Veise

User Manual

Model No. VE07

Tutorial Video

Scan the QR code and search **VE07** 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.

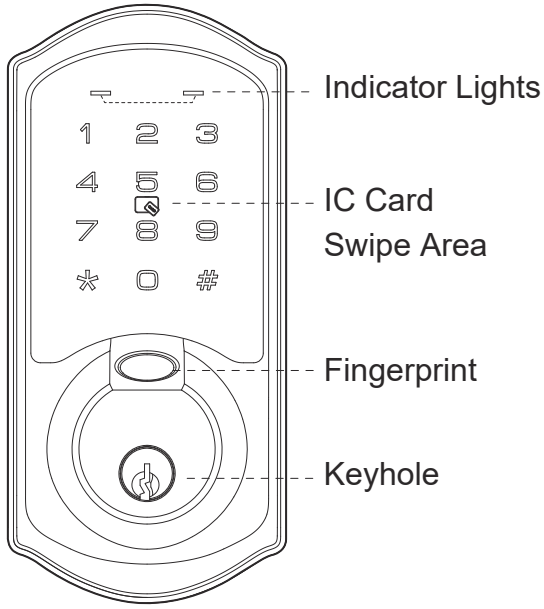
support@iveise.com **iveise.com**

Content

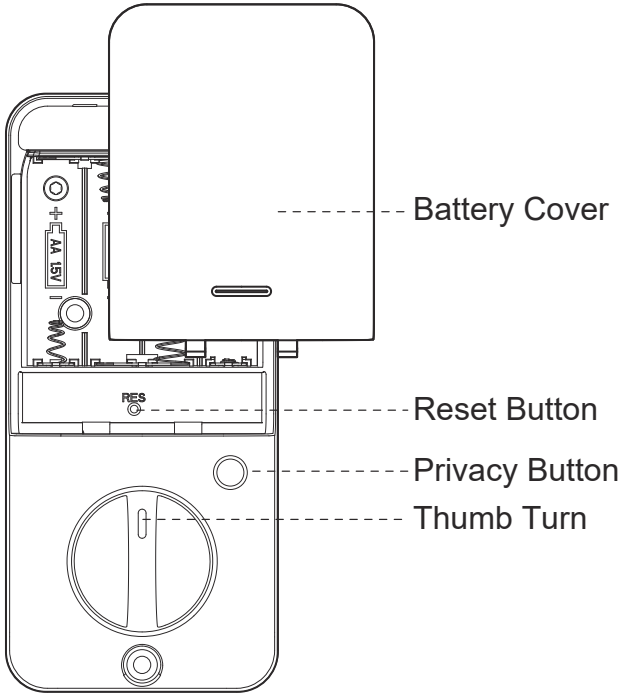
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At a Glance

Exterior Assembly



Interior Assembly



App Pairing

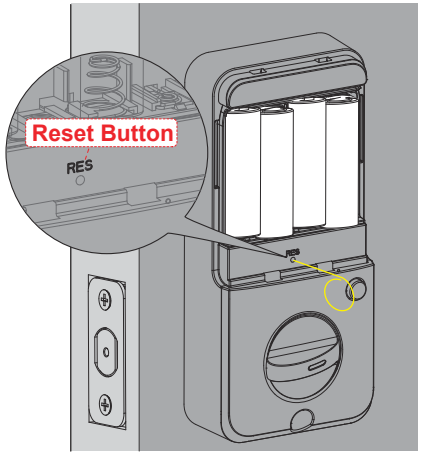
Before Pairing

- Before pairing, reset the lock using the steps below. Then check whether the default Admin Passcode **(123456)** can successfully unlock the door.

- If the default Admin Passcode **(123456)** has been changed, the lock cannot be paired with DDLock App.

Reset Your Lock

1. Keep the door open and unlocked.
2. Press and hold the Reset Button for 5 seconds by using the Reset Tool until you hear a short beep and the green indicator light flashes once.



NOTE:
If the lock has already been paired in DDLock App, go to “Settings” in the App and ensure “Reset Button” is enabled before performing the reset.

