



Start Training!



SmartDoor™ Connected Pet Door

Training Guide

Now that you have finished installing your pet door, it is time to train your pet to use it. This is a crucial step — even if your pet is accustomed to using a pet door, the SmartDoor™ Connected Pet Door will look, sound, and behave differently than his previous door.

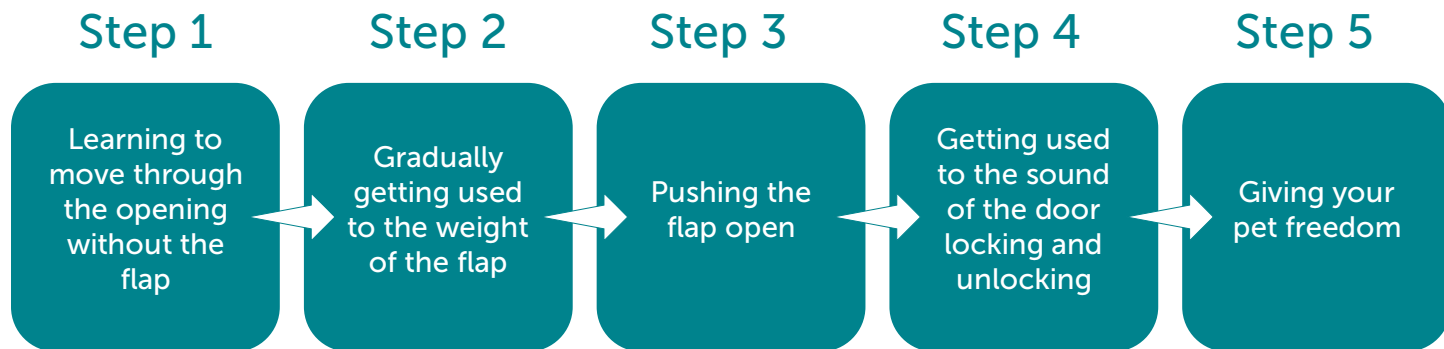
What to expect

Most pets need time and training to move comfortably through the new door. Plan to spend several 10-to-15-minute training sessions with your pet. The training steps provided in this guide have helped other pet door users and their pets have a positive experience with their new door.

It is not uncommon to need to repeat a training step several times before moving on to the next, especially if you have a timid pet. Remember to give your pet breaks between training sessions. Sometimes a new door can be scary to your pet, so watch for nervous behavior and take time to calm your pet as needed.

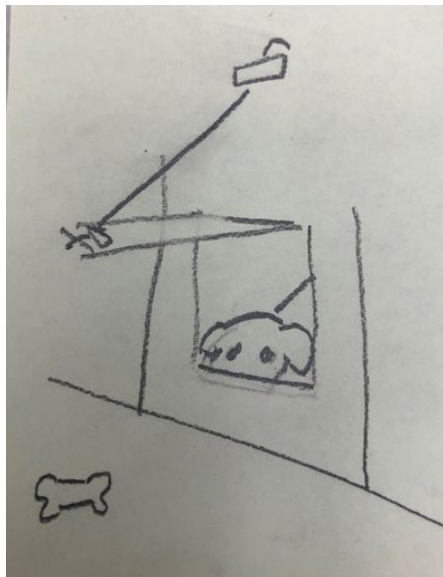
It is also common for your pet to become accustomed to moving through the door in one direction before gaining confidence in the other direction. If you observe this, continue training with your pet to encourage confidence. Each pet's journey with a new pet door is unique; if you have questions, please contact our Customer Care team.

And remember — your pet can read your body language and mirror it. If you find yourself getting frustrated, it might be best to take a break and try again later.



Step 1

Learning to move through the opening with no flap interaction

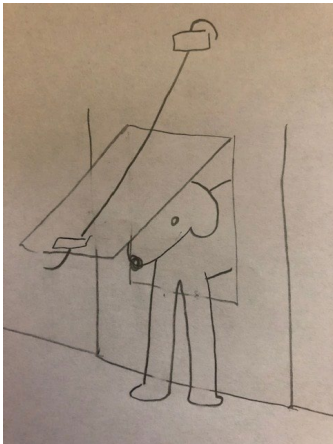
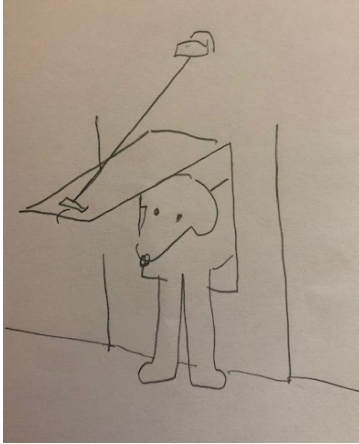


First, we will help your pet get used to going through the pet door opening without the flap. This step is easiest with two people.

