• Why the lock won't accept any inputs after I entered a code or fingerprint incorrectly for so many times ?

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

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

• Why the thumb turn won´ t turn to 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 does the latch won´ t turn out completely after installation ?

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

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

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).

• 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, 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.

- ***How to edit, delete, or create custom codes remotely ?***

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.

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

There may be a display error in the 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 tocalibrate the battery capacity.

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

Please turn on the "Reset Button" in DDLock App.

• 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 fingerprints canner 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.

• The lock stop working, The lock cannot pair the DDLock APP

Please troubleshoot with the following tips:

1. Please check if the cable which connecting 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 master code, 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 do or lock and touch the keypad screen to wake up the keypad.

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

• Can't use the app to unlock

Please turn on Remote unlock in the 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 10 meter. 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 good network signal.