

Hidden Fence[®] Brand

OPERATING INSTRUCTIONS

Scan the QR Code for Instructions



R12 Receiver Collar

Manufactured by DogWatch, inc.

IMPORTANT SAFEGUARDS

COLLAR WEARING PROTOCOL

Receiver Collars should be removed from the dog for AT LEAST several hours per day.

DogWatch Hidden Fence recommends that the receiver collar be removed for at least several hours per day to ensure no pressure sores (pressure necrosis) will develop on your pets skin.

Pressure sores may develop by having the collar on “too tight, for too long”.

Longer furred pets can have a slightly greater chance of sores developing, especially after swimming or being soaked with water. If sores are evident, remove the collar and wash the skin with a Dettol type of cleanser and allow to dry out and heal.

Pressure Sores, if they occur, can be perceived as “burns”. This is a misdiagnosis, as electronic collars only deliver Transcutaneous electrical nerve stimulation (TENS), which, does not develop heat and is non-injurious.

Pressure sores are very rare, but can happen to 0.5% of pets.

If your dog is a working breed, and is looking after livestock, Please contact us, and we can give advice for using a clock protocol.

Important Safeguards

DogWatch Hidden Fence recommends that the receiver collar be removed for at least several hours per day to ensure no pressure sores (pressure necrosis) will develop on your pet's skin. Pressure sores may develop by having the collar on "too tight, for too long". Longer furred pets can have a slightly greater chance of sores developing, especially after swimming or being soaked with water. If sores are evident, remove the collar and wash the skin with a Dettol type of cleanser and allow to dry out and heal. Pressure sores happen to .05% of most pets.

Please read all the literature included with your DogWatch® Hidden Fence before turning the system on or beginning conditioning protocols.

- ***Do not attempt to shortcut the training of your dog.***
- ***The Hidden Fence is intended only for the purpose of containing domestic dogs and cats. Use for any other purpose is at the system owner's risk.***
- ***In the event your system requires servicing, please contact your local authorized Hidden Fence Dealer. Servicing the Dogwatch hidden fence system without using an authorized dealer may invalidate the warranty.***
- ***The Hidden Fence is recommended for dogs six (6) months or older. Your Dealer will recommend if a puppy under 6 months old is ready.***
- ***Keep the collar and the transmitter out of the reach of children.***
- ***Never adjust the transmitter or receiver when your dog is wearing the collar.***
- ***This product is only intended for use with well behaved domestic dogs. If your dog is aggressive or violent and could cause harm to itself or others within or outside the fenced premises, you should take other measures to restrain your dog.***

For additional information or help, please contact your vendor or local dealer

Many of these steps will help keep your pet safe and comfortable. The reason for these various steps is to ensure you get the best possible results "safely" from your new Hidden Fence.

- ***The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.***
- ***The Boundary Width of the system must be tested whenever an adjustment is made to the containment field to prevent unintended corrections to your pet.***
- ***If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.***
- ***Use care when mowing or trimming your grass not to cut the loop wire.***

R12 RECEIVER KIT COMPONENTS

Each R12 Receiver Kit includes critical parts to ensure your receiver will function properly.

Below are the components included in the kit:



CONTACT POSTS
(Mediums)



COLLAR WASHER



MULTI-TOOL



3.6v SAFT BATTERY



BATTERY CAP



NYLON COLLAR
(Cut to fit)

R12 RECEIVER COLLAR

PREMIUM Hidden Fence R12 Dog Fence Receiver Collars are professional grade, fully programmable dog fence receivers. This product suits any application of escaping behaviour and are the most trusted to contain dogs in Australia. Perfect for the timid rescue... to the ultra stubborn medium to large breed!

The R12 receiver collar can be used with all DogWatch Hidden Fence transmitters.

PRODUCT FEATURES

Safelink® FM Digital Signal – EXCLUSIVE and PATENTED

Only the Hidden Fence brand® receiver collar uses a coded DM (digital modulated)/FM digital signal.

AutoMemory® – EXCLUSIVE and PATENTED

Constantly monitors your pets movements at the dog fence boundary and automatically adjusts the training level higher for 24 hrs, then returns to its original level.

This feature starts on levels 4, 5, 6.

FastReact® – EXCLUSIVE

Fastest reaction time in the industry. If your pet should challenge the boundary at full speed, it reacts in 0.125 seconds. FastReact bypasses the Tone prior to correction feature if the dog is challenging the boundary with intent to escape.

TattleTale – EXCLUSIVE and PATENTED

The Status LED flashes once every 40 seconds to indicate normal operation.

If the LED flashes twice every 40 seconds, then your dog has been close enough to the Hidden Fence to activate its receiver collar, whether it be the sound only, or a stimulation. The LED will reset after 24hrs following the event.

2 – Year Battery Life – EXCLUSIVE

R12 dog receiver collars have a user replaceable battery life of *up to* 2-Years.

Omni-Directional Antenna

Three antenna system software assures best possible receiver reception no matter how the pet approaches the boundary.

Programmable Software – EXCLUSIVE

Receivers have 4 stimulation levels. These levels begin at 1.5kV and have a maximum output of 4.5kV.

High Impact/Chew Proof and Waterproof Case

Designed and manufactured to withstand harsh outdoor elements and rigorous playing. Receivers are waterproof and carry the only dog chew warranty in the industry.

Animal Welfare Automatic Receiver Shutdown

Protects your pet against over-correction if your pet can't retreat from the signal field.

