Lockin Veno Solar Palm/Face User Manual

Get familiar with Lockin Veno Solar Palm/Face's core setup and functions in about 10 minutes – optimized for first-time installation and initial configuration.

Version	Release date	Update
V1.0	2026-5-27	First edition

Product Installation

1. Pre-installation checklist: Lockin Veno Solar Palm/Face product kit with accessories, #2 Philips screwdriver, 2.4GHz WiFi network.
2. Total installation time: 15~30 mins – please allocate sufficient time.
3. Reference: watch the step-by-step installation video: *https://www.youtube.com/watch?v=as-x_apXXUc&list=PL07fTsiaCS67oVsbjDl4awzCj1CXOqiVf*

Initial Startup

1. After door lock installation → Insert lithium battery → Upon hearing the startup prompt, exterior-assembly button lights will illuminate.

2. Download Lockin Smart App → Register & log in → Tap "Devices" → Tap "+" → Select "Veno Solar Palm/Face" → Follow pairing process → Click interior-assembly [SET] key → Bind lock to App → Connect to Wi-Fi (optional) → Set admin credentials (6-digit password/palm vein/face) → Calibrate lock → Configure: Auto-lock initialization, Firmware auto-updates setup, Family member permissions, User access management.

Daily Access Methods

Unlock Method

1. Unlock Method: Palm Vein (Only For Veno Solar Palm)

How to use:

Position your palm facing the sensor at approx 4 inches (10 cm) for authentication. Unlock initiates automatically upon successful scan.

Tips&Recommendation:

1. When approaching the door, the palm vein module automatically wakes up; If not activated, touch the key to wake it.
2. If rejected: Adjust palm position & angle, or clean the sensor surface before retry.
3. Capacity: Stores 50 profiles (max 5 per user).
4. To prevent frequent power consumption, the palm vein recognition enters a 5-second wake-up silent period when leaving home.

2. Unlock Method: Password

How to use

Tap digital keys to wake keyboard → Enter 6-digit code → Door unlocks

Tips&Recommendation:

1. Anti-Peeping Feature: Add extra digits before/after real PIN (supports up to 20 digits)
2. First Tap Behavior: Initial touch only wakes keyboard, doesn't input numbers.

3. Unlock Method: Mobile App Remote Unlocking

How to use

Lockin Smart App Home → Press and hold "Unlock" icon

Tips&Recommendation:

Requirement: Wi-Fi must remain connected.

4. Unlock Method: Physical Key

How to use

Open the solar panel → Insert physical key into cylinder → Rotate 90° to unlock

Tips&Recommendation:

Key Storage Tip: Keep in secure locations (e.g. vehicle/office)

5. Unlock Method: Voice Unlock

How to use

When connected to Alexa/Google, enjoy:

☑ Voice Control through smart assistants
☑ Remote Unlocking via Google/Alexa apps

Tips&Recommendation:

Platform Limitation: Apple Home blocks voice-initiated unlocking per security policies

6. Unlock Method: Face (Only for Veno Solar Face)

How to use

At a distance of 20-24 inch (50 – 60 cm) from the door lock, face the facial recognition area. Once the recognition is succeed, the door can be unlocked.

Tips&Recommendation:

1. Approach the door - the face module wakes automatically. If not, tap a button to wake it.

2. Supports 50 groups total, up to 5 per user.
3. To avoid accidental unlocking when exiting, there is a 5- second wake- up silent period (adjustable).
4. Register the same face multiple times to improve recognition rate.

Lock Method

1. Lock Method: One-touch Locking

How to use:

Instant Lock & Go: When leaving home in a hurry - whether rushing to work or taking out the trash, simply: press the key button on the keypad to wake it up. Press again to lock the door. For quicker operation, double-press the key button.

✓ Hear a confirmation beep
✓ See the status light turn solid white

Tips&Recommendation:

Please make sure you have enabled this feature in the app. The setting path is: Lockin Smart App → Devices → Select your lock → Settings → Door Lock Settings → One-Touch Locking → Enable toggle switch

3. Unlock Method: Mobile App Remote Locking

How to use

Lockin Smart App Home → Press and hold "Lock" icon

Tips&Recommendation:

Requirement: Wi-Fi must remain connected.

4. Unlock Method: Physical Key

How to use

Open the solar panel → Insert physical key into cylinder → Rotate 90° to lock

Tips&Recommendation:

Key Storage Tip: Keep in secure locations (e.g. vehicle/office)

5. Lock Method: Voice lock

How to use

When connected to Apple/Alexa/Google, enjoy:

☑ Voice Control through smart assistants
☑ Remote locking via Apple/Google/Alexa apps

*Apple/Smart Things Requires Matter-over-Thread certified hub.

