CUE

REMOTE DOG TRAINING COLLAR SYSTEM

OWNER'S MANUAL

Please read this manual thoroughly
before operating the CUE training e-collar.

DESIGN PATENT PENDING

IMPORTANT SAFETY AND PRODUCT INFORMATION

WARNING
Please read all safety and product information below before using your Dogtra product. Failure to follow these safety instructions could result in injury to you, your dog and others, or it could result in damage to your Dogtra product or other property.

PRODUCT SAFETY

Training Methods
Dogtra products may be used with a variety of training methods. However, each dog may have a different reaction to training methods and to Dogtra products. Closely observe your dog when determining the right training method to use with your Dogtra product.

Aggressive Dogs
Do not use Dogtra products with aggressive dogs as such dogs may react adversely and cause injury to people or other dogs. Seek the assistance of a dog-training specialist or veterinarian when dealing with aggressive dogs.

Children
Dogtra products are not toys. Adult supervision and close attention are necessary when Dogtra products are used by or near children.

PRODUCT DAMAGE

Electrical Product
Your Dogtra product contains electrical components and batteries. Do not use or keep your product near heat or flammable sources.

Such use or storage may damage your product and/or cause fire, explosion, injury, or property damage.

Medical Device Interference
Dogtra products contain electrical and magnetic components that emit low level electromagnetic waves and radio frequencies. These electromagnetic waves or radio frequencies may interfere with pacemakers, defibrillators, or other medical devices. Consult your physician or medical device maker before using your medical device around a Dogtra product. If you think that your Dogtra product is interfering with your pacemaker, defibrillator, or other medical device, stop using the Dogtra product.

Inadvertent Activation
The digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other Dogtra e-collars. The Constant button will automatically shut down after being held down for 12 seconds or more as a safety feature.

UNAUTHORIZED USE
Your Dogtra product should be used only in a humane manner to train and educate your dog. Dogtra products are not intended for use in any other manner nor are they intended for use with other animals or with humans.

BATTERY
Your Dogtra product contains batteries. Take care when removing and installing batteries as your fingers may get caught. Dispose of batteries as provided by your local regulations. Do not disassemble, crush, heat, or otherwise alter the battery as it may cause fire, injury or property damage.

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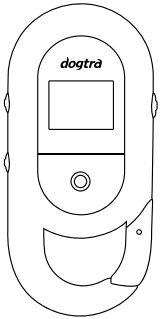
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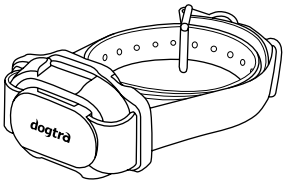
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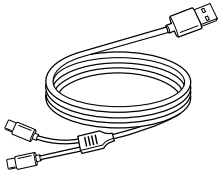
PACKAGE CONTENTS



