

SMARTCODE 912

TOUCHPAD ELECTRONIC LEVER

Programming and Troubleshooting Guide

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1 Mastercode

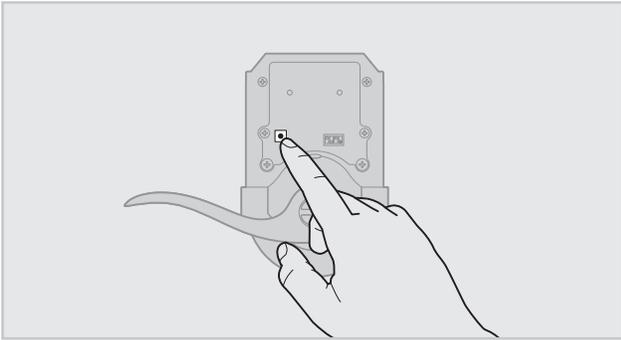
A About the Mastercode

Using a Mastercode is an optional, added-security measure. It is not enabled by default. A Mastercode is used to add and delete user codes, but it cannot unlock the door (unless the same code is programmed as a user code, though this is not recommended). The Mastercode must be 4-8 digits.

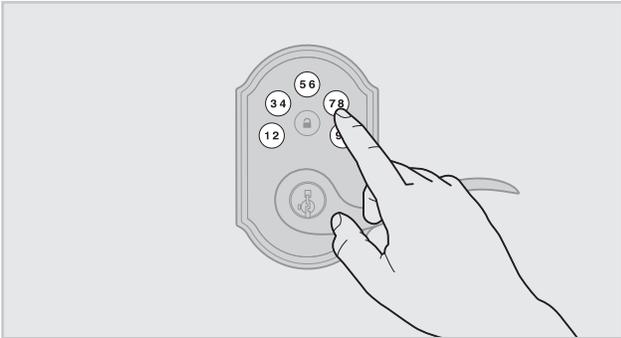
B Enabling and Setting the Mastercode

Programming timeout: If no button is pressed for five seconds, the system will time out and you will need to restart the procedure.

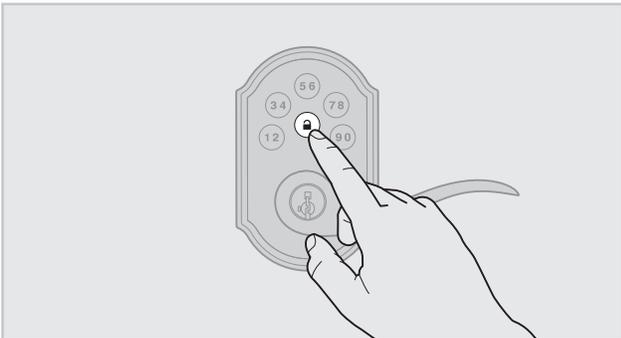
1. Keep door open. Press and HOLD the Program button until the keypad flashes green (about 5 seconds).



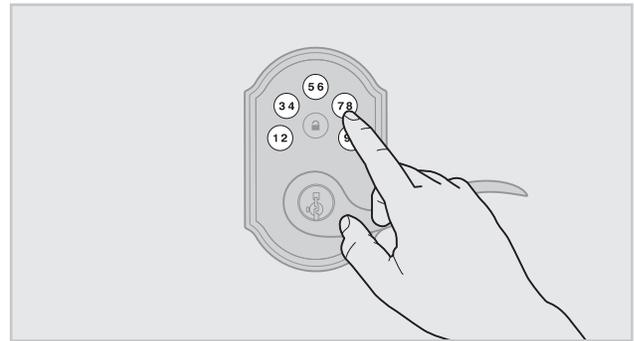
2. Enter new Mastercode.



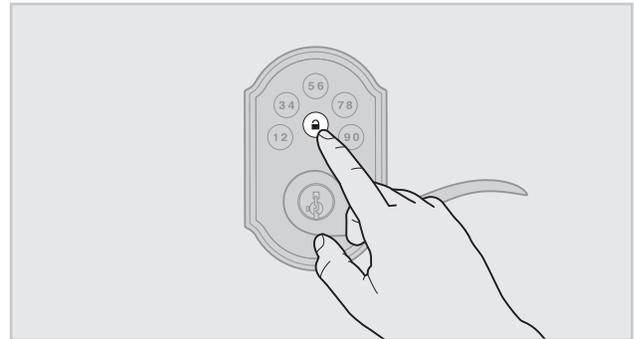
3. Press Lock button once.



