Troubleshooting&FAQ

FAQ 1.How to reset the lock?

(1) Open the back panel cover and make sure that batteries are installed and working.
(2) Long press the Reset Button for around 5 seconds until hearing a “beep” sound and STOP pressing the button. Note: Long press for more than 8 seconds will failed to reset.
(3) Hear the voice prompts “Initialization Successful” to complete the reset.

If the above instructions don’t help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

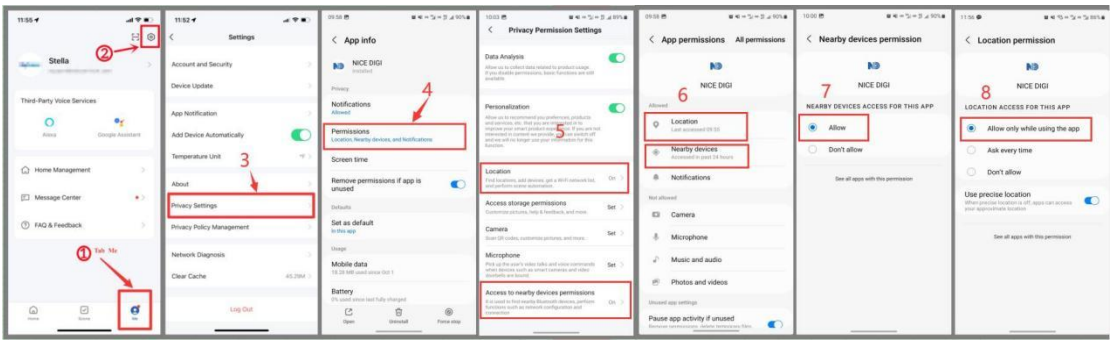
FAQ 2.I just installed me new lock but I'm unable to pair and set it up, what should i do to fix this?

The smart lock controlled by the bluetooth NICE DIGI app. Please confirm that the Bluetooth permission and Location permission is turned on for Nice Digi App or not.
After authorization, you have to touch the keypad or fingerprint sensor to wake up the smart lock, so the app can detect and recognize the lock into app.

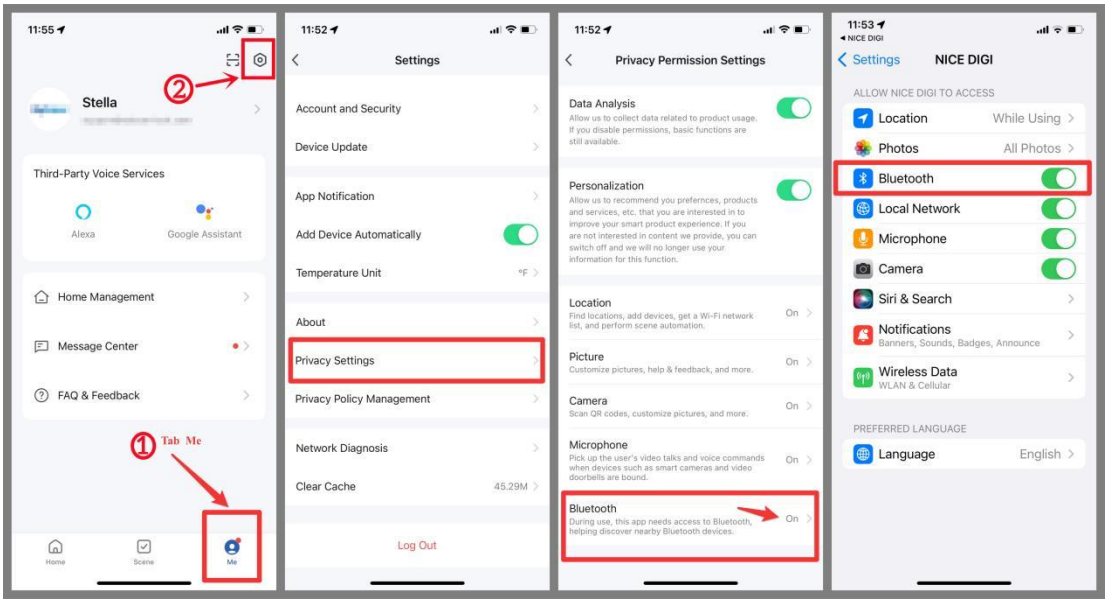
1. Please confirm whether your phone is IOS system or Android system, then follow the path below to confirm:

