

# iQ CLiQ

Owner's Manual



# iQ CLiQ

by Dogtra

Portable Remote Controlled Dog Training Collars

## **Owner's Manual**

Please read this manual before operating your system,  
and keep it for future reference.

# **Product Safety and Health Statements**

## **Proper e-collar use**

iQ Pet e-collars are intended for the sole purpose of behavior modification of dogs. They are NOT intended for use on humans or use on other animals. iQ Pet and Dogtra Company does not assume any liability for the improper use of an iQ Pet e-collar.

## **Aggressive dogs**

iQ Pet highly recommends consulting a dog training professional that specializes in dog aggression when using an e-collar to correct dogs that are aggressive towards other dogs, animals or people.

## **Interference with other electronic devices**

iQ Pet's industry-leading technology filtering system ensures minimal interference with other electronic devices (garage door openers, mobile phones, etc.). Our digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other iQ Pet e-collars. iQ Pet recommends consulting your physician if you are going to use the e-collar and you have any type of medical devices.

## **Inadvertent activation**

If the Pulsating Nick button is held down for 5 seconds or more, the unit will automatically shut down. It reactivates when the button is released and depressed again.

## **Proper fit of the Receiver/Collar**

A loose fit can allow the receiver/collar to move around on the dog's neck. When this happens, the contact points may rub the skin and cause irritation. If the unit is too loose, the contact points will not make proper contact and your dog will not receive consistent stimulation.

### **Duration your dog can wear the unit**

Leaving the receiver/collar in the same location on the dog's neck for an extended period of time can cause skin irritation. If the dog is to wear the e-collar for long periods, occasionally reposition the receiver/collar so that the contact points are moved to a different location on the dog's neck. Make sure you check for skin irritation each time you use the unit. If your dog exhibits signs of skin irritation, consult with a veterinarian.

### **Reaction to the stimulation**

Every dog has a different tolerance and reaction to the stimulation. Please look at your dog's reaction to find just the right level of stimulation. The stimulation level may vary depending on the situation and level of distractions. Normally a distracted dog (chasing another dog, person, squirrel, etc.) will require a higher level of stimulation to control compared to when there is no distraction.

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# At a Glance

## Included in Package



Handheld Transmitter



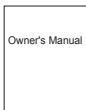
Receiver/Collar



Detachable Strap



3V Coin Batteries (4)  
(CR 2032)



Owner's Manual

## Optional Accessories

To purchase optional accessories, please visit [www.iqpetcollar.com](http://www.iqpetcollar.com) or call our customer service at 1-888-811-9111.

### **WARNING**

Keep batteries away from small children. If a child swallows a battery, please consult a physician or your local poison control immediately.

