Lockin Veno FAQ & Troubleshoot

Q: How to contact Lockin for customer service?

A: 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))

Leave us a voicemail or email on Monday-Sunday, and we'll get back to you as soon as possible. Thank you for trusting us!

Q: What is Lockin's privacy policy like?

A: The data (biometric palm veins, fingerprints, passwords) in Lockin Veno locks is stored locally on the lock and is not uploaded. Lockin Veno needs to be operated through the Lockin Smart App because it needs to remote control the lock, which will use the cloud service deployed on Amazon AWS for remote command, nor leak users' information. Password of WIFI will only be stored on the device, not on AWS. Lockin Smart App does not collect personal information from users. Lockin strictly complies with privacy regulations.

Q: How does Lockin's Venokey™ palm vein recognition work?

A: Lockin Venokey™ palm vein recognition uses a 60GHz radar sensor to detect a person's approach, guiding interaction with dynamic lighting. A specialized infrared camera captures subcutaneous vein patterns in the palm, which are then processed by an encrypted palm vein algorithm chip for local identity verification. By recognizing each individual's unique and non-replicable palm vein data, this technology enables a smooth, secure, and password-free contactless unlocking experience. All user data is stored locally, eliminating concerns about data leakage or cloud uploads.
Veno with an average recognition time of no more than 0.17 seconds and a success rate of over 99.9%. The false acceptance rate is less than 0.00001%, ensuring a stable,

seamless, and secure user experience. Even users with skin abrasions, dirt, moisture, or long nails can use it effortlessly.
Palm vein recognition technology offers numerous advantages, including built-in liveness detection, contactless hygiene, stable biometric characteristics, low environmental requirements, resistance to tampering and theft, reduced false triggers, and immunity to identical twin confusion.

Q: How do I charge the Lockin Veno?

A: Wired Charging (Type-C): Use a 5V 2A power adapter with a Type-C charging cable. Open the exterior assembly battery cover, remove the battery and connect it to the charger by Type-C cable.
Status Indicators:
- Solid Green: Fully charged (total 6-8 hours)
- Solid Red: Charging in progress
*Note: Use certified charging adapters and Type-C cables for safe and efficient charging.

Solar Charging: Purchase the official Lockin Solar Charging Panel for an eco-friendly solution.

Q: How many passwords, fingerprints, and palm vein data can be stored on the Lockin Veno?

A: The Lockin Veno can store up to: 50 passwords, 50 fingerprints, 50 palm vein data entries.

Q: Where is the keyhole on the Lockin Veno?

A: The mechanical keyhole is located inside the doorbell button on the exterior assembly. You can use the two mechanical keys provided with the lock for physical unlocking.
Please keep your mechanical keys in a secure place. We recommend storing one key as a backup in your car for emergencies.

Q: If the batteries die, how can I open the door?

A: If the batteries of your Lockin Veno are depleted, you can:

Use an power bank supply to temporarily power the lock through the Type-C port on the exterior assembly.
Use the backup mechanical key to unlock the door.
If you want to avoid running into this situation in the future, we recommend purchasing the Lockin official solar charging panel, which provides a sustainable and worry-free power solution for your lock.

Q: Is the Lockin Veno waterproof?

A: The exterior assembly of the Lockin Veno is rated IP65, making it resistant to dust and water splashes, suitable for outdoor use.

However, please note that the interior panel is not waterproof, so it should be installed in a protected indoor environment.

Q: Does the packaging of the Lockin Veno include a charging cable?

A: The packaging of the Lockin Veno does not include a free Type-C charging cable. We recommend using a Type-C charging cable from your home along with a 5V 2A output power adapter to charge the battery of the Lockin Veno.

Q: How many unlocking methods does the Lockin Veno support?

A: The Lockin Veno supports the following unlocking and locking methods:
- Palm vein recognition
- Fingerprint recognition
- Password
- Mechanical key
- Type-C emergency unlocking
- Remote unlocking via the app
- Unlocking through Apple/Amazon/Google/Samsung smart home platforms via Matter, using their respective apps
- Voice control unlocking via Amazon/Samsung smart assistants.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple), Google Assistant is disabled due to platform security policies.

Q: How many locking methods does the Lockin Veno support?

A: The Lockin Veno supports the following locking methods:
- Press key button of the keypad outside the door.
- Use the Lockin Smart App.
- Mechanical key.
- Auto-lock function.
- Locking via the Apple/Amazon/Google/Samsung smart home platform apps after integration.
- Voice control via Apple/Amazon/Google/Samsung smart voice assistants.

