- ***Why can't the lock accept any inputs after I entered a code incorrectly so many times?***

The lock will shut down for 2 minutes after 5 unsuccessful attempts at entering an invalid code.

You can unlock the lock once in the App or wait 2 minutes to continue.

- ***Why can't the thumb turn lock/unlock?***

The door direction might be set wrong during the installation, please follow the Installation Guide or video to re-install the lock.

- ***Why can't the latch turn out completely after installation?***

Please review if the exterior assembly is aligned with the door parallel. The exterior assembly should not be at a crooked angle.

- ***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 it's out of the Bluetooth range or the Veise gateway G2 is not connected, the

records of passcode, 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.

- ***Why is a deleted code working?***

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 calibrate the battery capacity?***

Press "*59 # Admin Passcode # 1 #" on the Keypad to calibrate the battery capacity.

- ***Why can't I reset my lock?***

Please turn on the Reset Button in DDLock App.

- ***The lock stops working/The lock cannot pair with DDLock APP.***

Please troubleshoot with the following tips:

1. Please check if the cable which connects the exterior and interior panel is firmly inserted.

2. Please replace a set of brand new 4AA alkaline batteries, do not use rechargeable batteries or mix new and used batteries.

If you have changed the default Admin Passcode, please follow the steps to reset

your lock and repair :

1. Press and hold the Reset Button on the interior assembly for 5 seconds by using the Reset Tool, until you hear a short beep and green light flashes once.

2. Please turn on the Bluetooth of your phone, stand close enough to the door lock and touch the Keypad screen to wake up the Keypad.

3. Please enter DDLock App, tap on "three lines", tap on "+Add Lock" and follow the prompts to finish the pairing.

- ***Can't use the App to unlock.***

Please turn on Remote unlock in DDLock App settings first.

Go to settings under the lock- Select Remote unlock- Select Turn on.

- ***The gateway fails to connect to WiFi.***

1. Please ensure that the G2 gateway, the lock and router are placed within 32.8ft (10m). Please keep them free of wall coverings.

2. Please check whether the network signal quality is good (You can see the signal strength in the App after connection).

3. Please try to replace a router with a good network signal.