Veise



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(Mon-Fri 9:00am-5:00pm EST)



Email Service

support@iveise.com



Amazon Customer Service

24/7 email support

Veise

Smart Lock
APP Guide



The DDLock App is free to download. There's no subscription fee to register our Web management system.

HOW TO REGISTER

STEP **1**

Download“DDLock” App in Google Play or App Store.



Scan QR code to download DDLock App

GET IT ON Google Play

Download on the App Store

STEP **2**





Tap on register to get started

STEP **3**



Fill out the information and tap "Get Code". The email inbox you registered will be sent a verification code to verify your account.
Put the code you received, tap on“Register" to complete.

Notes: The DDLock App is required to operate the lock. After the lock is properly installed, make sure this step is performed by the lock owner.

PAIRING YOUR LOCK

STEP 1



Tap on “≡”

STEP 2



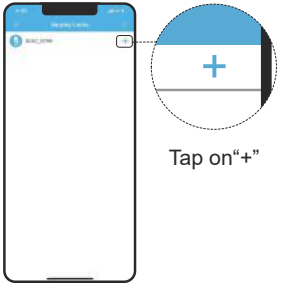
Tap on
“+Add Lock”

STEP 3



Tap on“Next”

STEP 4



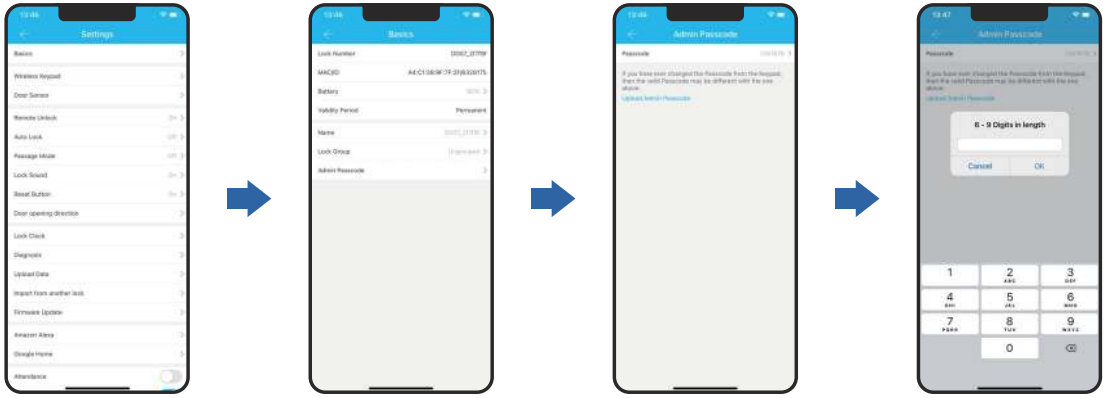
Tap on“+”

Note: If the lock is not found in the list, please review the following tips.

1. Reset your lock and make sure the original master code is 123456.
2. Check if the Bluetooth is turned on in your phone's settings.
3. During the pairing, wake up the keypad screen by touching it with your palm and keep the screen always on.

Scan QR code to
watch the pairing video

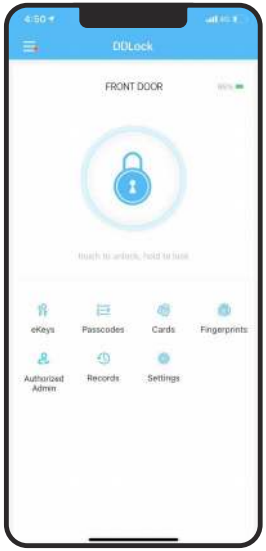
ADMIN PASSCODE MANAGEMENT



Settings **Basics** **Admin Passcode**

Notes: After pairing the lock with DDLock, the admin passcode will be changed to a random 7 digit number, you can check the new admin passcode by following the picture guide above. And you can change it to your own administrator password.

