## Jacchozhi FACE-Beck

# Jacchozhi 3D Face Recognition Smart Door Lock User Manual

Model: FACE-Beck

## 1. INTRODUCTION

This user manual provides comprehensive instructions for the installation, operation, and maintenance of your Jacchozhi 3D Face Recognition Smart Door Lock. This advanced smart lock offers multiple unlocking methods, integrated video doorbell functionality, and robust security features to enhance your home's safety and convenience. Please read this manual thoroughly before installation and use to ensure proper functionality and to avoid any damage to the product or property.

## 2. SAFETY INFORMATION

- Ensure all components are present and undamaged before installation.
- Do not attempt to disassemble or modify the lock. This may void the warranty and pose a safety risk.
- Keep the lock away from water and direct sunlight.
- Use only the specified battery type (Lithium Polymer) and ensure correct polarity during installation.
- For optimal security, regularly change passcodes and update firmware when available.
- Ensure your phone is connected to a 2.4GHz WiFi network for initial setup and app control.
- Professional installation is recommended for wooden doors requiring additional drilling.

## 3. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- Smart Door Lock Unit (Front and Rear Panels)
- Mortise Lock Body
- Cylinder Deadbolt
- Lithium Polymer Battery (5000mAh)
- Installation Hardware (Screws, Spindles, etc.)
- IC Cards (Quantity may vary)
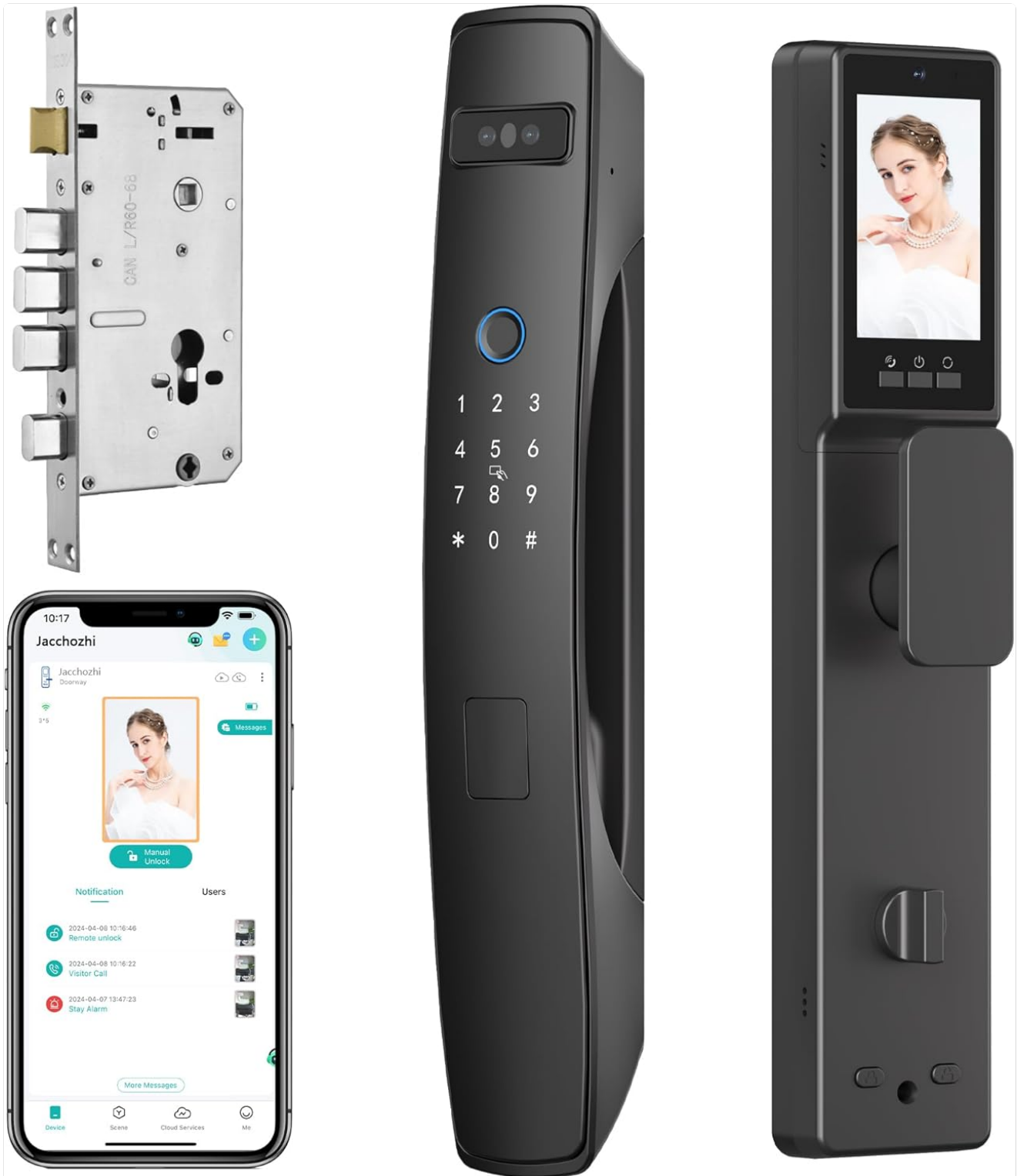- Mechanical Keys
- User Manual (This document)



