

Kwikset 99250-203

Kwikset Kevo 2nd Gen Smart Lock Instruction Manual

Model: 99250-203 | Brand: Kwikset

1. INTRODUCTION

The Kwikset Kevo 2nd Gen Smart Lock offers a convenient and secure way to manage access to your home. This Bluetooth-enabled deadbolt allows for touch-to-open functionality using your smartphone, traditional key access, and remote locking/unlocking capabilities (with Kevo Plus hub, sold separately). It incorporates Kwikset's patented SmartKey security for enhanced protection.

This manual provides essential information for the installation, operation, and maintenance of your Kevo 2nd Gen Smart Lock.

2. WHAT'S INCLUDED

Carefully unpack your Kevo 2nd Gen Smart Lock and verify that all components are present. The package should contain the following items:

- Electronic Deadbolt Exterior
- Electronic Deadbolt Interior
- Latch (with rectangular faceplate and drive-in option)
- Strike Plate
- Mounting Hardware (various screws)
- AA Batteries (4)
- Keys (2 standard Kwikset keys)
- SmartKey Learn Tool
- Quick Setup Guide
- Drilling Template
- Adaptor Ring



Image: All components of the Kwikset Kevo 2nd Gen Smart Lock.

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Video: An unboxing demonstration of the Kwikset Kevo 2nd Gen Smart Lock, showing each component as it is removed from the packaging.

3. SETUP AND INSTALLATION

Installation of the Kevo 2nd Gen Smart Lock is designed to be straightforward. For a detailed, interactive installation experience, please follow these steps:

1. **Download the Kevo App:** Check device compatibility at [kwikset.com](https://www.kwikset.com). Download and install the Kevo app from the App Store (iOS) or Google Play Store (Android).
2. **Create a Kevo Account:** Open the app on your smart device and follow the prompts to create a Kevo account.
3. **Install Your Kevo Smart Lock:** Follow the interactive installation experience provided within the Kevo app. Alternatively, printable instructions are available at [kwikset.com/kevo/support](https://www.kwikset.com/kevo/support).
4. **Pair Your Smart Device:** Follow the in-app instructions to pair your smart device with your Kevo Smart Lock.

Ensure your door preparation meets the requirements outlined in the drilling template provided. A screwdriver is typically the only tool required for installation.

4. OPERATION

4.1 Touch-to-Open Functionality

With your paired smartphone or Kevo fob (sold separately) in your pocket or purse, simply touch the exterior side of the deadbolt to lock or unlock your door. The lock will detect your authorized device and respond accordingly.

4.2 InHome Locking & Unlocking

From within Bluetooth range of the lock, you can use your Kevo app on your smart device to lock or unlock the deadbolt.

4.3 Manual Key Access

The Kevo Smart Lock retains traditional key access. You can use the provided physical keys to lock or unlock the deadbolt from the exterior at any time.

4.4 Alexa Voice Commands

The Kevo 2nd Gen works with Amazon Alexa voice commands. A Kevo Plus hub (sold separately) is required for this functionality. You can lock/unlock (PIN required) and check the lock status using voice commands.

4.5 eKeys

eKeys allow you to send electronic keys to family, friends, or service providers, granting them temporary or permanent access to your home via their smartphone. As of February 1, 2017, eKeys are completely free of charge.

5. SMARTKEY REKEYING

The Kevo 2nd Gen features Kwikset's SmartKey Security, allowing you to rekey your lock yourself in seconds. This enables you to match your Kevo lock to other Kwikset locks in your home for one-key convenience, eliminating the need for multiple keys.

To rekey your lock, use the provided SmartKey Learn Tool and follow the instructions included in the SmartKey rekeying guide. This process is useful if you have recently moved, lost keys, or wish to consolidate keys for multiple doors.