4. Re-enter Mastercode.



5. Press Lock button once.



If programming is successful, the keypad will flash green once with one beep.

If programming is unsuccessful, the keypad will flash red three times with three beeps. Make sure the Mastercode has not already been programmed. Attempt the procedure again, making sure to enter the same new Mastercode in step 2 and 4.

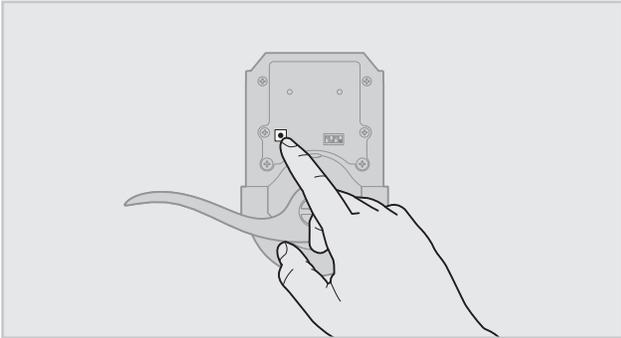
6. Make sure switch #3 is on, and press the Program button once. If you hear three beeps and see the keypad flash green three times, the Mastercode is enabled.

Note: The lock will time out after five seconds.

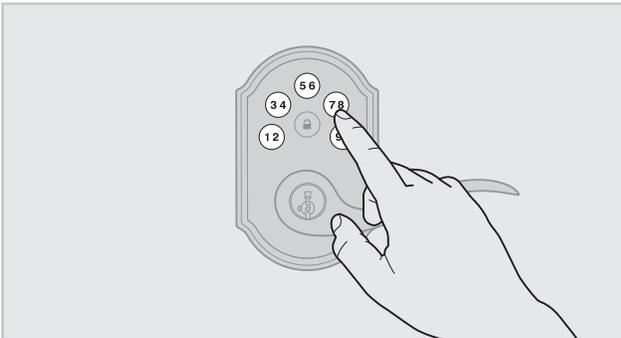
C Adding User Codes with the Mastercode Enabled

The procedure for adding user codes is different when the Mastercode is enabled. For instructions on how to add user codes when the Mastercode is disabled, see the Installation and User Guide that came with your lock.

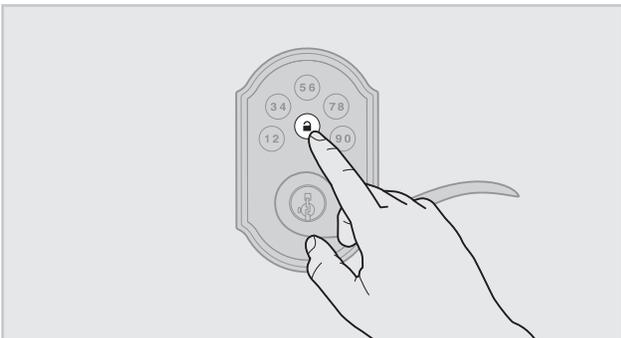
1. Keep door open. Press the Program button once. The keypad will flash green and you will hear three beeps.



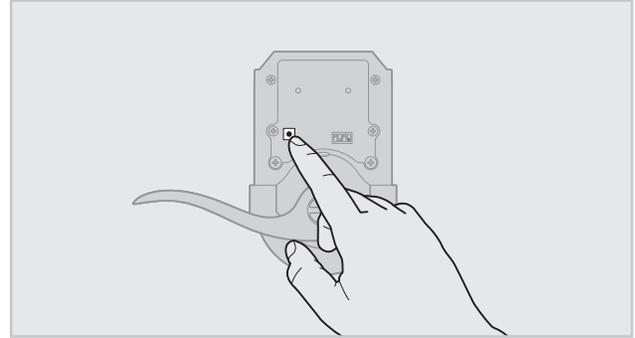
2. Enter Mastercode.



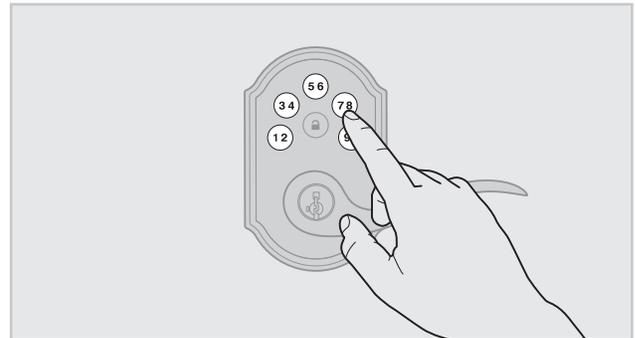
3. Press Lock button once.



