PetSafe®

User Guide

Guardian® GPS 2.0 Dog Fence + Tracking

Contents

What you have

Collar with long contact points
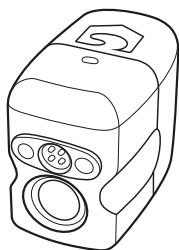
Charging base
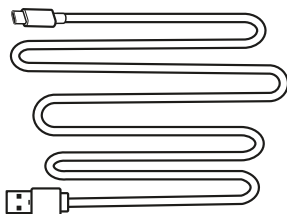
USB power cable and adaptor

Test light tool
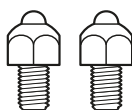
Short contact points

What you need

- Wireless router (2.4 GHz)
- High-speed internet connection
- Smartphone
- Scissors
- Non-metallic collar and leash (for training)

Important:

- We do not recommend the fence system for dogs with a history of aggressive behavior.
- The collar may be too large for dogs under 10 pounds.

Now you can take adventure anywhere.

Set up your fence

1

Open the My PetSafe® app. (Tap the image above to download the app if you haven't done so already.)

Follow the on-screen prompts to create an account and sign into the app. You will need a valid email address.
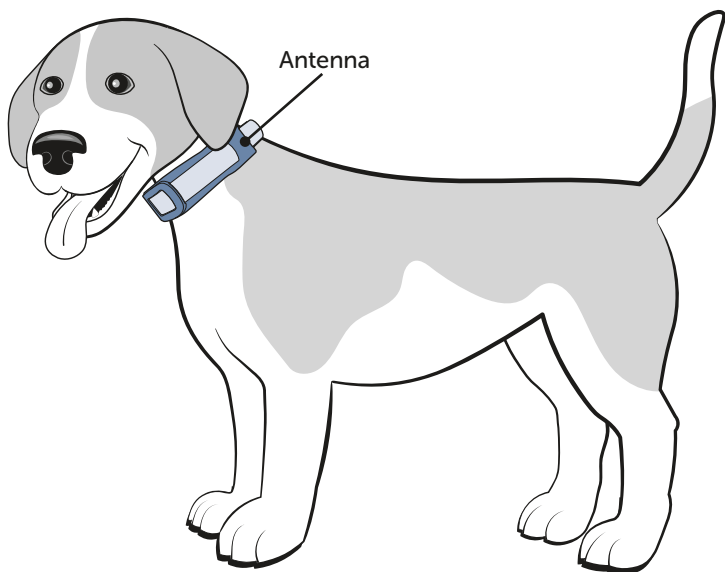
Once you are signed into the app, tap **Add Product** and then follow the on-screen prompts to set up the charging base, onboard your collar and create your first digital fence.

> To learn how the fence system works and plan the placement of your boundary, see:
> - How it works
> - Fence planning tips

Fit the collar

Antenna

After you have set up and tested your fence using the app, fit the collar to your dog. With the collar turned off and your dog standing comfortably, place the collar high on their neck, just behind the ears. The collar LEDs should point up.

Make sure the contact points are touching your dog's skin. If your dog has long or thick hair, you may need to trim (not shave) the hair around the contact points. If your dog is very short-haired or hairless, you may want to replace the long contact points that came on the collar with the short contact points provided (you can use the provided test light tool as a contact point wrench).

Important: Check the tightness of the collar by inserting one finger between the end of a contact point and your dog's skin. The fit should be snug but not constricting. The antenna may pull away from your dog's neck a little bit even when the collar is fit correctly.

Once you are satisfied with the fit of the collar, remove it from your dog and trim the excess strap, making sure to allow room for growth or a thicker winter coat.

> **Important:** Remove the collar from your dog when he comes inside. Do not leave the collar on your dog for more than 12 hours a day, and never attach a leash or ID tag to it — use a separate collar or harness for that. Please read the customer care guide for more important safety information about how to fit and use the collar.

