Veno Solar Palm/Face FAQ & Troubleshoot

Q: How to contact Lockin for customer service?

A: For Lockin Smart Customer Service Hours
Email Support: support@lockin.com
24/7 – We'll respond promptly!

Phone Support: +1(888)8515266
Monday - Sunday
8:00 AM - 5:00 PM (Pacific Time, PDT(UTC-7))

Leave us a voicemail or email on Monday-Sunday, and we'll get back to you as soon as possible. Thank you for trusting us!

Q: What is Lockin's privacy policy like?

A: The data (biometric palm veins, face, passwords) in Veno Solar Palm/Face is stored locally on the lock and is not uploaded. Veno Solar Palm/Face needs to be operated through the Lockin Smart App because it needs to remote control the lock, which will use the cloud service deployed on Amazon AWS for remote command, nor leak users' information. Password of WIFI will only be stored on the device, not on AWS. Lockin Smart App does not collect personal information from users. Lockin strictly complies with privacy regulations.

Q: How does Lockin's Venokey™ palm vein recognition work?

(Only For Veno Solar Palm)

A: Veno Solar Palm key™ palm vein recognition uses a 24GHz radar sensor to detect a person's approach, guiding interaction with dynamic lighting. A specialized infrared camera captures subcutaneous vein patterns in the palm, which are then processed by an encrypted palm vein algorithm chip for local identity verification. By recognizing each individual's unique and non-replicable palm vein data, this technology enables a smooth, secure, and password-free contactless unlocking experience. All user data is stored locally, eliminating concerns about data leakage or cloud uploads.
Veno Solar Palm with an average recognition time of no more than 0.17 seconds and a success

rate of over 99.9%. The false acceptance rate is less than 0.00001%, ensuring a stable, seamless, and secure user experience. Even users with skin abrasions, dirt, moisture, or long nails can use it effortlessly.

Palm vein recognition technology offers numerous advantages, including built-in liveness detection, contactless hygiene, stable biometric characteristics, low environmental requirements, resistance to tampering and theft, reduced false triggers, and immunity to identical twin confusion.

Q: What is the effective distance of Lockin's face recognition? (Only For Veno Solar Face)

A: Lockin face recognition works at a distance of 1.64 - 2.30 ft (50–70 cm) from the lock. At the optimal distance of 50 cm, it can accurately recognize individuals with heights ranging from 3.94 – 6.56 ft (1.2 m to 2.0 m).

Q: Can face recognition work properly in a dark environment? (Only For Veno Solar Face)

A: Yes. Lockin smart lock is equipped with infrared fill light, allowing it to accurately recognize faces even in darkness.

Q: Can it be unlocked with a photo or video? (Only For Veno Solar Face)

A: No. Lockin face recognition uses 3D depth sensing technology (structured light), which can effectively distinguish a real face from photos, videos, or other spoofing attempts.

Q: Will makeup, wearing glasses, or changing hairstyles affect recognition? (Only For Veno Solar Face)

A: Generally not. The algorithm extracts facial geometric features (e.g., eye sockets, cheekbones, nose bridge). Light makeup, different glasses, or minor hairstyle changes will

not affect normal recognition. However, extreme occlusions (e.g., large masks, heavy wigs) may reduce the success rate.

Q: How do I charge the Veno Solar Palm/Face?

A: Wired Charging (Type-C): Use a 5V 2A power adapter with a Type-C charging cable.
Open the exterior assembly battery cover, remove the battery and connect it to the charger by Type-C cable.
Status Indicators:
- Solid Green: Fully charged (total 6-8 hours)
- Solid Red: Charging in progress
*Note: Use certified charging adapters and Type-C cables for safe and efficient charging.

Solar Charging: Purchase the official Lockin Solar Charging Panel for an eco-friendly solution.

Q: How many password and palm vein/face data can be stored on the Veno Solar Palm/Face?

A: The Veno Solar Palm/Face can store up to: 50 passwords, 50 palm vein/face data entries.

Q: Where is the keyhole on the Veno Solar Palm/Face?

A: The mechanical keyhole is located inside the solar panel 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 Veno Solar Palm/Face are depleted, you can:
Use an power bank supply to temporarily power the lock through the Type-C port on the exterior assembly.
Use the backup mechanical key to unlock the door.

Q: Is the Veno Solar Palm/Face waterproof?

A: The exterior assembly of the Veno Solar Palm/Face is rated IP53, making it resistant to dust and water splashes, suitable for outdoor use.

However, please note that the interior assembly is not waterproof, so it should be installed in a protected indoor environment.

Q: Does the packaging of the Veno Solar Palm/Face include a charging cable?

A: The packaging of the Veno Solar Palm/Face does not include a free Type-C charging cable. We recommend using a Type-C charging cable from your home along with a 5V 2A output power adapter to charge the battery of the Veno Solar Palm/Face.

