

# *d-control 400*

*Electronic training collar*



*User guide*  
EN

**DOG**<sup>TM</sup>  
T R A C E

## Declaration of Conformity

We:

VNT electronics s.r.o.  
Dvorská 605  
563 01 Lanškroun  
IČO: 64793826

declare under own responsibility that the product:

### **Electronic training collar Dogtrace d-control 400**

is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC from 9. 3. 1999 meets requirements of General Licence of The Czech Telecommunication Office according to general licence no. VO-R/10/05.2014-3, and corresponds to the following standards:

**ETSI EN 301 489-1 V1.9.2**

**ETSI EN 301 489-3 V1.6.1**

**ETSI EN 300 220-2 V.2.4.1**

**ETSI EN 60950-1:2006**



The product is safe under conditions of standard use in accordance with the user guide.

The Declaration of Conformity is based on following dates:

**Measuring report no.:** 6440-7600/2008 issued by certificated laboratory no.1103 VTÚPV Vyškov

**Measuring report no.:** 6440-697/2008 issued by certificated laboratory no.1103 VTÚPV Vyškov

This declaration of Conformity is created in exclusive responsibility of producer.

In Litomyšl 28.8.2014

Ing. Jan Horák  
executive director  
Tel.: +420 461 310 764  
info@dogtrace.com  
**www.dogtrace.com**

A handwritten signature in black ink, appearing to be 'J. Horák', is written over the printed name and title of the executive director.

Hereby, VNT electronics s.r.o., declares that this d-control 400 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Thank you for purchasing the product **Dogtrace d-control 400**  
from **VNT electronics s.r.o.**, Czech Republic.

Before using your product, please read the instructions in this user guide carefully and keep it for future reference.

### *Important notice*

- The electronic training collars d-control are intended only to train animals. They are not intended to harm, injure or to cause fear.
- Do not use the electronic training collars for dogs with health problems (e.g. heart disease, epilepsy, etc.) or for dogs with behavior disorders (aggressive dogs etc).
- The collar should never be worn for more than 12 hours a day. Long-term effect of contact points on the dog's skin can cause skin irritation. If a rash or sore skin is found, do not use the collar until it has healed.
- Never connect a leash to the electronic collar; this could cause excessive pressure on the contact points or mechanical damage of the receiver.
- In case of any problems or for further advice do not hesitate to contact a professional trainer.
- Do not place the transmitter close to objects which are sensitive to magnetic field, this could cause a permanent damage.
- Receiver and transmitter batteries need to be replaced every two years, even if the kit has not been used. Never leave flat batteries inside of the device - it could damage your device.
- The person with a personal instrument to support heart activity (pacemaker, defibrillator) must respect the relevant precautionary measures. The d-control emits a certain stationary magnetic field.



**VNT electronics s.r.o.**, professional producer of the dog training equipment, which is manufactured and sold under the brand name Dogtrace, is a proud and active member of the **Electronic Collar Manufacturers Association**.

**ECMA** was founded in Brussels in 2004 as a result of increasing awareness from different manufacturers concerning the necessity of regulating their industry. The main target of the association is to develop and produce reliable training systems of high quality, which are safe for the animals and improve the communication between pets and their owners. All members of the ECMA provide you with both technical and training guides that contain instructions and advice for safe use of electronic training equipment and enable all dog owners to use the training systems in an effective, responsible and humane way. All ECMA member's products meet the latest technical requirements which ensure minimum production standards and safety features and enable training while protecting animal welfare.

The ECMA is convinced that the electronic training collars are effective and humane training tools when used responsibly and combined with an appropriate reward.

For more information please visit **[www.ecma.eu.com](http://www.ecma.eu.com)**

## Contents

Important notice .....	3
ECMA .....	4
Contents .....	5
Introduction .....	6
Package contents .....	7
Optional accessories .....	7
Product description .....	8
Transmitter preparation .....	9
Receiver preparation .....	10
Programming (pairing) of the transmitter and the receiver .....	12
The basics of a training collar usage .....	14
For the best results .....	17
Troubleshooting .....	18
Maintenance .....	19
Technical specifications .....	20
Warranty terms and conditions .....	21
Troubleshooting Ten commandments .....	23
Certificate of warranty .....	24

## Introduction

The electronic training collar Dogtrace d-control, consisting of the transmitter and the receiver, is a modern, safe, reliable and effective training tool. d-control training collar enables you to make corrections that are suited to your dog's temperament and the distraction level of the moment, at the right time and with maximum training efficiency. However, making corrections to your dog's unwanted behavior is only a small part of what you can do with the d-control.

