Veise

User Manual

Model No. VE012W

Tutorial Video

Scan the QR code and search **VE012W** to get the video.

Need Help? Contact Us!

Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions.

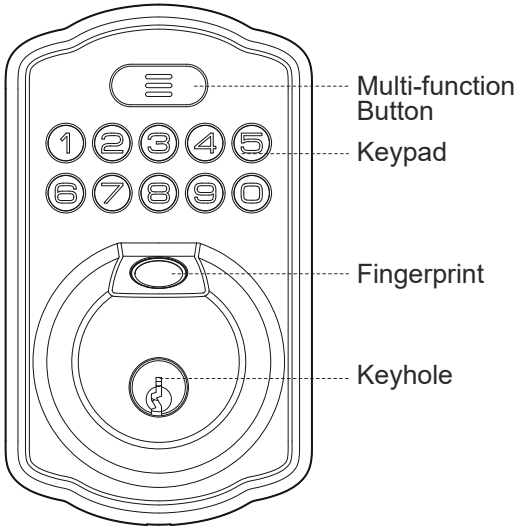
support@iveise.com **iveise.com**

Content

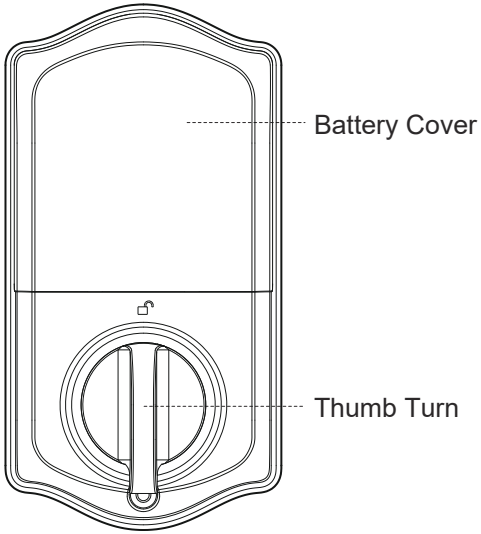
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At a Glance

Exterior Assembly



Interior Assembly



App Pairing

Step 1: Register Your Account

1 Search and download “KK Home” in GET IT ON Google Play or Download on the App Store

Scan the QR code to download “KK Home” App.

2



Tap on “Sign Up”.

NOTE: If you’ve already downloaded the App, ensure it’s updated to the latest version.

3



Complete the register information and tap “Get Code”, you will receive a Verification code in the mailbox you entered to Create.

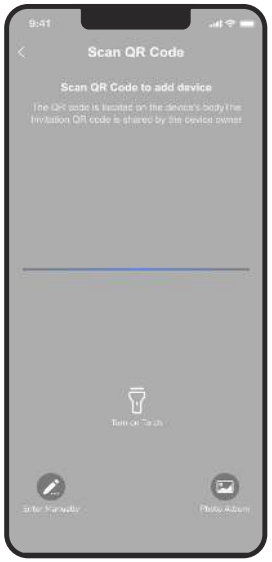
App Pairing

Step 2: Pair Your Lock

1. Bring your phone close to the lock, enable Location and Bluetooth permissions, then scan the QR code on the Battery Cover to add it.

NOTE: If the lock is not listed, please check the following:

- Make sure App permissions for Location and Bluetooth are both enabled for pairing.
- Wake up the Keypad by pressing any button and keep it on during pairing.



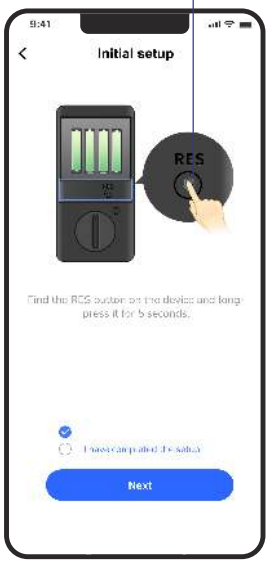
App Pairing

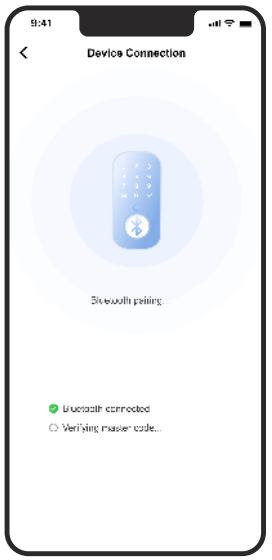
Step 2: Pair Your Lock

2 Start pairing.

Press and hold the RES button for 5 seconds to start setup.