Train your pet

3
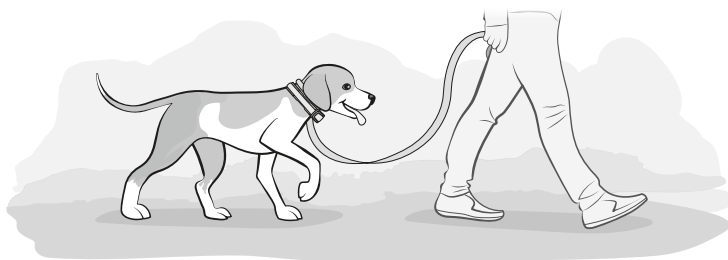
Remove the collar from your dog. In the app, choose the desired correction level: tone and vibration only or static correction levels 1 through 10. Take care to choose the best correction level for your dog's temperament.

Follow the steps in the digital training guide to train your dog to understand and respect the boundary. Your dog should be old enough to recognize basic obedience commands such as "sit" and "stay" (approximately 6 months or older).

Whether your pet loves rolling on their back in the grass or playing a game of fetch, the Guardian® GPS 2.0 Dog Fence + Tracking will help keep them contained while they enjoy the great outdoors.

How it works

Digital fence post

Pet area

Collar

15 feet
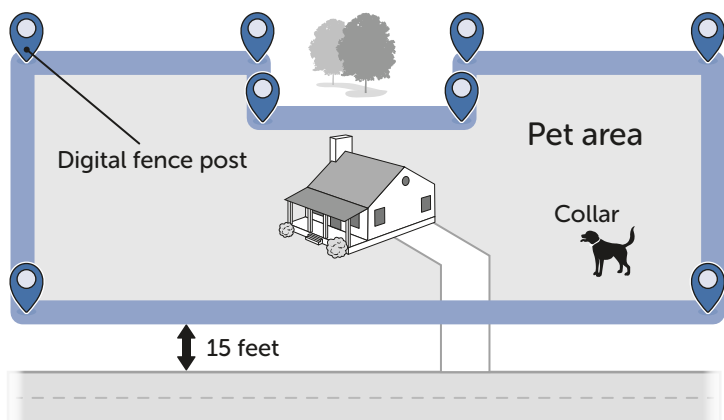
The Guardian® GPS 2.0 Dog Fence + Tracking uses GPS technology to keep your dog within a boundary you design. The system consists of three main parts: the My PetSafe® app, the charging base and the tracking collar.

To set up the system, you will download the My PetSafe® app on your phone and then follow the steps in the app to connect your system and create your first boundary. As part of this process, you will be required to select a subscription plan.

The boundary will be saved to the collar. Your dog will wear the collar, and once trained, will be allowed to roam freely inside the boundary or pet area. If your dog tries to leave the pet area, the collar will sound a warning tone and then deliver a correction (vibration or static, depending on the settings you have selected). The static correction is designed to get your dog's attention and prompt them to return to the pet area.

The system allows you to save up to 50 custom boundaries and switch between them as needed. You can also turn off the boundaries and use the collar as a tracking device only.

Important: Remember to take the collar off your dog any time you take them out of the pet area or transition between boundaries.

If your dog escapes the pet area, the app will notify you. You can then use the real-time tracking data to see where your pet is and take steps to bring them home.

> **CAUTION:** App notifications are dependent on cellular connections. Should signals be intermittent or interrupted for any reason, or if your own phone service is not functional for any reason, you will not receive desired notices from the system in a timely manner or at all. Therefore, you should not rely upon phone notifications alone for the containment of your pet.

Fence planning tips

Keep the following guidelines in mind as you plan your boundaries:

- If your dog is allowed in the house or garage, the boundary must surround the house or garage.