### Features of d-control 400

The electronic training collars **d-control 400** feature with audible beeb tone, electronic stimulation impuls and booster function. Booster function allows you to select higher intensity of stimulation impulse than selection of the standard stimulation impulse. This button is a quick option for dealing with extreme situations, when your dog on a standard set level of stimulation impulse did not respond and you need to act promptly with a higher intensity of the stimulation impulse. Transmitter and waterproof receiver is designed mainly for a professional sport and police training, but can be also used in everyday life during common training. It is possible to use the d-control to train one or two dogs at once.

- range up to 250 m
- waterproof receiver
- audible beep tone
- 20 stimulation levels
- booster - button for preset stimulation impuls
- expands to train two dogs
- backlit LCD

## *Package contents*

- transmitter with belt clip
- reciver (with the strap)\*
- 2 pairs of contact points (12 mm and 17 mm)\*
- 2 lithium batteries CR2 3V (3 pieces in set d-control 402)
- test discharge lamp\*
- lanyard
- user guide and certificate of warranty
- DVD - How to train your dog

(\* 2x in set d-control 402)

## *Optional accessories*

- spare rubber seal for the receiver
- spare screws
- spare contact points (7, 10, 12, 17, 21 mm)
- dummy receiver (with the strap)
- woven and plastic collars - various colours
- spare batteries

## Product description

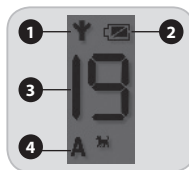
### TRANSMITTER



### RECEIVER WITH THE STRAP



### LCD PANEL



**TRANSMITTER** – 1 - LCD panel, 2 - button for booster, 3 - button for stimulation impulse, 4 - button for audible beep tone, 5 - button for power ON/OFF, 6 - buttons for stimulation level selection, 7 - buttons for dog selection A or B

**RECEIVER WITH THE STRAP** – 1 - target (half-round red indicator), 2 - LED indicators, 3 - contact points, 4 - strap

**LCD PANEL - DISPLAY** – 1 - transmission indicator, 2 - battery power indicator, 3 - indicator of stimulation level, 4 - indicator of dog selection A or B






## Transmitter preparation

### Battery insertion and replacement

1. Screw out screw from the battery cover using a cross-head screwdriver and carefully remove the lid.
2. Insert a new lithium battery CR2 3V into the battery compartment with a correct polarity (according to the polarity indicated with the "+" symbol in the battery compartment). Wrong polarity may damage the unit.
3. Put the battery cover back and screw in the screw adequately.  
Checking the transmitter battery status.

The battery power indicator on LCD shows the battery status:

-  – fully charged battery
-  – medium charged battery
-  – flat battery


If the battery is flat, insert new lithium battery CR2 3V into the battery compartment. Check that the transmitter is working correctly.



Battery compartment

**TIP:** You can easily lift up the battery using the small flat-head screwdriver.

### Switching ON/OFF

**To turn on:** press down for 1 second the ON/OFF button  , turning ON is indicated by backlit LCD.

**To turn off:** press down for 1 second the ON/OFF button  , turning OFF is indicated by extinction of the LCD.

## Receiver preparation

### Battery insertion and replacement

1. Screw out 4 screws from the battery cover using a cross-head screwdriver and remove the lid.
2. Insert the lithium CR2 3V battery into the battery compartment with a correct polarity (according to the polarity indicated with the "+" symbol in the battery compartment – see the Fig.). A wrong polarity may damage the unit.

When you insert the battery for the first time, or if the battery is removed longer than a few tens of minutes, you will hear an audible beep tone indicating the correct installation of the battery.

3. Make sure that the rubber seal is clean and correctly seated in its groove. Clean any dirt from the seal.
4. Put the battery cover of the receiver back and screw in the 4 screws adequately.