App Pairing

Step 1: Register Your Account

1 Search and download “DDLock” in

GET IT ON Google Play or Download on the App Store

Scan the QR code to download “DDLock” App

2



Tap on “Register”

3





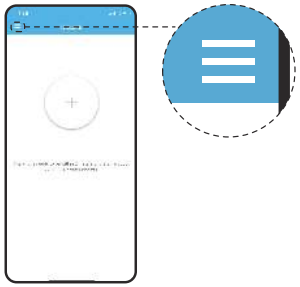
Fill in the registration info and tap "Get Code"
A verification code will be sent to your email

Hold and slide to complete the puzzle

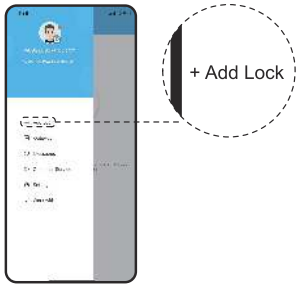
App Pairing

▶ *Step 2: Pair Your Lock*

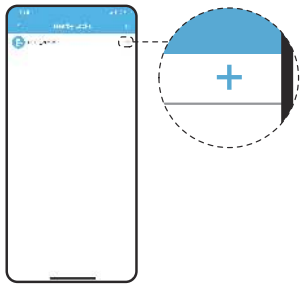
1 Close to your lock, turn on your phone's Blue-tooth, then tap " ≡ "



2 Tap "+ Add Lock"



3 Select your lock and tap "+"



▶ After pairing, the default Admin Passcode **(123456)** will be changed to a random 7-digit number. You can change it in DDLock App by following the image guide.

1 Settings → **2** Basics → **3** Admin Passcode



App Pairing

Step 2: Pair Your Lock

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

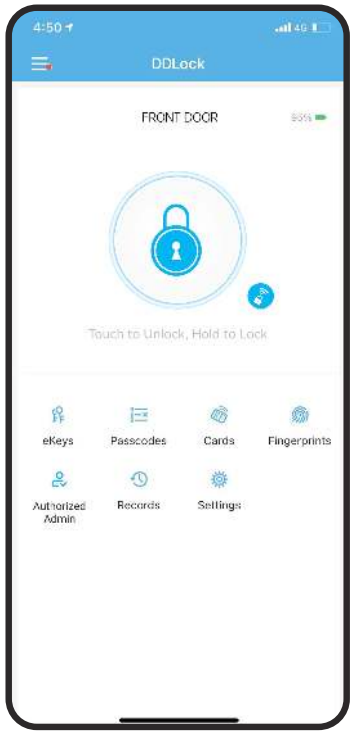
- Reset the lock and test if the default Admin Passcode **(123456)** works to unlock.
- Make sure App permissions for Bluetooth is enabled for pairing.
- Wake up the Keypad screen with your palm and keep it on during pairing.
- Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions. **support@iveise.com**

