Kwikset

kēvo

Troubleshooting Guide

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Kwikset Kevo Support

1-800-327-5625

www.kwikset.com/kevo/support

6:30am – 4:30pm PST Mon-Friday
6:30am – 4:00pm PST Saturday
Closed Sunday

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1 Unsuccessful Calibration

If you are experiencing multiple unsuccessful calibration attempts, review the following section and make adjustments as needed.

A Device Placement

Why does it have to be in my front pocket?

Through research and testing, we've determined that the front pocket of your pants is the best location for your phone or fob during calibration. Placing the device here allows for the most flexibility during normal use.

If you don't have a front pocket, see Calibration Location Alternatives.

Larger smart devices

If you are using a larger smart device, like a tablet, it may not be able to fit in your front pocket. In this case, see Calibration Location Alternatives.

Calibration Location Alternatives

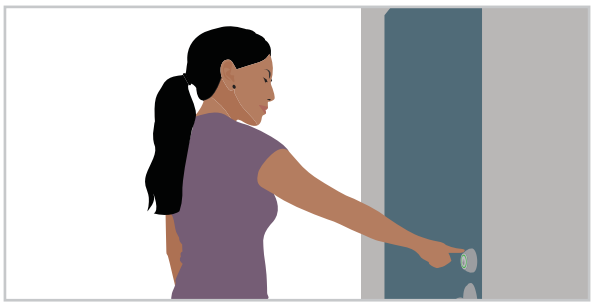
You can experiment with placing your device in your hand, backpack, purse or another pocket during calibration, but it may require that you place it in the same general location during normal use (locking and unlocking the door).

If you are calibrating in a purse or backpack, make sure to put your device in the bag's outermost pocket. During calibration, turn toward the lock (or turn your bag toward the lock) in order to establish a direct line of sight between the lock and your device.



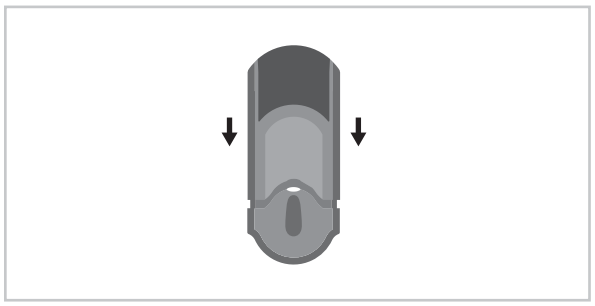
B Device proximity to the lock

During calibration, stand at an extended arm's reach from the lock.



C Battery cover removed

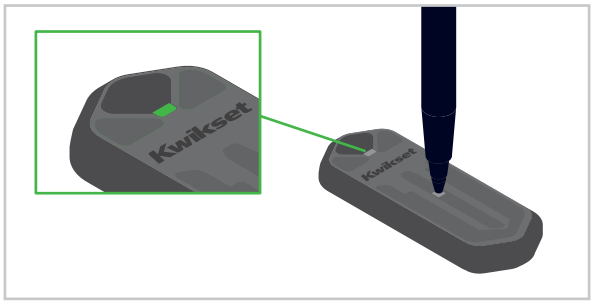
Make sure that you place the battery cover back on the interior side of the lock before going outside during the calibration process.



D Fob-specific calibration problems

Your fob may be in sleep mode

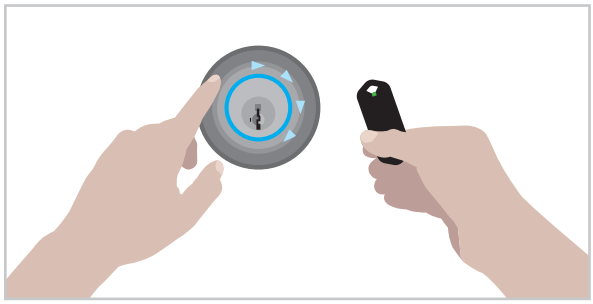
Make sure that your fob is not in sleep mode. Press and release the fob's enroll button (do not press and hold). You should see the fob's LED flash green to indicate that it is awake.



Your fob may be unenrolled

Double-check that the fob you are calibrating has been enrolled in the lock. To test whether or not it has been enrolled, hold the fob near Kevo while you touch the deadbolt rose. The fob's LED will flash green during locking and unlocking. If Kevo doesn't respond by locking or unlocking, the fob is not enrolled.

See "Fob Enrollment Procedure" on page 13.



D Phone-specific calibration problems

Your Bluetooth may be disabled

Always make sure your phone's Bluetooth is enabled when you are calibrating.

New eKey hasn't synced with the lock

If a new eKey user is attempting calibration, make sure they touch the deadbolt rose to operate the lock with their eKey before calibration.

E Entryway

Entryway layout

Some entryway layouts may prevent you from being able to establish an ideal calibration position (extended arm's reach directly in front of the lock). For example: Your door is at the top of a staircase without a landing, so your lock is above you. In this case, you may need to hold your device up (only during calibration). See "Calibration Location Alternatives" on page 2.



Metal appliance or object near the lock

If you have a metal appliance or object near the lock, this may disrupt Kevo's signal during calibration. Experiment with different calibration locations (hand, backpack, purse, another pocket) and proximity of your device to the lock.

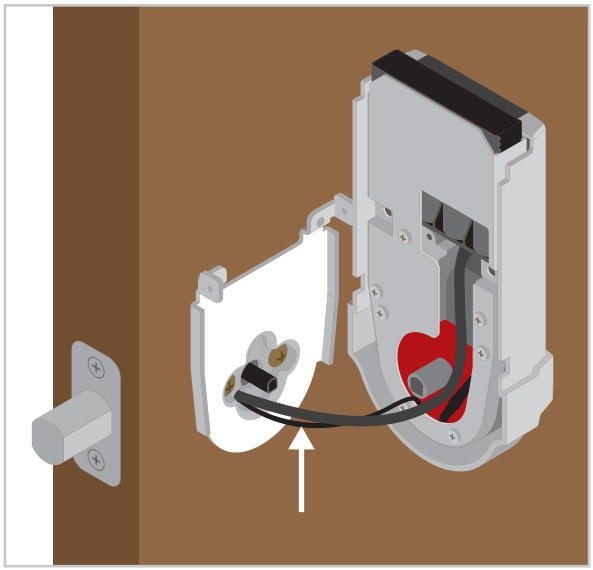
Someone leaning against the lock interior

This may interfere with Kevo's signal during calibration and inhibit your ability to calibrate. Make sure the area surrounding Kevo's interior is open and free of obstructions.

