Veise

VE012W Wi-Fi Connection FAQ

FAQ

Q.1 Why does the VE012W Wi-Fi smart lock only support 2.4GHz, not 5GHz?

Q.2 What if my router’s 2.4GHz Wi-Fi is turned off or hidden?

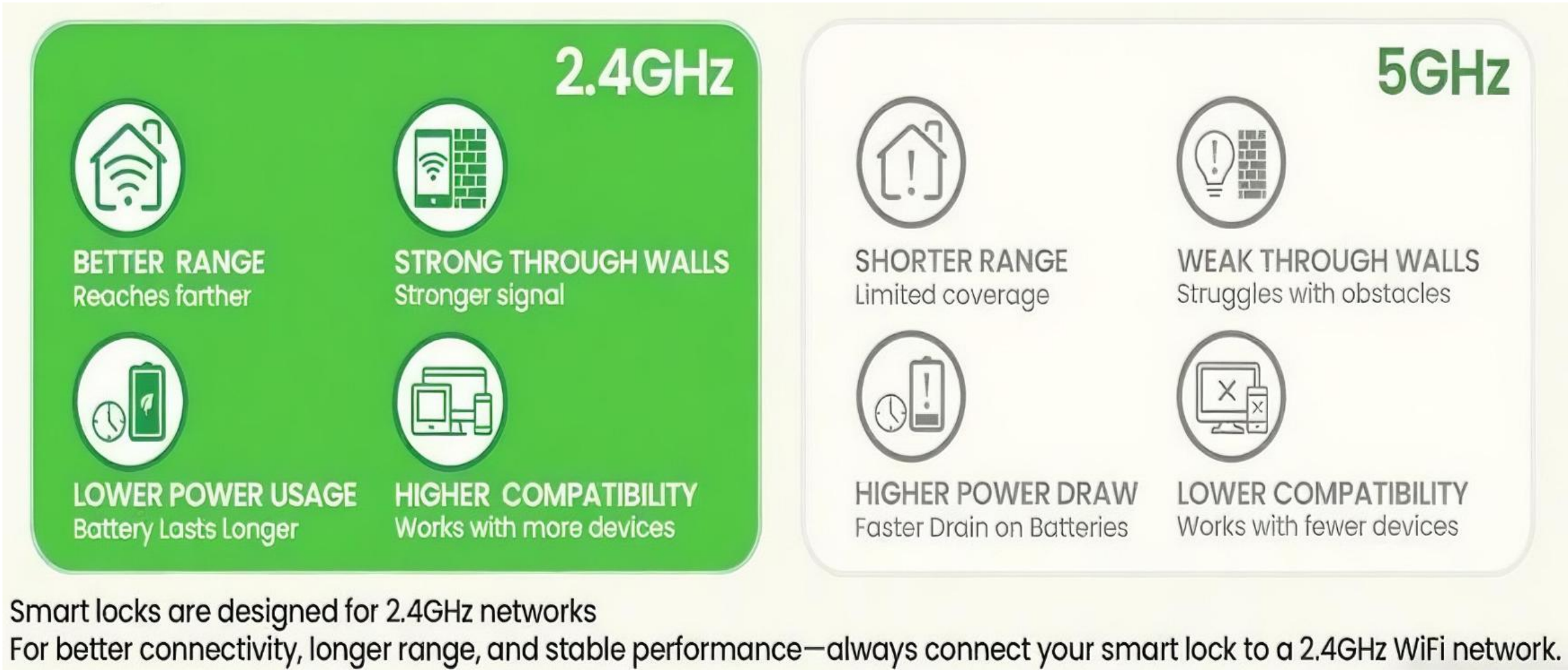
Q.3 How to change WiFi Channels to 2.4GHz? (Optional)

Q.4 How do I connect the VE012W lock to 2.4GHz Wi-Fi?

Q.5 What to do if the VE012W lock fails to connect to Wi-Fi?

Q.1

Why does the VE012W Wi-Fi smart lock only support 2.4GHz, not 5GHz?



Q.2

What if my router's 2.4GHz Wi-Fi is turned off or hidden?

The VE012W lock can only detect and connect to 2.4GHz Wi-Fi. If your router’s 2.4GHz band is disabled or hidden, the lock won’t be able to find it.

Please go to your router settings and make sure the 2.4GHz band is enabled and broadcasting before setup.

Q.3

How to change WiFi Channels to 2.4GHz? (Optional)

Note: Steps may vary depending on your router model. Please refer to your router's manual or contact your internet provider for help if needed.

Step 1: Get Router IP Address

You'll need this to access the router's settings.
If you already know it, **skip to Step 3.**

Step 2: Find IP Address Based on Device

1. On Windows:
Press **Win + R**, type **cmd**, and press Enter. In the Command Prompt window, type **ipconfig** and press Enter. Then look for the line labeled Default Gateway—this is your router's IP address (e.g., 192.168.0.1).

2. On Mac:
Go to the Apple menu > System Preferences > Network. Select your active connection (Wi-Fi or Ethernet), then click Advanced. Go to the TCP/IP tab and look for the Router field—this is your IP address.

Q.3

How to change WiFi Channels to 2.4GHz? (Optional)

Note: Steps may vary depending on your router model. Please refer to your router's manual or contact your internet provider for help if needed.