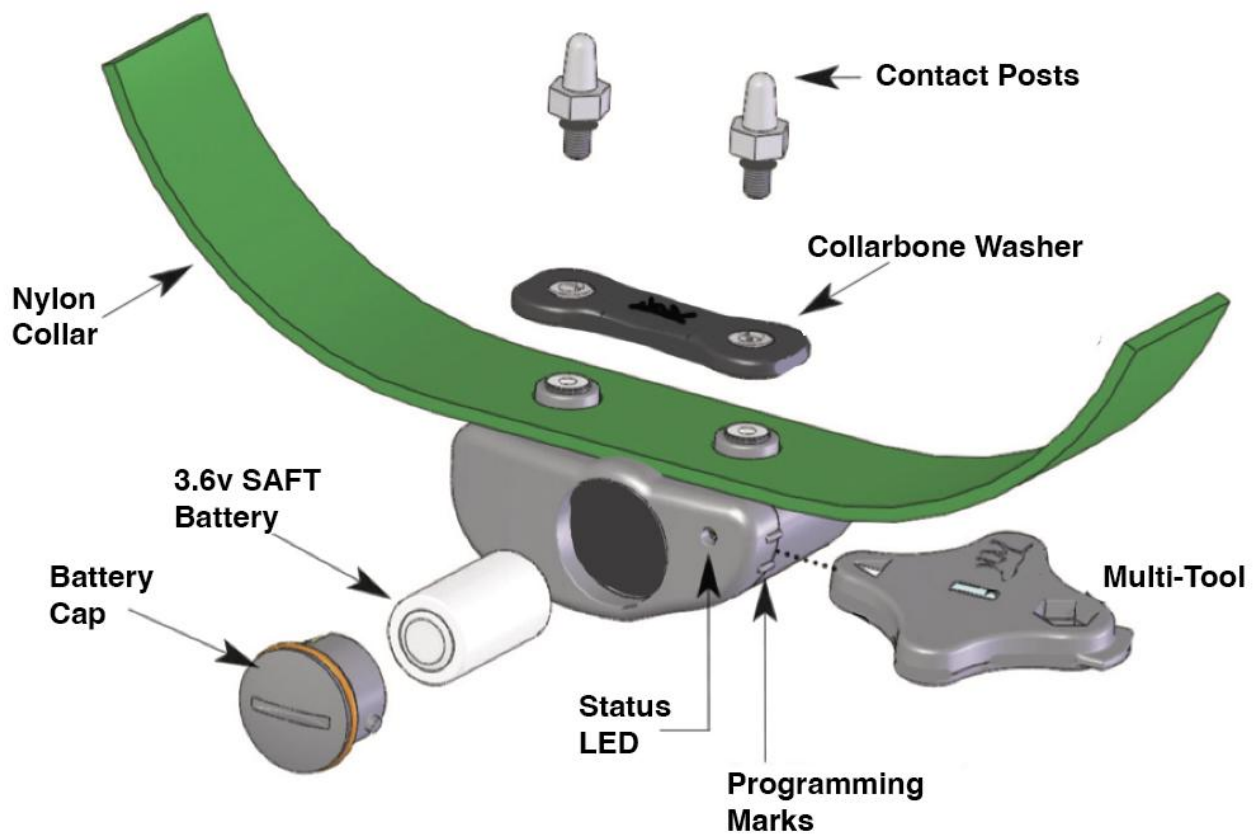
The R12 receiver collar stops stimulating if the dog has remained in the zone for more than 15 seconds.

3-YEAR Warranty

Honoured worldwide through over 300 distributors. Warranty covers Dog Chews as well.

R12 RECEIVER COLLAR

Below is a “Quick View” of the R12 Receiver collar, and its features and components.



SET UP INSTRUCTIONS NEXT PAGE

SET UP INSTRUCTIONS

1

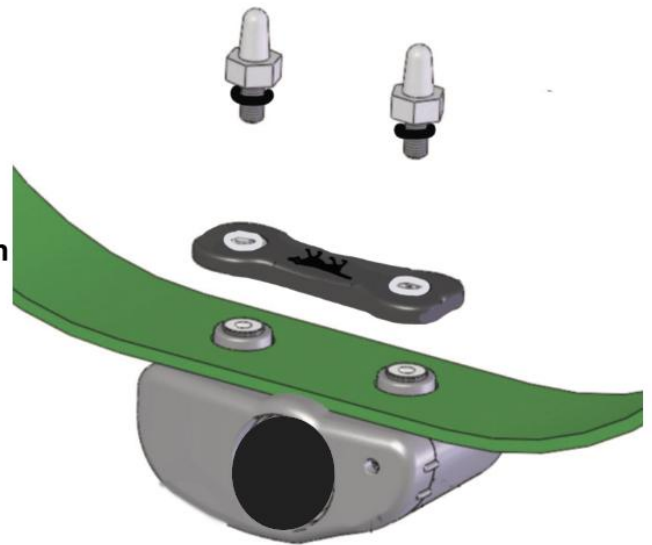
ASSEMBLE RECEIVER AND COLLAR

Components needed:

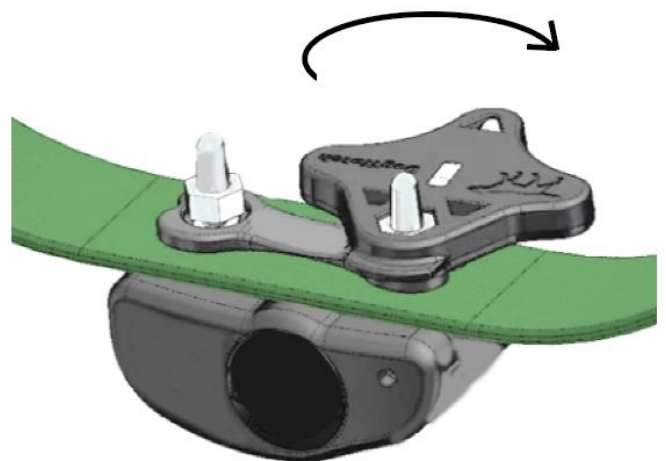
- R12 Receiver
- Nylon Collar
- Collarbone Washer
- Contact Posts
- Multi-tool

Collar Assembly

- 1 Place Nylon Collar over the receivers contact post towers.
- 2 Place the Collarbone Washer over the nylon collar, with the DOG image FACING UP.
- 3 Screw contact posts into the threads of the contact towers.