(1) If your mobile phone is Android system:
- Turn on Bluetooth & Location of your phone
- Open Nice Digi App
- Tap "Me"
- Tap the Settings icon in the upper right corner
- Tap "Privacy Settings"
- Tap "Access to nearby devices permissions “
- Tap "Permissions" in App info
- Tap "Nearby devices"
- Select "Allow"

Go back App Permissions
- Tap "Location"
- Select "Allow only while using the app"



(2) If your mobile phone is iOS system:
-Turn on Bluetooth & Location of your phone
-Open the NICE DIGI App
-Tap "Me"
-Tap the settings icon in the upper right corner
-Tap "Privacy Settings"
-Tap Bluetooth
-Turn on Bluetooth
-Tap Location
-Select "While Using the App" to find the lock



2. After confirming that the App's Bluetooth permissions are turned on, and phone Bluetooth in your Phone's settings turn on as well. Then start to pair the lock to the Nice Digi App.

If it still doesn't work, pls provide us with a video about the issue, and we will continue to offer you the quickest possible tech support. The video of the issue is highly important, as it allows us to observe the steps you're taking and identify the current problem along with any error messages shown.

FAQ 3.Why is my Smart Lock not powered?

(1) Please use 4 brand new AA batteries, do not mix used and new batteries;
(2) Make sure the power cable is connected firmly and completely, try to unplug and reconnect it.
(3) Please use the Type-C cable with power bank(Cannot use fast charging port) to connect the emergency charging port to check whether the keypad light turns on and pay attention to hear there is any working sound of the motor when you try to unlock.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

FAQ 4.If the handle cannot engage the door, what should i do to fix it?

1. In locked status or factory setting or without battery status, the front handle cannot engage with the latch. And no matter when(locked or unlocked), the interior handle always can engage the latch from inside.
2. After the lock is powered up and programmed properly, the smart lock exterior handle can be unlocked by entering the fingerprint/passcode/app. And the inside handle always can unlock the latch.
3. If the interior handle can engage the latch but only the outside handle can't, please use the power bank to connect the emergency charging port(near the keyhole), then use fingerprint or app to unlock, pay attention to hear whether it has any sound about the motor rotating sound or not.
4. If both the interior handle and exterior handle cannot engage the door, please contact us for product warranty to replace a new latch.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

FAQ 5.How to lock the lock?

1. From outside, there are four ways to lock the door:
(1) Use mechanical keys to lock
(2) Use APP to lock

(3) long press "✓" button for around 5 seconds to lock the lock.

(4) Set Auto Lock mode in the APP (NICE DIGI APP→settings→Turn on Auto

lock→Select customized delay time), after setting auto lock mode, the lock will be locked automatically after unlocking it.

2. From inside, there are two ways to lock the door:
(1) Use APP to lock

(2) Set Auto Lock mode in the APP (NICE DIGI APP→settings→Turn on Auto lock→Select customized delay time), after setting auto lock mode, the lock will be locked automatically after unlocking it.

FAQ 6.After installation, the lock can be only unlocked and locked by mechanical keys, but it can't use all of the electronic functions (APP, fingerprint, passcode, key, FOB, ect.), what should i do to fix it?

(1) Please check if the battery is new, use 4 new AA batteries and try again to see if you can light up the keypad.
(2) Please kindly uninstall the back panel, then unplug and reconnect the power cable, make sure that the power cable is connected tightly. Then try again to see if you can light up the keypad.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

FAQ 7.What to do if the lock's motor does not turn or no any working sound?