Q: How many unlocking methods does the Veno Solar Palm/Face support?

A: The Veno Solar Palm/Face supports the following unlocking and locking methods:
- Palm vein recognition (Only For Veno Solar Palm)
- Face recognition (Only For Veno Solar Face)
- Password
- Mechanical key
- Type-C emergency unlocking
- Remote unlocking via the app
- Unlocking through Apple/Amazon/Google/Samsung smart home platforms via Matter, using their respective apps
- Voice control unlocking via Amazon/Samsung smart assistants.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple), Google Assistant is disabled due to platform security policies.

Q: How many locking methods does the Veno Solar Palm/Face support?

A: The Veno Solar Palm/Face supports the following locking methods:

- Press key button of the keypad outside the door.
- Use the Lockin Smart App.
- Mechanical key.
- Auto-lock function.
- Locking via the Apple/Amazon/Google/Samsung smart home platform apps after integration.
- Voice control via Apple/Amazon/Google/Samsung smart voice assistants.

Q: Will my palm vein/face, and password data be uploaded to the cloud?

A: No, they will not. All your palm vein, face, password, and video data are stored locally on the device. Your palm vein, face, and password data will never be uploaded to the cloud to ensure the security of your biometric data. The videos stored locally on the device are encrypted when viewed remotely, 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 assembly of the Veno Solar Palm/Face is designed to operate in environments with temperatures up to 70°C/158°F, and it is engineered to prevent issues such as erratic behavior of the touch keypad due to high temperatures.

Q: Can I install the Veno Solar Palm/Face on any door type?

A: It is suitable for doors that meet the following conditions:
Door Thickness: 1⅜ in- $2^{11}/_{64}$ in / 35-55 mm
Crossbore Diameter： 2⅛ in / 54 mm
Backset: 2⅜ in / 60 mm or 2¾ in / 70 mm
Door Hole Diameter: 1 in / 25.4 mm
Deadbolt Latch Hole Depth: ≥ 1 in (25.4mm)
Minimum Distance Between Handle and Crossbore Center: 2 in / 50 mm
Minimum distance from the cross bore center to the door stop: ≥$1^{9}/_{16}$ in / 40mm

*Compatible with Single Cylinder, Not compatible with storm doors or mortise lock.
*If the deadbolt is below the handle, swap their positions for installation.
*Works with doors that have a rectangular latch faceplate cutout. Not compatible with round faceplate cutouts.

*Note: the interior assembly is not suitable for outdoor exposure.

Installation-Video:https://www.youtube.com/watch?v=as-x_apXXUc&list=PL07fTsiaCS67oVsbjDl4awzCj1CXOqiVf

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Q: What should I do if the smart lock is too large to install under the handle?

A: We recommend switching the installation positions of the handle and the smart lock, so that the lock position is above the handle. This will resolve the interference issue between the lock size and the handle. This adjustment will take approximately 30 minutes, and we suggest doing it when you have some free time.
If you need specific support or assistance, please contact our customer service at support@lockin.com, and we'll be happy to help you.

Q: How to install the lock without install the strike plate with door sensor?

A: Without Lockin Strike Plate Installed
1. Skip calibration via Lockin Smart app: during calibration prompts, select "Install Blocked". If skipping is disabled:
2. Temporarily place the uninstalled strike plate near the deadbolt faceplate, aligning its door sensor with the lock's sensor (ensure deadbolt latch extends freely). Go back to the lockin smart app, tap "Recalibrate" → complete calibration → remove the plate.
3. Post-calibration reset: update the lock firmware and app to the latest version. Close the door (stay indoors) → enter lock settings → calibrate deadbolt. When prompted, select "Skip" again to finalize setup.

Critical: Latch hole depth: mandatory depth 1 inch (25.4mm). Use a chisel to modify insufficient holes.
⚠Key Technical Notes
1. Interference risks: deadbolt latch-strike plate or hole contact increases motor load by ≥30%, triggering error codes (e.g., failed to open or close the door).

Q: What is the Veno Solar Palm/Face 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 Veno Solar Palm/Face is properly installed?

A: Your smart lock is properly installed if:
The deadbolt 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 palm-vein/face and password functions operate correctly.
Wi-Fi connection is stable, and you can lock/unlock the door remotely via the app.
Once all these conditions are met, your Veno Solar Palm/Face is properly installed and ready for use.

Q: Why can’t my palm vein or face unlock the door?

A：In some cases, if the main power cable was not properly connected during installation, certain lock functions may fail. Please check and ensure the main power cable is securely connected to the interior assembly.

Q: Why isn’t my lock auto-locking properly?