- a. Place the pet door in Standard Mode and unlock the flap. You can do this in the My PetSafe® app or by pressing the lock/unlock button (🔒 | 🔓) inside the battery compartment.
- b. Secure the flap in the fully open position by taping one end of a piece of string to the flap and the other end to the door or wall.
- c. Offer your pet's favorite toys or treats to encourage your pet to go through the opening.
- d. Celebrate with your pet each time he goes through the opening.
- e. After your pet has gone through the opening several times with your encouragement, leave the flap taped open and allow him to explore it on his own.
- f. When your pet is comfortable going through the fully open flap on his own, proceed to **Step 2**.

Step 2

Gradually getting used to the weight of the flap



- a. Place the pet door in Standard Mode and unlock the flap as in the previous step.
- b. Use tape and a piece of string to secure the flap as in **Step 1**, but this time lower it slightly.
- c. Offer your pet's favorite toys or treats to encourage your pet to go through the opening.

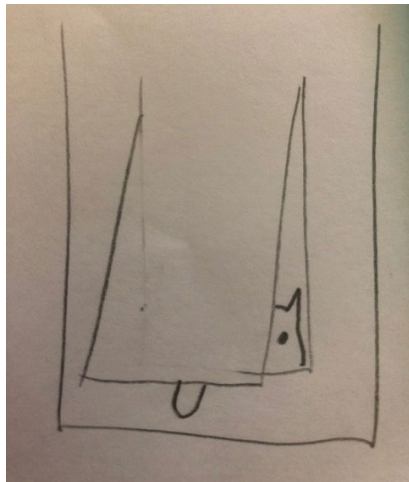
As your pet moves through the opening, he will feel the flap resting lightly on his back. This helps remove your pet's fear of discomfort from the flap as he pushes through the door.

- d. Celebrate with your pet each time he goes through the opening.
- e. After your pet has gone through the opening several times with your encouragement, leave the flap taped open and allow him to explore it on his own.
- f. When your pet is comfortable going through the flap at the new height on his own, lower the flap again and repeat the steps above.
- g. Once your pet is comfortable pushing through the flap taped open at lower and lower heights, he is ready to proceed to **Step 3**.

Please note: Your pet may need to practice with the flap raised in both directions to gain confidence moving through the pet door in both directions.

Step 3

Pushing the flap open



- Place the pet door in Standard Mode and unlock the flap as in the previous steps.
- With you on one side of the door and your pet on the other, encourage your pet to nudge the door with his nose or paw. You may need to lift the flap a little and hold a treat where he can reach it by pushing his nose or paw through the small opening.
- Repeat this a few times, letting the flap fall back into place between each treat. Eventually, your pet will start to push on the flap to get the treat without help.
- As your pet becomes more confident pushing the flap, encourage your pet to move all the way through the opening to earn the reward.

What if treats aren't working?

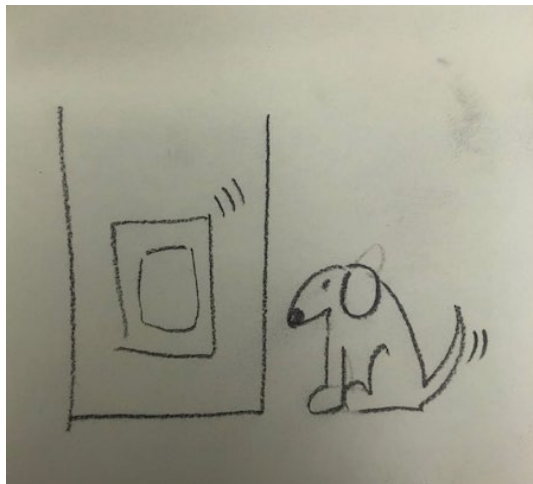
If your pet is not responding to treats, you may have more luck with a social approach. Pets often want to be where their family is. Before you begin a training session, check again that Smart Mode is turned off. This allows your pet to build confidence before the door moves or makes any sounds.

