Bluetooth Lock Boxes User Guide

FIRMWARE UPDATES

To ensure your Master Lock Bluetooth Lock Box has the most up to date firmware, please follow the steps outlined below:

1. Open the eLocks App
2. Sign in to your account
3. Select your lock from the Locks List
4. Select “Manage Locks”
5. Select the Gear icon in the top right corner
6. Select “About This Lock”
7. Push the “Download and install” button
8. Push the “install Update” button
9. Make sure lock is awake and remain within 2 feet of it
10. You will be notified when the update has completed successfully

BATTERY

Q: What type of battery is used in a Master Lock Bluetooth Lock Box?
A: Master Lock Bluetooth Lock Boxes come installed with a C123A lithium battery. For optimal performance, Master Lock recommends the use of high-quality, name branded, batteries with an expiration date of 8-10 years from the current year. Generic batteries often do not have the lifespan needed to support long term usage.

Q: How long will the battery last in my Bluetooth lock box?
A: The battery should last at least 2 years with normal usage.

Q: What if my battery dies?
A: If the battery dies while the lock box is closed, it can be unlocked using an external battery.
   1. If battery dies in locked position, locate battery jump contacts on the bottom of the lock box.
   2. Hold a new 9-volt battery underneath the lock box with the positive (+) and negative (-) terminals pressed against the jump contacts.
3. While holding the battery in place, with an authorized mobile device within range of the lock box, press any keypad button on the lock box. If lock does not unlock, enter Primary Access Code on the lock box keypad.

4. When lock box is opened, install a new CR123A battery.

Please note that after installing a new battery, the low battery icon will no longer display in the app after the lock box and app communicate with each other. However, it will take between 2 and 72 hours for the yellow LED to stop displaying on the lock itself.

Q: What if my phone battery dies? How can I access my lock box?
A: If the phone's battery dies, the lock can be unlocked by entering the Primary Code, the current Temporary Code or the Backup Master Code on the lock keypad. The Primary Code is provided in the upper right corner of the Instructions Sheet, but can be changed by the owner. Temporary Codes are sent to guests through the app, and the Backup Master Code allows emergency access to your lock if you are unable to use your Bluetooth device. The Backup Master Code is an 11-digit code that is unique to each lock box and cannot be changed. It is visible only to the Owner in the app (not Guests).

Q: The clear button on my lock box is yellow instead of blue or green. What is causing this?
A: When a lock box is low on power, you will be notified in three ways: an email notification, a warning in the app, and by a yellow light on the lock box. To change the battery:
   1. Open the lock box door.
   2. With a flat head screwdriver, open the battery compartment located behind the door of the lock box.
   3. Remove the battery and replace it with a new CR123A battery. Make sure to position the positive and negative terminals properly, as indicated on the door of the battery compartment.
   4. Once installed close the battery door and tighten the screw.

Q: I replaced the battery in my lock box. Why is the lock LED still yellow?
A: After installing a new battery, the low battery icon will no longer display in the app, after the app and the lock communicate with each other. However, it will take between 2 to 72 hours for the yellow LED to stop displaying on the lock itself.

INSTRUCTIONS

Q: How do I find the Activation Code in the lock box packaging?
A: To locate the lock’s Activation Code on the instruction sheet included in the lock packaging:
   1. On the back of the package, locate the section that says OPEN HERE and cut along the scored, dotted line to allow access to the instruction sheet in the compartment behind the label.
   2. Open the compartment door and remove the folded instruction sheet.
   3. Locate the Activation Code in the gray box in the top left corner of the instruction sheet and enter it as instructed in the app.

Q: I lost my activation code. How do I obtain a new one for my lock box?
A: The activation code is provided with each lock box in the upper left corner of the instructions. The instructions are included in the lock box package. If you have lost, or no longer have the instructions, email masterlock@mlock.com. In the email, please provide your first and last name, a phone number where you can be reached, proof of purchase, and a picture of the back of the lock, clearly showing the serial number and proof that it is not attached to property.

