



» Operating Manual  
V20241028

Watch the tutorial videos at:

<https://help.skyshepherd.com>



## SkyShepherd GPS Dog Containment System

Hi! Welcome to SkyShepherd, from Safe Retrieve, LLC. Thanks for choosing SkyShepherd to provide your dog freedom and safety at home, and away! We want to ensure that you and your pet have the best experience possible: if you have any questions about SkyShepherd or positive reinforcement training, write to us at [support@skyshepherd.com](mailto:support@skyshepherd.com), or call our customer support center at 1-844-SKY-SHEP (1-844-759-7437). You can also, go to our online Help Center, and **watch the tutorial videos**. They are available at <https://help.skyshepherd.com> (there is no “www” in the address) where there are also FAQs.

Read this entire manual before using your SkyShepherd device. Read the entire Training Guide and the Quick-Start Guide before training with SkyShepherd. These documents, along with the tutorial videos in the SkyShepherd help center, constitute the SkyShepherd ‘product literature.’ For the most up-to-date and thorough information regarding how to use SkyShepherd and how train your dog with SkyShepherd, please refer to the articles and videos in the SkyShepherd help center linked above.

It is important to follow all instructions in the product literature.

### For Safe Operation

- Always remove SkyShepherd from your dog before allowing it indoors. SkyShepherd is for outdoor use only. SkyShepherd’s GPS unit will not get reliable signals indoors, and your collar’s understanding of its location will drift.
- Test SkyShepherd and all its functions until you are familiar with all aspects. Become familiar before actual use.
- Use SkyShepherd only as described in the product literature. Complying with all instructions in this literature will help ensure safe and effective operation of this equipment.
- SkyShepherd is not a toy and is not for use on humans or on animals other than dogs.
- Keep SkyShepherd away from (and out of the reach of) children.
- When training, pay close attention until you know how your dog responds to SkyShepherd. Do not use SkyShepherd with dogs suspected or known to be aggressive.

Keep this Operating Manual for future reference and refer to it if you have any questions on proper use of this product. The most current version of all literature is also available at [my.skyshepherd.com](https://help.skyshepherd.com). The help center at <https://help.skyshepherd.com> is also a great resource for up-to-date information.

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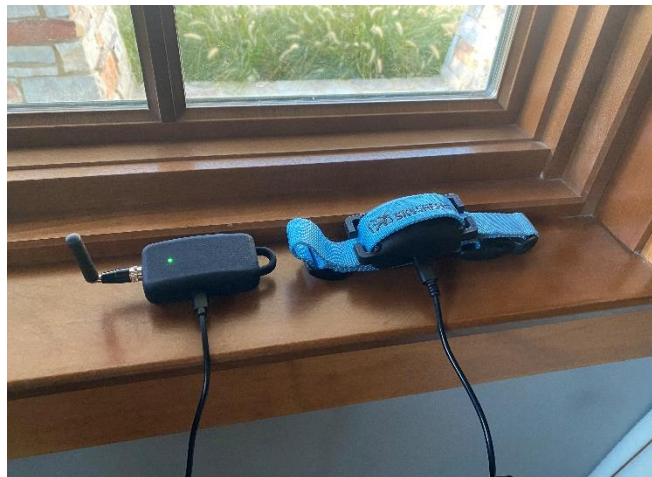
# SkyShepherd Product Warnings and Disclaimers

- ! Use of SkyShepherd does not guarantee your dog will remain within its boundary. SkyShepherd should NOT be used with dogs known or suspected to have aggressive behavior.
- ! SkyShepherd can track your dog and show its current location, but only as far as the collar unit can reach the gateway. The gateway receives reports from the collar and forwards them through the internet to the SkyShepherd mobile app. The range at which the collar can reach the gateway varies based on terrain and other factors, but in ideal conditions, could be up to a ½ mile.
- ! Keep your device away from fire. Do not leave it unattended in high-temperature locations (over 140°F), under direct sunlight, or in a hot vehicle.
- ! SkyShepherd may not provide a reliable signal indoors or across streams, creeks, or other bodies of water. SkyShepherd is for outdoor use only.
- ! SkyShepherd is not intended for use with less than 1 acre of land to be contained or on any plot of land not wide enough to provide effective alert zones for your pet.

## SkyShepherd Components

Your SkyShepherd® device includes these components:

- GPS Self-Contained Training Device (GPS unit)
- Attachable collar strap
- Gateway (with antenna)
- USB charging cord with wall adaptor x2
- Nylon travel case with lanyard
- Quick-Start Guide



*Figure 1 – SkyShepherd Components*

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If you do not have all these components, please contact customer support at [support@skyshepherd.com](mailto:support@skyshepherd.com). You can also call 1-844-SKY-SHEP (1-844-759-7437). We will mail the missing components to you at no charge. Please have your name and order number handy.

## How SkyShepherd Works – Shepherding

SkyShepherd uses GPS technology to contain your dog in boundaries of almost any shape and size greater than one acre. You create boundaries in the SkyShepherd mobile app. The app sends the boundaries to your collar unit. SkyShepherd stores these boundaries in on-board memory. When you activate a boundary, SkyShepherd gives progressive, dynamic feedback, or “Shepherding,” based on your dog’s location in relation to the boundary.

Shepherding is SkyShepherd’s approach to, and protocol for, guiding your dog to stay in its boundary. It’s based on the concept of meeting your dog at its level of excitement, instead of statically applying a pre-set level of feedback, regardless of the context. Each boundary you create uses four progressive guidance zones. Each guidance zone uses a different level and type of feedback that adjusts dynamically in response to your dog’s behavior. After you train your dog to understand SkyShepherd’s feedback\*, SkyShepherd guides your dog to stay in bounds. The guidance is the same for every boundary you create, which makes training your dog on new boundaries quick and easy.

Like any good shepherd, our Shepherding approach even helps bring a wayward dog back in bounds. We call it Extended Shepherding. For the vast majority, SkyShepherd is, of course, designed to prevent your dog from leaving the designated boundary you set. Understand, though, that SkyShepherd guidance feedback never rises to the pain threshold. It is effective, but not painful; our system is non-aversive. That means, as mentioned in the warnings and disclaimers section, in some scenarios, for some dogs, they may be so excited to chase a squirrel or other enticement, that they ignore SkyShepherd guidance, and leave the boundary. Should this ever happen, SkyShepherd continues to use dynamic feedback to guide your dog home when its adrenaline eventually lowers to the point it can listen to guidance feedback again.

\*It is up to you as your dog’s trainer to train your dog on what the guidance feedback from SkyShepherd means. It will not inherently know what the feedback means. For more information on how to train your dog with SkyShepherd, refer to the Training Guide, which you can download from our help center at [help.skyshepherd.com](https://help.skyshepherd.com), within the “Resources” section.