Q: Will my palm vein, fingerprint, and password data be uploaded to the cloud?

A: No, they will not. All your palm vein, fingerprint, password, and video data are stored locally on the device. Your palm vein, fingerprint, and password data will never be uploaded to the cloud to ensure the security of your biometric data. The videos stored locally on the device are encrypted when viewed remotely, so you don't need to worry about hackers accessing or tampering with them.

Q: Will prolonged exposure to direct sunlight, which raises the device temperature, affect its performance?

A: The exterior panel of the Lockin Veno is designed to operate in environments with temperatures up to 70°C/158°F, and it is engineered to prevent issues such as erratic behavior of the touch keypad due to high temperatures.

Q: What are the differences between Veno Pro and Veno?

A: Veno Pro vs. Veno Product Comparison
(Veno is a feature-reduced version of Veno Pro, lacking camera and motion detection

capabilities)

I. Core Shared Features

Both models feature Venokey™ palm vein + fingerprint dual authentication
Smart Control: Auto-lock with door status detection and WiFi remote control
Matter protocol compatibility (Works with Apple Home, Alexa, Google Home)
Rechargeable lithium battery with solar charging support
IP65 dust/water resistance and BHMA Grade 2 mechanical reliability certification
Hartmut Essilinger master design applied to both models

II. Key Differences

Product Positioning:
Veno Pro: All-in-one palm/fingerprint WiFi + Matter smart video lock
Veno: Palm/fingerprint WiFi + Matter smart lock (non-video)
Imaging Capability:
Veno Pro: 180°x180° 2K LockinCam™ HD monitoring

Veno: No camera module

Motion Detection:
Veno Pro: LockinAI™ human/vehicle/package detection with recording (60GHz + PIR dual sensors)

Veno: No motion detection or recording

Special Features:
Veno Pro: Welcome Home message & Party mode

Veno: Not supported

Doorbell Light:
Veno Pro: Built-in illumination

Veno: No doorbell light

III. Feature Reduction Details

<u>Camera System Removal:</u>
LockinCam™ module eliminated in Veno
No video monitoring capability
Disables real-time viewing and playback via app
<u>AI Detection Downgrade:</u>
Object recognition after video capture removed
Retains only basic lock state detection (open/closed/abnormal)
<u>Storage Simplification:</u>
Local video storage completely removed

- Supports only basic event log storage (no video data)

Q: Can I install the Lockin Veno on any door type?

A: It is suitable for doors that meet the following conditions:
Door Thickness: 1⅜ in- $2^{11}/_{64}$ in(35-55 mm)
Crossbore Diameter：2⅛ in / 54 mm
Backset: 2⅜ in / 60 mm or 2¾ in / 70 mm
Door Hole Diameter: 1 in / 25.4 mm
Deadbolt Latch Hole Depth: ≥ 1 in(25.4mm)
Minimum Distance Between Handle and Crossbore Center(For Solar Charge Panel Installation): 3 in / 75 mm
*Compatible with Single Cylinder, Not compatible with storm doors or mortise lock.
*If the deadbolt is below the handle, swap their positions for installation.
*Works with doors that have a rectangular latch faceplate cutout. Not compatible with round faceplate cutouts.
*Note: the interior assembly is not suitable for outdoor exposure.

Refer video: https://youtu.be/-85VNZUNCt4?si=dzARL6Vc_Sw9gVAz

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Q: How to intall the lock without intall the strike plate with door sensor?

A: Without Lockin Strike Plate Installed
1. Skip calibration via Lockin Smart app: during calibration prompts, select "Skip". If skipping is disabled:
2. Temporarily place the uninstalled strike plate near the deadbolt faceplate, aligning its door sensor with the lock's sensor (ensure deadbolt latch extends freely). Go back to the lockin smart app, tap "Recalibrate" → complete calibration → remove the plate.
3. Post-calibration reset: update the lock firmware and app to the latest version. Close the door (stay indoors) → enter lock settings → calibrate deadbolt. When prompted, select "Skip" again to finalize setup.

Critical: Latch hole depth: mandatory depth 1 inch (25.4mm). Use a chisel to modify insufficient holes.

Key Technical Notes

1. Interference risks: deadbolt latch-strike plate or hole contact increases motor load by ≥30%, triggering error codes (e.g., failed to open or close the door).

Q: What is the Lockin Veno supported operating temperature range?

A: Exterior Assembly: -30°C to 70°C (-22°F to 158°F), Interior Assembly: 0°C to 50°C (32°F to 122°F).