Image: Main components of the Jacchozhi Smart Door Lock, including the exterior and interior units, the mortise lock, and a mobile application interface.

# 4. PRODUCT OVERVIEW

The Jacchozhi Smart Door Lock integrates multiple advanced technologies for secure and convenient access control.
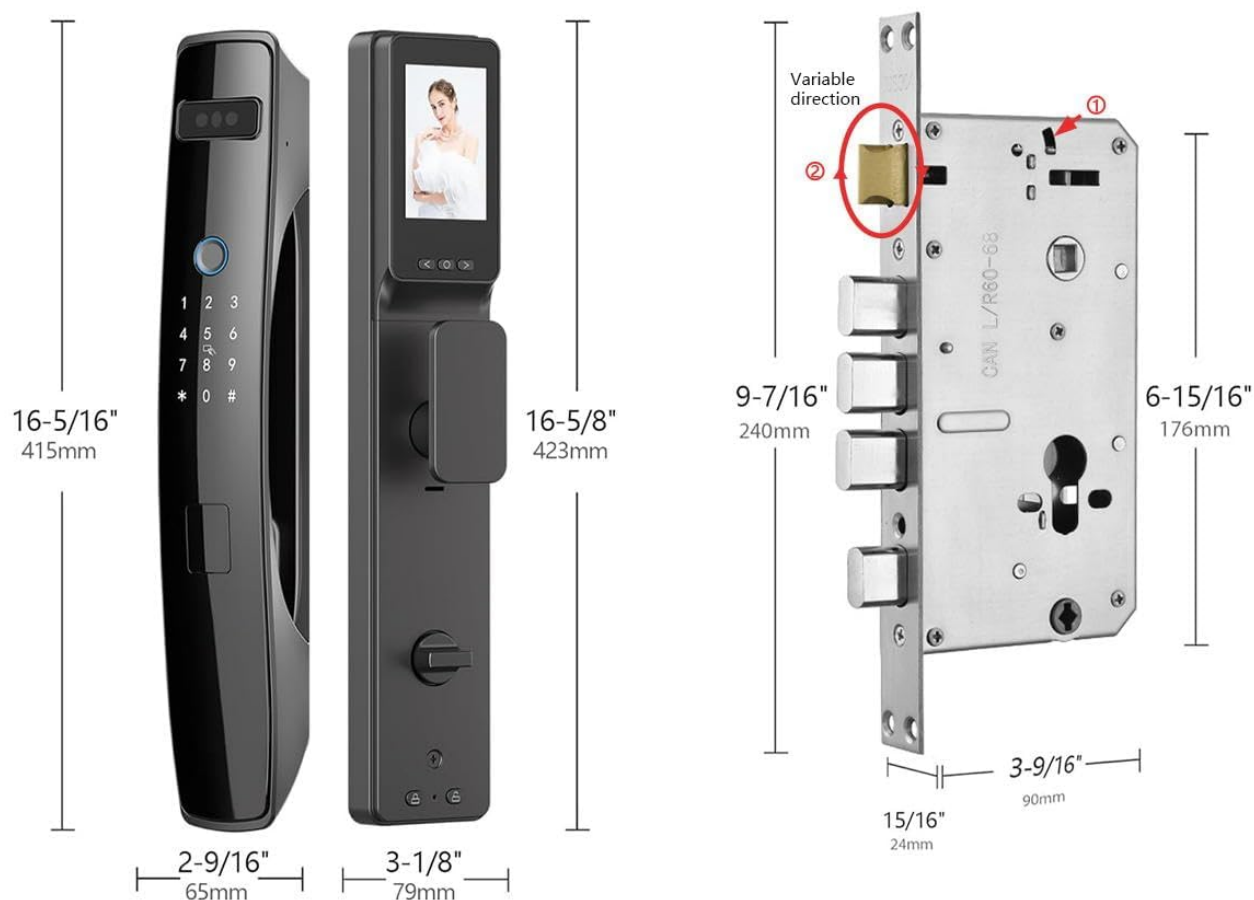
## 4.1 Key Features