## Main Features of the iQ CLiQ



**Expandable to 2-Dog System**



**Clicker**



**Replaceable Coin Lithium Batteries Included**



**Fully Waterproof Receiver/Collar**



**Water-Resistant Handheld Transmitter**



**100 Yard Range**



**100 Levels of Stimulation**



**Nick and Pulsating Nick Stimulation**



**Conductive Plastic Contact Points**



**Reduced Size Receiver/Collar**



**Detachable Collar Strap**

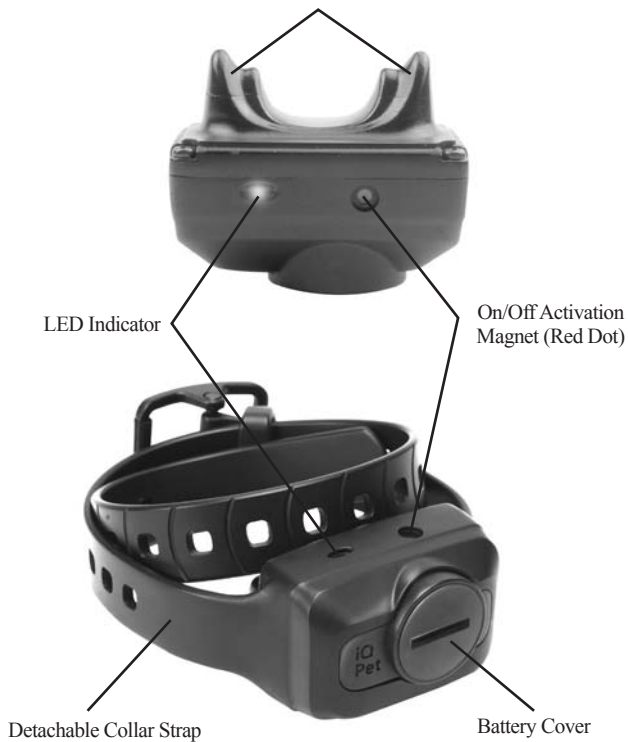
# Overview



**Handheld Transmitter**



Conductive Plastic Contact Points



**Receiver/Collar**

# Understanding your Training System

## 1. How to Turn the Unit On and Off



To activate the receiver/collar, place the red dot on the back of the handheld transmitter to the red dot on the receiver/collar. Hold the two red dots together for a moment until the LED light on the receiver/collar comes on.

To deactivate the unit, repeat the same procedure, holding the two red dots together momentarily. The LED light will turn red for a brief moment indicating that the receiver/collar is now shut off.

The handheld transmitter does not have an on/off switch, and it will only activate when the buttons are pressed.

## 2. How the Buttons Work

Stimulation is sent to the receiver/collar by pressing one of the buttons on the handheld transmitter.

The number on the button controls the corresponding receiver/collar.



### **Button 1 - Dog 1 Stimulation Button**

When the Dog 1 Stimulation Button is pressed, the corresponding receiver/collar will receive a momentary burst of stimulation. Holding down this button will send a pulsating stimulation for up to 5 seconds. The stimulation will

automatically shut off when the button is depressed for more than 5 seconds.

### **Button 2 - Dog 2 Stimulation Button**

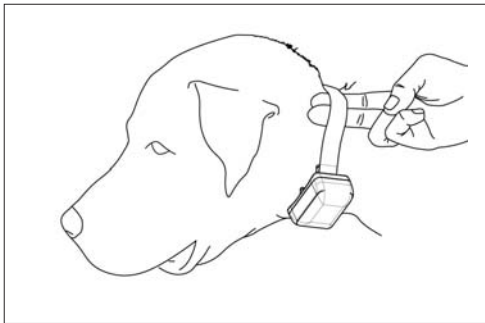
When the iQ CLiQ has been expanded to a 2-dog system, the Dog 2 Stimulation Button will send a momentary burst of stimulation to the corresponding receiver/collar. Holding down the stimulation button will send a pulsating stimulation for up to 5 seconds. The stimulation will automatically shut off when the button is depressed for more than 5 seconds.

When a button is pressed, the LED will illuminate on the handheld transmitter and the corresponding receiver/collar.

### 3. How to Fit the Receiver/Collar on the Dog

The collar should be fitted so that the Conductive Plastic Contact Points press firmly against the dog's skin. When properly fitted, you should be able to fit a finger or two snugly in between the contact points and your dog's skin. When properly fitted, the receiver/collar should not move on the dog. The best location for the receiver/collar box is off to either side of the dog's windpipe.

A loose fit can allow the receiver/collar to move around on the dog's neck. When this happens, the contact points may rub the skin and cause irritation. If the collar is too tight, the dog may have difficulty breathing.



## 4. Finding the Right Stimulation Level



Stimulation level is controlled by the stimulation intensity dial: (0) being the lowest level and (100) being the highest level. Setting adjustment depends on your dog's temperament and threshold for stimulation.

Always start at the lowest level and work your way up. An appropriate level is when the dog responds to the stimulation with a mild negative reaction such as jerking or tensing

of the neck muscles. When the dog's attitude changes, especially during times of increased excitement or distraction, you may need to adjust the intensity level upwards.

## 5. Maximizing the Distance

The iQ CLiQ has a 100 Yard range. Depending on the way you hold your handheld transmitter, the range may vary. Hold the handheld transmitter away from your body to get the greatest range. Avoid touching the antenna as the range may substantially decrease.



Maximum Range

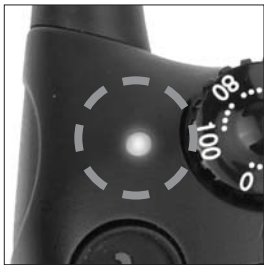


Typical Range



Minimum Range

## 6. Checking the Status Using the LED Indicator



When the receiver/collar is on and ready to operate, the LED flashes every 4 seconds. The LED will glow steadily on both the handheld transmitter and the receiver/collar while any buttons are pressed.