- 4 Using the Multi-tool, tighten the contact posts until COMPLETELY TIGHT, checking each contact post for proper fit.



DO NOT use any other tool other than the supplied Multi-tool when tightening the contact posts.

Using any other tool than the supplied multi-tool could cause damage to the receiver and the warranty will be VOIDED.

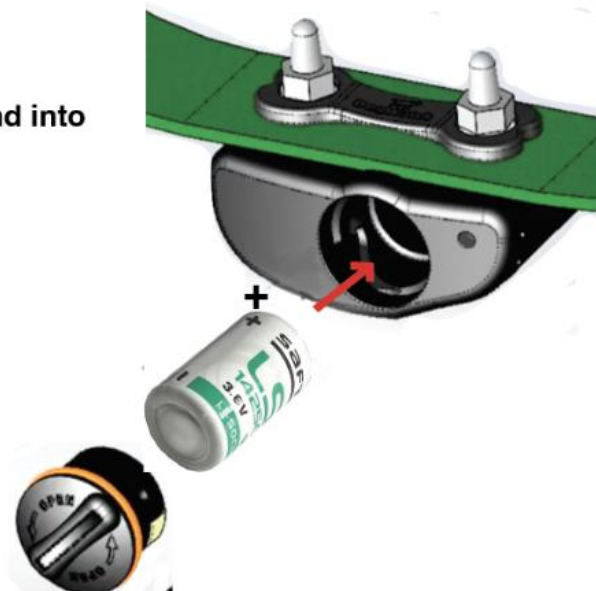
SET UP INSTRUCTIONS

2 INSTALL BATTERY

Components needed:

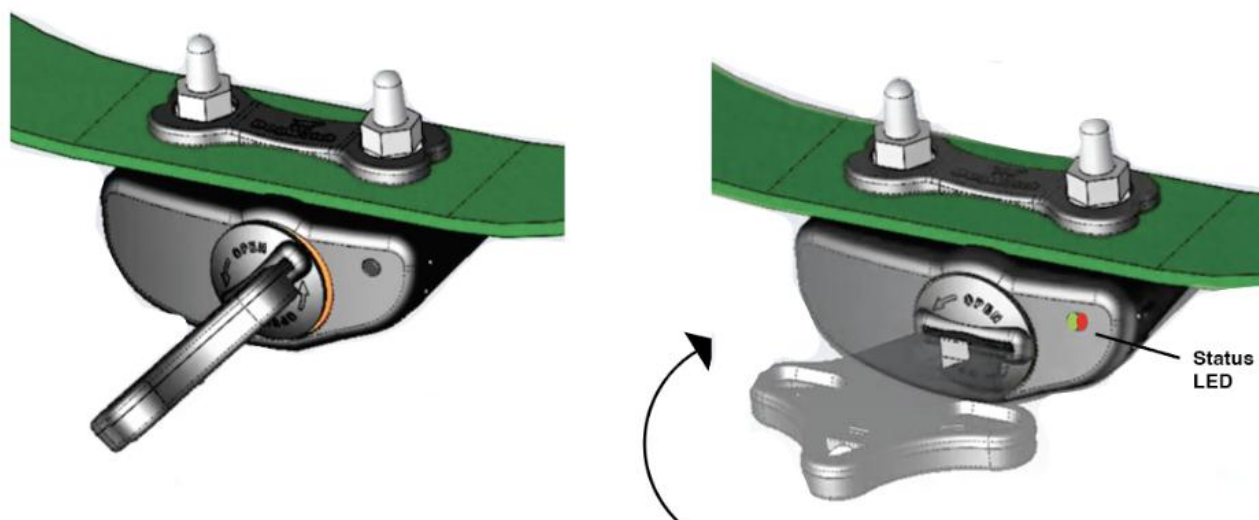
- R9 Receiver Collar
- 3.6v SAFT Battery LS14250
- Battery Cap
- Multi-tool

- 1 Insert 3.6v SAFT battery POSITIVE (+) end into the receiver
- 2 Place battery cap on top of battery.



- 3 Using the Multi-tool, gently press and turn the battery cap “clockwise” about a 1/4 turn, until it’s in the lock position.

(The Status LED light will flash **green** and **red** for 2 seconds indicating power is on)



Hidden Fence only recommends using the SAFT brand battery with DogWatch Hidden Fence Receiver collars. Other brands can operate inconsistently, and/or not operate at all.

SET UP INSTRUCTIONS

3

RECEIVER COLLAR TRAINING LEVEL

The R12 Receiver collar can be programmed to deliver up to 4 levels of electrical stimulation to influence your dogs understanding of containment.

The electrical stimulation is non-injurious, and is known as TENS or (transcutaneous electrical nerve stimulation).

The stimulation levels start from level “0” (Audible warning tone), all the way to level 4 (High +).

