# 5440/5441 Bluetooth Lock Box 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 LEDs are dim – Follow Troubleshooting Step 1.
- Keypad does not light when pressed or response is delayed – Follow Troubleshooting Step 2.
- Lock Box is responsive, lights green when entering a correct code but it won't unlock the door – Follow Troubleshooting Step 3.
- Lock Box is responsive, lights green when entering a correct code but it won't unlock the shackle – Follow Troubleshooting Step 4.
- Lock Box won't relock the door but the door can be closed – Follow Troubleshooting Step 5.
- Lock Box won't relock the door but the door cannot be closed – Follow Troubleshooting Step 6.
- Lock Box won't relock the shackle but the shackle can be inserted – Follow Troubleshooting Step 7.
- Lock Box won't relock the shackle but the shackle cannot be inserted – Follow Troubleshooting Step 8.

1. **Replace the lock box battery because of a Low Battery notification email or app indication. (Lock box door unlocking is operational.**)

   a. Unlock the lock box door with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.

   b. Open the door.

   c. Use a flat blade screwdriver to open the battery door by turning the retaining screw counter-clockwise. The battery door opens from the side closest to the screw. The battery screw should stay retained in the battery door.

   d. Remove the old battery noting the battery orientation.

   e. With the battery removed, press and hold any key on the keypad for 2 seconds.

   f. Install a new CR123A battery in the orientation specified in the battery compartment.

   g. Close the battery door and secure it closed by turning the battery door screw clockwise.
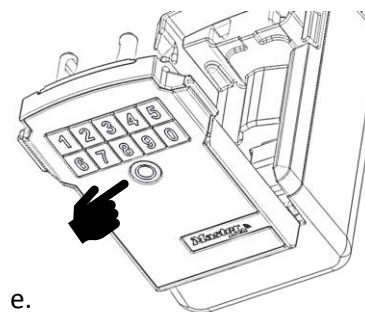
   h. Verify the lock box is operational.
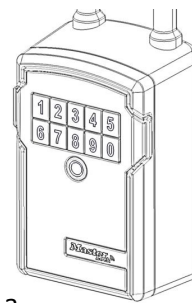
a.
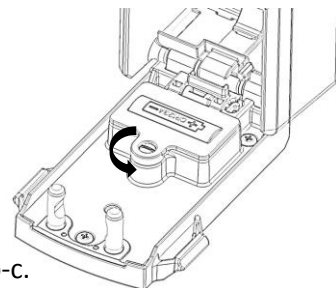
b-c.
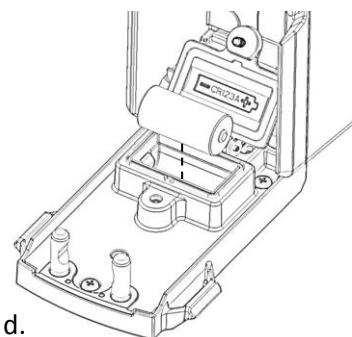
d.

e.

## 2. Replace the lock box battery when the battery is dead and the door will not unlock.

a. On the bottom of the lock box door by the hinge there are (+) and (-) symbols molded into a plastic component with (2) metal contacts next to the symbols. Press and hold a 9V battery to the (2) contacts located on the bottom of the lock. Make sure the Positive (+) contact of the 9V Battery touches the right metal contact and the Negative (-) of the battery touches the left metal contact as indicated by the plastic component.

b. While holding the 9V battery in place, press the keypad to wake the lock and unlock the door using an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.

c. Open the door.

d. Use a flat blade screwdriver to open the battery door by turning the retaining screw counter-clockwise. The battery door opens from the side closest to the screw. The battery screw should stay retained in the battery door.

e. Remove the old battery noting the battery orientation.

f. With the battery removed, press and hold any key on the keypad for 2 seconds.

g. Install a new CR123A battery in the orientation specified in the battery compartment.