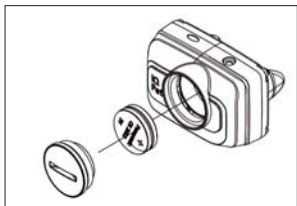
The LED color indicates the battery life level.

**Green** = Sufficient charge, **Red** = Replace battery

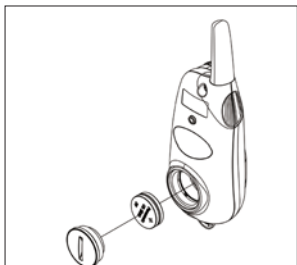
The LED on the handheld transmitter and receiver/collar also indicates the remaining battery life, with a green LED meaning sufficient charge, and a red LED meaning the battery needs to be replaced.

If the LED does not illuminate when a handheld transmitter button is pressed, the unit may need battery replacement.

## 7. Battery Replacement



- Using a coin, unscrew the battery cover counterclockwise.
- Insert two batteries with both of the (+) plus sides facing upwards.
- Check to make sure that the rubber O-ring is in place, and screw in the battery cover clockwise.



- Using a coin, unscrew the battery cover counterclockwise.
- Insert two batteries with both of the (+) plus sides facing upwards.
- Check to make sure that the rubber O-ring is in place, and screw in the battery cover clockwise.

### \* ATTENTION

- When the batteries are placed incorrectly, the LED indicator light may turn on, but the unit will not operate properly.
- The unit is working properly when the LED Battery life indicator blinks once every 4 seconds.
- Make sure to remove the protective plastic battery covers before installing the batteries.

## 8. Attaching the Collar Strap



1. With the LED indicator and red dot facing up, insert the left portion of the iQ CLiQ receiver box into the collar strap.



2. Pull the collar strap firmly around the rest of the iQ CLiQ receiver box.



3. Be sure that the collar strap is wrapped fully around the receiver box of the iQ CLiQ.

**\* For video instructions on how to attach the collar strap, please visit [www.iqpetcollar.com](http://www.iqpetcollar.com)**



## 9. Expanding the iQ CLiQ into a 2-Dog System

1. To turn the iQ CLiQ into a 2-dog system, start with the receiver/collar turned off, and the handheld transmitter with the stimulation set to level 0. Hold down buttons 1 and 2 simultaneously for 5 seconds. You should now see that the LED indicator is blinking rapidly on the handheld transmitter.
2. Place the red dot on the back of the handheld transmitter to the red dot on the receiver/collar. Hold the two red dots together for 5 seconds. Release them when the green LED blinks rapidly on the receiver/collar.
3. While both the handheld transmitter and receiver/collar LED indicators are rapidly blinking, press button 2 to code that button to the receiver/collar you desire. The LED Indicators on both the handheld transmitter and receiver/collar will blink rapidly for 15 seconds or until they have been coded together.
4. When the iQ CLiQ has been coded with an additional receiver/collar, button 1 will function as the Nick and Pulsating Nick stimulation on the first receiver/collar. Button 2 will function as the Nick and Pulsating Nick stimulation on the newly coded second receiver/collar.
5. To go back to a 1-dog system, repeat steps 1 and 2. While both the handheld transmitter and receiver/collar LED indicators are rapidly blinking, press button 1 on the handheld transmitter.
6. When done correctly, both buttons 1 and 2 will now only operate the one receiver/collar you have coded. To check that the handheld transmitter is coded to the receiver/collar, press a button on the handheld transmitter, and the corresponding receiver/collar LED indicator will blink.

# General Training Tips

## Getting started with your iQ CLiQ

Your dog must know some very basic obedience commands before beginning training with the iQ CLiQ. 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 them. Throw in the correct amount of positive and negative reinforcement and you should end up with a well-mannered dog.

## 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.

## Training with the Clicker

### 1. Why a clicker?

Since its introduction to dog training in the early 90s, the clicker has become a go-to tool among pro trainers and pet owners alike. Its utility as a training aid has been proven across a wide range of disciplines, including formal obedience and behavior modification.

### 2. Positive reinforcement and marker training

Positive reinforcement strengthens correct behaviors by

rewarding them. Rewarding your dog for a job well done is an important part of every sound training method, and as with effective punishment, good timing is critical. However, timing a reward with precision can be challenging, especially when delivering a toy or treat from your pocket.

