

SmartDoor™ Connected Pet Door

This guide will lead you through connecting your new SmartDoor™ Connected Pet Door to Wi-Fi and your pet's SmartKey™ or microchip and then installing it in your home. For best success, remember these tips:

- Pair the door to your pet first.** It may seem strange to pair the SmartDoor™ to your pet before installing it, but we strongly recommend you do so, so you can discover and resolve any pairing issues at the start.
- Reach out if you need help.** It is possible to install the pet door by yourself, but it's a lot easier if you get a friend or partner involved. If you get stuck on any part of the installation procedure, please call our friendly Customer Care team—they'd love to help.
- Allow time for training.** Your pet will need some time to get used to the SmartDoor™, even if he has previously used other pet doors. We've provided a separate Training Guide that will walk you through the recommended training procedure step by step.

What you have



Interior frame



Exterior frame

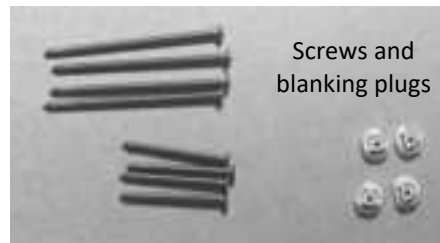


SmartKey™



Spacer

Cutting templates
for non-metal and
metal doors
(not shown)



Screws and
blanking plugs

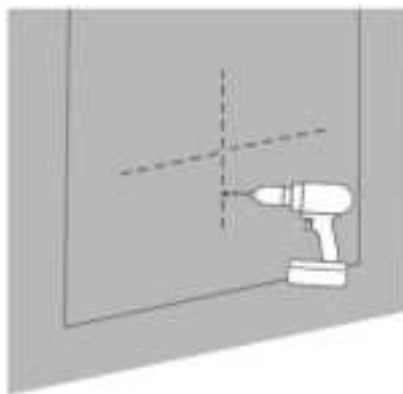
What you need

- Wireless router
- High-speed internet connection
- Smartphone
- Batteries:
 - 4 C cell alkaline batteries for a Medium pet door
 - 4 D cell alkaline batteries for a Large pet door
- Measuring tape
- Pencil
- Level
- Hammer
- Flat Head and Phillips Screwdriver
- A raised level surface, such as two sawhorses
- Tape
- Safety glasses
- Drill
- 1/2-inch (12mm) drill bit (for cutting out opening)
- 5/16-inch (8mm) drill bit (to drill holes for screws)
- Jigsaw
- Exterior Grade Caulk (optional)
- Weather Stripping (optional)

Installation Method	Why this Method?	Cut-out Template	Required Accessories
Non-Metal Door	No Metal Present in Door	Wood Door Template	None
Metal Door-No Adapter	Some Metal Present	Metal Door- No Adapter Template	Foam spacer for door support
Metal Door with Adapter	Significant Metal Present or if the install without an adapter did not provide desired SmartKey or Microchip read range	Metal Door with Adapter Template	2 Adapter Frames and foam spacer for door support
Installation in Previous Pet Door Opening	Previous pet door opening is large enough to accommodate the Connected SmartDoor™	None, unless modification is required to enlarge opening. Follow appropriate instructions above if required.	None, unless the pet door opening is larger than the Connected SmartDoor™ or modifications are required. If so, adapters may be required to conceal the opening and you may install using the Metal Door with Adapter instructions.

Not sure what type of door you have?

If not planned for, metallic door materials can interfere with the antenna in your SmartDoor™ and affect performance. Perform the following steps to check for metal in your door:



1. Drill a small (1/4 to 3/8-inch) hole at the center of where you expect the pet door opening to be. You don't need to drill all the way through your door, just far enough to determine whether the door contains metal.
2. Inspect the shavings that came out of the hole you created. If the shavings:
 - Do not contain any metal at all, you will use the cutting template for non-metal doors.
 - Contain metal or foil, even in small amounts, you will use the cutting template for metal doors. Using this template increases the space between the metal in your door and the antenna in the SmartDoor™, enhancing performance.
 - If your door contains a significant amount of metal, you may need to install your SmartDoor™ using Adapters. Adapters allow for a larger cut-out which may increase the readable range of your pet. These are sold separately and should be acquired prior to beginning the installation process.

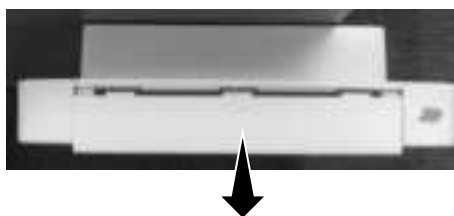
Connect the pet door to Wi-Fi and pair it to your pet

Before beginning the installation process, complete the following steps to connect the pet door to Wi-Fi and pair it with all the pets who will be using it. You will need a valid email address and your home Wi-Fi password.




3. Place the interior frame of the pet door (the side with the flap) as near as possible to the location where you plan to install it, leaning against a wall or cabinet in an upright position.

Locate the battery door on the top edge of the pet door.



4. Remove the battery door by sliding it in the direction of the arrow.
5. Insert the batteries (4 C cell alkaline batteries for the Medium pet door, 4 D cell alkaline batteries for the Large pet door) and then replace the battery door.