F Damaged antenna cable

If the antenna cable (thinner cable inside the lock) is cut or pinched, this could interfere with Kevo's ability to detect your device. Temporarily remove Kevo's interior and check for any damage on the thinner cable. If it is damaged, call Kevo support.

When replacing the interior assembly, make sure to properly route the cable out of the way. See "Proper Cable Routing" on page 5.



G Accepting an unsuccessful calibration

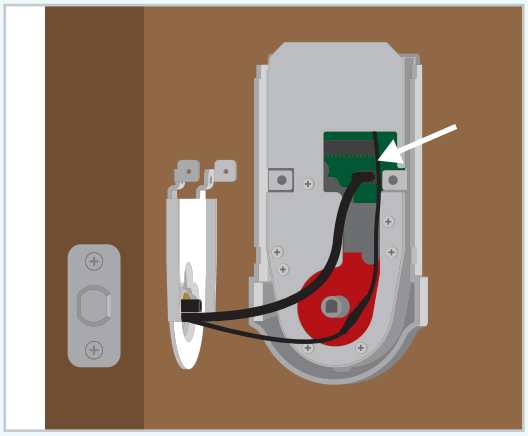
If you are still unable to obtain a calibration success after verifying all of the above and calling Kevo Support, you can still use your Kevo lock with your device. Test your device while it is uncalibrated to ensure that your Kevo can communicate with it to lock and unlock the door.

⚠ **WARNING:** Accepting an unsuccessful calibration is not recommended. Your inside-outside security functionality will be disabled for your device and your device's activation range will be extended both inside and outside your home, limiting Kevo's ability to prevent your door from being unlocked by an unauthorized user while your device is inside.

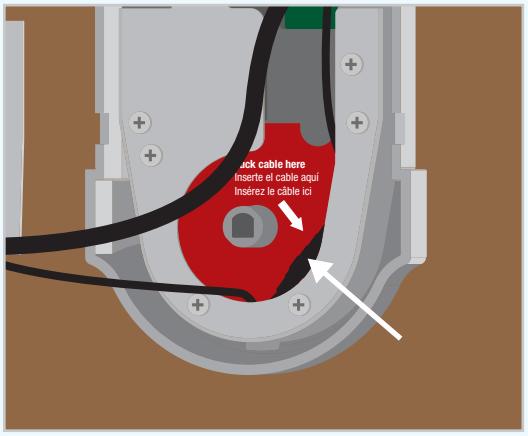
2 Proper Cable Routing

When you are installing Kevo's interior assembly onto the door, make sure that the cables are routed properly in order to avoid cable damage.

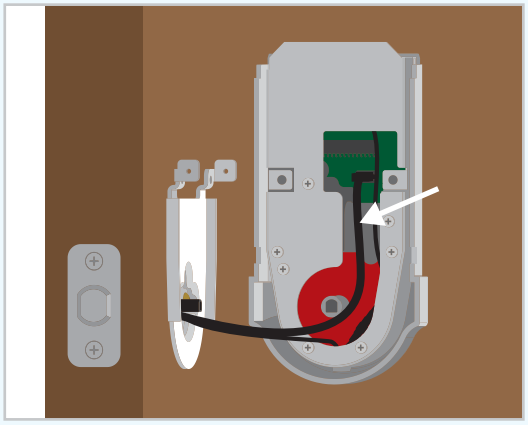
1 Route the thinner cable around the outside of the thicker cable's square connector. When you look straight down through the battery compartment, the thinner cable will be to the left of the square connector.



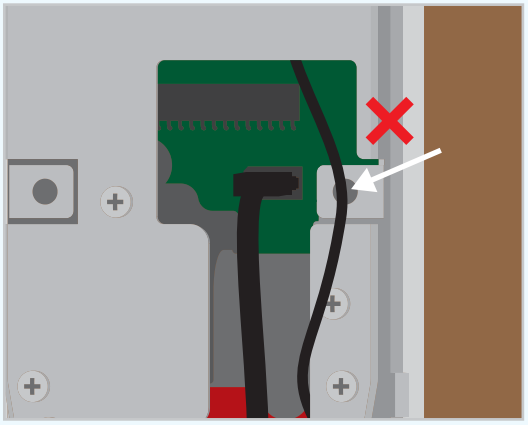
2 Tuck the thinner cable's connector behind the backplate (as indicated by the sticker on the interior assembly).



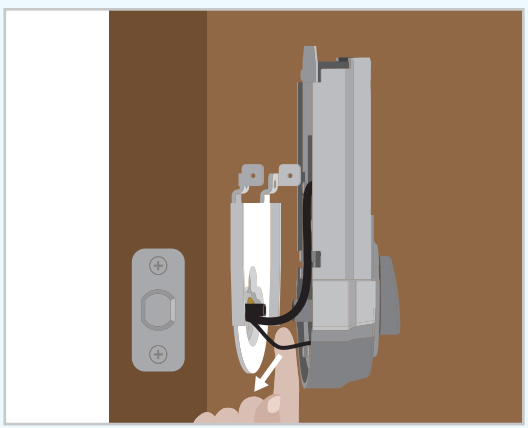
3 Lay the thicker cable flat against the interior assembly.



4 Make sure that the thinner cable doesn't lay in front of the interior assembly's mounting hole because the cable could become pinched or cut when the interior is mounted on the door.



5 When pushing the interior assembly onto the mounting plate, pull the excess thinner cable toward the outside, away from the spindle.



