

# Danalock Troubleshooting Guide



Danapad

Danabridge



Danalock





**danalock**

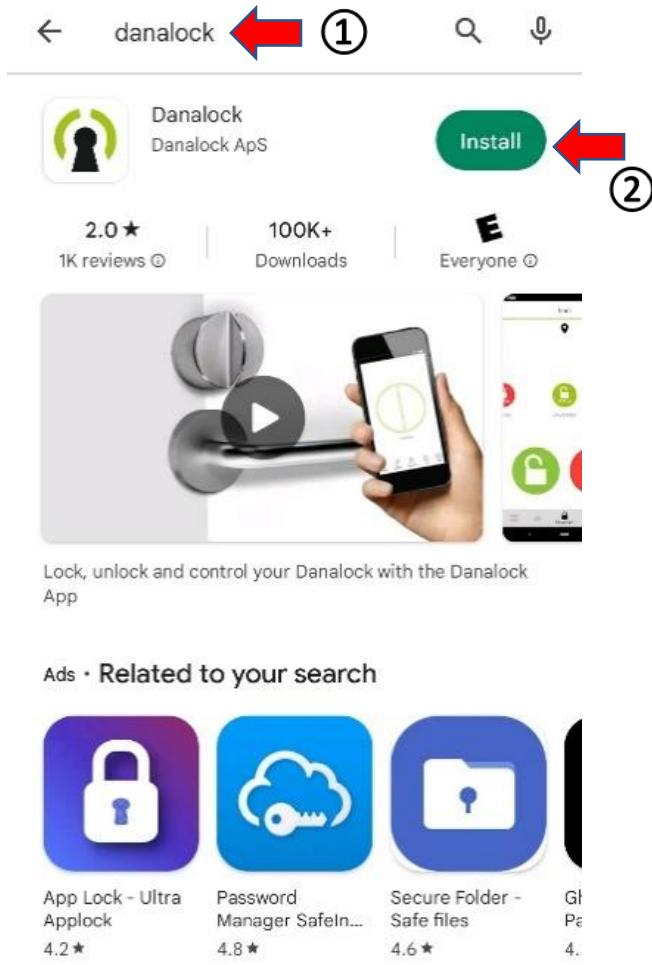
Bluetooth




**Was the correct app downloaded (Danalock)? If so, can you ensure that it is up to date?**

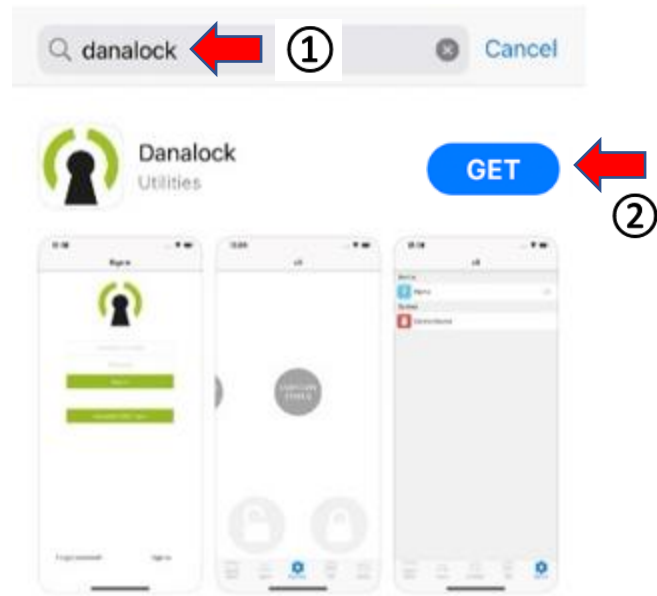
 Android Procedure:

Begin by visiting the **Play Store**  and searching for the Danalock app. Once you have identified the correct application, please install it. **Android Developer is ApS**