Q: How do I remove the shackle from the portable lock box?
A: The shackle can be opened using Bluetooth credentials or by entering a numeric code in the key pad.

To open using Bluetooth credentials:
1. Make sure that the user has followed the instructions for "How to Register and Add Your Lock" or has been granted shackle access by the owner and has accepted an invitation to access a lock box.
2. Make sure that your Master Lock eLocks app is open and the user is logged in to the App.
3. Touch MANAGE LOCK in the upper right-hand corner and enter your password or code if prompted.
4. Wake the lock by pressing any key on the lock box key pad.
5. Touch OPEN SHACKLE.
6. When the lock box lights green, pull the shackle straight up and away to remove within 5 seconds.

To open manually using a traditional code:
The lock box shackle can be removed using the primary code which is found in the app and upper right corner of the Instruction Sheet.

1. Simultaneously press the clear button and first number in the Primary Code.
2. Release the clear button and first number of the primary code, and then enter the remaining numbers in your primary code.
3. When the lock box lights green, pull the shackle straight up and away to remove within 5 seconds.

Q: How do I open the lock box key compartment?
A: Lock Boxes can be opened using Bluetooth credentials or by entering a numeric code in the key pad.

To open using Bluetooth credentials:
1. Make sure that the user has followed the instructions for "How to Register and Add Your Lock" or has accepted an invitation from a lock owner.
2. Make sure that your Master Lock eLocks app is open and the user is logged in to the app.
3. Wake the lock by pressing any key on the lock box key pad.
4. When the lock lights green, open within 5 seconds.

To open using a traditional code:
The lock box can be opened using the primary code, a secondary code, or a temporary code, all of which are found in the app or distributed from the app.

1. Enter the code into the lock box keypad.
2. When the keypad lights green open the lock box by pulling on the door tabs.

Q: The lock box will not re-lock. What should I do?
A: This can occur if the door pins of the lock box are left resting against the lock mechanism without being closed. This has fooled the lock into thinking it is closed completely.

1. Press any button on the lock keypad and when the lock lights green, close the lock and it will light blue when locked.
2. If using a code to open the lock box, enter the key code provided, when the lock lights green, close the lock and it will light blue when locked.

BLUETOOTH COMMUNICATION

Q: What if my phone’s Bluetooth is unable to connect to my lock box?
A: Make sure your phone is sufficiently charged. In phone’s settings, make sure that Bluetooth is turned on. If you can’t turn Bluetooth on, try restarting your phone and then re-launch the app. The lock can be unlocked by entering the Primary Code, the current Temporary Code or the Backup Master Code on the lock keypad.

Q: Is a Wi-Fi connection needed to access my lock box?
A: Wi-Fi is not needed for this product. The owner can grant temporary or permanent access to guests through the Master Lock Vault eLocks app. A guest can then use their Bluetooth enabled device or manually enter a code into the keypad or to unlock the lock box.

Q: Are these lock boxes susceptible to Bluetooth "hacking"?
A: Master Lock utilizes Bluetooth technology to facilitate wireless communication between locks and mobile devices. These locks and lock boxes are designed in a way that prevents the threat of Bluetooth hacking that exists with some other Bluetooth products. To provide leading-edge security, we employ robust, military-grade authentication and encryption mechanisms built upon proven, NIST recommended and FIPS Approved algorithms to deter sniffing, replay and manipulation attempts that Bluetooth technology has been associated with. These mechanisms are regularly audited by independent security professionals.

