Master Lock Vault Enterprise & ShowingTime Integration FAQs (Agents)

Q: How do I give a user temporary access to a lock while using the Master Lock Vault Enterprise app?

A: Temporary codes are suitable for a 4-hour time block and automatically expire. They can give someone immediate or future access to a lock or lock box.

To set up a temporary code:

- Log into your Master Lock Vault Enterprise App.
- Select the lock you want to edit.
- Select the 'Get Code' button.
- Select the date and press 'Next.'
- Select the time and press 'Done.'
- The temporary code will now appear on that lock.

Q: How do I view a lock's settings, location, and history in Master Lock Vault Enterprise?

A: To see more information about a specific lock, first launch the Master Lock Vault Enterprise app. Then:

- Navigate to the "Authorized" tab and select the lock you want to view.
- Click the tab you want to view beneath the image of the lock.

Q: My phone won't connect to my Master Lock Bluetooth lock. How can I fix this?

A: Most common connection problems can be solved by restarting your phone and relaunching the Master Lock app. If this does not solve your problem, please call the Master Lock Vault helpline at 866-760-1936 (Option 3)

Q: Is my phone compatible with Master Lock Bluetooth Lock Products?

A: Locks are designed to work with devices that use Bluetooth v4.0 and higher. We currently support:

- Apple: iOS 10 or later. iPhone 6 or later.
- Android: Version 5 or later.
- Browser: Chrome, Safari, Firefox, and Microsoft Edge.

Q: What is Showing Beacon?

A: With Showing Beacon, an agent can set a timer for a showing or client meeting. If the timer reaches 0 before it's canceled, an SMS notification with details about the agent's current location will be sent to a designated contact.

Q: How do I contact Master Lock Support

A: Phone: (800) 464-2088

[Master Lock Vault Enterprise Support](#)

Q: How do I contact ShowingTime Support

A: Phone: (800) 379-0057

   Email: mailto:support@showingtime.com