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› Veise VE017-L Fingerprint Smart Lock User Manual

Veise VE017-L

Veise VE017-L Fingerprint Smart Lock User Manual

Comprehensive instructions for installation, operation, and maintenance.

1. INTRODUCTION

This manual provides detailed instructions for the Veise VE017-L Fingerprint Smart Lock with 2 Lever Handles. This smart lock offers multiple access methods including fingerprint, app control, passcode, M1 card, and mechanical key, designed for enhanced security and convenience in homes, offices, and rental properties.

2. WHAT'S IN THE BOX

The Veise VE017-L package includes the following components:

- Fingerprint Smart Lock with 2 Handles (Exterior and Interior Assemblies)
- Latch
- Strike Plate
- Mounting Plate
- Screws (various sizes for latch, strike, and mounting)
- 2 Mechanical Keys
- 2 IC Cards
- Installation Manual
- User Manual
- Reset Tool

Smart Features for Seamless Living



Image: All components included in the Veise VE017-L Smart Lock package, laid out for inspection.

3. SETUP AND INSTALLATION

Before installation, ensure your door meets the following specifications:

- Door Thickness: 1-3/8" to 2" (35mm to 50mm)
- Hole Diameter: 1-1/2" or 2-1/8" (38mm or 54mm)
- Minimum Distance (between holes): 1-5/8" (40mm)
- Backset: 2-3/8" or 2-3/4" (60mm or 70mm)