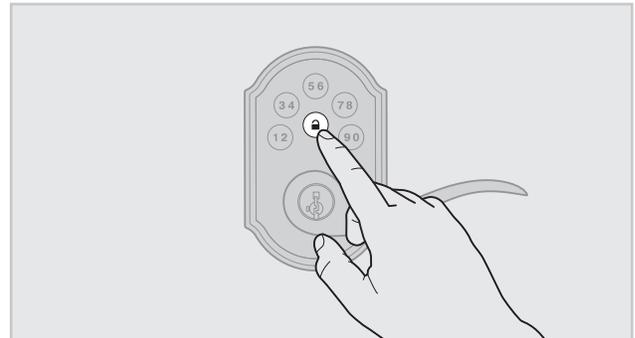
4. Press the Program button the number of times that corresponds to the user code position being programmed.
Example: If programming the third code, press the button three times.



5. Enter new user code.



6. Press Lock button once.



Procedure continued on next page

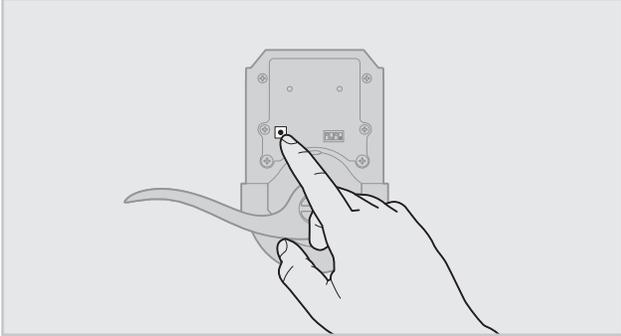
If programming is successful, the keypad will flash green once with one beep.

If programming is unsuccessful, the keypad will flash red three times with three beeps. Make sure the user code is not a duplicate and that it is between 4 and 8 digits during your next attempt. Make sure to enter a valid Mastercode in step 2.

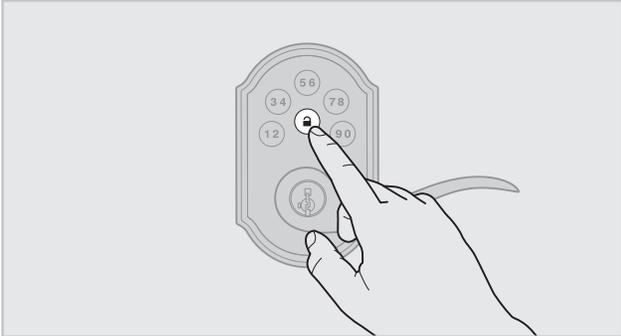
7. While the door is open and locked, test the user code to make sure it unlocks the door.

D Disabling and Deleting the Mastercode

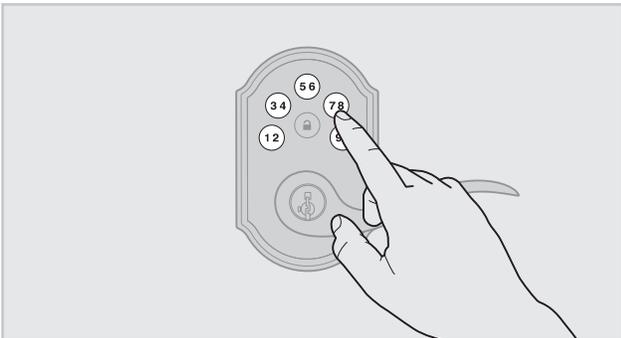
1. Keep door open. Press and HOLD the Program button until the keypad flashes green (about 5 seconds).



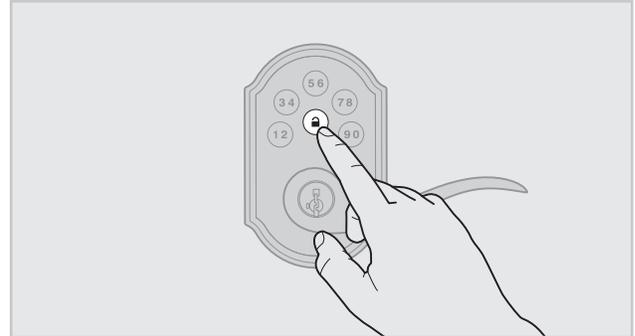
2. Press Lock button once.