Step 3: Access Router Settings

1. Open a web browser, type the IP address into the address bar (e.g., http://192.168.0.1), and press Enter.

2. Alternatively, you can use your router's mobile App if available.

Step 4: Log in to your router

Enter the admin username and password (usually printed on the router label if unchanged)

Q.3

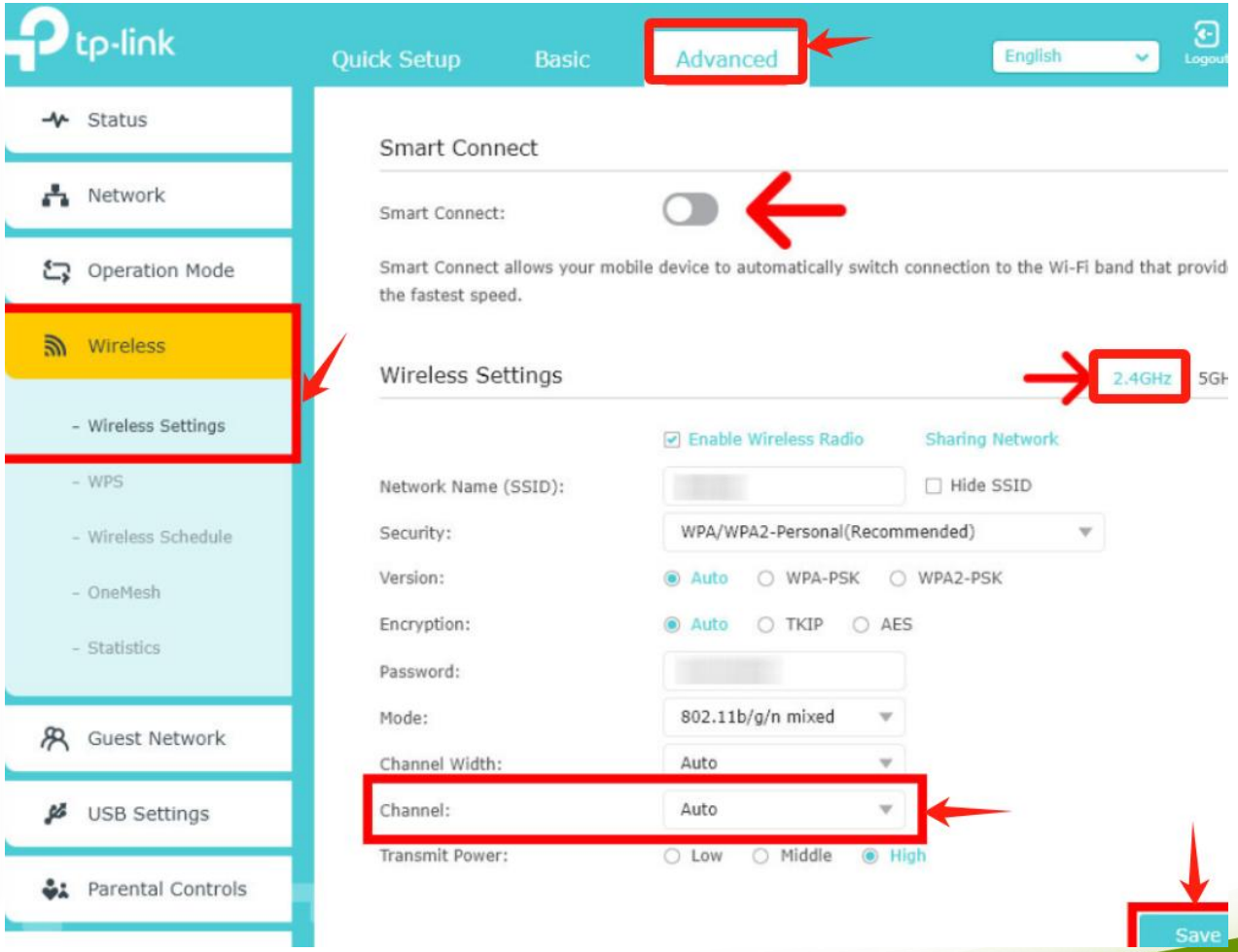
How to change WiFi Channels to 2.4GHz? (Optional)

Note: Steps may vary depending on your router model. Please refer to your router's manual or contact your internet provider for help if needed.

Step 5: Enable 2.4GHz Wi-Fi

Go to Wireless Settings > find the Band or Channel settings.

Select 2.4GHz, and make sure it is enabled and broadcasting(see the TP-Link example).



Q.4

How do I connect the VE012W lock to 2.4GHz Wi-Fi?

Steps

1. Download the **KK Home App**, then register and log in.
2. Turn on Bluetooth and Location on your phone, and stay close to the lock.
3. In the App, tap Add Device > select VE012W to begin pairing.
4. After pairing, set your master code and user code.
5. Select your 2.4GHz Wi-Fi network and enter the correct password to connect.

Guide Video

For a visual guide, just search “Veise” on YouTube. Once you’re on Veise’s channel, look for the video related to model VE012W.

Note

If pairing fails, go to your phone’s Settings > Apps > KK Home > Permissions and ensure Bluetooth and Location permissions are enabled.

Need further assistance? Call us at 1(855)400-3853 (Mon–Fri, 9:00 AM–5:00 PM PST).

Q5

What to do if the VE012W lock fails to connect to Wi-Fi?

1. Make sure your Wi-Fi signal is strong and stable.
2. Keep the router and lock within 65 ft (20 m), and avoid interference from walls or electronics like microwaves.
3. Too many connected devices may reduce performance—try disconnecting a few.
4. Make sure both the App and lock firmware are up to date.
5. Test if your phone can connect to Wi-Fi in the same location. If your phone works but the lock doesn't, call us at 1(855)400-3853 with your lock’s ESN for further support (Mon–Fri, 9:00 AM–5:00 PM PST).

Need any Help?

We're Here for You!

Call Us: 1 (855) 400-3853(Mon–Fri, 9:00 AM–5:00 PM PST)

Email Us: support@iveise.com

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