

## CANDY HOUSE SESAME FACE PRO

# CANDY HOUSE SESAME FACE PRO Smart Lock User Manual

Model: SESAME FACE PRO

## 1. PRODUCT OVERVIEW

The CANDY HOUSE SESAME FACE PRO is an advanced smart lock system offering multiple secure access methods. This device integrates face recognition, palm vein recognition, fingerprint scanning, IC card compatibility, and traditional PIN code entry to provide flexible and reliable security for your home or office. Key features include:

- **Multiple Unlock Methods:** Face recognition, palm vein recognition, fingerprint, IC card (FeliCa, MIFARE, NFC compatible), and PIN code.
- **High Accuracy:** Designed for high precision with a false recognition rate of less than 0.0001%.
- **Advanced Face Recognition:** Functions effectively in low light conditions and accurately recognizes users with makeup or glasses. Resistant to photo or fake hand attempts.
- **Extensive User Capacity:** Supports up to 100 registered PIN codes, 100 fingerprints, and 1000 IC cards.
- **Easy Management:** Simple registration and deletion processes for all access methods.



Image 1.1: The SESAME FACE PRO smart lock shown with its accompanying smartphone application interface and a facial recognition mesh diagram.

## 2. SETUP GUIDE

## 2.1 Package Contents

Before installation, verify that all components are present:

- SESAME FACE PRO Main Unit
- 3M Adhesive Tape (2 sets)
- Battery Cover (1 piece)
- Slide Cover (1 piece)
- CR123A 3.0V 1800mAh Batteries (2 pieces)
- Screws for Main Unit Shell (2 pieces, PM type 1.6x5.0mm)
- Screws for Battery Cover (2 pieces, PM type 2.0x9.0mm)
- Slide Cover Anti-Slip Screw (1 piece, M 1.4x4mm)
- Instruction Manual (1 copy)
- Warranty Card (1 copy)

## 2.2 Battery Installation

The SESAME FACE PRO requires two CR123A lithium metal batteries. Ensure correct polarity when inserting.

1. Remove the battery cover from the back of the main unit.
2. Insert the two CR123A batteries according to the polarity markings.
3. Replace the battery cover and secure it with the provided screws.



Image 2.1: Proper installation of CR123A batteries within the SESAME FACE PRO unit.

## 2.3 Mounting the Device

The SESAME FACE PRO can be mounted using either the included 3M adhesive tape or screws, depending on your door surface and preference.

1. Choose a suitable location on your door frame or wall adjacent to the door, ensuring it is within reach and at an appropriate height for face recognition.
2. Clean the mounting surface thoroughly to ensure optimal adhesion if using tape.
3. Attach the 3M tape to the back of the SESAME FACE PRO unit, or mark screw holes for drilling.
4. Secure the unit firmly to the chosen surface.







Image 2.2: Front view of the SESAME FACE PRO, highlighting its various sensors.





Image 2.3: Side profile of the SESAME FACE PRO, illustrating its compact design.

## 2.4 Initial Administrator Registration

Upon first use, you must register an administrator. This user will have privileges to add or remove other users and manage settings.

1. Follow the on-screen prompts or refer to the quick start guide for administrator setup.
2. Register your face, fingerprint, and a PIN code as the administrator.

## 3. OPERATING INSTRUCTIONS

---

### 3.1 Unlocking the Door

The SESAME FACE PRO offers five methods for unlocking:

- **Face Recognition:** Approach the device, and it will scan your face for recognition.
- **Palm Vein Recognition:** Present your palm to the sensor for vein pattern verification.
- **Fingerprint Recognition:** Place your registered finger on the fingerprint sensor.
- **PIN Code:** Enter your registered PIN code on the keypad.
- **IC Card:** Tap a registered FeliCa, MIFARE, or NFC-compatible card (e.g., Suica, PASMO, Apple Watch, mobile Suica) to the card reader area.

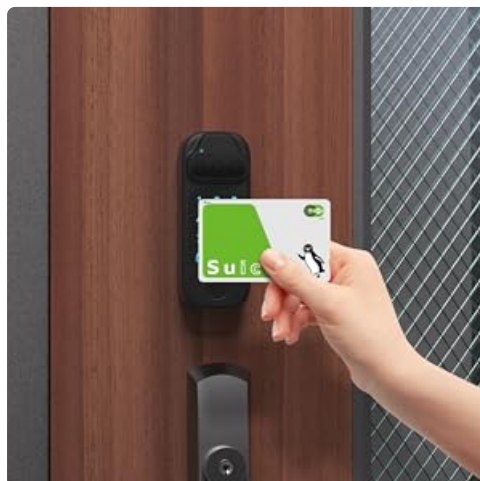


Image 3.1: Face recognition in action, showing the device scanning a user's face.



Image 3.2: Palm vein recognition, demonstrating how to present your hand for scanning.



Image 3.3: Fingerprint recognition, showing a finger placed on the sensor.



Image 3.4: IC card recognition, illustrating a Suica card being used to unlock the device.

## 3.2 Locking the Door

To lock the door, simply press the lock button on the keypad. The device will confirm the lock status.

## 3.3 Adding and Deleting Users

Only the administrator can add or delete users. Refer to the detailed instructions in the full manual for specific steps on managing user access for each recognition method.

- **PIN Code:** Up to 100 PIN codes can be registered.



- **Fingerprint:** Up to 100 fingerprints can be registered.
- **IC Card:** Up to 1000 IC cards can be registered.