LOCK PAGE OVERVIEW



Unlock/Lock
Unlock/Lock using phone's Bluetooth

eKeys
View and modify current eKeys, set up and send eKeys

Passcodes
Generate 6 different types of passcodes

Records
Check unlock/lock records

Authorized Admin
Create and edit admins

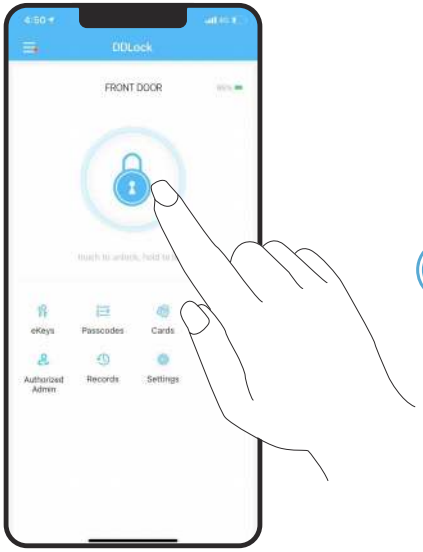
Settings
View and modify settings

Cards
Set up your cards here

Fingerprints Page
Set up fingerprints
(RZ06 doesn't have Fingerprints page.)

Notes: Some of these icons may not appear if the Gateway is not connected to the lock. The lock only works with Veise gateway G2.

APP UNLOCK / LOCK



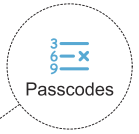
To unlock the lock, tap this icon once.
To lock the lock, press and hold on this icon.

Note: It only works when your phone is close to the smart lock in Bluetooth range.

PASSCODES

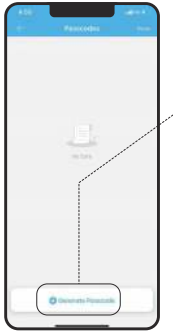
STEP 1

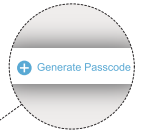




To access the passcode menu, tap on "Passcode" icon. This will take you to the passcode page.

STEP 2





Tap on "Generate Passcode"

STEP 3





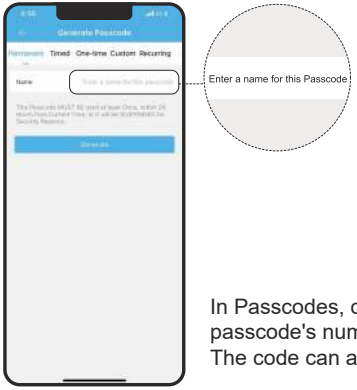
Enter a name for this Passcode

The definition of 6 types of passcodes

Permanent	Lasts permanently	Erase	Erases all codes on the lock
Timed	Lasts for scheduled hours	Custom	Customize a code per your need, such as 2638 (set it as permanent or timed)
One-time	One time use	Recurring	Lasts for scheduled hours weekly

PASSCODES





In Passcodes, choose one passcode and you can edit the passcode's number, validity and name.
The code can also be deleted and view the records.

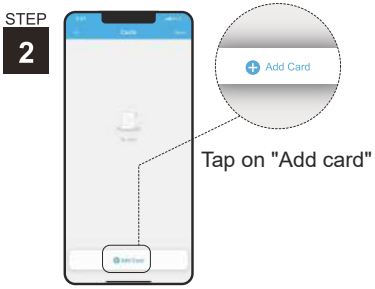
Note: To customize one passcode, it requires your phone is close to the smart lock in 32 feet (within Bluetooth range), You could also choose to connect the lock to the Veise gateway G2.

CARDS

STEP 1



STEP 2



STEP 3



Choose the validity period of the lock. Once the lock says "Please swipe your card", place the card against 5 on the keypad.
If you hear a long beep, the card can be used to unlock your lock.

Note: It only supports to add 13.56MHz cards, such as mifare card, NFC card, Desfire card and EV1 card.

