



4401 Bluetooth Padlock Troubleshooting

Problems or Indications:

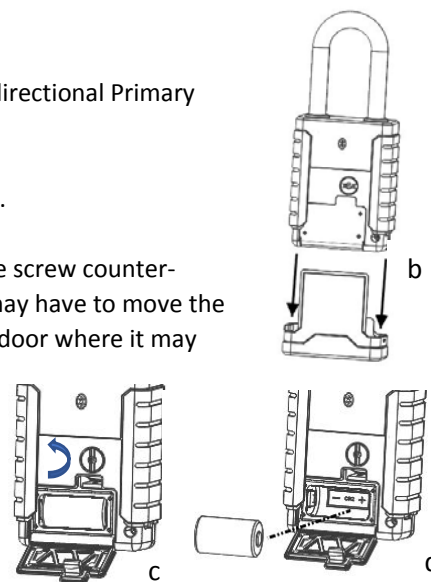
- Yellow LED on keypad – Follow Troubleshooting Step 1.
- Received Low Battery notification email – Follow Troubleshooting Step 1.
- Low Battery icon shows in the Master Lock Vault eLocks App – Follow Troubleshooting Step 1.
- Keypad does not light when pressed or response is delayed – Follow Troubleshooting Step 2.
- Keypad LEDs are dim – Follow Troubleshooting Step 1.
- Green LED quickly appears when trying to unlock a padlock – Follow Troubleshooting Step 4.
- Lock is responsive, lights green but won't unlock shackle – Follow Troubleshooting Step 4.

Troubleshooting Steps:

Note - The battery in the 4401 can only be replaced with the padlock in the unlocked position to prevent battery tampering or theft.

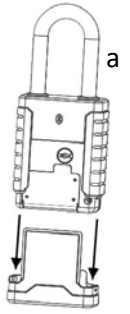
1. Replace the padlock battery because of a Low Battery notification email or app indication. (Lock is operational)

- Unlock the padlock with an authorized Bluetooth device or by entering the directional Primary Code on the keypad. Open the shackle.
- Pull down to remove the weather cover from the bottom portion of the lock.
- Use a flat blade screwdriver or coin to unlock the battery door by turning the screw counter-clockwise. The battery door opens from the top closest to the screw. You may have to move the protective cover away from the battery door opening on the left side of the door where it may overlap slightly. If the screw will not turn make sure the shackle is open fully. The screw will not turn if the shackle is not in the unlocked position.
- Remove the old battery, noting the battery orientation.
- With the battery still removed, press and hold any key on the keypad for 2 seconds.
- Install a new CR2 battery with the positive (+) side facing right.
- Close the battery door, making sure the top cover is not pinched in the battery door. Secure by turning the locking screw clockwise.
- Reinstall the bottom cover, making sure it is fully seated and fits smoothly with the top cover.
- Close the shackle and it will lock automatically.
- Verify the padlock is operational by unlocking with an authorized Bluetooth device or the Primary Code.

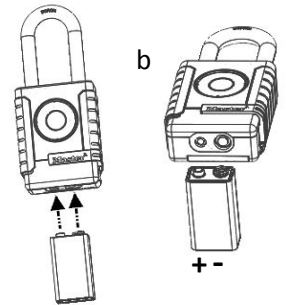


2. Replace the padlock battery when the battery is dead or padlock will not unlock. (Shackle is in locked position)

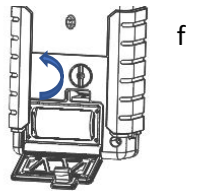
- a. Remove the weather cover from the bottom of the padlock and place it somewhere safe to be reinstalled.
- b. Hold a 9V battery to the jump contacts located on the bottom of the lock. Make sure the Positive (+) contact is to the left, otherwise the battery will not make proper contact. The smaller diameter contact is the Positive (+) contact. When a good connection is made, the keypad will light up when pressed. If the padlock does not respond, make sure the contacts on both the battery and the padlock are clean and free of debris.



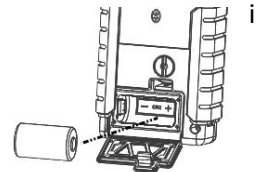
- c. While holding the battery in place, press the keypad to wake the lock and unlock it using an authorized Bluetooth device or by entering the Primary Code on the keypad. **Do not place tension on the shackle by pulling down or out on the padlock as it may fail to unlock.**
- d. Open the shackle.
- e. If the padlock was in use, remove it from the hasp and leave it the unlocked position.



- f. Locate the battery door and the door lock screw on the back of the padlock. Using a flat blade screwdriver, turn the lock screw counter clockwise to unlock the battery door. The battery door opens from the top closest to the screw lock. You may have to move the protective cover away from the battery door opening on the left side of the door where it may overlap slightly.



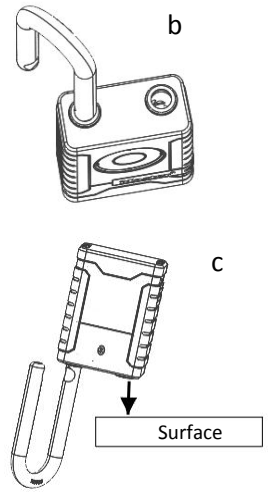
- g. Remove the current battery noting the installed polarity.
- h. With the battery still removed, press and hold any key on the keypad for 2 seconds.
- i. Install a new CR2 battery with the positive end to the right.



- j. Close the battery door, making sure the top cover is not pinched in the battery door, and secure by turning the locking screw clockwise.
- k. Reinstall the lock cover making sure the cover fits smoothly with the top cover and is fully seated.
- l. Close the shackle and the lock will lock automatically.
- m. Verify the padlock is operational by unlocking with an authorized Bluetooth device or the Primary Code.

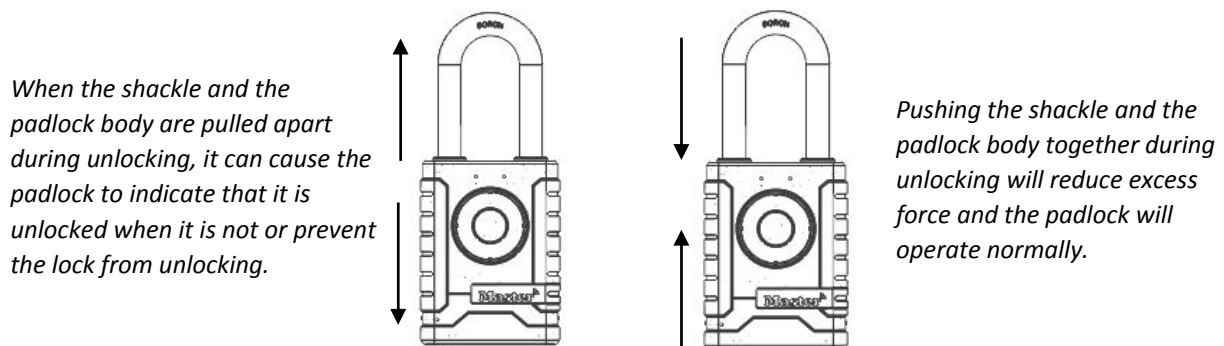
3. Padlock Will Not Re-Lock.

- 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 your 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 lock will still not relock, please contact Master Lock Customer Service for further assistance.



4. Green LED appears quickly when trying to unlock a padlock.

- 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. The LED will show blue when the shackle is in the correct position.

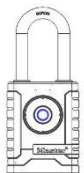
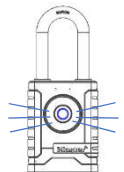


Additional Troubleshooting Tips:

- **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 from 2 to 72 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>