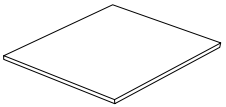
Transmitter



Receiver



USB C-type
Charging Cable



Owner's Manual

MAIN FEATURES



CARABINER
HOOK



PLASTIC CONTACTS
FOR SENSITIVE DOGS



MULTI DOG UNIT
THAT REMEMBERS
EACH LEVEL



EXPANDABLE
3-DOG SYSTEM



RECEIVER FIT
FOR ANY
NECK SIZE



24 LEVEL
WITH LOCK



LCD/SINGLE
BUTTON/BOOST



USB C-TYPE
CHARGING
CABLE



400-YARD
RANGE



CUSTOM
BOOST



NICK/
CONSTANT/
PAGER

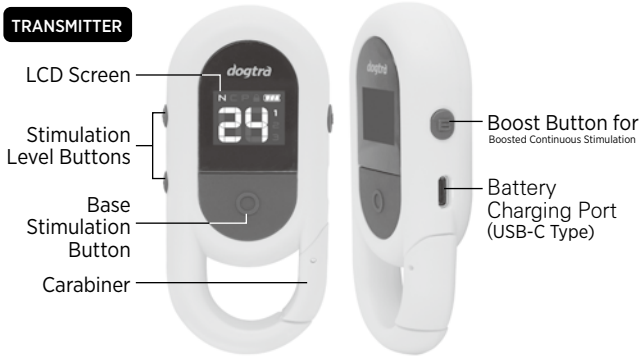


IPX9K
WATERPROOF
RECEIVER

DESIGN PATENT PENDING

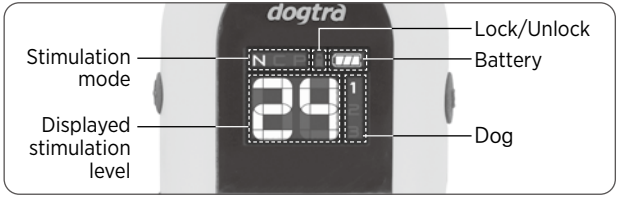
OVERVIEW

TRANSMITTER

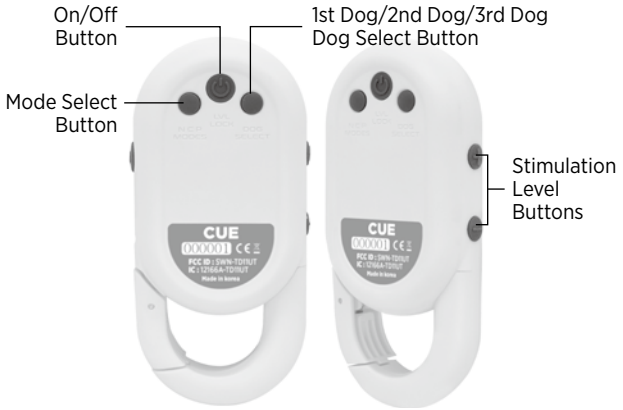


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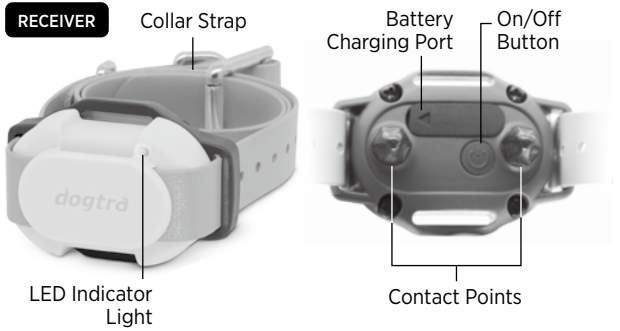
TRANSMITTER LCD SCREEN



LCD screen will dim after 8 seconds of no action to reserve the battery.



RECEIVER

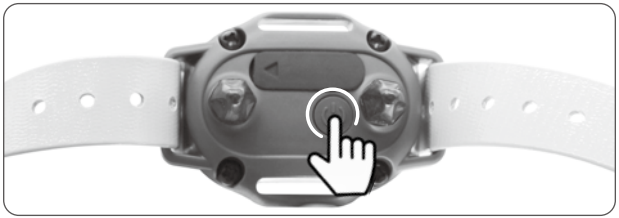


HOW TO USE CUE

1. TURNING THE CUE ON/OFF

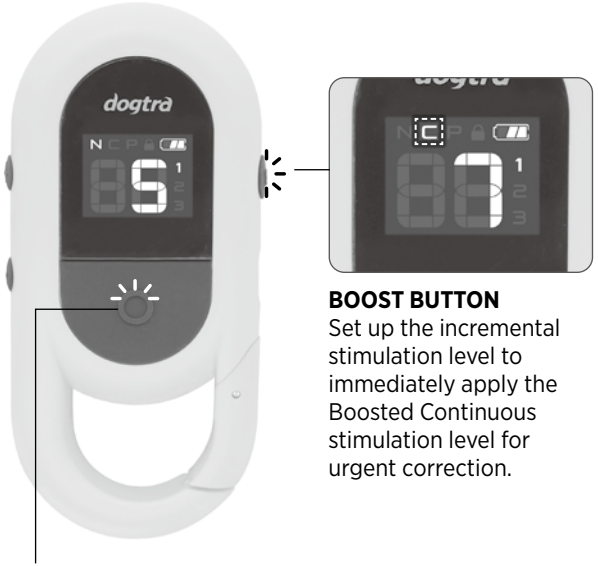


The transmitter's power button is located on the back of the product. **Press and hold the power button for 3 seconds to power on or off.**



The power button on the receiver is located between contact points. **Press and hold the power button for 3 seconds to power on or off.** If the LED light turns green when powered on, it is operating normally.

2. STIMULATION BUTTONS: BASE & BOOST



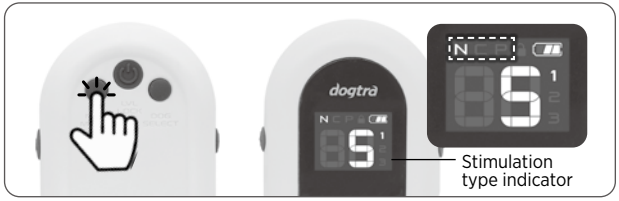
BOOST BUTTON
Set up the incremental stimulation level to immediately apply the Boosted Continuous stimulation level for urgent correction.