Tips&Recommendation:

1. Matter-certified Thread Hub must be operational for Apple/Smart Things.

Core & Smart Functions

Features: Home Management

Function:

1. Manage your home profile where purchased locks are installed.
2. Grant family members full administrative permissions (except lock deletion).

Setup Path:

Lockin Smart App → Devices → Tap ▼ drop down arrow next to XXX's Home → Select Home Management → Create New Home, Manage Settings (by tapping existing home names).

Usage Instructions & Recommendations:

1. This feature is designed for sharing your smart lock's management privileges with your closest family members, such as your spouse, as the recipient will gain virtually all permissions (except lock removal capabilities).
2. Additional administrators can be added through the "Add New Member" option to grant co-management rights for your smart lock within the household.

Features: Manage Access

Function:

Set biometric/passwords for trusted users (family/friends).

You can also use the Key Freeze feature to temporarily disable or re-enable all access credentials (PIN codes, palm vein/face) for a non-admin user without deleting the user profile.

Setup Path:

Lockin Smart App > Devices > Select your lock > Settings > Manage Access > ＋ Tap the "+" Floating Action Button (bottom-right corner) > Complete:

User's name (e.g. "Family_Member")

Choose authentication methods:

- Palm vein/Face recognition
- 6-10 digit PIN code

To temporarily disable a user's access:

Lockin Smart App > Devices > Select your lock > Settings > Manage Access > Select the user.

On the top-right corner, toggle the Key Freeze switch to temporarily disable that user’s access permissions. You can turn it back on at any time when access is needed again.

Usage Instructions & Recommendations:

1. This feature is designed for granting door lock access permissions to regular guests, such as family members or friends.
2. While user permission revocation can be managed remotely via the Lockin Smart App, adding palm vein/face credentials requires Bluetooth connectivity between the app and the door lock.

3. This Key Freeze feature allows you to pause a user's access without deleting their profile, making permission management more flexible and helping avoid the inconvenience of removing and re-adding the same user.

Features: Periodic Password

Function:

Assign Recurring passwords for periodic visitors (cleaners, dog walkers).

Setup Path:

Lockin Smart App → Devices → Select your lock → Settings → Temporary Password → Periodic Password →

Configure: Password (6-10 digits)

Assignee Name (e.g. "Cleaning Service")

Active Hours: Example: Mon/Wed/Fri 9:00-11:00

Generate → Copy & Share instantly via app/text

(Automatic expiration when schedule ends)

Usage Instructions & Recommendations:

1. After generating a periodic password, retrieval is unavailable. Please immediately copy and share it.
2. If the original password is forgotten, delete it and regenerate a new one. Access the deletion function via the Periodic Password List in the upper right corner of the settings.
3. Periodic passwords support up to 16 groups, with code lengths ranging from 6 to 10 digits.
4. Periodic passwords also support the anti-peep feature (e.g., entering random digits before/after the actual code).

Features: One-Time Password

Function:

Generate One-Time passwords(1-hour validity) for temporary guests.

Setup Path:

Lockin Smart App → Devices → Select your lock → Settings → Temporary Password → One-Time Password → Generate Password → Copy & Securely Share (Expires after first use)

Usage Instructions & Recommendations:

1. One-Time passwords remain valid even when the door lock is offline (WiFi disconnected). Once generated, retrieval is impossible.
2. A maximum of 8 unused one-time passwords can coexist within the same time period.
3. One-Time passwords do not support anti-peep features.

Features: Duration Password

Function:

Assign Duration passwords for visitors (Airbnb renter).

Setup Path:
Lockin Smart App → Devices → Select your lock → Settings → Temporary Password → Duration → Generate Password → Copy & Securely Share (Password auto-expires when the stay ends.)

Usage Instructions & Recommendations:
1. After generating a duration password, retrieval is unavailable. Please immediately copy and share it.
2. If the original password is forgotten, delete it and regenerate a new one. Access the deletion function via the Duration Password List in the upper right corner of the settings.
3. The capacity limit for both Duration and Periodic Passwords is 25 codes in total, and the two types share the same capacity.
4. Duration passwords also support the anti-peep feature (e.g., entering random digits before/after the actual code).

Features: Auto-Lock
Function:
Enable Auto-Lock when door closes to prevent security oversights.
You can choose scheduled auto-lock, allowing the feature to work only during specific time periods based on your household needs.