The Wi-Fi icon () on the front of the pet door will start flashing yellow.

6. Download the MyPetSafe® app from your phone's app store.
7. Open the app and follow the on-screen instructions to:
 - Sign in to the app.
 - Add the SmartDoor™ to the app.
 - Create a pet profile for each pet that will use the SmartDoor™.
 - Add each pet to the SmartDoor™ by scanning their SmartKey™ or microchip.

Pet Pairing Tip: During the pairing process, move the SmartKey™ or pet a little to ensure the activation of the motion sensor.

Important: If pairing the pet door to your pet's microchip, do a little additional testing after pairing to make sure the pet door can reliably sense your pet as they pass near the door. In some cases, it is possible to pair the pet's microchip with the door, but not for the pet to activate the door during practical use. This is generally due to the location of the microchip in the pet and its distance from the sensor as they approach the pet door. If you find this to be the case for your pet, you may have to use the SmartKey™ for pairing instead.

Install the pet door

Once you've connected the pet door to Wi-Fi and paired it to each of your pets, you are ready to install it in your door.

Important: Remove the batteries from the pet door prior to installation.

Mark the pet door location

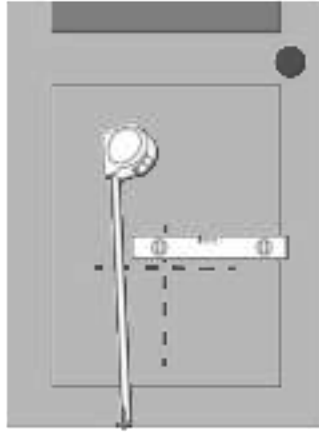


1. Measure your pet's shoulder height when standing. Make a note of this measurement.

If you have more than one pet, measure the tallest one.

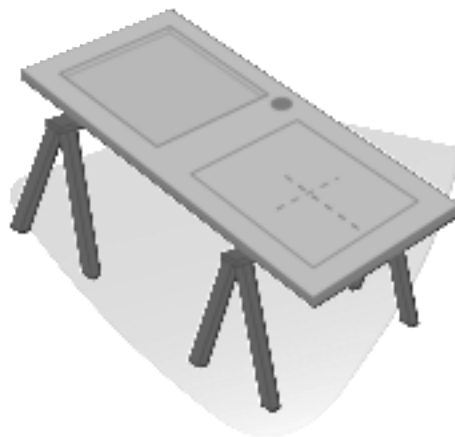
2. Decide how high you want to mount the pet door. Ideally, the top of the pet door opening should be at your tallest pet's shoulder height; but if you have a very large pet and a very small pet, or an immediate step down just outside your door, you may need to mount the pet door lower to ensure all your pets can use it successfully, both coming and going.

Remember — to maintain the structural integrity of your door, the pet door opening should be at least 3 inches away from the bottom and sides of the door.

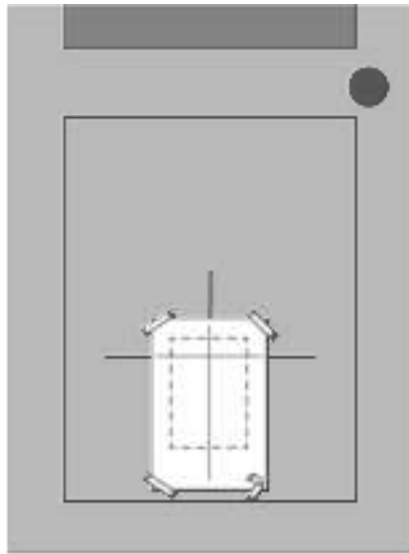


3. Make a mark at the desired height on the interior side of the door. Using a level, extend the line several inches in both directions.
 4. Use a level to draw a vertical line where you want the center of the pet door to be. If your door has inset panels, you may want to install the pet door off-center to minimize gaps between the pet door frames and the door.
- The pet door must be level to swing properly.

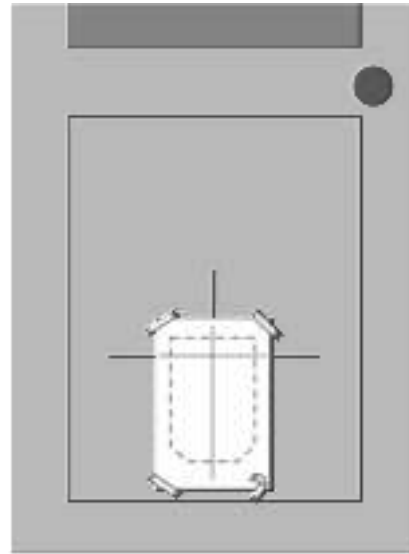
Prepare the door



1. If possible, remove the door from its hinges and place it on a raised, level surface, such as two sawhorses. The interior side of the door should face up.
 Removing the door from its hinges makes it a bit easier to cut the opening for the pet door, but you can install the pet door without removing your door from its hinges if you prefer.
2. Select the appropriate cutting template, based on what you found when you drilled the test hole in your door. If your door:
 - Does not contain metal, use the cutting template for non-metal doors.
 - Contains any metal or foil, use the cutting template for metal doors.