EKEYS

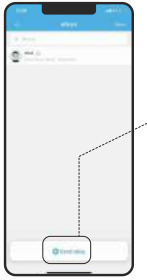
STEP **1**

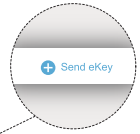




eKeys work by sharing appaccess of your lock with another DDLock account. eKey recipients will be able to use their phone to unlock/lock the lock.

STEP **2**





Tap on “Send eKey"

STEP **3**



Enter recipient's user name.It will be the phone number or email address during registration. eKeys do not require wifi or bluetooth to be sent or revoked.

Note: It is strongly recommended that the recipient first register an account using the DDLock App.

FINGERPRINTS

RZ06 doesn't have Fingerprints page.

STEP 1



Tap on Fingerprints

STEP 2



Tap on “Add Fingerprints”

STEP 3



Select Fingerprint type per your needs

STEP 4



Follow the instruction in the App, place your finger on the fingerprint scanner for 4 times.
Please place different angle of your prints and press a little bit harder on the scanner each time.

Note:Have an issue on the fingerprint?

1. Make sure the scanner surface is clean and dry.
2. Try different fingers.
3. Make sure your finger is clean and dry.
4. Take out batteries, wait a minute and place them back.

AUTHORIZED ADMIN

Authorized Admin is similar to eKeys. An authorized admin can create and edit all access methods (passcodes, fingerprints, eKeys, etc.). eKeys only lock or unlock the lock.

STEP 1





1.Unlock/lock via the App.
2. Generate, Edit, Delete passcodes, IC cards.
3.Adjust settings l ike passage mode, auto-lock timer, & turn on/off the lock sound.

STEP 2





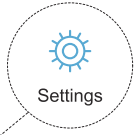
Tap on“Authorized Admin” Set Timed Admin or Permanent Admin.

Note: If the authorized admin has been created or deleted, it doesn't work, please slide down the page to refresh.

PASSAGE MODE & AUTO-LOCK

STEP 1

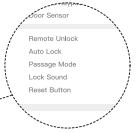




Enable Auto Lock, the lock will be locked automatically in 5 seconds by default.The Auto Lock time can be changed in Auto Lock timer. Go to Settings as shown in the image to get more information regarding Auto Lock.

STEP 2





Settings >Passage Mode

STEP 3



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

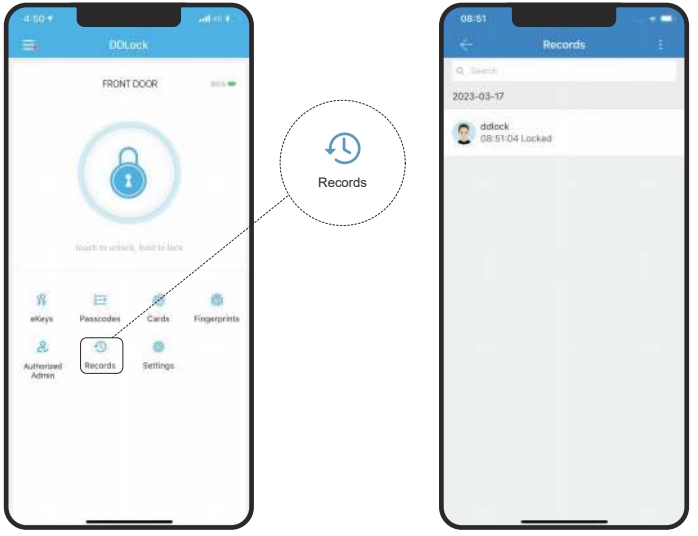
Note: When setting passage mode or auto lock, it requires your phone is close to the smart lock in 32 feet (within Bluetooth range), You could also choose to connect the lock to the Veise gateway G2.