A： In some cases, if the door status cable was pinched or damaged during installation, the door detection may fail to work correctly. Please inspect the door status cable connection for any damage.
If the cable is indeed damaged, please contact our customer service for assistance:

Email Support: support@lockin.com , 24/7 – We’ll respond promptly!
Phone Support: +1 (888) 851-5266
Monday – Sunday, 8:00 AM – 5:00 PM (Pacific Time, PDT, UTC-7)

Leave us a voicemail or email anytime, and we'll get back to you as soon as possible.
Thank you for trusting Lockin!

Q： Can Lockin Smart Lock devices support 5GHz Wi-Fi?

A： Veno Solar Palm/Face only connects to a 2.4GHz WiFi network and not a 5GHz WiFi network. Additionally, please make sure the 2.4GHz WiFi network SSID is not hidden and the security level is set to either WPA or WPA2;

Q: Why can't my Veno Solar Palm/Face connect to Wi-Fi?

A: Follow these steps in order:
1. Check Router Settings & Signal
- Ensure using 2.4GHz network (only supports 2.4GHz). See FAQ "How to switch router to 2.4GHz?"
- Confirm 2.4GHz SSID is visible with WPA/WPA2 encryption.
- Optimize router position:
-- Avoid corners, metal cabinets, or ceilings.
-- Keep router ≤30m from smart lock with no large obstructions.
-- Check Wi-Fi channel: Set to 1-13 via router admin page/app.

2. Charge & Retry
Charge battery for 2 hours, then retry adding the device.

3. Test with Phone Hotspot
Enable hotspot on 2.4GHz → Try connecting Veno Solar Palm/Face.
If successful: Re-optimize router settings per Step 1.

4. Check Hardware Connections
Remove interior assembly → Ensure Wi-Fi cable is fully inserted.

5. Reset Device
⚠Warning: Reset erases all data!
Steps: Delete device → Hold reset button 3s → Re-pair.

6. Still Stuck? Contact Us! Email **support@lockin.com** (encrypted):
- Router photos (top/bottom showing model e.g., "TP-Link AX73")
- Wi-Fi SSID & Password (for engineer testing only)
- ISP & Speed (e.g., "AT&T 200M fiber")
- Network setup: Direct to modem or multi-router (models/quantity/diagram).

Q: How do I adjust my phone hotspot to 2.4GHz?

A:

Setting Up a 2.4GHz Hotspot on iPhone

- Steps

• Go to Settings → Personal Hotspot.

• Turn on the Personal Hotspot toggle.

• Enable Maximize Compatibility to switch to the 2.4GHz band.

- Notes

• iPhone 12 and later models support manual band switching, while older models (e.g., iPhone 11 and earlier) default to 2.4GHz only.

• Enabling Maximize Compatibility forces 2.4GHz usage; disabling it allows automatic 5GHz selection (if supported by the device).

• 2.4GHz offers wider coverage and better wall penetration, while 5GHz provides faster speeds but shorter range.

Setting Up a 2.4GHz Hotspot on Android

- Steps

• Navigate to Settings → Mobile Network or Hotspot & Tethering.

• Open Portable Hotspot or Wi-Fi Hotspot settings.

• Select 2.4GHz under AP Band.

- Additional Notes

• Some Android models require accessing Advanced Settings or More Options to adjust the band.

• If no band option is displayed, it may be due to system version or hardware limitations (e.g., 2.4GHz-only support).

• For security, use WPA/WPA2 encryption when setting up the hotspot.

- Key Technical Terms:

Maximize Compatibility: iPhone feature forcing 2.4GHz mode for broader device support.

WPA/WPA2: Wi-Fi security protocols to prevent unauthorized access.

Q: How do I switch my router band from 5.0GHz to 2.4GHz?

A:

Router Admin Panel (Recommended)

- Log in to your router (typically 192.168.1.1 or 192.168.0.1; check your router brand's specific admin address).

- Go to Wireless Settings → Check the current band.

- If Smart Connect is enabled, disable 5GHz temporarily to split bands.

Band Identifier Clues

- If the WiFi name contains "_2G" or "_5G" suffixes, it usually indicates the band (manually split bands if needed).

Q: After installing the Veno Solar Palm/Face, what should I do to pair and set it up?

A: Download and Register: Download the Lockin Smart App and register for an account.
Add Device: Open the app and click “Add Device” on the homepage. Follow the in-app instructions to pair your lock.
Set Up Features: During the device addition process, you will be guided to set up the following features:
Password, Palm-Vein/face Recognition
Post-Setup Adjustments: After installation, you can further configure additional features in the device settings menu within the app.
Enjoy Your Product: Once the setup is complete, you’re ready to enjoy the convenience and security of your Veno Solar Palm/Face!

Q: Why can't my app connect to my Veno Solar Palm/Face?