Non-metal door

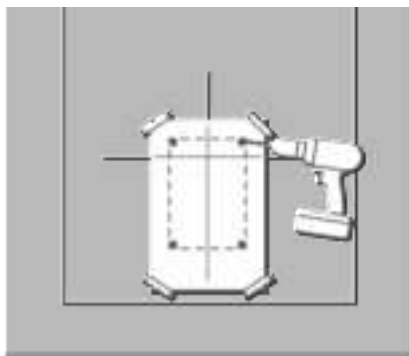


Metal door

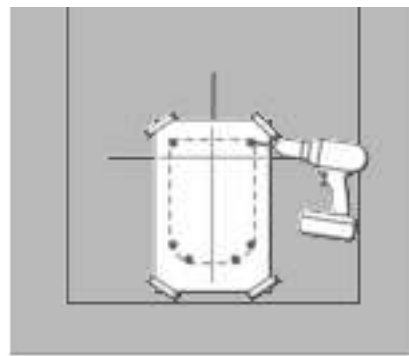
3. Tape the selected cutting template to the interior side of the door, matching the shoulder and center lines on the template with the horizontal and vertical lines you drew on the door.

Make sure the cutting template is at least 3 inches from the edge of the door on all sides, and that there is nothing underneath or behind the door where you will cut the opening.

Cut the opening

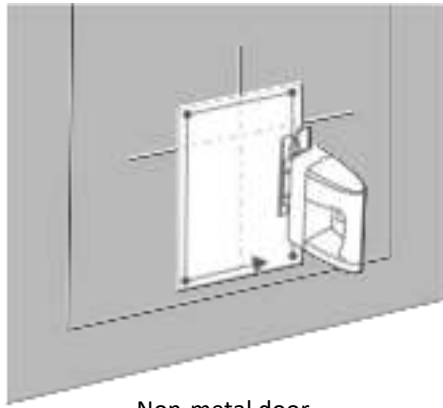


Non-metal door

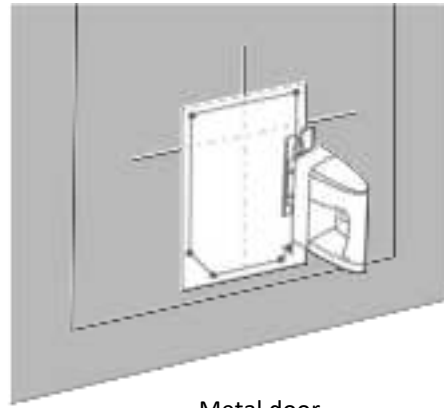


Metal door

1. Drill 1/2-inch holes just inside the corners of the cutting line on the template. These will be the pilot holes for the jigsaw blade.



Non-metal door



Metal door

2. Using a jigsaw, cut between the holes you just drilled, along the cutting line.
3. Remove the cutting template from the door and clean up any debris.
4. Proceed to the appropriate section to install the pet door in the opening:

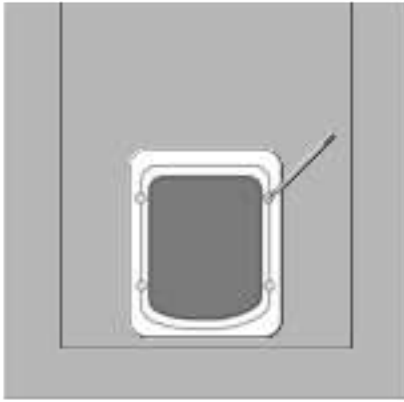
For a non-metal door, see “

- **Installing the pet door in a non-metal door”** below.
- For a metal door, see “**Installing the pet door in a metal door”** on page 9.

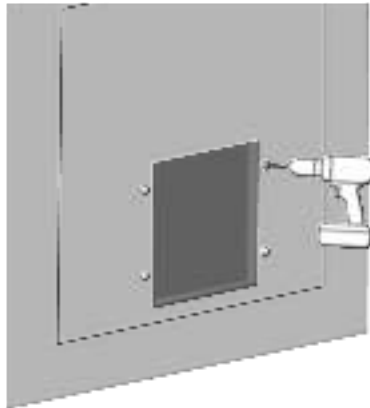
Installing the pet door in a non-metal door



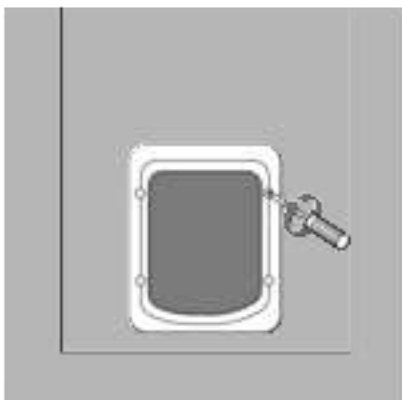
1. Insert the interior frame into the opening on the interior side of the door.



2. Insert the exterior frame into the opening on the exterior side of the door, fitting it over the tunnel of the interior frame. Hold the exterior frame in place and mark the holes for the screws with a pencil.
3. Remove the exterior and interior frames.