3 Latch Bolt Operation

A Door Handing

If your latch won't extend and retract correctly, the turnpiece is difficult to rotate, or you hear a clicking sound when trying to rotate the turnpiece, the Door Handing Process was not performed during first-time battery installation. During the Door Handing Process, the lock learns whether your door is left-handed or right-handed, so if you are experiencing the issues above, the lock thinks your door is the opposite of its actual orientation. Perform the procedure below to correct the latch bolt.

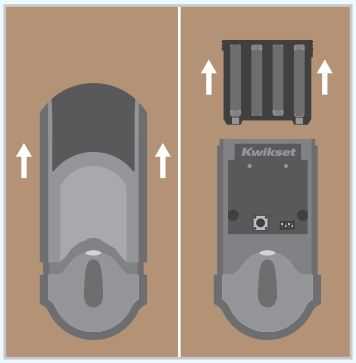
B Door Misalignment

If you have a warped door, or your strike plate is not lining up with the latch bolt, this may cause problems with latch extension/retraction. Check your door for alignment, and/or reposition the strike if needed.

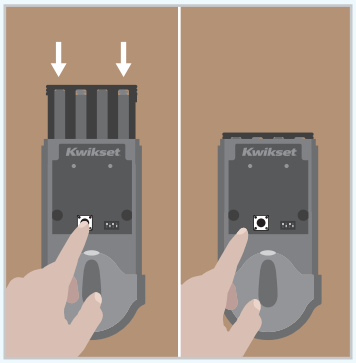
Door Handing Process

Perform this procedure while the door is open.

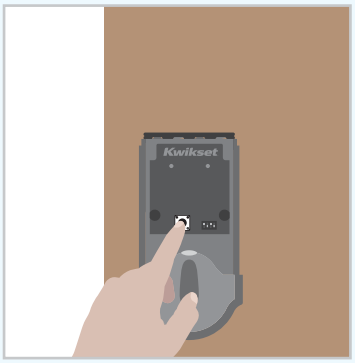
1. Remove the battery cover and battery pack.



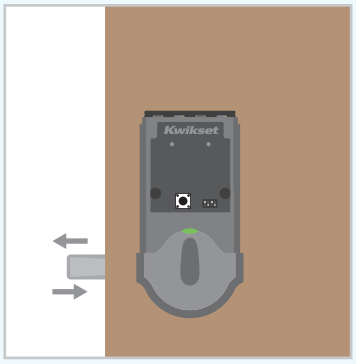
2. Reinsert the battery pack while pressing and holding the Program button. Release the button when the battery pack is all the way inside the lock interior.



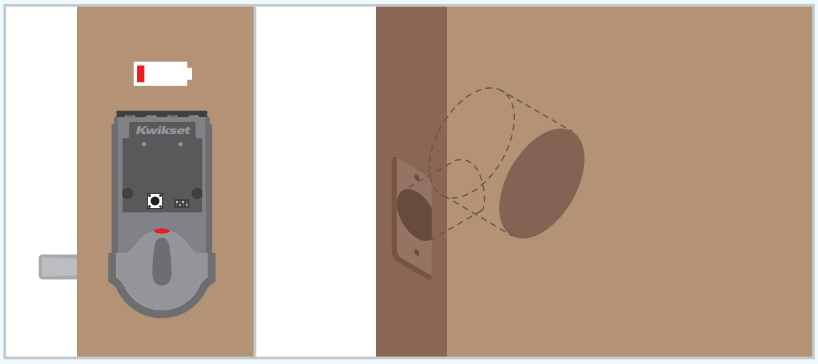
3. Press and release the Program button again.



4. The latch bolt will extend and retract on its own to learn the direction in which it can move. When you hear the lock beep* and see the Status LED flash green, the Door Handing Process is complete.



5. If the status LED turns solid red, this means the Door Handing Process was unsuccessful. This can be caused by low batteries or incorrect door preparation (the drilled holes in the door are not perpendicular to one another, causing the latch to bind). Make sure to use a fresh set of batteries, and check your door for alignment.

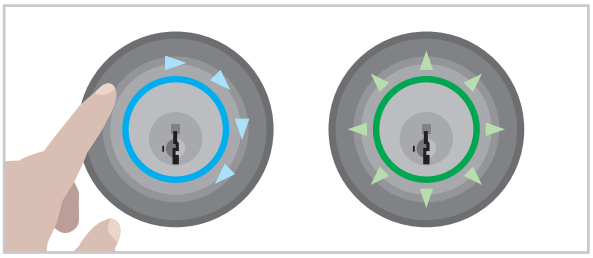


*Kevo will only beep if switch #3 is in the ON position.

4 Audio/Visual Feedback

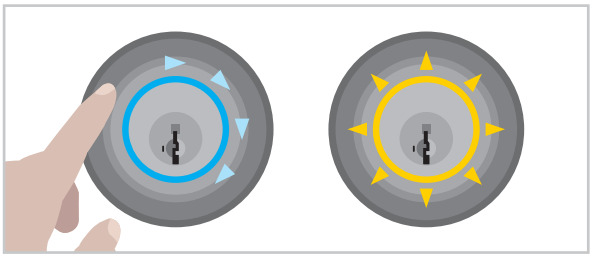
A Light Ring

Blue spin, two green flashes, two beeps*



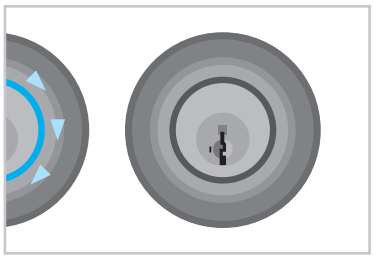
Kevo is unlocking.

Blue spin, amber flash, one beep*



Kevo is locking.

Blue spin, then shutting off

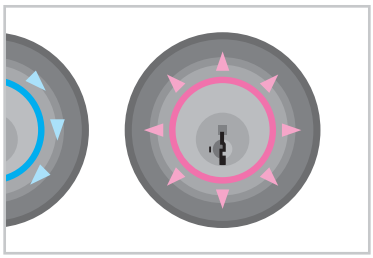


If the light ring spins blue but shuts off without unlocking or locking, Kevo was unable to establish a connection with your device. This could be a reminder that you've forgotten your phone or fob.