Q: How can I verify that my Lockin Veno is properly installed?

A: Your Veno is properly installed if:
The latch smoothly extends and retracts when turning the thumbturn, allowing the door to open and close properly, and the auto-lock feature works normally.
The lock feels secure, with no wobbling or looseness on the door.
The palm-vein, fingerprint, and password functions operate correctly.
Wi-Fi connection is stable, and you can lock/unlock the door remotely via the app.
Once all these conditions are met, your Lockin Veno is properly installed and ready for use.

Q: Why can’t my palm vein or fingerprint unlock the door?

A: In some cases, if the main power cable was not properly connected during installation, certain lock functions may fail. Please check and ensure the main power cable is securely connected to the interior assembly.

Q: Why isn’t my lock auto-locking properly?

A： In some cases, if the door status cable was pinched or damaged during installation, the door detection may fail to work correctly. Please inspect the door status cable connection for any damage.
If the cable is indeed damaged, please contact our customer service for assistance:

Email Support: support@lockin.com , 24/7 – We’ll respond promptly!
Phone Support: +1 (888) 851-5266
Monday – Sunday, 8:00 AM – 5:00 PM (Pacific Time, PDT, UTC-7)

Leave us a voicemail or email anytime, and we'll get back to you as soon as possible.
Thank you for trusting Lockin!

Q： Can Lockin Smart Lock devices support 5GHz Wi-Fi?

A： Lockin Veno only connects to a 2.4GHz WiFi network and not a 5GHz WiFi network. Additionally, please make sure the 2.4GHz WiFi network SSID is not hidden and the security level is set to either WPA or WPA2;

Q: Why can't my Lockin Veno connect to Wi-Fi?

A: Follow these steps in order:
1. Check Router Settings & Signal
- Ensure using 2.4GHz network (Veno only supports 2.4GHz). See FAQ "How to switch router to 2.4GHz?"
- Confirm 2.4GHz SSID is visible with WPA/WPA2 encryption.
- Optimize router position:
-- Avoid corners, metal cabinets, or ceilings.
-- Keep router ≤30m from Veno with no large obstructions.
-- Check Wi-Fi channel: Set to 1-13 via router admin page/app.

2. Charge & Retry
Charge battery for 2 hours, then retry adding the device.

3. Test with Phone Hotspot
Enable hotspot on 2.4GHz → Try connecting Veno.
If successful: Re-optimize router settings per Step 1.

4. Check Hardware Connections
Remove interior assembly → Ensure Wi-Fi cable is fully inserted.

5. Reset Device
ˆ Warning: Reset erases all data!
Steps: Delete device → Hold reset button 3s → Re-pair.

6. Still Stuck? Contact Us! Email **support@lockin.com** (encrypted):
- Router photos (top/bottom showing model e.g., "TP-Link AX73")
- Wi-Fi SSID & Password (for engineer testing only)

- ISP & Speed (e.g., “AT&T 200M fiber”)
- Network setup: Direct to modem or multi-router (models/quantity/diagram).

Q: How do I adjust my phone hotspot to 2.4GHz?

A:

Setting Up a 2.4GHz Hotspot on iPhone

- Steps

• Go to Settings → Personal Hotspot.
• Turn on the Personal Hotspot toggle.
• Enable Maximize Compatibility to switch to the 2.4GHz band.

- Notes

• iPhone 12 and later models support manual band switching, while older models (e.g., iPhone 11 and earlier) default to 2.4GHz only.
• Enabling Maximize Compatibility forces 2.4GHz usage; disabling it allows automatic 5GHz selection (if supported by the device).
• 2.4GHz offers wider coverage and better wall penetration, while 5GHz provides faster speeds but shorter range.

Setting Up a 2.4GHz Hotspot on Android

- Steps

• Navigate to Settings → Mobile Network or Hotspot & Tethering.
• Open Portable Hotspot or Wi-Fi Hotspot settings.
• Select 2.4GHz under AP Band.

- Additional Notes

• Some Android models require accessing Advanced Settings or More Options to adjust the band.
• If no band option is displayed, it may be due to system version or hardware limitations (e.g., 2.4GHz-only support).
• For security, use WPA/WPA2 encryption when setting up the hotspot.

- Key Technical Terms:

Maximize Compatibility: iPhone feature forcing 2.4GHz mode for broader device support.
WPA/WPA2: Wi-Fi security protocols to prevent unauthorized access.

Q: How do I switch my router band from 5.0GHz to 2.4GHz?