Important to note: SkyShepherd does not use continuous static stimulation to prevent your dog from leaving a boundary. If there’s a big enough distraction (e.g., a squirrel or a cat), and your dog’s adrenaline is very high, it may ignore SkyShepherd’s guidance. No level of stimulus below the pain threshold would prevent a dog from departing a boundary in some high-adrenaline situations, and all dogs are different. Instead, of continuous high-level stim, if your dog leaves

its boundary, SkyShepherd (in Extended Shepherding Mode) uses GPS technology to guide your dog back into Safe Zone. (Familiarize yourself with Shepherding Mode before training your dog.)

**WARNING.** SkyShepherd does not produce a physical barrier. Don't use SkyShepherd if your dog poses a danger to other people or pets.

**CAUTION.** Always remove SkyShepherd from your dog before allowing your dog indoors. GPS signals are not reliable indoors and may provide erroneous feedback to your dog while wearing the collar indoors. SkyShepherd is for outdoor use only. Best is to turn your boundary off when you bring your collar indoors, and turn it back on when going outside again.

**CAUTION.** Your dog will not automatically know how to use SkyShepherd. You will need to train your dog by the method outlined in the Training Guide for SkyShepherd to be effective.

## Key Definitions

Familiarize yourself with these terms, icons, and messages before setting up your SkyShepherd device.

### Key Definitions

**SkyShepherd Device.** The self-contained plastic module that houses the GPS receiver antenna, all memory storage and circuitry, and metal contact grid. This is the main unit, to which you attach the provided nylon collar strap (or a fitting collar strap of your choice).

**Boundary.** The established virtual perimeter and the area it encompasses. The boundary contains three (Safe, First Alert, and Second Alert) of the four zones that SkyShepherd uses. The fourth zone, Out Zone, is actually everything outside the boundary (see Figure 2).

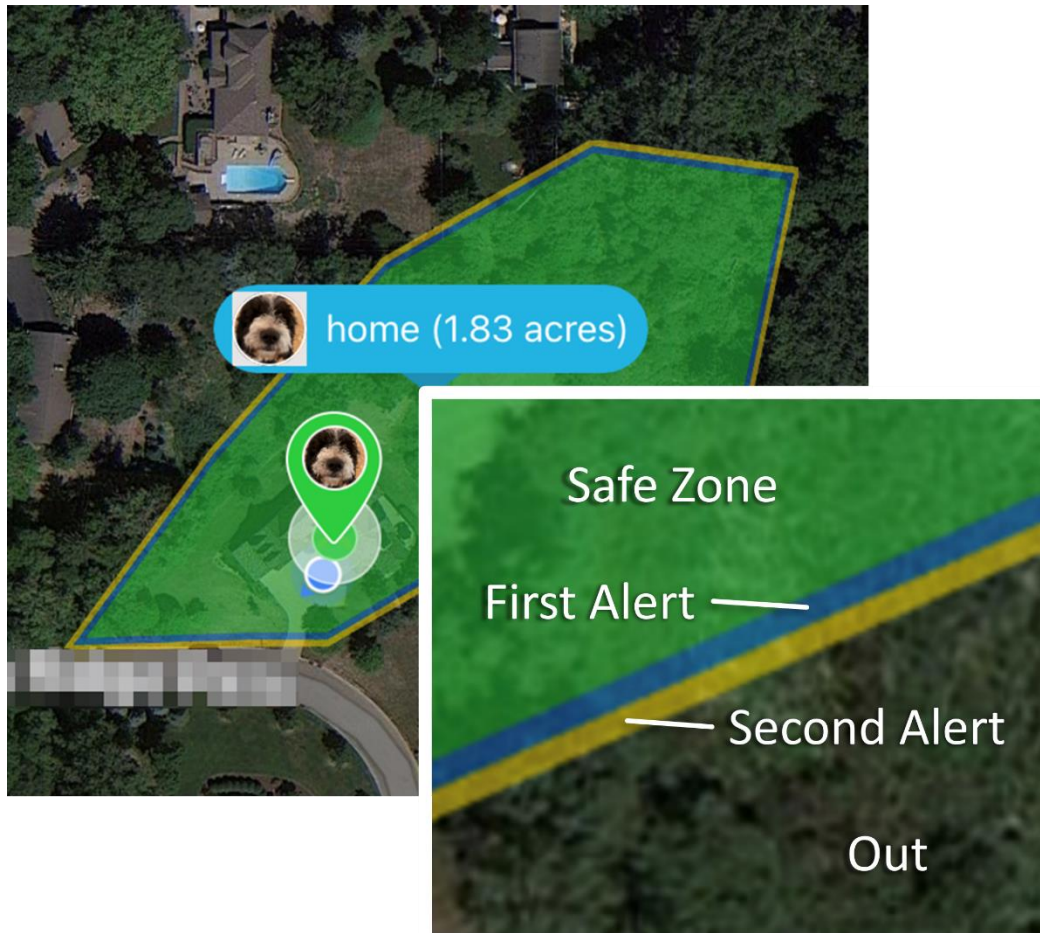
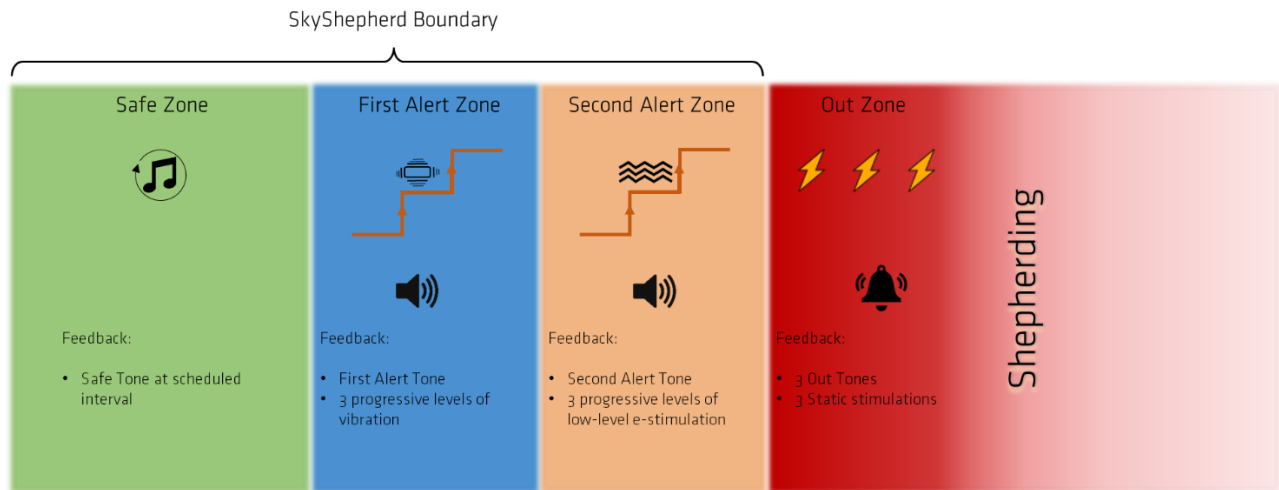