BASE STIMULATION BUTTON
Set up the base stimulation type and level, and use the main function button to apply.

HOW TO USE CUE: TRANSMITTER

1. BASE STIMULATION MODE SELECTION

CUE supports three stimulation modes.



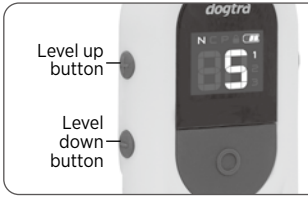
You can select a mode using the select button on the back of the transmitter, and you can check the current setting mode through the top of the LCD screen.

N NICK
It's a short-lived stimulation. Each time you press the stimulation button, it comes out with the level value you set.

C CONTINUOUS
Electrostatic stimulation is a continual burst while the button is pressed. If held for more than 12 seconds, it will stop automatically for safety.

P PAGER
Vibration stimulation persists while the stimulation setting is applied. Stimulation stops automatically when held for more than 12 seconds.

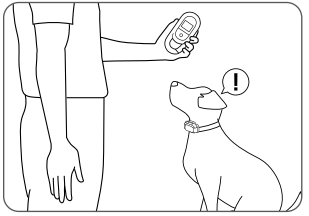
2. BASE STIMULATION LEVEL SELECTION



ⓘ Press and hold the button for more than 2 seconds to increase/decrease levels quickly.

The stimulation level of the CUE can be set from 0 to 24.

ⓘ Finding the Right Stimulation



Each dog has a different sensitivity to stimulation, so test the lowest level first to see how the dog reacts. The degree to which the dog reacts lightly, such as looking around or shaking its head, is appropriate.

	CUE	Equivalent Stimulation Levels	
		IQ/200C Series	280C/ARC Series
Max	24	127	100
	20	95	84
	16	74	72
	12	53	56
	8	36	40
	4	20	20
Min.	1	5	7

3. WHAT IS BOOSTED CONTINUOUS?

By setting the incremental stimulation amount, you can immediately apply the higher Boosted Continuous stimulation for up to 12 seconds. Use the function cautiously to make an urgent correction.

Base Level + Incremental Level =
Boosted Continuous Stimulation Level

ⓘ Example

If you set the boosting level at 5, the Boosted Continuous button will apply the output level of base level + 5, as shown below.

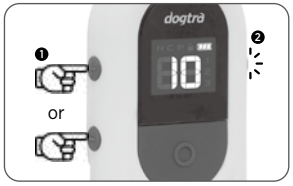
Base displayed level	Boost level	Boosted Continuous output
0	5	0
1	5	6
5	5	10
11	5	16
18	5	23

NOTE When the stimulation level is at zero, the boosted output level will be zero. Set the incremental level to zero to not use the Boost feature.

4. BOOST STIMULATION LEVEL SELECTION

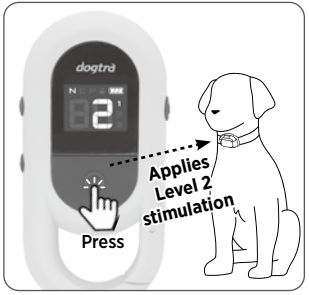


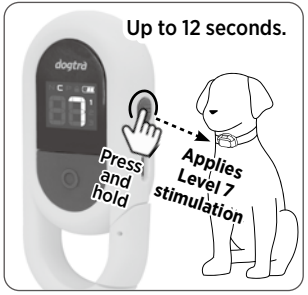
STEP 1
Set the stimulation level to '0', then press and hold the Boost button for 5 seconds until the LCD Screen blinks.



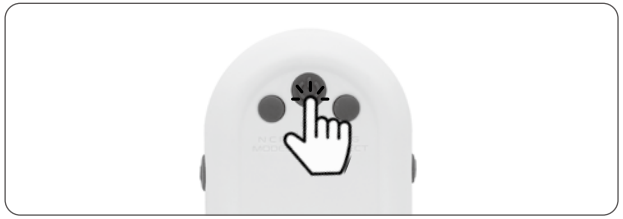
STEP 2
Press the boost button again after setting the level you want using +/0 button to complete the setting.