A: If your app cannot connect to the Veno Solar Palm/Face, please check the following:
Power Supply: Ensure that your Veno Solar Palm/Face has sufficient power (we recommend at least 80% battery). If the power is adequate, proceed to the next steps.
Wi-Fi Network: Verify that your router is operating on the 2.4GHz frequency band (the Veno Solar Palm/Face does not support 5GHz networks). If you have a dual-band or tri-band router, make sure your phone is connected to the 2.4GHz network during setup.
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.
Factory Reset: If the above steps do not resolve the issue, try performing a factory reset on your smart lock. To do this, press and hold the pairing button for 3 seconds, then input the administrator password.
Following these steps should help you successfully connect your smart lock to the app.

Q: How do I charge the Veno Solar Palm/Face?

A: Charging the battery with Type-C Cable: Use a Type-C charging cable and a 5V 2A power adapter from your home. Remove the battery from the lock and connect it to the charger. When the battery's status indicator turns green, it means the battery is fully charged. A steady red light indicates the battery is charging.

Q: How to calibrate the Veno Solar Palm/Face?

A: If you are installing the device for the first time, you can follow the on-screen instructions during the device setup process to calibrate. If you are relocating or re-calibrating the device, go to the device list, click on the settings, and then select “Calibrate Deadbolt” to follow the calibration process guide.

Q: What is Matter?

A: **1. What is Matter?**

Matter is an open connectivity protocol developed by the Connectivity Standards Alliance (CSA), enabling cross-ecosystem collaboration between devices from brands like Apple, Google, Amazon, and Samsung. Veno Solar Palm/Face series uses Matter over Thread, delivering a low-power, high-stability solution for smart lock integration.

2. Comparison of Matter Transport Protocols

Protocol | Best For | Key Features

Matter over Wi-Fi | Lights, Plugs | High speed, but power-intensive

Matter over Thread | Locks, Sensors | Low-power, self-healing mesh, requires Thread Border Router

Matter over Ethernet | Hubs, Panels | Ultra-stable, wired connection

3. Thread Border Routers by Ecosystem

Apple ▼

Apple HomePod (2nd-gen)

Apple HomePod Mini

Apple TV 4K Wi-Fi + Ethernet (2022)

Apple TV 4K (2021)

Alexa ▼

Echo Hub

Echo (4th-gen)

Echo Show 8 (3rd-gen)

Echo Show 10 (3rd-gen)

Echo Show 15 (2nd-gen)

Echo Show 21 (2nd-gen)

Echo Plus (2nd-gen)

Echo Studio (1st/2nd-gen)

Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7

Eero PoE 6, PoE Gateway

Google ▼

Nest Hub (2nd-gen)

Nest Hub Max

Google TV Streamer 4K

Nest Wifi Pro

Samsung ▼
Aeotec SmartThings Hub
Samsung SmartThings Station
SmartThings Hub Dongle
SmartThings Hub v3
Samsung Smart TVs (2023+), Smart Monitor M80C (2023+), Q-Series Soundbars (2023+)
Samsung Bespoke Family Hub Refrigerator (2023+)

Q: What's the difference between Matter integration and Lockin Smart App features?

A: **1. What Matter Integration Enables:**
✅ Cross-Platform Basics
Remote Lock/Unlock: Control via Apple Home, Google Home, etc.
Voice Control: Use Alexa for both lock/unlock. Siri & Google Assistant only support locking (ecosystem restrictions).
✅ Automation
Set routines like "Auto-Lock When Leaving Home" or "Nightly Lock" (depends on ecosystem capabilities).
✅ Family Sharing
Invite family via Matter controllers (e.g., Apple Home) without Lockin App.

2. Lockin Smart App Exclusive Features:
- Advanced Security
Temporary/Recurring Codes: Create one-time or weekly codes (e.g., for cleaners).
Access Logs: Track who unlocked the door, when, and how (to the minute).
- Device Management
Firmware Updates: Get new features and security patches.
Battery Optimization: Adjust sensor wake intervals.
Biometrics: Manage fingerprints or palm vein profiles.

3. Usage Recommendations:
Scenario | Recommended Method | Reason
Multi-platform users | Matter + Ecosystem Apps | Use existing apps, no new installs
Security-focused needs | Matter + Lockin App | Requires temporary codes/logs
Troubleshooting & updates | Lockin App Only | Exclusive to official app
In short:
Matter enables cross-ecosystem control, while Lockin App delivers deep security & management – together they're better!

Q: Does the Veno Solar Palm/Face work with Apple Home / Amazon Alexa / Google Home / Samsung SmartThings? How can I remotely unlock it?

A: Yes, Veno Solar Palm/Face series supports the Matter protocol for seamless integration with your smart home ecosystem. Connect the lock to a Matter-compatible hub to enable control via Apple Home, Amazon Alexa, Google Home, and Samsung SmartThings.

