Veise

User Manual

Model No. VE019

Tutorial Video

Scan the QR code and search **VE019** 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.

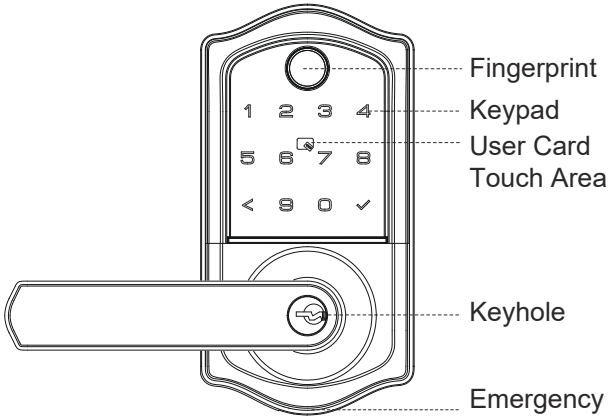
support@iveise.com **iveise.com**

Content

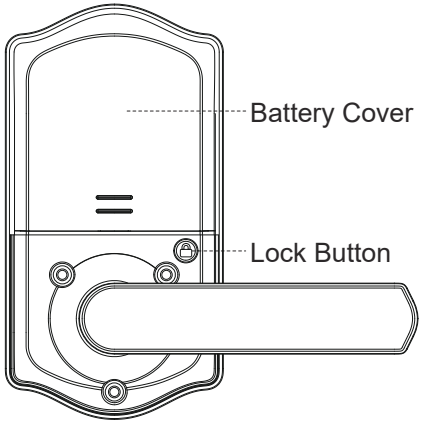
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At a Glance

Exterior Assembly



Interior Assembly



App Guide

Before Pairing

- If you have changed the default Master Code (**12345678**) on the lock, please enter your new Master Code when pairing.

- If you have not changed the default Master Code, please follow the instructions in the App to change it after pairing is completed.

Scan the QR code
Search **VE019**

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App Guide

▶ *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”