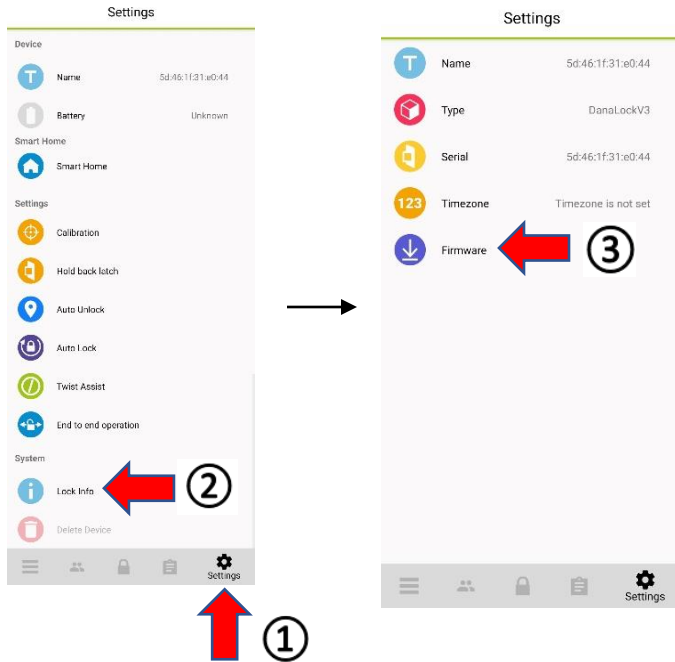
 Apple Procedure:

Begin by visiting the **App Store**  and searching for the Danalock app. Once you have identified the correct application, please install it. **iOS Developer is Poly-Control**

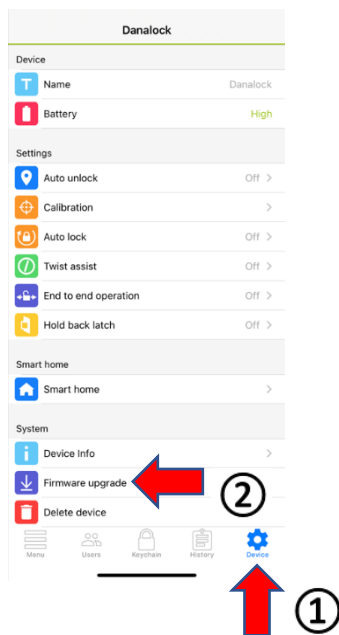


## Have you performed a firmware update?

### Android Procedure:



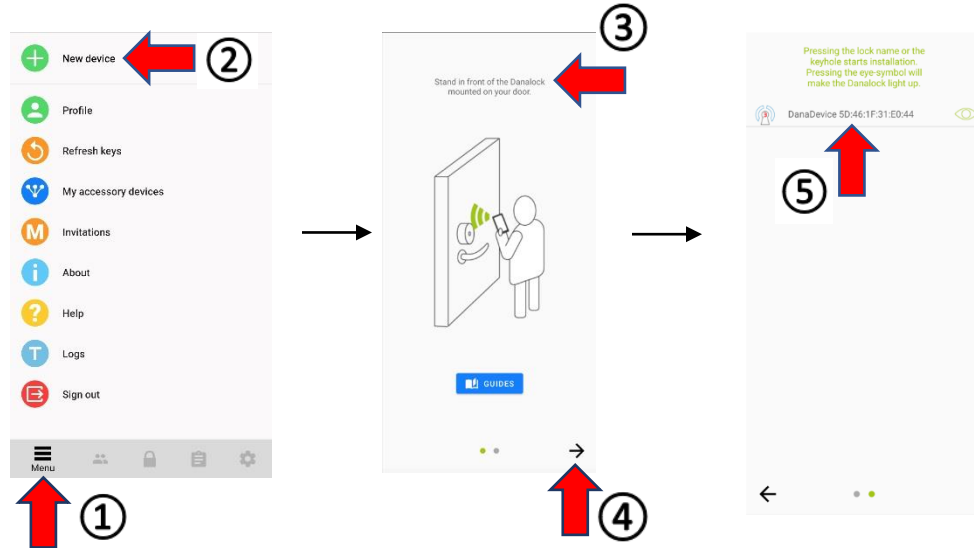
### Apple Procedure:



If required, please perform firmware update via download from server

**Has the Danalock application located your Danalock product? If so, can you ensure that the required pairing has been done?**


 **Android Procedure**

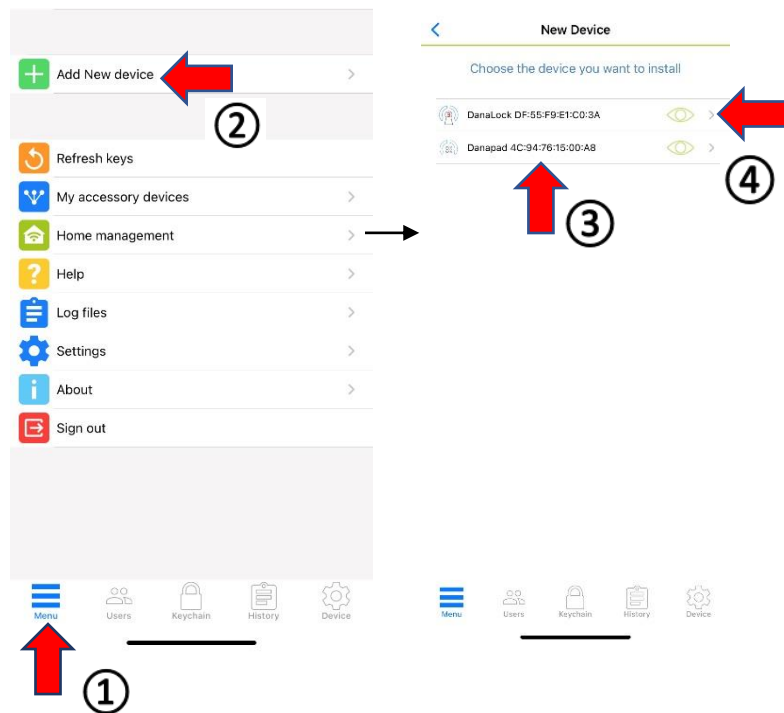


Select the device that appears on this final page of the app to ensure that your Danalock product has been paired with the Danalock Application

Should you be unable to find your device on this page, please ensure that:

- The batteries are properly inserted and that you are within Bluetooth range of your device
- You aren't already paired with the Danalock device in question

 **Apple Procedure**



**Whether using Apple or Android, if more than one device appears on this page, please click on the icon of the green eye – and wait to see if your device flashes as a result. If not, please continue selecting the green icons until your Danalock device flashes. This will ensure you select the correct device**

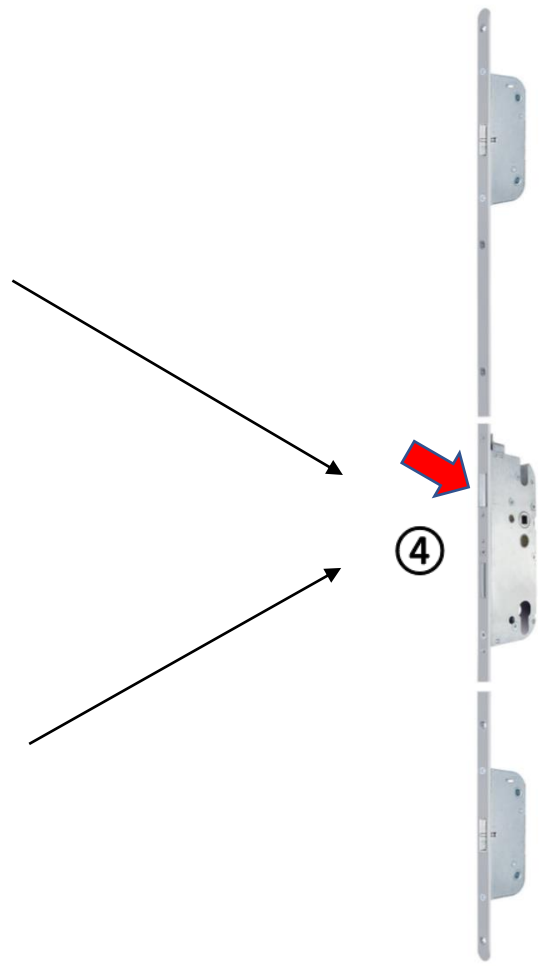
### Does your Danalock appear on your application's Keychain?