ⓘ **Example :** when you set the boost level 5

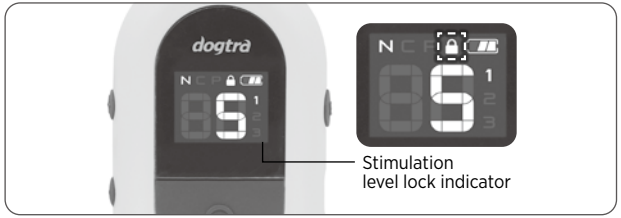




5. SAFETY LEVEL LOCK/UNLOCK

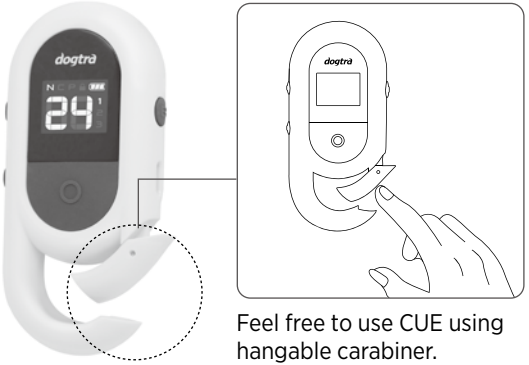


Press the power button shortly after setting the level you want, this will lock the stimulation level into a non-adjustable mode.



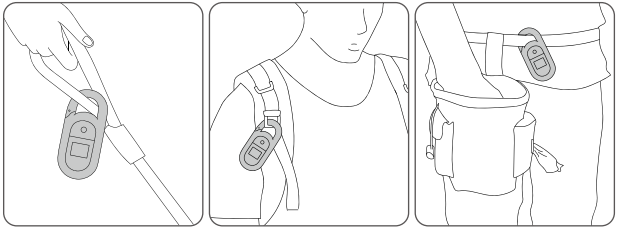
When it is locked, a lock icon will show on the LCD screen. In order to release the lock mode, press the power button shortly again.

6. CARABINER



Feel free to use CUE using hangable carabiner.

ⓘ Example

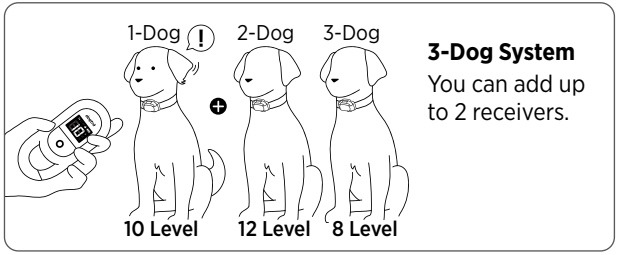


The carabiner of CUE is not built for climbing or carrying heavy weight objects.

7. MULTI DOG DEVICE SELECTION



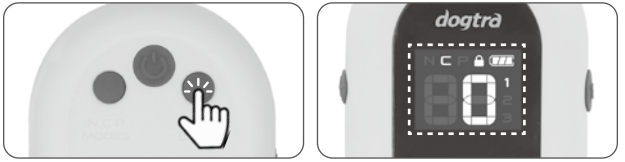
If you purchase additional receivers, you can select the dog that you want to give stimulation using dog select button.



3-Dog System
You can add up to 2 receivers.

You can check the selected dog on the LCD screen, and the transmitter remembers the level set for each receiver, It's unnecessary to set every single time.

8. HOW TO ADD ADDITIONAL RECEIVER DEVICES



1. Turn the transmitter on, and set it to following:
   C (Continuous) mode, stimulation level at 0.



2. Turn off the receiver you want to pair, and hold its power button for 6 seconds until the LED starts flashing.
3. Press the Base Stimulation Button on the transmitter to complete the pairing. The receiver's LED should stay on for 1 second.

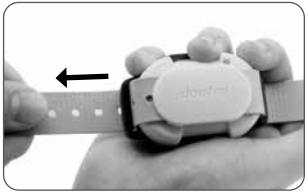
Restart the pairing steps if the LED on the receiver stays on or flashing for more than 1 second. The pairing between the devices has timed out or failed.

HOW TO USE CUE: RECEIVER

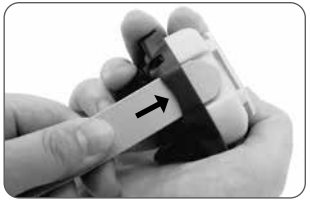
1. CONVERTIBLE RECEIVER FITTING

The CUE receiver is wearable in two different orientations based on dog's neck size or shape. If the dog's neck is long and/or thin, wear the receiver vertically. It will fit better on the dog's neck.