Setup Path:
Lockin Smart App → Devices → Select your lock → Settings → Auto-Lock →❶ Toggle ON/OFF ❷ Adjust countdown duration (At once - 30mins)
To enable scheduled auto-lock:
Lockin Smart App → Devices → Veno Solar Palm/Face → Settings → Auto-Lock → Schedule → Toggle ON and set the active time period.

Usage Instructions & Recommendations:
1. The Auto-Lock main switch must be turned ON for the Schedule feature to take effect.
2. Scheduled Auto-Lock allows the lock to automatically engage only during selected time periods.
3. For household safety and convenience, we recommend enabling scheduled auto-lock during times when the home is unattended.

Features: One-Touch Locking
Function:
Instant Lock & Go: When leaving home in a hurry - whether rushing to work or taking out the trash, simply: locate the key button on your lock keypad, press the key button on the keypad to wake it up. press again to lock the door. For quicker operation, double-press the key button.
✓ Hear a confirmation beep
✓ See the status light turn solid white

Setup Path:
Please make sure you have enabled this feature in the app. The setting path is: Lockin Smart App → Devices → Select your lock → Settings → Door Lock Settings → One-Touch Locking → Enable toggle switch

Usage Instructions & Recommendations:
1. Enabled by default

Features: Lock Events
Function:
View lock event history and family access timelines.

Setup Path:
Lockin Smart App → Events → Review Lock Event History

Usage Instructions & Recommendations:
You may filter door lock event logs by date range and event type using the control panel at the top to view timestamped access records.

Features: Auto Wake-UP with Palm Vein/Face
Function:
Seamless Touch-Free Entry
As you approach within 6.5 feet (2 meters), our built-in precision radar sensor:
✓ Automatically wakes up the palm vein/face scanner
✓ Pre-position recognition system for instant authentication
Perfect when carrying groceries, with wet hands, or during nighttime when visibility is low. No fumbling - just natural approach-and-enter fluidity.

Setup Path:
Lockin Smart App → Devices → Select your lock → Settings → Door Lock Settings → Auto Wake-Up with Palm Vein/Face → Enable feature toggle

Usage Instructions & Recommendations:
1. This feature refines palm vein/face recognition for a fluid walk-up unlock experience, at the cost of increased battery consumption.
2. To conserve battery life, deactivate auto-wake—manually trigger palm vein/face scanning by tapping the keypad.
3. Technical insight: Near-field radar detects approach movement while maintaining privacy (non-visual sensing).

Features: Low-battery Alert
Function:
Low Battery (＜10%): "Low battery, please recharge." + red LED flash x3.

Setup Path:
Pre-configured and built-in (ready-to-use)

Usage Instructions & Recommendations:
1. During lock/unlock operations, monitor the lock's alert notifications. Immediately replace batteries if any warnings occur.
2. Post low-battery alert, the lock maintains ~7 days* of normal operation. Replace batteries or recharge promptly.
*Actual duration varies by usage frequency and temperature

Features: Motor Jam Alert
Function:
Motor Protection Alert System
When abnormal resistance is detected during locking/unlocking (typically caused by obstructions or extreme temperatures):
⚠Your lock will:
Emit a continuous warning tone
Flash the key icon red repeatedly
Announce audibly: "Failed to Open or Close the Door"
This safety feature prevents damage from current overloads and alerts you to potential physical blockages.

Setup Path:
Pre-configured and built-in (ready-to-use)

Usage Instructions & Recommendations:
Changes in door alignment may cause mechanical interference between the lock bolt and door frame. If this occurs, we recommend calibrating the lock again or inspecting the door frame's alignment.
Common triggers: Debris in strike plate • Frozen components • Warped door frames

Features: Emergency Unlock
Function:
Emergency manual unlock during power outages.

Setup Path:
Pre-configured and built-in (ready-to-use)

Usage Instructions & Recommendations:
1. Insert a Type-C cable connected to a power bank or power-delivery-enabled phone into the lock's emergency charging port. After 3 – 5 minutes of charging, enter your password to unlock.
2. Post-unlock, immediately replace the lock's batteries or recharge them to full capacity.

Features: Wrong-Try Protection

Function:
Intrusion lockout: "Too many attempts. Locked for 1 minute." + app alert.

