

# HomeConnect 620™

## KEYPAD ELECTRONIC SMART LOCK

### Frequently Asked Questions and Troubleshooting Guide

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# 1 About Your Home Connect 620

## A What is Home Connect 620 Smart Lock?

Home Connect 620 is Kwikset's newest Z-Wave home automation smart lock using the latest ZW700 chip technology as well as S2 and SmartStart secure enrollment.

## B What styles does the Home Connect 620 come in?

The Home Connect 620 smart locks comes in two styles – Traditional and Contemporary.

## C What finishes does the Home Connect 620 come in?

The traditional style Home Connect 620 smart lock is available in Satin Nickel, Venetian Bronze, and Polished Brass. The contemporary style Home Connect 620 smart lock is available in Satin Nickel, Venetian Bronze, Polished Chrome, and Matte Black.

## D What temperature and humidity ranges can Home Connect 620 operate within?

Home Connect 620 is designed to operate within these parameters:

	Temperature	Humidity
Exterior	-40°F to 150°F	100% condensing
Interior	32°F to 130°F	30% - 95% non-condensing

## E Is Home Connect 620 weatherproof?

Home Connect 620 is intended for entry door applications and is just as weather resistant as a normal Kwikset deadbolt. Home Connect 620 is not intended for full outdoor use such as exterior gates and the interior assembly should not be installed outdoors.

## F Is Home Connect 620 BHMA certified?

Yes, Home Connect 620 is BHMA certified to Grade 2.

## G What is the warranty on Home Connect 620?

Home Connect 620 is covered by Kwikset's Finish and Mechanical Lifetime Warranty and one-year Electronic Warranty

## H Can the Home Connect 620 deadbolt be picked or bumped?

Home Connect 620 uses the latest Kwikset SmartKey technology to protect against picking and bumping.

## 2 Door Preparation

### A What is the door thickness requirement for Home Connect 620 locks?

Home Connect 620 locks support 1-3/8" to 2" (35mm - 51mm) door thickness.

### B Is there a door thickness kit for Home Connect 620 locks to support doors thicker than 2" (51mm)?

Yes, a kit (83159) is available to install Home Connect 620 locks on doors with a thickness between 2" (51mm) and 2-1/4" (57mm). Call our support center at **1-800-327-5625** to order a thick door kit.

### C What door hole diameter is required to install Home Connect 620 locks?

Home Connect 620 locks are compatible with 1-1/2" (38mm) and 2-1/8" (54mm) door holes.

### D What do I need to correct a door that is warped or has been affected by weather?

Please refer to the [Warped Door Installation Guide](#) for the necessary adjustments to properly prepare your door for a smart lock installation.

## 3 Lock Installation and Functions

### A How do I install the Home Connect 620 deadbolt?

The Home Connect 620 deadbolt is easy to install. It installs in minutes with just a screwdriver and no hard wiring required. Detailed step-by-step instructions can also be downloaded here:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### B How do I lock the Home Connect 620 deadbolt?

There are several ways to lock the Home Connect 620 smart lock. From the outside, Home Connect 620 has a convenient 1-touch locking button (with the brand logo printed on it) on the keypad to easily lock the deadbolt or with a key. At least one access code must be programmed in order to use the 1-touch locking button to prevent accidental lockouts. From the inside, Home Connect 620 can be locked using the sleek turnpiece. The Home Connect 620 can also be locked from a smartphone when enrolled in a home automation system. Additionally, the lock features Auto Lock which will automatically lock after a preset time delay after it has been unlocked.

### C How do I unlock the Home Connect 620 smart lock?

There are several ways to unlock the Home Connect 620 smart lock. From the outside, Home Connect 620 can be unlocked with a key or a 4-8 digit numeric access code. From the inside, Home Connect 620 can be unlocked using the sleek turnpiece. The Home Connect 620 can also be unlocked from a smartphone when enrolled in a home automation system.

### D How do I unlock Home Connect 620 if the batteries die?

Home Connect 620 can be unlocked with a key.

### E What do the different colored lights on the status LED mean?

In normal operating mode: Amber indicates locked. Green indicates unlocked. Red indicates low battery. For other operating modes, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### F Can the Home Connect 620 keyway cylinder be re-keyed?

Home Connect 620 incorporates Kwikset's patented SmartKey technology which allows users to re-key the cylinder in less than a minute.