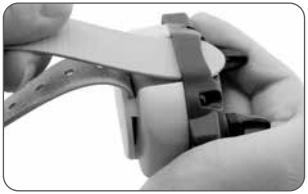
2. HOW TO CHANGE THE RECEIVER ORIENTATION

1. Unstrap the collar from the side of receiver.




2. Slot the strap into the loop on the other side of the receiver and make sure and make sure to slide the strap under the front loop as well.

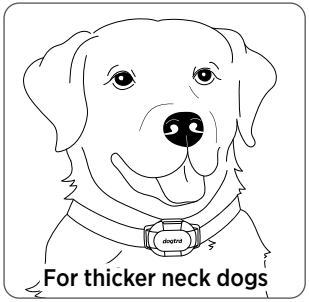



3. Slot the strap into the opposite side's loop to ensure secured fit.

ⓘ Minimum neck size



Vertical orientation: ~10″

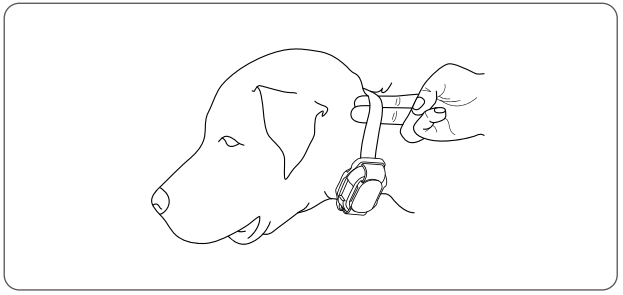


Horizontal orientation: ~12″

3. RECEIVER FITTING

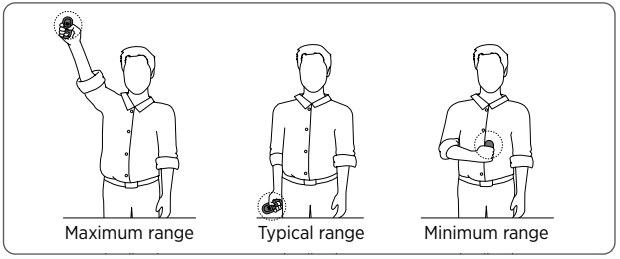
Improper Fit
A loose fit can allow the receiver to move around on the dog's neck. When this happens, the contact points may rub against the skin and cause irritation. If the receiver is too loose, the contact will not be consistent and cause the corrections to be inconsistent. Dogtra uses medical grade stainless steel contact points and antimicrobial plastic to protect the dog's skin.

Proper Fit
The receiver should be fitted so that the antimicrobial plastic contact points press firmly against the dog's skin. You should be able to fit two fingers underneath the collar strap. The best location is on either side of the dog's windpipe.

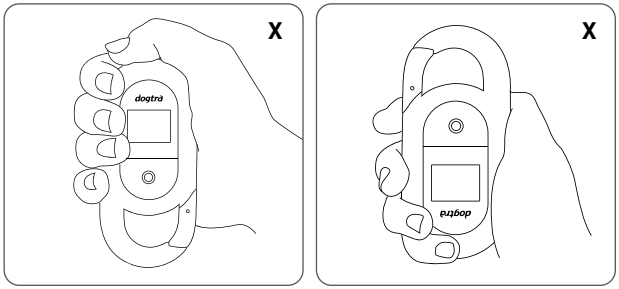


Attention!
Leaving the receiver in the same location on the dog's neck for an extended period of time can cause skin irritation due to the sensitivity from the contact points. If the dog is to wear the receiver for long periods, occasionally reposition the receiver every few hours so that the contact points are moved to a different location on the dog's neck and remove the receiver after 8 hours of usage. Make sure you check for skin irritation each time you use the unit.

4. MAXIMIZING THE DISTANCE



The CUE has a 400-yard range. Depending on the way you use your transmitter, the transmitter range may vary. To get the greatest range, hold the transmitter away from your body and avoid touching the antenna. Keep your unit properly charged for maximum signal strength.



An antenna is inserted into the top of transmitter. If you use it upside down (when the part of antenna is covered by your hand), it might be hard to connect with receiver.

5. LED INDICATOR

The LED indicator flashes every 4 seconds when the receiver is on and ready for use. The LED indicator will blink on the receiver when the transmitter buttons are pressed.

The LED indicator color indicates the battery life level.
Green = Full charge
Amber = Medium charge
Red = Needs charge

If the unit is used while the LED indicator is red, it may shut down automatically.