4. Drill through the marks on the door using an 8mm drill bit. Hold the drill steady and straight.



5. Place the interior and exterior frames back in the opening. Holding both frames in place, insert screws through the holes in the exterior frame, through the holes in the door and into the holes on the back of the interior frame.

The pet door came with two lengths of screws; choose the screws that best fit the thickness of your door.

6. Tighten the screws with a manual Phillips screwdriver. Do not overtighten.
7. Insert blanking plugs into the holes in the exterior frame.

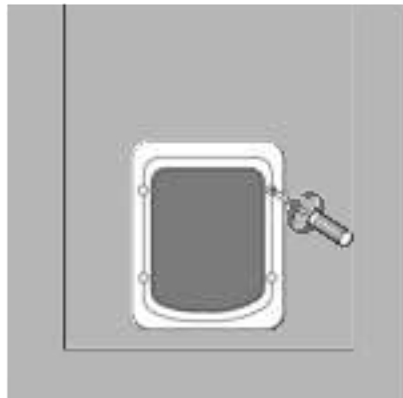
Installing the pet door in a metal door without adapters



1. Place the spacer at the bottom of the cut opening, in the middle.



2. Insert the interior frame into the opening on the interior side of the door, on top of the spacer. Make sure the interior frame is centered in the opening.



3. Insert the exterior frame into the opening on the exterior side of the door, fitting it over the tunnel of the interior frame. Holding both frames in place, insert screws through the holes in the exterior frame, through the cutout opening and into the holes on the back of the interior frame.

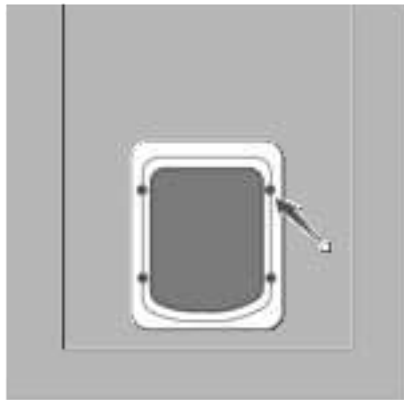
The pet door came with two lengths of screws; choose the screws that best fit the thickness of your door.

4. Using a manual Phillips screwdriver, tighten the screws just until the frames are attached. Do not tighten fully yet.
5. If needed, adjust the position of the pet door; it should be resting on the spacer and centered horizontally in the opening.
6. Hold the pet door in place and finish tightening the screws with a manual Phillips screwdriver. Do not overtighten.

Complete the installation



1. If you removed your door from its hinges, rehang it now.



2. Insert blanking plugs into the holes in the exterior frame.
3. Reinstall the batteries in the pet door.
4. Verify that the pet door is recognizing your pet's SmartKey™ or microchip as they pass near the door.

If the sensor does not reliably respond to your pet's SmartKey™ or microchip, the metal in your door may be interfering with the operation of the sensor. If this is the case, you will need to increase the space between the pet door and the metal in your door by reinstalling the pet door with a larger cutout opening and a set of installation adaptors — see “

Installing the pet door with installation adaptors”.



5. Once you are satisfied your pet door is operating correctly, you can weatherproof it by applying caulk where the pet door frames meet the door.

Your new SmartDoor Connected Pet Door is installed and ready to use - but first your pet will need to get accustomed to it. Just follow the easy step-by-step instructions in our provided Training Guide. Once your pet is familiar with the pet door, we know both of you will love the freedom and security it brings. Grab some treats and happy training!

For an overview of the buttons and indicators on the pet door, see “

Getting to know your new pet door” on page 18.

Installing the pet door with installation adaptors

This installation method is necessary only if you previously installed the pet door and found that the metal in your door interfered with the operation of the sensor.

To install the pet door with the installation adaptors, you will need:

- Installation adaptors (2)



- Cutting template for installation adaptor (Included)
- Measuring tape
- Pencil
- Level
- Hammer
- Screwdriver

- A raised level surface, such as two sawhorses
- Tape
- Safety glasses
- Drill and 1/2-inch drill bit
- Jigsaw
- Phillips screwdriver
- Weather Stripping (optional)
- Caulk (optional)

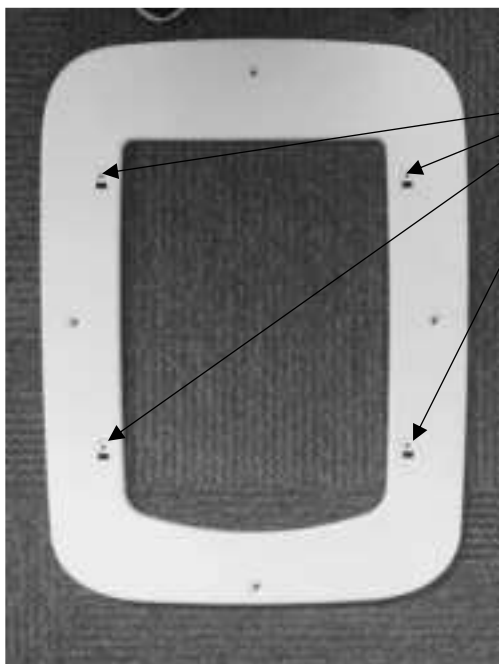
- Spacer (Included)