Figure 2

**Feedback.** The sound, vibration, and e-stimulation SkyShepherd uses to guide your dog. You train your dog on the meaning of the feedback. The feedback tells your dog where it is in relation to the boundary, guiding it back to Safe Zone (see Figure 3 and Figure 4). The feedback your collar delivers and the autonomous way it delivers it is the direct implementation of the Shepherding methodology/technology, the essence of SkyShepherd containment.

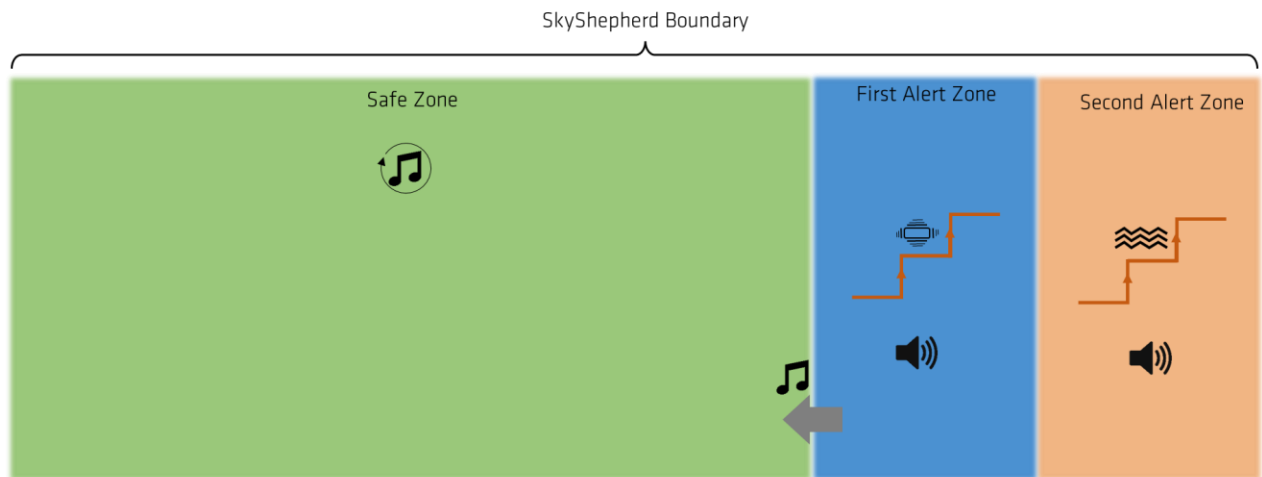
## SkyShepherd Feedback Zones (Feedback Mode: Standard)



All zones are automatically created when you make a boundary (use the SkyShepherd app to add/edit boundaries). The Feedback Mode setting in the app will dictate how many of these zones' feedback are included in your boundary. For example, if you selected "Alert 2," the collar will not provide Out Zone feedback (3x Static impulses); it will include all feedback up to low-level stim.

Figure 3

## SkyShepherd Feedback Schedule (Returning Within Bounds)



Within the boundary (Safe, First Alert, Second Alert), your dog will receive the feedback of the zone the collar detects it to be in until it moves into a different zone. This applies to pausing in or passing through a zone outward or inward. If the dog goes out of bounds, Out feedback is applied, then Shepherding Mode begins, if enabled.

Figure 4

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**Safe Tone.** A pleasant, two-note sound that occurs at set intervals. Once you've conditioned your dog, Safe Tone assures your dog that it is behaving correctly. Safe Tone also sounds whenever your dog returns to Safe Zone from First and Second Alert Zones. When SkyShepherd is in Shepherding Mode, Safe Tone sounds when your dog returns from Out Zone.

**Positive Reinforcement Training.** SkyShepherd reinforces your dog with Safe Tone while it's in Safe Zone. Your dog also receives Safe Tone when it returns to Safe Zone if it ever goes out of its boundary. To be effective, Safe Tone must be trained in accordance with the method outlined in the Training Guide.

**Safe Zone.** The large area inside the boundary, where Safe Tone encourages your dog to stay.

**First Alert Zone.** The zone just outside Safe Zone. First Alert Tone goes along with First Alert Zone, and is a constant, one-note tone accompanied by progressive-intensity vibration.

**Second Alert Zone.** This zone is the outer part of the boundary – the last zone before going out of bounds. In Second Alert Zone, progressive, low-level e-stimulation and Second Alert Tone signal your dog to return to Safe Zone. Second Alert Tone is a unique, constant, one-note tone.

**Out Zone (or OUT).** Out Zone (see Figure 2) is everywhere outside Second Alert Zone. It's outside the boundary. When your dog enters Out Zone, SkyShepherd immediately applies up to three static stimulations. It also plays Out Tone, a distinct two-note sound. If your dog stays in Out Zone any longer, SkyShepherd enters Shepherding Mode (if enabled). SkyShepherd also sends a message to the gateway to forward to you to let you know your dog has departed the boundary.

**Shepherding Mode.** Shepherding Mode is enabled by default. Use the SkyShepherd app to disable it if desired. If your dog enters Out Zone and stays there, SkyShepherd will enter Shepherding Mode. Shepherding Mode tries to guide your dog back to Safe Zone. When your dog makes progress back, SkyShepherd provides Safe Tone and light vibration. This feedback tells your dog it's going in the right direction but is not yet home. If your dog stops making progress toward Safe Zone, it receives First Alert. If it moves farther away, it gets a loop of First and Second Alert feedback until it turns toward Safe Zone. Once your dog is back inside Safe Zone, SkyShepherd reverts to normal operation (see Figure 5).