- **3D Face Recognition:** Contactless and rapid unlocking.
- **Palm Vein Recognition:** Advanced biometric security.
- **Fingerprint Recognition:** Semiconductor sensor for quick and accurate access.
- **Passcode Entry:** Secure numeric keypad.
- **IC Card Access:** Convenient entry with provided cards.
- **APP Remote Control:** Manage users, view access logs, and unlock remotely via smartphone.
- **Built-in WiFi HD Video Doorbell:** 135-degree wide-angle camera for real-time monitoring and two-way communication.
- **Automatic Locking:** Ensures the door is always secured after closing.
- **Emergency Power:** USB-C charging port for battery drainage prevention.
- **Multiple Security Measures:** Anti-prying, anti-test opening, low battery alarm, stranger stay alarms, door lock prying alarms.

## 4.2 Dimensions and Compatibility

This smart lock is designed for doors with a thickness of 1-3/8" to 4-3/4" (35-120 mm). Custom installation may be required, especially for wooden doors that need additional drilling. Please double-check your door dimensions before purchasing and installation.

# Not Suitable for Standard Door

## Custom installation is required

Variable direction

① ②

CAN L/R60-68

16-5/16"
415mm

16-5/8"
423mm

9-7/16"
240mm

6-15/16"
176mm

2-9/16"
65mm

3-1/8"
79mm

3-9/16"
90mm

15/16"
24mm

Fit door thickness: 1-3/8"——— 4-3/4" (35 - 120 mm)

NOTICE: Please double-check the dimensions before purchasing.

Additionally, if it is a wooden door, additional drilling is required.

Left-handed door          Right-handed door

Image: Detailed dimensions of the lock unit and mortise, illustrating door thickness compatibility and options for left-handed or right-handed door configurations.

## 4.3 Power Supply

The lock is powered by a 5000mAh Lithium Polymer battery. It features a USB-C emergency charging port for situations where the battery is depleted. Backup batteries are available for purchase separately.

Image: The 5000mAh 7.4V Lithium Polymer battery pack, which powers the smart door lock.

## 5. SETUP AND INSTALLATION

Before beginning installation, ensure your door meets the specified dimensions and prepare all necessary tools. For detailed visual guidance, refer to the "Common Function Settings" video.

### 5.1 Initial Setup and Administrator Addition

After physical installation, the first step is to add an administrator. This will invalidate the default passcode (123456)

for security purposes.

1. Light up the panel by touching it.
2. Press the * key to activate the numeric keypad.
3. Hold the **#** key for 3 seconds to enter the settings menu.
4. Enter the default password **123456** and press **#**.
5. Press **1** for User Management.
6. Press **2** to Add Administrator.
7. Follow the voice prompts to input your new administrator code, fingerprint, or IC card.
8. Confirm the input when prompted.

