

RopriPet Active Collar

Additional Troubleshooting Tips

Here's a few things to check if your Active Collar is not working as expected.

- ◆ Check that the system has been synchronized - see our easy YouTube video for the synchronization procedure here - <https://youtu.be/7pXLAIRZ9aU>
- ◆ Please check that the settings for vibration mode and the electrical stimulation are set above '0'
- ◆ Make sure that both units are fully charged. We have found that sometimes customers have not pushed the charging pin fully home when charging.
- ◆ From time to time we have found where a customer may have synchronized the system on Channel 1, then mistakenly changed the transmitter to Channel 2 and attempted to operate the system. Please make sure this is not the case.
- ◆ You may need to reset the transmitter. To do so, simply hold the 'Mode' button for a period of around 5 seconds until the unit turns off.
- ◆ You may need to reset the receiver. Using the tip of a pen or a straightened paper clip press the RESET button on the Receiver and hold it for 3 to 5 seconds. The lights on the Receiver will turn off. Now follow the procedure as outlined in the Owner's Manual, or the YouTube video listed above to re-sync the Transmitter and Receiver(s)

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