Setup Path:
Lockin Smart App → Devices → Select your lock → Settings → Wrong-Try Protection → Set Attempt Limit (3 times, 5 times, 10 times, 15 times tries before lockdown)

Usage Instructions & Recommendations:
Lockouts triggered by excessive password attempts only restrict password-based authentication. During such lockouts: Palm vein/Face recognition remains fully operational, All non-password authentication methods operate normally."

Features: Anti-peep Password
Function:
Password Masking: Enter random characters before/after real password.

Setup Path:
Pre-configured and built-in (ready-to-use)

Usage Instructions & Recommendations:
Your real password + masking digits combine to support password entries up to 20 digits in total length.

Features: Vacation Security
Function:
Activate this feature when traveling for extended periods. Your lock will:
✓ Trigger a siren to deter intruders if:
• Someone unlocks the door from inside without authorization
• Mechanical lock tampering is detected
✓ Instantly notify you via Lockin Smart App
Rest easy knowing your home actively protects itself while you're away.

Setup Path:
Lockin Smart App → Devices → Select your lock → Settings → Door Lock Settings → Vacation Security → Enable feature toggle in App
Activation Sequence:
When the door is locked and closed, the key icon glows steadily for 5 seconds
Press illuminated key during this window
Lock announces: "Vacation Security enabled"

Usage Instructions & Recommendations:
When Vacation Security Mode is active, unlocking the door via any pre-authorized method (password, Palm vein/Face, etc.) will immediately deactivate the Vacation Security Mode.

Features: Matter Integration

Function:

Matter integration with Apple/Alexa/Google for voice control and automation.

Setup Path:

Refer to the detailed instructions in the "Connecting to Smart Home Ecosystems" section of the FAQ.

Usage Instructions & Recommendations:

Refer to the detailed instructions in the "Connecting to Smart Home Ecosystems" section of the FAQ.

Features: Lock Management

Function:

Rename/delete locks, configure auto-updates.

Setup Path:

Lockin Smart App → Profile → Manage Devices → Tap (top-right corner)

Usage Instructions & Recommendations:

1. Auto Device Upgrade: Toggles automatic firmware updates for the lock.
2. Rename Device: Edits the lock's display name in the app/system.
3. Remove Device: Deletes the lock from your account permanently.

Features: Audio Settings

Function:

This feature manages all sound-related settings of the lock, including: lock volume, incorrect entry alarm volume, door ajar alarm (volume, duration, and delay), and lock language.

Setup Path:

Lockin Smart App → Devices → Select your lock → Settings → Audio Settings

Usage Instructions & Recommendations:

/

Features: Rich Notification

Function:

This feature lets you choose the types of push notifications you want to receive in the app. Supported event types include lock/unlock, door ajar, and abnormal events.

Setup Path:

Lockin Smart App → Devices → Select your lock → Settings → Rich Notification

Usage Instructions & Recommendations:

Turning off push notifications for an event does not affect its recording in the Events log. The corresponding records will still be saved.

Features: WiFi Connection

Function:

This feature allows you to view the WiFi network connected to the lock and switch networks when needed.

Setup Path:

Lockin Smart App → Devices → Select your lock → Settings → Device Information → WiFi → Check wifi status or switch WiFi network

Usage Instructions & Recommendations:

Check three critical WiFi metrics:

Signal Strength: Require >70%, Packet Loss Rate: Require <30%, RSSI (Received Signal Strength Indicator): Require ≥-50 dBm (values like -70 dBm indicate poor coverage).

Product Indicator Light Function Guide

Location	Indicator Type	Color	Pattern	Meaning	Action
Product Exterior Assembly	Key Indicator Light	Red	Blinks twice	Password verification failed or excessive retries	Re-enter password for verification
			Steady on for 1.5 seconds	Vacation security mode activated	
		White	Steady on for 1.5 seconds	Unlock successful (password/palm vein/face/mechanical key)	
			Steady on for 5 seconds	Vacation security mode configurable	Optional to enable vacation security mode
	Low battery Indicator Light	Red	Blinks 3 times	Low battery alert	Replace battery or charge promptly
	Palm Vein /Face Indicator Light	Neon Gradient	Breathing light effect	Palm vein/Face function awakened	Proceed with palm vein/face unlock or ignore
		Green	Blinks 3 times	Unlock recognized	
		Red	Blinks 3 times	Unlock failed	Adjust gesture and retry unlocking
Battery	Charging Indicator	Red	Steady on	Charging	
		Green	Steady on	Fully charged	
		Red and green alternate	Continuous blinking	Battery charging error	1. Try replacing USB cable and charger 2. If unresolved, contact customer service

Support & Feedback

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))