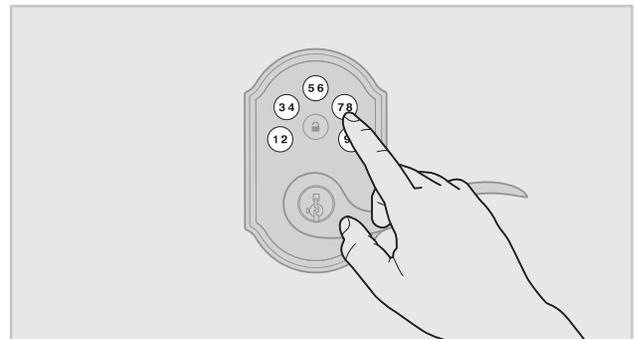
3. Enter Mastercode.



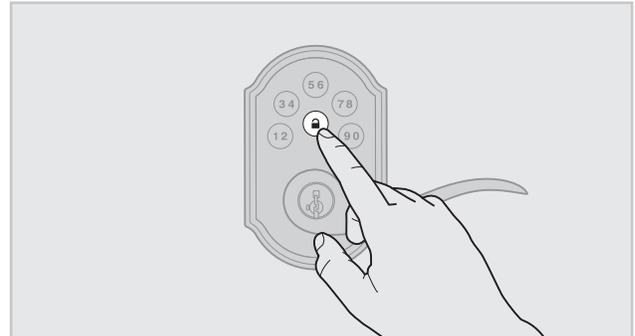
4. Press Lock button once.



5. Re-enter Mastercode.



6. Press Lock button once.



If programming is successful, the keypad will flash green once with one beep.

If programming is unsuccessful, the keypad will flash red three times with three beeps. Make sure the Mastercode has been enabled before trying to disable it. Attempt the procedure again, making sure to enter the same Mastercode in steps 3 and 5.

7. Make sure switch #3 is on, and press the Program button once. If you don't immediately hear three beeps and see the keypad flash green three times, the Mastercode is disabled.

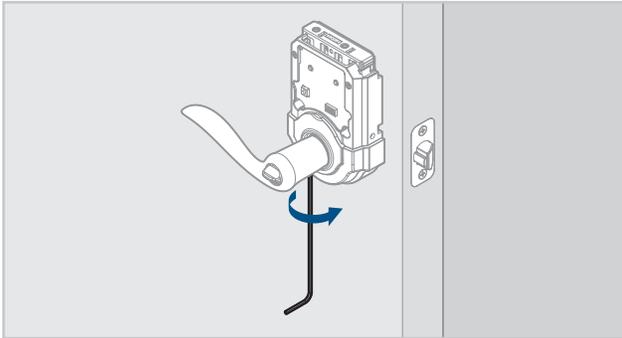
Note: The lock will time out after five seconds.

2 Troubleshooting: Locked Turnbutton

- A** The turnbutton cannot rotate.
- B** The lock beeps, the keypad flashes red, and the door cannot lock or unlock.

The set screw in the lever was not fully tightened.

Fully tighten the pre-installed set screw at the bottom of the interior lever.

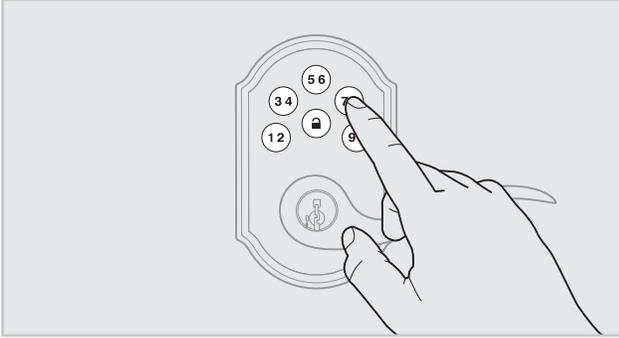


3 Troubleshooting: Keypad

A The keypad is unresponsive.

Keypad error test

Install a fresh set of batteries and turn switch #3 to the ON position. Test each button on the keypad (one at a time) and listen for a beep on each button press. If beeping is not heard on all buttons, contact Technical Support for further troubleshooting.