3



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

App Guide

Step 2: Pair Your Lock

1 Bring your phone close to the lock, enable Location and Bluetooth permissions, then click "Add device" or "+".



or



App Guide

Step 2: Pair Your Lock

2 Add device by searching nearby devices or scanning QR code

Option 1, search devices automatically

Option 2, scan QR code or enter ESN manually

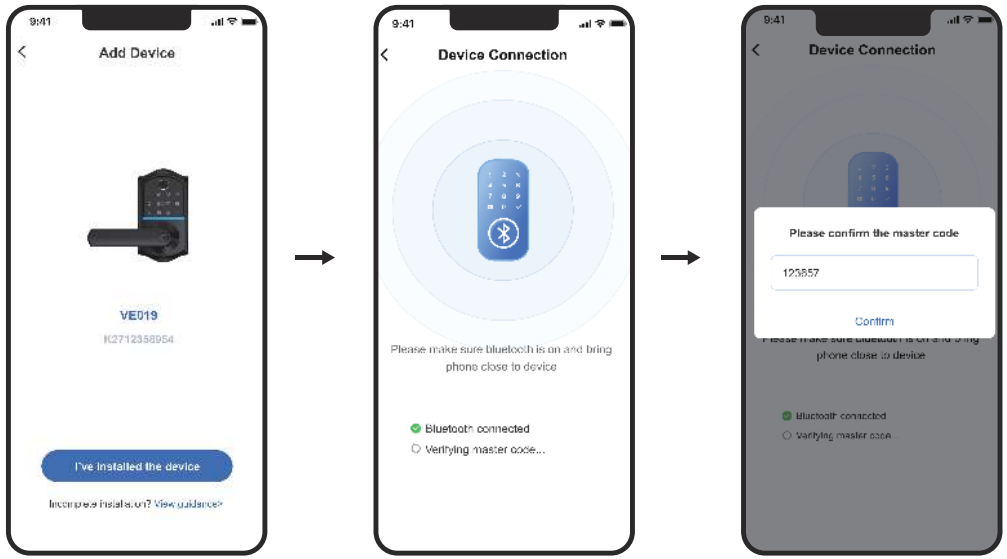


App Guide

Step 2: Pair Your Lock

3 Click on your device to start pairing

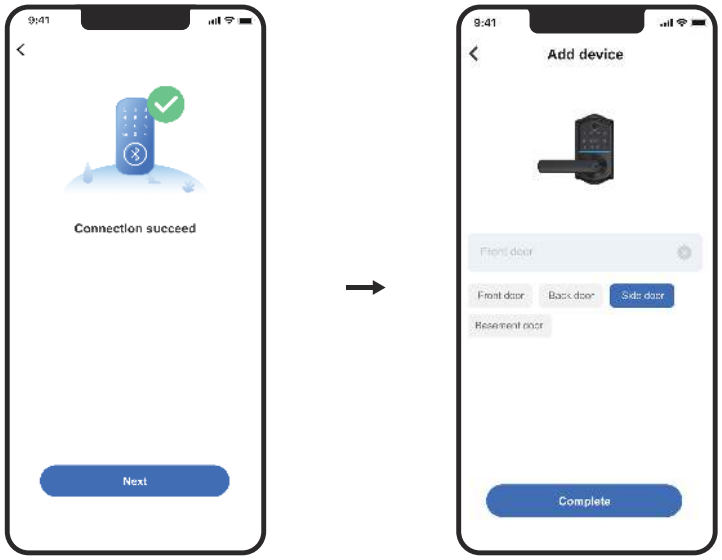
If you have changed the default Master Code on the lock, please enter your new Master Code.



App Guide

Step 2: Pair Your Lock

4 Pairing successfully, name your lock and complete



App Guide

Step 2: Pair Your Lock

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

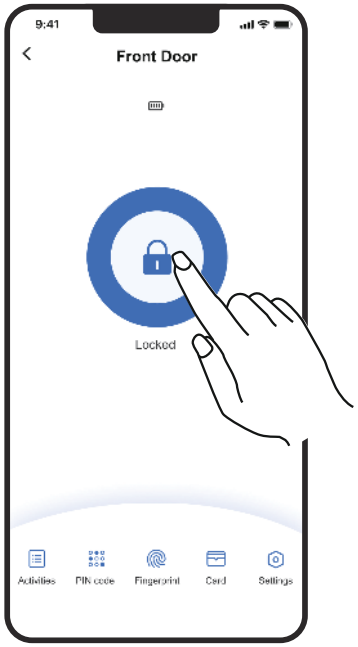
- Perform a resetting on the lock, test if the default Master Code (**12345678**) works to unlock.
- Make sure both Location and Bluetooth are enabled.
- During the pairing, please wake up the Keypad screen by using your palm and keep the screen always on.
- Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions. **support@iveise.com**

Scan the QR code

Search **VE019**

App Guide

▶ *App Unlock / Lock*



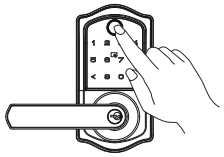
Tap the icon **once** to unlock or lock

NOTE:
App unlock and lock only works when you are in the Bluetooth range of the lock.

How to Unlock

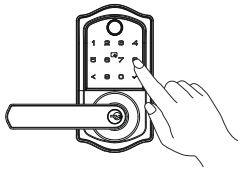
1. Unlock from **outside.**

1 Use your Fingerprint



NOTE: It requires to add your fingerprint first.

2 Enter Master / User Code, press ✓

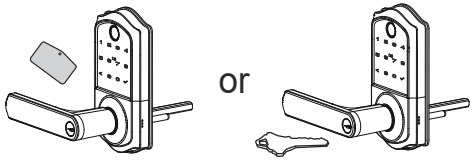


3 Tap **once** in KK Home App



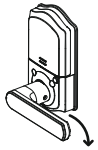
NOTE: It requires to pair the lock with KK Home first.

4 Swipe the User Card or use the Mechanical Key



2. Unlock from **inside.**

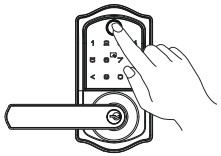
1 Press down the handle to unlock



How to Lock

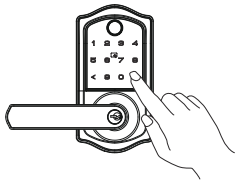
1. Lock from **outside.**

1 Use your Fingerprint



NOTE: It requires to add your fingerprint first.

2 Touch ✓ once or press **any button** for 2 seconds

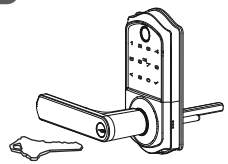


3 Tap **once** in KK Home App



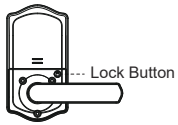
NOTE: It requires to pair the lock with KK Home first.