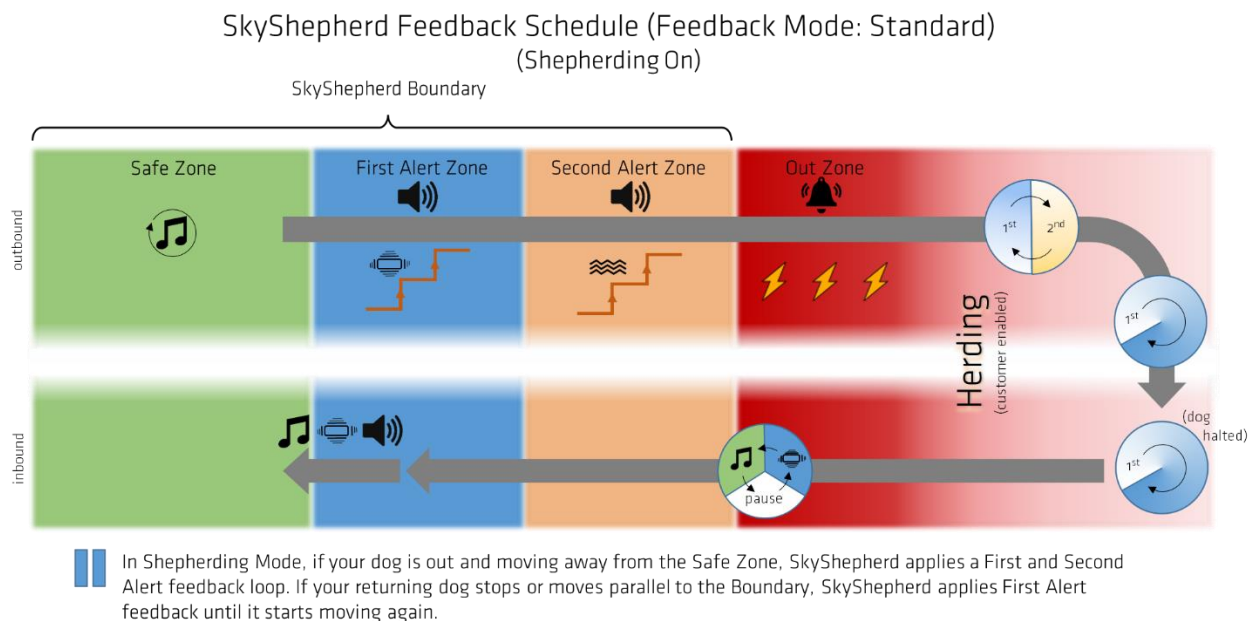


Figure 5

If Shepherding is disabled, SkyShepherd still knows if your dog has left the boundary. Upon your dog's eventual return, SkyShepherd welcomes it back with a quick combination of First Alert feedback and reassuring Safe Tone. If your dog stops in First Alert Zone or Second Alert Zone on its way back, SkyShepherd will give it First Alert feedback until moves. This encourages your dog to come all the way back into Safe Zone (See Figure 6).

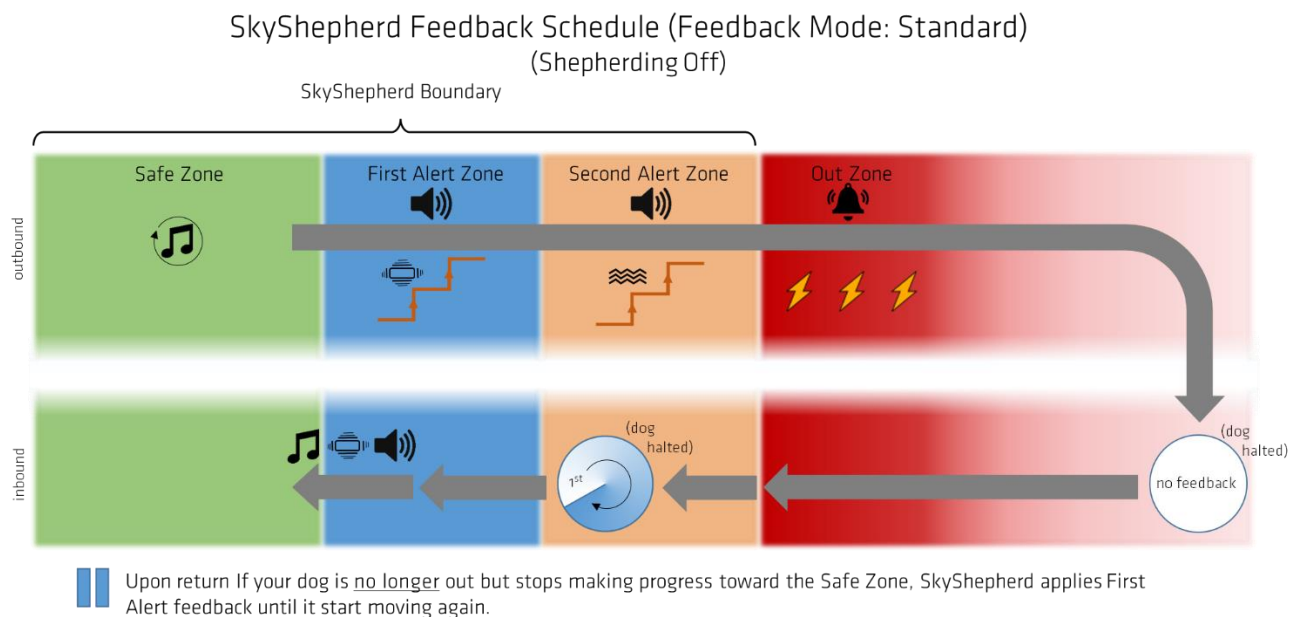


Figure 6

## Operating Instructions

### Charging SkyShepherd

Charge SkyShepherd overnight (6 to 8 hours) and ensure it is fully charged before initial use. To charge SkyShepherd, use the provided USB power cord and wall adapter.

**NOTE.** Safe Retrieve does not partner with any commercial supplier of USB-to-auxiliary charging port adapters, and cannot guarantee, nor be held liable for, the inhibited performance or any resultant damage caused by the use of any third-party adapters.

Charge your device regularly. Even though SkyShepherd's battery should last more than 24 hours under normal use, you should still set up a daily schedule of taking SkyShepherd off your dog and charging it. That way, you'll be less likely to forget to charge SkyShepherd. You'll avoid having insufficient battery life to last a desired amount of time. SkyShepherd sends a notification through the gateway if its battery is low. Notifications arriving to your phone will let you know the battery is low. Use a freshly charged SkyShepherd whenever possible. Keeping SkyShepherd on its charger near an external window with good visibility to the sky is a great way to keep SkyShepherd topped up and receiving GPS signal so that it's quicker to use when you take it off the charger and want to use it.

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**NOTE.** Some computers turn off power to the USB charging ports while in sleep mode. Be aware of this when planning your charge if your USB cable is plugged into a computer instead of the wall adapter.

**WARNING.** SkyShepherd uses a lithium battery that requires special attention and care. Failure to follow proper care protocols may result in fire, explosion, chemical burn, electrolyte leak, injury, and shortened battery life.