A:

Router Admin Panel (Recommended)

- Log in to your router (typically 192.168.1.1 or 192.168.0.1; check your router brand’s

specific admin address).
- Go to Wireless Settings → Check the current band.
- If Smart Connect is enabled, disable 5GHz temporarily to split bands.

Band Identifier Clues

- If the WiFi name contains “_2G” or “_5G” suffixes, it usually indicates the band (manually split bands if needed).

Q: After installing the Lockin Veno, what should I do to pair and set it up?

A: Download and Register: Download the Lockin Smart App and register for an account.
Add Device: Open the app and click “Add Device” on the homepage. Follow the in-app instructions to pair your lock.
Set Up Features: During the device addition process, you will be guided to set up the following features:
Password, Palm-Vein Recognition, Fingerprint
Post-Setup Adjustments: After installation, you can further configure additional features in the device settings menu within the app.
Enjoy Your Product: Once the setup is complete, you’re ready to enjoy the convenience and security of your Lockin Veno!

Q: Why can't my app connect to my Lockin Veno?

A: If your app cannot connect to the Veno, please check the following:
Power Supply: Ensure that your Veno has sufficient power (we recommend at least 80% battery). If the power is adequate, proceed to the next steps.
Wi-Fi Network: Verify that your router is operating on the 2.4GHz frequency band (the Veno does not support 5GHz networks). If you have a dual-band or tri-band router, make sure your phone is connected to the 2.4GHz network during setup.
Bluetooth Permissions: Make sure your phone's Bluetooth is turned on and that the app has the necessary Bluetooth permissions. These permissions are required for the initial setup of the lock.
Factory Reset: If the above steps do not resolve the issue, try performing a factory reset on your Veno. To do this, press and hold the pairing button for 3 seconds, then input the administrator password.
Following these steps should help you successfully connect your Veno to the app.

Q: How do I charge the Lockin Veno?

A: Charging the battery with Type-C Cable: Use a Type-C charging cable and a 5V 2A power adapter from your home. Remove the battery from the lock and connect it to the charger. When the battery's status indicator turns green, it means the battery is fully charged. A steady red light indicates the battery is charging.

Solar Charging Option: For a sustainable charging solution, you can purchase the official Lockin solar charging panel, ensuring eco-friendly and hassle-free solar charging.

Q: How to calibrate the Lockin Veno?

A: If you are installing the device for the first time, you can follow the on-screen instructions during the device setup process to calibrate. If you are relocating or re-calibrating the device, go to the device list, click on the settings, and then select “Calibrate Deadbolt” to follow the calibration process guide.

Q: What is Matter?

A: **1. What is Matter?**
Matter is an open connectivity protocol developed by the Connectivity Standards Alliance (CSA), enabling cross-ecosystem collaboration between devices from brands like Apple, Google, Amazon, and Samsung. Lockin Veno series uses Matter over Thread, delivering a low-power, high-stability solution for smart lock integration.

2. Comparison of Matter Transport Protocols

Protocol | Best For | Key Features
Matter over Wi-Fi | Lights, Plugs | High speed, but power-intensive
Matter over Thread | Locks, Sensors | Low-power, self-healing mesh, requires Thread Border Router
Matter over Ethernet | Hubs, Panels | Ultra-stable, wired connection

3. Thread Border Routers by Ecosystem

Apple ▼
Apple HomePod (2nd-gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet (2022)
Apple TV 4K (2021)
Alexa ▼
Echo Hub
Echo (4th-gen)
Echo Show 8 (3rd-gen)

Echo Show 10 (3rd-gen)
Echo Show 15 (2nd-gen)
Echo Show 21 (2nd-gen)
Echo Plus (2nd-gen)
Echo Studio (1st/2nd-gen)
Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7
Eero PoE 6, PoE Gateway
Google ▼
Nest Hub (2nd-gen)
Nest Hub Max
Google TV Streamer 4K
Nest Wifi Pro
Samsung ▼
Aeotec SmartThings Hub
Samsung SmartThings Station
SmartThings Hub Dongle
SmartThings Hub v3
Samsung Smart TVs (2023+), Smart Monitor M80C (2023+), Q-Series Soundbars (2023+)
Samsung Bespoke Family Hub Refrigerator (2023+)

Q: What's the difference between Matter integration and Lockin Smart App features?

A: **1. What Matter Integration Enables:**

Cross-Platform Basics

Remote Lock/Unlock: Control via Apple Home, Google Home, etc.
Voice Control: Use Alexa for both lock/unlock. Siri & Google Assistant only support locking (ecosystem restrictions).