h. Close the battery door and secure it closed by turning the battery door screw clockwise.
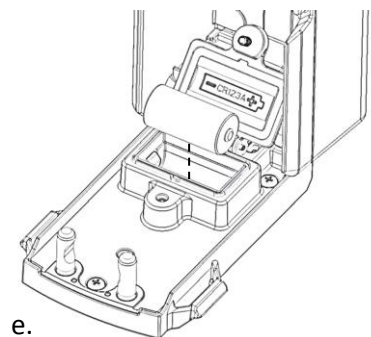
i. Verify the lock box is operational.
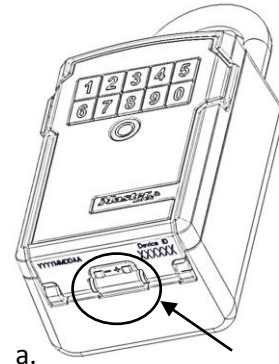
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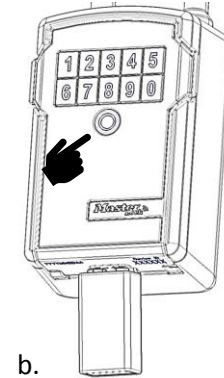
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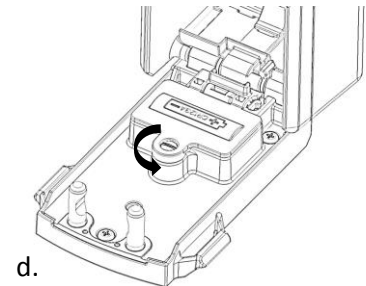
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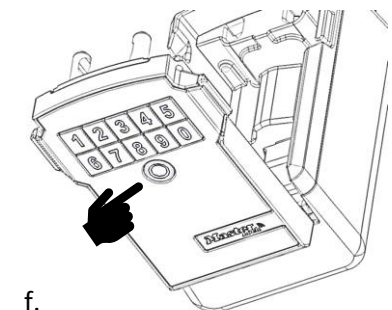
f.

3. Door Will Not Unlock.

a. Press and maintain pressure on the door and attempt to unlock the lock box door with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.

b. Open the door.

c. Rearrange the lock box contents to and make sure the contents are not putting pressure on the door when it is locked.

d. If the lock will still not unlock, please contact Master Lock Customer Service for further assistance.

Press Door Here

a.
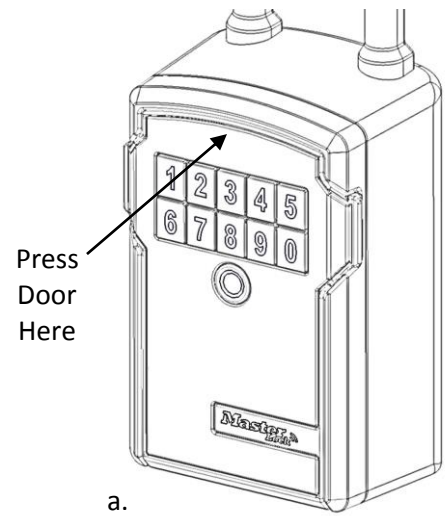
4. Shackle Will Not Unlock.

a. Pull up on the shackle until shackle mechanism can be felt to engage. In general, the shackle should be able to slide up and down a small amount when it is attached to the lock box body.

b. Hold the lock box body steady and push down on only the left shackle leg into the lock box.

c. Unlock the lock box shackle with an authorized Bluetooth device or by entering the Shackle Code on the keypad. The best method to enter the shackle code in the keypad is to first press and hold the "O" button and then press the first digit of the shackle code. After both buttons are pressed, release both buttons (in any order) and resume entering the rest of the shackle code.

d. Maintain control of the lock box body and pull on the shackle to remove the shackle from the lock box.

e. If the shackle will still not unlock, please contact Master Lock Customer Service for further assistance.