The level on the receiver collar is revealed by an audible tone, and a flashing LED when using the Multi-tool to identify or change the level. Below is a diagram showing the sequence.

R12 RECEIVER COLLAR TRAINING STIMULATION LEVELS

Audible Only	Level 1	Level 2	Level 3	Level 4
One Long Beep	1 beep	2 beeps	3 beeps	4 beeps
None	LOW	MEDIUM	MEDIUM +	HIGH

Level 2 is the default level from the factory. This level may be used as the “introduction” stimulation training level for your pet, although, it’s recommended to start at “Level 1”.

The R12 Receiver collar delivers a sound warning prior to delivering the stimulation.

The distance of sound warning is dependent on the total distance of your collar activation zone. The sound warning is typically around 15% of the total activation distance is set.



Status
LED

The Status LED will flash GREEN once every 40 seconds. This indicates that the battery is good. If the LED flashes RED, then your receiver collar needs to have the battery replaced.

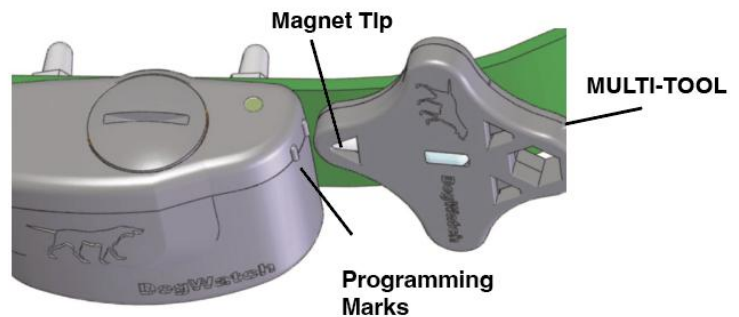
SET UP INSTRUCTIONS

3

RECEIVER COLLAR TRAINING LEVEL

- 1 Using the supplied MULTI-TOOL, place magnet tip end of the multi-tool, and place it between the programming marks on the top side of the receiver until the receiver “beeps”, then pull it away.

The amount of “beeps”, indicates the training level.

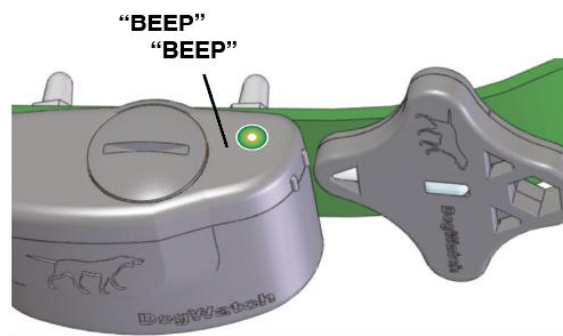


*Level 2 is the default level from the factory. This level may be used as the “introduction” stimulation for your pet, although, **it’s recommended to start at “Level 1”.***

4

SET RECEIVER COLLAR TRAINING LEVEL

- 1 Place the magnet tip between the programming marks, and hold. The receiver will indicate the current stimulation level by an audible “beeping” noise, and LED green flashes.



- 2 To change the stimulation level, continue holding the magnet tip against the programming marks, and the stimulation level will move to the next higher level.

Once you reach the desired stimulation level, quickly pull away the multi-tool.

If you accidentally move beyond the desired stimulation level, continue to hold the magnet in position, and the level will cycle around back to the start point.

To verify you are at the desired stimulation training level, repeat step 1, and listen for the set level.

HIDDEN FENCE TRAINING PROTOCOL

By now, your Hidden Fence should be completely installed, receiver collar assembled, and all of the settings should be in accordance with best user practices!

Comfort/ Discomfort optioning when training with the hidden fence is the cornerstone of the success when containing pets safely while preserving welfare principles. DO NOT rush the introduction of your pet to the hidden Fence. All dogs learn at different paces.

Training Snapshot

Focus on 4 principles to help the dogs understanding of its new boundaries:

- 1- Identification the new boundary (audible and visual)
- 2- Recognition that the (audible/ visual targets) are unfavourable.
- 3- Redirection or Retreat when encountering the boundary (relief)
- 4- Exposure and Emphasis on play within the boundary

Train your dog using the 90/10 principle. 90 percent positive experience, and 10 percent aversive exposure. With this principle, the dog will learn with clarity where it “can and cannot” go on the property, all while maintaining a positive outcome.

TRAINING PHASE 1

Audible and Visual association
(use of receiver collar and training flags)

Recognition and Redirection
(low level or subtle Electrical Stimulation)

TRAINING PHASE 2

Risk versus Reward *(choice pointing),*
Prey Drive Elicitation
(assess and likely raise stimulation level)

READY TO START?? Go to next page!!

HIDDEN FENCE TRAINING PROTOCOL

Before you Begin...some Fundamentals of Training

1. **Avoid** using vocal commands or verbal reinforcers during the training for a Hidden Fence. Voice commands or verbal reinforcers are too associated with owner preferences and will interrupt key focuses. Hidden Fences work best when a more “anonymous” application is applied.



2. **Avoid** Food treats (administered) to the dog during a Hidden Fence training session preoccupies the dog and compromises the focus needed to properly condition the dog. The application of an aversive or consequence needs to be delivered with the highest attention for timing and association.



Flat Collars or Harnesses are NOT recommended when using the lead.

Due to the gentle but quick redirection required to develop a sense of urgency, halter collars are not recommended as they have the potential for injuring the dog's neck if jerked by accident. Choke collars are not recommended, as this would add a secondary correction and confuse the dog about which is the source of consequence.