-- Voice Assistant Restrictions: Voice unlocking via Siri (Apple) or Google Assistant is disabled due to platform security policies.
-- App Control: Remote unlocking is supported through Amazon Alexa, Google Home, Apple Home and Samsung SmartThings App (via Matter integration).
-- For full functionality, use the Lockin Smart App.

Q: Can the Veno Solar Palm/Face work with Apple/Alexa/Google/Samsung Assistant?

A: Yes, you can integrate it via Matter protocol with Apple Home/Amazon Alexa/Google Home/Samsung SmartThings to control the Veno Solar Palm/Face via Apple/Alexa/Google/Samsung Assistant. A Matter over Thread Border Router is required as a hub.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple) or Google Assistant is disabled due to platform security policies.

Supported hub devices are listed below ↓
Apple↓
Apple HomePod (second-gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet (2022 version)
Apple TV 4K (2021 version)

Alexa↓
Echo Hub
Echo (4th-gen)
Echo Show 8 (third-gen)
Echo Show 10 (3(rd) Gen)
Echo Show 15 (second-gen)
Echo Show 21 (second-gen)

Echo Plus (2(nd) Gen)
Echo Studio (1(st) and 2(nd) Gen)
Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7
Eero PoE 6, PoE gateway

Google↓
Nest Hub (second-gen)
Nest Hub Max
Google TV Streamer 4K
Google Nest Wifi Pro

Samsung↓
Aeotec SmartThings Smart Home Hub
Samsung SmartThings Station
Samsung SmartThings Hub Dongle
Samsung SmartThings Hub v3
Samsung Smart TVs (2023 and newer), Smart Monitor M80C (2023 and newer), and Q-Series Soundbars (2023 and newer)
Samsung Bespoke Family Hub refrigerator (2023 and newer)

Q: How to connect Veno Solar Palm/Face to Amazon Alexa?

A: **Step 1: Prerequisites**
✅ Mobile OS: iOS 16+ / Android 10+
✅ Hub: A compatible Thread Border Router (e.g., Echo 4th-gen). No Hub = No connection.
✅ Network:
- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Amazon Hubs).
- Ensure your phone, Veno Solar Palm/Face and Alexa devices (e.g., Echo) are on the same 2.4GHz Wi-Fi.
✅ Required apps: Alexa / Lockin Smart, both must be updated to the latest version.
✅ Upgrade the Lock to the Latest Firmware.

Step 2: Activate Matter Integration
- Bind Veno Solar Palm/Face via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".
- A 5-minute pairing window will open.
Step 3: Amazon Alexa Setup
- Open Alexa App.
- Add Device: Tap "+" (top-right) → "Add Device" → "Matter Shortcuts" → Follow on-screen prompts.
- Scan/Enter Pairing Code: Scan the Matter QR code on the lock or input the code copied from Lockin Smart App.

- Complete Pairing: Alexa will auto-detect the lock. After pairing, manually or voice control via Alexa Hub.
- Configure: Set device name, room assignment, and voice commands in Alexa App.

Supported Alexa Hubs:

Echo Hub
Echo (4th-gen)
Echo Show 8 (third-gen)
Echo Show 10 (third-gen)
Echo Show 15 (second-gen)
Echo Show 21 (second-gen)
Echo Plus (second-gen)
Echo Studio (1st and second-gen)
Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7
Eero PoE 6, PoE gateway

Q: If I don't have a Matter over Thread Border Router in the Alexa ecosystem, how do I connect Veno Solar Palm/Face to Amazon Alexa?

A: Good news! You can integrate Veno Solar Palm/Face with Alexa without any additional Matter over Thread devices. Follow these steps:

1. Prepare Accounts & Apps

Download Lockin Smart and Alexa apps. Register accounts for both apps. Bind the lock to your Wi-Fi network via Lockin Smart App.

2. Enable Lockin Skill in Alexa

Open Alexa app → Tap "More" in the bottom → Select "Skills & Games". Search for "Lockin Smart" → Select the skill → Tap "ENABLE TO USE".

3. Account Authorization

On the authorization page, enter the admin account credentials used in Lockin Smart App. Tap "Authorize and Log In" to link accounts.

4. Discover Devices

After successful linking, tap "Next" → Alexa automatically scans for bound devices. Select Veno from the discovered devices list.

5. Configure Voice Control

In the device settings page: Enable "Unlock with Alexa App". Activate "Unlock by Voice and Echo Hub". Set a voice confirmation PIN for security.

6. Control the Lock
Now operate the lock via: Manual control in Alexa app. Voice commands through Alexa-enabled devices (e.g., "Alexa, unlock the front door").

Q: How to connect Veno Solar Palm/Face to Google Home?