GUEST ACCESS

Q: How do I share access to my lock box?
A: You can share access to your lock box with friends, family or colleagues. To provide Bluetooth access via email or text:

1. To enable your guests to access your lock box, open the Master Lock Vault eLocks app.
2. Select the lock to which you would like to provide guest access from the Locks list.
3. Touch MANAGE LOCK in the upper right corner. Enter your passcode, if prompted.
4. Scroll down to GUESTS and touch the ADD A GUEST icon in the upper right corner.
5. Select the Appropriate option to choose an existing guest or add a new guest.
6. Follow the prompts to enter your guest’s contact information (first name, last name, and email address are required) and then touch CONTINUE.
7. Select your guests’ schedule: UNLIMITED (24/7), DAY (7 am to 7 pm), or NIGHT (7 pm to 7 am).
8. Touch SEND INVITATION (you can choose to send invitation as an email or text).
9. You will receive a confirmation that an invitation has been sent.
10. Once your guest opens the link in their invitation, they will be prompted to either log into their Master Lock Vault account or create a new account.
11. You will receive an email confirmation that they have accepted the invitation.
12. Your guest will see your lock under LOCKS SHARED WITH YOU in their APP and in their Master Lock Vault account.

Q: How do I accept an invitation to access a Bluetooth lock box?
A: Master Lock Bluetooth Lock Boxes are designed so that the user can gain access using Bluetooth credentials using a smart phone or by using a traditional manual code entered on the key pad.
1. The owner logs on to the Master Lock eLocks app and follows the directions to ADD A GUEST, which results in an invitation being sent via email or text.
2. Open the link in the invitation.
3. Follow the prompts to either log into an existing Master Lock Vault account or create a new account.
4. The host will receive an email confirmation that you have accepted the invitation.
5. You will see the new lock under LOCKS SHARED WITH YOU in the app and in their Master Lock Vault account.

Q: How do I revoke guest access to my lock box?
A: To ensure a guest can no longer access a lock, the lock owner, should 1) Revoke Guest Access or Delete the Guest AND 2) Perform the RESET KEYS function within proximity of the lock.
1. Under YOUR LOCKS, touch the lock for which you wish to remove a guest.
2. Touch MANAGE LOCK in the upper right corner. Enter your passcode, if prompted.
3. Swipe the guest record to the left.
4. Touch the DELETE icon.
5. Select REVOKE ACCESS (to revoke the guest's access to this lock only) or DELETE (to delete the guest from all locks).
6. Your guest will receive an email notification that their access has been revoked.
7. Make sure that the owner’s device that is synced to the lock is within proximity of the lock (reset keys cannot be performed remotely).
8. Select the lock from the LOCKS list.
9. Touch MANAGE LOCK in the upper right corner. Enter your passcode, if prompted.
10. Touch the SETTINGS icon in the upper right corner.
11. Touch RESET KEYS.
12. Follow any additional instructions in the APP to save the changes to your lock. This step must be completed for each lock in instances where there is a lost or stolen device.
Q: What if my guest does not have a Bluetooth enabled device?  
A: Your guest can access the lock without a Bluetooth enabled device by entering a Manual Code on the lock keypad. To assign secondary code access with no expiration:

1. If not already logged on, open the Master Lock Vault eLocks app and touch the appropriate lock box listed in the LOCKS list.
2. Touch MANAGE LOCK in the upper right corner of the app.
3. Scroll down to Secondary Codes and touch CHANGE SECONDARY CODES then follow the app instructions to add up to 5 secondary codes.

To assign a temporary code access with an expiration:

1. If not already logged on, open the Master Lock Vault eLocks app and touch the appropriate lock box listed in the LOCKS list.
2. Touch MANAGE LOCK in the upper right corner of the app.
3. Touch the Settings Icon in the upper right corner of the app.
4. Touch SHARE TEMPORARY CODES and then follow the app instructions to share current or future codes.

COMPATABILITY

Q: What phones are compatible with Master Lock Bluetooth Lock Boxes?  
A: Bluetooth Lock Boxes are designed to work with devices that are built to Bluetooth version 4.0 (or higher) specifications and implement the capability to communicate with Bluetooth peripherals. The latest iOS and Android platforms are currently supported.