Scan the QR code

Search **VE07**

App Guide

Lock Page Overview



Unlock/Lock
Unlock or lock using your phone's Bluetooth

Fingerprints
Add and manage fingerprints

eKeys
View, edit, and send eKeys

Authorized Admin
Add and manage admin users

Passcodes
Generate six types of passcodes

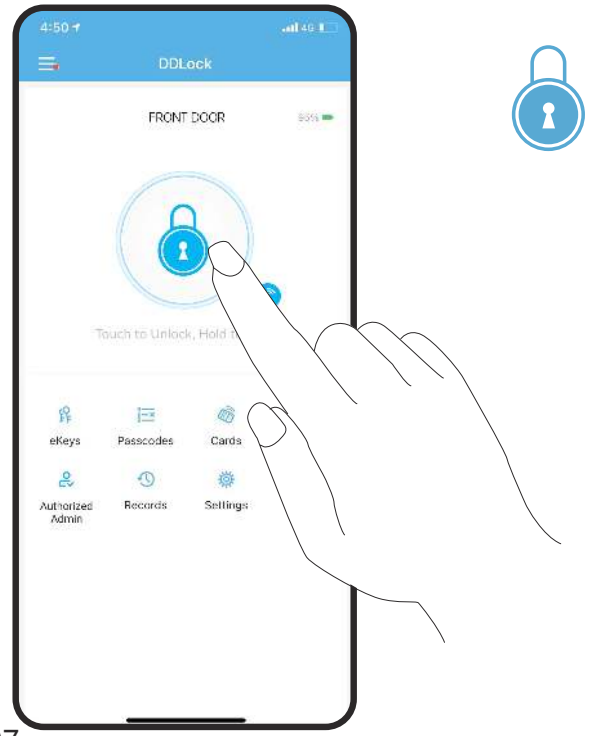
Records
View unlock/lock history

Cards
Add and manage cards

Settings
View or change lock settings

App Guide

▶ *App Unlock / Lock*



Tap the icon once to unlock
Tap and hold the icon to lock

NOTE:

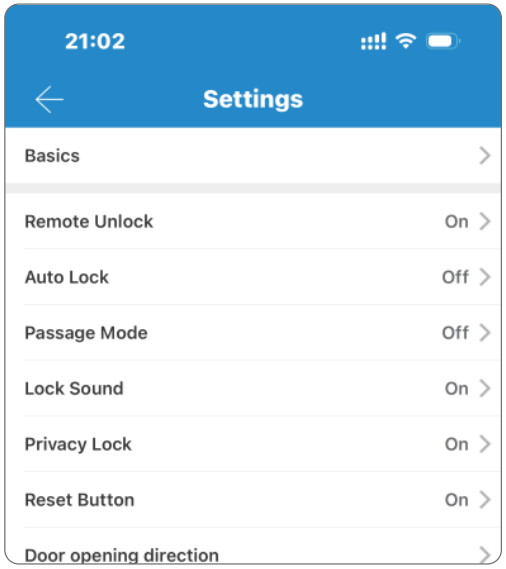
1. If the latch bolt extends when tapping the unlock icon, the door opening direction may be set incorrectly. Adjust it in DDLock App (Settings > Door Opening Direction).

2. App lock/unlock works only within Bluetooth range. For remote control, connect the lock to the G2 Gateway (sold separately).

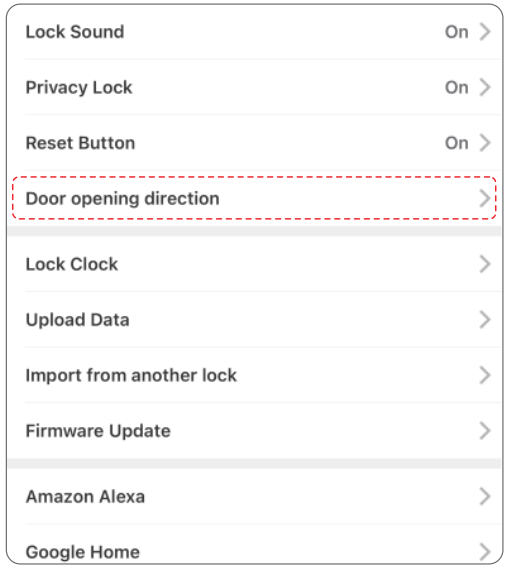
App Guide

▶ *Set the Door Opening Direction (Optional)*

1 Tap “Settings”



2 Select “Door opening direction”

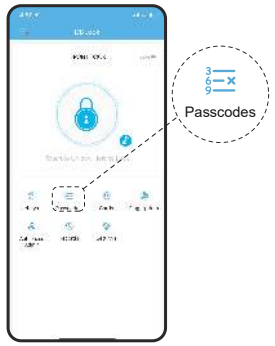


NOTE: If the latch bolt extends when unlocking, reselect the door opening direction using the steps above.