**WARNING.** Dispose of SkyShepherd properly by calling your local waste service. SkyShepherd's lithium battery requires special handling.

**WARNING.** Always keep batteries away from flammable substances (especially when charging).

**WARNING.** Keep your device away from fire and do not leave it unattended in high-temperature locations (>140°F/60°C), under direct sunlight, or in a hot vehicle. The operating parameters for the SkyShepherd battery are between -4°F (-20°C) and 140°F (60°C). Exposure to conditions outside these temperatures can shorten battery life and cause unpredictable outcomes in battery performance and device operation.

**CAUTION.** Charge your SkyShepherd with the provided charging cord and wall adapter. If you need a replacement cord or wall adapter, contact Safe Retrieve customer support at [support@skyshepherd.com](mailto:support@skyshepherd.com) or call 1-844-SKY-SHEP (1-844-759-7437). Ideally, charging should occur in temperatures between 32°F (0°C) and 113°F (45°C). Do not charge SkyShepherd in a hot vehicle or direct sunlight.

**CAUTION.** Do not charge a wet SkyShepherd device. While SkyShepherd is waterproof, charging cradle/gateway is not. Charging a wet device poses a possible risk of electrocution or damage to other equipment, especially the charging cradle/gateway. (If you have the version of SkyShepherd that does not use a charging cradle, disregard)

**CAUTION.** Do not leave your SkyShepherd in an area where an animal (including your dog) may chew on it.

**CAUTION.** Do not attempt to tamper with, open, or in any way disassemble your device. It is designed to be self-contained, and nothing about the device is meant to be user serviceable. The only authorized owner modification is attaching and detaching a suitable collar strap.

## Fitting SkyShepherd to Your Dog

Attach the collar strap to SkyShepherd before recording a boundary. The strap provides a good way to hold SkyShepherd without blocking the GPS signal with your hand. It's a good idea to attach SkyShepherd to the collar strap as part of the neck-fitting process for your dog. There

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are some important considerations when fitting SkyShepherd on your dog. Please read this section carefully before fitting.

The provided collar strap will securely fasten SkyShepherd to your dog. SkyShepherd may work with other similar collar straps. If you want to use a different collar strap, avoid ones that are metallic, carbon fiber, or black. These materials can interfere with GPS reception and may cause problems when using SkyShepherd.

**NOTE** SkyShepherd's patented contact grid communicates with the nerve endings in your dog's skin. Its miniaturized contact points distribute pressure and allow for an effective interface without skin irritation. Even so, a small percentage of dogs have extra-sensitive skin. Others might have a sensitivity to the rubbing action of the collar strap or the device on their skin. To avoid sensitivity issues, check your dog's neck area and clean SkyShepherd regularly. (See Care and Handling).

**WARNING.** Every dog is unique in its response to SkyShepherd. Before use, consult with a certified trainer and a veterinarian to ensure your pet is suited for behavioral training with SkyShepherd. Pay close attention until you know how your dog responds to SkyShepherd. Do not use SkyShepherd with dogs suspected or known to be aggressive.

**WARNING.** Only use the SkyShepherd device on dogs that have been properly trained. Even properly trained dogs using the SkyShepherd device could leave Safe Zone and endanger themselves or others. Safe Retrieve LLC cannot and does not guarantee that even a properly trained dog will stay within the Safe Zone. You are responsible for your dog at all times.

**CAUTION.** Always remove SkyShepherd from your dog before allowing your dog indoors. SkyShepherd is for outdoor use only. The GPS unit may not receive reliable signal indoors.

Fit your dog by putting the collar strap on your dog without the SkyShepherd device attached. It should be snug. Next, take the collar strap off and attach the SkyShepherd GPS unit. (See Attaching SkyShepherd to the Collar Strap below). Then put SkyShepherd on your dog again. Position SkyShepherd just behind your dog's ears.

SkyShepherd should fit in the smallest part of your dog's neck, called the "throat latch." This is where it's designed to be most effective. Fit SkyShepherd as snug as possible without restricting your dog's breathing or range of motion. SkyShepherd should also sit above any other collar strap your dog wears. This prevents other collar straps from pushing down on SkyShepherd and causing inconsistent contact. Fitting SkyShepherd in the throat latch will help avoid interference from other collar straps. Double-check that SkyShepherd is tight enough, properly positioned, and unobstructed before taking it off your dog. (See Figure 7)

***Observe these precautions when fitting SkyShepherd on your dog:***

- Place SkyShepherd above other collar straps on your dog's neck so they don't interfere with the fit of SkyShepherd.
- Inspect and test SkyShepherd to make sure it's working properly before using it on your dog.
- Ensure no active boundary while adjusting or attaching the collar strap.

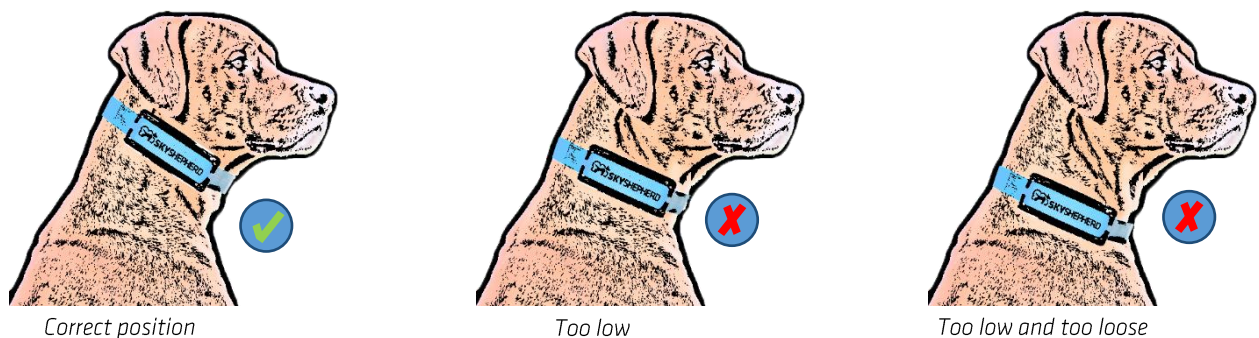


Figure 7

## Attaching SkyShepherd to the Collar Strap

To attach SkyShepherd to the collar strap, pinch the collar strap lengthwise at the desired attachment point. Slide the edges of the collar strap into the opening in each mounting bracket. Make sure the metal contact grid faces inward and will contact your dog's neck (see Figure 8).