Receiver Indicator Light
When the Constant button on the transmitter is pressed, the receiver indicator light will glow steadily (either green, amber, or red based on the remaining battery life), as long as you hold the button down, for up to 12 seconds. When the Nick button is pressed, the light comes on for a fraction of a second.

6. CARE FOR LCD TRANSMITTERS IN COLD TEMPERATURE

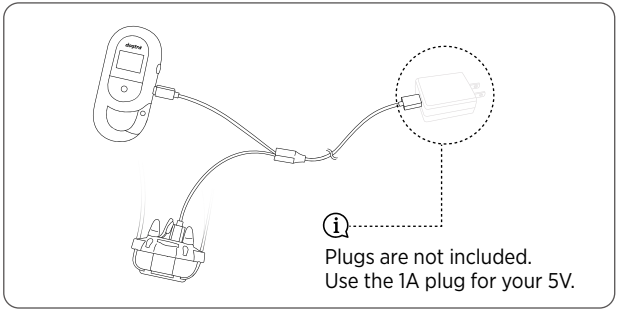
In cold temperatures (10°F or below), the Liquid Crystal Display (LCD) on your transmitter may be dim or slow to respond.

Wait until the display becomes visible before selecting any training level. Even though the LCD screen might be dim or slow to respond when you press the buttons, the transmitter will still function properly. If you press the +/- button, the level on the screen may not change but the actual intensity from the receiver will change in agreement with the dial.

In this situation, it is ideal to either wait until your transmitter is back in working order before emitting a correction or gradually press the +/- button while holding down the Constant button to see your dog's reaction.

Attention!
When using the unit in cold temperatures, it is recommended that the transmitter is placed under your jacket next to your body. The warmth of your body will greatly improve the battery life and usage.

HOW TO USE CUE: BATTERY CHARGING



The Dogtra CUE uses a lithium polymer battery. Recharge the unit if the indicator light is red, the unit does not turn on, or the system will not stay on when any button is pressed.

NOTE 1: Only use Dogtra-approved batteries, chargers, and accessories for your Dogtra e-collars. This will prevent any damage that can be incurred from attempting to use a different charger.

NOTE 2: The unit has a partial charge when it leaves the Dogtra facility. Upon receipt of the system, be sure to give it a full 2-hour initial charge before the first use away from any flammable substances.

NOTE 3: When a charger is not in use, disconnect it from the power source. Fully charge the batteries if the unit is to be stored without use for a period of 3 months or more.

Follow the steps below to charge your system:

1. Open the rubber plug on the battery charging receptacle and plug in the charging cable.

2. Plug the charger into a 120-volt wall outlet or, if using the auto charger, plug into a cigarette lighter only for lithium polymer batteries (use a 220 volt European charger for Europe). All indicator lights should glow red when properly plugged in and the unit will automatically shut off during the charging process. You will need to turn the unit on again before use once the unit is fully charged and unplugged from the battery cable.

3. The lithium polymer battery is fully charged within 2 hours. The lights will stay red during the charging process and turn green once the unit is fully charged.

4. After charging, cover the battery charging receptacle with the rubber plug.

Recharging is required when:

- The LED on the receiver is red
- The LED on the receiver is not illuminated
- Only one battery status bar remains on the Transmitter LCD screen
- 'Lo' appears on the transmitter LCD screen
- The transmitter or receiver does not work when the button is pressed in continuous stimulation mode

GENERAL TRAINING TIPS

Your dog must know some basic obedience commands before beginning training with the CUE. A dog learns by first being shown a command, followed by lots of repetition over an extended period. As the dog becomes proficient at these commands, the trainer can introduce distractions and different locations to strengthen the commands.

Obedience Training on the Leash

Your dog must fully understand the obedience commands (sit, stay, here, heel, and kennel) before using the e-collar for reinforcement of these commands. A leash attached to a standard collar is used to "teach" the dog the basic obedience commands (here, heel, sit, and stay). A tug on the leash/collar is used to reinforce the command. When the dog complies with the command, use positive reinforcement/praise. Once the dog understands these commands, the e-collar can be used to reinforce them.

Beginning E-Collar Training

When you feel your dog understands the obedience commands on the leash we can now start with the e-collar training. With the dog on the leash and wearing the e-collar, continue with your obedience drills. Apply light stimulation (Nick or Constant) when a command is given; the stimulation can be removed as the dog complies. Through repetition, the dog learns to perform the command.

