Veise VE012W

Veise VE012W Built-in WiFi Fingerprint Smart Lock Instruction Manual

Model: **VE012W** | Brand: **Veise**

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Veise VE012W Built-in WiFi Fingerprint Smart Lock. This smart deadbolt offers multiple access methods and remote management capabilities for enhanced home security.

IMPORTANT SAFETY INFORMATION

- Read all instructions before installation and use.
- Do not use corrosive cleaners on the lock.
- Ensure correct battery polarity during installation.
- Keep physical keys in a secure location outside the home.
- Regularly check battery levels and replace them as needed to avoid lock malfunction.

PACKAGE CONTENTS

The Veise VE012W Smart Lock package includes:

- 1 x WiFi Fingerprint Lock (Exterior and Interior Assemblies)
- 1 x Latch
- 1 x Strike Plate
- 2 x Backup Keys
- 1 x Mounting Plate
- Screws (various sizes for installation)
- 1 x User Manual
- 1 x Installation Manual
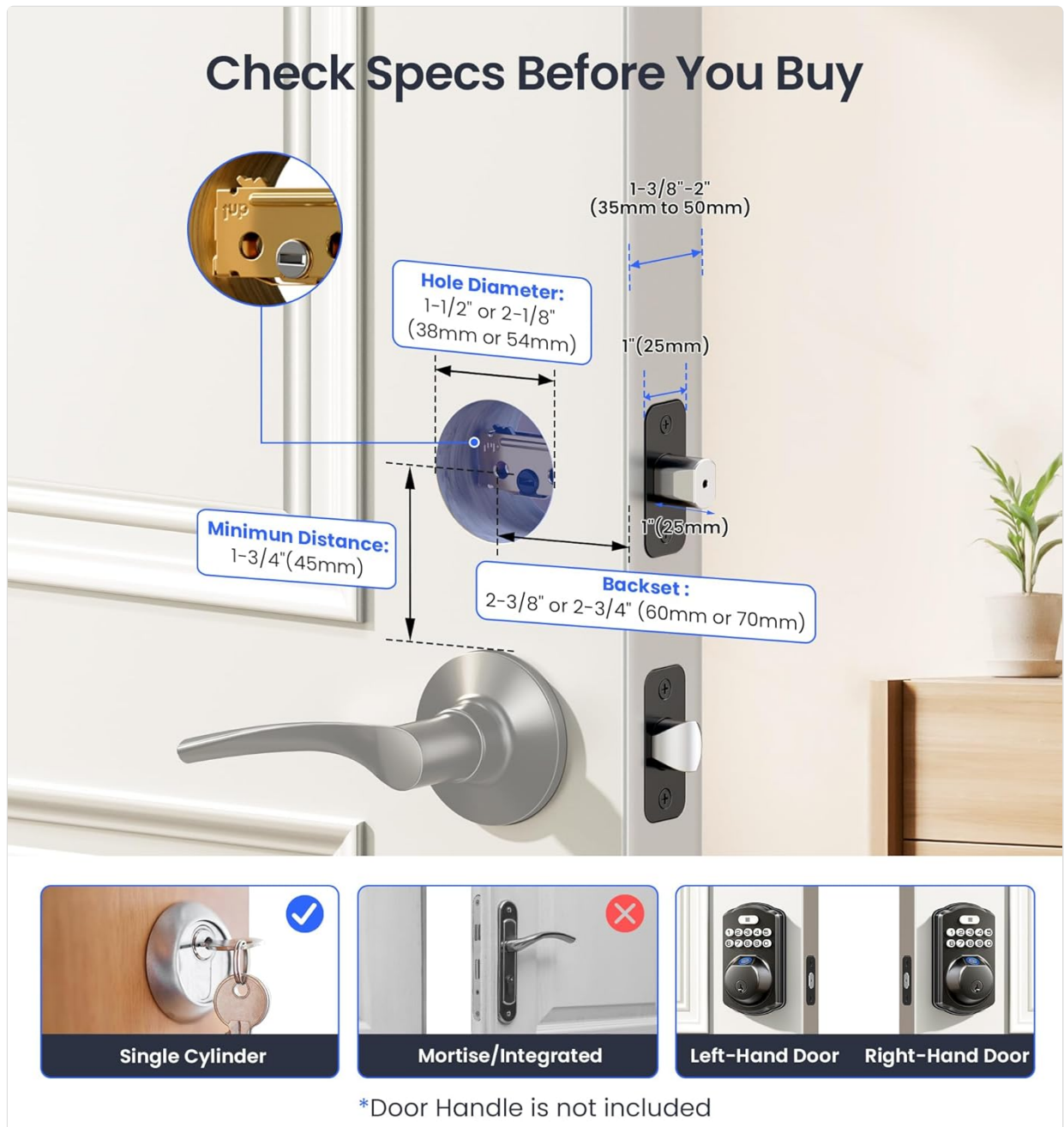
INSTALLATION GUIDE