Q: Are these lock boxes compatible with an Apple Watch?  
A: Our lock boxes are designed to work with your smartphone. At this time, we do not have an app for Apple Watch or other smart watches.

GENERAL

Q: Can the Bluetooth Lock Boxes be used outdoors?  
A: Master Lock Bluetooth Lock Boxes are designed for outdoor use.

Q: Where can I find the Master Lock Vault eLocks app?  

Q: How many lock boxes can I add to my account?
A: If you intend to assign access rights to more than 250 lock boxes to an individual user, please contact Master Lock Customer Service at 1-800-464-2088 and request to speak with an Inside Sales representative.

Q: Does this lock box have a physical backup key?
A: No, the lock box does not include a key. The lock can be unlocked without the app by entering the Primary Code, the current Temporary Code or the Backup Master Code on the lock keypad.

Q: Do I need a pin or key card to access my lock box?
A: Bluetooth lock boxes are designed for ease of use and security. When opening with Bluetooth credentials through the Master Lock Vault eLocks app, no pin code or key card is needed. Primary and secondary codes are only used as an alternative form of entry.

Q: What is the product warranty for Master Lock Bluetooth Lock Boxes?
A: Limited One (1) Year Warranty. If this product or any part of the product fails due to a defect in materials or workmanship within one (1) year from the date after purchase, Master Lock Company LLC ("Master Lock") will repair or replace the product or part free of charge. Simply contact Master Lock at www.masterlock.com or 1.800.464.2088 for instructions on obtaining repair or replacement. Canadian customers please call 1.800.227.9599. Return of the defective product or part at the customer’s expense, along with proof of purchase, may be required. This limited warranty applies only to defects in materials and workmanship, and does not cover products which have been abused, altered, damaged, misused, cut or excessively worn. This warranty is void if the product is used in commercial/industrial applications. THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT ONLY. This limited warranty does not cover labor for removing, reinstalling or refinishing the Product or part, or other materials removed, reinstalled or refinished in order to repair or replace the Product or part. TO THE EXTENT PERMITTED BY LAW, MASTER LOCK COMPANY DISCLAIMS ALL OTHER IMPLIED OR EXPRESS WARRANTIES INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW.

Q: Is it possible to update the firmware on the lock box?
A: Yes, when a firmware update for your lock is available. You’ll be notified within the App whenever an update is available. You can also manually check for firmware updates by navigating to the ABOUT THIS LOCK page in the lock settings menu.

Q: Why do I need a Master Lock Vault account to register my lock box?
A: A Master Lock Vault account ensures user credentials are securely deployed and provides enhanced functionality and convenience to the Master Lock Vault eLocks app.

Q: What if my phone is lost or stolen? What can I do?
A: If you phone is lost or stolen, the lock box owner must revoke all Bluetooth access to the lock by performing the RESET KEYS function within proximity of the lock. Reset Keys allows the lock box owner to revoke all Bluetooth access to the lock, including their own. The owner and all guests will receive updated Bluetooth credentials on their mobile devices.
Q: Can a lock box be transferred to another Master Lock Vault account?

A: Yes, a lock box can be transferred. The lock box needs to be deleted from the original account and reactivated by the new user with the original activation code that came with the lock.

LOST / STOLEN DEVICE NOTE: The owner of a lost or stolen mobile device should first go to the MasterLockVault.com web site and change their username and passcode. To Reset Keys, the lock box owner must:

1. Make sure that the owner’s device that is synced to the lock is within Bluetooth range of the lock box (Reset Keys cannot be performed remotely).
2. Select the Appropriate padlock or lock box from the LOCKS list.
3. Touch MANAGE LOCK in the upper right corner. Enter your passcode, if prompted.
4. Touch the SETTINGS icon in the upper right corner.
5. Touch RESET KEYS.
6. Follow any additional instructions in the app to save the changes to your lock box. This step must be completed for each lock box the lost or stolen device had access to.