The clicker, which makes a noise that is perfectly consistent and distinct, eliminates this problem by marking the exact moment your dog does something correctly. Clicking right as the behavior is occurring tells your dog that what he is doing in that moment has earned him a reward. You may then deliver the reward shortly afterward (a two second interval is best), even if the dog has moved on to some other behavior.

### **3. Getting started with your clicker**

To teach your dog what the click means, practice clicking and then treating. Repeat until your dog clearly recognizes the sound and responds with a look of anticipation.

### **4. Capturing and shaping**

You may select any behavior your dog does on his own and put it on cue, by clicking and rewarding when you see it. Take picking up a toy or lying down. By clicking and rewarding, you mark the behavior as something worth offering. Repeat until your dog offers it frequently enough that you can cue it ahead of time. Your dog will associate the cue with the selected behavior, after which you only click and reward it when performed on cue.

To shape new skills, begin by clicking and rewarding the closest behavior you are able to observe or elicit. As your dog offers it more reliably, gradually raise the bar, only clicking and rewarding those examples that come closest to the mark.

Your dog should enjoy working to earn clicks, and doing so should develop his mind more fully.

## **Beginning electric collar training**

When you feel your dog understands the obedience commands on the leash we can now start with the electric collar training. With the dog on the leash wearing the electric collar continue with your obedience drills. Light stimulation (Nick or Pulsating Nick) is going to be applied as a command is given; the stimulation is removed as the dog complies. Through repetition, a dog learns to turn off the light stimulation by performing the command. E-collar training is another form of negative reinforcement, similar to the leash and standard collar training. When the dog complies with the command, we use praise/positive reinforcement. 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 electric 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. Dogs have a short attention span, especially young dogs.

## **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 any given situation. By using only enough 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.igpetcollar.com](http://www.igpetcollar.com)**

# Troubleshooting Guide

## 1. How do I replace the batteries and properly maintain the iQ CLiQ?

- If the iQ CLiQ does not turn on, the batteries may need to be replaced.
- With an average usage of 3 hours a day, the batteries will need to be replaced every 4 weeks.
- To clean the iQ CLiQ receiver/collar, first make sure the battery cover is fully sealed, then rinse the receiver/collar with soap and water. Dry the unit with a towel thoroughly before using. To clean the handheld transmitter, wipe down the outer casing with a damp cloth.
- When the battery is low on the iQ CLiQ handheld transmitter, the LED indicator light will go from green to red when any of the buttons are pressed. When the battery is low on the receiver/collar, the LED indicator will steadily blink red, every 4 seconds. With sufficient battery life remaining, the LED indicator on the receiver/collar will blink green, every 4 seconds.
- During storage, remove the batteries from both the handheld transmitter and the receiver/collar. When traveling, try to store your units in room or slightly warmer temperatures. Do not transport the unit exposed in extreme climates.

## 2. My dog is not reacting to the collar.

- Make sure the receiver/collar is turned on. Place the two red dots together to activate the receiver/collar.
- Be sure the collar strap is tight enough so both contact points are touching the dog's skin.
- The unit may not be making proper contact with your dog's skin because the coat is too thick and or long. The iQ CLiQ does not have an option for longer contact points so you may need to trim the hair on your 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. The response may be very subtle.

### **3. The LED indicator light comes on, but I do not feel any stimulation.**

- Your tolerance may be higher than your dog's. You may need to try the unit on your wrist where sensitivity is higher and/or increase the stimulation level. Be sure both contact points are touching your skin.
- The battery may be low, check the LED light for battery life.
- If you have done all of the above, your unit may need to be serviced. Please contact Customer Service at [info@iqpetcollar.com](mailto:info@iqpetcollar.com) or 1-888-811-9111.

### **4. The handheld transmitter has no range, or stimulation is less when the dog is farther away.**

- Make sure you are not touching the antenna as that may substantially decrease the range.
- The range indicated on the unit's box is for flat terrain (line of sight). Hills, trees, buildings or moisture will affect the range of your unit. For best range, hold the handheld transmitter vertically above your head, and/or try moving to higher ground.
- Any electrical conductors can affect the range, such as cars, chain-link dog runs, metal buildings, and radio towers. For best results, operate away from these structures.

### **5. My dog has skin irritation.**

- This may be due to an extended use of the contact points. 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 collar and check your dog's neck each time you use the unit. If you suspect your unit is malfunctioning please refer to the "Troubleshooting Guide" before sending your unit in for service. If you have any questions or concerns, you may direct your inquiries to [info@iqpetcollar.com](mailto:info@iqpetcollar.com) or call 1-888-811-9111.