The Veise VE012W Smart Lock is designed for easy DIY installation. A screwdriver is typically the only tool

required. Refer to the included Installation Manual for detailed diagrams and steps.

Door Preparation

Before installation, ensure your door meets the following specifications:

- Hole Diameter: 1-1/2" or 2-1/8" (38mm or 54mm)
- Backset: 2-3/8" or 2-3/4" (60mm or 70mm)
- Bore Diameter: 1" (25mm)
- Door Thickness: 1-3/8" - 2" (35mm - 50mm)
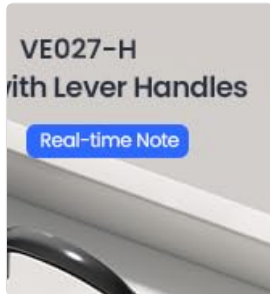- Minimum Distance between handle and hole: 1-3/4" (45mm)

Text description: Diagram illustrating door measurements required for installation, including hole diameter, backset, bore diameter, and door thickness.

Step-by-Step Installation

1. **Install the Latch:** Insert the latch into the door edge and secure it with screws. Ensure the latch is oriented correctly for your door's swing.

2. **Install the Exterior Assembly:** Feed the cable from the exterior keypad assembly through the door hole and

align the assembly with the latch.

3. **Install the Interior Mounting Plate:** Secure the interior mounting plate to the door using the provided screws, ensuring the cable passes through the plate.

4. **Connect the Cable:** Connect the cable from the exterior assembly to the interior assembly.

5. **Install the Interior Assembly:** Attach the interior assembly to the mounting plate, ensuring the thumb turn spindle engages correctly with the latch mechanism.

6. **Insert Batteries:** Install 8 AA batteries (not included) into the interior assembly.

7. **Test the Lock:** Manually test the lock and unlock function using the thumb turn and physical key.

Text description: A person installing the interior assembly of the smart lock onto a door with a screwdriver.

Initial Setup and Direction Identification

After physical installation, the lock needs to identify the door's direction. This is typically done through a reset process.

Text description: A video demonstrating the initial setup and direction identification process for the smart lock, including how to reset it.

OPERATING YOUR SMART LOCK

The Veise VE012W offers multiple convenient ways to lock and unlock your door:

1. Fingerprint Access

Place your registered finger on the fingerprint sensor located on the exterior assembly. The lock will unlock if the fingerprint is recognized.

Text description: A close-up of the smart lock's fingerprint sensor, highlighting its quick recognition feature.

2. PIN Code Entry

Enter your programmed PIN code on the digital keypad. Press the checkmark button to confirm.

3. Physical Key

In case of battery depletion or electronic malfunction, use the provided physical backup keys to manually unlock the deadbolt.

4. Auto-Lock Feature

The lock can be configured to automatically lock after a set period (10-180 seconds) via the KK Home App.

Text description: An image showing the auto-lock feature settings within the KK Home App, allowing users to set a delay from 10 seconds to 3 minutes.

5. Voice Control

The lock is compatible with smart voice assistants like Alexa and Google Home. Link your lock through the KK Home App to enable voice commands for locking and unlocking.

Text description: An illustration showing the smart lock integrated with voice assistants like Alexa and Google Home, demonstrating voice commands for locking doors.

KK Home App Features

The KK Home App provides comprehensive control and monitoring of your Veise VE012W Smart Lock from anywhere with a Wi-Fi connection.

Remote Control

- **Lock/Unlock Remotely:** Control your door's status from anywhere.
- **Create & Share Codes:** Generate permanent, scheduled, recurring, or one-time passcodes and share them with family, guests, or service providers.
- **Remote Access Sharing:** Assign different levels of access permissions to users.