If you have your phone with you, make sure that your Bluetooth and Bluetooth Sharing (inside your phone's privacy settings) are enabled, and make sure you are signed in to your Kevo app and that it's running.

The blue spin error could also be because you are standing too close to the door or because someone inside is using their device near the lock interior. In either case, Kevo's sensor is getting a stronger signal from inside the house. Touch the lock again after making any necessary adjustments.

Blue spin, magenta flash



Your device is outside of activation range, the area around the lock in which it can detect your device and respond to touch. When locking or unlocking the door, bring your device closer to Kevo by turning toward the lock so that there is a direct line of sight between the lock and your device. If this happens frequently, recalibrate your device.

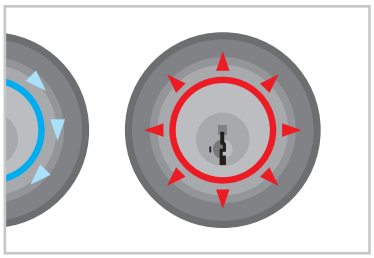
If you still see magenta after you've recalibrated, perform the following test: Hold your device up close to Kevo while you touch the deadbolt rose.

If the light ring no longer flashes magenta, try calibrating your device again while it's further away from the lock.

If the light ring still flashes magenta even when your device is held close to the Kevo lock, the thinner antenna cable inside the lock could be damaged. Remove the interior assembly from your door and inspect the thinner cable for damage. If it is damaged, call Kevo support.

When replacing the interior assembly, make sure to properly tuck the cable out of the way. See "Proper Cable Routing" on page 5.

Blue spin, red flash

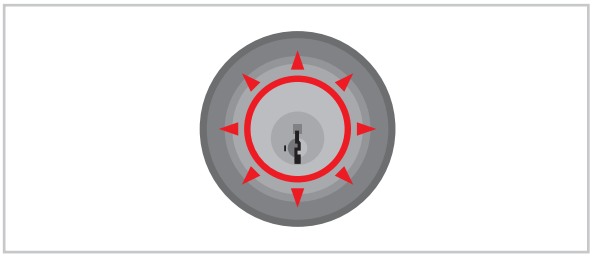


The lock has detected an unauthorized device within activation range and will not unlock. An unauthorized fob is one that has not been enrolled in your system, and an unauthorized phone is one with the Kevo app installed that does not have an eKey to your lock.

You may notice this happen if you are at your door with someone that has an unenrolled Kevo fob or phone. Kevo may have detected the unenrolled device before yours, but it stores the data in memory. The next time you touch the lock, it will skip over the unenrolled devices until it finds yours.

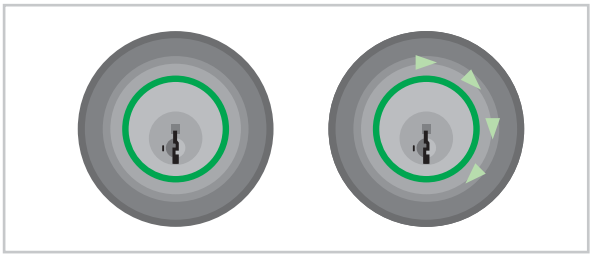
*Kevo will only beep if switch #3 is in the ON position.

Red flashing



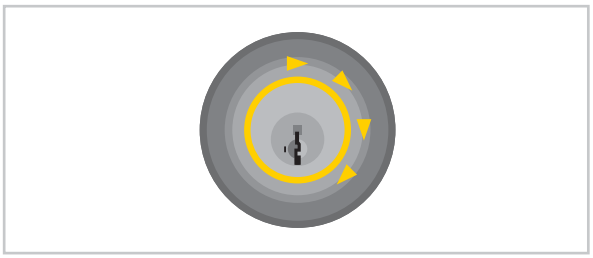
System reset or unsuccessful calibration

Solid green or spinning green



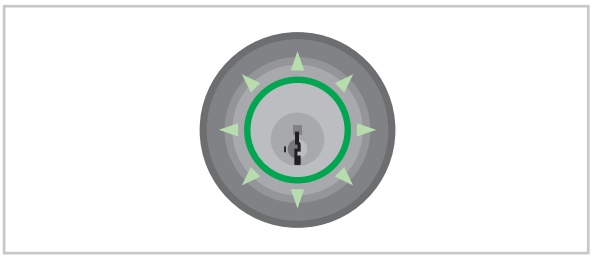
Calibration in progress

Amber spinning



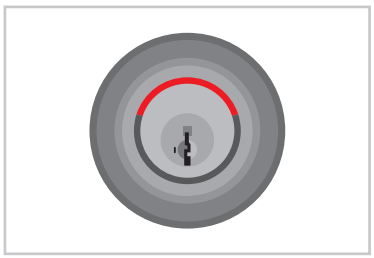
Lock rebooting

Green flashing



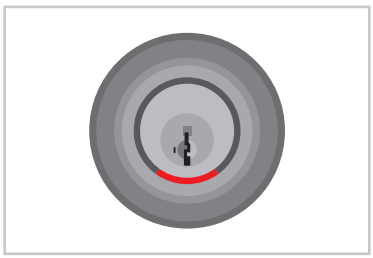
Successful calibration

Top two LEDs are solid red



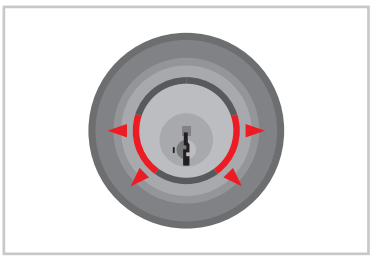
The AA batteries in the Kevo interior are low and need to be replaced.

Bottom LED is solid red



The fob battery is low and needs to be replaced.

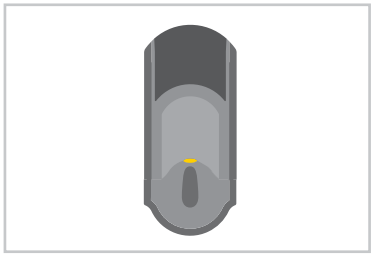
Side LEDs flashing red



The deadbolt has jammed. Check your door for alignment and make sure the latch bolt can operate smoothly.

