

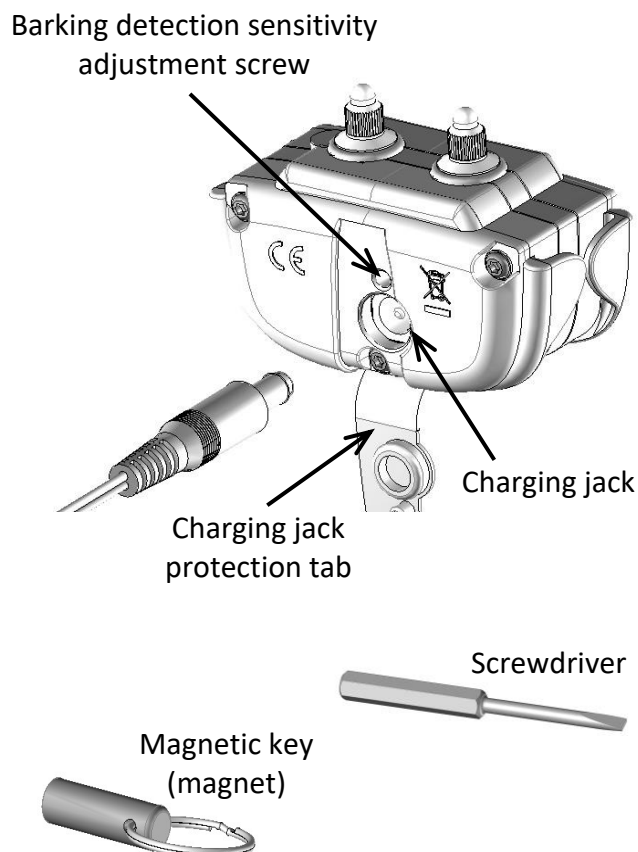
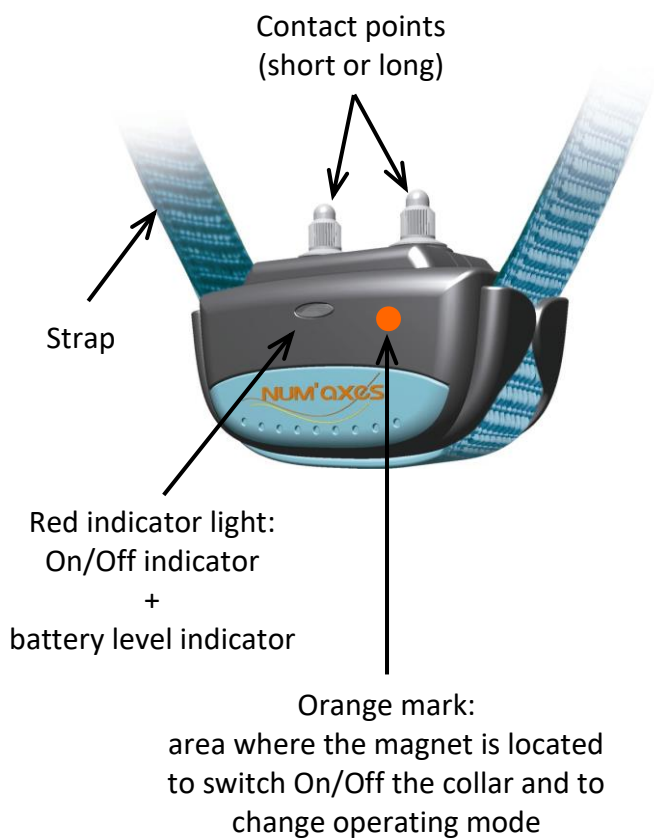
## TECHNICAL SUPPORT

# IKI Pulse



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 battery level.

If the red indicator light located on the collar flashes 5 times and you do not hear any beep sound when switching on or off the collar, it indicates the battery is too weak for the good operation of the product. The product switches to safety mode, it is out of use.

It is necessary to recharge the battery following the procedure indicated in the paragraph "Charge of the product" of the owner's manual.

## Check the product operates correctly.

When leaving the factory, the collar is set on mode 2 "beep sounds + short stimulations for sensitive dog".