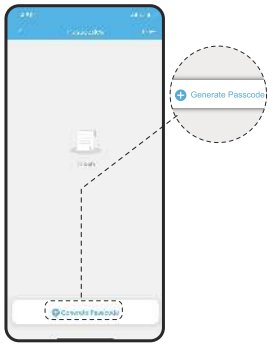
App Guide

▶ *Passcodes*

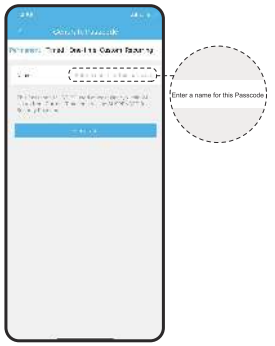
1 Tap "Passcodes"



2 Tap "Generate Passcode"



3 Enter a name for the passcode



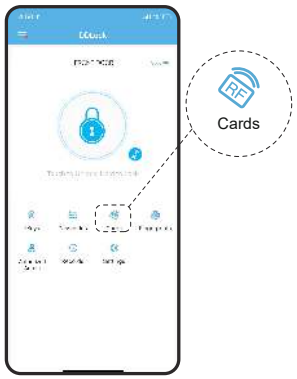
Passcode Types and Definitions:

Permanent	Always active	Erase	Delete all codes from the lock
Timed	Active only within set time range	Custom	Create a code with custom schedule
One-time	Valid for a single use	Recurring	Active weekly on selected days

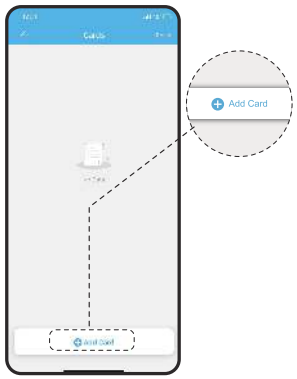
App Guide

▶ *Cards*

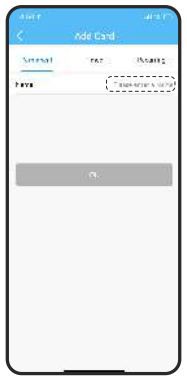
1 Tap "Cards"



2 Tap "Add Card"



3 Enter a name for the card, then place it against the IC Card Swipe Area on the lock





NOTE: Only 13.56MHz cards are supported, such as Mifare cards, NFC cards, DESFire cards, and EV1 cards.

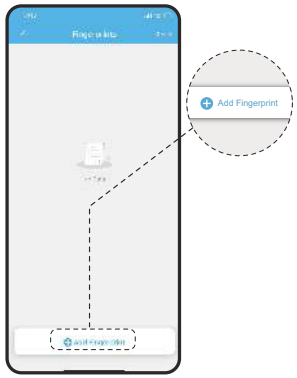
App Guide

Fingerprints

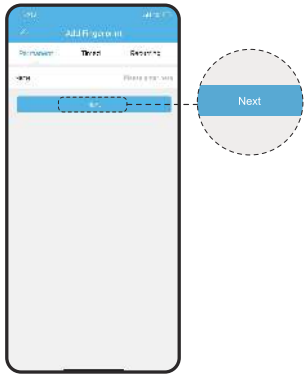
1 Tap "Fingerprints"



2 Tap "Add Fingerprint"



3 Enter a name for the fingerprint and tap “Next”



4 Scan your fingerprint four times with different angles and slightly more pressure each time

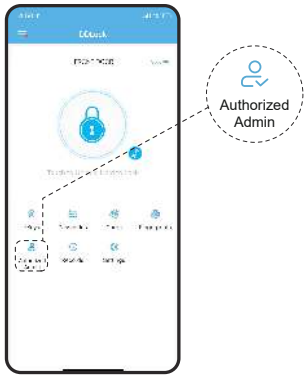


App Guide

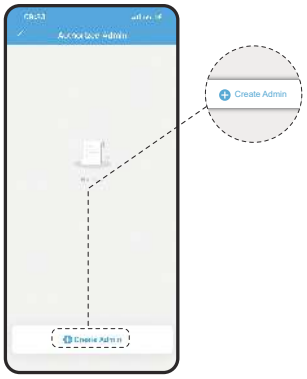
▶ *Authorized Admin*

Share account permissions with other users to manage your lock.