Check The Door Size Before Purchase

*Lock Automatically Recognizes Door Direction

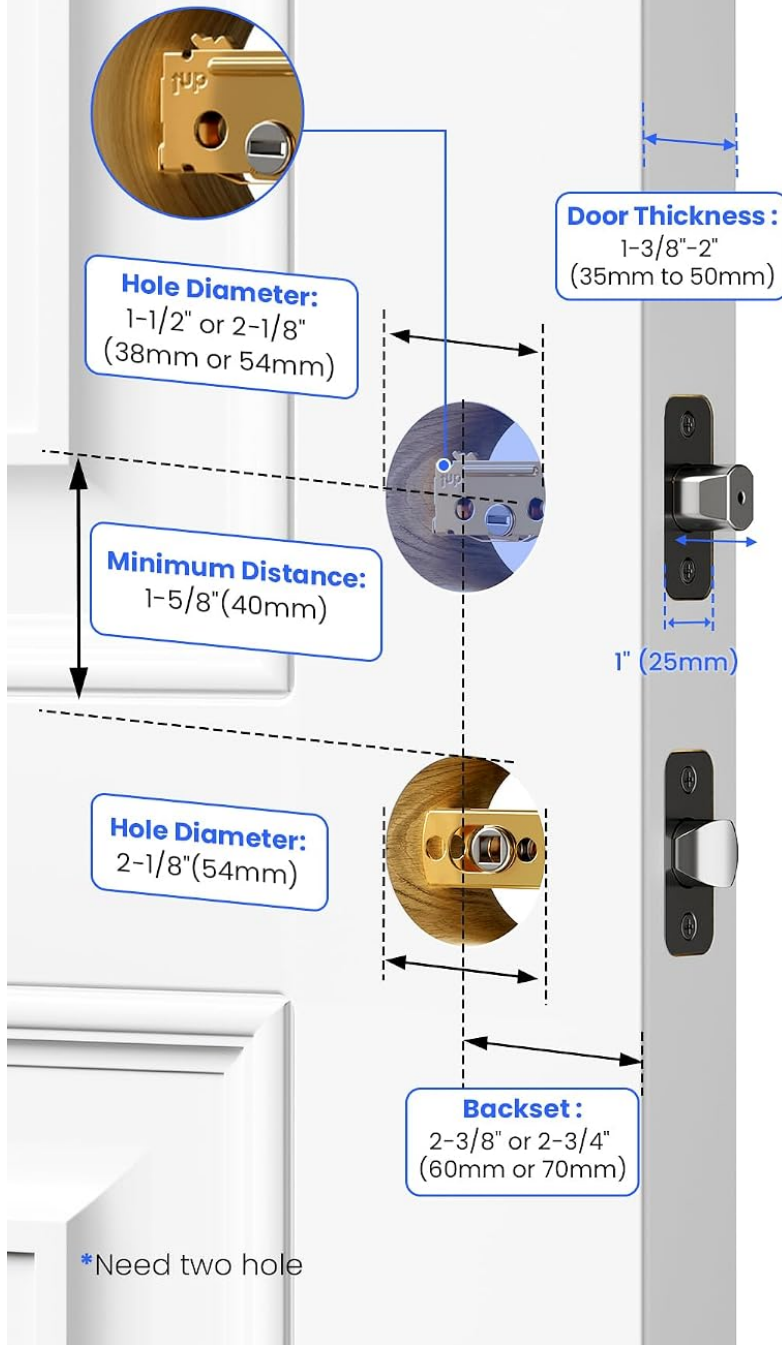


Image: Diagram illustrating required door dimensions and hole placements for proper installation of the smart lock.

3.1. Installation Steps

- 1. Prepare the Door:** Ensure the door frame is aligned with the door and there are no obstructions. Drill the hole in the door frame to a minimum depth of 1" (25mm).
- 2. Install the Latch and Strike:** Insert the latch into the door edge. Ensure the beveled edge of the latch bolt faces the direction the door swings shut. Secure with screws. Install the strike plate on the door frame, aligning it with the latch bolt.



Image: Visual guide for installing the latch and strike plate, showing correct orientation.

3. Install Exterior Assembly:

Route the cable below the latch and insert the torque blade through the slot in the latch. Ensure the latch bolt is fully retracted (in the unlocked position) before proceeding.

4. Install Interior Assembly:

Disassemble the battery cover. Insert the cable connector into the socket, pushing firmly until fully seated. Align the torque blade with the knob hole. Attach the interior assembly to the mounting plate and tighten the 3 screws.

Note: Be sure not to use the wrong screws, as it may lead to short-circuiting or other problems. Do not install batteries until the lock is fully installed.

5. **Insert Batteries:** Insert 4 AA alkaline batteries (not included) into the interior assembly.

6. Reset the Lock:

Using the reset tool (included), press and hold the reset button for 5 seconds until you hear the voice prompts "Restored to factory settings" and "DingDong" & "Beep" indicating a successful reset. The latch will extend automatically. After the reset, the lock automatically recognizes the left and right doors.

7. **Attach Battery Cover:** Secure the battery cover back onto the interior assembly.

3.2. Installation Video

Your browser does not support the video tag.

Video: A step-by-step guide demonstrating the physical installation process of the Veise VE017-L Smart Lock. This video covers measuring dimensions, installing the latch and strike, and assembling the exterior and interior units.

4. OPERATING INSTRUCTIONS

4.1. Access Methods

- **Fingerprint Recognition:** Place your registered finger on the sensor for quick unlocking. The lock features 99.99% accurate FPC fingerprint recognition.
- **Passcode:** Enter your personalized 4-10 digit code on the touchscreen keypad. Anti-peep password features allow you to enter random digits before or after your actual code to prevent others from guessing it.
- **M1 Card:** Tap the provided M1 card on the designated area of the lock to unlock.
- **Mechanical Key:** Use the provided mechanical keys as a traditional backup entry method.
- **App Control (KK Home App):**
Manage your lock remotely via the KK Home app. This includes sharing permissions, tracking unlock history, and setting flexible password options (permanent, temporary, cyclical, or one-time).

Smart Guest Access & APP Control



Offline
Access Sharing



Dynamic
User Management



Remote
Temporary Code



Smart
Event Tracking



Image: Screenshots of the KK Home app demonstrating features like sharing access, generating temporary PIN codes, and viewing sharing history.

4.2. App Pairing

To pair your smart lock with the KK Home App:

1. Download the "KK Home" App from your device's app store.
2. Register your account and log in.
3. Ensure Bluetooth is enabled on your phone (and Location for Android). Keep your phone within 2 meters of the lock.
4. Click "Add device" in the app.
5. Scan the QR code located on the back of the interior assembly or manually enter the ESN. Alternatively, click "Connect" if the device is discovered nearby.
6. Follow in-app instructions to complete pairing and set your master code.

Your browser does not support the video tag.