- Small screws (4) (Included)

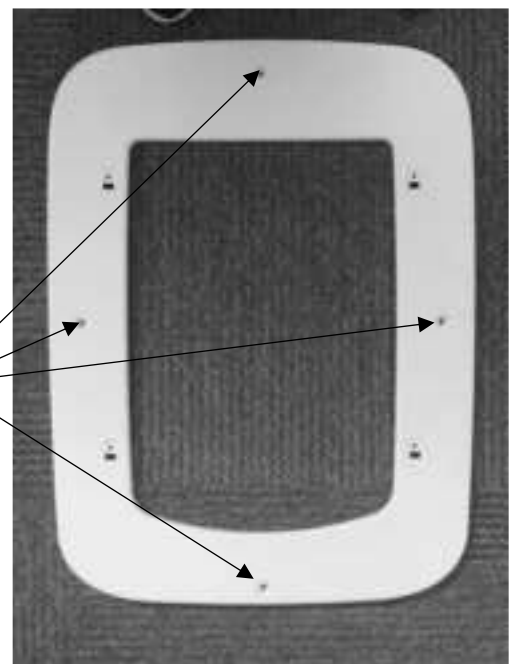


Special Note: Installation Adapter Screw Positions

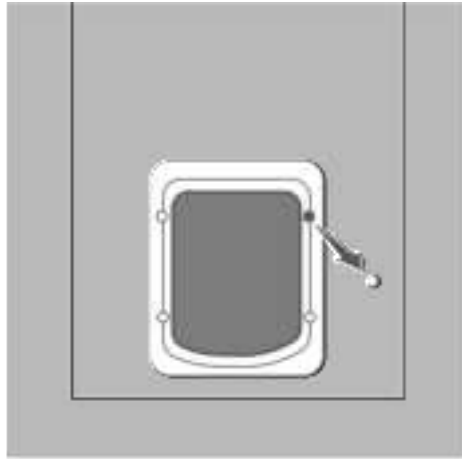


Installation Screw Guides used with all installation types.

Installation Screw Guides for Wall Installations only.

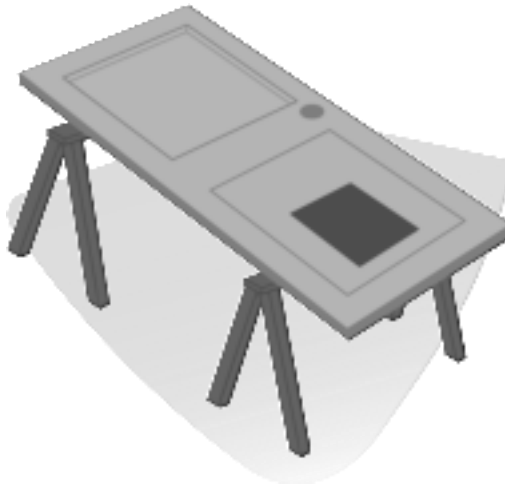


If you have already installed the pet door without adapters, remove the pet door



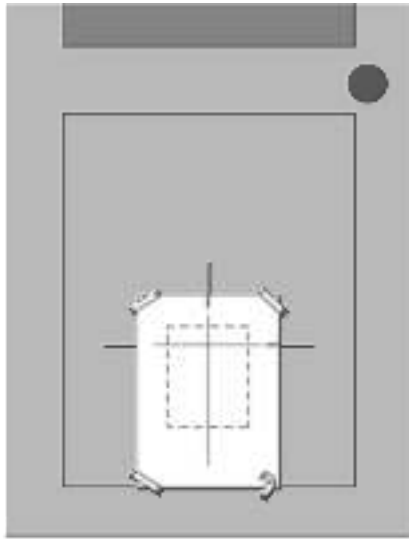
1. Carefully remove the blanking plugs from the holes in the exterior frame.
2. Remove the screws securing the exterior and interior frames.
3. Remove the exterior frame, the interior frame, and the spacer from the opening. Set the frames aside for installation later.

Prepare the door

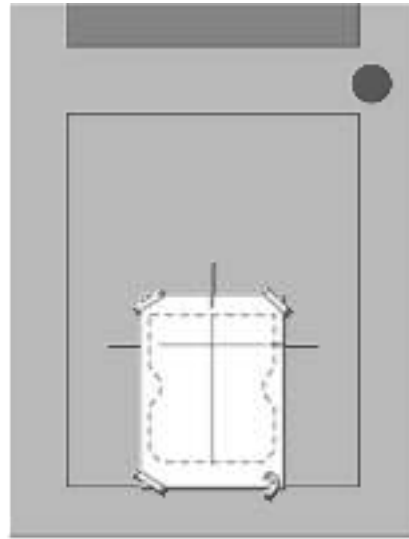


1. If possible, remove the door from its hinges and place it on a raised, level surface, such as two sawhorses. The interior side of the door should face up.
2. Locate the cutting template provided with the installation adaptor.