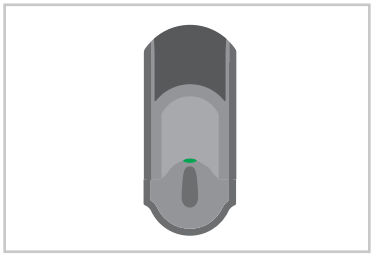
B Status LED

Amber flash



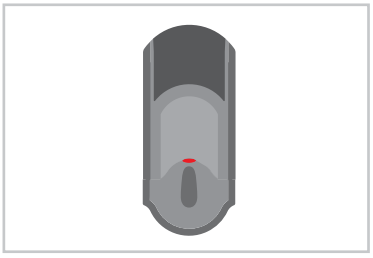
Door is locked

Green flash



Door is unlocked

Red flash



The AA batteries in the Kevo interior are low and need to be replaced.

C Fob LED

Green flashing



Fob has been awakened from sleep mode, enrollment is in progress, or Kevo recognizes the fob during locking and unlocking.

Solid green



Successful enrollment

Amber flashing



Calibration in progress

Red flashing



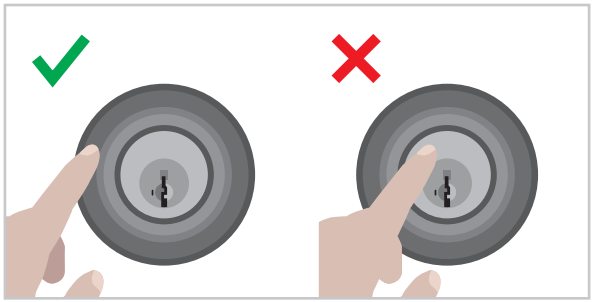
Fob is entering sleep mode, or the fob battery is low.

5 Touch-To-Open Functionality

A Kevo doesn't react to touch

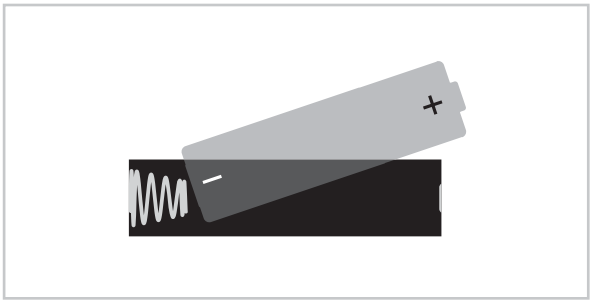
Incorrect Touch Location

Make sure you are touching the deadbolt rose. The light ring will not react if you touch the face of the lock.



Dead or Incorrectly Installed Batteries

Make sure the batteries in the interior assembly are working and correctly installed.

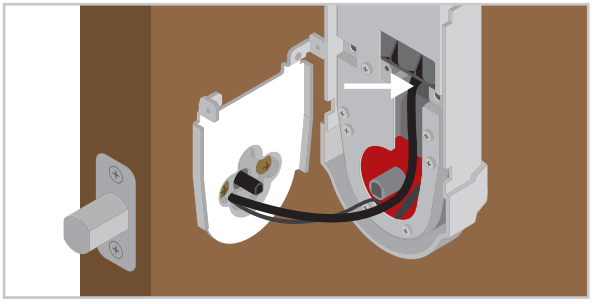


Improperly routed antenna cable

To determine if this is the problem, remove the battery pack and remove interior assembly from the door, but don't disconnect the cables. Make sure that when you look through the battery compartment, the thinner cable is routed to the left of the thicker cable's square connector and that the thinner cable's connector is tucked behind the backplate. See "Proper Cable Routing" on page 5.

Disconnected or damaged thicker cable

To determine if this is the problem, remove the interior assembly from your door. Inspect the thicker cable for damage. Call Kevo support if the cable is damaged. If disconnected, insert the end of the thicker cable into the square connector on the interior assembly, and make sure the connection is tight. When reinstalling the interior assembly, make sure to properly route the cables. See "Proper Cable Routing" on page 5.

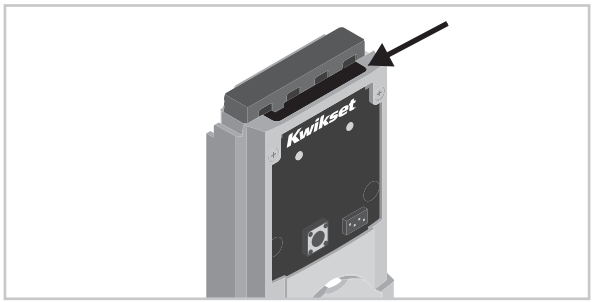


Touching Kevo too soon after enrolling your device

After device enrollment, Kevo is still processing your device's security certificate. Wait a few seconds, and try again.

Removed Memory Card

The memory card is located in front of the battery pack, and should NEVER be removed. The thinner cable connects to this card, and card removal could permanently damage the cable. In this case, the lock cannot be operated by touch, it cannot communicate with your smartphone or Kevo fob, and it can only be operated with a standard key. To determine if the card was removed, remove the battery cover from the interior assembly — the black handle of the card will be easily visible if it is still in place.



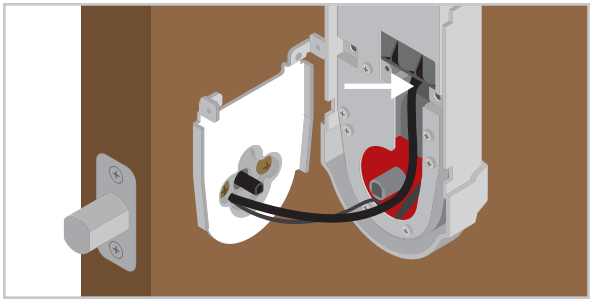
Tamper Mode Activated

If the lock is touched excessively, it will go into Tamper Mode to prevent unauthorized access attempts and to keep the battery from draining. The lock will return to normal functionality after a short timeout period.