## 4. MAINTENANCE

---

### 4.1 Battery Replacement

When the battery level is low, the device will provide an alert. Replace the CR123A batteries promptly to ensure continuous operation.

1. Open the battery compartment as described in Section 2.2.
2. Remove the old batteries.
3. Insert new CR123A batteries, observing correct polarity.
4. Close and secure the battery cover.

### 4.2 Cleaning

To maintain optimal performance, especially for the sensors, keep the device clean.

- Wipe the surface with a soft, dry cloth.
- Avoid using abrasive cleaners or solvents that could damage the sensors or finish.
- Ensure the face recognition camera, palm vein sensor, and fingerprint sensor are free from dust and smudges.



Image 4.1: The SESAME FACE PRO is designed with a degree of water resistance for outdoor use.

## 5. TROUBLESHOOTING

---

If you encounter issues with your SESAME FACE PRO, try the following common solutions:

- **Recognition Failure:** Ensure the sensors are clean and free from obstructions. Re-register your face, palm, or fingerprint if recognition consistently fails. Ensure adequate lighting for face recognition, though the device is designed for low light.
- **Device Unresponsive:** Check battery levels and replace if necessary. If the device remains unresponsive, perform a factory reset (refer to the full manual for instructions).
- **PIN Code Not Working:** Double-check the entered PIN. Ensure the keypad is clean and responsive.
- **IC Card Not Detected:** Ensure the card is compatible (FeliCa, MIFARE, NFC) and placed correctly on the reader. Re-register the card if needed.



For persistent issues, please contact customer support.

## 6. SPECIFICATIONS

Feature	Specification
Brand	CANDY HOUSE
Model Number	860013658205
Product Dimensions (LxWxH)	2.81 x 4.76 x 9 cm (1.1 x 1.87 x 3.54 inches)
Product Weight	250 g (0.55 lbs)
Color	Black
Power Source	2 x CR123A Lithium Metal Batteries
Unlock Methods	Face Recognition, Palm Vein Recognition, Fingerprint, PIN Code, IC Card (FeliCa, MIFARE, NFC)
PIN Code Capacity	Up to 100
Fingerprint Capacity	Up to 100
IC Card Capacity	Up to 1000
Included Accessories	3M Tape (2 sets), Battery Cover, Slide Cover, CR123A Batteries (2), Main Unit Screws, Battery Cover Screws, Slide Cover Anti-Slip Screw, Instruction Manual, Warranty Card



**重量(電池あり)：** 145.4g(2本) / 181.4g(4本) / 217.4g(6本)

**重量(電池なし)：** 109.4g



Image 6.1: Detailed dimensions of the SESAME FACE PRO unit.

## 7. WARRANTY AND SUPPORT

The CANDY HOUSE SESAME FACE PRO comes with a standard manufacturer's warranty. Please refer to the included warranty card for specific terms, conditions, and duration of coverage. Retain your proof of purchase for warranty claims.

For technical assistance, troubleshooting, or any questions regarding your SESAME FACE PRO, please contact CANDY HOUSE customer support. Contact details can typically be found on the official CANDY HOUSE website or on the warranty card provided with your product.

Documents - CANDY HOUSE – SESAME FACE PRO

 <div style="text-align: right;">             Shenzhen CTL Testing Technology Co., Ltd.              Tel: +86-755-89888184 E-mail: szctl@szctl.com           </div>	
<h1>TEST REPORT</h1>	
Report Reference No.	CTL310802022-MICR2
Compiled by (position-printed name/signature) Tested by (position-printed name/signature) Approved by (position-printed name/signature)	Happy Guo (file administrator) Lulu Yu (Test Engineer) Ivan Xi (Manager)
	
Product Name	Seamless Face Pro
Model Type/reference	Seamless Face Pro
Lot Number(s)	
Trade Mark	CANDY
Applicant's name	NOAH HOUSE JAPAN INC.
Address of applicant	Shimizu Hi-Fume SF1-9-8 Hi-Fume Chuoh, Tokyo 1000402 Japan
Test Firm	Shenzhen CTL Testing Technology Co., Ltd.
Address of Test Firm	Floor 1A, Baisha Technology Park, No.31, Shantou Road, Nanhai District, Shenzhen, China 515055
Test specification	Regulation of the Extremely Low Power Mode Station
Standard	Shenzhen CTL Testing Technology Co., Ltd.
TSF Operator	Dated 2021.01.01
Master TSF	
Date of receipt of test item	Apr 15, 2025
Report Valid Date	Apr 15, 2025 - Apr 23, 2025
Date of issue	Apr 25, 2025
Result	Pass
Shenzhen CTL Testing Technology Co., Ltd. All rights reserved. This publication shall be reproduced in whole or in part for non-commercial purposes as long as the Shenzhen CTL Testing Technology Co., Ltd. is acknowledged as copyright owner and source of the material. Shenzhen CTL Testing Technology Co., Ltd. shall not be responsible for any loss and not assume liability for damages resulting from the reasonable interpretation of the reproduced material used by its customers for control.	

TEST REPORT Apr 25 2025 · Sesame Face Pro Model Type reference Applicant s name CANDY  
HOUSE JAPAN Inc 219 259161 02 005 tele soumu go jp giteki SearchServlet2 PageID jt01 ATF  
186215005 |||

lang: **score:14** filesize: 1.05 M page\_count: 14 document date: 0000-00-00