



UNLOCKING MASTERLOCK PADLOCK USING BLUETOOTH

Set Up Mobile App and Sign-In Details

Be sure to install our free mobile app on your phone to take advantage of all the wireless Bluetooth® access capabilities of Master Lock® Vault Enterprise.



Ensure you have registered and have sign-in details for the Master Lock App (user credentials will have been sent to you by a club generated email invitation link for the Master Lock Vault system to set up).

Wake & Tap

To unlock a padlock using your phone, you will need to have your app running and your phone's Bluetooth and location services turned on.

1. **Wake** your padlock (press any button on padlock and you will see its LED light up) and navigate to your mobile app's list of "Awake" locks to see nearby Bluetooth locks that are broadcasting, you'll see a blue key icon button appear next to it.
2. **Tap** that key icon button on your app and the padlock will unlock. Pull open your padlock's shackle before the auto-relock delay relocks it (you have 10 seconds). Please ensure the padlock is relocked facing upwards and locked prior to leaving the courts.

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 iOS version in your phone's settings.

Phone Security

Your mobile app will automatically remain signed in whenever you relaunch the app, until your password either expires or is changed. Be sure to take advantage of all security measures available on your phone to prevent unauthorised use of your mobile app. If your phone is lost or stolen, please immediately change your password and inform your administrator.

Resetting a Sign-In / Password

If you forget your password, or your temporary password has expired, an administrator can send you a new temporary password via email.

If you experience too many failed sign-in attempts in too short a time period your account will become locked. You may either wait long enough for the account to reset, or an administrator can unlock your account.

Administrators

In the event you experience problems unlocking the padlock or have sign-in issues, please contact:

Club Treasurer – Jacque Rice – 0458 080 376

Club President – Michelle Pitcher – 0419 970 598.

COVID Guidelines

It is a government requirement for COVID-19 contact tracing purpose that you check-in via VisitSafe using your camera to scan the VisitSafe QR code (attached to court fence) when you arrive at the courts. All users must check-in before taking the court.