Video: Instructions on how to download the KK Home app, register an account, enable necessary phone permissions, and pair the Veise VE017-L Smart Lock with your smartphone.

4.3. Smart Features

- **Auto-Lock:** The lock can be configured to automatically lock after a set period (e.g., 10-180 seconds) once closed.
- **One-Touch Locking:** Press any key for 2 seconds to lock the door.
- **Remote Control (with Veise G1 Gateway, sold separately):** Pair with the G1 Gateway to access your lock from anywhere, use Alexa or Google Assistant for voice commands, and receive real-time notifications.
- **Privacy Mode:** Activate privacy mode from the app to prevent unlocking via keypad or fingerprint from the outside. Only the app or mechanical key can unlock it in this mode.
- **Voice Prompts:** The lock provides voice prompts in multiple languages for various operations.

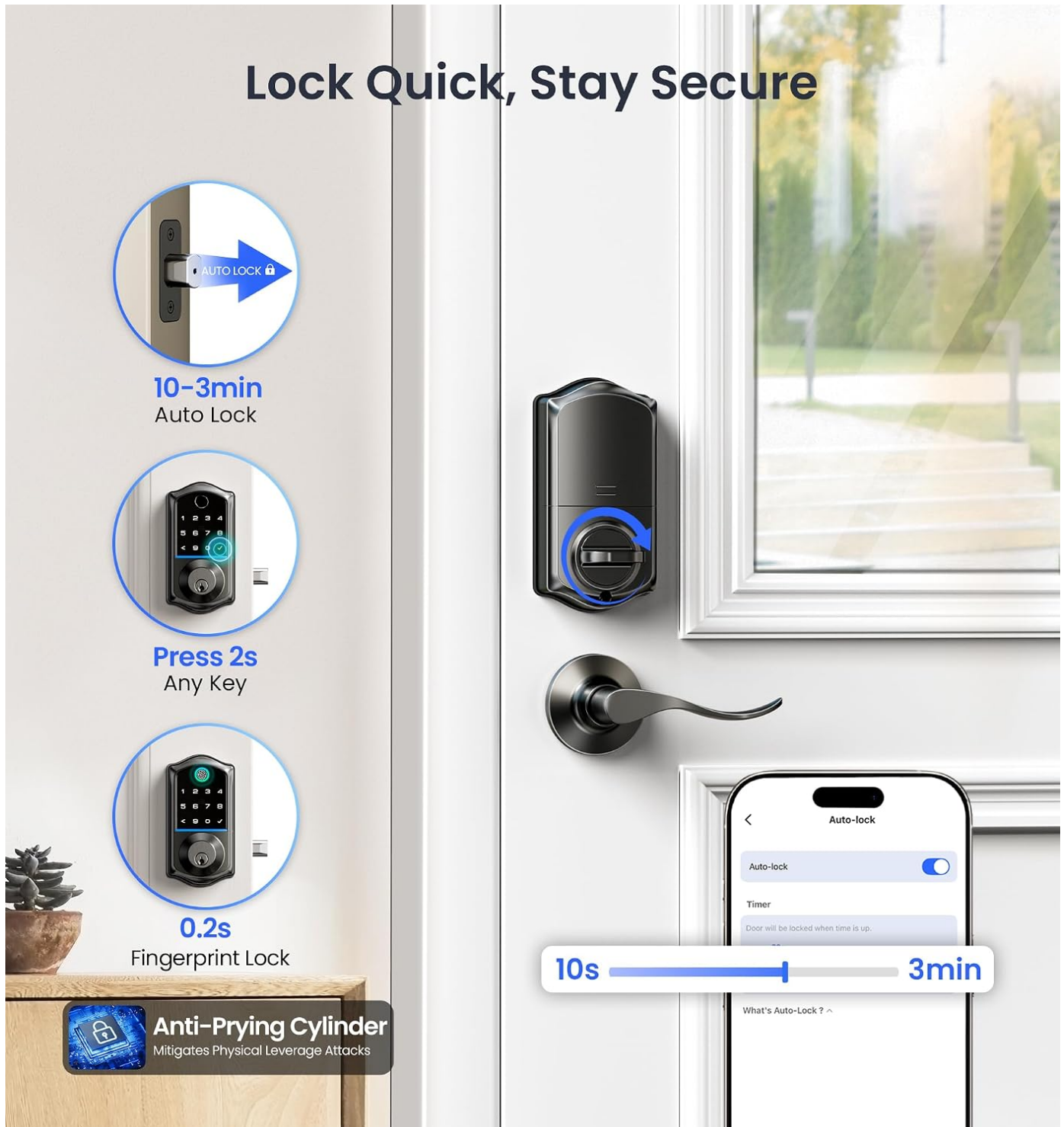


Image: Overview of smart features such as auto-locking, IP55 waterproof rating, 365+ days battery life, Type-C emergency port, and low battery alerts.

5. MAINTENANCE

- **Battery Replacement:** The lock is powered by 4 AA batteries (not included) with up to 12 months of use. Low battery alerts will notify you when replacement is needed. Replace all four batteries simultaneously with new alkaline batteries.
- **Emergency Power:** In case of complete battery depletion, an emergency Type-C power port is available for temporary power to unlock the door.
- **Cleaning:** Clean the fingerprint sensor and keypad regularly with a soft, dry cloth to ensure optimal performance. Avoid using abrasive cleaners or solvents.

6. TROUBLESHOOTING

Problem	Solution
The latch does not operate correctly after installation.	Ensure that the backset on the latch is set to the proper length. Confirm that the latch bolt is retracted before installation. If problems persist, restore the lock to factory default settings and enter the default Master PIN code to set it up.
Lock does not smoothly lock or unlock while using the thumb turn.	Confirm that the correct mounting screws are properly installed.
Lock setup failed.	Make sure the lock is installed correctly. Insert fresh batteries and make sure that the cable is properly connected, not pinched. After installation, reset the lock to the factory default settings.