**Note:** When you replace the battery quickly, you may not hear the audible beep tone of the collar.

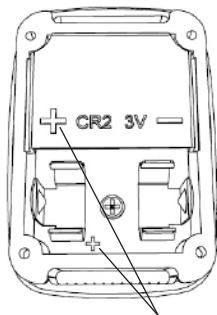
### Checking the receiver battery status

The status of the battery is indicated by LED indicators on the side of the receiver. (see chapter: *Product description – Receiver with the strap*)

**The battery is fully charged** – when switched on, green LED is flashing.

**The battery is low** – when switched on, red and green LED is flashing.

When the battery is low or flat, insert a new CR2 3V lithium battery into the receiver. Check the correct function.



Battery polarity indicator

### Switching the receiver ON/OFF

To turn the receiver ON/OFF (or for programming the transmitter with the receiver) is used a magnetic switch, marked with the red target on the receiver. The receiver is activated when the magnet in bottom of the transmitter, is enclosed to the red target on the receiver.

#### Switching ON

Move the red target of the receiver towards the bottom of the transmitter for 1 second (see the Fig.). The red LED indicator of the receiver will lit up, afterwards the green LED indicator will start blinking. The receiver is prepared for use.

#### Switching OFF

When switching OFF, follow the same steps as when switching ON.

Move the red target of the receiver towards the bottom of the transmitter - the green LED indicator of the receiver will lit up, afterwards the red LED indicator will lit up.

**IMPORTANT:** When turning the receiver ON hold the red target of the receiver close to the red target of the transmitter for about 1 second. When the targets are close to each other for longer than 5 seconds the receiver will switch to the pairing (programming) mode of the transmitter with the receiver. This programming mode is indicated by alternate flashing of the red and green LED indicator. If this occurs, follow the chapter **Programming (pairing) the transmitter with the receiver.**

**Caution:** To extend the battery life, it is necessary to turn off the receiver and transmitter whenever the training of your dog is finished. If you do not use the device for a long time, we recommend you to remove the batteries out.



*The position where the receiver is turned ON/OFF and where the transmitter is being paired with the receiver.*

## Programming (pairing) of the transmitter and the receiver


Each transmitter has its own RF operational code. The pairing needs to be done to make the receiver and transmitter operate together. When you receive a new set the pairing is done by manufacturer. The pairing is done, when you need to use different transmitter or receiver (for example when bought a new one).

The transmitter is made for training of two dogs, so you can pair it with two receivers. Use the buttons

**A** / **B** to choose the right dog.

**IMPORTANT:** Before programming is started make sure that no one else uses his/her d-control in your neighbourhood. Your receiver could randomly receive the code from another transmitter and get paired with it. If this happens, program your receiver once again, using your transmitter.

### Pairing of the button **A** with the first receiver

1. Turn ON your transmitter.
2. **The receiver has to be turned OFF.**
3. Press the button **A** for the first receiver choice.
4. Move the lower part of the transmitter to the target on your receiver (see the Fig. *on page 11*) and hold in position so the green LED is steadily lit. After approximately 5 seconds it will switch to the pairing/programming mode, indicated by flashing of the red and green LED at the same time (4x).
5. Then take your transmitter away from the receiver and press down the audible beep tone button  on your transmitter. If you hear the beep tone the pairing has been successful.

### Pairing of the button **B** with the second receiver

Press the button **B** for the second receiver choice and follow the steps as for the first receiver above (this can be followed when you use d-control 400 with a new purchased receiver or when you purchased d-control 402).

## Reprogramming of your receiver

The receiver can be programmed repeatedly without restraint using the same transmitter or another (see the section *Programming (pairing) of the transmitter and the receiver*).

**TIP:** It is possible to program an unlimited number of receivers to a one transmitter.

**Example:** Button **A** is paired with 3 receivers, they can be programmed one by one or we can set all 3 in pairing regime and then press button for audible beep tone. All these receivers will perform the same action at the same time when pressing function button. This can be used for two collars on the neck of one dog, or for the training of higher number of dogs, where we give the same commands to all of them at the same time.