Left Shackle Leg
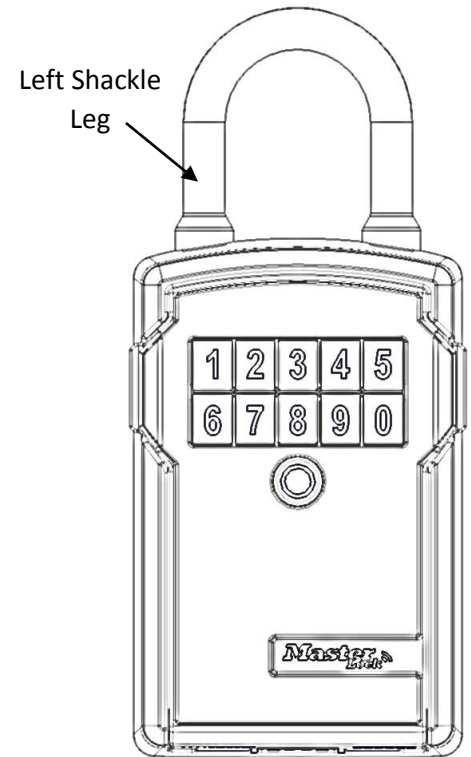
b.

5. Door Will Not Relock (Door Can Be Closed).

a. Rearrange the lock box contents and make sure the contents are not putting pressure on the door when it is closed.

b. Make sure no external debris can be seen in the door locking mechanism, door hinge, or door opening. Clear away any debris as necessary.
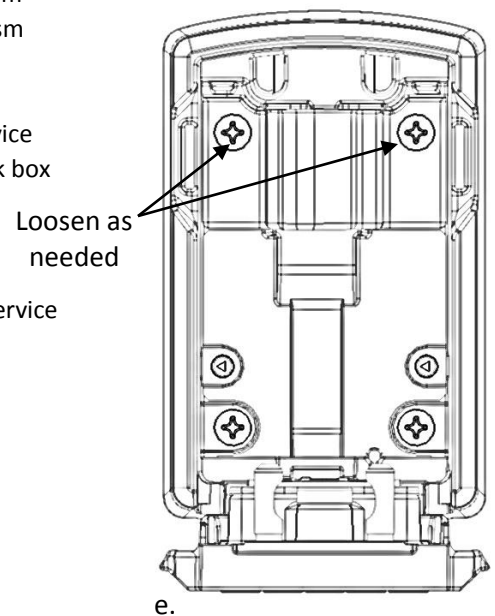
c. Close the door and maintain pressure on the door during step d.

d. Attempt to relock the lock box door with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad. The lock box door should relock automatically per the user set relocking time. (The default time is 5 seconds.)

e. If the lock will still not relock and the unit is a Wall Mount version loosen the upper (2) mounting screws that are on the inner locking mechanism housing so that they apply very little pressure to the locking mechanism housing.

f. Attempt to relock the lock box door with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad. The lock box door should relock automatically per the user set relocking time. (The default time is 5 seconds.)

g. If the lock will still not relock, please contact Master Lock Customer Service for further assistance.

Press Door Here

c.

Loosen as needed

e.
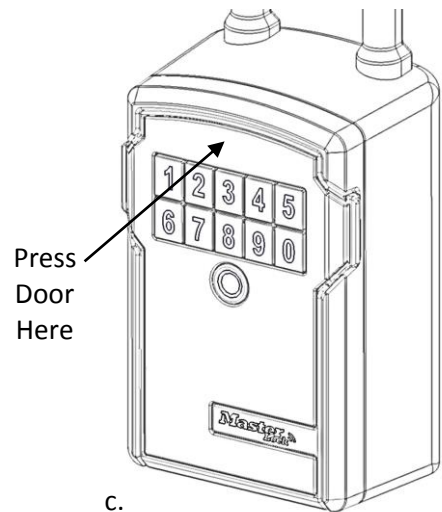
6. Door Will Not Relock (Door Cannot Be Closed).

a. Rearrange the lock box contents and make sure the contents are not putting pressure on the door when it is closed.

b. Make sure no external debris can be seen in the door locking mechanism, door hinge, or door opening. Clear away any debris as necessary.

c. Attempt to unlock the lock box door mechanism with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.

d. Close the door quickly and maintain pressure on the door until it relocks.

e. If the lock will still not close and relock and the unit is a Wall Mount version loosen the upper (2) mounting screws that are on the inner locking mechanism housing so that they apply very little pressure to the locking mechanism housing.

f. Attempt to unlock the lock box door mechanism with an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.

g. Close the door quickly and maintain pressure on the door until it relocks.

h. If the lock will still not close and relock, please contact Master Lock Customer Service for further assistance.