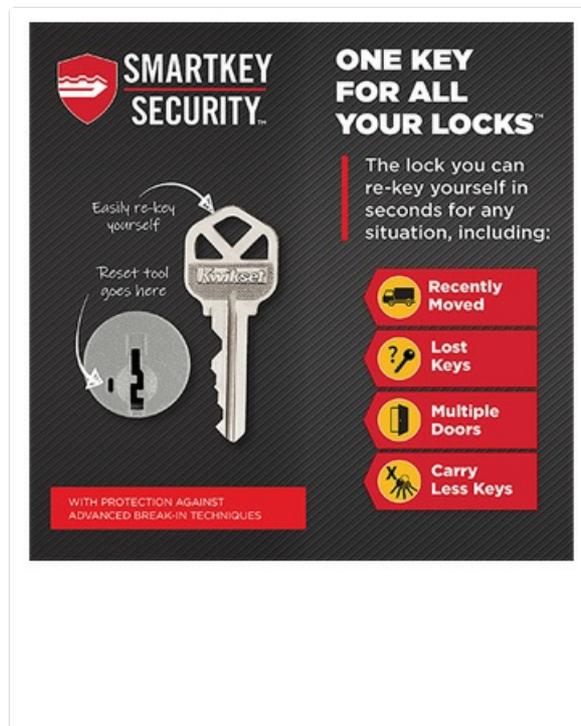


Image: SmartKey Security feature for easy rekeying.

6. DEVICE COMPATIBILITY

The Kevo 2nd Gen Smart Lock is compatible with a range of smart devices. Kwikset continuously works to add new device compatibility.

6.1 Android Compatibility

- Pixel, Pixel XL
- Nexus 5X, 6, 6P, 9
- HTC One M9
- Samsung Galaxy S5, S5 Active, S6, S6 Active, S6 Edge, S7 Active, S7 Edge, Note 4, Note 4 Edge, Note 5
- Android Wear Devices

6.2 Apple iOS Compatibility

- iPhone 4s, 5, 5s, 6, 6 Plus, 6s, 6s Plus, SE, 7, 7 Plus
- iPad 3rd Gen, iPad 4th Gen, Air, Air 2, Pro (12.9-inch), Pro (9.7 inch), iPad Mini, Mini 2, Mini 3, Mini 4
- iPod Touch 5th Gen, 5th Gen (16GB Mid 2013), 6th Gen
- Apple Watch (notifications only)

Note: Touch-to-Open functionality is fully restored with Apple's iOS 10.0.2 update. The Kevo app must be running in the background for optimal performance.

7. SPECIFICATIONS

Feature	Detail
Brand	Kwikset

Model Name	Kevo 2nd Gen Bluetooth Touch-to-Open Deadbolt
Model Number	99250-203
Lock Type	Keyed One Side
Special Feature	Alarm, Keyless
Material	Metal
Color	Venetian Bronze
Connectivity Protocol	Bluetooth
Controller Type	Amazon Alexa, IFTTT (Kevo Plus hub required for Alexa)
Power Source	4 AA Batteries (included)
Item Weight	3.5 Pounds
Installation Method	Easily installs in minutes with a screwdriver

8. TROUBLESHOOTING

If you encounter issues with your Kevo Smart Lock, consider the following general advice:

- **App Connectivity:** Ensure your Kevo app is updated to the latest version and running in the background on your smart device. Verify Bluetooth is enabled.
- **Battery Check:** Low batteries can affect performance. Replace all four AA batteries if the lock is unresponsive or indicators suggest low power.
- **Recalibration:** Sometimes, recalibrating the lock through the Kevo app can resolve operational inconsistencies.
- **Firmware Updates:** Regularly check for and install any available firmware updates for your Kevo lock via the app.

For detailed troubleshooting steps and specific error codes, refer to the comprehensive guides within the Kevo app or visit the Kwikset support website.

9. WARRANTY AND SUPPORT

Kwikset stands behind the quality of its products. For information regarding product warranty, please refer to the documentation included with your Kevo Smart Lock or visit the official Kwikset website. Kwikset provides customer support to assist with any questions or issues you may have.

Online Support: Visit [kwikset.com/kevo/support](https://www.kwikset.com/kevo/support) for FAQs, troubleshooting guides, and product information.

Live Support: If you require further assistance, contact Kwikset customer service. Contact details are typically found on the Kwikset website or in your product's Quick Setup Guide.



Image: Kwikset brand logo.

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