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Veise VE012W

Veise VE012W Wi-Fi Fingerprint Smart Lock User 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 lock offers multiple keyless entry options, remote control via a mobile app, and compatibility with voice assistants for enhanced security and convenience.

KEY FEATURES

- **6-in-1 Keyless Entry:** Unlock using the app, fingerprint (stores 20), unlimited one-time codes, 100 custom PINs, 2 physical keys, or voice commands. All methods are remotely programmable via the app.
- **Built-in WiFi:** Control your lock remotely from anywhere using the app. No additional hub is required. Remotely lock/unlock, check status, and manage access.
- **Fast, Secure AI Fingerprint:** AI self-learning chip recognizes fingerprints in 0.2 seconds with 99.99% accuracy, improving over time.
- **Seamless Voice Control:** Compatible with Amazon Alexa and Google Assistant for hands-free operation.
- **Multiple Password Types & Anti-Peeping:** Manage permanent, recurring, time-limited, or one-time codes. Anti-peeping feature allows random numbers before/after the correct password to prevent leakage.
- **Auto-Lock & One-Touch Lock:** Enable auto-lock (10-180 seconds) via the app or use one-touch lock on the keypad. Features a vacation away mode.
- **Real-Time Alerts and Monitoring:** Receive instant app notifications for lock/unlock events and view detailed access logs.
- **Security & Durability:** BHMA/ANSI Grade 3 certified, solid zinc alloy, IP55 waterproof. 8-battery design for stronger signal stability and longer battery life. AES-128 encryption for local data storage.
- **Easy DIY Installation:** All hardware included, requires only a screwdriver. Fits most standard U.S. doors (1-3/8" to 2" thick) and works for both left- and right-handed doors.

Versatile Access, Designed for All

Suit Every User and Every Situation



*Door Handle is not included

Figure 1: Versatile Access Options for the Veise VE012W Smart Lock.

Built-in WiFi, No Hub Needed

Manage Access. Anytime, Anywhere



Figure 2: Built-in WiFi for remote access and management.

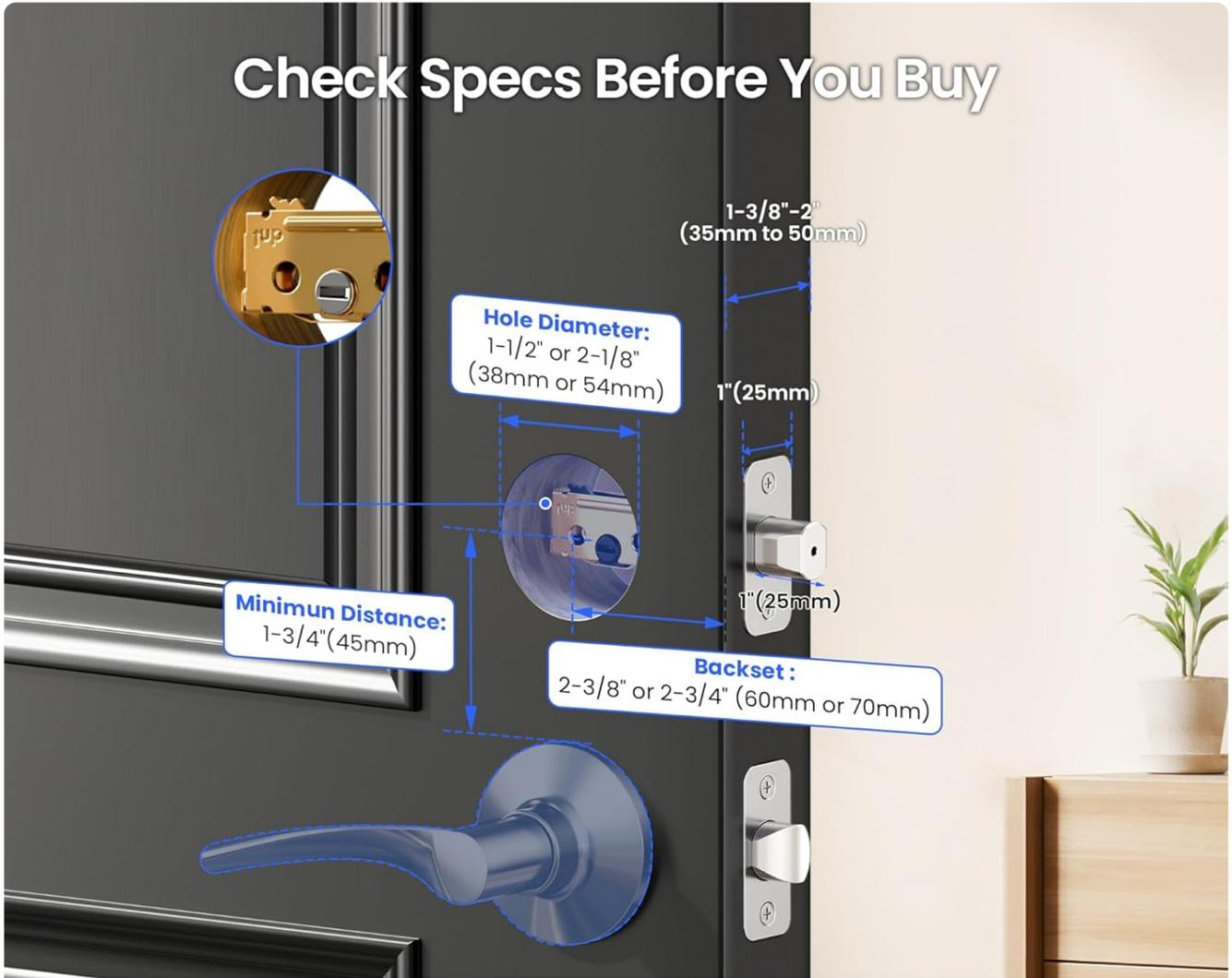
INSTALLATION GUIDE

The Veise VE012W Smart Lock is designed for easy DIY installation, requiring only a screwdriver. Please follow these steps carefully. For a visual guide, refer to the installation video below.