A: **Step 1: Prerequisites**
✓ Mobile OS: iOS 16+ / Android 10+
✓ Hub: A compatible Thread Border Router (e.g., Nest Hub Max). No Hub = No connection.
✓ Network:
- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Google Hubs).
- Ensure your phone, Veno Solar Palm and Google devices (e.g., Nest Hub Max) are on the same 2.4GHz Wi-Fi.
✓ Required apps: Google Home / Lockin Smart, both must be updated to the latest version.
✓ Upgrade the Lock to the Latest Firmware.
Step 2: Activate Matter Integration
- Bind Veno via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno Solar Palm → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".
- A 5-minute pairing window will open.
Step 3: Google Home Setup
- Open Google Home App.
- Tap "+" → "Add Device" → "Works with Matter" → Follow prompts.
- Scan/Enter Pairing Code: Scan the Matter QR code on the lock or input the code copied from Lockin Smart App.
- Complete Pairing: Google Home will detect the lock. After pairing, control manually or via Google Assistant voice commands.
- Configure: Set device name, room assignment, and voice commands in Google Home App.
*Voice Assistant Restrictions: Remote unlocking via Google Assistant is disabled due to platform security policies.
Supported Google Hubs:
Nest Hub (second-gen)
Nest Hub Max
Google TV Streamer 4K
Google Nest Wifi Pro

Q: How to connect Veno Solar Palm/Face to Apple Home?

A: **Step 1: Prerequisites**
✓ Mobile OS: iOS 16+ / Android 10+
✓ Hub: A compatible Thread Border Router (e.g., Apple HomePod Mini). No Hub = No

connection.
✓ Network:
- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Apple Hubs).
- Ensure your phone, Veno Solar Palm/Face and Apple devices (e.g., Apple HomePod Mini) are on the same 2.4GHz Wi-Fi.
✓ Required apps: Apple Home / Lockin Smart, both must be updated to the latest version.
✓ Upgrade the Lock to the Latest Firmware.

Step 2: Activate Matter Integration

- Bind Veno via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".
- A 5-minute pairing window will open.

Step 3: Apple Home Setup

- Open Apple Home App.
- TAdd Device: Tap the "Home" tab at the bottom → Tap "+" (top-right) → Select "Add or Scan Accessory".
- Scan Pairing Code: Scan the Matter QR code on the lock's battery cover.
- Complete Pairing: Apple Home will detect the lock. After pairing, control manually or via Apple Siri voice commands.
- Configure: Set device name, room assignment, and voice commands in Apple Home App.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple) is disabled due to platform security policies.

Supported Apple Hubs:

Apple HomePod (second-gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet (2022 version)
Apple TV 4K (2021 version)

Q: Navigating Your Veno Solar Palm/Face's Passcode Function

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

Q: How Does Wrong-Try Protection Work on Veno Solar Palm/Face?

A: The Veno Solar Palm/Face 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, or palm vein/face), the lock's error alarm will be triggered, and you will receive a notification through the app.

Importantly, the wrong-try attempts are calculated independently for each unlocking method. For example, if you enter the wrong password 5 times, the password function will be locked temporarily, but other methods such as fingerprint or palm vein recognition will remain available for use.

Q: How do I delete passwords, or palm vein/face data stored on the Veno Solar Palm/Face?

A: To delete stored passwords, or palm vein/face data:
Open the Lockin Smart app.
From the homepage, go to the device list and select your lock.
Tap Settings on the main page to enter the device management section.
Click on Manage Access. Select the member's information section and choose the corresponding data (palm vein/face, or password) to delete or modify.

Important Note:
All biometric data (palm vein/face information) are stored locally on the device and are never uploaded to the cloud, ensuring your privacy and data security.

Q: Does the Veno Solar Palm/Face automatically lock?

A: Yes. The Veno Solar Palm/Face features a built-in door sensor that supports automatic locking when the door is fully closed, providing added security.
You can also manually lock the door with a single press of the lock button. The lock button may be a touch button or a physical button, depending on the model.

- If the keypad is asleep, the first press wakes the keypad.
- Pressing the button again locks the door immediately.

If the door is not fully closed, the lock will not engage, ensuring reliable and safe operation.
This gives you both hands-free auto-lock convenience and quick one-press manual locking.

Q: How should I handle my mechanical key?

A: We recommend keeping a backup key in your car or office for emergencies.

Q: What should I do if the Veno Solar Palm/Face 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 connect a power bank to the Type-C port at the bottom of the exterior assembly for emergency power and unlock the door. Alternatively, you can use the mechanical key to unlock it through the exterior assembly keyhole under doorbell button.

Q: How do I turn the sound on/off for the Veno Solar Palm/Face?

A: Open the Lockin Smart App and enter the device's "Settings" page via the home screen device list.
Tap "Audio Settings" → Select "Prompt Sound Volume".
Click "Mute" → Confirm with "OK" to enable silent mode.
To restore normal mode: Select "Medium Volume" → Confirm with "OK".