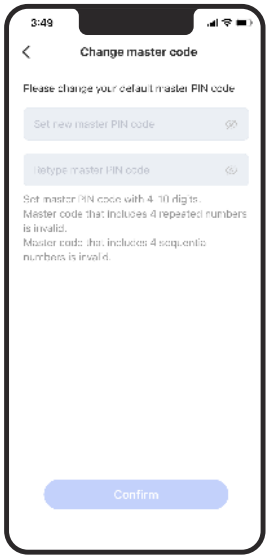




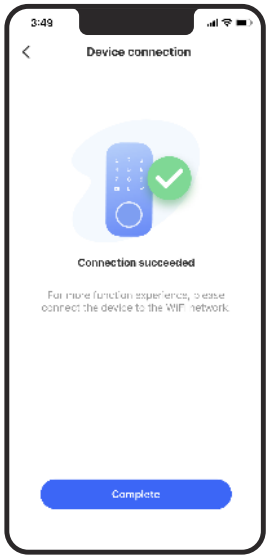
App Pairing

Step 2: Pair Your Lock

3 Set a new Master Code.



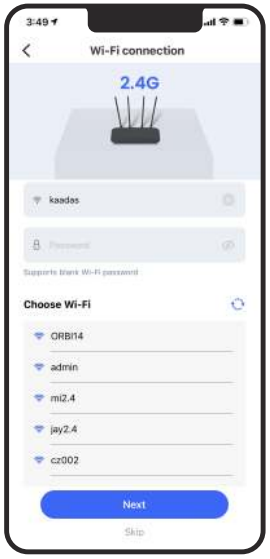
4 Pairing successful.



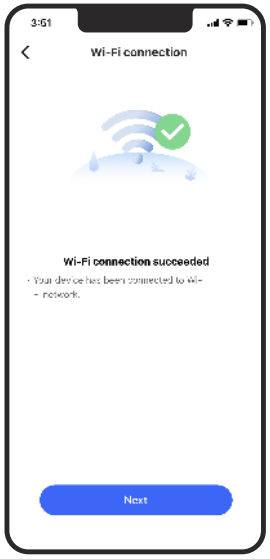
App Pairing

Step 2: Pair Your Lock

5 Choose your home Wi-Fi and enter the password to connect.



6 Wi-Fi connection successful.



App Pairing

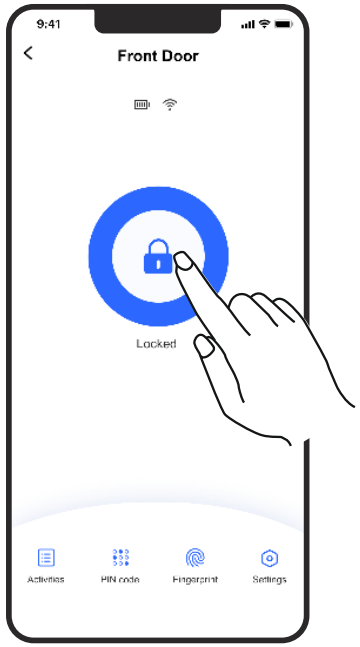
Step 2: Pair Your Lock

NOTE: If the Wi-Fi connection fails, please follow these tips:

- Check if the Wi-Fi connection is stable.
- Ensure the network is 2.4GHz. The lock only supports 2.4GHz.
- Keep the router and lock within 65ft (20m). Avoid walls and keep away from interference sources like microwaves.
- Too many devices connected to Wi-Fi may affect the lock's connection.
- Ensure the lock's firmware and App are up-to-date. If an update is available, please upgrade promptly.
- Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions. **support@iveise.com**

App Guide

Lock Page Overview



Tap the icon to lock or unlock the door.

Activities

Activities
View records of unlocks, locks, and alerts.

PIN code

PIN Code
Create four types of passwords and manage the list.

Fingerprint

Fingerprint
Add and manage fingerprints.

Settings

Settings
Access basic lock information and adjust settings.