1 Tap "Authorized Admin"



2 Tap "Create Admin"



3 Choose Timed Admin or Permanent Admin

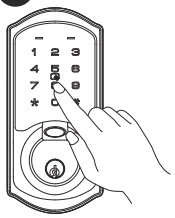


Tap the icon to allow the admin to manage only the access methods they create

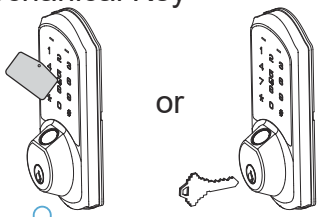
How to Unlock

1. Unlock from **outside.**

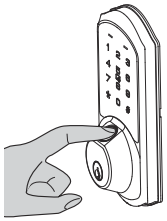
1 Enter Admin / User Passcode, press #



2 Swipe the IC Card or Use the Mechanical Key



3 Use the Fingerprint



4 Tap **once** in DDLock App



NOTE: It requires to pair the lock with DDLock App first.

2. Unlock from **inside.**

1 Rotate the thumb turn

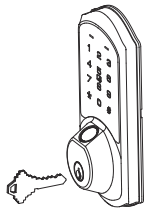
How to Lock

1. Lock from **outside.**

1 Press # on the Keypad for 2 seconds



2 Use the Mechanical Key



3 **Tap and hold** in DDLock App



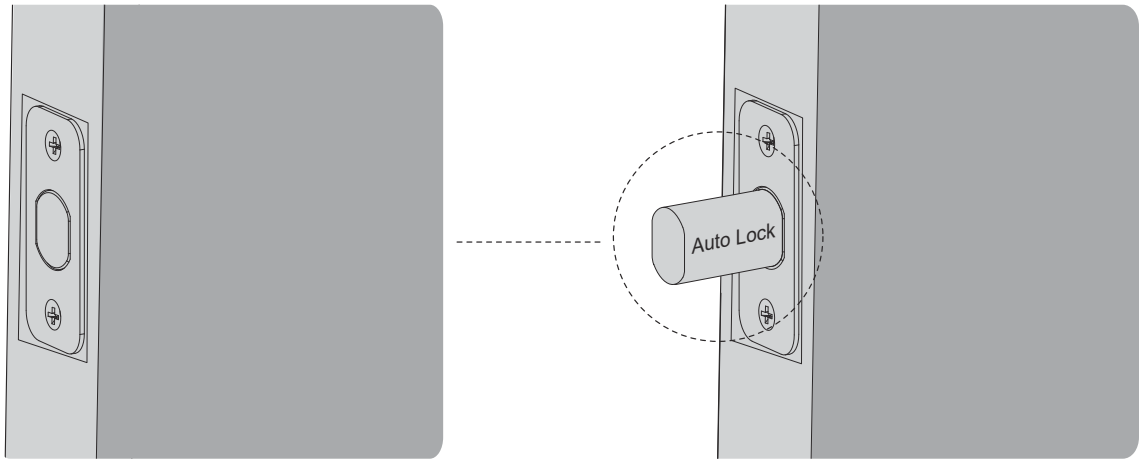
NOTE: It requires to pair the lock with DDLock App first.

2. Lock from **inside.**

1 Rotate the thumb turn

Auto Lock

Enable **Auto Lock** in DDLock App, and the latch bolt will automatically extend to lock after 5 seconds. (Go to Settings > Auto Lock to adjust the delay time.)



5 seconds later

NOTE: 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.

Definitions

• Admin Passcode

The default Admin Passcode is **123456**

⚠Please do not change the default Admin Passcode before pairing your lock in DDLock App.

Once paired successfully, the Admin Passcode will be changed to a random 7-digit number, and you can change it to your own Admin Passcode in DDLock App.

(Settings＞Basics＞Admin Passcode)

• Auto Lock

In Auto Lock mode, the latch bolt will extend out automatically to lock the door in 5 seconds. Auto Lock is disabled by default. The Auto Lock time can be customized between 5 and 900 seconds in DDLock App.

• One-Touch Lock

One-touch Lock is pressing and holding "**#**" on the keypad for 2 seconds **to lock from outside**.

Definitions

• Anti-Peeping Passcode

Entering random numbers before or after the correct passcode will also unlock the door, which can prevent the passcode being exposed. The length of anti-peeping passcode should be within 16 digits.



