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The Caller is producing distorted sounds.

The Alpha Dogg and Turbo Dogg are outdoor units to be used in large open areas and attract game from remote locations. The majority of the game sounds are recorded in the wild, not in studio conditions. At close range and high volumes, calls may seem to be “distorted”. This can be encountered most commonly with polyphonic calls where there are multiple sounds playing at the same time. This harmonic “distortion” should become less apparent or be inaudible when the calls are heard from a distance.

The “connection” symbol on the remote keeps disappearing.

The antenna or “connection” symbol visible in the upper-left corner of the remote control screen is an indication that the remote control has connected with a Caller base. The symbol is not an indicator of current connectivity. The symbol may disappear momentarily after connection with a base unit, but pressing a button on the remote will still produce a reaction from the base and the symbol will return.

The remote and base will not connect.

If the remote control and the base will not connect and/or sync, try moving to a location that is less likely to have radio interference. Radio interference can come from cordless phones, baby monitors, and other remote controls. Trying to connect two Alpha/Turbo Dogg remotes and bases simultaneously will prevent both pairs from connecting.

The remote and the base will not remain connected during use.

In optimal conditions, the range of the Alpha Dogg and Turbo Dogg is up to 200 yards. Geographical conditions, such as large rocks, hills, physical conditions such as thick woods and brush can reduce the effective range considerably. Atmospheric conditions, such as extreme cold and thick fog can do the same. Any of these factors in combination, can further negatively impact the operating distance. Moving the base to a location in a clear line of sight from the remote, raising the base to better expose the underside antenna, and avoiding adverse weather conditions will help to extend the range that can be achieved at any given time.