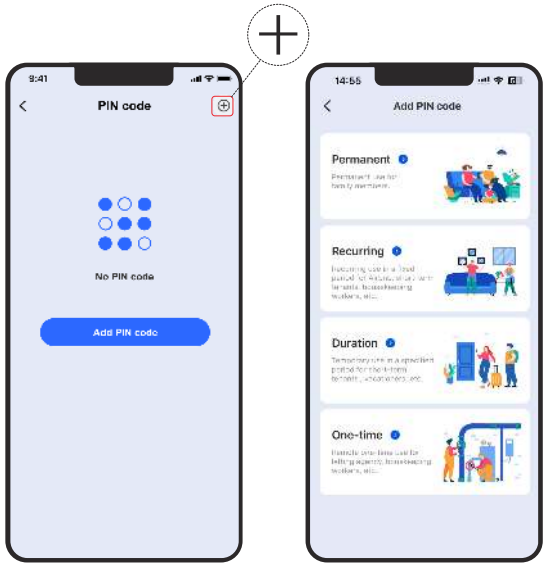
App Guide

PIN Code

A total of 100 PIN Codes can be set and stored.

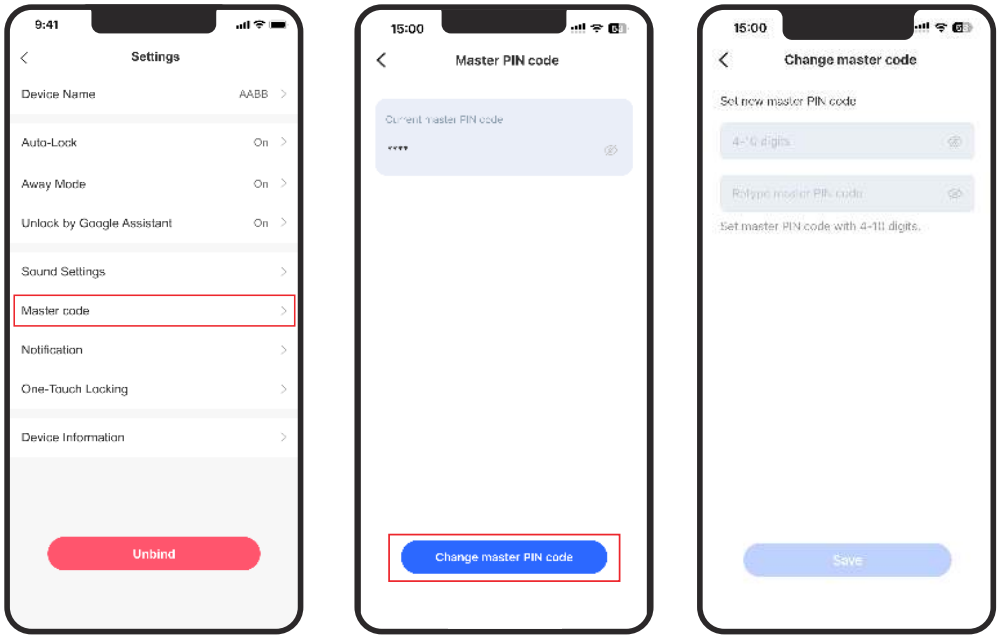
Password Types and Definitions:

Permanent	Valid indefinitely.
Recurring	Active during specific hours on a weekly schedule.
Duration	Active for a predefined duration.
One-Time	Multiple One-time Codes can be generated at once in the App and auto-deleted after use.



App Guide

Change Master Code



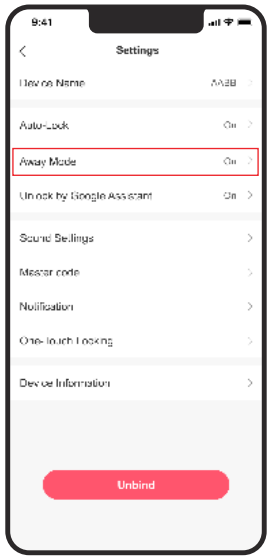
App Guide

Away Mode

PIN Codes and Fingerprints unlocking will be disabled. You can unlock your door with the App, Mechanical Key, or Master Code.

NOTE:

When you unlock using the App or Master Code, the Away Mode will be disabled.



Tap the icon to enable Away Mode.



How to Unlock

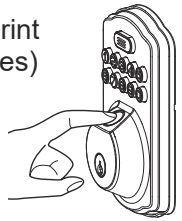
1. Unlock from **outside.**

1 Tap **once** in KK Home App



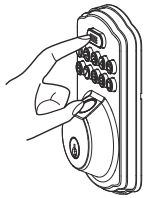
NOTE: It requires to pair the lock with KK Home first.