## Choice of the contact points

The stimulation is transferred on your dog's skin through the steel contact points of the receiver. Each set contains 2 types of contact points. Sufficient length of the contact points has to have a contact with the dog's skin, enabling the device to operate correctly. If you have a short-haired dog use the 12 mm contact points, if you have a long-haired dog replace them with the longer 17 mm contact points supplied in the kit. Screw the contact points onto the screws of the receiver - see the picture: *Receiver in the chapter Product description*. Tighten them manually and carefully (do not use a pliers – this could damage the product).

**TIP:** If your dog has very long hair, you can order 21 mm long contact points. When your dog has a dry skin in the area where the contact points are, it is good to lubricate the dog's skin with a vaseline, hand cream, or baby oil - which enables a correct transfer of stimulation impulses.

## Fitting the collar

The strap with the receiver (receiver collar) must be tightened enough so that the contact points are in contact with the skin of the dog. We recommend you to fit the collar on the standing dog. When you can fit two fingers between the collar and your dog's neck, the collar with the receiver are tightened enough. If a dog has long or thick hair, it is suitable to trim the hair in the area of the contact points or to switch to the longer contact points to ensure a consistent contact.

**WARNING:** If the collar is too loose, the receiver is likely to move and the repeating friction can irritate the skin of your dog. Furthermore, in this case is not ensured a reliable contact of contact points with the skin and a proper function of the training collar. We do not recommend to leave the collar positioned at the same place for more than several hours, because it could irritate the skin. If it is necessary to wear the collar for long periods, change the position on the neck of your dog. A collar with a receiver that is overly tight, can cause pressure sores on the skin in the contact area of the contact points. If this happens, do not use the training collar until all traces of irritation are gone.

## *The basics of a training collar usage*

- The trainer's elementary knowledge of the dog training is the prerequisite for using the training collar.
- If you don't have this knowledge, we recommend you to contact a training center, a cynology club, or a school for dogs where you will learn the basic communication with your dog.
- You can start using the collar for the 6 months old dog, which have undergone the basic training and is familiar with basic obedience commands including „sit“, „down“, „stay“ or at least „stop it“, „leave it“.
- Require these commands along with the audible beep tone, so your dog will create a connection between them.
- After a command that is successfully executed, you should always reward or encourage your dog, so the dog will be happy to fulfill your commands and a desire to fulfill your commands will grow.
- You must not consider the executed command as the absolute obviousness and punish disobedience - your dog would soon lose an interest.
- If you are not sure that your dog will obey you after recall, start training on a tracking rope.
- Your dog will have to get used to the collar; let the dog wear the collar for a few days, but do not use it so that your pet does not discover the connection with its attachment and effects.
- Affirmative and efficient training requires some time: don't hurry!
- Select a well-known environment your dog is used to.

- Choose the right moment to press the button; exactly at the moment when your dog does something what is not allowed.
- In case of any problems and for further advice, please do not hesitate to contact a professional trainer.

## **Transmitter – button functions**

### **Audible beep tone**

The receiver on dog's collar begins to emit an audible beep tone (an acoustic signal). This command can precede a stimulation impuls. It is also a very effective warning tool. You can use the acoustic signal instead of the command: Come!/Heel! In this case it replaces a whistle, the dog always perceives its sound in the same intensity. It's very important always to use the beep sounds in the same way in order not to confuse your dog. While transmitting the audible beep tone, the green LED indicator of the receiver is emitting a light.


### **Stimulation**

This function enables you to send your dog a warning in the form of an electronic stimulation impulse transmitted by two contact points located in the receiving collar. Purpose of the stimulation is not to hurt the dog. Impulse is very uncomfortable for dog, and the dog makes very soon a link between the command, beep tone and the uncomfortable feeling on the neck. Eventually you will only need minimum number of the stimulation impulses because your dog will connect them very quickly with disobeying your commands. During the pressing of the stimulation button the red indicator light on the receiver will be ON. The length of stimulation impulse is limited to a maximum of 8 seconds even when button is pressed for long period.