Next, place your pet on one side of the door and bring family members to the other side. While your pet is at the door, act out games the pet enjoys, call their name, and provide encouragement. Create an atmosphere that the pet will be driven to join. Watch out for signals of stress and take breaks to calm your pet.

Remember, each pet has their own personality and will acclimate to new things differently. For additional assistance, please contact our customer care.

Step 4

Getting used to the sound of the door locking and unlocking

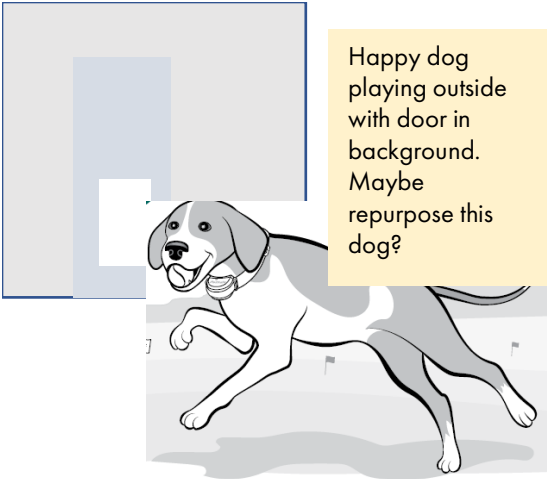


The sound of the pet door's motor, lock and unlock actions, and the flap movement, may all be unfamiliar sounds for your pet. To help him get accustomed to these sounds:

- a. With your pet within earshot of the door, use the app or buttons in the battery compartment to lock and unlock the door.
- b. Repeat this several times and watch your pet's reaction. Once your pet is comfortable with the sound of the door locking and unlocking at a distance, proceed to the next step.
- c. Place the door in Smart Mode and select All Access for your pet.
- d. Make sure your pet's pet door key or microchip is paired with the door.
- e. If your pet is using the pet door key, make sure it is secured to his collar.
- f. Place your pet's favorite treat or toy next to the door and encourage him to approach the door.
- g. As your pet comes within range of the door, the door motor will run and the door will unlock. As these noises are occurring, reward your pet. The goal is for your pet to associate the noise with a positive experience.
- h. Repeat the above step a few times until your pet seems comfortable with the sounds made by the door.
- i. Finally, repeat this action, but while your pet is getting his treat, lift the flap and let it close.
- j. Repeat the above step until your pet is comfortable with the sound of the motor and the sound of the flap opening and closing.

Step 5

Giving your pet freedom



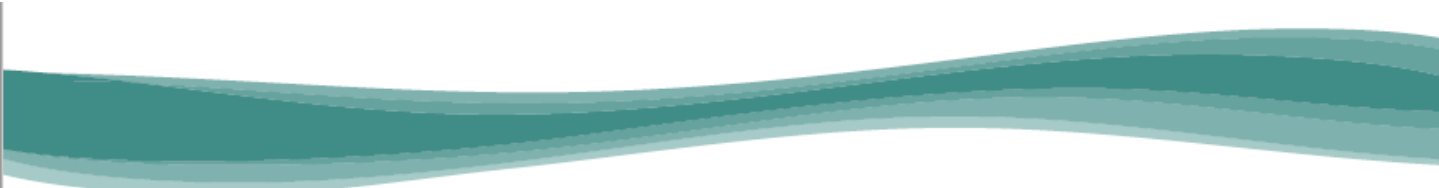
Happy dog
playing outside
with door in
background.
Maybe
repurpose this
dog?

Your pet should now be able to use the door on his own.

- Place the door in Smart Mode and select All Access for your pet.
- Encourage your pet to use the door with his pet door key or microchip activating the door.
- Celebrate with your pet as he uses the door on his own.

Now your pet will be able to come and go on his own schedule! Over time, your pet will learn that when he hears the motor and the unlock action, he can go through the door.

**More time outdoors for your pets,
more peace of mind for you.**

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Let us help!

For questions or additional tips:

+1 (800) 732-2677

petsafe.com

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For important safety instructions, please see the customer care guide.