2 Use your Fingerprint (Green light flashes)

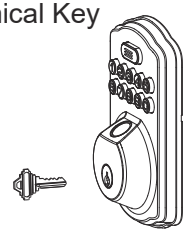


NOTE: It requires to add your fingerprint first.

3 Enter Master / PIN Code, press ☰



4 User the Mechanical Key



2. Unlock from **inside.**

1 Rotate the thumb turn

How to Lock

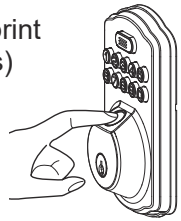
1. Lock from **outside.**

1 Tap **once** in KK Home App



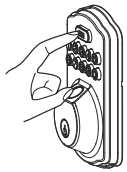
NOTE: It requires to pair the lock with KK Home first.

2 Use your Fingerprint (Red light flashes)

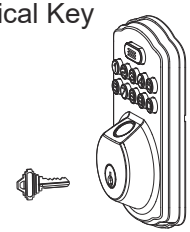


NOTE: It requires to add your fingerprint first.

3 Press and hold **Any button** on the Keypad for more than **1** second



4 Use the Mechanical Key

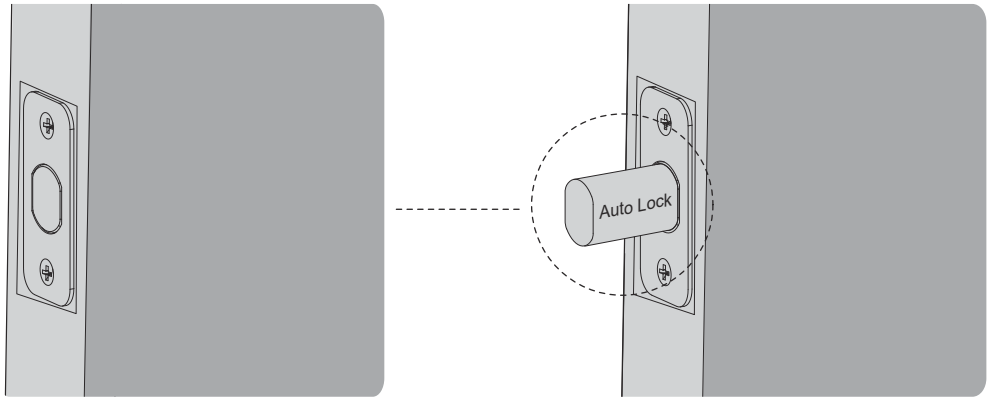


2. Lock from **inside.**

1 Rotate the thumb turn

Auto Lock

In Auto Lock mode, your smart lock will automatically lock the door after 30 seconds.
You can customize the Auto Lock delay to 10–180 seconds **via KK Home App.**



30 seconds later

NOTE: Auto Lock is disabled by default, it needs to be enabled manually. The lock doesn't have a built-in door sensor, if the Auto Lock is enabled, it will lock automatically whether your door is closed or open.

Programming Guide

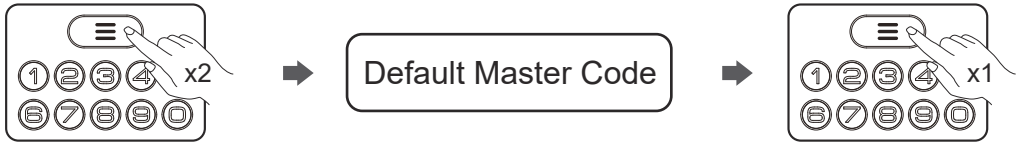
⚠ Important:

- **If you are not using KK Home App**, you can program the lock directly by following the Programming Guide.
  The default Master Code is **12345678**. Please set a new Master Code before programming.

- After pairing with the App, the Master or PIN Code programmed on the lock will sync with KK Home App, allowing you to view code records directly in the App.