4 Use the Mechanical Key



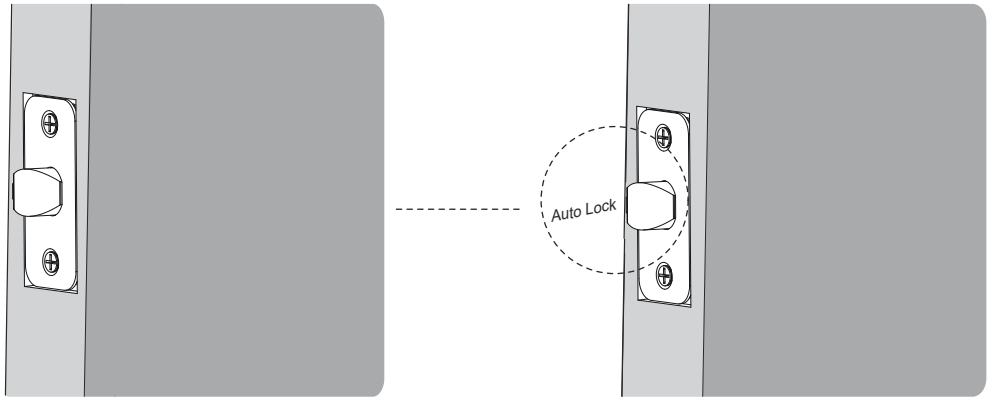
2. Lock from **inside.**

1 Press the Lock Button once to lock



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 10–99 seconds **on the lock** or 10–180 seconds **via KK Home App.**



30 seconds later

NOTE: Auto Lock is enabled by default. 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

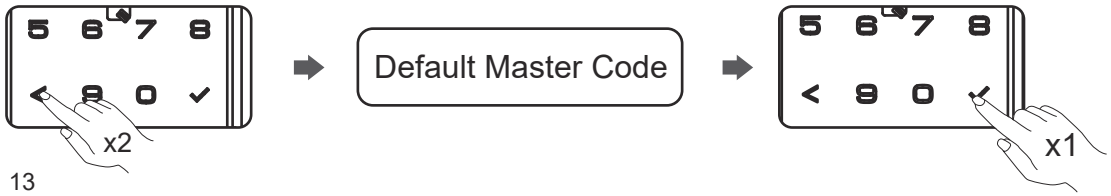
⚠ Important:

- The default Master Code is **12345678**. It's required to change a new Master Code of your own before programming the lock.

- **If you are not going to use KK Home App**, you can program the lock manually on the lock by following the Programming Guide.
  The Master / User Code you program on the lock can be synchronized to KK Home App, so you can view the code record in KK Home App.

Change Master Code

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

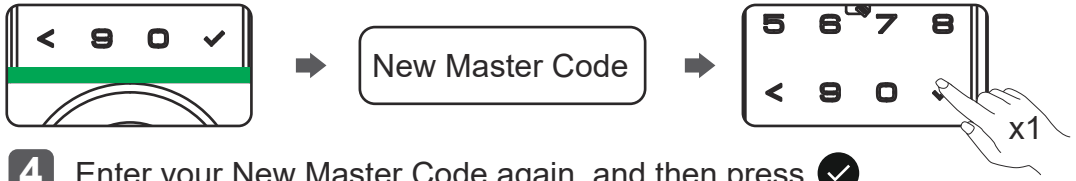


Programming Guide

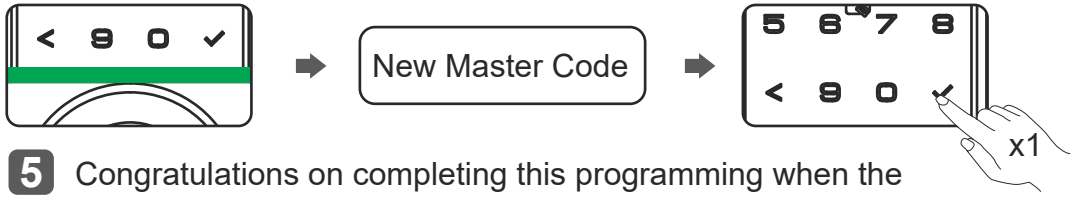
2 When green light flashes, press **1** on the Keypad.