Automation

Set routines like "Auto-Lock When Leaving Home" or "Nightly Lock" (depends on ecosystem capabilities).

Family Sharing

Invite family via Matter controllers (e.g., Apple Home) without Lockin App.

2. Lockin Smart App Exclusive Features:
- Advanced Security
Temporary/Recurring Codes: Create one-time or weekly codes (e.g., for cleaners).
Access Logs: Track who unlocked the door, when, and how (to the minute).
- Device Management

Firmware Updates: Get new features and security patches.
Battery Optimization: Adjust sensor wake intervals.
Biometrics: Manage fingerprints or palm vein profiles.

3. Usage Recommendations:
Scenario | Recommended Method | Reason
Multi-platform users | Matter + Ecosystem Apps | Use existing apps, no new installs
Security-focused needs | Matter + Lockin App | Requires temporary codes/logs
Troubleshooting & updates | Lockin App Only | Exclusive to official app
In short:
Matter enables cross-ecosystem control, while Lockin App delivers deep security & management – together they're better!

Q: Does the Lockin Veno work with Apple Home / Amazon Alexa / Google Home / Samsung SmartThings? How can I remotely unlock it?

A: Yes, Lockin Veno series supports the Matter protocol for seamless integration with your smart home ecosystem. Connect the lock to a Matter-compatible hub to enable control via Apple Home, Amazon Alexa, Google Home, and Samsung SmartThings.

-- Voice Assistant Restrictions: Remote unlocking via Siri (Apple) or Google Assistant is disabled due to platform security policies.
-- App Control: Remote unlocking is supported through Amazon Alexa, Google Home, Apple Home and Samsung SmartThings App (via Matter integration).
-- For full functionality, use the Lockin Smart App.

Q: Can the Lockin Veno work with Apple/Alexa/Google/Samsung Assistant?

A: Yes, you can integrate it via Matter protocol with Apple Home/Amazon Alexa/Google Home/Samsung SmartThings to control the Lockin Veno lock via Apple/Alexa/Google/Samsung Assistant. A Matter over Thread Border Router is required as a hub.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple) or Google Assistant is disabled due to platform security policies.

Supported hub devices are listed below ↓
Apple ↓
Apple HomePod (second-gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet (2022 version)
Apple TV 4K (2021 version)

Alexa ↓
Echo Hub
Echo (4th-gen)
Echo Show 8 (third-gen)
Echo Show 10 (3(rd) Gen)
Echo Show 15 (second-gen)
Echo Show 21 (second-gen)
Echo Plus (2(nd) Gen)
Echo Studio (1(st) and 2(nd) Gen)
Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7
Eero PoE 6, PoE gateway

Google ↓
Nest Hub (second-gen)
Nest Hub Max
Google TV Streamer 4K
Google Nest Wifi Pro

Samsung ↓
Aeotec SmartThings Smart Home Hub
Samsung SmartThings Station
Samsung SmartThings Hub Dongle
Samsung SmartThings Hub v3
Samsung Smart TVs (2023 and newer), Smart Monitor M80C (2023 and newer), and Q-Series Soundbars (2023 and newer)
Samsung Bespoke Family Hub refrigerator (2023 and newer)

Q: How to connect Lockin Veno to Amazon Alexa?

A: **Step 1: Prerequisites**

Mobile OS: iOS 16+ / Android 10+

Hub: A compatible Thread Border Router (e.g., Echo 4th-gen). No Hub = No connection.

Network:

- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Amazon Hubs).
- Ensure your phone, Veno and Alexa devices (e.g., Echo) are on the same 2.4GHz Wi-Fi.

Required apps: Alexa / Lockin Smart, both must be updated to the latest version.

Upgrade the Lock to the Latest Firmware.

Step 2: Activate Matter Integration

- Bind Veno via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".
- A 5-minute pairing window will open.

Step 3: Amazon Alexa Setup

- Open Alexa App.
- Add Device: Tap "+" (top-right) → "Add Device" → "Matter Shortcuts" → Follow on-screen prompts.
- Scan/Enter Pairing Code: Scan the Matter QR code on the lock or input the code copied from Lockin Smart App.
- Complete Pairing: Alexa will auto-detect the lock. After pairing, manually or voice control via Alexa Hub.
- Configure: Set device name, room assignment, and voice commands in Alexa App.