# Warranty and Repair Information

## 1-Year Comprehensive Warranty

iQ Pet provides the original purchaser with a 1-YEAR WARRANTY for all products in the iQ Pet Series. The warranty begins from the date of purchase. For the first year, coverage is for Parts, Labor, and Accessories. After the first year, the cost of Parts, Accessories, Labor fees, and Shipping fees incurred are the customer's responsibility. Labor fees will be variable depending on the extent of the work required.

## To Qualify for the iQ Pet Warranty

All products must be registered and/or a proof of purchase is required to initiate repair work under warranty. To register your iQ Pet product, log onto our website at [www.iqpetcollar.com](http://www.iqpetcollar.com), click on the warranty registration link, and fill out the required information. Registration must be completed within 30 days of purchase. If you do not have access to a computer, you can call our toll free number at 1-888-811-9111, and one of our customer service representatives will register the product for you. If you were unable to register your product within 30 days of purchase, we will accept all products for repair with a proof of purchase. We strongly recommend keeping the original receipt. If your product is not registered and a proof of purchase is not available at the time of service, iQ Pet will estimate the age of the unit by the serial number. Serial number estimates can differ from the actual purchase date. A serial number estimate is the only method of determining an approximate date of purchase without product registration or a proof of purchase.

## Not Covered Under Warranty

iQ Pet DOES NOT offer warranty for products that have been bought secondhand or as a resold product.

iQ Pet DOES NOT replace defective units or provide refunds for products purchased from us after 30 days from the date of purchase.

iQ Pet DOES NOT cover the cost of shipping outside of the Continental United States.

Issues of replacement and refunds on units purchased less than 30 days from an authorized dealer must be addressed to the dealer directly. If the products purchased from an authorized dealer are after 30 days from the date of purchase, please send the units to iQ Pet for service and repair.

iQ Pet DOES NOT cover the cost of repairs and replacements due to misuse by the owner or dog, improper maintenance, and/or lost units. Any water damage on the

Water Resistant Handheld Transmitters will not be covered. All replacement costs for either the handheld transmitter or receiver/collar will be the owner's responsibility. The warranty is void if the unit has been altered or an unauthorized person has damaged the unit while attempting repair work.

The removal of serial numbers from any iQ Pet products will void the warranty. iQ Pet reserves the right to retain and discard any parts or accessories that have been found damaged upon replacement and repair.

### **Procedure for Repair Work**

If the unit is malfunctioning, please refer to the "Troubleshooting Guide" in the Owner's Manual and call customer service at 1-888-811-9111, for technical support, before sending it to iQ Pet for Service.

The cost of shipping products under warranty back to iQ Pet is the customer's responsibility. iQ Pet is not responsible for units damaged or lost in transition to iQ Pet. iQ Pet is not responsible for loss of training time or inconvenience while the unit is in for repair work. iQ Pet does not provide loaner units or any form of compensation during the repair period.

A copy of the sales receipt showing the purchase date may be required before warranty work is initiated.

Please include a brief explanation outlining the problem and include your name, address, city/state/zip code, daytime phone number, evening phone number, and email address. Or you can visit our website at [www.iqpetcollar.com](http://www.iqpetcollar.com) for a service request form. If the repair costs are not covered under warranty, we will call you for payment information and authorization. For any questions concerning your iQ Pet products, call us toll free at 1-888-811-9111, M-F 8:30AM - 4:00PM, Pacific Standard Time, or email us at [repair@iqpetcollar.com](mailto:repair@iqpetcollar.com) for specific repair inquiries.

### **Send repair units to:**

**iQ Pet / Repairs**  
**22912 Lockness Avenue,**  
**Torrance, CA 90501**  
**U.S.A.**



# iQ Pet

by Dogtra Company

22912 Lockness Avenue,  
Torrance, CA 90501  
U.S.A.  
Tel: 310-534-0101  
Fax: 310-534-9111  
Toll free: 1-888-811-9111  
Email: [info@iqpetcollar.com](mailto:info@iqpetcollar.com)  
Website: [www.iqpetcollar.com](http://www.iqpetcollar.com)



## **FCC COMPLIANCE**

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.

**iQ Pet** by Dogtra Company

22912 Lockness Avenue, Torrance, CA 90501 U.S.A.

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