

## MOBILE APP



Our Web application can be used by your administrators to manage your locks, users, and groups, but be sure to install our free mobile app on your phone to take advantage of all the wireless Bluetooth® access and audit history capabilities of Master Lock® Vault Enterprise.



### Compatible Devices

Master Lock® Vault Enterprise is designed to work with mobile devices that are built to Bluetooth v4.0 (or higher) specifications and implement the capability to communicate with Bluetooth Smart peripherals.

#### iOS 10.0 or later

- iPhone
- iPod Touch
- iPad

#### Android 5.0 (Lollipop) or later

You can determine your device's OS version in your phone's settings.

## BLUETOOTH UNLOCKING

The most important feature in Master Lock® Vault Enterprise is the ability to unlock your authorized locks using only your phone.

Master Lock's patented wireless communication technology provides enhanced security not only by eliminating the threats involved with physical keys, but by preventing 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.

Digital keys are unique encrypted files downloaded to your mobile app that are only good for unlocking a particular lock by a particular user during a limited predefined time. As long as your app remains connected to

the Internet and you're still authorized to access a lock, your app will automatically download a new key once the previous key expires.

## Wake & Tap

To unlock a lock using your phone, you'll need to have your app running and your phone's Bluetooth and location services turned on (with your app authorized to access them).

1. **Wake** your lock (press any button on it and you'll see its LED light up) and navigate to your mobile app's list of "Awake" locks to see nearby Bluetooth locks that are broadcasting. If you're authorized to unlock a broadcasting lock you'll see a blue key button appear next to it.
2. **Tap** that button on your app and the lock will unlock. Pull open your padlock's shackle or lock box's door before the auto-relock delay relocks it.

## Troubleshooting

If your lock doesn't appear on your "Awake" list or you don't see an unlock button in your app, check the following:

1. Be certain your phone's Bluetooth is turned on and the Master Lock® Vault Enterprise app is authorized to access it.
2. Android users also need to have their Location services turned on, with the Master Lock® Vault Enterprise app authorized to access Location. Due to how Android implemented its Bluetooth services, Bluetooth will only work if Location is also available.
3. Your digital key may have expired. Ensure you have Internet access (turn on mobile data or wi-fi) and refresh your keys by pressing your Master Lock® Vault Enterprise mobile app's refresh icon on the bottom right corner of your lock list. This may take a while, depending on how many authorized locks you have.
4. Swipe down from the top of your Master Lock® Vault Enterprise mobile app's lock list to refresh your list of authorized locks.
5. If all else fails, you may need to sign out, close your app, restart the app, and [sign in](#) again.