Supported Alexa Hubs:

Echo Hub
Echo (4th-gen)
Echo Show 8 (third-gen)
Echo Show 10 (third-gen)
Echo Show 15 (second-gen)
Echo Show 21 (second-gen)
Echo Plus (second-gen)
Echo Studio (1st and second-gen)
Eero 6, 6+, Pro, Pro 6E, Pro 6, Beacon, Max 7, Outdoor 7
Eero PoE 6, PoE gateway

Q: If I don't have a Matter over Thread Border Router in the Alexa ecosystem, how do I connect Lockin Veno to Amazon Alexa?

A: Good news! You can integrate Veno with Alexa without any additional Matter over Thread devices. Follow these steps:

1. Prepare Accounts & Apps
Download Lockin Smart and Alexa apps. Register accounts for both apps. Bind the lock to your Wi-Fi network via Lockin Smart App.

2. Enable Lockin Skill in Alexa
Open Alexa app → Tap "More" in the bottom → Select "Skills & Games". Search for "Lockin Smart" → Select the skill → Tap "ENABLE TO USE".

3. Account Authorization
On the authorization page, enter the admin account credentials used in Lockin Smart App. Tap "Authorize and Log In" to link accounts.

4. Discover Devices
After successful linking, tap "Next" → Alexa automatically scans for bound devices. Select Veno from the discovered devices list.

5. Configure Voice Control
In the device settings page: Enable "Unlock with Alexa App". Activate "Unlock by Voice and Echo Hub". Set a voice confirmation PIN for security.

6. Control the Lock
Now operate the lock via: Manual control in Alexa app. Voice commands through Alexa-enabled devices (e.g., "Alexa, unlock the front door").

Q: How to connect Lockin Veno to Google Home?

A: **Step 1: Prerequisites**

Mobile OS: iOS 16+ / Android 10+

Hub: A compatible Thread Border Router (e.g., Nest Hub Max). No Hub = No connection.

Network:

- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Google Hubs).
- Ensure your phone, Veno and Google devices (e.g., Nest Hub Max) are on the same 2.4GHz Wi-Fi.

Required apps: Google Home / Lockin Smart, both must be updated to the latest version.

Upgrade the Lock to the Latest Firmware.

Step 2: Activate Matter Integration

- Bind Veno via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".
- A 5-minute pairing window will open.

Step 3: Google Home Setup

- Open Google Home App.
- Tap "+" → "Add Device" → "Works with Matter" → Follow prompts.
- Scan/Enter Pairing Code: Scan the Matter QR code on the lock or input the code copied from Lockin Smart App.
- Complete Pairing: Google Home will detect the lock. After pairing, control manually or via Google Assistant voice commands.
- Configure: Set device name, room assignment, and voice commands in Google Home App.

*Voice Assistant Restrictions: Remote unlocking via Google Assistant is disabled due to platform security policies.

Supported Google Hubs:

Nest Hub (second-gen)
Nest Hub Max
Google TV Streamer 4K
Google Nest Wifi Pro

Q: How to connect Lockin Veno to Apple Home?

A: **Step 1: Prerequisites**

Mobile OS: iOS 16+ / Android 10+

Hub: A compatible Thread Border Router (e.g., Apple HomePod Mini). No Hub = No connection.

Network:

- 2.4GHz Wi-Fi + Thread Border Router (usually integrated in Apple Hubs).
- Ensure your phone, Veno and Apple devices (e.g., Apple HomePod Mini) are on the same 2.4GHz Wi-Fi.

Required apps: Apple Home / Lockin Smart, both must be updated to the latest version.

Upgrade the Lock to the Latest Firmware.

Step 2: Activate Matter Integration

- Bind Veno via Lockin Smart App.
- Go to Lockin Smart App → Devices → Veno → Settings → Scroll down to "Matter Integration" → Tap "Bind Matter".

- A 5-minute pairing window will open.

Step 3: Apple Home Setup

- Open Apple Home App.
- TAdd Device: Tap the "Home" tab at the bottom → Tap "+" (top-right) → Select "Add or Scan Accessory".
- Scan Pairing Code: Scan the Matter QR code on the lock's battery cover.
- Complete Pairing: Apple Home will detect the lock. After pairing, control manually or via Apple Siri voice commands.
- Configure: Set device name, room assignment, and voice commands in Apple Home App.

*Voice Assistant Restrictions: Remote unlocking via Siri (Apple) is disabled due to platform security policies.

Supported Apple Hubs:

Apple HomePod (second-gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet (2022 version)
Apple TV 4K (2021 version)

Q: Navigating Your Lockin Veno's Passcode Function

A: One-time passwords, recurring passwords, temporary passwords, and anti-peep password function.