Keychain should be lit with either green or red icons that show the lock's status (locked or unlocked – as seen below)

#### Android Procedure

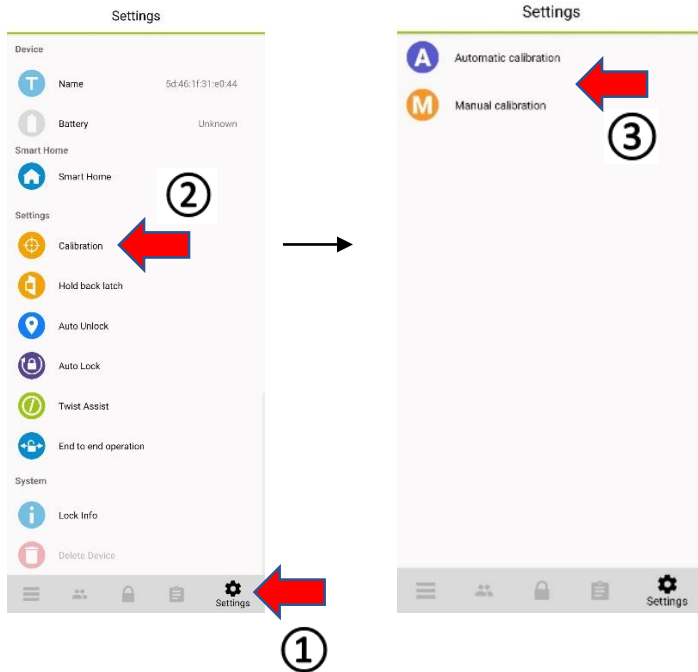


#### Apple Procedure



## Has your Danalock been calibrated?

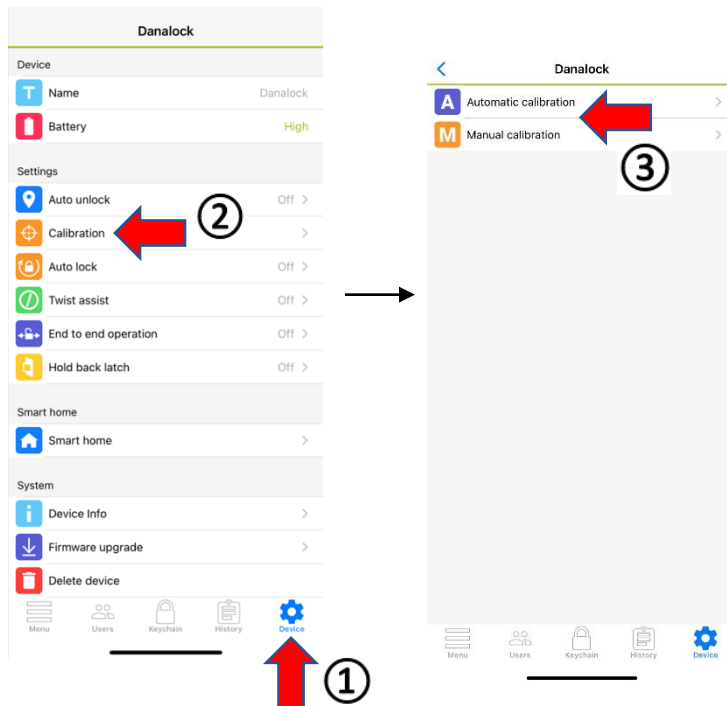
### Android Procedure



#### **IMPORTANT NOTICE:**


If European profile lock (handle above the deadbolt), you **MUST** calibrate your device manually