Change Master Code

1 Press ☰ twice, then enter the Default Master Code (**12345678**), press ☰ once.



Programming Guide

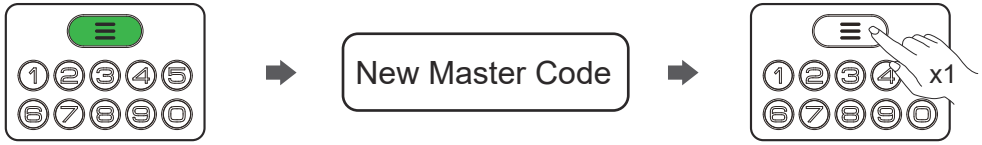
2 When green light flashes, press **1** on the Keypad.



3 Then enter your New Master Code, and then press ≡.



4 Enter your New Master Code again, and then press ≡.



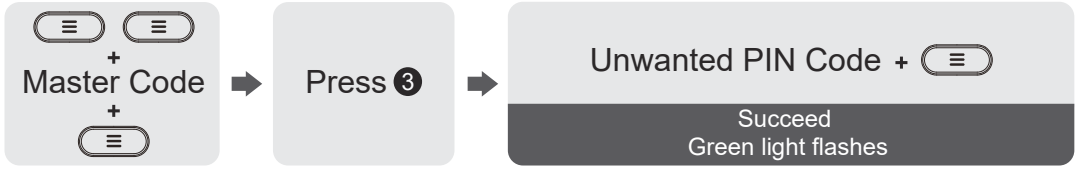
5 Congratulations! The programming is complete when the green indicator light flashes. You can now use your New Master Code to configure the following settings.

Programming Guide

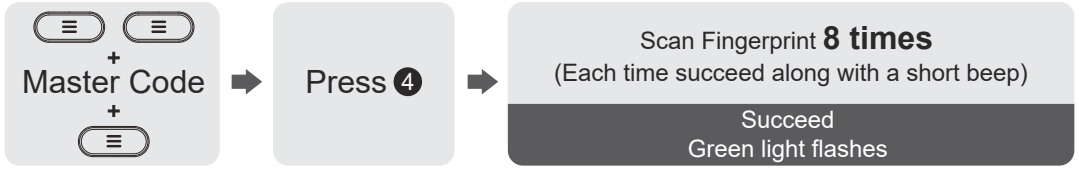
Add PIN Code



Delete PIN Code



Add Fingerprint



FAQ

Why am I unable to check the latest records in the App?

If the Wi-Fi connection is unavailable, records won't update in real time. Please check your Wi-Fi network to ensure it's functioning properly.

How to edit, delete, or create custom codes remotely?

You can edit, delete, or add custom codes remotely only when the Wi-Fi network is working properly.

How to add fingerprints?

Fingerprints must be added directly at the lock. Ensure you are near the lock.

Can I add multiple locks to one account?

Yes, it is able to add multiple locks in KK Home App.

Can I add a lock to two accounts?

No, you can't add locks to two accounts, but you can share your access to the other account. Please do as follows:

1. Open KK Home App and navigate to User.
2. Select Add user.
3. Choose the device you want to share.
4. Opt for sharing as Family (full permissions) or Guest (limited permissions).
5. Share with a specific user via Email or an invitation code (the user must be registered in KK Home App).

Why I failed to lock / unlock in KK Home App?

First, verify the door lock is installed correctly and ensure the key and password can unlock the door manually.

If they work but the App still can't lock / unlock the door, check that the Wi-Fi connection is stable and functioning.

Why can't the lock connect to Wi-Fi after changing the batteries?

To restore the Wi-Fi connection after changing the batteries, follow these steps:

1. Ensure the batteries are alkaline AA batteries and the lock is powered on.
2. Verify if the Wi-Fi password has changed; if so, reconfigure the Wi-Fi connection.

FAQ

3. Check the Wi-Fi network status for stability.

4. Reconfigure the Wi-Fi settings in the App's Settings menu.

5. Unbind the device in the App and rebind it to reconnect.

How to change the email address in KK Home App?

We regret to inform you that KK Home App currently does not support email address changes.

How to connect with Alexa?

To enable Alexa features, ensure the lock is connected to Wi-Fi. Then, follow these steps:

1. Make sure your devices are connected properly.

2. Navigate to "My" → "The Third Party Voice Services" → "Alexa" icon in KK Home App.

3. Select "Agree and link" to initiate the linking process. Follow the prompts to link your account and Skill in Alexa App.

4. Locate your device on the Alexa "Home" page or under "Devices." Click on the settings icon in the top right corner. In the settings, enable "Unlock by App" and "Unlock by voice." Create your voice code as prompted. Once configured, your device is ready for Alexa control.