LOCK SETTINGS



In Basics, you can view and change lock information such as Lock Name.
Gateway shows signal strength if Gateway is connected.
With Remote Unlock on and a Gateway connected, you can remotely unlock/lock your lock.
Lock Sound turns on or off the sound of the touch keypad.
Import from another lock allows for the transfer of passcodes and cards from one lock to another.
Delete will remove the lock from your account and clear any settings on the lock. It requires your phone close to the lock.

RECORDS



Important

1. Out of Bluetooth range or no gateway connected, the records of passcode, fingerprint, card unlocking are not in the list timely. Only eKey unlocking is in real-time records.

2. After pairing succesfully, click on the refresh button and wait few minutes to check the real-time records. You could also connect the lock to the Veise gateway G2, then the records will push in real-time.

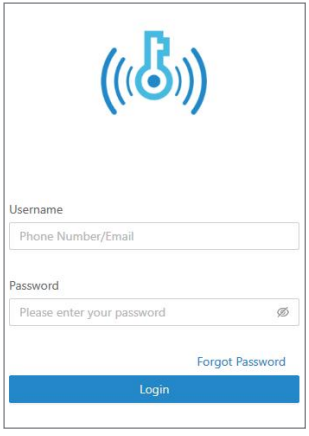
DOOR LOCK WEB MANAGEMENT SYSTEM

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

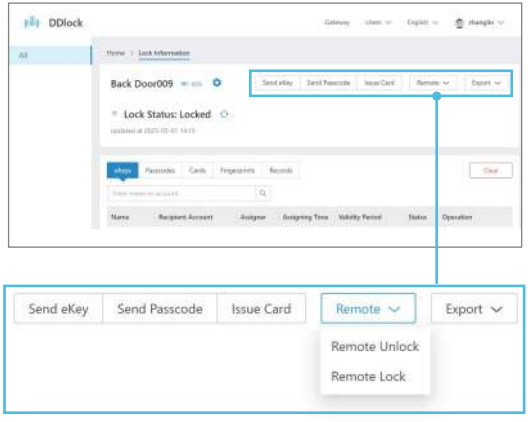
Web management system address: https://ddlocksecurity.com

- Log in

  Register in the DDLock App.
  Enter the registered username and password to log in.



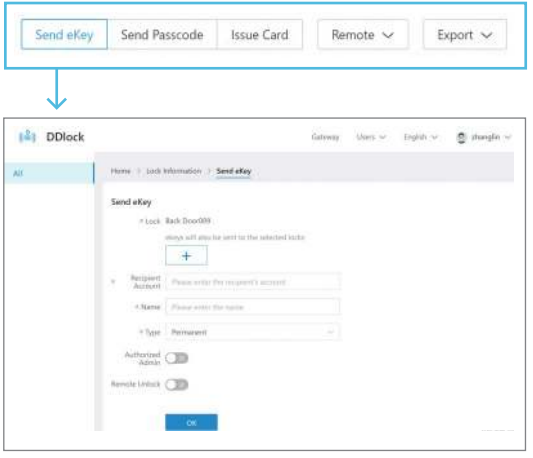
- Unlock/Lock remotely (with G2 gateway)
  Wi-Fi gateway is required to unlock/lock remotely.