### G How do I re-key the cylinder to an existing key?

To re-key the cylinder to an existing KW key, follow the detailed instructions located here:

[How to re-key your SmartKey Security™ lock](#)

### H Will I receive notifications on my phone when something happens?

Receiving notifications about lock events will depend on your home automation system. Please consult your home automation system for instructions.

### I Can I see the history of who came and went (lock activities)?

Yes, the Home Connect 620 smart lock sends lock activities to the home automation system. To view the list of lock activities, please consult your home automation system for more information.

## 4 Batteries

### A How is the Home Connect 620 powered?

The Home Connect 620 deadbolt is powered by 4xAA batteries. For best performance, we highly recommend alkaline batteries from a major brand. Do not use re-chargeable or lithium ion batteries.

### B How will I know if the batteries are low?

Home Connect 620 will notify you of low batteries with audio and visual cues at three different low battery levels. Your home automation system may also alert you of low batteries. Please consult with your home automation system for more information.

### C How long will a fresh set of batteries last?

A fresh set of four AA alkaline batteries will last approximately 18 months depending on usage.

### D Do I need to remove the entire interior cover to change the batteries?

No, you do not need to remove the entire interior cover to change the batteries. Remove the security screw securing the black RF window to the interior cover so the black RF window can be pushed up to expose the battery pack tab. Use the tab to pull the battery pack up for quick access to the batteries. For detailed instructions on how to remove the security screw, please see the installation guide:

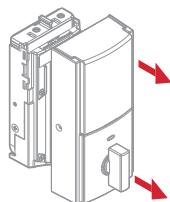
[Home Connect 620 Installation Guide PDF - English / Spanish](#)

To replace the batteries, complete the following steps:

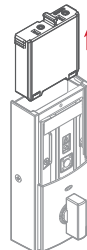
1A. If the security screw is not installed, slide the interior cover window up.



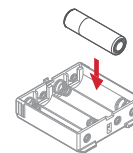
1B. If the security screw is installed, remove the entire interior cover.



1. Remove the battery pack.



2. Replace the batteries.



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

### E What can I do if I frequently need to replace batteries?

A1: Check that the door is properly aligned. For helpful tips on getting the door to align, refer to the [Warped Door Installation Guide](#). Resistance to both locking and unlocking because of door misalignment will reduce both motor and battery life.

A2: Check that the lock is properly installed, and the cable is routed and stored correctly (Fig. 1).

A3: Perform [Manual Door Handing](#) to make sure that the lock knows the correct direction for locking and unlocking. You may need to loosen or adjust the mounting plate and screw to make sure the torque blade is centered to the hole on the mounting plate and the cylinder operates the latch smoothly with a key.

A4: Call our support center at **1-800-327-5625** for additional help and product replacement if needed.

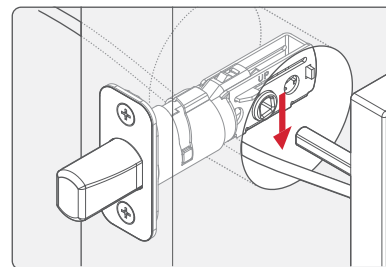


Fig. 1

## 5

## Access Codes

### A How do I add access codes to Home Connect 620?

Access codes can be added to your Home Connect 620 smart lock either directly from the keypad or through a home automation system once enrolled. To add access codes through a home automation system, please consult your home automation system for more information. To add access codes directly from the keypad, follow the directions in the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### B Can I manage access codes (add, edit, or delete) when I'm not home?

Managing access codes when you're not home will depend on your home automation system. Please consult your home automation system for more information.

### C How many access codes does Home Connect 620 support?

Home Connect 620 supports 250 access codes. Please consult your home automation system for more information.

### D Can I set different access code schedules to control who and when guests have access?

Yes, the Home Connect 620 smart lock supports multiple schedule types that can be assigned to access codes. Please consult your home automation system for more information.

### E What happens if I forget my access code?

If you forget your access code, Home Connect 620 can still be unlocked using a key or an authorized smartphone if part of a home automation system. Please consult your home automation system for more information.

### F Will I lose my access codes if I change my batteries?

No, access codes will not be lost if the batteries depleted or are removed.