Text description: A visual representation of the KK Home App's remote management features, including creating and sharing codes, remote access, real-time alerts, and access logs.

Real-Time Monitoring & Alerts

- **Lock Status:** Check if your door is locked or unlocked at any time.
- **Access Logs:** Review a detailed history of who entered and when.
- **Real-time Alerts:** Receive notifications for lock activity, low battery warnings, or abnormal lock events.

One-click Setup, Simple & Efficient
No monthly fee forever

Text description: A smartphone screen displaying the KK Home App interface, showing real-time lock status, access logs, and alert notifications.

Wi-Fi Connectivity

The built-in Wi-Fi allows direct connection to your home network (2.4GHz only), eliminating the need for a separate hub.

Text description: A tutorial video demonstrating the steps to pair the Veise VE012W Smart Lock with the KK Home App and connect it to your home Wi-Fi network.

MAINTENANCE

Battery Replacement

The lock requires 8 AA batteries. When the battery level is low, you will receive a notification via the KK Home App. Replace all 8 batteries simultaneously with new, high-quality alkaline batteries for optimal performance.

Text description: An image showing the interior battery compartment of the smart lock, indicating where to insert the 8 AA batteries.

Cleaning

Clean the keypad and fingerprint sensor with a soft, dry cloth. Avoid using abrasive cleaners or solvents that could damage the finish or electronic components.

TROUBLESHOOTING

If you encounter issues with your Veise VE012W Smart Lock, refer to the following common solutions:

Lock Not Responding

- **Check Battery:** Ensure batteries are correctly installed and have sufficient charge. Replace if necessary.
- **Reset Lock:** Use the reset tool (provided in the package) to press and hold the reset button for 5 seconds until you hear a long beep and the latch bolt extends. This helps re-identify the door direction.

App Connection Issues

- **Bluetooth:** Ensure Bluetooth is enabled on your phone and you are within 2 meters of the lock during pairing.
- **Wi-Fi:** Verify your Wi-Fi network is 2.4GHz. Keep the lock within 65 feet of your router with no walls in between. Avoid signal interference from microwaves.
- **Reset Lock:** If connection fails, reset the lock and try pairing again.

Text description: A video guide providing solutions for common issues with the Veise VE012W Smart Lock, including deadbolt jamming and app connectivity problems.

PRODUCT SPECIFICATIONS

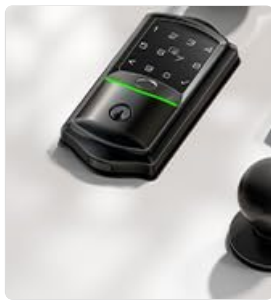| Feature	Detail
Brand	Veise
Model Name	VE012W
Lock Type	Biometric, Deadbolt, Keypad
Special Features	Auto-Lock, Remote Access Sharing, Locally record activities, Back-Lit Keypad, Fingerprint, IP55 waterproof, Smart App Control
Material	Metal
Item Dimensions (L x W x H)	3 x 1.3 x 5.1 inches

Feature	Detail
Item Weight	1.68 Pounds
Power Source	8 AA batteries (required)
Connectivity Protocol	Wi-Fi
Water Resistance	IP55
Security Grade	BHMA Grade 3

WARRANTY AND CUSTOMER SUPPORT

The Veise VE012W Smart Lock comes with a 1-year warranty.
For any questions or support, please contact Veise customer service:

- Toll Free: **+1 (855) 400-3853** (USA) (Monday-Friday 9 AM–5 PM PST)
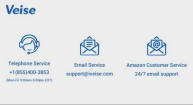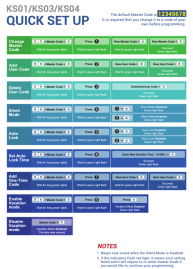- Email: support@iveise.com (24/7 email help)

You can also visit the official Veise website for more information: iveise.com

Text description: An image depicting customer support representatives, highlighting the availability of US-based phone and email support.