B Kevo reacts to touch but doesn't light up

Disconnected or damaged thicker cable

To determine if this is the problem, remove the interior assembly from your door. Inspect the thicker cable for damage. Call Kevo support if the cable is damaged. If disconnected, insert the end of the thicker cable into the square connector on the interior assembly, and make sure the connection is tight. When reinstalling the interior assembly, make sure to properly route the cables. See "Proper Cable Routing" on page 5.



C Kevo locks or unlocks without being touched directly

Improperly routed or damaged antenna cable

To determine if this is the problem, remove the battery pack and remove interior assembly from the door, but don't disconnect the cables. If the cable is damaged, call Kevo Support. Make sure that when you look through the battery compartment, the thinner cable is routed to the left of the thicker cable's square connector and that the thinner cable's connector is tucked behind the backplate. See "Proper Cable Routing" on page 5.

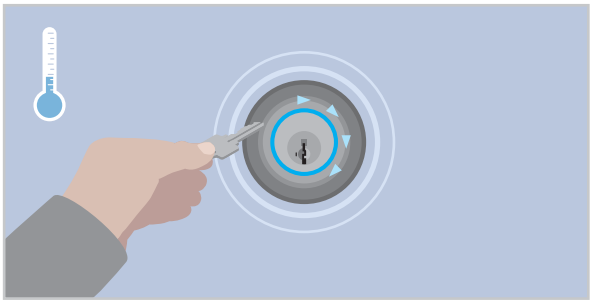
Someone unknowingly brushed up against Kevo

If you or someone else is very close to the lock (less than one inch away), Kevo may activate when an enrolled device is nearby.

D Weather

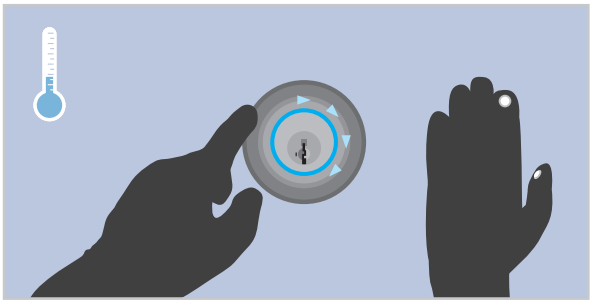
Cold climates

If Kevo's metallic touch surface becomes too cold to touch, you can tap your standard key to the deadbolt rose*, and the door will lock or unlock. Be careful not to damage the finish of your lock or door.



Wearing Gloves

The Kevo lock may not recognize your touch if you wear normal cold weather gloves, but it will work with touchscreen-compatible gloves.



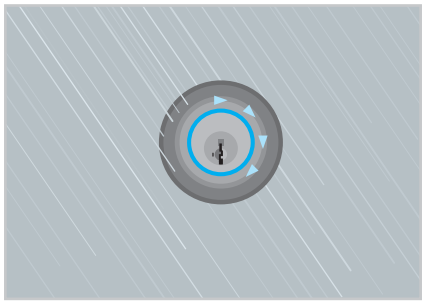
Ice and snow

If Kevo is covered in ice or snow, you may have to remove the ice or snow and clean the touch surface in order to operate the lock by touch. Be careful not to damage the finish of your lock or door.



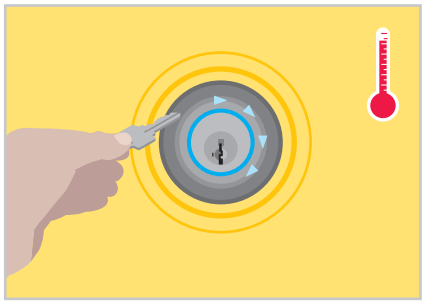
Rain

In certain rain conditions, the light ring may react to the rain hitting the touch surface. The light may spin blue in this case, but it will not lock or unlock unless an authorized Kevo smartphone or fob is within activation range.



Hot climates

If the Kevo lock's metallic touch surface becomes too hot to touch, you can touch your standard key to the deadbolt rose*, and the door will lock or unlock as needed. Be careful not to damage the finish of your lock or door.



*Results may vary with finish.

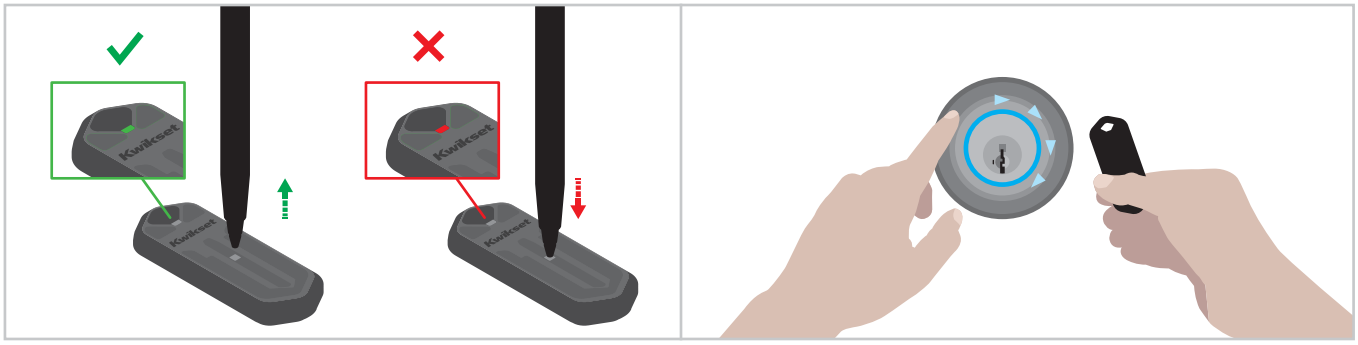
6 Fob Enrollment

A The fob that came with Kevo isn't communicating with the lock

Make sure that your fob is not in sleep mode. Press and release the fob's enroll button. Do not press and hold the button, as this may cause the fob to enter sleep mode (indicated by the LED flashing red). You should see the fob's LED flash green to indicate that it is awake.

