



4400 Bluetooth Padlock Troubleshooting

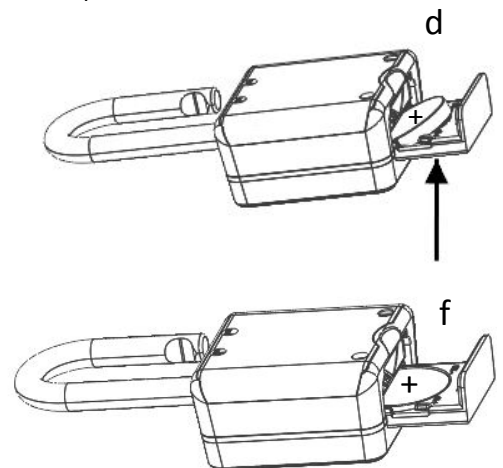
Problems or Indications:

- Yellow LED on keypad – Follow Troubleshooting Step 1.
- Received Low Battery notification email – Follow Troubleshooting Step 1.
- Low Battery icon shows in the Master Lock Vault eLocks App – Follow Troubleshooting Step 1.
- Keypad does not light when pressed or response is delayed – Follow Troubleshooting Step 2.
- Keypad LEDs are dim – Follow Troubleshooting Step 1.
- Shackle can be opened and closed, but does not lock – Follow Troubleshooting Step 3.
- Lock is responsive, light green but won't unlock the shackle – Follow Troubleshooting Step 4.

Troubleshooting Steps:

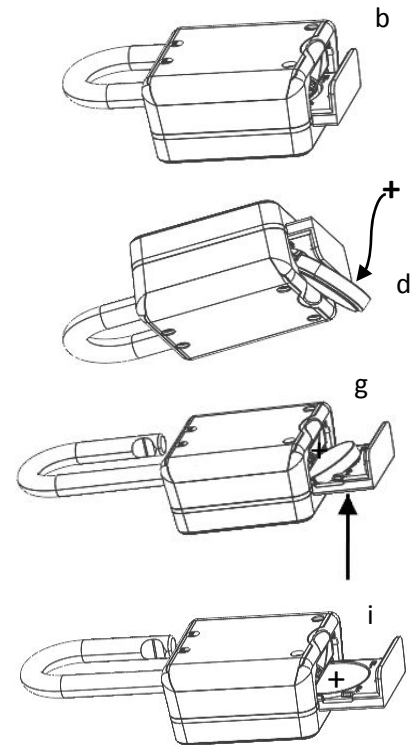
Note - The battery in the 4400 can only be replaced with the padlock in the unlocked position to prevent battery tampering or theft.

- 1. Replace the padlock battery because of a Low Battery notification email or app indication. (Lock is operational)**
 - a. Unlock the padlock with an authorized Bluetooth device or by entering the directional Primary Code on the keypad. Open the shackle.
 - b. Locate the battery drawer on the bottom of the padlock body.
 - c. With the back of the padlock facing up, gently pull out the battery drawer until it stops. *Do not* force the drawer open beyond its stop or damage can occur.
 - d. Remove the old battery from the drawer, noting the battery orientation. The battery can be removed by pushing on the battery from the underside of the drawer until the battery pops out.
 - e. Press and hold any key on the keypad for 2 seconds.
 - f. Install a new CR2450 lithium cell battery with the positive (+) side facing up, or towards the back of the padlock.
 - g. Gently close the battery drawer until it is flush with the padlock body.
 - h. Close the shackle and it will lock automatically.
 - i. Verify the padlock is operational by unlocking with an authorized Bluetooth device or the Primary Code.



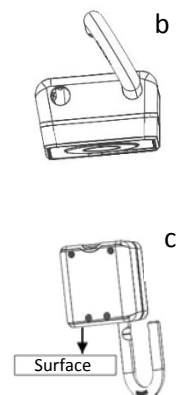
2. Replace the padlock battery when the battery is dead or padlock will not unlock. (Shackle is in locked position)

- a. Locate the battery drawer on the bottom of the padlock body.
- b. Gently pull on the battery drawer until it stops. The battery drawer will only open partway. *Do not* force the drawer open further or damage will occur.
- c. Move padlock into a position so that you can locate the battery jump contacts located on the bottom of the lock body, inside the battery drawer.
- d. Hold a new CR2450 battery against the jump contacts with the positive (+) side facing the front of the padlock. When the jump battery makes contact, the keypad will light blue when a key is pressed.
- e. While still holding the battery in place, unlock the padlock using an authorized Bluetooth device or by entering the Primary Code on the keypad.
- f. Open the shackle. If the padlock was in use, remove it from the hasp and leave it unlocked position.
- g. The battery drawer can now be opened fully to access the battery. With the back of the padlock facing up, gently pull out the battery drawer until the battery is exposed. Use your finger to push the battery from the underside of the drawer until it pops out.
- h. With the battery removed from the lock, press and hold any key on the keypad for 2 seconds.
- i. Replace the battery with a new CR2450 battery installed with the positive (+) side facing the back of the padlock.
- j. Gently close the battery drawer until it is flush with the padlock body.
- k. Close the shackle and it will lock automatically.
- l. Verify the padlock is operational by unlocking with an authorized Bluetooth device or the Primary Code.