### **The choice of stimulation level:**

It is important to choose correctly the stimulation level for your dog, that is why it is finely adjustable in 20 levels. Each dog has different sensitivity, the right stimulation level can't be set by guess. Start from the lowest level. When your dog doesn't react to the low level stimulation, gradually set the level higher, and carry on until you see slight reaction. Stimulation impulse should never create fear or pain.







## Booster - preset stimulation

This function enables you to use different preset stimulation level than it is set on the button of the main stimulation impulse . Function booster can also simulate a function of the continuous impulse or help to solve crisis situations. Stimulation is emitted as long as the booster button is pressed, but maximum 4 seconds.

On the booster button can be set higher intensity by 0-5 levels than what you have selected for main stimulation button. The number on the display shows main stimulation button setting. Checking intensity of the booster button can be made only when the booster button is pressed.

**Beware: Do not check the intensity, when the dog wears the collar!**

### Booster button setting:

Press continuously button for the choice of the dog A or B (button  for receiver A or  for receiver B according to required pairing), until you see on LCD symbol A/B flashing. With the buttons   choose higher intensity of the stimulation impulse (0-5), by which you wish to increase the intensity of the main stimulation impulse. Confirm the choice by short button press  or .

**Example:** The main stimulation impuls is set to level 6. When you set the booster to level 3, the final intensity of the booster button is  $9=6+3$  etc.

### Control buttons

These buttons are used for prompt setting of the stimulation intensity in the receiving collar. It is possible to set up 20 levels, which are indicated by numbers 0-19 on the LCD. When the stimulation level setting is changed, the LCD will lit up for 3 seconds.

### Control buttons

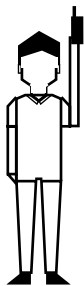
These buttons are used for selection of the dog A or B. You can set different stimulation level for each dog, which will stay saved when switched over to another dog.



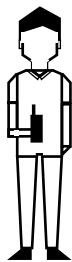
## *For the best results*

The training collar d-control 400/402 can be used up to 250 m working range. The maximum range depends on many factors - weather, terrain, vegetation and so on. To ensure maximum working range of the device:

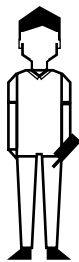
- Do not cover the transmitter antenna.
- When transmitting commands, hold the transmitter in a vertical position, away from the body and above your head.
- Check the battery in the transmitter and in the receiver, replace it if necessary.



*maximum range*



*regular range*



*minimum range*

## Using training collar in winter

When using d-control in winter, please keep in mind:

- **Low humidity** – causes less skin conductivity. It is necessary to provide better conductivity between the contact points of the receiver and the dog's skin. This can be achieved by lubricating the dog's skin in the area of contact with vaseline, baby oil, hand lotion, etc.
- **Thicker fur dog** – it is necessary to tighten the collar so that the permanent contact with the dog's skin is ensured. If the fur is too thick, it is recommended to cut the hair or choose a longer type of contact points.
- **Battery properties change** – temperatures below 0 °C slow down chemical reactions in batteries. To ensure a performance of repetitive stimulation impulses (especially of higher levels), it is recommended to insert a new battery into the receiver for the winter time. During the training, observe continuously dog's reactions and increase the stimulation level as needed.

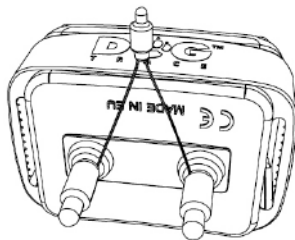
## Troubleshooting

1. Read again this user guide and make sure the problem is not caused by a flat battery or incorrect use.
2. Make sure the batteries are inserted with the correct polarity.
3. **If the transmitter does not communicate with the receiver, try to program communication** - see chapter: *Programming (pairing) of the transmitter and the receiver*.
4. If it seems, that the dog does not respond to the stimulation impulse:
  - Check again the battery in the transmitter and in the receiver.
  - Test the receiver's functions with a test discharge lamp (see 5<sup>th</sup> paragraph of this chapter).
  - Check whether you have chosen correct length of the contact points (see chapter: **Choosing the contact points**) and ensure contact points are well tightened and in contact with your dog's skin (see chapter: **Fitting the collar**).
  - If the dog has dry skin, moisten the skin.
5. **Check the correct function of the stimulation impulse.**  
By using test discharge lamp you can easily check correct function of the stimulation impulse:

- Make sure that the receiver is turned OFF.
- Place the test discharge lamp in contact with each of the contact points - loosen the contact points, insert the lamp's outlets under the contact points so they are in the touch with the screw and tighten them (see picture).
- Turn ON the transmitter and the receiver.
- Select stimulation function button.
- The test discharge lamp will increase a light intensity when increasing stimulation level.