- Digital fence posts must be placed at least 25 feet *per story* away from any structure. For example, to create a boundary that encloses a one-story detached garage and a two-story house, you would need to place digital fence posts at least 25 feet away from the garage and at least 50 feet away from the house.
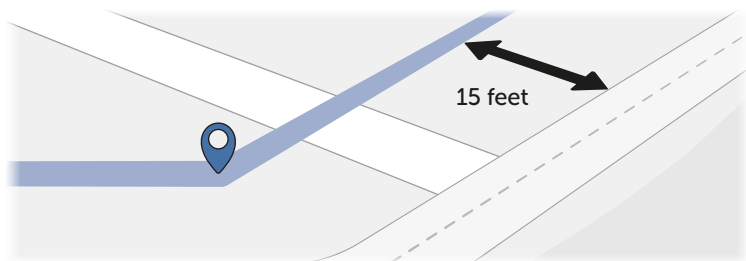
- Place all digital fence posts at least 15 feet away from any roads or other dangerous areas.
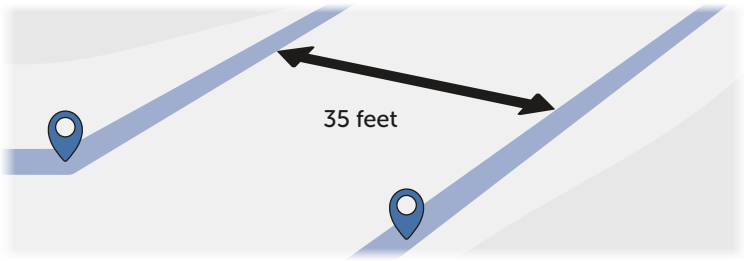
- Opposing lines of digital fence posts must be at least 35 feet away from one another, to avoid creating areas too narrow for your dog to pass through without being corrected.
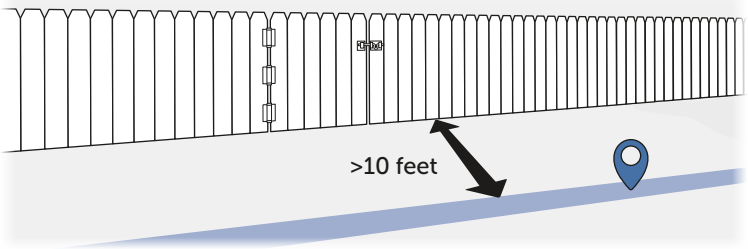
- If a physical fence exists along the desired boundary, place the digital fence posts at least 10 feet outside of the physical fence. This allows your dog the most usable area inside the physical fence.

Get to know your system

Collar front

Antenna

Contact points

PetSafe

GPS/LTE

Battery status
LED

Signal status LED

Collar back

Charging points

Power button

Charging base front

LED
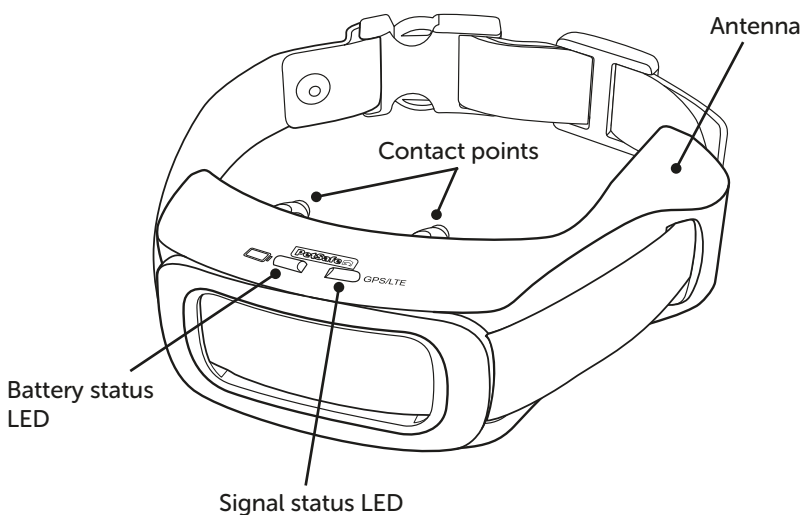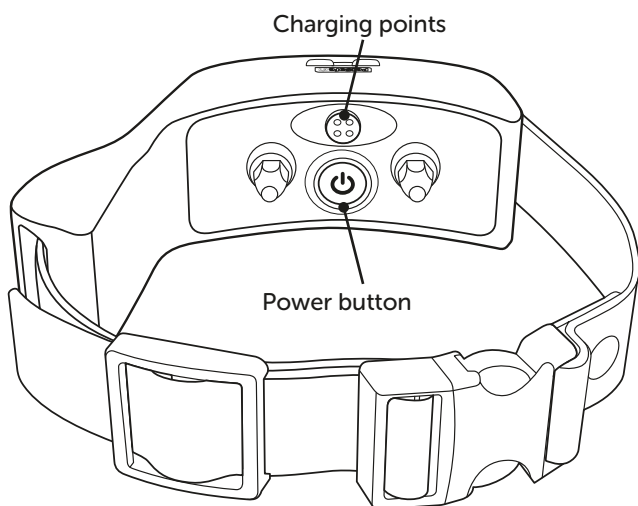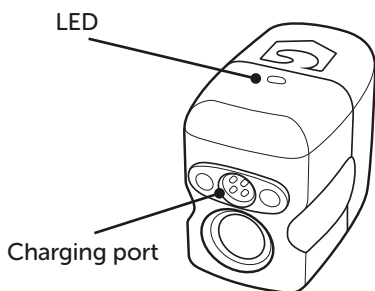
Charging port