KEY OBJECTIVES DURING THE CONDITIONING

The dog needs to understand key elements; if signs of recognition aren't present after a few sessions, contact Hidden Fence and changes may be suggested so the dog receives clear understanding of the hidden fence.

The pet must be on lead at all times when outside until the next session. This maintains control of the dog's movements so there are no inconsistencies. Longer lead length is preferred. However, if the owner feels as though that they have control of the situation and can manage their dog without placing the dog in critical situations, the dog may be taken off lead for organic exposure to the hidden fence while supervised, but the owner does this at their own risk.

A typical schedule for the owner to follow to reinforce the training is about twice a day for roughly ten minutes each session. Most of the ten minutes is walking about the property and creating a positive atmosphere for the dog, i.e.: playing, running, sniffing, etc. Typically only around 2 to 3 minutes are used for the boundary training; the rest of the time is spent playing.

The Hidden fence receiver is programmed so it's only on the lowest ES level that only causes a slight body language response, not a vocalised response. This allows the dog to be signalled at the flags, but subtle or low aversive is given, as the dog wouldn't understand why it received a sharp stimulation or correction.

Keep pet “on lead” and/or supervised until properly trained.

As the pet's owner, you are always responsible for your pet's actions and behaviour

HIDDEN FENCE TRAINING PROTOCOL

1

Flag Placement

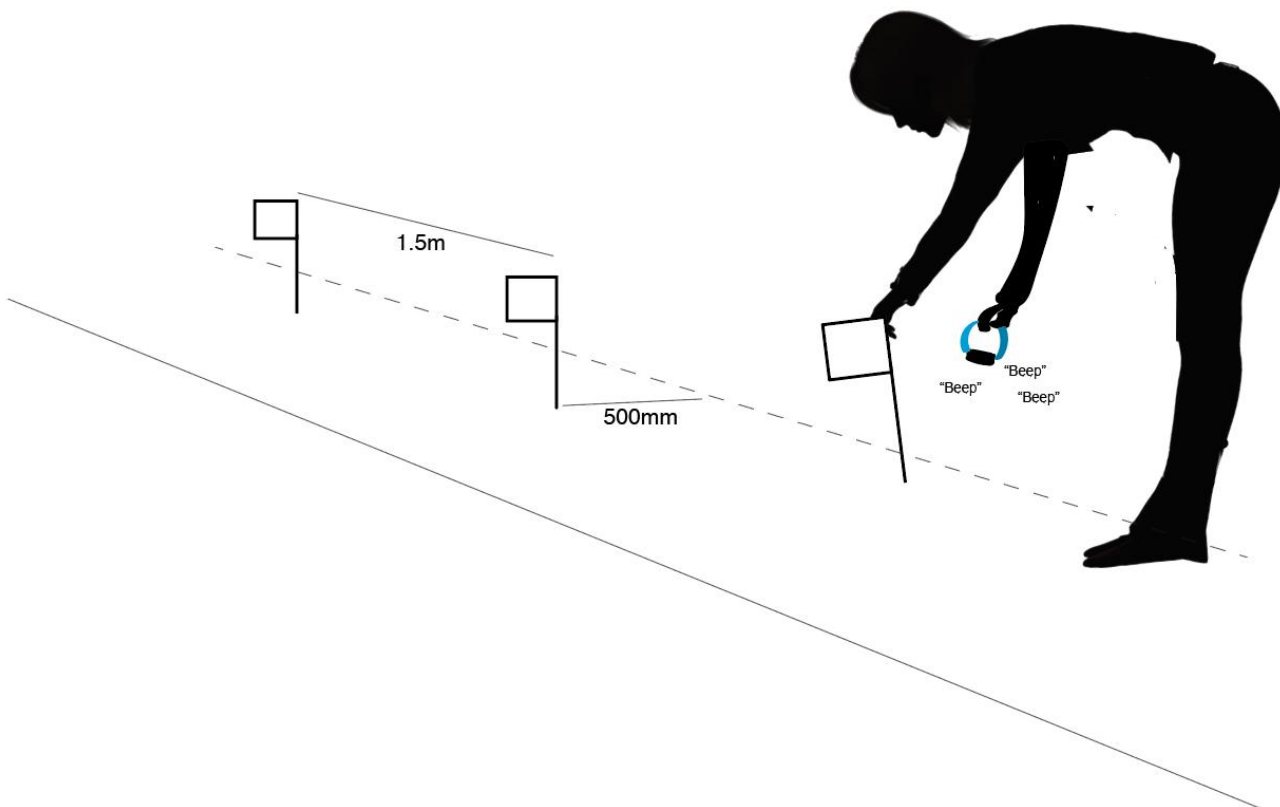
Hidden fence training flags are always recommended when introducing your pet to the hidden fence. These are supplied when purchasing the kit. Your pet's training and understanding of the fence rely on using the flags. Not using the flags can severely compromise good containment.

Once the desired collar activation distance is set (via the transmitter), and you're ready to introduce the dog to the fence, you can now begin putting the training flags in position.

Your dog should NOT be present, when the flags are being placed.

Now Begin:

1. **Training flags are almost always placed 500mm just inside the signal edge where the collar will begin to "beep" the audible tone.**
2. **Flags are spaced approx. 1.5 metres apart. Flags may be even closer depending on the application. The flags operate as a visual cue as to where the signal edge is revealed.**



HIDDEN FENCE TRAINING PROTOCOL

2

FITTING THE COLLAR TO YOUR DOG

- ① While your dog is in the “standing” position, put the collar around his neck, and ensure that you buckle the collar behind his ears, and that the collar is positioned high on his neck area.
- ② Gently move the receiver back and forth to verify you have successfully allowed the contact posts work through the fur.
- ③ While in the standing position, the receiver contact posts should fit “snugly” and each contact should be through the fur and touching the skin.
- ④ Many times the receiver will sit slightly to the side of the neck. It frequently moves to around the 4 or 8 o’clock position on the dogs neck. This is ok as long as the contact posts are making contact.