Important: Use the cutting template provided with the installation adaptor, not the one that came with the pet door.



Medium door

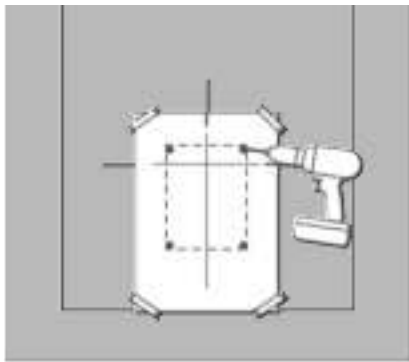


Large door

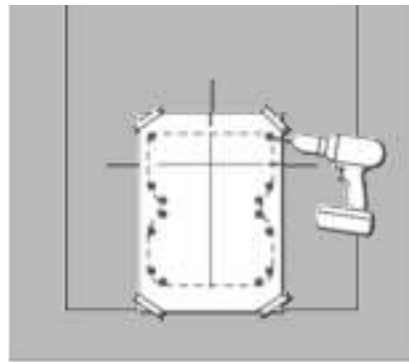
3. Tape the cutting template to the interior side of the door, matching the shoulder and center lines on the template with the horizontal and vertical lines you drew on the door.

Make sure the cutting template is at least 3 inches from the edge of the door on all sides, and that there is nothing underneath or behind the door where you will cut the opening.

Cut the pet door opening

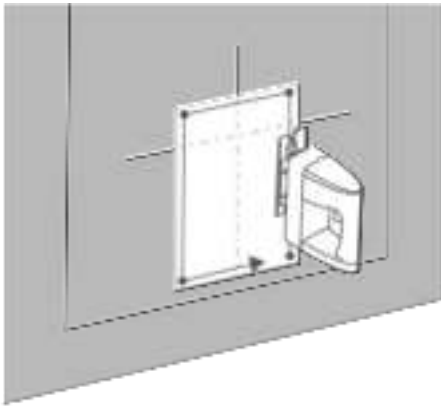


Medium door

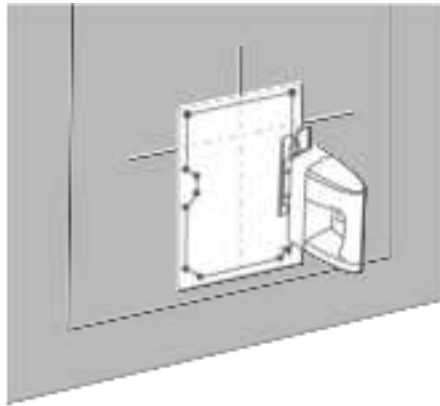


Large door

1. Drill 1/2-inch holes just inside the corners of the cutting line. These will be the pilot holes for the jigsaw blade.



Medium door

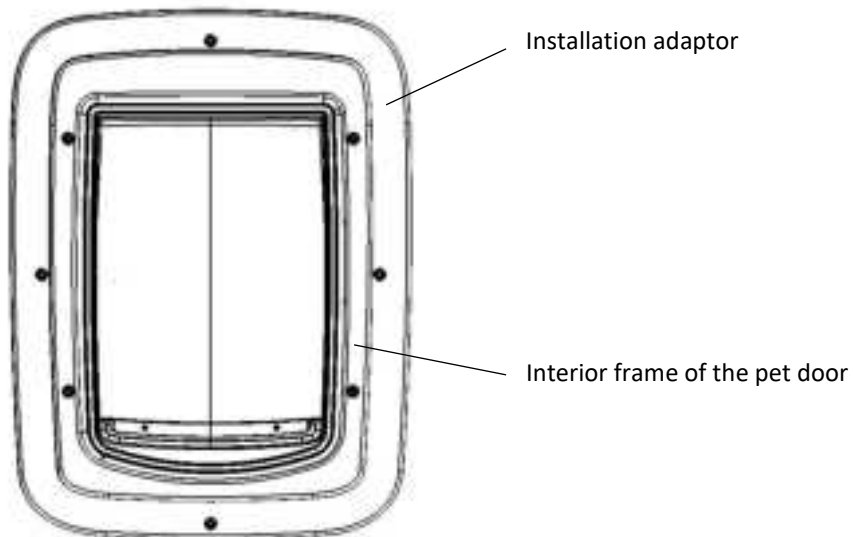


Large door

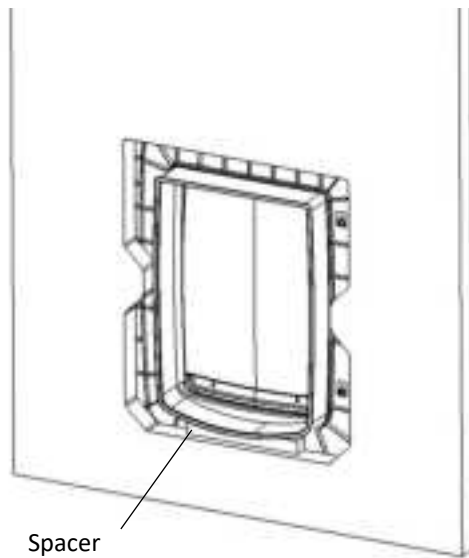
2. Using a jigsaw, cut between the holes you just drilled, along the cutting line.