Charging base back

USB-C port

Reset button
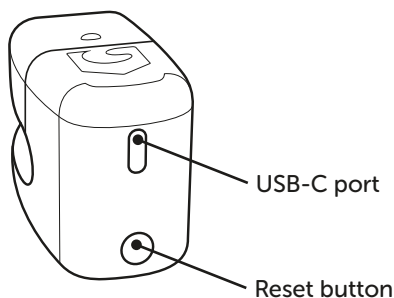
Plugging in the charging base

To plug in the charging base:

1. Connect the USB power cable to the USB-C port on the back of the charging base.

2. Connect the other end of the USB power cable to the provided USB power adaptor.

   Using a power adaptor other than the one provided may cause the collar to charge more slowly.

3. Plug the USB power adaptor into a standard electrical outlet indoors.

Charging the collar

To charge the collar:

1. Connect the collar to the charging base, making sure the charging points on the collar (above the power button) match up with the magnetic charging port on the base.

    The collar will beep low to high when connected to the charging base. The collar's battery status LED will pulse green when the collar is charging and will glow solid green when charging is complete.

    Important: The charging base will apply any firmware updates to the collar while it is charging. Both collar LEDs will slowly pulse white when an update is in progress. **Do not remove the collar from the charging base until the update is complete.**

2. When the collar is fully charged, remove it from the charging base. The collar will beep high to low when removed.

    During use, the battery status LED will flash once every 4 seconds (green, yellow, or red) to indicate battery status.

    Each charge can last up to 70 hours depending on frequency of use.

Turning the collar on and off

To turn the collar on, press and hold the power button for 1 second. The collar will beep low to high and the battery status LED will flash green one time to indicate the collar is turned on.

To turn the collar off, press and hold the power button for 3 seconds. The collar will beep high to low and the battery status LED will glow red. This LED will remain lit until the collar disconnects from LTE and turns off.

Understanding the collar LEDs

During normal operation, the battery status LED flashes once every 4 seconds to indicate the collar's current battery charge:

Battery status LED only		
LED color	Pattern	Meaning
Green	Blip[1]	The battery has sufficient charge.
Yellow	Blip[1]	The battery is low (less than 25% charged).
Red	Blip[1]	The battery is critically low (less than 10% charged); charge immediately.

[1] Blip: One flash every 4 seconds

The signal status LED provides information about the collar's connection to GPS and LTE. This LED will only illuminate after you have onboarded the collar and saved your first fence.

Signal status LED only		
LED color	Pattern	Meaning
Green	Pulse[1]	The collar is searching for GPS and LTE.
Red	Slow blink[2]	The collar is not receiving GPS or LTE.
Off (after searching for GPS and LTE)	N/A	The collar is connected to GPS and LTE.

[1] Pulse: One pulse lighting up and turning off every 2 seconds
[2] Slow blink: One blink per second

The battery status LED and the signal status LED will illuminate simultaneously to provide Bluetooth pairing information or to alert you to a system error:

Both collar LEDs		
LED color	Pattern	Meaning
Blue	Pulse[1]	The collar is in Bluetooth pairing mode.
	Solid	The collar is paired to the phone via Bluetooth.
Red	Solid (with continuous tone)	An error has been detected and the boundary is off. To mute the tone, press the power button. Both collar LEDs will continue glowing red until the error is resolved.