Keypad lockout

If three incorrect codes were entered within one minute, the keypad will lock for 60 seconds.

B The Lock button does not lock the door.

No user codes are programmed.

If there are no codes in the lock, the lock button will not lock the door. This is indicated by the keypad flashing red three times with three beeps. Program at least one user code and test the Lock button again.

The battery is too low to lock the door.

This is indicated by the keypad flashing red three times with three beeps. Remove the batteries and replace with a fresh set.

The set screw in the lever was not fully tightened.

Fully tighten the pre-installed set screw at the bottom of the interior lever.

4 Troubleshooting: Smart Home Systems

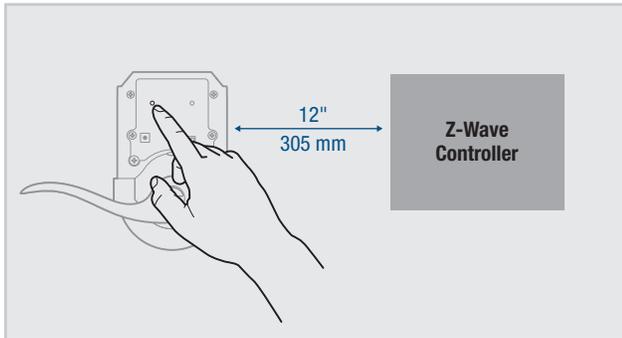
A The lock fails to pair with a Z-wave smart home system.

The lock was not removed completely from another network before being paired with the new network.

Follow your smart home system's instructions to remove (exclude/unpair) the device from any other network. Then, attempt to pair (add/include) the lock again.

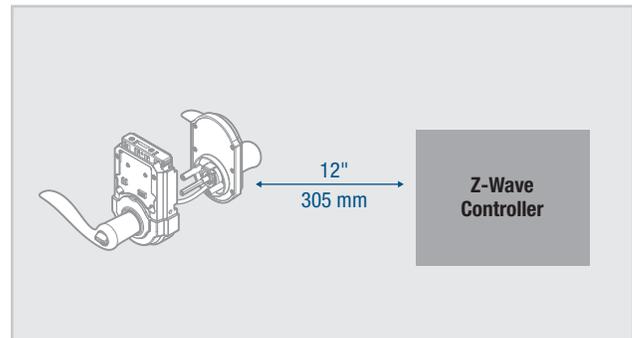
The lock is not close enough to the controller.

Some Z-wave systems require that the lock be within 12" of the controller during the pairing process. If the lock has already been installed on the door, remove the interior assembly from the mounting plate. Make sure the batteries are installed, and bring the interior assembly next to the controller. Follow your smart home system's instructions to begin pairing at the controller. The lock may need to remain stationary for 60 seconds during pairing.



Note: Some locks have an anti-tamper alarm that will sound if the interior is disconnect from the exterior. If this alarm is heard, perform the following:

- Remove the battery pack from the interior.
- Remove the exterior assembly from the door.
- Connect the cable from the exterior assembly to the interior assembly.
- Reinstall the battery pack.
- Perform the pairing process while the interior and exterior are connected.



B I can see the lock in my controller, but I can't control it from the controller.

The system needs a repeater or router to reach the lock.

Adding repeaters to your system may help communication between your lock and the controller, especially if they are far away from each other.

The network configuration changed.

If any repeaters or routers in the system were moved since adding the lock to the system, perform the "rediscover" process in your system's user interface.

The lock is in sleep mode.

If the lock has been unable to communicate with the system after multiple attempts, it will go into sleep mode. Lock and unlock the door

with a key so that the lock status transmits to the system. If it still does not communicate, remove (exclude/unpair) the lock from your system. Then, pair (add/include) the lock with your system again. If the problem persists, add a repeater or router between the controller and lock if none presently exist in the system.

The light module or switch is not beaming capable.

Z-Wave locks: Ensure the light module or switch located between the controller and lock is beaming capable.

ZigBee locks: Ensure the router is reachable by both controller and lock.

C The lock fails to update or pair with a service provider's ZigBee smart home system.

Lock fails to OTA (Over the Air) update firmware.