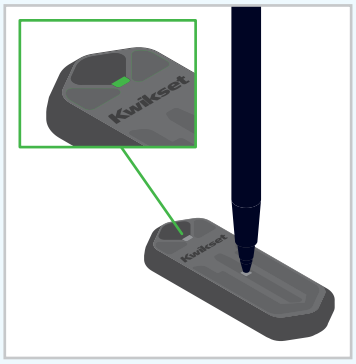
Test the fob with the lock again.

If it still doesn't communicate, perform the fob enrollment procedure below.

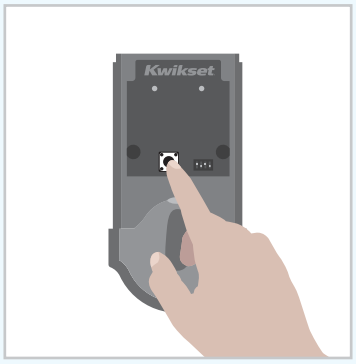


Fob Enrollment Procedure

1. Press and release the fob's enroll button (do not press and hold). The fob's LED will begin to blink green.



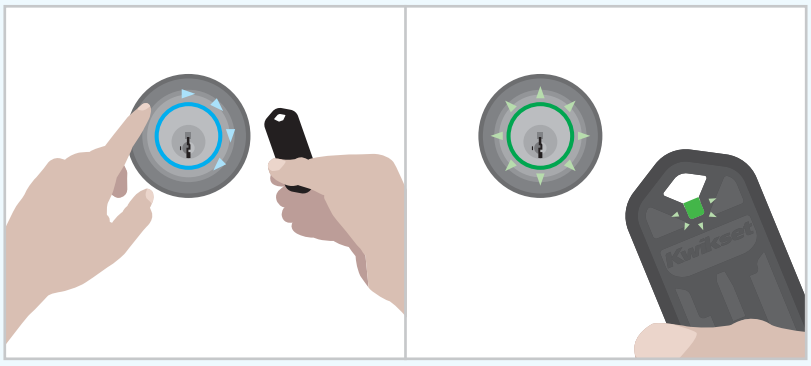
2. Press and hold the Program button for two seconds.



3. Hold the fob close against the back panel. The fob's LED will begin to blink faster. When it turns solid green, the fob is successfully enrolled.



4. Bring your fob and standard key outside with you and test to make sure that Kevo is communicating with your fob to lock and unlock.



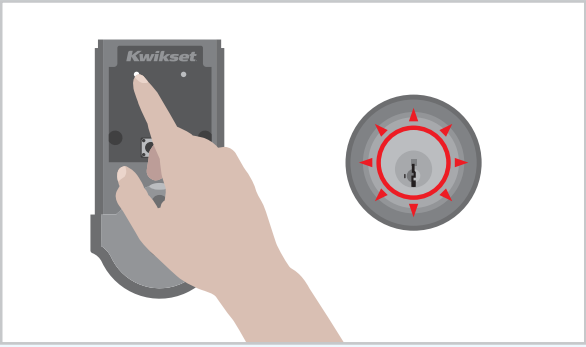
5. If the fob doesn't communicate with the lock after you performed the Fob Enrollment Procedure, you will need to reset the lock. See "System Reset" on page 14.

> ⚠ **WARNING:** Resetting your Kevo system will restore your lock to factory default settings and delete all smartphones and fobs from Kevo's memory.

System Reset

⚠ **WARNING:** Resetting your Kevo system will restore your lock to factory default settings and delete all smartphones and fobs from Kevo's memory.

If you wish to perform a system reset, press and hold the Reset button on the back panel for 10 seconds until the lock beeps and the light ring flashes red.



After a System Reset

Phones: After a system reset, you will need to re-enroll and calibrate your Owner phone. You will still be able to send eKeys at no charge to anyone who previously had an active eKey at the time of reset.

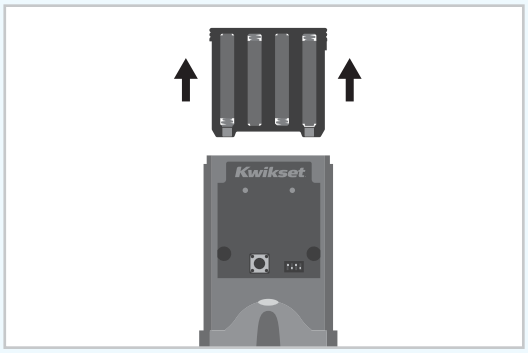
Fobs: After a system reset, all fobs will need to be re-enrolled and calibrated.

B Unable to enroll an additional fob

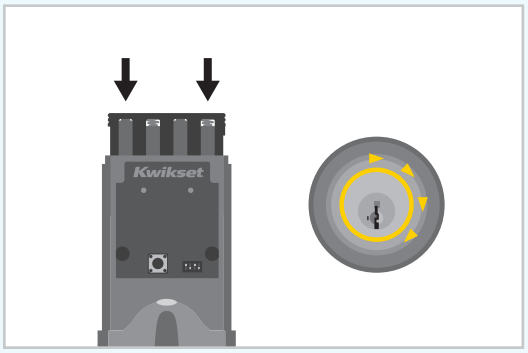
If you are unable to enroll an additional fob by following the Fob Enrollment Procedure, reboot the lock (different from a system reset), then try enrolling the fob again.

Rebooting the Lock

1 Remove the battery pack from the lock interior.



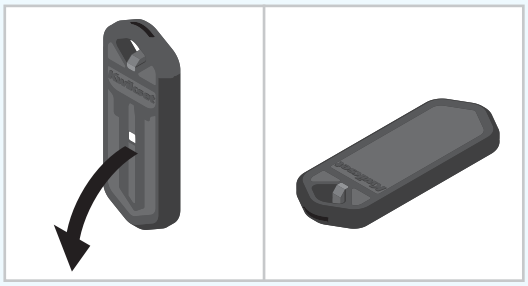
2 Wait a few seconds, then reinsert the battery pack. The light ring will spin amber.