The receiver often does not stay in the same location on the dogs neck. It will move around and sit to either side from time to time. This is normal, however remember that both contact posts must touch the skin to issue the stimulation; if only one contact touches the skin, no stimulation will be delivered..



The Receiver Collar Must be removed once a day.

All collars, including electronic collars can cause irritation or sores from being worn for too long. A condition called pressure necrosis can develop when a collar is too tight, worn for too long, or both. It's the owners responsibility to ensure the collar fit is checked regularly, and is periodically removed to prevent sores..

HIDDEN FENCE TRAINING PROTOCOL

3

Training Phase 1

Audio Visual Association

Ideally, the first technique benefits by using two people.

DOG ON LEAD

1

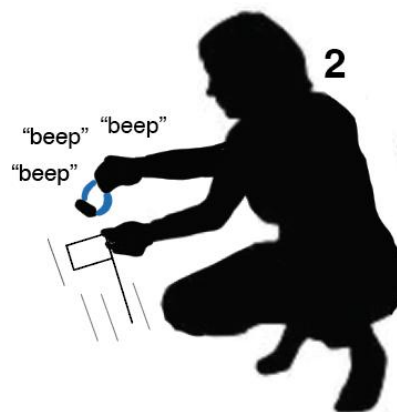
Person 1, holds the lead and keeps the dog approximately 1.5 metres inside the flags.

Person 1 does nothing but hold the dog in place; no talking or getting the dogs attention.



2

Person 2 steps into the signal field and holds the collar down near a flag so the receiver is emitting the audible tone. While the tone is activated, **person 2** shakes the flag with medium urgency. Once the dog appears to target the flag, **Person 2** moves down the line and allows the collar to beep at several flags while shaking.



3

Both participants then move to various other spots in the yard and repeat the technique. This allows the dog to recognize consistency.

No verbal commands are used during this process.

The dog needs to focus on the audio/ visual signals without distraction.

If the owner or whomever interrupts the process with speaking to the dog, the dog will remove its attention away from the flags and tone and may associate the person holding the collar as part of the process.



The audio visual technique should be applied at different areas around the boundary until the dog becomes somewhat suspect of the audible tone and flags, and begin to show signs of apprehension.

HIDDEN FENCE TRAINING PROTOCOL

4

Training Phase 1

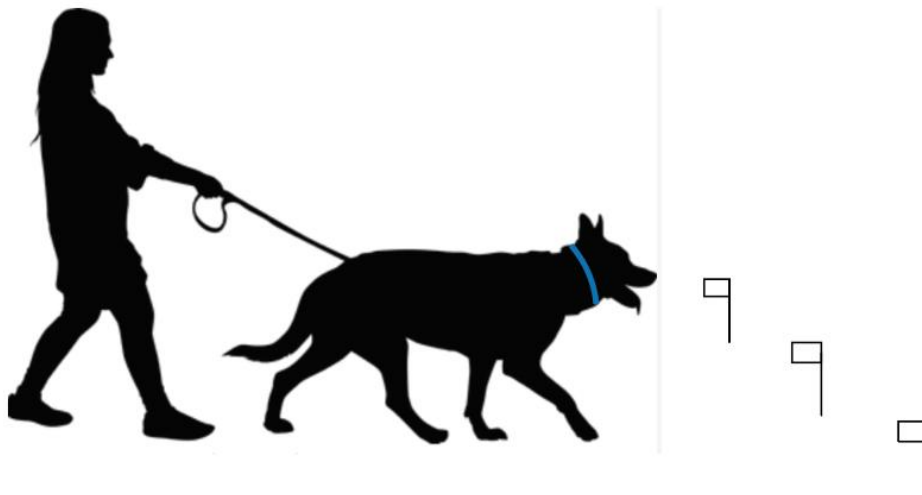
DOG ON LEAD

Recognition and Redirection

4

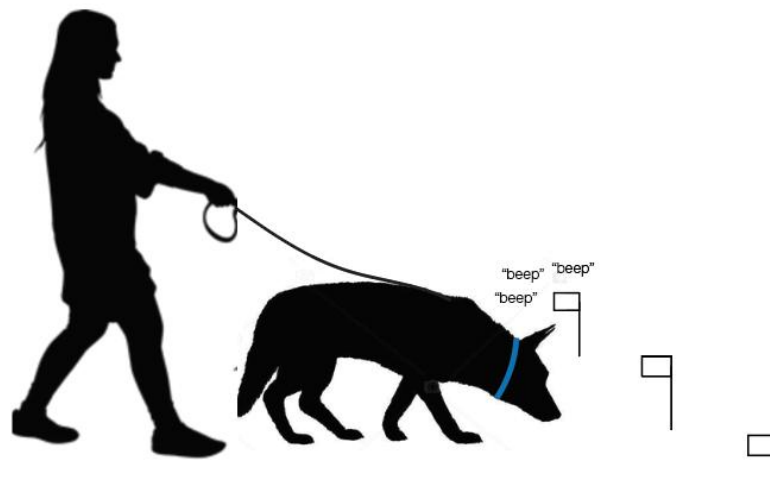
Now set your dogs receiver collar to level 1 using the multi-tool, and place the collar on the dog according to the instructions.