The final step is the avoidance phase in which the dog learns that he can avoid the stimulation altogether by performing your commands. When these training procedures are complete, the e-collar is used as a reminder when the dog does not comply with your commands at home or in the field. Keep your initial training sessions short and positive as dogs have a short attention span.

How Much Stimulation to Use
Always start with low levels of stimulation and work your way up depending on the disposition of your dog and the given situation. By using the correct amount of stimulation to get your point across, you will have a more controllable environment and a dog that is under less stress.
Animals (and humans) perform better in a less stressful environment.

For more training information, please visit our website at *www.dogtra.com.*

FCC WARNING STATEMENT

FCC Part 15.19
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21
Any changes or modifications (including the antennas) to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

FCC and IC RF Radiation Exposure Statement: This equipment complies with FCC and IC RF Radiation exposure limits set forth for an uncontrolled environment.
This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

RF du FCC et IC d'exposition aux radiations: Cet équipement est conforme à l'exposition de FCC et IC rayonnements RF limites é-tablies pour un environnement non contrôlé.

L'antenne pour ce transmetteur ne doit pas être même endroit avec d'autres émetteur sauf conformément à FCC et IC procédures de produits Multi-émetteur.

Note : This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications, However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications not expressly approved by the manufacturer could void your authority to operate the equipment under FCC rules.

Transmitter IC: 12166A-TD11UT
Receiver IC: 12166A-TD14UR

Transmitter FCC ID: SWN-TD11UT
Receiver FCC ID: SWN-TD14UR

MAINTENANCE

Basic Maintenance
Make sure the rubber charging cap is securely in place when the receiver is in use. After each training session, carefully inspect the unit for any missing parts or damage to the casing. Damaged or broken casing may affect the waterproof guarantee on the unit. After confirming that there is no damage to the casing, rinse the receiver and clean out any dirt or debris.

Storage Maintenance
The CUE should be fully charged before storing for extended periods. While in storage, the unit should be given a full charge once a month and before the first use. Store the units in room temperature. Do not keep the units exposed to extreme climates.

Troubleshooting
If the unit is malfunctioning, please refer to the "Troubleshooting Guide" before sending it to Dogtra for service. If you have any questions or concerns, you may email them to info@dogtra.com, or call customer service at (888) 811-9111.

TROUBLESHOOTING GUIDE

1. My dog is not reacting to the system.
- Make sure the receiver and transmitter are on.
- Make sure the collar strap is tight enough so both contact points are touching the dog's skin.
- The contact points may be too short for your dog's thick or long coat. You might need to trim down the hair on the dog's neck, so both contact points are touching the skin.
- The intensity level may be too low for your dog. Keep increasing the stimulation until the dog responds usually by neck movement, head shaking, looking over his shoulder, etc. (response may be very subtle so pay attention.)

2. The LED indicator light comes on, but I do not feel any stimulation.
– The battery may be low, so check the LED light for battery life.

3. The transmitter has no range or stimulation is less when the dog is farther away.
- The antenna(s) may be damaged. To order parts, please contact customer service at (888) 811-9111 or go to www.dogtra.com.
- The range indicated on the unit's box is for flat terrain. Heavy brush, trees, hills, or moisture will affect the range of your unit. For best range, hold the transmitter vertically above your head, and/or try moving to higher

ground.
- Any electrical conductors will affect the range, such as cars, chain-link dog runs, metal structures, and radio towers. For best results, operate away from these objects.

4. My units are not holding a charge.
- The batteries might not be charged properly, or the charger, splitter, and the charging port may not be functioning properly. You can send in your charging units to have us inspect them.
– The charging pin may be damaged. Inside the charging port, there is a metal pin that should be standing straight up and stiff. If the pin is wobbling, broken, or missing, you will need to send the unit in to the Repair Department. The charging port must be clean prior to charging; clean the dirt out with a cotton swab and some rubbing alcohol. If the dog is in saltwater, be sure to rinse the receiver and charging port with clean water.
– If the above does not resolve your issues, contact Dogtra customer service at info@dogtra.com or (888) 811-9111.

5. My dog has skin irritation.
- This may be due to an improper fit or from wearing the unit too long. If your dog exhibits signs of skin irritation, consult with a veterinarian. Once the dog's skin returns to a normal condition, continue to use the receiver and check your dog's neck each time you use the unit.