(1) Check if the battery is new, use 4 new AA batteries and try again.
(2) Try to reset the lock. (Please follow up the steps in "FAQ 1" to reset the lock)
(3) Please kindly uninstall the back panel, then unplug and reconnect the power cable, make sure that the power cable is connected tightly. Then try again to see if you can light up the keypad.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video,

which will help us accurately assess and assist you promptly!

FAQ 8.Why doesn't the auto lock work?

Please stand within the bluetooth working range (3 meters near the smart lock) to turn on the Auto lock mode in the APP first (NICE DIGI APP→settings→ Auto Lock→Delay time→Custom→Enter delay time). After turning on the auto lock mode, the lock will lock automatically.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

FAQ 9.How to unlock if battery power runs out?

(1) You can use the mechanical keys to unlock the smart lock if the battery power runs out.
(2) You can use power bank to charge the smart lock for emergency by the type C port under the keypad.

FAQ 10. Does the smart lock support Wi-Fi connection(Remotely unlock)?

Yes, it supports. But please note that it should connect with a Wifi Gateway first (which is sold separately).

FAQ 11.Can I remotely share/generate a guest/temporary passcode?

Yes you can generate remotely and share the passcode even far away from the door lock (without Wi-Fi Gateway).

→Go into NICE APP

→Click "Temporary"

→Click "Timed "/"One-time" to get temporary passcode.

FAQ 12. What to do if the smart lock alarms locks me

out after several-times' incorrectly input?

This is the Secure Mode of our smart lock. For user safety, if you enter the wrong fingerprint or password four times in a row, the lock will sound an alarm, enter security mode, and stop accepting fingerprints and passwords for unlocking. There are there way to exit the safe mode:
(1) Unlocking via app.
(2) Unlocking via physical key.
(3) Waiting for 3 minutes.

FAQ 13 What to do if the lock can't be paired with Gateway ?/What to do if you can't remotely control after connecting with the Gateway?

(1) Be sure that the gateway is put within 16 feet near the smart lock.
(2) Be sure that the Internet signal is good (It's better that the WiFi signal is full.).
(3) Be sure that the WiFi connected with phone and Gateway is 2.4Ghz Wifi (Doesn't support 5Ghz Wifi).
(4) Be sure that the indicator light of the Gateway flashes red and blue alternatively when pairing the gateway with APP. If the indicator light of the Gateway doesn't red and blue alternatively, please unplug and then re-power the Gateway, then the Gateway will flashes red and blue alternatively.
(5) After adding the gateway to the APP, still need to pair the lock with Gateway in the APP.
(6) After pairing lock with gateway, please note that you should turn on Remote Unlock first in the APP to allow you unlock remotely.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

FAQ 14. What to do if fingerprint sensor can't response very well (Need to input fingerprint several times until it finally works)?

(1) Be sure that there is no dust on your finger.
(2) Be sure that your finger is dry.
(3) When registering fingerprint in the APP, please uses different angles of your finger to register your fingerprint.

(4) You can use one same finger to create two different fingerprint profiles in the APP .
(5) Register more fingerprints by using different fingers.

FAQ 15. What to do if the smart lock failed to connect with bluetooth app after using for a while?
1. If the distance between the mobile phone and the smart lock is more than 3 metres, or there is an obstacle between the two, then the Bluetooth connection does not work.

2. If two apps only use Bluetooth to manage one lock at the same, only one user can connect to control this lock. And the Bluetooth will be automatically disconnected in the following 3 cases:
1) Exceeds Bluetooth communication distance.
2) The APP switches to the background more than 1 minute.
3) Directly close the APP.
But if you connect the tuya wifi gateway (Not Included) to unlock it, you can be online at the same time, as well as remotely control the smart lock.

If the above instructions don't help to solve the problem, help to take a short video to show how the lock acts and contact us by email with the video, which will help us accurately assess and assist you promptly!

Kucacci Service Team
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