## 6 Lock Settings

### A Can I turn off the beeping sounds?

Yes, the following lock settings can be turn on/off:

- LED
- Audio/Beeps
- Auto-Lock

For instructions, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### B What is auto-lock?

Auto-lock is an optional re-locking feature where the Home Connect 620 deadbolt re-locks itself after a period of time.

### C Can I set the auto-lock to different time intervals?

Yes, the auto-lock time delay can be set to different delays. The selectable time intervals are: 30 seconds, 1 minute, 3 minutes, 5 minutes, and 10 minutes. For instructions, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### D Can I set auto-lock to trigger at a specific time?

Some home automation systems support auto-locking at a specific time. Please consult your home automation system for more information.

## 7 Smart Home System

### A Does Home Connect 620 work with other smart home devices such as Amazon Alexa or Google Assistant?

Yes, Home Connect 620 smart lock can work with Amazon Alexa and Google Assistant through a home automation system. Please consult your home automation system for more information.

### B Can I control Home Connect 620 from anywhere?

Yes, Home Connect 620 smart lock can be controlled from anywhere there's an internet connection once connected to a home automation system. Please consult your home automation system for more information.

### C Can I control Home Connect 620 with my smart device?

Yes, Home Connect 620 smart lock can be controlled from your smart device anywhere there's an internet connection once connected to a home automation system. Please consult your home automation system for more information.

### D Why can't the lock be added to a Z-Wave Home Automation System?

The lock may already be enrolled in a home automation system. To resolve this:

- 1) Unenroll the lock from the home automation system. Please consult the home automation system for more information.
- 2) Factory Reset the lock. Several attempts may be required. For instructions, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- 3) If the lock still cannot be added to a home automation system after several Factory Resets, the Anti-Theft feature may have been activated by the previous home automation system. Please consult the home automation system for more information on how to deactivate Anti-Theft.



## 8 Troubleshooting

### A When I try to lock the Home Connect 620 deadbolt, it makes noises but doesn't lock.

- A1. Home Connect 620 may not have been 'handed' properly. (The 'handing' process tells the lock which direction to extend the deadbolt.) Home Connect 620 will automatically determine the bolt direction the first time it is powered up and after the first motorized operation. If you need to re-hand the lock, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- A2. Home Connect 620 might be jamming. Check that the bolt hole is at least 1" deep so the bolt fully extends (Fig. 2). Check that the door closes properly so that when the deadbolt is extended, it is going into the bolt hole and not hitting the deadbolt strike or door frame. Check that the mounting screws securing the exterior keypad are not over-tightened. Please see [Warped Door Installation Guide](#) for additional information.

- A3. For new installations, please be sure to check that the lock was installed with the latch extended and in the lock position.

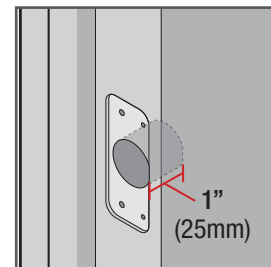


Fig. 2

### B Why isn't my Home Connect 620 locking using the 1-Touch Locking button or smartphone (after enrolling it with a home automation system)?

- A1. Home Connect 620 will not lock if there are no access codes programmed to prevent accidental lockouts. For information on how to program access codes, please see the installation:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- A2. Home Connect 620 will not lock if your batteries are too low so as to prevent accidentally locking you out. For information on how to change your batteries, please see E in [Section 4](#).

- A3. Home Connect 620 may not be locking if the bolt hole on the door frame is not deep enough. Make sure the bolt hole on the door frame is at least 1" deep and clear of any debris (Fig. 2).

- A4. Home Connect 620 may not be locking due to a misalignment with the door, door frame, and/or strike. For more information on how to address misalignment, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- A5. Home Connect 620 may not be locking if it was not 'handed' properly. For more information on lock handing, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

### C The keypad on my Home Connect 620 doesn't light up or wake up when I push a button.

- A1. Check that the LED setting on the interior of the lock is set to ON. For detailed instructions on how to change lock settings, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- A2. Check that the batteries have power, are inserted correctly into the battery pack, and that the battery pack is inserted correctly. For detailed instructions on how to change the batteries, please see E in [Section 4](#).

- A3. Check that the cable between the keypad and the interior is connected with the proper alignment and is completely inserted. For detailed instructions on how to connect the cable, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)