Keypad not responding.	Make sure batteries are inserted correctly. If the battery indicator flashes continuously, the batteries are low. Replace them with four new AA alkaline batteries. Make sure that the cable is properly connected and has not been damaged during installation.
Master PIN Code cannot be changed.	Refer to the Quick Start Guide to reset the lock and reprogram all PIN Codes.
I forgot my Master PIN Code.	Perform a factory reset to clear all PIN Codes. Once the reset is complete, all PIN Codes will be deleted and the Master PIN Code will be reset to the default Master PIN Code of 12345678.
Auto Lock is not working.	If the light continues to flash red and the voice announces "Low battery", the batteries are low. Please replace the batteries with four new ones for optimal performance (alkaline batteries only). See Quick Setup to activate the auto-lock feature.
Fingerprint can't unlock.	Clean the fingerprint sensor and try again.

7. SPECIFICATIONS

- **Brand:** Veise

- **Model Name:** VE017-L
- **Lock Type:** Biometric, Keypad, Deadbolt
- **Material:** Aluminum
- **Color:** Matte Black
- **Item Dimensions (L x W x H):** 7.1 x 11.6 x 3.5 inches
- **Item Weight:** 3.69 pounds (1.68 Kilograms)
- **Power Source:** 4 AA batteries (not included)
- **Connectivity:** Bluetooth, WiFi (Veise G1 WiFi Gateway Required)
- **Special Features:** Anti-Peeping Password, Auto-Lock, Back-Lit Keypad, Fingerprint, Smart Lock with Handle Set, User Friendly KK Home App, Access Sharing, Voice Prompts in 3 Languages, Event History, Touchscreen Keypad, Emergency Power Port, Remote Control with G1 Gateway (sold separately), Alexa and Google Compatible (Veise G1 WiFi Gateway Required).
- **Operating Temperature:** -35°F to 160°F (-37.2°C to 71.1°C)
- **Waterproof Rating:** IP55
- **Security:** AES 128-bit encryption, ANSI Grade 3 certified (100,000+ Cycle Test, 500+ pounds Break-in Resistance, 96+ Hrs Salt spray test)

8. WARRANTY AND SUPPORT

Veise offers a 1-year warranty and lifetime online phone support from Monday to Friday, 9 AM to 5 PM PST, and 24/7 after-sales email assistance.
For any questions or concerns, please contact Veise customer support:

- **Toll Free:** +1 (855) 400-3853 (USA)
- **E-Mail:** support@iveise.com

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question