Q: Why won't my Veno Solar Palm/Face turn on?

A: Please check if your Veno Solar Palm/Face has entered low power mode. Try charging it. If it still won't turn on after charging, please contact the Lockin customer service team for assistance.
Mail address: support@lockin.com

Q: How to create a new permanent password on Veno Solar Palm/Face？

A: Open Lockin Smart App → Devices → Select your lock→ Settings → Manage Access.
Tap "+" (bottom-right) → Custom Members → Enter the user's name → Confirm.
On the permission page, tap "+" next to password to create a permanent password.
⚠Note: Record the password securely. If forgotten, you must delete and reset it.

Q: How to add temporary passwords to my lock?

A: A: Veno Solar Palm/Face supports One-Time Passwords and Periodic Passwords. Details:

One-Time Password

- Definition:

Valid for 1 hour, usable once. Can activate immediately or within 24 hours.

Use Case: Delivery personnel needing short-term access.

- Setup:

Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Temporary Password → One-Time → Set Activation Rule → Generate → Copy.

- Management:

Path: Temporary Password → One-Time → History (top-right corner button) → Delete/Modify.

⚠Note: Activated passwords cannot be deleted.

Periodic Password

- Definition:

Reusable on weekly scheduled days/times (e.g., weekly housekeeping).

- Setup:

Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Temporary Password → Periodic → Set Username/Password/Schedule → Save.

- Sharing:

Click Copy Password (viewable once).

- Management:

Path: Temporary Password → Periodic → History (top-right corner button) → Delete/Modify.

Duration Password

- Definition:

Reusable on weekly scheduled days/times (e.g., airbnb renter).

- Setup:

Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Temporary Password → Duration → Set Username/Password/Duration Schedule → Save.

- Sharing:

Click Copy Password (viewable once).

- Management:

Path: Temporary Password → Duration → History (top-right corner button) → Delete/Modify.

Q: How to invite my family to manage my smart lock?

A:

- Initial Navigation:

Open the Lockin Smart App → Tap the drop down arrow next to the family name at the top → Select Home Management → Choose the household where your lock is registered.

- Adding Members:

①Tap Add New Member on the screen.

②Enter the invited member’s registered email address in Lockin Smart (if unregistered, they’ll receive an invitation to create an account) and their name → Tap Invite.

- Confirmation:

The invitee must log in to the Lockin Smart App using the invited email to accept the request. Once accepted, they can perform all lock operations except delete devices from Lockin Smart (e.g., remote unlock, manage access, creating temporary passwords, viewing logs).

Q: How do I reset my Veno Solar Palm/Face?

A: To reset your Veno Solar Palm/Face, remove the battery cover from the interior assembly. Press and hold the set button for 3 seconds, and you will hear a prompt asking you to enter the administrator's password, fingerprint, or palm vein. After entering the correct information, the lock will automatically begin the reset process. Once completed, the reset will be successful.

Q: How to Reduce Excessive Notifications on My Smart Lock?

A: You can adjust the scope of smart notifications through the following methods:

Customize Notification Types

Go to Lockin Smart → Device → Settings → Tap Rich Notification.

Toggle off specific event types you wish to mute (e.g., door opened, door unlocked/locked).

Effect: Blocks selected events from triggering app notifications while maintaining full event logs in the history list.

Q: What should I do if the battery of my Veno Solar Palm/Face runs out?

A:

- When the battery level drops below 10%, the lock will prompt you to replace the battery. Please remove and charge the battery promptly to avoid it running out completely.
- If you forget to replace the battery and it fully depletes, you can connect a power bank to the Type-C port at the bottom of the exterior assembly for emergency power and unlock the door.
- Alternatively, you can use the mechanical key through the exterior keyhole to unlock the lock.
- To prevent this situation in the future, we recommend purchasing the official Lockin solar charging panel, which provides a sustainable and worry-free power solution for your lock.

Q: How to adjust settings to extend my smart lock's battery life?

A: To maximize battery performance, we recommend the following configuration adjustments based on usage scenarios:

Deactivate Auto-Wake Features
Navigate to Door Lock Settings → Disable: Auto Wake-Up with Palm Vein/Face(prevents radar sensors from scanning without user intent).

Q: How to Check Veno Solar Palm/Face Events?

A: Open the Lockin Smart 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?

A: To adjust the sound settings: Open the Lockin Smart App. Navigate to the Device Settings page by selecting your lock from the device list on the home screen.
Go to the Audio Settings section. Choose the desired sound level:
To turn off all sounds, select Mute. To enable normal sound levels, select Medium.
Confirm your selection, and the lock's sound settings will be updated accordingly.
This allows you to fully customize the sound settings for your lock as per your preference.