[1] *Pulse: One pulse lighting up and turning off every 2 seconds*

When the collar is connected to the charging base, the battery status LED and the signal status LED will illuminate to provide charging status as well as the status of any firmware updates:

Collar on charging base		
LED color	Pattern	Meaning
Green (battery status LED)	Pulse[1]	The collar is properly connected to the charging base and is charging.
	Solid	The collar is fully charged.
White (both collar LEDs)	Pulse[1]	The collar is receiving a firmware update. **Do not remove the collar from the charging base until the update is complete.**

[1] *Pulse: One pulse lighting up and turning off every 2 seconds*

Understanding the charging base LED

The LED on the charging base provides information about the charging base's connection and update status, as well as any system errors.

LED color	Pattern	Meaning
Blue	Pulse[1]	The charging base is in Bluetooth pairing mode.
	Solid	The phone is connected to the charging base via Bluetooth.
Green	Fast blink[2]	The charging base is connected to Wi-Fi but not the internet.
	Pulse[1]	The charging base is provisioned/trying to connect.
	Solid	The charging base is connected to Wi-Fi and the internet.
Red	Fast blink[2]	Incorrect password entered.
	Solid	An error has been detected. The charging base LED will remain solid red until the error is resolved or the charging base is unplugged.
White	Pulse[1]	The charging base is receiving a firmware update.

[1] Pulse: One pulse lighting up and turning off every 2 seconds
[2] Fast blink: Three flashes per second

Using the test light tool

You can use the test light tool to check your collar for correction without touching the contact points yourself.

1. Make sure the collar is fully charged.

2. Set the correction level to 2 or above.

3. Verify the collar is receiving GPS data.

   The signal status LED will slowly pulse green when searching for GPS and LTE, and will turn off when the connection is made. If the collar is unable to connect to GPS and LTE, the signal status LED will slowly blink red.

4. Hold the collar contact points against the wires on the test light tool.

5. Holding the collar with the antenna facing the sky, walk toward the boundary zone.

   The collar will sound a warning tone and then deliver a static correction through the contact points. The test light tool will flash when the static correction is issued.

6. After testing the collar, save the test light tool for future use.

Resetting the collar

Use the power button on the collar to reset it if needed. There are two types of reset:

Reset type and description	Reset instructions
Bluetooth pairing: Places the collar in Bluetooth pairing mode.	With the collar turned on, quickly press and release the power button. The battery status LED and the signal status LED will slowly pulse blue to indicate that the collar is in Bluetooth pairing mode.
Factory reset: Returns the collar to factory settings.	With the collar turned off, press and hold the power button continuously for 20 seconds. As you hold the button, you will see the battery status LED glow green for 4 seconds, then both collar LEDs slowly pulsing red. Do not release the power button until you see the LEDs change to solid red (not pulsing).
	The LEDs will continue glowing red until the reset is complete; this can take up to 10 minutes. **Important:** Do not press the collar power button or connect the collar to the charging base until the collar LEDs blink green three times, indicating the reset is complete.

Resetting the charging base

Use the reset button on the back of the charging base to reset it if needed. There are two types of reset:

Reset type and description	Reset instructions
Wi-Fi reset: Resets the Wi-Fi module and erases your Wi-Fi credentials.	Press and hold the reset button continuously for 5 seconds. You will see the charging base LED pulse green and then start blinking red. Release the button as soon as the LED turns red.
Factory reset: Erases your Wi-Fi credentials, returns the charging base to factory settings, and activates BLE provisioning mode.	Press and hold the reset button continuously until you see the charging base LED pulse green for 5 seconds, blink red for 15 seconds, and then turn off (~20 seconds total). The charging base LED will remain off during the reset. When the reset is complete, the charging base will turn back on and the charging base LED will slowly pulse blue to indicate Bluetooth pairing mode.

The charging base features a "charge only" test mode. This mode disables Wi-Fi connectivity. To enable this mode (not recommended), press the reset button on the back of the charging base five times within 10 seconds. To restore normal functionality, simply unplug the charging base and plug back in (with the collar connected).

Guardian® GPS 2.0 Dog Fence + Tracking

We're here to help!

For questions or additional tips:
support.petsafe.com