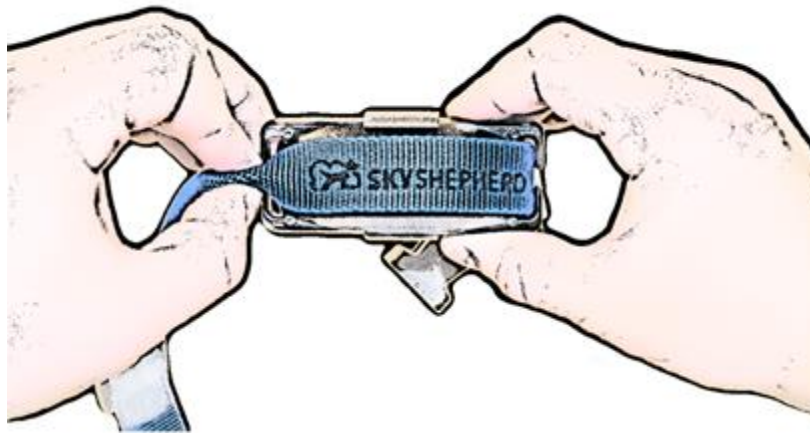


Figure 8

## The SkyShepherd App

To use the collar, you will need the SkyShepherd mobile app, available for iOS and Android devices from the Apple App Store or Google Play. The app is what you use to connect to your collar, create a pet profile for your collar, create, edit, and delete boundaries, activate and deactivate boundaries, change your collar's settings, turn on Training Mode to help you train your dog, and set up your gateway on a Wi-Fi network.

We recommend watching the onboarding video in the Help Center for instruction on using the SkyShepherd app, as it will most likely be easier to absorb and the most up to date. However, if you use this section of the Operating Manual to learn about the app, we recommend that you have the app open so you can follow along as you read.

## Connecting to Your SkyShepherd Collar

Make sure that you have charged your SkyShepherd collar(s) before you first try to connect to them via the mobile app.

Before you can use your collar, you need to download the SkyShepherd mobile app from either the Apple App Store or Google Play. Log in with your SkyShepherd credentials. If you forget them, you can use the "Forgot password?" link in the app to reset them.

After you have logged into the app for the first time, the connection and onboarding process should happen automatically. Stand within a few feet of each collar you have, make sure they have been charged up prior to this moment, and then you'll need to complete initial connection with each collar you ordered. With each collar, you'll go through the same onboarding steps, but you don't need to create a boundary for each collar. Any collar in your account can use the boundaries in your library, so when you get to that point of the onboarding process with more than one collar, you can skip it if you've already done it.

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If you have more than one collar, the app should let you know each time you open it that you have more collars to connect to. If you skip the message and want to connect to your other collar(s) later, you can either close and reopen the app, or you can look for the red dot covering the SkyShepherd Dog in Cloud symbol at the top left of the app. Tap on that icon and a collar connection menu will pop up that you will recognize from initial onboarding. Use the same method from there to connect with other collars, one time each per collar.

## Creating Your Boundaries

You use the SkyShepherd mobile app to create boundaries and add them to your account's library. You are invited to create your first boundary as part of your initial connection to each collar you own.

You can also create, edit, or delete boundaries by going to the "Boundaries" tab within the SkyShepherd app. On the Boundaries tab, tap "Add boundary." Once on the boundary edit screen, you'll notice that there is a satellite imagery map underlay with an address search bar near the top, and a bullseye-like symbol near the bottom right. The map centers on your phone's location. If that's where you want to create a boundary, you can start tapping points on the screen to define the sides of your boundary. You can drag the map to another spot if you need, and you can also search for an address in the search bar.

NOTE: When creating your boundary, leave at least **ten feet of space** between the boundary line you are defining and areas you want your dog to stay away from, like a road or pond.

Once you have tapped all the points you need, you close and complete the boundary by tapping on the first point that you made. Then save and name your boundary. It will show up now in your boundary library on the main boundaries page of the app.

## Editing and Deleting Boundaries

You can edit your boundaries from your boundary library on the Boundaries tab of the app. To edit or delete, slide from right to left on the boundary's listing in the library. Tap the gray square symbol to edit. Tap the trashcan to delete. You may not edit or delete a boundary that is currently active.

To edit a boundary, when you tap the gray square icon, you go back to the same screen where you created the boundary. You'll see all your previously plotted boundary points. You can add points by tapping between points, and you can drag points around by tapping and holding on a point until the screen shifts, then dragging the point around to where you want it. If you make a mistake, you can tap "Retry" to start your edit over. The original boundary is still preserved until you save your edits. When you are done making changes, tap "Save," and then either keep the boundary's name the same, or change it, then tap save again and it's ready to use.

## Activating a Boundary

To activate a boundary, you'll want to take the collar outside, within the boundary you're trying to activate, and use the Boundary Activation button Pet Panel, located on the Home tab in the SkyShepherd mobile app.

## SkyShepherd Pet Panel

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In the SkyShepherd mobile app, the Pet Panel is a tappable pull-up menu on the Home tab of the SkyShepherd mobile app. It looks like a thin white bar just above the main app navigation at the bottom of the app. You can see a gray horizontal dash in the white bar, you can drag or tap that dash to expand and view the Pet Panel.

From the Pet Panel, you can control your collar, change collar settings, activate boundaries, update firmware, and switch between collars if you own more than one. Once you've opened the Pet Panel, you'll see any collars you own that you've completed the initial connection process with (this is the process the app walks you through when you first sign into the app). Anything you do in the Pet Panel applies to a specific collar, whichever one you see listed in the panel. You can swipe left or right between collars (if you have more than one) to switch between them and control whichever one you want. If you have one of the three control buttons selected for a collar, you have to de-select it first before the app will let you swipe left or right to another collar.

### Buttons in the Pet Panel

From left to right, you have the Boundary Activation button, which has the square boundary symbol. The Device Control button with remote control icon, and the Device Settings button, with a gear icon.

#### Boundary Activation Button

This is the left button in the Pet Panel. With the Pet Panel open and the collar you want to activate showing there, tap the boundary listed under "Nearby Boundaries." Then tap to activate. You can activate the same boundary again by sliding right on the boundary activation slider in the Active Boundary field of the app.

#### Device Control Button

This is the middle button in the Pet Panel. From here, you can slide the Power slider left to put your collar in low-power/sleep mode, turning off the GPS and short-range radio components.

You can also update your Collar's firmware from here when new firmware is available. Your collar's firmware is listed below this button. It may take a couple of minutes after you update firmware for the listing to update under the button to the new firmware.

#### Device Settings Button

When the Device Settings button is selected, you can change your collar's feedback configuration.

##### *Feedback Mode*

The Feedback Mode setting acts like an onion, adding layers as you go: the setting you choose includes all the layers of feedback before it. Read on for more.