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



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



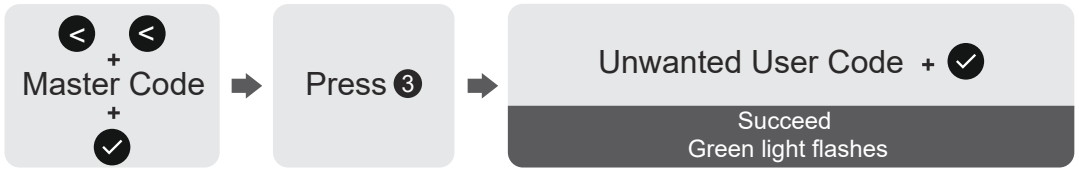
5 Congratulations on completing this programming when the green indicator light flashes!

Programming Guide

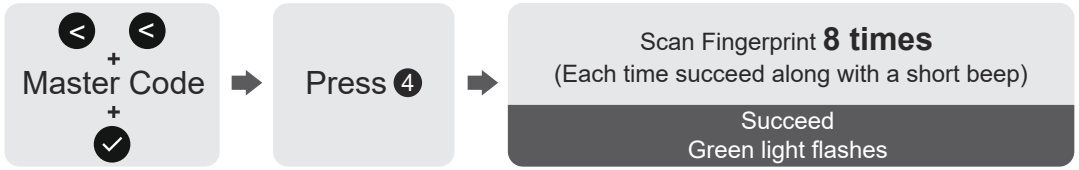
Add User Code



Delete User Code

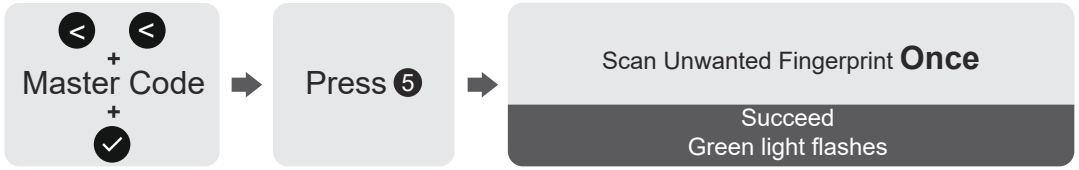


Add Fingerprint

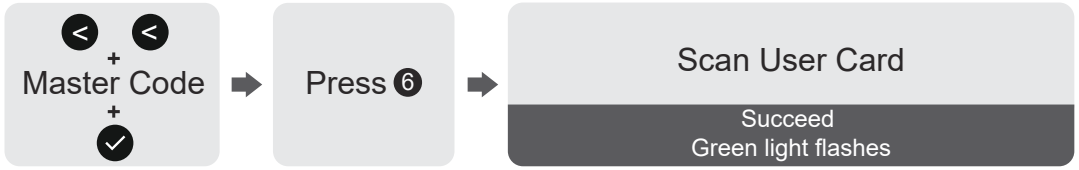


Programming Guide

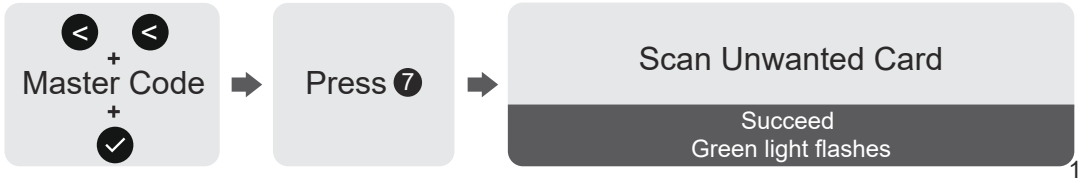
Delete Fingerprint



Add User Card

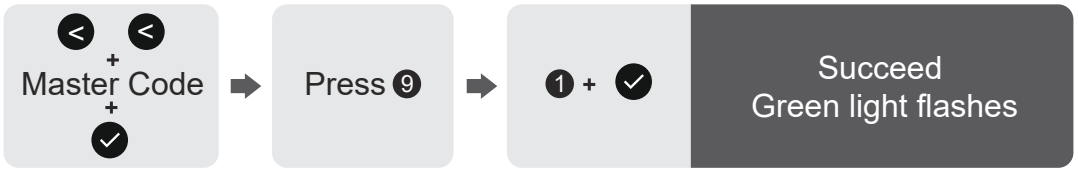


Delete User Card

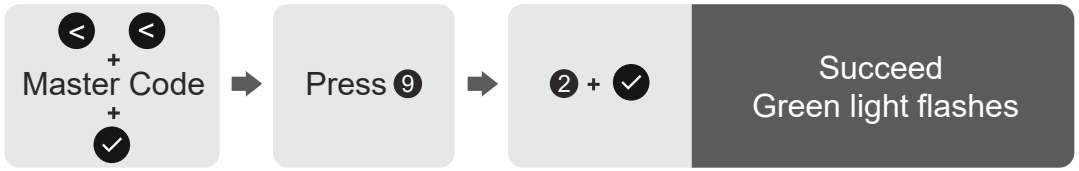


Programming Guide

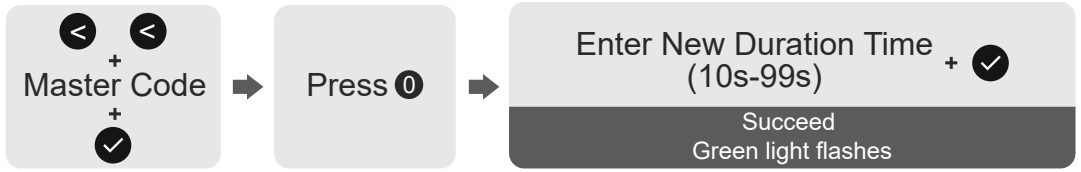
Enable Auto Lock



Disable Auto Lock

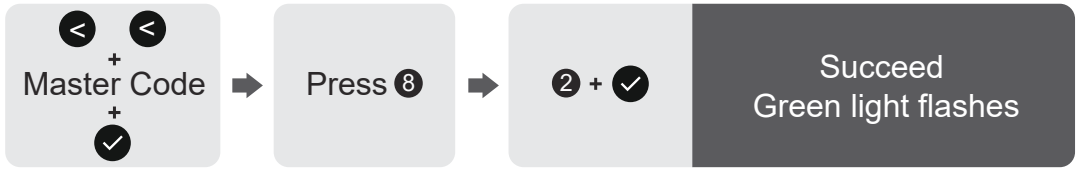


Set Auto Lock Time

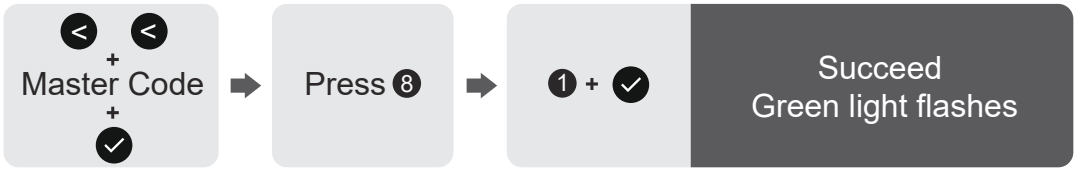


Programming Guide

Enable Silent Mode



Disable Silent Mode



Definitions

• Master Code

The default Master Code is **12345678**. Before programming, it requires to change the default Master Code to a new one.

Property owner & manager should keep this information confidential.

• Auto Lock

In Auto Lock mode, your smart lock will automatically lock the door after 30 seconds.
Auto Lock is enabled by default. You can customize the Auto Lock delay to 10–99 seconds **on the lock** or 10–180 seconds **via KK Home App**.

• One-touch Lock

Touch ✔ once on the Keypad **to lock from outside**.
Press and hold **any button** on the Keypad for **2** seconds **to lock from outside**.

Definitions

• Wrong Entry Limit

After **10** times unsuccessful attempts at entering an invalid access (including Passcode, Card or Fingerprint), the device will shut down for **3** minutes.

• Silent Mode

The beep sounds when pressing Keypad can be muted. But you will still hear low battery and system alerts.

Definitions

• Anti-peeping Passcode

Entering random numbers before or after 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.



FAQ

▶ 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 G1 is not connected, the records of code and User Card unlocking are not in the list timely. When you are within the Bluetooth range of the lock or the Veise gateway G1 is connected, refresh your records.

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

Editing, deleting, or creating custom codes requires the Veise gateway G1 (sold separately) or you are within the Bluetooth range of 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?

Please check if the door lock installation is correct and confirm whether the key and password set on the door lock can unlock the door properly. If everything is confirmed to be correct and all mentioned methods can unlock the door, but the App still cannot unlock it, please confirm your Bluetooth lock:

Turn on your Bluetooth and grant the App Bluetooth permission. Make sure you are within the Bluetooth connection range (within 9.84ft) to operate the App for unlocking and locking the door.

FAQ

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 your Alexa features, please make sure that the Veise gateway G1 is connected. Then, follow the steps below:

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 your Google Assistant features, please make sure that the Veise gateway G1 is connected. Then, follow the steps below:

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

+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.

V2.0