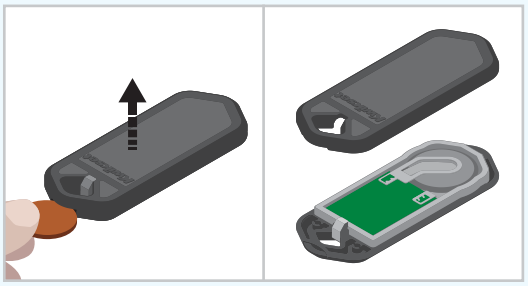
7 Fob Battery Replacement

The fob is powered by one CR2025 battery.

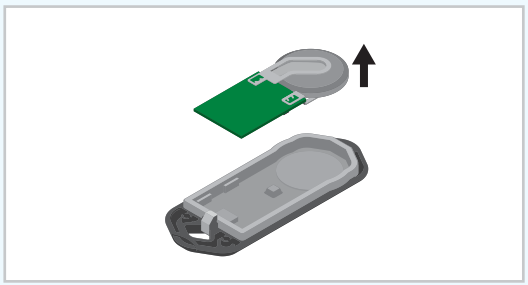
1 Place the fob on a flat surface, with the fob's enroll button on the bottom.



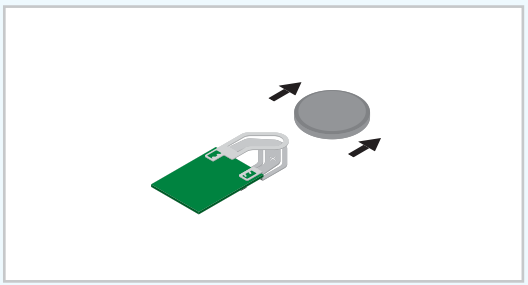
2 Use a small coin to twist and pry apart the two halves of the fob. You may need to use force.



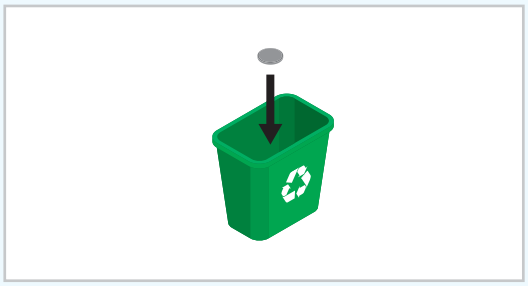
3 Remove the circuit board and battery assembly, and keep the gasket in the bottom half of the fob.



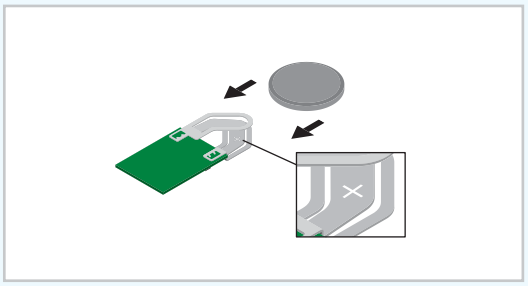
4 Slide the battery out from between the two contacts.



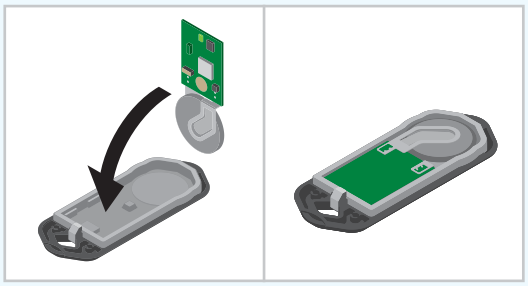
5 Dispose of the old battery according to local laws and regulations.



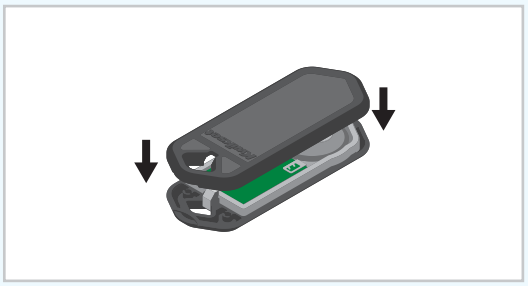
6 Insert a new CR2025 battery, sliding it between the two contacts so that the positive face of the battery touches the positive contact.



7 Place the circuit board and battery assembly back into the gasket, making sure that the side of the circuit board with the LED and button face the gasket.



8 Press the two halves of the fob back together, making sure they snap into place.



8 Phone Enrollment

If you are having problems enrolling your phone to the lock, verify ALL of the following:

- Your phone or smart device is Kevo-compatible

  A Kevo-compatible device has Bluetooth Smart Ready/Bluetooth 4.0, and a Kevo mobile app is available for the device.

- Your phone is on

- Bluetooth is enabled on your device

- Your lock is responding to touch

  When you touch the deadbolt rose, the lock should spin blue. If it doesn't, check your cable connections and make sure the batteries are fresh and installed correctly.

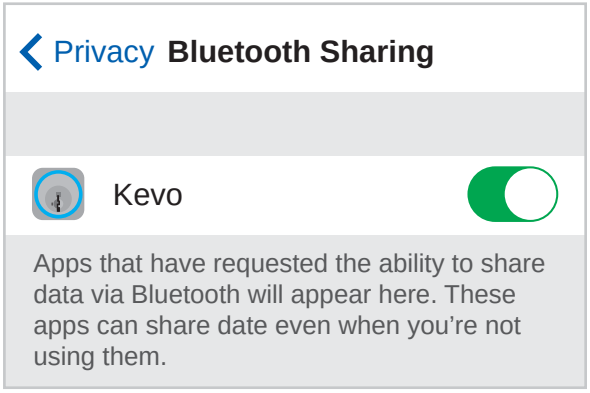
- Your device has a data connection

  You won't need a data connection during normal locking and unlocking, but you do need it for phone enrollment.

- Your Kevo app is running, and you are signed in to your account

- Bluetooth Sharing is enabled on your device

  Bluetooth Sharing, different from Bluetooth, can be found inside your device's privacy settings. Toggle the switch next to the Kevo icon to the ON position.



If you have verified the above, and you are still unable to enroll your phone, reboot your phone and the lock, then try enrolling your device again. See "Rebooting the Lock" on page 14.

If, after a reboot, you are still unsuccessful, perform a system reset and try enrolling your device again. See "System Reset" on page 14.