Related Documents - VE012W

	Veise VE012W Smart Lock Installation Manual Comprehensive installation manual for the Veise VE012W smart lock, covering parts list, step-by-step installation, troubleshooting, and safety information. Learn how to install your keyless entry smart lock.
	Veise VE017 Smart Lock Installation Manual Comprehensive installation manual for the Veise VE017 smart door lock, covering preparation, installation steps, reset procedures, troubleshooting, and safety warnings.
	Veise VE017 Smart Lock User Manual - Setup, App Guide, and Programming Comprehensive user manual for the Veise VE017 smart lock. Covers installation, app setup (KK Home), pairing, unlocking/locking procedures, programming guide, definitions, and FAQs. Learn to use fingerprint, keypad, user cards, and app features.

	[Veise Smart Lock: How to Pair and Install](#) A comprehensive guide on how to pair and install your Veise Smart Lock, including app registration and door handing instructions.
	[Veise RZ06 Smart Lock User Guide and Installation Instructions](#) Comprehensive guide for installing and operating the Veise RZ06 Smart Lock, including features like keyless entry, app control, auto-lock, and troubleshooting.
	[Veise KS01/KS03/KS04 Keyless Entry Door Lock Quick Setup Guide](#) A concise guide to setting up and programming your Veise KS01, KS03, or KS04 keyless entry door lock, including master code changes, user code management, silent mode, auto-lock, and vacation mode.

Documents - Veise – VE012W

[pdf] User Manual Frequently Asked Questions Troubleshooting Guide Documentation Guide Label

VE012W WiFi Connection FAQ Veise Built in Fingerprint Smart Lock App Remote Control Keyless Entry Front Door Deadbolt Digital Keypad Auto IP55 Waterproof BHMA Grade 3 Matte BlackTroubleshooting Guide Veise Black B0FH79WPYQ B0F6N86ZTMA1YyLXzw7RLA1YyLXzw7RLm media amazon images I A1YyLXzw7RLm A1YyLXzw7RL B0F6N86ZTMVE012W Technical documentationVE012W aa3fb145 7e30 42aa 8c01 f0e39fcb0bdcm A1YyLXzw7RLcdn shopify s files 1 0579 2189 6579 f0e39fcb0bdc v 1751444149m ||| ||| Veise VE012W Wi-Fi Connection FAQ FAQ Q.1 Q.2 Q.3 Q.4 Q.5 The VE012W lock can only detect and connect to 2.4GHz Wi-Fi. If your router s 2.4GHz band is disabled or hidden, the lock won t be able to find it. Please go to your router settings

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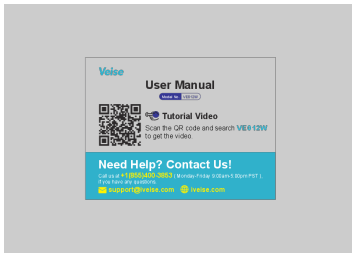lang:en score:44 filesize: 1.52 M page_count: 10 document date: 2025-07-02

[pdf] User Manual Frequently Asked Questions Documentation Guide

VE012W User Manual Veise Built in WiFi Fingerprint Smart Lock App Remote Control Keyless Entry Front Door Deadbolt Digital Keypad Auto IP55 Waterproof BHMA Grade 3 Matte BlackUser Veise Black B0FH79WPYQ B0F6N86ZTMD1L6CjTG1HLm media amazon images I D1L6CjTG1HL BlackVE012W user manualUser B0F6N86ZTMVE012W Technical documentationVE012W manualm D1L6CjTG1HLcdn shopify s files 1 0579 2189 6579 manual v 1751444170 ||| ||| User Manual Model No. VE012W Tutorial Video Scan the QR code and search VE012W to get the video. Need Help Contact Us Call us at 1 855 400-3853 Monday-Friday 9:00am-5:00pm PST , if you have any questions. support iveise.com iveise.com Conte

User Manual Model No. **VE012W** Tutorial Video Scan the QR code and search **VE012W** to get the video. Need Help Contact Us Call us at 1 855 400-3853 Monday-Friday 9:00am-5:00pm PST , if you have any questions. support iveise.com iveise.com Content At a Glance 01 App Pairing 02 Step 1: Regist...

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[Veise VE012W Smart Lock Installation Manual](#)

Comprehensive installation manual for the Veise VE012W smart lock, covering parts list, step-by-step installation, troubleshooting, and safety information. Learn how to install your keyless entry smart lock.

lang:en score:34 filesize: 13.3 M page_count: 22 document date: 2025-07-02