7 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:

- Before doing so, make sure the collar is switched off.
- Fix each wire of the neon test lamp under each contact point (unscrewing them lightly and retightening them so as to pinch the wires of the test lamp).
- Switch on the collar.
- Slide a streaked object (e.g. knife with teeth and isolated sleeve) on one of the contact points (change the barking detection sensitivity if necessary).
- In mode 1 "beep sounds only", the collar must emit beep sounds and the test lamp must not light.
- In modes 2 to 7, the collar must emit beep sounds and the test lamp must light.
- Before disconnecting the test lamp, make sure the collar is switched off.

## 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 and helps avoid unnecessary triggering.

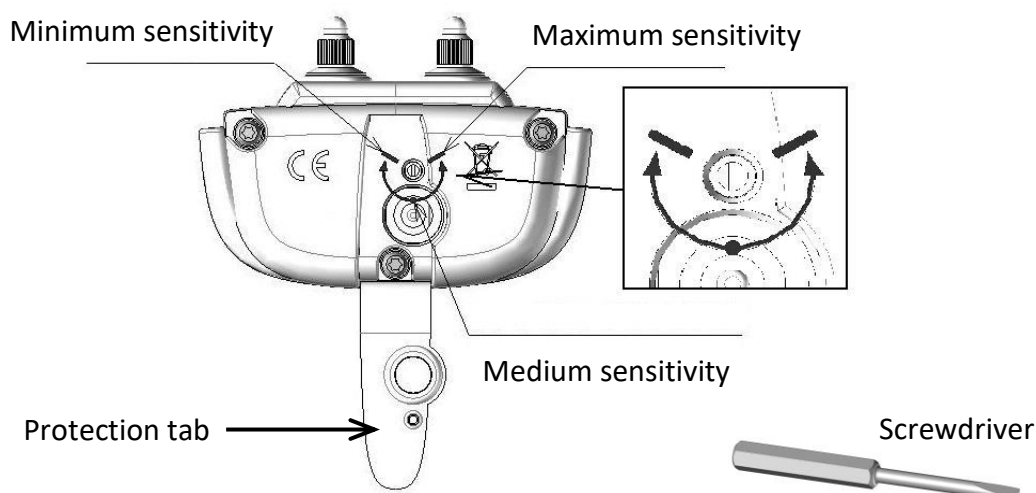
The detection must therefore be sufficiently sensitive but not overly sensitive.

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

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

- Remove the protection tab located at the back of the collar to get access to the adjustment screw (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 protection tab back in place making sure it is positioned correctly.
- Press strongly to ensure it is engaged.

CAUTION: if the protection tab is badly repositioned or badly engaged, the waterproof function of your collar will be compromised and you are likely to damage your product.



## Change the operating mode.

7 operating modes are available on each collar:

- mode 1 : beep sounds only
- mode 2 : beep sound + short stimulation for sensitive dog
- mode 3 : beep sound + long stimulation for sensitive dog
- mode 4 : beep sound + progressive stimulation for sensitive dog
- mode 5 : beep sound + short stimulation for difficult dog
- mode 6 : beep sound + long stimulation for difficult dog
- mode 7 : beep sound + progressive stimulation for difficult dog

When leaving the factory, the collar is set on mode 2 “beep sound + short stimulation for sensitive dog”.

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 orange mark located on the front of the collar.
- A series of beep sounds is emitted (from 1 to 7) indicating the selected mode.
- Modes 1 to 7 run through as long as you leave the magnetic key in contact with the orange 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.

## Check the strap adjustment.

The strap should be adjusted so that the contact points come right into contact with the dog's skin in order to ensure good barking detection and good transmission of the stimulations.

- If the strap is too loose, the collar will not operate properly. Moreover, it might move and repeated rubbing of the contact points can cause irritations.
- 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 contact points.

Two series of contact points are supplied with the product. The length of the contact points must be sufficient to have proper contact with the dog's skin in order to ensure good barking detection and good transmission of the stimulations.

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.

A moderate manual screwing is sufficient. Do not use a key to tighten or loosen the contact points; it could damage some components underneath.

If necessary trim the hair on you 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 and a neutral detergent.
- The strap can be washed with soapy water.
- If you are not using the collar for a long period, regularly give the battery a full charge (approximately every 3 months).
- **Under no circumstances should you open the collar. You could damage some components and endanger the waterproof function of your product. Moreover, if you do this, your guarantee will be cancelled.**

If you are looking for an owner's manual,  
you can download a copy at [www.numaxes.com](http://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 (indicated on the product or its packing)
- serial number (listed on the product label)
- your product close by

**NUM'AXES**

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