DOGTRA PRODUCT WARRANTY

LIMITED WARRANTY
For Dogtra Products Purchased from Dogtra Authorized Dealers

One-Year Warranty
Except as otherwise provided below, Dogtra warrants to the original retail purchaser ("You") that its Dogtra products shall be free of defects in materials and workmanship for a period of one (1) year from the date of purchase ("Warranty"). The Warranty covers the cost of repair (parts and labor) or replacement (if repair is not feasible) of a defective Dogtra product during said one-year period. For such repaired or replaced products, the remaining portion of the original warranty period, or ninety (90) days, whichever is longer, shall apply. Dogtra, at its sole discretion, shall determine whether to repair or replace a product covered by the Warranty.

Warranty Conditions
The Warranty is not transferrable and applies to your Dogtra product only if:
(1) You are the original retail purchaser of the product,
(2) You bought the product from a Dogtra authorized dealer, and
(3) You present a receipt or other proof of purchase showing a valid purchase date, the name and address of the authorized dealer, and the purchased product identified by model and/or serial number.

Warranty Exclusions
The Warranty does not cover damage, loss, or deterioration to your Dogtra product caused: by misuse, neglect, abuse, or other improper handling of the product; by failure to follow use or care instructions; by use of the product for other than its intended purpose; by accident or natural forces such as fire or flooding; or by normal wear and tear such as scratches to the product surface.

The Warranty also does not cover Dogtra products that: are purchased from non-authorized dealers; are purchased outside of the United States or Canada; have been damaged during shipment (even if Dogtra paid or arranged for shipping); have been modified or tampered with in any manner; are opened or repaired by anyone other than Dogtra; or have serial numbers that have been altered or defaced.

Sole Warranty
This Warranty is the only warranty offered by Dogtra for its Dogtra products. Other than said Warranty, Dogtra makes no other representations or warranties whatsoever regarding its products, whether oral or in any product manual, on any packaging, on any website, or in any other written material. No dealer of Dogtra products, nor any employee or agent of Dogtra, is authorized to make any additions, changes, or extensions to the Warranty. Dogtra, at its sole discretion and at any time, reserves the right to modify the Warranty.

DISCLAIMER OF OTHER WARRANTIES

THE FOREGOING WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. DOGTRA DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Remedies
Dogtra's liability is limited to the cost of repair or replacement of the Dogtra product under Warranty. Any claim or action to enforce the Warranty must be commenced within thirty (30) days of the Warranty's expiration for your product. Dogtra will not be liable for any indirect, incidental, special, consequential, or similar damages based on breach of warranty, breach of contract, negligence, strict tort, or any other legal theory related to Dogtra and its products. Damages that Dogtra will not be responsible for include, but are not limited to: loss of income or profits; loss of revenue or savings; loss of use of the product or associated products; cost of any substitute products or services; inconvenience, downtime, or any other time; loss of goodwill; claims of third parties including customers; and damage to property.

Legal Rights May Vary By State or Jurisdiction
The Warranty gives You specific legal rights, and You may also have other rights which vary by state or jurisdiction. Some states or jurisdictions do not allow certain limitations of implied warranties or of incidental or consequential damages or other remedies, so certain of the foregoing limitations may not apply to You.

If any portion of the Warranty is held by a court to be invalid or unenforceable, the remaining portions of the Warranty shall remain in full force and effect and shall in no way be affected or invalidated, and the invalid or unenforceable portion shall be modified so as to most nearly achieve the intent of the Warranty.

Product Registration
Dogtra recommends that customers register their products as soon as possible after purchase. Product registration will facilitate any future warranty service. You may also receive useful information and updates about your existing and future Dogtra products. To register your product, visit **www.dogtra.com/product-registration.** If your product is not registered with Dogtra, You will be required to provide a receipt or other proof purchase (as provided above) to qualify for warranty service.

How to Obtain Warranty Service
Should your Dogtra product require warranty service, please contact Customer Service by phone or email for a warranty evaluation (see below for contact information). Upon approval of your warranty work, Dogtra will repair or replace (at Dogtra's election) your product without charge for labor or parts. You are responsible for shipping, including cost, of your product to Dogtra for warranty service. Dogtra will handle shipping, including cost, of the repaired or replaced product back to customers in the USA. Dogtra will not be responsible for shipping, including cost and/or applicable taxes or fees, for products sent to Canada. Such costs, taxes, or fees will be borne by the customer.

To register your product, visit ***www.dogtra.com/product-registration.***

Dogtra Customer Service
12322 Monarch Street, Garden Grove, CA 92841
(888) 811-9111
repair@dogtra.com
Mon – Fri, 8:00 AM to 4:30 PM (PST)

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