##### Positive Only –

Positive Only means SkyShepherd will only give the Safe Tone, when it is appropriate. It won't include any further layers of feedback, even if your dog goes out of the boundary.

If you have Shepherding turned on, your dog will hear rapid Safe Tone while it is making its way back home to encourage it to continue all the way back.

#### Alert 1 –

This setting uses Safe Tone and an additional layer of guidance at the zone that surrounds Safe Zone, called First Alert Zone. The additional guidance is the First Alert Tone and variable vibration. Even if your dog goes out of its boundary, SkyShepherd will only use Safe Tone and Vibration in Shepherding (if enabled) to try to bring it back home.

#### Alert 2 –

Everything before, plus low-level e-stim in Second Alert Zone, and, if Shepherding is enabled, while continuing to move away from boundary after having gone out of it.

#### Standard –

All the layers of feedback are used to guide your dog in their appropriate zones of the boundary. This includes a standard-strength e-stim impulse of Out Zone, up to three times if your dog goes out of its boundary. Out Zone stim is not used in Shepherding, ever. It only happens immediately when your dog leaves its boundary and doesn't recur until after your dog gets back in Safe Tone and back out a subsequent time.

#### *Stim Level –*

You can choose Low, Medium, or High, based on your assessment of what your dog needs. This setting only affects e-stim. You may decide you need to change this setting from time to time, depending on what your dog needs. Use the Low setting as the default and increase if necessary.

#### *Shepherding –*

Shepherding is a user-selectable routine of dynamic feedback that kicks in automatically if a dog leaves its boundary. It must be selected on (slid right on the off/on slider) to kick in automatically. Shepherding obeys your Feedback Mode settings and is designed to guide a wayward dog back into its boundary using the same feedback you've already trained it on.

#### *Safe Tone –*

The Safe Tone setting simply turns the Safe Tone on or off. If turned off and Training Mode is on in the app (more on that later), you may still hear the Safe Tone sound while a boundary is active and you're connected to the collar via Bluetooth, but the collar isn't sounding this tone.

### Pet Panel Symbols

At the top of the Pet Panel, you'll notice four symbols. From left to right, they are the Bluetooth connection icon, the GPS signal icon, the gateway connection icon, and the battery icon.

### *Bluetooth icon*

This icon is faded gray when Bluetooth is off, dark gray with one red dot when on but out of range of your collar, dark gray with gray dot when in range but not connected, and dark gray with two blue dots when connected.

You need a Bluetooth connection to your collar to perform any action in the pet panel as well as for Training Mode to work

### *GPS icon*

The device relies on GPS to contain your dog. The better signal, the more accurate the collar's understanding of its location will be. For the symbol, it's faded gray when GPS is off, dark gray with a blue dot when on, and has radiating bars filling in with dark gray with better signal.

### *Gateway connection icon*

To receive reports from your collar outside of Bluetooth connection range, a gateway connection is necessary, and your gateway needs to be connected to a Wi-Fi network with internet access. This has nothing to do with containment, which the collar does by itself autonomously. Check the back of your cradle/gateway for a blue light, and/or use the Connect Gateway function in the settings area of the app to check whether your gateway has an internet connection. For the new mobile gateway. The light will be red if not connected to a Wi-Fi network, green if connected and functioning properly, blue when connected to your phone via Bluetooth, and orange if connected to your Wi-Fi but unable to reach the internet.

For the icon, light gray is off, dark gray with blue dot is on, and radiating dark gray bars indicate a stronger connection.

### *Battery icon*

Red framed when near empty, Dark gray normally, and fills in with more battery life as it charges. Start each day with a fresh battery charge. It would be better to leave the collar charging when it's not on your dog.

## **The Home Tab**

The home tab is where you land whenever you open the SkyShepherd app, except for initial onboarding. It centers on your phone's location, indicated by the blue dot on the map.

The Pet Panel covered above is the primary element on the Home tab, along with the map underlay, which allows you to visualize your boundaries and view your dog's location in a meaningful way.

Other features on the home tab are the "Smoothed" option, which allows you to view your boundary in a smoothed style or in a rough, more raw rendering, and the bullseye symbol, which allows you to re-center on your phone's location.

## **Activity and Past Sessions Tabs**

These are growth areas of the app and are not currently offered to use.

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## App Settings Area

At the top right of the app is a gear icon. Tap on that to open the App Settings menu. From here, you can Turn Training Mode on or off. You'll need a Bluetooth connection to the collar for that to work. You'll also see a message about the status of your current collar firmware and whether it's up to date or if there is an update available. You'll use the Gateway Setup menu to connect your charging gateway to a Wi-Fi network of your choosing. Watch the Onboarding Video in the Help Center for instructions on how to do this. There is a link to the SkyShepherd Privacy Policy, a button to log out of your SkyShepherd account, and a notice about what version of the SkyShepherd app you have.

## Familiarizing Yourself with the boundary

It's a good idea to familiarize yourself with the boundary you've created before you start training your dog with SkyShepherd. It will help you understand better how the system works and what your dog will experience. Set your Feedback Mode to "Standard" in the Device Settings tab of the pet panel, and make sure Shepherding and Safe Tone are also on. Activate your boundary and hold the collar by the collar strap. Walk in and out of your boundary to hear the different feedback the collar makes as it goes through each boundary zone.

## Acquiring a Strong Signal

After you've explored the SkyShepherd app and become familiar with its functions. It's a good idea to familiarize yourself with the boundary you created. To do that, you'll want the collar to acquire a good GPS signal.

One important aspect of acquiring a good signal while familiarizing yourself with your boundary is not blocking the GPS antenna by cupping the collar in your hand as you test your boundary. The best way to hold SkyShepherd is to attach it to the collar strap and hold the collar strap.

TIP. SkyShepherd is constantly receiving GPS signals. This helps it to more quickly acquire your position when you want to put it on your dog. It's best to keep SkyShepherd charging near a window when it's not on your dog (you'll have enough battery without charging to make it through a day's use, but keeping it on the charger just ensures you will have a full battery anytime you need it.)

## Care and Handling of SkyShepherd

Clean SkyShepherd as needed to avoid grime buildup from your dog's fur. Use water and a soft brush and wipe off excess water with a cloth. If necessary, use mild soap for stubborn grime. Don't use volatile chemicals to clean SkyShepherd; they will damage it. Wait until SkyShepherd is dry before charging it. The charging cradle is not waterproof, and water from your collar will potentially ruin it. (Not applicable to the new mobile gateway, though it, too is not waterproof)

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**NOTE.** The chemicals in some flea and tick treatments may damage SkyShepherd's plastic.