Install the pet door with the installation adaptors

Note: If weatherstripping is desired, place it along the edge of backside of the adapters, prior to assembly



1. Place an installation adaptor over the tunnel of the interior frame of the pet door, matching the curved edge at the bottom of the installation adaptor to the curved edge at the bottom of the pet door.

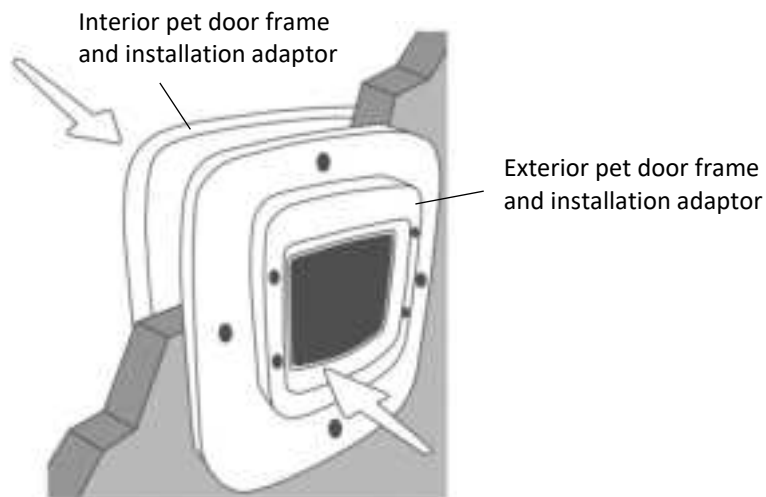


Please note: This illustration shows the cutout for the Large pet door, with the spacer and the interior pet door frame in the opening.

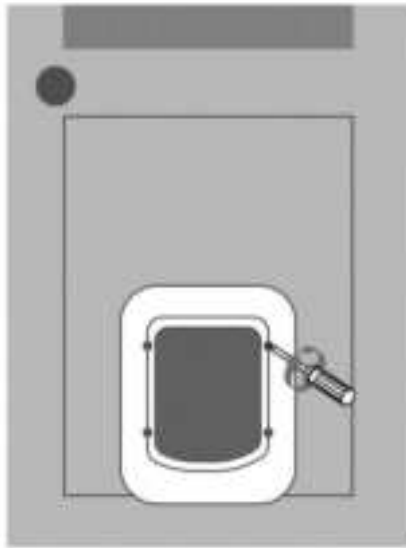
The Medium pet door is assembled in the same way, but the cutout is rectangular instead of hourglass shaped.

2. Place the spacer at the bottom of the opening, in the middle. (Use the spacer provided with the installation adaptor, not the one provided with the pet door.)
3. Insert the interior pet door frame (with installation adaptor) into the opening on the interior side of the door, on top of the spacer.

Make sure the interior pet door frame and installation adaptor are centered in the opening.



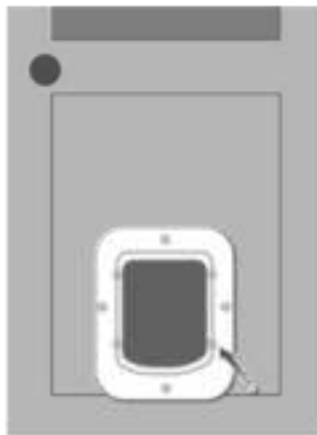
4. With a helper holding the interior pet door frame and installation adaptor in place, line up the exterior installation adaptor and pet door frame with the opening on the other side of the door.



5. Insert 4 screws through the holes in the exterior pet door frame, through the corresponding holes in the exterior installation adaptor, through the pet door opening, and into the holes on the back side of the interior pet door frame.
6. Tighten the screws with a manual Phillips screwdriver. Do not overtighten.



7. If you removed your door from its hinges, rehang it now.



8. Insert blanking plugs into the holes in the exterior frame and installation adaptor.



9. If desired, you can weatherproof your installation by applying caulk where the installation adaptors meet the door.

Your new SmartDoor Connected Pet Door is installed and ready to use - but first your pet will need to get accustomed to it. Just follow the easy step-by-step instructions in our provided Training Guide. Once your pet is familiar with the pet door, we know both of you will love the freedom and security it brings. Grab some treats and happy training!

For an overview of the buttons and indicators on the pet door, see the following section, “

Getting to know your new pet door.”


Getting to know your new pet door



Although you will control most of the pet door functionality through the My PetSafe app, there are a few buttons and indicator lights on the pet door it is important to understand.