1. Reboot the lock:
 - a. Remove the battery pack from the lock.
 - b. Press the "Program" button for 5 seconds and then the "A" button for 5 seconds.
 - c. If TS (touchscreen controller) shows low battery trouble for the lock subjected to the firmware update then install new batteries in pack.
 - d. Replace the battery pack into the lock.
 - e. If lock still fails to OTA update firmware, proceed to Step 2.
2. Delete, default, and pair lock again:
 - a. Delete the lock from TS (touchscreen controller).
 - b. Perform a factory reset:
 - i. Remove the battery pack from the lock.
 - ii. Press the "Program" button for 5 seconds and then the "A" button for 5 seconds.
 - iii. Press and hold the "Program" button while reinserting the battery pack. Keep holding the button for 30 seconds until the lock beeps and the status LED flashes red.
 - iv. Press the "Program" button momentarily.
 - v. After several seconds, the lock will flash the status LED red and green several times and beeps twice (if audio is enabled) to indicate factory reset is complete.
 - c. For model 910 or 914, perform handing on the lock. For model 916, it will automatically perform handing.
 - d. Pair the lock with TS again.
 - e. If lock still fails to OTA update firmware, proceed to Step 3.
3. If lock still fails to OTA update firmware after going through steps 1 and 2, it is recommended that your MSO/service provider contact Kwikset/Weiser for advanced replacement of the lock.

5 Troubleshooting: Battery

A The batteries drain within one day.

The lock must be replaced. Contact Technical Support.

B The batteries drain within one week.

Keypad error.

See “Keypad error test” on page 7.

The Wireless Card LEDs are staying on.

Remove the battery pack, press and hold the program button for five seconds. Replace the battery pack. If the Wireless Card LEDs continue to stay on, contact Technical Support.

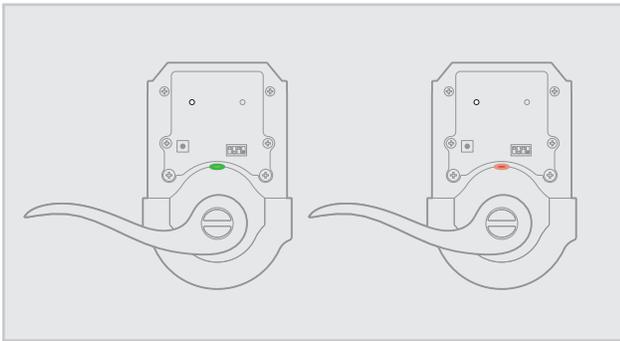
C The batteries drain within a few weeks.

The smart home system’s user interface falsely reports a low battery.

If you receive an alert from your smart home system indicating that the battery is low, confirm this is true at the lock. Turn on switch #1 so that the status LED flashes every six seconds. If the LEDs turn amber or green, followed by a red flash, the battery is low. If the red flash is not seen, the battery is not low. This is an error on the smart home system side that will often be fixed when the lock is manually locked or unlocked.

The smart home system controller’s communication with the lock is draining the battery.

Remove the lock from your system. Put a new set of batteries in the lock. Operate the lock in stand-alone mode for a week. If the batteries drain within the week, the problem resides in the lock. If the batteries do not drain, the problem may be the smart home controller. Call Technical Support.



The smart home system controller’s ping frequency is too high.

Decrease the ping frequency from the controller to the lock to the lowest possible setting.

D The lock still shows low battery behavior locally and/or on SmartHome console after fresh batteries were installed:

To ensure proper operations post power cycle, allow 30 seconds between battery removal and replacement. If the lock still displays low battery behavior and/or fails to join/rejoin a ZigBee network, remove the battery pack, press and hold the program button for 5 seconds then press and hold button A for 5 seconds. Replace the battery pack.

6

Battery FAQ

How long will the lock operate on a set of batteries?

Based on 10 operations per day, a single, new set of Alkaline batteries will operate the lock for over a year.

What type of batteries do you recommend?

For best results, use new non-rechargeable Alkaline batteries only.

I am planning to be away for several months. Will my lock operate when I get back?

When the system is idling, it consumes minimum power (very close to battery shelf life.) With alkaline batteries, the lock should be operable after years of idle.

I replaced my batteries less than a year ago and need to replace them again.

Check your door alignment. If the deadbolt makes several unsuccessful attempts to lock or unlock the door, it may mean that the door is warped and the latch does not line up correctly with the strike. Operating the lock excessively reduces battery life. Avoid turning on the keypad light unnecessarily.

What settings should I use to get the maximum battery life out of my lock?

Set switches #1, #2, and #3 to the OFF position.