• eKey

eKey works by sharing App access of your lock with another DDLock account. eKey recipients will be able to use their phone to unlock / lock.

• IC Card

The lock supports adding 13.56MHz cards, such as Mifare card, NFC card, DESFire card and EV1 card. The IC card can be used to unlock your lock.

• Wrong Entry Limit

After 5 times unsuccessful attempts at entering an invalid passcode, the device will shut down for 2 minutes.

Definitions

• Passage Mode

Enable Passage Mode, the lock will stay unlocked until it's locked manually.
In Passage Mode, Auto Lock will be disabled.

• Privacy Mode

In Privacy Mode, it's unable to unlock by User Passcode, Fingerprint or IC Card.

Enable Privacy Mode: Press and hold "Privacy Button" on the Interior Assembly for more than 2 seconds.

Disable Privacy Mode and Unlock: It's able to unlock by DDLock App, Mechanical Key and Admin Passcode. After successfully unlocking, the Privacy Mode will be disabled. Manually rotating the thumb turn on the Interior Assembly once will also disable it.

Additionally, short press on the "Privacy Button" on the Interior Assembly can lock the door.

How to Remotely Control the Lock

For remote control beyond Bluetooth range, connect to Veise Gateway G2 (sold separately) to enable:



- Unlock / Lock remotely in DDLock App
- Work with Google Assistant, Alexa
- Generate, modify and delete all the passcodes remotely
- Support Web portal management (remote functions)
- Push real-time messages and view real-time records
- View smart lock status
- Check battery remotely

Integration

Our lock works with the following software:

Compatible with Alexa

Compatible with the Google Assistant

How to Remotely Control the Lock

Pairing steps with DDLock App (Support 2.4G network only)

1.Go to DDLock App.

2.Tap on "≡".

3.Select "Gateway".

4.Select "G2".

5.Plug in the G2 and power it on.

6.While the light is flashing in Red and Blue alternately, tap on "Next" to add the gateway.

7.Select the network (2.4G only) and enter your Wi-Fi password.

NOTE: If the above process times out, please power off and try again.

Scan the QR code and search **VE07**

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

Door Lock Web Management System

The web management system sets up for managing your door lock, such as sending the eKey of your door lock, generating user passcodes, issuing cards, unlocking / locking remotely (with Wi-Fi gateway), exporting logs.

Web management system address: **https://ddlocksecurity.com**

• Log In

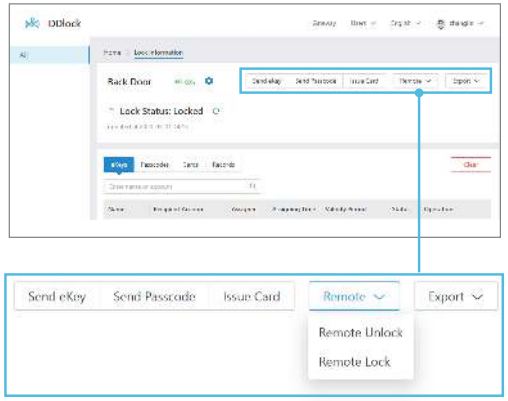
Register in DDLock App.

Enter the registered username and password to log in.



• Unlock / Lock Remotely (with G2 gateway)

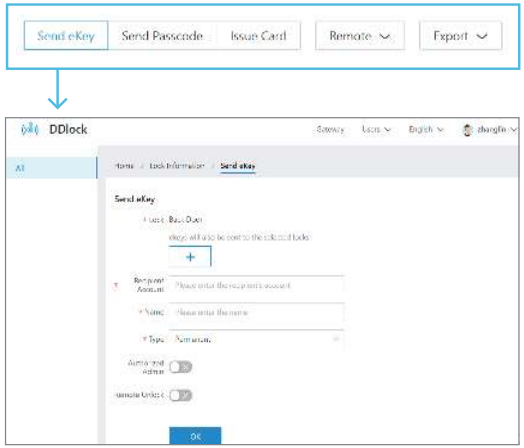
Wi-Fi gateway is required to unlock / lock remotely.