Q: How do I adjust the device display order in the app?

A: Open the Lockin Smart App → tap Devices → on the All Devices page, long-press any device card → select the device → tap Top to move it to the top of the list.

Q: How do I manage the temporary passwords I've created?

A: Go to: Lockin Smart App → Devices → select your lock → Settings → Temporary Password → One-Time / Periodic / Duration.
From this page, tap "Password List" in the top-right corner to manage your existing passwords.

Q: How do I unlock the door with a mechanical key? I can't find the key cylinder.

A: The **Veno Solar Palm/Face** features a sleek, hidden key cylinder design for enhanced security and aesthetics. The cylinder is located behind the solar panel. Please follow these steps to access it:

a. **Release the Panel:** Press the **Solar Panel Release Button** located on the side of the front assembly. The solar panel will automatically pop out slightly.

b. **Open the Cover:** Gently **lift** the solar panel upward, then **pull** it outward to reveal the hidden compartment.

c. **Unlock:** You will now see the mechanical key cylinder. Insert your physical key and turn it to unlock the door.

Q：The solar panel isn't charging. It seems to be broken. How can I replace it?

A: If your solar panel isn't charging for several days or is accidentally damaged:

Don't worry! Please contact our support team at support@lockin.com.

We will provide you with a replacement solar panel.

How to Replace the Solar Panel:

Step 1: Press the button on the side of the exterior assembly. You will see the solar panel pop open slightly.

Step 2: Gently lift the solar panel with your hand and pull it outward.

Step 3: Remove the two fixing screws, unplug the power cable, and then remove the solar panel.

Step 4: Install the new solar panel, plug in the power cable, and reinstall the fixing screws.

Note: It is recommended that a family member or friend assist you with the replacement.

Q: It’s a sunny day. Why isn't my Veno Solar Palm/Face charging (no charging icon in the App)?

A: To ensure optimal battery health and efficient operation, the solar charging system activates only when specific conditions are met:

a. **Battery Threshold (90% Rule):** To prolong the lifespan of the lithium battery, solar charging will only trigger when the battery level drops **below 90%**. If your device is currently above this level, the solar panel will remain idle to prevent overcharging.

b. **Light Intensity Requirement:** The solar panel requires a minimum ambient light intensity of **1000 lux** to begin harvesting energy. Even on a bright day, if the panel is in a deep shadow or the light level is below this threshold, it will not activate.

c. **Status Indicator:** When both of the above conditions are met and the panel is actively charging, a **dedicated charging icon** will appear on your device's status page in the App.

Q: What should I do if face or palm vein recognition fails frequently?

A: Recognition accuracy can be affected by ambient lighting, the quality of the initial enrollment, and changes in biometric characteristics. If you experience frequent issues, please try the following steps:

- **Multi-angle Enrollment:** We recommend re-enrolling the same user under different lighting conditions (e.g., day vs. night) or from various angles. The system supports up to **5 sets** of data per user; collecting multiple samples significantly enhances the system's recognition and compensation capabilities.
- **Environment Check:** Ensure there are no obstructions on your face or palm during recognition, and avoid direct, intense light hitting the sensor module.
- **Keep it Clean:** Check the scanning window for fingerprints, oil, or dust. Periodically wiping the sensor can improve recognition precision.

Q: Why does the solar panel charging efficiency seem to have decreased recently?

A: Solar charging efficiency is highly sensitive to light intensity, surface cleanliness, and external obstructions. To restore peak performance, please check the following:

- **Clean the Surface:** Dust, pollen, or debris on the panel can significantly block sunlight. Gently wipe the surface with a **soft, dry, or slightly damp cloth**. Avoid using abrasive chemicals that might damage the coating.
- **Check for Obstructions:** Even partial shading (from tree branches, overgrown foliage, or new structures) can drop efficiency. Note that shadows change with the seasons as the sun’s path shifts.

- **Environmental Factors:** Shorter daylight hours and increased cloud cover during winter months will naturally result in less power generation compared to summer.

We recommend cleaning the surface quarterly to ensure the device remains in optimal energy-efficient condition.

Q: I am over 6'7" (200cm) tall and having trouble enrolling my face. What should I do?

A: Our smart lock's facial recognition is optimized for a height range of **3'11" to 6'7" (120-200cm)** at a standard installation height, with an optimal scanning distance of **20-28 inches (50-70cm)**.

If you are above this height range, please try the following tips for a successful enrollment:

- **Step Back Slightly:** Increasing the distance between you and the lock helps your face fit within the camera's Field of View (FOV).
- **Adjust Your Stance:** During the initial setup, please lean in or stoop slightly so the sensor can clearly detect your full facial features.
- **Optimal Positioning:** Once the initial enrollment is successful, our algorithm will have a better baseline for future recognitions, making daily access much smoother even at your natural height.