Your browser does not support the video tag.

Video: Demonstrates how to add an administrator and navigate common function settings on the smart lock. This includes activating the keypad, entering the settings menu, and adding new administrator credentials.

## 5.2 Setting Unlock Direction (Left/Right Handed)

It is crucial to set the correct unlock direction for proper operation. This setting determines how the lock mechanism engages based on your door's swing.

1. Enter the Settings Menu (as described in 5.1).
2. Press **2** for System Setting.
3. Press **2** for Unlock Mode Setting.
4. Press **3** for Unlock Direction Setting.
5. Select **1** for Right-handed door or **2** for Left-handed door, following the voice prompts.

## 5.3 Setting Auto-Lock

The auto-lock feature automatically secures your door after a set period, providing added peace of mind.

1. Enter the Settings Menu (as described in 5.1).
2. Press **2** for System Setting.
3. Press **1** for Lock Mode Setting.
4. Press **2** for Auto-Locking.
5. Press **3** for Automatic Locking Time Setting.
6. Input your desired auto-lock time in seconds (e.g., 5 seconds) and press **#**.

## 5.4 Network Connection (2.4GHz WiFi Only)

To utilize smart features like remote control and video doorbell, connect your lock to your home WiFi network. **Important: Your phone must be connected to a 2.4GHz WiFi network during the initial pairing process.**

1. Ensure your smartphone is connected to a 2.4GHz WiFi network.
2. Enter the Settings Menu (as described in 5.1).
3. Press **2** for System Setting.
4. Press **4** for Monitoring Network Setting.
5. Press **1** for Network Access.
6. Follow the voice prompts and app instructions to complete the network configuration.

# 6. OPERATING THE SMART LOCK

Your Jacchozhi Smart Door Lock offers multiple convenient ways to unlock and manage access.

## 6.1 Unlocking Methods

- **3D Face Recognition:** Stand directly in front of the lock. The 3D facial recognition technology will scan your face and unlock the door in approximately 0.3 seconds.
- **Palm Vein Recognition:** Place your palm over the designated sensor. The lock will recognize your palm vein pattern and unlock.
- **Fingerprint Unlock:** Place your registered finger on the fingerprint sensor. The lock will verify your fingerprint and unlock.
- **Passcode Unlock:** Enter your registered passcode on the keypad followed by the # key.
- **IC Card Unlock:** Tap your registered IC card on the card reader area of the lock.
- **APP Remote Unlock:** Use the dedicated smartphone application to remotely unlock the door from anywhere with an internet connection.
- **Mechanical Key:** In case of power failure or emergency, use the provided mechanical key to unlock the door.

Your browser does not support the video tag.

Video: Demonstrates various unlocking methods including facial recognition, palm vein recognition, fingerprint, passcode, and APP remote unlock. It also shows the mechanical handle and interior deadbolt knob operation.

## 6.2 App Management

The smartphone application provides comprehensive control and monitoring features:

- **User Management:** Add, modify, or delete users and their access methods (face, fingerprint, passcode, IC card).
- **Temporary Passcodes:** Generate time-limited passcodes for guests or service providers.
- **Access Logs:** View a detailed history of who entered and when.
- **Real-time Monitoring:** Access the 135-degree HD wide-angle camera feed, even in low light conditions.
- **Video Doorbell:** Receive notifications when someone presses the doorbell, view their live feed, and communicate via two-way audio.
- **Alarms:** Receive alerts for low battery, attempted prying, or unusual activity.
- **Customization:** Adjust lock functions and notification preferences.

Image: The mobile application interface, demonstrating features such as remote unlocking, user management, and notification alerts for door activity.

