Bike Won’t Undock?

Work through these checks in order until the bike releases.

ON BIKE SHARE

START HERE: Stand beside the bike rack with Bluetooth turned on.
Use the Admin App for system status and the Maintenance App to scan smart locks.

1

CONFIRM SYSTEM STATUS

In the On Bike Share Admin App, confirm that the bike and station are set to Active - not Maintenance Mode.

IF EITHER IS INACTIVE, SET IT TO ACTIVE AND RETRY.

2

SCAN FOR THE SMART LOCK

Stand within 6 feet of the bike. In the On Bike Share Maintenance App, refresh and scan for available smart locks.

IF THE SMART LOCK DOES NOT APPEAR, CONTINUE TO STEP 3.

3

CHECK THE BATTERY

If the smart lock appears, review its battery level. A low or dead battery can prevent unlocking. Recharge or replace the removable battery, then scan and test again.

IF THE SMART LOCK DID NOT APPEAR, TEST IT WITH A KNOWN-GOOD BATTERY.

4

RAISE THE KICKSTAND

If the smart lock responds but the bike will not slide off the rack pin, confirm the kickstand is fully raised. A lowered kickstand can hold the smart lock at an angle and cause binding.

RAISE IT, KEEP THE BIKE UPRIGHT, AND TRY AGAIN.

5

CHECK RACK LEVEL

An unlevel rack can make the smart lock bind against the rack pin. Loosen all four anchor nuts, lift the low side, add washers as needed, then level and retighten the rack.

DOCK AND RELEASE THE BIKE AGAIN AFTER ADJUSTMENT.

6

CHECK APP AND SIGNAL

Confirm the On Bike Share Rider App is updated and the phone has a good cellular connection. Poor reception or an outdated app may interrupt communication with the smart lock.

CLOSE AND REOPEN THE APP, THEN RETRY THE UNLOCK.

FINAL TEST

After making a correction, dock the bike and complete one successful unlock in the Rider App. If the bike still will not release after every check above, contact On Bike Share Support.