Keylynx 4-in-1 Smart Door Lock D200 FAQ
（Frequently Asked Questions）

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Pre-purchase

Q: How many passwords, fingerprints data can be stored on the D200?
A: The D200 can store up to: 50 passwords, 50 fingerprints data entries.

Q: Is the D200 equipped with a door handle?
A: The D200 does not come with a handle and needs to be purchased separately.

Q: Where is the keyhole on the D200?
A: The mechanical keyhole is located below the fingerprint on the exterior assembly.
You can use the two mechanical keys provided with the lock for physical unlocking.
Please keep your mechanical keys in a secure place. We recommend storing one key as a backup in your car for emergencies.

Q: If the batteries die, how can I open the door?
A: If the batteries of your D200 are depleted, you can: Use the backup mechanical key to unlock the door.

Q: Is the D200 waterproof?
A: The exterior assembly of the D200 is rated IP54, making it resistant to dust and water splashes, suitable for outdoor use.
However, please note that the interior panel is not waterproof, so it should be installed in a protected indoor environment.

Q: How many unlocking and locking methods does the D200 support?
A: The D200 supports the following unlocking and locking methods:
- Fingerprint recognition
- Password
- Mechanical key
- Unlocking via the app

Q: Will my fingerprint, and password data be uploaded to the cloud?
A: No, they will not. All your fingerprint, password data are stored locally on the device. Your fingerprint, and password data will never be uploaded to the cloud to ensure the security of your biometric data. The logs stored locally on the device are encrypted when viewed though APP, so you don’t need to worry about hackers accessing or tampering with them.

Q: Will prolonged exposure to direct sunlight, which raises the device temperature, affect its performance?
A: The exterior panel of the D200 is designed to operate in environments with temperatures up to 70°C/158°F.

Service

Q: How to contact KeyLynx for customer service?

A: For any assistance, you can contact Lockin customer service through the following channels:

-Email: support@lockin.com

-Phone: +1(888)850-0877 (8:00 AM - 5:00 PM Pacific Time, Monday-Friday). Voicemails and emails are monitored daily and will -receive a response as soon as possible.

-Support Site: https://en.lockin.com/pages/welcome-to-lockin-support-center

Installation

Q: Can I install the D200 on any door Type?

A: It is suitable for doors that meet the following conditions:

-Material: Wooden doors

-Door thickness: 35mm (1 3/8") - 54mm (2 1/8")

-Backset: 60mm (2 3/8") / 70mm (2 3/4")

-Crossbore diameter: 54mm (2 1/8")

-Latch hole diameter: 25mm (1")

-Deadbolt latch box depth: ≥25.4mm (1")

Q: What is the D200 supported operating temperature range?

A:

-Exterior Assembly: -30°C to 70°C (-22°F to 158°F).

-Interior Assembly: 0°C to 50°C (32°F to 122°F).

Q: How can I verify that my D200 is properly installed?

A: Your D200 is properly installed if:

-The latch smoothly extends and retracts when turning the thumbturn, allowing the door to open and close properly, and the auto-lock feature works normally.

-The lock feels secure, with no wobbling or looseness on the door.

-The fingerprint, and password functions operate correctly.

Q: What happens when the lock cannot be switched on and off properly after installation?

A:

1) Abnormal lock direction recognition: Since there are two cases of the extension direction of the deadlock lock tongue, the D200 will perform the unlocking action to learn its direction when it is powered on for the first time. If the lock is installed with batteries before the installation is complete, this may cause this situation. At this time, you can Reset the lock to start learning the lock orientation again.

2) Abnormal installation: If you insert the key in the front lock or do not follow the instructions in the installation manual, the installation may be abnormal. Please remove the key and reinstall it. You can use the key only after the installation is complete.

Q: After installing the D200, what should I do to pair and set it up?

A:

1)Download and Register: Download the Tuya Home App and register for an account.

2)Add Device: Open the app and click “Add Device” on the homepage. Follow the in-app instructions to pair your lock.

3)Set Up Features: After the device addition process finished, you can set up the following features: Password, Fingerprint and so on.

4)Enjoy Your Product: Once the setup is complete, you’re ready to enjoy the convenience and security of your D200!

Q: Why can't my app connect to my D200?

A: If your app cannot connect to the D200, please check the following:

1)Power Supply: Ensure that your D200 has sufficient power(we recommend at least 80% battery). If the power is adequate, proceed to the next steps.

2)Bluetooth Permissions: Make sure your phone's Bluetooth is turned on and that the app has the necessary Bluetooth permissions. These permissions are required for the initial setup of the lock.

3)Factory Reset: If the above steps do not resolve the issue, try performing a factory reset on your D200. To do this, press and hold the pairing button for 5 seconds, then input the administrator password.

Following these steps should help you successfully connect your D200 to the app.

Q: How do I charge the D200?

A: Please power the D200 with AA alkaline batteries, rechargeable batteries are not supported.

Q: Why can't my APP find D200?

A: Open the Tuya Home App, click "+" in the upper right corner of the Devices page on the home page, and click Add Device. At this time, the phone will automatically search for nearby devices that can be added. Click the found D200 to automatically enter the D200 pairing process.

Note: Make sure your phone's Bluetooth is on and within 10 meters of the door lock.

Feature

Q: How do I lock and unlock the D200?

A: You can unlock the D200 using fingerprint, password, mechanical key, Tuya Home App. To lock the door, use the key button, or use the Tuya Home App, mechanical key.