Press Door Here

d.

Loosen as needed

e.
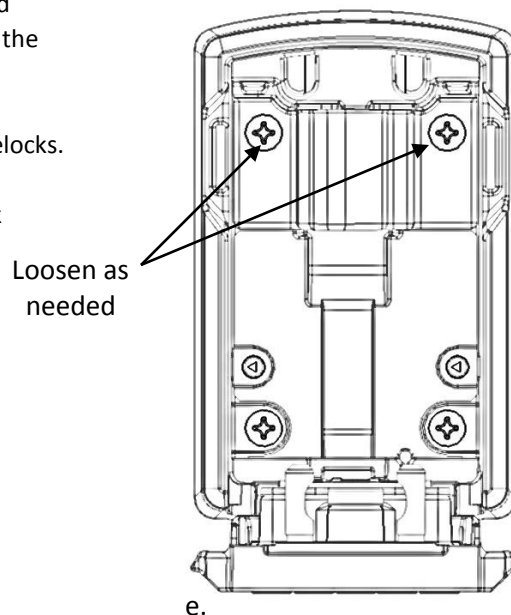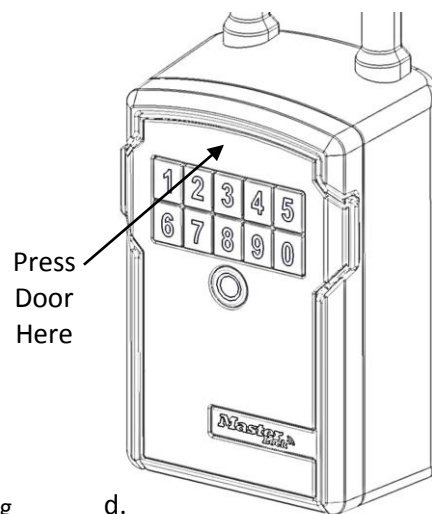
7. Shackle Will Not Relock (Shackle Can Be Inserted).

a.   Make sure no external debris can be seen in the shackle locking mechanism or shackle opening. Clear away any debris as necessary.

b.   Pull up on the shackle until shackle mechanism can be felt to engage. In general, the shackle should be able to slide up and down a small amount when it is attached to the lock body.

c.   Hold the lock box body steady and slightly push down on only the left shackle leg into the lock box.

d.   Relock the lock box shackle with an authorized Bluetooth device or by entering the Shackle Code on the keypad. The best method to enter the shackle code in the keypad is to first press and hold the "O" button and then press the first digit of the shackle code. After both buttons are pressed release both buttons (in any order) and resume entering the shackle code. The lock box shackle should relock automatically per the user set relocking time. (The default time is 5 seconds.)

e.   If the shackle still does not relock, please contact Master Lock Customer Service for further assistance.

Left Shackle Leg
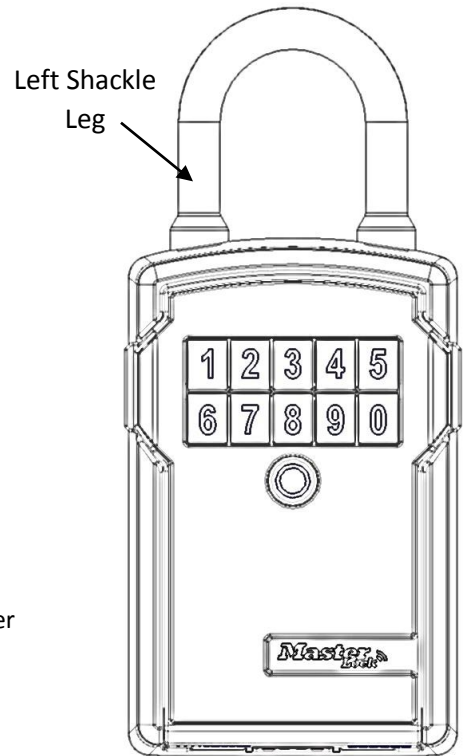
c.