**NOTE.** SkyShepherd is submersible in water to a depth of about three feet, so washing the device with mild soap and water will not ruin it. SkyShepherd does not float, though.

When not in use, store SkyShepherd where pets and children cannot play with or chew on it.

## Frequently Asked Questions

Please check [my.skyshepherd.com](http://my.skyshepherd.com) or [help.skyshepherd.com](http://help.skyshepherd.com) for the most up-to-date list of FAQs. If your question is not answered there, please email us at [support@skyshepherd.com](mailto:support@skyshepherd.com) or call customer support at 1-844-SKY-SHEP (1-844-759-7437).

## Terms and Conditions

### Limitation of Liability

By purchasing the SkyShepherd device and keeping it for at least 30 days, the Buyer accepts and agrees to these Terms and Conditions.

In recognition of the relative risks and benefits of selling the Sky Shepherd device, the Buyer agrees, to the fullest extent permitted by law, to limit the liability of Safe Retrieve, LLC for any claims, losses, and damages of any nature whatsoever to the purchase price of the SkyShepherd device. In no event shall Safe Retrieve, LLC be liable for any indirect, punitive, incidental, special, or consequential damages arising out of or connected with the use or misuse of this product. The buyer assumes all risks associated with the use of this product.

### Indemnification

The Buyer shall fully indemnify and hold harmless Safe Retrieve, LLC from and against all claims, demands, actions, liabilities, costs and expenses (including but not limited to reasonable attorneys' fees and costs), whether or not involving a third party claim, which arise out of or relate to (1) any alleged breach of any representation or warranty of Safe Retrieve, LLC contained in this Manual or in the Terms of Use, and (2) any alleged breach or violation of any obligation or duty of Safe Retrieve, LLC under the Terms of Use or other applicable law, in each case whether or not the relevant claim has merit.

## Warranty

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- (a) Safe Retrieve, LLC provides the original purchaser (the “Buyer”) with a **1-year limited warranty** for SkyShepherd series products. The limited warranty entitles the Buyer with repair or replacement of the purchased SkyShepherd device, at Safe Retrieve’s sole option. This limited warranty begins from the date of purchase. All shipping fees incurred, the cost of accessories after the first year, and labor fees associated with out-of-warranty repair work are the Buyer’s responsibility. Labor fees will vary depending on the extent of work required. To qualify for the Safe Retrieve warranty and initiate repair work, proof of purchase must be provided. Safe Retrieve strongly recommends keeping the original receipt/order number.
- (b) **BUYER’S EXCLUSIVE REMEDY FOR BREACH OF THIS LIMITED WARRANTY SHALL BE LIMITED TO REPAIR OR REPLACEMENT (AT SAFE RETRIEVE’S OPTION) OF ANY PARTS FOUND DEFECTIVE BY SAFE RETRIEVE WITHIN THE WARRANTY PERIOD.**
- (c) The foregoing limited warranty shall be void in the case of any failure to use and maintain the Product in accordance with Safe Retrieve’s operating and maintenance instructions, rough handling, mechanical damage, alteration, repair not in accordance with Safe Retrieve’s instructions, or Purchaser’s failure to immediately notify Safe Retrieve of any defective Product.
- (d) **THE LIMITED WARRANTY SETS FORTH THE FULL EXTENT OF SAFE RETRIEVE’S LIABILITY AND IS IN LIEU OF ANY AND ALL OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY, AND ALL OTHER OBLIGATIONS OR LIABILITIES OF SAFE RETRIEVE, WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

## Not Covered Under Warranty

Safe Retrieve, LLC does not offer a warranty for products purchased secondhand, except for new products sold to customers through approved third-party affiliates of Safe Retrieve.

Safe Retrieve does not cover the cost of repairs and replacements due to misuse by the owner or dog or improper maintenance. The warranty does not cover lost devices.

The warranty is void if SkyShepherd has been altered or disassembled in any way, including damages caused by an unauthorized person attempting repair work. Your SkyShepherd must be sent to Safe Retrieve for any required repairs. Removing the serial number from any Safe Retrieve product will void the warranty. Safe Retrieve reserves the right to retain or discard any parts or accessories that have been found damaged upon replacement and repair.

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## Procedure for Repair Work

If you believe SkyShepherd is malfunctioning, please refer to the Frequently Asked Questions section of our help center at <https://help.skyshepherd.com>, visit the Contact Us page on [skyshepherd.com](https://skyshepherd.com), email us at [support@skyshepherd.com](mailto:support@skyshepherd.com), or call 1-844-SKY-SHEP (1-844-759-7437) for technical support before sending the device to Safe Retrieve for service. The cost of shipping products, whether under or outside of warranty, to Safe Retrieve is the customer's responsibility. Safe Retrieve is not responsible for devices damaged or lost in transit to Safe Retrieve. Safe Retrieve is not responsible for loss of training time or inconvenience while SkyShepherd is in for repair work. Safe Retrieve does not provide loaner devices or any form of compensation during the repair period.

The order number for your collar purchase may be required before warranty work is initiated.

Please include a brief explanation outlining the problem and include your contact information (name, address, city/state/zip code, daytime phone number, evening phone number, and email address) or visit [skyshepherd.com](https://skyshepherd.com) for a service request form. If the repair is not covered under warranty, we will call you for payment information and authorization. For any questions concerning your Safe Retrieve products, call 1-844-SKY-SHEP (1-844-759-7437) during business hours [M–F, 8:00 a.m.–4:30 p.m. (CST)], or email specific repair inquiries to [support@skyshepherd.com](mailto:support@skyshepherd.com).

The diagrams and representations in this manual may differ slightly from the actual product depending on the model, firmware version, or app version you are using.

Send device to be repaired to:

Safe Retrieve, LLC/Repairs

2095 Daniels Street #474

Long Lake, MN 55335

U.S.A.

## Modification of Terms and Conditions

Safe Retrieve, LLC reserves the right to change the terms, conditions, and notices under which this product is offered.

## Product Specifications

Dimensions: 2.75" (3.5" including the contact grid) × 1.625" × 1.25" (GPS unit)

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Weight: 2.9 oz (GPS unit without collar strap)

Environmental: Waterproof to 3' (IP67)

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US Patents #7,677,204, #9,795,118, #9,961,884, #10,064,390, #10,080,346, #10,165,755, #10,165,756, #10,172,325, #10,251,371, #10,292,365, #10,342,218, #10,405,520, #10,455,810, #10,470,437, #10,624,319, #10,820,575, #10,893,662, #11,019,807, #11,246,291 and #11,516,994.

Other US and International Patents Pending.

## Compliance

### FCC Declaration of Conformity

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.