Door Lock Web Management System

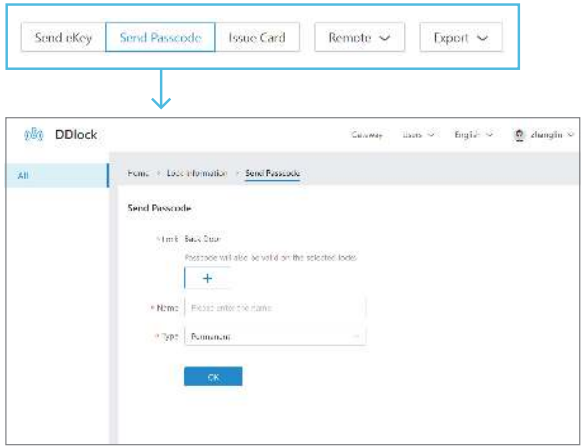
• Send eKey

Generate a eKey and send it to your family or friends.



• Send Passcode

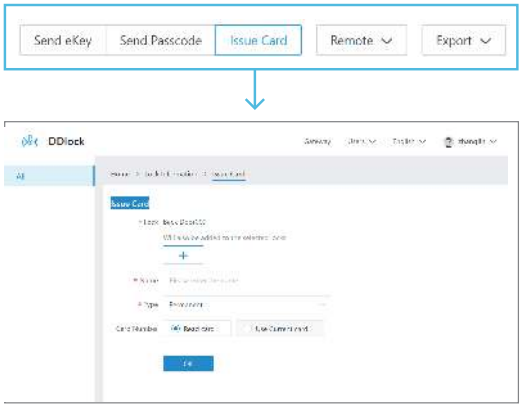
Generate multiple scheduled passcodes and send them to other users.



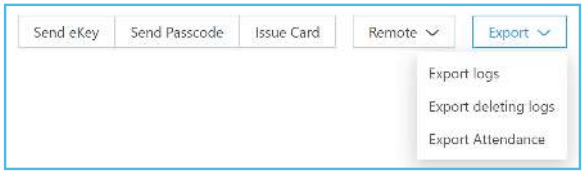
Door Lock Web Management System

• Issue IC Card (with G2 gateway)

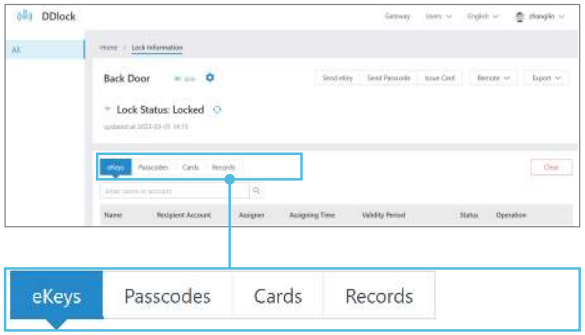
Issue an existing card, add a new card via card reader (sold separately), share cards and delete cards.



• Export Logs



• Check Unlocking / Locking Recordings



FAQ

▶ Why can't I use the Admin Passcode 123456 to unlock after pairing with the App?

After pairing successfully, the Admin Passcode will be changed to a random 7-digit number, and you can change it to your own Admin Passcode in the App (Settings＞Basics＞Admin Passcode).

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

When you are beyond the Bluetooth range of the lock or the Veise gateway G2 is not connected, the records of Passcode, fingerprint and IC card unlocking are not in the list timely. Only eKey unlocking has real-time records. When you are within the Bluetooth range of the lock or the Veise gateway G2 is connected, tap on “Records”＞tap on “⋮” on the up right corner＞Select “Refresh Records”.

▶ How to edit, delete, or create custom passcodes remotely?

All passcodes can be generated remotely without a gateway. However, editing, deleting, or creating custom passcodes requires the Veise gateway G2 (sold separately) or you are within the Bluetooth range of the lock.

▶ Why the deleted passcode works?

There may be a display error in DDLock App. Please follow these steps to fix it: Go to “Settings”＞“Upload Data”＞Tap on “Start” to upload the lock's data.

▶ How to control the lock remotely?

It is able to remotely control the lock via DDLock App after being connected to G2 Gateway (sold separately).