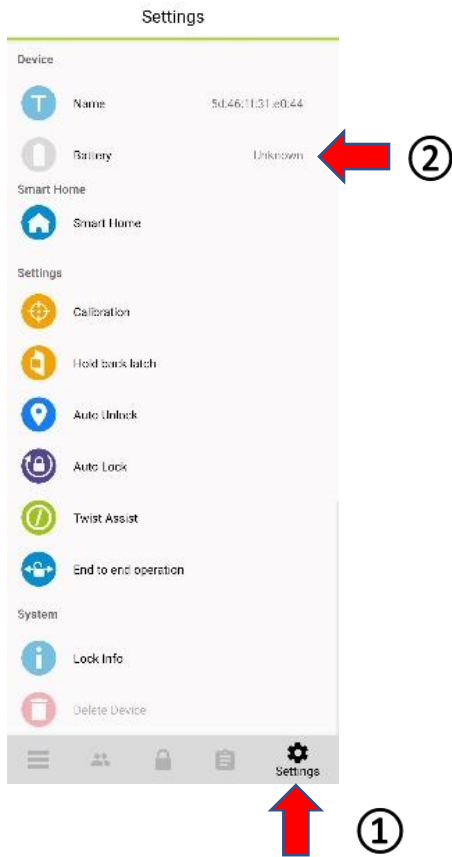
### Apple Procedure



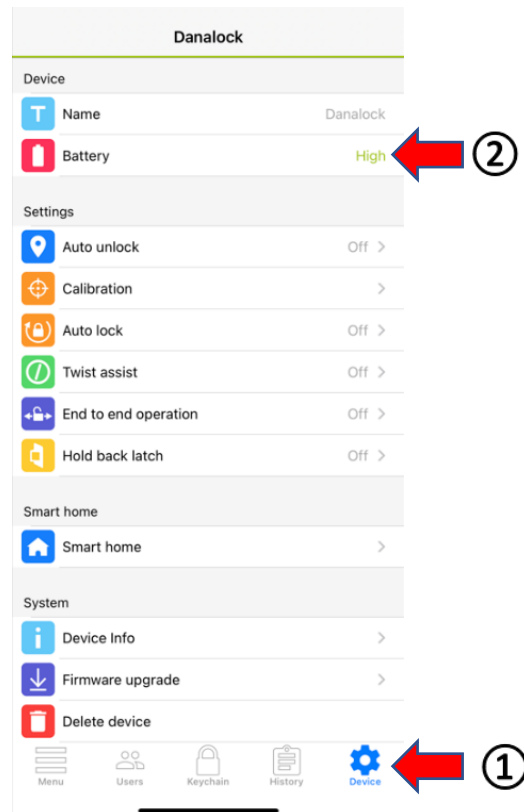
In both cases (whether you are on an Android or Apple device, you'll have to choose how you wish to calibrate your device (Automatically, or Manually), and follow the instructions accordingly

**Have you checked on the status of the batteries in your Danalock device?**

 Android Procedure



 Apple Procedure



- **NOTE:** If you continue to have issues with your Danalock after going through this troubleshooting list, please visit <https://danalock.com/faq/faq-danalock-v3> to see if your concern may be addressed in any way through their comprehensive FAQ list. If this is not the case, please visit <https://danalock.com/contact-support>.
- **NOTE:** If Danalock is unable to resolve your issue and deems the device in question to be defective, please forward email chain between the homeowner and the Danalock representative to the company you bought the Danalock product from and ask for a return/exchange according to their procedures.
- **NOTE:** Danalock returns **must** be accompanied by written proof from a Danalock representative that a unit is faulty. Only with this information can a Danalock be returned/exchanged within 1 year of purchase.

## DANAPAD AND DANABRIDGE NOTES

**If you are having trouble with your Danapad and/or Danabridge products, please refer to the following notes:**

- **NOTE:** If you have any problems with our accessory products (*Danabridge* or *Danapad*), please ensure that your Danalock system is installed correctly, first. The Danabridge and Danapad devices are not standalone products and are meant to complement your Danalock system.
- **NOTE:** Un-install and then re-install application. After this, make sure that your firmware is up to date and that your batteries have enough power in them.
- **NOTE:** Should your problem persist, please refer to Danalock's comprehensive FAQ page (<https://danalock.com/faq-danalock-v3>). If your concern is not addressed, please contact your Danalock dealer and begin the process of asking for a factory reset.