

# Master Lock

## 4400ENT/4401LHENT Instructions/Instructions/Instrucciones

To get started, and for additional information, visit:  
Pour commencer, et pour plus d'informations, visitez :  
Para comenzar, y para ver información adicional, visite:  
[www.enterprise.masterlockvault.com](http://www.enterprise.masterlockvault.com)

### QUICK START – UNLOCK WITH MOBILE DEVICE

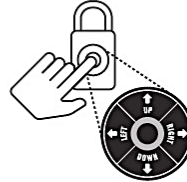
1. Remove padlock & instructions from package.
2. On your Android or iOS mobile device, visit the app store to download the Master Lock Vault Enterprise app. Before you launch the app, you must first set up an account, or have an existing account in order to add a new product.



- i. If you do not have an existing Master Lock Vault Enterprise account, you must create one at [www.enterprise.masterlockvault.com](http://www.enterprise.masterlockvault.com).
  - ii. If you already have an existing account, please proceed to step 3.
3. Launch the Master Lock Vault Enterprise app and sign in.
  4. In the Master Lock Vault Enterprise app, touch the plus sign (+) in the upper-right corner.
  5. Scan the QR Code, from the gray box located above, on your mobile device to register the padlock. Once your padlock is registered, it will display in the Authorized tab inside the app. Touch the name of the padlock to access the padlock details, manage additional settings, and view the access history.
  6. By default, your padlock is in Wake Touch mode. To unlock the padlock, press the keypad to wake it. The padlock will now appear under the Awake tab in the app. Touch the blue key icon to unlock the padlock. When padlock lights green, open within 5 seconds or it will relock.

### QUICK START – UNLOCK WITH PADLOCK KEYPAD

1. Remove padlock & instructions from package.
2. Enter PRIMARY CODE shown above by pressing the corresponding up, down, left, right directions on padlock keypad. Do not pull on the shackle when entering code.
3. When padlock lights green, open within 5 seconds or it will relock.

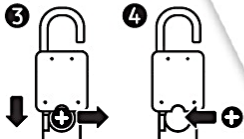


## Model 4400 Battery Instructions

### HOW TO REPLACE BATTERY

1. Padlock will light yellow to indicate a low battery.
2. Unlock & open the padlock.
3. Pull out battery drawer & remove old battery.
4. Install a new CR2450 battery with positive (+) side facing the back of the padlock.
5. Close battery drawer.

Please note that after installing a new battery, the low battery icon will no longer display in the app, after the app and the padlock communicate with each other. However, it will take between 2 to 24 hours for the yellow LED to stop displaying on the padlock itself.

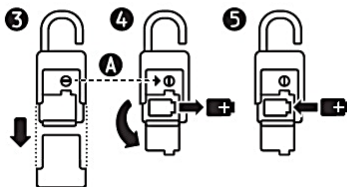


## Model 4401 Battery Instructions

### HOW TO REPLACE BATTERY

1. Padlock will light yellow to indicate a low battery.
2. Unlock & open the padlock.
3. Remove bottom cover.
4. Use a coin to turn battery door slot 90 degrees counter clockwise (A). Open battery door & remove old battery.
5. Install a new CR2 battery with positive (+) side facing right.
6. Close battery door, turn slot back 90 degrees clockwise & replace bottom cover.

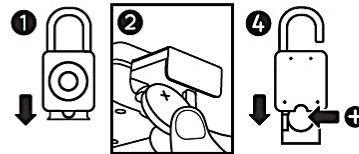
Please note that after installing a new battery, the low battery icon will no longer display in the app, after the app and the padlock communicate with each other. However, it will take between 2 to 24 hours for the yellow LED to stop displaying on the padlock itself.



### HOW TO UNLOCK WITH EXTERNAL BATTERY

1. If battery dies in locked position, pull battery drawer out part way to expose jump contact point. Do not force the drawer open any further.
2. Hold a new CR2450 battery in the slot with positive (+) side of battery facing the front of the padlock.
3. While holding the battery in place, with an authorized mobile device within range of padlock, press any keypad button on the padlock. The padlock will now appear under the Awake tab in the app. Touch the blue key icon to unlock the padlock. If padlock does not unlock, enter Primary Code on padlock keypad.
4. When unlocked, pull out battery drawer & install a new CR2450 battery.

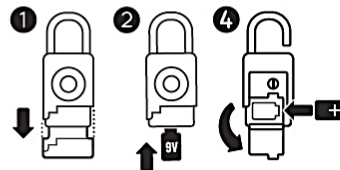
Please note that after installing a new battery, the low battery icon will no longer display in the app, after the app and the padlock communicate with each other. However, it will take between 2 to 24 hours for the yellow LED to stop displaying on the padlock itself.



### HOW TO UNLOCK WITH EXTERNAL BATTERY

1. If the battery dies in locked position, remove bottom cover.
2. Hold a 9V battery to jump contacts on bottom of padlock.
3. While holding the battery in place, with an authorized mobile device within range of padlock, press any keypad button on the padlock. The padlock will now appear under the Awake tab in the app. Touch the blue key icon to unlock the padlock. If padlock does not unlock, enter Primary Code on padlock keypad.
4. When unlocked, open battery door & install a new CR2 battery.

Please note that after installing a new battery, the low battery icon will no longer display in the app, after the app and the padlock communicate with each other. However, it will take between 2 to 24 hours for the yellow LED to stop displaying on the padlock itself.



Federal Communications Commission Notice: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications made to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Notice: This device complies with Industry Canada's license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference including interference that may cause undesired operation of the device.