**Note:** When is the level set to 00 there is no stimulation. When you use test discharge lamp the stimulation impulse is weaker than without discharge lamp.

6. If the problem still persists, contact the dealer.



*Picture showing test lamp attachment*

## Maintenance

It is important to keep the device clean. Never use volatile substances eg.: thinner, gasoline or other cleaners. To clean your d-control use a soft, damp cloth and neutral detergent if necessary.

**The receiver (collar) is waterproof only on condition of the good state of the seal. We recommend you to replace the rubber seal, which is placed under the cover of the battery compartment of the receiver, once a year.** Clean the rubber seal and make sure that the rubber seal is correctly seated in its groove every time you change the batteries; tighten the screws using adequate power. If the device is not used for a longer time, take out the batteries from the battery compartment.

## Technical specifications

### TRANSMITTER

- Range ..... 250 m
- Power supply ..... lithium battery CR2 3V
- Battery life ..... 6 - 12 months, based on usage
- Frequency ..... 869,525 MHz (25 mW)
- Tightness ..... not waterproof
- Operating temperature..... -10 °C to +50 °C
- Weight..... 64 g (without the batteries)
- Dimensions ..... 110x 52 x 29 mm

### RECEIVER (COLLAR)

- Power supply ..... lithium battery CR2 3V
- Battery life ..... 6 months, depending on usage
- Antenna ..... integrated
- Tightness ..... waterproof
- Collar ..... adjustable to neck sizes from 15 to 72 cm
- Operating temperature..... -10 °C to +50 °C
- Weight ..... 56 g (without the battery)
- Dimensions ..... 64 x 43 x 34 mm

## Warranty terms and conditions

**VNT electronics s.r.o.** provides a 2 year warranty on the Dogtrace products with respect to defects in material and workmanship under normal use and service from the date of the original purchase. The limited warranty does not cover the following:

- batteries
  - straps
  - direct or indirect risks during transportation of the product to the retailer
  - mechanical damage of the product caused by user's negligence or an accident (eg. biting, breaking, impacts, excessive pulling of ring etc.).
1. The warranty period commences on the date of purchase. The sales receipt or your purchase invoice showing the date of purchase of the product, showing the serial number and date of purchase of the product, is the proof of the purchase date.
  2. The warranty does not cover damage resulting from:
    - a) improper installation or breach of instructions from the manufacturer's user guide
    - b) improper use of the product
    - c) improper storage or maintenance of the product
    - d) modification by a non authorized person, or a repair made without manufacturer's knowledge
    - e) natural disaster (wind, earthquake, lightning storm, etc.)
    - f) alternation of the goods made by the consumer if such an alternation resulted in a damage of the product
    - g) due to a consumer's mechanical damage
    - h) other customer's process, which would be in a contrary to the Warranty terms and conditions and the User guide
  3. The warranty can not be claimed if the goods is not completely paid, or when purchased on a sale.

4. The claimant is obliged to prove the defect and to enable the manufacturer to check the legitimacy of the product faults and assess the extent of the product faults. Otherwise is losing the right arising from the manufacturer's responsibility for product defect.
5. Consumer demands arising from the producer's liability for defects are regulated in the general legislation.
6. It is required that all items being sent for a repair must be properly cleaned. Items deemed to be insufficiently cleaned will be returned unrepaired to the customer. Please do not include the strap or any other accessories if it is not a subject of the warranty.
7. When sending the device to the service with a transport company, pack the goods adequately to protect it against a damage; it is recommended to keep the original packaging for this purpose. The producer is not responsible for a loss of goods during transport.

*The information contained in this manual may be subject to change due to developments without further notice.*

# TROUBLESHOOTING TEN COMMANDMENTS

