Smart Lock Testing Guide

Use the Maintenance App to test bike-to-rack lock operation.

ON BIKE SHARE

BEFORE YOU BEGIN

Download the On Bike Share Maintenance App and sign in to your system. Turn on Bluetooth and allow the app to use it. Bring one known-good lock battery for testing.

STANDARD TEST

1 GO TO THE RACK

Stand at the bike rack, within Bluetooth range of the bikes.

2 SCAN FOR BIKES

Open the system and scan or refresh until available bikes populate.

3 PRESS UNLOCK

Confirm the bike beeps and releases from the rack.

WHAT HAPPENED?

A. BIKE APPEARS IN THE APP

✓ **BEEPS + UNLOCKS**

PASS - The Smart Lock is working.

! **NO RESPONSE - REFRESH AND RETRY**
STILL NO RESPONSE? GO TO BATTERY TEST.

B. BIKE DOES NOT APPEAR

Confirm you are beside the rack, Bluetooth is on, and you are signed into the correct system. Refresh and scan again.

STILL NOT SHOWING?

Continue to the battery test below.

BATTERY TEST - FOR EITHER FAILURE

1. SWAP IN A KNOWN-GOOD BATTERY

Remove the battery from the problem lock. Install a battery taken from a lock that is currently working.

2. REPEAT THE FULL TEST

Refresh and scan again. If the bike appears, press Unlock and confirm that it beeps and releases from the rack.

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✓ **WORKS WITH GOOD BATTERY**

The original battery is discharged or faulty. Replace it and retest once more.

X **STILL WILL NOT UNLOCK**

If a known-good battery is installed and the lock still will not respond, the lock is likely faulty.

FINAL CHECK: After any repair, dock the bike and complete one successful app unlock before returning it to service.