Q: How Does Wrong-Try Protection Work on Lockin Veno?

A: The Lockin Veno includes a "Wrong-Try Protection" feature to enhance security.
If you make 5 consecutive incorrect attempts within 1 hour using a specific unlocking method (e.g., password, fingerprint, or palm vein), the lock's error alarm will be triggered, and you will receive a notification through the app.
Importantly, the wrong-try attempts are calculated independently for each unlocking method. For example, if you enter the wrong password 5 times, the password function will be locked temporarily, but other methods such as fingerprint or palm vein recognition will remain available for use.

Q: How do I delete passwords, fingerprints, or palm vein data stored on the Lockin Veno?

A: To delete stored passwords, fingerprints, or palm vein data:
Open the Lockin Smart app.
From the homepage, go to the device list and select your Veno lock.
Tap Settings on the main page to enter the device management section.
Click on Manage Access. Select the member's information section and choose the corresponding data (fingerprints, palm vein, or password) to delete or modify.

Important Note:
All biometric data (fingerprints and palm vein information) are stored locally on the device and are never uploaded to the cloud, ensuring your privacy and data security.

Q: Does the Lockin Veno automatically lock?

A: Yes, the Lockin Veno features a built-in door sensor that enables automatic locking for added safety.
When the door is fully closed, the lock will automatically engage, providing extra security.
Additionally, you can manually lock the door by pressing and holding the lock button on the smart lock for 2 seconds.
If the door is open, the lock will not automatically engage, ensuring proper functionality only when the door is securely closed.
This ensures peace of mind with both automatic and manual locking options.

Q: What is the purpose of the reboot button under the doorbell button, and how do I use it?

A: The reboot button beneath the doorbell button is designed to reboot the lock in rare cases of system freeze.
Steps:
- Press once with a ballpoint pen (or similar tool) until you hear a "beep".
- Wait 3-5 seconds for the reboot to complete.
- The lock will resume normal operation.

Q: How should I handle my mechanical key?

A: We recommend keeping a backup key in your car or office for emergencies.

Q: Why can't the door lock recognize my fingerprint well?

A: When recording fingerprints, please place your clean and dry finger at different angles and positions to ensure that a larger area is scanned. The elderly and children may not use their fingerprints effectively, so keep fingers clean before unlocking.

Q: What should I do if the Lockin Veno runs out of battery?

A: When the battery level drops below 10%, the lock will prompt you to replace the battery. If you forget to change it and the battery dies, you can connect a power bank to the Type-C port at the bottom of the front panel for emergency power and unlock the door. Alternatively, you can use the mechanical key to unlock it through the exterior assembly keyhole under doorbell button.

Q: How do I turn the sound on/off for the Lockin Veno?

A: Open the Lockin Smart App and enter the device's "Settings" page via the home screen device list.
Tap "Audio Settings" → Select "Prompt Sound Volume".
Click "Mute" → Confirm with "OK" to enable silent mode.
To restore normal mode: Select "Medium Volume" → Confirm with "OK".

Q: Why won't my Lockin Veno turn on?

A: Please check if your Lockin Veno has entered low power mode. Try charging it. If it still won't turn on after charging, please contact the Lockin customer service team for assistance. Mail address: support@lockin.com

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Q: How to create a new permanent password on Lockin Veno?

A: Open Lockin Smart App → Devices → Select Veno → Settings → Manage Access.
Tap "+" (bottom-right) → Custom Members → Enter the user's name → Confirm.
On the permission page, tap "+" next to password to create a permanent password.
ˆ Note: Record the password securely. If forgotten, you must delete and reset it.

Q: How to add temporary passwords to my lock?

A: Lockin Veno supports One-Time Passwords and Periodic Passwords. Details:
One-Time Password
- Definition:
Valid for 1 hour, usable once. Can activate immediately or within 24 hours.
Use Case: Delivery personnel needing short-term access.
- Setup:
Lockin Smart App → Devices → Veno → Settings → Temporary Password → One-Time → Set Activation Rule → Generate → Copy.
- Management:
Path: Temporary Password → One-Time → History (top-right).

Note: Activated passwords cannot be deleted.

Periodic Password
- Definition:
Reusable on weekly scheduled days/times (e.g., weekly housekeeping).
- Setup:
Lockin Smart App → Devices → Veno → Settings → Temporary Password → Periodic → Set Username/Password/Schedule → Save.
- Sharing:
Click Copy Password (viewable once).
- Management:
Path: Temporary Password → Periodic → History → Delete/Modify.