Q: How to navigate Smart Lock D200's passcode function?

A: One-time passwords, recurring passwords, temporary passwords, and anti-peep password function.

Q: How does Wrong-Try Protection work on D200?

A: The D200 includes a "Wrong-Try Protection" feature to enhance security.

If you make 5 consecutive incorrect attempts within 1 hour using a specific unlocking method (e.g. password), the lock's error alarm will be triggered, and you will receive a notification through the app.

Q: How do I delete passwords, fingerprints data stored on the D200 Video Smart Lock?
A: To delete stored passwords or fingerprints data, please follow the steps below:
1)Open the Tuya Home app.
2)From the homepage, go to the device list and select your D200 lock.
3)Tap Settings on the main page to enter the device management section.
4)Click on Family. Select the member's information section and choose the corresponding data (fingerprints or password) to delete or modify.
Note:
All biometric data (fingerprints) are stored locally on the device and are never uploaded to the cloud, ensuring your privacy and data security.

Q: Can the D200 automatically lock?
A: Yes, when the auto-lock feature is enabled and the lock countdown time is set, the D200 will automatically lock the door after the countdown duration, as long as the door is in a closed position.

Q: How does the anti-peep password feature work?
A: Entering random numbers before or after correct password will also unlock the door, which can prevent the password being exposed.The length of anti-peeping password should be within 16 digits.

Daily Use

Q: Can D200 devices support Wi-Fi?
A: No.

Q: How should I handle my mechanical key?
A: We recommend keeping a backup key in your car or office for emergencies.

Q: Does it work with Alexa/Google Assistant? / How can I remotely unlock it?
A: Currently, D200 cannot work with Alexa/Google Assistant. You can pair with D200 via Bluetooth and then remote lock/unlock operations.

Q: Why can't the door lock recognize my fingerprint well or it failed to unlock with the App?
A: When recording fingerprints, please place your clean and dry finger at different angles and positions to ensure that a larger area is scanned. The elderly and children may not use their fingerprints effectively, so keep fingers clean before unlocking.

Q: What should I do if the Smart Lock runs out of battery?

A: When the battery level drops below 10%, the lock will prompt you to replace the battery. If you forget to change it and the battery dies, you can use the mechanical key to unlock.

Q: How do I turn the sound on/off for the D200?

A:

1) Open the Tuya Home app and navigate to the corresponding device's operation page through the device list on the home screen.

2) Click on "More" on the main page to access additional settings. Select "Lock Volume," click "Mute," and then click "OK" to confirm, which will switch it to silent mode. To change it back to normal mode, click "Normal" and then click "OK."

Q: Why won't my Smart Lock D200 turn on?

A: Please check if your Smart Lock D200 has entered low power mode. Try to change new batteries.

If it still won't turn on after that, please contact the KeyLynx customer service team for assistance.

-Email: support@lockin.com

-Phone: +1(888)850-0877 (8:00 AM - 5:00 PM Pacific Time, Monday-Friday). Voicemails and emails are monitored daily and will -receive a response as soon as possible.

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Q: How to create a new passcode on Smart Lock D200

A: If you want to add a new passcode for a family member or your friends, you can follow these steps:

1) Go to your lock's page and connect to your lock.

2) Tap "member management" at the middle of the screen.

3) Tap "+" and follow the instruction to add passcodes for your family members and friends.

Note:

If you only want people to have access to your site for a certain period of time, you can set the "temporary code" according to the app.

If you have any questions, please contact KeyLynx customer support for further assistance.

Q: Why doesn’t fingerprint recognition on D200 work?

A: Please check your finger or D200 fingerprint recognition area is dirty or water stains, wipe them clean and try again. If the above methods still cannot solve the problem, please use the APP to add the finger to multiple fingerprints, so that the success rate of recognition can be improved.

Q: How do I delete fingerprint information that is already stored on the Smart Lock D200?

A:

1)Open the Tuya Home app, approach the lock and ensure that the Bluetooth is connected.

2) Navigate to the device operation page through the device list on the homepage.

3)Click on “Family,” select the user account associated with the fingerprint you want to delete, then click to enter.

4)Click on the corresponding fingerprint number to access the management page, and then press

the delete button to remove it.

Q: How do I reset my D200?
A: To reset your D200, remove the battery cover from the back panel. Press and hold the setup button for 5 seconds, the lock will automatically begin the reset process. Once completed, the reset will be successful.

Q: How long does the battery of the D200 last?
A: 16 month.

App Feature

Q: How to Check D200 Events?
A: Open the Tuya Home app, go to the main interface, navigate to the door lock page, and click on the small bell icon in the middle of the screen to view related events for the door lock. You can also filter events using the event, records, and user information options.

Q: How do I turn the sound on/off for the Lock D200?
A: To adjust the sound settings:
1)Open the Tuya Home App. Navigate to the More Settings page by selecting your lock from the device list on the home screen.
2)Go to the Audio Settings section. Choose the desired sound level:
3)To turn off all sounds, select Mute. To enable normal sound levels, select Medium.
4)Confirm your selection, and the lock's sound settings will be updated accordingly.
These allows you to fully customize the sound settings for your lock as per your preference.

Q: Can I add second smart lock devices to the same Tuya Home account?
A: Yes.

Q: Do I need to install different Apps for different Tuya Home lock devices?
A: No.