DOOR LOCK WEB MANAGEMENT SYSTEM

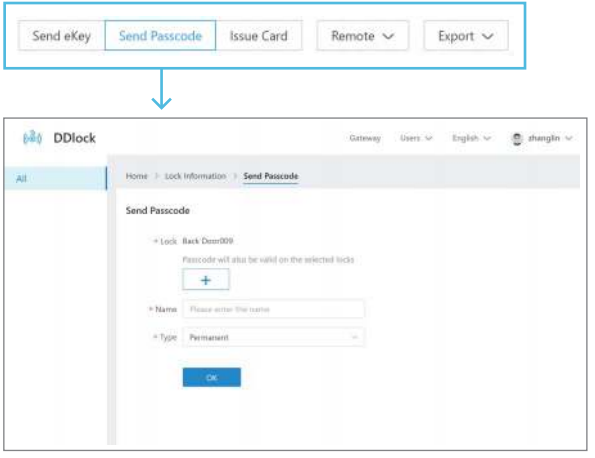
- Send ekey

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



- Send password

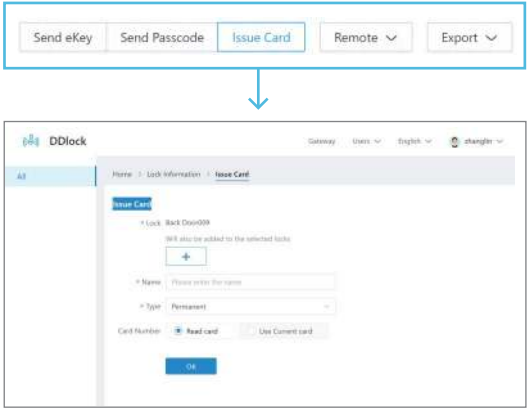
  Generate multiple scheduled passwords and send them to other users.



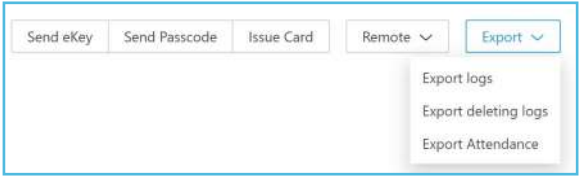
DOOR LOCK WEB MANAGEMENT SYSTEM

- Issue card (with G2 gateway)

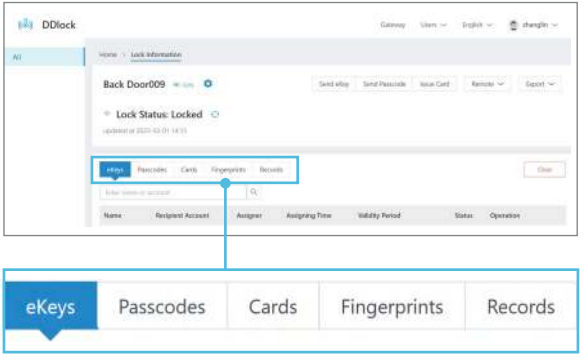
  Issue an existing card, add a new card via card reader (card reader sold separately), share cards, delete cards.



- Export logs



- Check unlock/lock recordings



GATEWAY G2 (SOLD SEPARATELY)



Connect to Veise gateway G2, it will support:

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

Integrations

Our locks work with the following software:

Compatible with Alexa

Compatible with the Google Assistant

FAQ

Q1: Why can't I use the master code 123456# to unlock after pairing with the App?

A1:After pairing successfully, the master code will be changed to a random 7 digit number, and you can change it to your own master code in the App(Settings＞Basics＞Admin passcode).

Q2: Why am I unable to cehck the latest records in the App?

A2: When it's out of the Bluetooth range or the Veise gateway G2 is not connected, the records of passcode, fingerprint, card unlocking are not in the list timely. Only eKey unlocking is in real-time records.
After the Bluetooth or Veise gateway G2 connected, go to Records＞tap the icon on the up right corner＞refresh records.

Q3: How to share one account with others?

A3: To share one account with others, please create authorized admins. It requires the "authorized admin" recipients have downloaded the DDLock App and registered their own usernames and passwords.

Q4: How to edit, delete, or create custom codes remotely?

A4: All passcodes can be generated remotely without a gateway; however, editing, deleting, or creating custom passcodes requires the Veise gateway G2 or being within Bluetooth range of the lock.

Q5: Why is a deleted code working?

A5: There may be a display error in the App. Please follow these steps to fix it: Go to "Settings"＞ "Upload Data" ＞ Tap on "Start" to upload the lock's data.

Scan QR code to get FAQs

Scan QR code to watch video guide