutral detergent.
- The strap can be washed with soapy water.
- Remove the battery if you are not using the product for 3 months or more.
- Never leave a discharged battery in the collar.

If you are looking for an owner's manual,
you can download a copy at www.numaxes.com.

If the problem cannot be fixed with the steps provided,
do not hesitate to contact NUM'AXES.

When calling for service, you will need the following elements:

- model of your product (ex. CANICOM 200, CANICALM ...)
- serial number (listed on the product label)
- your product close by

NUM'AXES

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