3. Padlock Will Not Re-Lock.

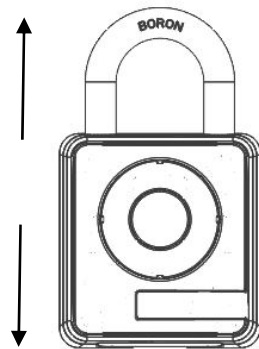
- a. Open the shackle.
- b. Look for debris inside the padlock body at the shackle entry point. This can cause the shackle to not fully close or fail to recognize that it is closed. In turn, this can result in the padlock remaining in an unlocked state.
- c. Turn the padlock upside down and tap it on a surface to try and dislodge any debris.
- d. Push the shackle firmly into the padlock and hold for 2-3 seconds to ensure proper engagement.



- e. Enter the Primary Code on the keypad, making sure the padlock stays closed. You should see a Green LED and hear several rapid clicks, followed by a single click, which is the padlock unlocking and relocking.
- f. Pull up on the shackle to confirm that the padlock has relocked.
- g. If the padlock will still not relock, please contact Master Lock Customer Service for further assistance.

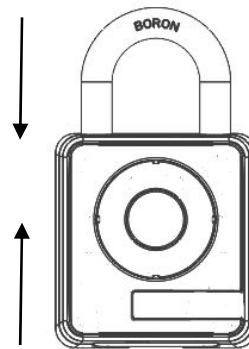
4. Padlock is Responsive, lights green but won't unlock shackle.

- a. This occurs when there is excess outward force on the shackle during unlocking. Do not place tension on the shackle by pulling down or out on the padlock while unlocking as it may fail to unlock.
- b. While either holding the padlock, or pushing the padlock body up into the shackle, unlock it using an authorized Bluetooth device or by entering the Primary Code on the keypad.
- c. Pull down only after the padlock has unlocked.



a

When the shackle and the padlock body are pulled apart during unlocking, it can cause the padlock to fail to unlock.



b

Pushing the shackle and the padlock body together during unlocking will reduce excess force and the padlock will operate normally.

Additional Troubleshooting Tips:

- **The Low Battery icon still shows in the Master Lock Vault eLocks app after replacing the battery.**
 - After replacing the battery, unlock the padlock using an authorized Bluetooth device. After the padlock and device communicate, the Low Battery icon in the app will disappear.
- **The Yellow Low Battery LED still shows on the padlock after replacing the battery.**
 - After installing a new battery, it can take up to 24 hours for the Yellow LED to stop displaying on the padlock.
- **While the padlock is unlocking, do not place tension on the shackle by pulling down or out on the padlock as this may cause it to fail to unlock. To prevent this, before unlocking:**
 - Either hold the padlock, or push the padlock body up into the shackle, and then unlock it by using an authorized Bluetooth device or by entering the Primary Code on the keypad.
 - Open the shackle open after you hear it unlock.

LED Indications

- **Yellow LED indicates a low battery.**
 - It can take up to 24 hours after replacing a battery before the Yellow LED goes away.
- **Red LED indicates an incorrect code entered on the keypad.**
 - If an incorrect code is entered three consecutive times, the padlock will stop responding to code entry for one minute. This is called lockout mode.
 - When the keypad is locked out because of multiple incorrect code entries, the Red LED will blink slowly after the first keypad press.
 - During the keypad lockout, an authorized Bluetooth device can still unlock the padlock.
 - Once the Blue LED shows after a first keypad press, the padlock will respond to keypad inputs again.
- **Blinking Blue LED indicates the padlock is awake and ready for Bluetooth communication from an authorized mobile device.**
 - Press any key on the keypad to wake the padlock for Bluetooth communication.
 - The padlock will return to sleep mode if an unlock command from an authorized Bluetooth device is not received after several seconds.
- **Solid Blue LED indicates the padlock is awake and accepting codes entered via the keypad.**
- **Solid Green LED indicates a valid code has been entered via the keypad or it has recognized an authorized Bluetooth device and the padlock is unlocked.**
 - While the Green LED shows, the shackle can be moved to the open position.
 - If the shackle is not moved to the open position, the padlock will relock automatically after several seconds.
 - The Blue LED will show to indicate the padlock has relocked.



Additional troubleshooting tips, videos and FAQs can be found at the Master Lock Bluetooth Padlock Support Center, located at:

<https://masterlock.com/bluetoothpadlock/support>