8. Shackle Will Not Relock (Shackle Cannot Be Inserted).

    a.   Make sure no external debris can be seen in the shackle locking mechanism or shackle opening. Clear away any debris as necessary.

    b.   Unlock the lock box shackle mechanism with an authorized Bluetooth device or by entering the Shackle Code on the keypad. The best method to enter the shackle code in the keypad is to first press and hold the "O" button and then press the first digit of the shackle code. After both buttons are pressed release both buttons (in any order) and resume entering the shackle code.

    c.   Insert the shackle into the lock box. The shackle should relock.

    d.   If the shackle still cannot be inserted, please contact Master Lock Customer Service for further assistance.

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 lock box using an authorized Bluetooth device. After the lock box and device communicate, the Low Battery icon in the app will disappear.

- **The Yellow Low Battery LED under the "O" Button still shows on the lock box after replacing the battery.**
  - After installing a new battery, it can take up to 72 hours for the Yellow LED to stop displaying on the lock box.

- **While the lock box is unlocking, do not place tension on the door (by pulling on the grips) or shackle (by pulling it outward) as this may cause it to fail to unlock**. **To prevent this, before unlocking:**
  - (Door Unlocking) Press and maintain pressure on the door and then unlock it by using an authorized Bluetooth device or by entering the Primary or Secondary Code on the keypad.
  - (Shackle Unlocking) Hold the lock box body still and press down and maintain pressure on the left side of the shackle into the lock box. Unlock the shackle by using an authorized Bluetooth device or by entering the Primary Shackle Code. The best method to enter the shackle code in the keypad is to first press and hold the "O" button and then press the first digit of the shackle code. After both buttons are pressed release both buttons (in any order) and resume entering the shackle code.

LED Indications:

- **Yellow LED under the "O" Button indicates a low battery.**
  - It can take up to 72 hours after replacing a battery before the Yellow LED goes away.

- **Red LED under the "O" Button indicates an incorrect code entered on the keypad.**
  - If an incorrect code is entered three consecutive times, the lock box keypad 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 lockout mode, an authorized Bluetooth device can still unlock the lock box.
  - Once the Blue LED shows after a first keypad press, the lock box will respond to keypad inputs again.

- **Slowly Blinking Blue LED under the "O" Button indicates the lock box is awake and ready for Bluetooth communication from an authorized mobile device**.
  - Press any key on the keypad to wake the lock box for Bluetooth communication.
  - The lock box will return to sleep mode if an unlock command from an authorized Bluetooth device is not received after 30 seconds. The Blue LED will stop blinking after 20 seconds.

- **Solid Blue LED under the "O" Button indicates the lock box is awake and accepting codes entered via the keypad.**

- **Solid Blue LED under the "O" Button after a relocking event indicates the lock box has relocked.**

- **Solid Green LED under the "O" Button indicates a valid code has been entered via the keypad or it has recognized an authorized Bluetooth device and the lock box is unlocked.**
  - While the Green LED shows, the door or shackle can be opened or removed if that specific command or code was entered.
  - If the door or shackle is not opened or removed, the lock box will relock automatically per the user set relocking time. (The default time is 5 seconds.)

Additional troubleshooting tips, videos and FAQs can be found at the Master Lock Bluetooth Lock Box Product Landing Page and Support Center, located at:

https://www.masterlock.com/personal-use/product/5440D
https://www.masterlock.com/personal-use/product/5441D
https://www.masterlock.com/bluetoothlockbox/support