▶ Can I add multiple locks to one account?

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

▶ How to change the email address in DDLock App?

Please go to DDLock App, tap on “☰”, then tap the figure at the top to get your Account Info, then tap Account to change the email address.

FAQ

How to calibrate the battery capacity?

Press “*59 # Admin Passcode # 1 #” on the keypad to calibrate the battery capacity.

How to add Alexa to DDLock App?

To enable your Alexa features, please follow the steps below:

1. Make sure you have installed Amazon Alexa App and G2 gateway (sold separately).
2. Go to Alexa App. Click “More” at the lower right corner.
3. Click “Skills and Games” and search **“Sciener Smart”**.
4. Tap “Sciener Smart Alexa, unlock the door lock” and then click “Enable to Use”.
5. Log into your Account. Click “Next” and wait for pairing.
6. Once the device is found and connected, click “Set Up Device”, select the appropriate room and click “Add to Group”.
7. Click “Locks” and tap on the recently added lock, then click the “Settings” in the upper right corner.
8. Enable “Unlock by Voice”.
9. Set the voice code for locking / unlocking. You will be asked for this code when unlocking with Alexa.

How to add Google Home to DDLock App?

To enable your Google Home features, please follow the steps below:

1. Make sure you have installed Google Home App and Veise Gateway G2 (Sold separately).
2. Go to Google Home App.
3. Enter the “Devices” page through the option below, and click “Add device”, and select “Works with Google Home”.
4. Search for **“Sciener Smart”** and click on it. Enter your DDLock Account to authorize when the authentication page pops up.
5. After successful authorization, choose the device and a home as well as the device location. This will help you to organize your device.
6. Go to DDLock App, click “☰” in the upper left corner.
7. Click “Work with”, then click “Google Home”. Click “Turn On” and set a Security Code. You will be asked for this code when unlocking with Google Home.

FAQ

Why can't I reset my lock?

Please turn on the “Reset Button” in DDLock App.

How to remove the malfunctioning lock?

Please follow the steps below:

1. Go to DDLock App first and tap on “☰”.
2. Select “Settings” and then select “Transfer Lock(s)”.
3. Choose the corresponding malfunctioning lock and click to remove.

Can I add the secure passcode to access DDLock App?

Yes. You can do as follows:

1. Go to DDLock App.
2. Tap on “☰” and then select “Settings”.
3. Select “Screen Lock” and tap on “Turn On”.

Then choose your preferred security method to access the App. This option is available with fingerprint, facial recognition and passcode.

Can I add a lock to two accounts?

No, the same lock cannot be added to two different accounts. After adding the lock to your account, you can share access by adding others as Authorized Admins. Please follow the steps:

1. Ask the other user to register an account in the DDLock App.
2. Go to Authorized Admin > tap Create Admin.
3. Enter their registered email or phone number.
4. Select Timed Admin or Permanent Admin, and toggle Manage own users only if needed.
5. Tap Send.

FAQ

▶ What should I do if my fingerprint doesn't work?

1. Please make sure you have added your fingerprint in DDLock App correctly. Place your finger on the fingerprint scanner for 4 times. Make sure to place different angles of your finger and press a little bit harder on the scanner each time.

2. Make sure the scanner surface is clean and dry.

3. Make sure your finger is clean and dry.

4. When adding fingerprints, try to add fingerprints of multiple fingers, or add the same fingerprint multiple times to improve the fingerprint recognition rate.

5. Take out batteries, wait a minute and place them back, then try your fingerprint again.

6. The battery is low if the battery indicator light keeps flashing. Please replace with 4 new batteries (Alkaline batteries only) and try your fingerprint again.

7. It is recommended that locks be installed on doors with eaves. The lock is waterproof, but prolonged exposure to rain may cause fingerprint malfunction.

Scan the QR code
to get the **FAQ**

Need Help? Contact Us!

If you have any questions, please contact us at

+1(855)400-3853

(Monday-Friday 9:00am-5:00pm PST)

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

If you have your ***order ID*, videos or images of your problem** (if necessary) ready before contacting Customer Support, we will solve your problem faster and better.

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