Q: How to invite my family to manage my smart lock?

A:
- Initial Navigation:
Open the Lockin Smart App → Tap the dropdown arrow next to the family name at the top → Select Home Management → Choose the household where your lock is

registered.

- Adding Members:

①Tap Add New Member on the screen.

②Enter the invited member's registered email address in Lockin Smart (if unregistered, they'll receive an invitation to create an account) and their name → Tap Invite.

- Confirmation:

The invitee must log in to the Lockin Smart App using the invited email to accept the request. Once accepted, they can perform all lock operations except delete devices from Lockin Smart (e.g., remote unlock, manage access, creating temporary passwords, viewing logs).

Q: How do I delete fingerprint information stored on the Lockin Veno?

A: Open the Lockin Smart App, approach the lock to ensure Bluetooth is connected.
Navigate to the device operation page via the device list on the homepage.
Click "Manage Access" → Select the user account linked to the target fingerprint.
Enter the management page → Click the corresponding fingerprint number → Press "Delete" to remove it.

Q: How do I reset my Lockin Veno?

A: To reset your Lockin Veno, remove the battery cover from the interior assembly. Press and hold the set button for 3 seconds, and you will hear a prompt asking you to enter the administrator's password, fingerprint, or palm vein. After entering the correct information, the lock will automatically begin the reset process. Once completed, the reset will be successful.

Q: How to Reduce Excessive Notifications on My Smart Lock?

A: You can adjust the scope of smart notifications through the following methods:

Customize Notification Types

Go to Lockin Smart → Device → Settings → Tap Rich Notification.

Toggle off specific event types you wish to mute (e.g., door opened, door unlocked/locked).

Effect: Blocks selected events from triggering app notifications while maintaining full

event logs in the history list.

Q: What should I do if the battery of my Lockin Veno runs out?

A:
- When the battery level drops below 10%, the lock will prompt you to replace the battery. Please remove and charge the battery promptly to avoid it running out completely.
- If you forget to replace the battery and it fully depletes, you can connect a power bank to the Type-C port at the bottom of the front panel for emergency power and unlock the door.
- Alternatively, you can use the mechanical key through the exterior keyhole to unlock the lock.
- To prevent this situation in the future, we recommend purchasing the official Lockin solar charging panel, which provides a sustainable and worry-free power solution for your lock.

Q: How to adjust settings to extend my smart lock's battery life?

A: To maximize battery performance, we recommend the following configuration adjustments based on usage scenarios:

Method 1: Deactivate Auto-Wake Features
Navigate to Door Lock Settings → Disable: Auto Wake-Up with Palm Vein(prevents IR sensors from scanning without user intent).

Method 2: If your door receives sufficient sunlight exposure, you may optionally purchase a separately sold solar panel accessory. Mount it on the exterior surface of the door and connect it to the Type-C port at the bottom of the lock's exterior assembly. This enables continuous solar charging, eliminating battery replacement concerns.

Q: How can I confirm that my solar panel is charging properly?

A: We recommend installing our solar panel when the sun is directly shining on your lock

during midday. Once the solar panel is installed and properly connected to the exterior assembly via the Type-C port, you can open the Lockin Smart App and check the battery status on the Device → Setting page. You will see that the solar panel is charging the lock. Please note the following:
We suggest installing the Veno-compatible solar panel when the sun is directly shining on the lock during midday.
Ensure that the solar panel is correctly connected to the front panel via the Type-C port.
The lock should be properly connected to the app and the WiFi connection should be stable.
Please do not remove the battery during solar charging, as it may prevent the battery from charging. However, it will return to normal within 24 hours (or you can unplug and replug the solar charging panel's Type-C charging cable).

Note: To ensure the battery's cycle life and long-term reliability, the solar panel will only charge the battery when its power level is below 70%.

Q: How to Check Lockin Veno Events?

A: Open the Lockin Smart app, go to the main interface, navigate to the door lock page, and click on the small bell icon in the middle of the screen to view related events for the door lock. You can also filter events using the event, records, and user information options.

Q: How do I turn the sound on/off for the Lock Veno?

A: To adjust the sound settings: Open the Lockin Smart App. Navigate to the Device Settings page by selecting your lock from the device list on the home screen.
Go to the Audio Settings section. Choose the desired sound level:
To turn off all sounds, select Mute. To enable normal sound levels, select Medium.
Confirm your selection, and the lock's sound settings will be updated accordingly.
This allows you to fully customize the sound settings for your lock as per your preference.