

Android

Cannot enable proximity mode

1. Navigate to phone settings
2. Select “App & Notifications” from the list of settings
3. Choose “See all apps”
4. Scroll to the Bauer “Smart Lock” app and select it
5. Select “Permissions”
6. Then select “Location”
7. Select “Allow all the time”
8. Close the Bauer “Smart Lock” app and re-open
9. You should now be able to enable proximity mode

Permissions always denied when opening the app

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2. Select “App & Notifications” from the list of settings
3. Choose “See all apps”
4. Scroll to the Bauer “Smart Lock” app and select it
5. Select “Permissions”
6. Then select “Location”
7. Select “Allow all the time”
8. Close the Bauer “Smart Lock” app and re-open
9. You should now be able to add your Bauer NE Bluetooth Lock in the app

Lock not found when trying to add it to the app

Ensure Bluetooth is enabled

1. Swipe down from the top of the screen
2. Ensure that the Bluetooth option is turned on
3. Close and re-open the app and attempt to add lock again

Ensure Location permissions are enabled

1. Navigate to phone settings
2. Select “App & Notifications” from the list of settings
3. Choose “See all apps”
4. Scroll to the Bauer “Smart Lock” app and select it
5. Select “Permissions”
6. Then select “Location”
7. Select “Allow all the time”
8. Close the Bauer “Smart Lock” app and re-open
9. Put the lock into pairing mode and pair with the lock

Pairing fails

1. Navigate to phone settings
2. Select “Connected devices”
3. Select the settings icon next to the Bauer lock under “Previously connected devices”
4. Select “Forget device”
5. Then select “Forget device” on the popup to confirm
6. Close the Bauer “Smart Lock” app and re-open
7. You should now be able to pair with your Bauer NE Bluetooth Lock

Lock Status “Unavailable” even when in range

1. Inside the Bauer “Smart Lock” app, select the settings icon for the lock that is shown as unavailable
2. Select the trash can in the top right corner of the setting window
3. Select “Delete” on the popup to confirm deletion of the lock from the app
4. Navigate to phone settings
5. Select “Connected devices”
6. Select the settings icon next to the Bauer lock under “Previously connected devices”
7. Select “Forget device”
8. Then select “Forget device” on the popup to confirm
9. Close the Bauer “Smart Lock” app and re-open
10. Put the lock into pairing mode and pair with the lock

iOS

Lock not found when trying to add to the app

1. Navigate to the “Settings” app
2. Select “Bluetooth” from the available settings
3. Ensure the switch is in the on position
4. Go back to the main “Settings” list
5. Scroll down and select “Privacy”
6. Select “Location Services”
7. Ensure “Location Services” switch is in the on position
8. Close the Bauer “Smart Lock” app and re-open
9. Put the lock into pairing mode and pair with the lock

Pairing fails

1. Navigate to the “Settings” app
2. Select “Bluetooth” from the list
3. Select the info symbol next to the Bauer lock under “My devices”
4. Select “Forget This Device”
5. Select the “Forget Device” popup to confirm
6. Close the Bauer “Smart Lock” app and re-open
7. Put the lock into pairing mode and pair with the lock



Smart Lock App Troubleshooting Guide

Lock Status “Unavailable” even when in range

1. Inside the Bauer “Smart Lock” app, select the settings icon for the lock that is shown as unavailable
2. Select the trash can in the top right corner of the settings window
3. Select “Yes” from the popup to confirm
4. Next, navigate to the “Settings” app
5. Select “Bluetooth” from the available settings
6. Ensure the switch is in the on position
7. Go back to the main “Settings” list
8. Scroll down and select “Privacy”
9. Select “Location Services”
10. Ensure “Location Services” switch is in the on position
11. Close the Bauer “Smart Lock” app and re-open
12. Put the lock into pairing mode and pair with the lock