## 7. MAINTENANCE

- **Cleaning:** Wipe the lock surface with a soft, dry cloth. Avoid abrasive cleaners or solvents.
- **Battery Replacement:** Replace the Lithium Polymer battery when the low battery alarm is triggered. Use the USB-C port for emergency power if needed.
- **Firmware Updates:** Regularly check the app for available firmware updates to ensure optimal performance and security.
- **Sensor Care:** Keep the facial recognition camera, palm vein sensor, and fingerprint sensor clean and free of obstructions for accurate operation.

## 8. TROUBLESHOOTING

| Problem | Possible Cause | Solution |
|---------|----------------|----------|
| Lock does not respond. | Low battery or completely drained. | Connect a power bank to the USB-C emergency charging port or use the mechanical key. Replace battery. |

| Problem | Possible Cause | Solution |
|---|---|---|
| Facial/Fingerprint/Palm recognition fails. | Sensor dirty, poor lighting, or unregistered user. | Clean the sensor. Ensure adequate lighting. Re-register biometric data or use an alternative unlocking method. |
| Cannot connect to WiFi. | Incorrect WiFi band (5GHz), weak signal, or incorrect password. | Ensure your phone and router are on a 2.4GHz WiFi network. Move closer to the router. Re-enter WiFi password. |
| Auto-lock not working. | Auto-lock feature disabled or incorrect time setting. | Verify auto-lock is enabled and the time is set correctly in the settings menu (refer to Section 5.3). |
| Doorbell video not showing on app. | Poor network connection or app permissions. | Check WiFi signal strength. Ensure app has necessary camera and notification permissions. |

## 9. SPECIFICATIONS

**Brand:** Jacchozhi

**Model Name:** FACE-Beck

**Lock Type:** Biometric, Mortise Lock, Keypad

**Special Features:** Fingerprint, Face ID, Palm Vein, Alarm, Auto-Lock, Break-in Detection, Video Doorbell

**Material:** Aluminum

**Color:** Black

**Item Dimensions (L x W x H):** 8 x 6 x 18 inches

**Item Weight:** 8.63 pounds

**Recommended Uses:** Front door

**Controller Type:** iOS, Android (via App)

**Connectivity Protocol:** Wi-Fi (2.4GHz only)

**Power Source:** 1 Lithium Polymer battery (included)

**Battery Capacity:** 5000mAh

**UPC:** 730425956858

**Country of Origin:** China

## 10. WARRANTY AND SUPPORT

For any questions, technical assistance, or warranty claims, please contact Jacchozhi customer support. Refer to the product packaging or the official Jacchozhi website for the most up-to-date contact information. Additional protection plans may be available for purchase to extend coverage beyond the standard manufacturer's warranty.

## Related Documents - FACE-Beck

| | |
|---|---|
| | [Hysoon Smart Glass Door Lock Instruction Manual](#)<br><br>Comprehensive instruction manual for the Hysoon Smart Glass Door Lock, detailing operation, installation, and features like fingerprint, face, and card recognition. |
| | [Necchuizo Beck Series Smart Door Lock Manual](#)<br><br>User manual for the Necchuizo Beck Series Smart Door Lock, covering appearance, installation, settings, and usage. Features multiple unlocking methods including face, fingerprint, passcode, IC card, remote, and key. |
| | [Kaadas Q9 Smart Lock User Manual](#)<br><br>Comprehensive user manual for the Kaadas Q9 smart lock, covering installation, setup, features, and troubleshooting. |
| | [Denler DFLv3 Smart Door Lock User Manual](#)<br><br>Comprehensive user manual for the Denler DFLv3 Smart Door Lock, covering installation, setup, features, and troubleshooting. |
| | [Face Recognition Door Lock User Instruction Manual](#)<br><br>Comprehensive user manual for the Face Recognition Door Lock, detailing installation, features, operation, security settings, and optional Wi-Fi and WeChat Mini Program functions. Includes troubleshooting and warranty information. |
| | [K18-ZM Smart Door Lock User Manual](#)<br><br>Comprehensive user manual for the K18-ZM smart door lock by Cardoria, covering installation, operation, user management, system settings, remote access, and troubleshooting. Learn how to set up and use your smart lock. |