After a quick run around the safe zone of the interior of the property, the owner brings the dog back to the original spot where the dog first heard the warning tone near the flags. The owner then allows THE DOG to make an approach to the boundary on its own initiative. (DO NOT drag or force the dog to experience the stimulation)



5

Once the dog approaches, and gets within proximity with the flags, the audible “beep” from the receiver collar will start. Typically the dog will tilt its head in curiosity. If the dog is a bit keen to go in further, it will feel the level 1 stimulation from the receiver.



HIDDEN FENCE TRAINING PROTOCOL

4

Training Phase

DOG ON LEAD

Recognition and Redirection

6

Once the dog feels the stimulation, the best reaction is a noticeable sign of recognition by the dog via body language...such as a slight jump back without a vocal response.



Many times the dog will show little to no response. If so, step back, then see if the dog is willing to approach again. Monitor the dogs response, and if it shows little care or response, then walk the dog back away from the flags, check and verify the fit of the collar, and cautiously raise the stimulation training level to the next level.

(Do not raise the level of stimulation to more than one level at a time. Attempting to rush the training by going too high of a stimulation is not recommended and will likely regress the result)

If the dog is receiving the stimulation, but appears to “freeze” and not know what to do, the owner may then give a very quick, but gentle “tug” of the lead; or a slightly urgent redirection. A redirection or retreat should only be approximately 2 metres from the flags.

(It's important to note that the “tug” and “redirection” is not meant to be a correction.

It's meant to stop the dog from going further after receiving correction near the flags, and finish the process by retreating backwards.)

It's better if the dog chooses to gain relief by backing away on its own initiative.

This technique is to be performed at different parts of the boundary for just a few minutes. DO NOT OVER DO IT!

Allow the dog to show signs of recognition and mild apprehension. Not fear, but respect!

Perform this technique for “up to” 3 days, if needed!

If the progress is satisfactory, advance to Testing Phase; if the progress is not satisfactory, more “exposure” is given, with a possible change in technique.

HIDDEN FENCE TRAINING PROTOCOL

5

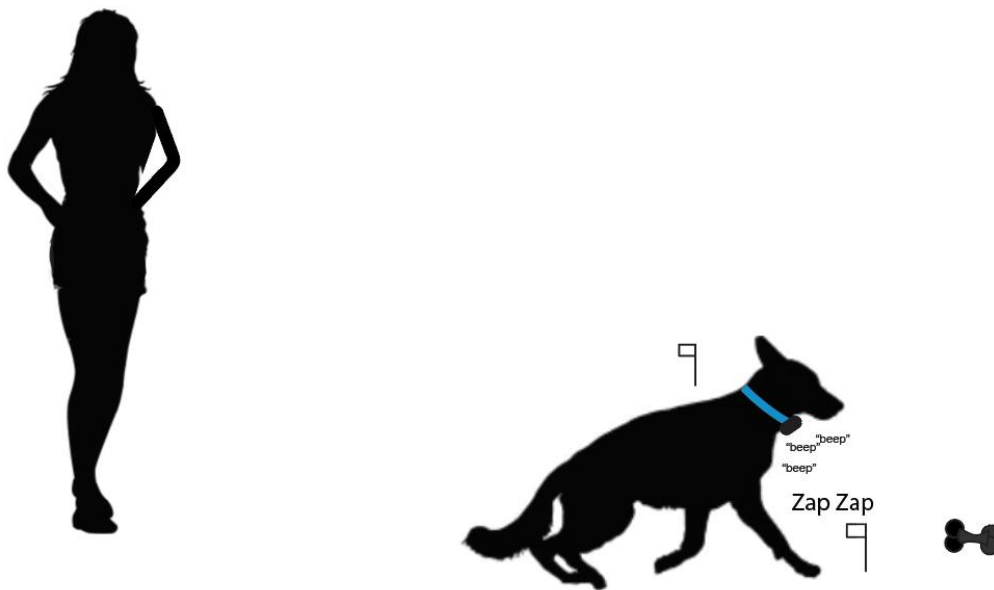
Testing Phase

Risk versus Reward

(Choice Pointing)

10

If the dog attempts to approach the flags to get the “bone” and jumps back after receiving the stimulation, This is a great result; However, do not reward the dog. Simply walk over the flags, shake a few of them so the dog sees them, then retrieve the “bone” and possibly try again in another spot to verify his understanding is consistent.



If the dog displayed no reaction and retrieved the “bone”, guide him back to the center of the yard and check the fit of the receiver collar and verify the contact posts are touching his skin, if the collar fit is correct, then try again, but possibly raise the stimulation level.

If the dog makes it through the stimulation zone and ends up on the other side of the hidden fence, do not call him. Simply walk over to him, remove his receiver collar and walk him back through to the yard.

Try lesson again, but verifying the fit and stimulation level.

On many occasions, a friend's dog is used on the opposite side of the boundary fence, yet far enough away so that it's not in the proximity of where the dog will receive its first stimulation. The reasons for this is we don't want the dog on the containment system to associate the dog on the opposite side of the fence with the aversive stimulation.

HIDDEN FENCE TRAINING PROTOCOL

5

Testing Phase

Risk versus Reward

(Choice Pointing)

7

Testing Phase (Risk v Reward) is provoking the dog to challenge the Hidden Fence with a high value choice to see if he feels it's worth the risk of receiving the aversive stimulation. This usually starts 1 to 3 days after the Training phase has proven to be successful, and when the dog understands his boundaries by showing apprehension to the flags and tone.