Buttons



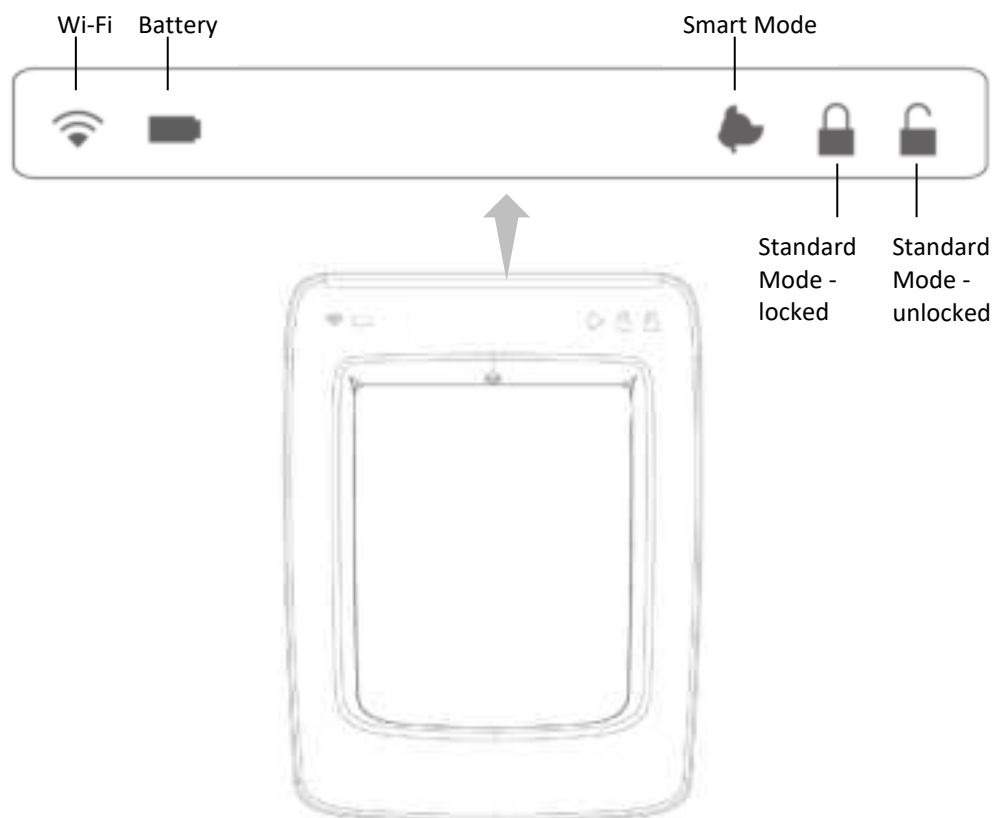
There are three buttons inside the battery compartment at top of the interior pet door frame:




Button icon	Button name	Usage
	Wi-Fi connect button	Pressing and releasing this button (0-7 seconds) resets Wi-Fi but retains your Wi-fi credentials. Pressing this button for 8 seconds or more erases your Wi-Fi credentials and returns the door to provisioning mode.



	Smart Mode button	Pressing and releasing this button (0-7 seconds) places the pet door in Smart Mode.
	Standard Mode button/ toggle	Pressing and releasing this button (0-7 seconds) places the pet door in Standard Mode and toggles between locked and unlocked.

Indicator lights

Five Indicator lights on the interior side of the pet door provide information about the Wi-Fi and internet connection, battery life, and current operating mode of the door.



Indicator light	Color	Meaning
	Yellow, slow blinking	The SmartDoor™ is powered on but not yet connected to the app, Wi-Fi, or the internet.
	Yellow, solid	The SmartDoor™ is connected to the app, but not Wi-Fi or the internet.
	Blue, fast blinking	The SmartDoor™ is attempting to connect to Wi-Fi.
	Blue, slow blinking	The SmartDoor™ is connected to Wi-Fi but not internet.
	Blue, solid	The SmartDoor™ is connected to Wi-Fi and internet.
	Red, fast blinking	The SmartDoor™ was unable to connect to the Wi-Fi network.
	Red, slow blinking	Battery power is low; replace batteries.
	Red, fast blinking	Battery power is critically low; replace batteries immediately.
	Blue	The pet door is in Smart Mode.
	Blue/Red	The pet door is in Smart Mode and set to No Access.

Indicator light	Color	Meaning
	Blue	The pet door is in Standard Mode and is currently locked.
	Blue	The pet door is in Standard Mode and is currently unlocked.

User's Manual Addendum:

Terms of Use and Limitation of Liability

TERMS OF USE

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.

PROPER USE

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer. Proper use includes reviewing the entire Operating Guide provided with your Product and any specific Caution statements.

NO UNLAWFUL OR PROHIBITED USE

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.

LIMITATION OF LIABILITY

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

MODIFICATION OF TERMS AND CONDITIONS

Radio Systems Corporation® reserves the right to change the terms, conditions and notices under which this Product is offered.

Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. If you no longer require this equipment, do not place it in the normal municipal waste system. Please return it to where it was purchased so it can be placed in our recycling system. If this is not possible, please contact your Invisible Fence® Brand Dealer.

Compliance

US and Canada

Model: 300-3672

FCC ID: KE3-3003672

IC: 2721A-3003672

This device complies with Industry Canada rules. 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. Cet appareil est conforme à la partie 15 des règles FCC. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Modification or changes to this equipment not expressly approved by Radio Systems® Corporation may void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the Computer Collar® unit.
- Connect the equipment to an outlet on a circuit different from that to which the Computer Collar® unit is connect