How to add Google Assistant to KK Home App?

To enable Google Assistant features, ensure the lock is connected to Wi-Fi. Then, follow these steps:

1. Open KK Home App > My > Works with.

2. Click 'Google Assistant' > Click 'Agree and link'.

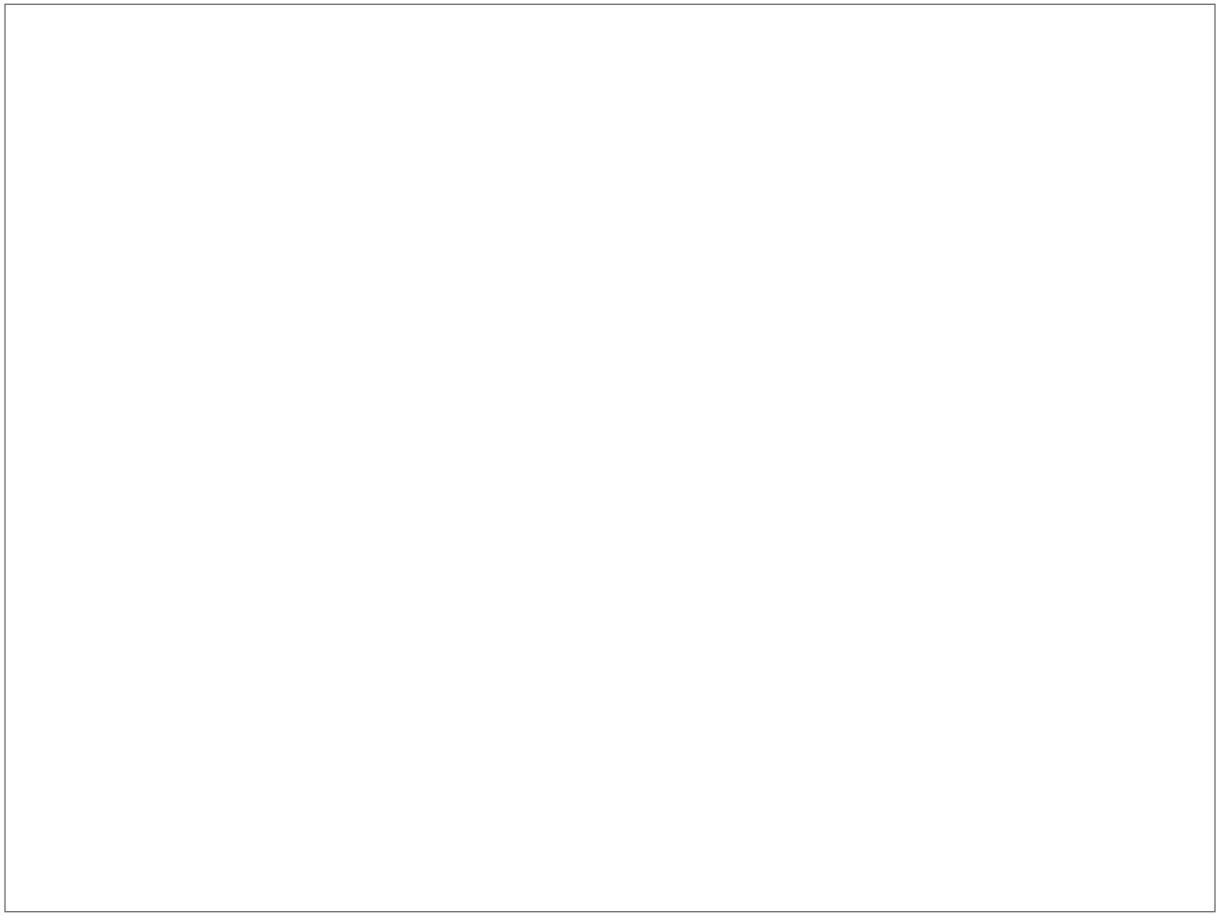
(Note: You need to download 'Google Home' App in advance and redirect to 'Google Home' App for authorization)

3. Sign in your Google account. If not signed in, create a Google account.

4. Discover KK Home devices in Google Home App and add them to the corresponding Home.

5. Back to KK Home App, view the link status: linked with Google Assistant.

6. Control KK Home devices via Google Assistant.



Need Help? Contact Us!

If you have any questions, please contact us at

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support@iveise.com **iveise.com**

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V1.0