At this stage, you may need to raise the training level that is sufficient to create a larger "aversive" effect by the dog once it enters the boundary. This is suggestion only. If the dog responds well to the training level used in Phase 1, then you may leave it and observe the dogs responses.

8

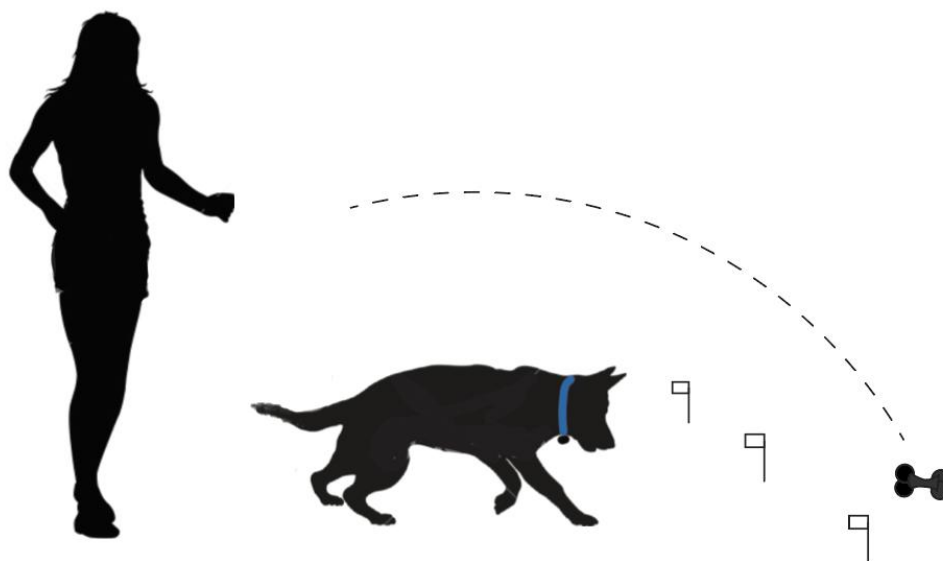
Set up a series of events that are designed to tempt or distract the dog to go past the flags. This can be relatively easy or difficult depending on the dog's prior motivations or escaping habits. An easy distraction can be something of "high value", like a bone or food that the dog normally doesn't receive as a regular treat.

The dog may be able to be "off lead" as this stage AS LONG as the dog is SUPERVISED and you feel you have control of the process.

9

During this test, walk the dog around the yard a bit to let him have a sniff and do normal "dog things". Once he's ready, take the "bone" and toss it in the stimulation zone, just over the flag position.

Watch to see if the dog attempts to investigate.



TROUBLESHOOTING

Collar Receiver does not appear to be activating at the boundary

- Check that the battery was inserted correctly in the battery compartment, **and** the battery cap is in the lock position.
- Check the mounted transmitter control box that all LED's are on and **the signal field is set correctly on the range dial located on the side of the transmitter.**

The Collar Receiver doesn't seem to work unless right next to the cable.

- **Check the range dial** on the side of the transmitter controller for the correct distance.
- Replace the collar battery with approved battery. SAFT LS14250 3.6v
- Check the boundary cable to ensure it hasn't been crushed, or the outer casing of the cable hasn't been stripped and the copper wire inside isn't touching something wet or metal.
- If using a dual loop design, make sure that the wires are **AT LEAST 300mm apart.**

The Collar Receiver activates inside the house near metal doors, etc.

- Check to see if your cable is running parallel too close to the home, or running too long in-conjunction with metal objects close too the house. Running parallel with concrete driveways for too long a distance can do this as well.
- Check your distance on the range dial. If you have it too wide a signal, it could be flooding the area with signal.
If the problem persists....contact a Hidden Fence Dealer for a service call.

The transmitter is making a loud beeping sound.

- If the mounted transmitter is giving off a loud "beeping" sound, It's typically a wire break. Wire breaks can be difficult to find at times, however, it's almost always where the ground has been disturbed. Digging, planting, or driving over with machinery are usual suspects.
- Travel along the cable to see if there is any disturbance. If so, splice in a new piece and check to see if the beeping stops.

My dog does not appear to be receiving the stimulation.

- Make sure the **collar is fit properly.** If only one contact is touching the dogs skin, and the other is not...your dog WON'T feel the stimulation.
- Make sure the stimulation is set to a level that the dog respects.
- Make sure your distance is set properly.

I seem to have "less" distance signal at the concrete driveway.

- If there is a considerable amount of "reo" in the concrete, it can reduce the signal to almost half. In many cases this is normal.

I've turned everything on, and I'm not getting signal at the wire, but all my lights are on on the electronics.

- Check your range dial for distance. If you haven't yet adjusted the range, this could be it.
- Check to see if your cable is "earthed" out on the boundary. It could be stripped and touching or crushed against something metal or near heavy moisture.

If this page was unable to solve your issue, please contact your supplier or contact a Hidden Fence Professional for assistance. There will be a charge if the Hidden Fence Dealer needs to appear on-site.

R12 Receiver Collar

Scan the QR Code *on the front of this card* to receive the operating instructions of this product. Inside you'll find:

- Receiver Collar Assembly Instructions
- Battery Specifications and Replacement Instructions
- Receiver Collar Programming Instructions
- Training Protocol for training new or additional dogs
- Safety Instructions
- Warranty Information

Additional Battery Purchase



Warranty Registration



IMPORTANT SAFEGUARDS

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For any additional information contained in the QR Instructions please contact us at:

1800 223 364

sales@hiddenfence.com.au

www.hiddenfence.com.au