Pre-Installation Checks

- Ensure your door thickness is between 1-3/8" to 2" (35mm to 50mm).
- Verify the hole diameter is 1-1/2" to 2-1/8" (38mm to 54mm).
- Check the backset: 2-3/8" or 2-3/4" (60mm or 70mm).

- Confirm the bore diameter is 1" (25mm).
- Ensure the door frame is properly aligned and free of obstructions. The hole in the door frame should be a minimum depth of 1" (25mm).



*Door Handle is not included

Figure 3: Door Measurement Requirements.

All Hardware is Included

Only need a screwdriver to complete the installation



Figure 4: Included Hardware Components.

Step-by-Step Installation

- 1. Install the Latch and Strike:** Insert the latch into the door edge. Ensure the "up" marking is facing upwards. Adjust the backset if necessary (60mm or 70mm). Secure the strike plate on the door frame. Test the latch bolt for smooth extension and retraction. Keep the latch bolt fully retracted (unlocked position) during installation.
- 2. Install the Exterior Assembly:** Route the cable below the latch and insert the torque blade through the latch slot. If the hole diameter is 1-1/2" (38mm), remove the spacer from the exterior assembly.
- 3. Install the Mounting Plate:** Attach the mounting plate to the door, ensuring the torque blade passes through the center hole. Secure it with the provided mounting plate screws.
- 4. Install the Interior Assembly:** Ensure the latch is retracted. Remove the battery cover. Connect the cable connectors, ensuring correct orientation. Keep the thumb turn vertical and the torque blade horizontal. Attach the interior assembly to the mounting plate and tighten the three screws. Use the correct screws to avoid short-circuiting.
- 5. Install Batteries and Distinguish Door Direction:** First, seat the ribbon in the groove, then place the battery over it.

Insert 8 AA alkaline batteries (non-rechargeable). Attach the battery cover. The lock will automatically identify the door direction. If the lock was powered on before installation, reset it manually after installation.

Installation Video



Video 1: Detailed installation guide for the Veise VE012W Smart Lock.

OPERATING INSTRUCTIONS

Your Veise VE012W Smart Lock offers multiple convenient ways to secure and access your home.

Unlocking and Locking Methods

- **Fingerprint:** Place your registered finger on the fingerprint sensor. The lock will unlock in 0.2 seconds.
- **PIN Code:** Enter your custom PIN code on the digital keypad. Use the anti-peeping feature by entering random numbers before and after your actual code.
- **Mobile App:** Use the dedicated mobile app (KK Home App or similar) to remotely lock or unlock your door from anywhere with a Wi-Fi connection.
- **Physical Key:** Use one of the two provided mechanical keys for traditional unlocking.
- **Voice Commands:** Integrate with Amazon Alexa or Google Assistant to lock or unlock your door using voice commands.
- **Auto-Lock:** Enable the auto-lock feature in the app to automatically lock the door after a set period (10-180 seconds) once closed.
- **One-Touch Lock:** Press the lock button on the keypad to instantly lock the door when leaving.

Adaptive Fingerprint ID

Faster, More Accurate, Easily Managed

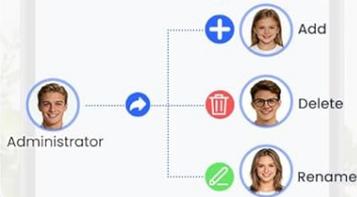
0.2s ↑
Recognition

99.99% ↑
Recognition Rate

508DPI ↑
Resolution



APP Remote Operation



Door Handle is not included

AI Chip
Built-in Self-learning

Figure 5: Fast Fingerprint Recognition.



Compatible with smart voice assistant

Figure 6: Voice Control with Alexa and Google Assistant.

App Management

- **User Management:** Add or remove users, assign different access permissions (owner, administrator, guest).
- **Access Logs:** View detailed records of who entered/exited, their method (fingerprint/code/key), and the exact time.
- **Real-Time Notifications:** Receive instant alerts on your smartphone when the door is locked or unlocked, or if there are improper unlock attempts.
- **Password Customization:** Create permanent, recurring, time-limited, or one-time codes for various users (family, cleaners, guests, deliveries).
- **Vacation Away Mode:** Activate this mode for enhanced security when you are away for extended periods.



Figure 7: Personalized Codes and App Management.

Instant Alerts, Constant Monitoring



Figure 8: Instant Alerts and Monitoring.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your smart lock.

Battery Replacement

- The lock uses 8 AA alkaline batteries (not included). Please use only new, non-rechargeable alkaline batteries.
- You will receive low-battery alerts via the app and the keypad backlight. Replace batteries promptly when alerted.
- To replace, remove the battery cover on the interior assembly, replace all 8 batteries, ensuring correct polarity, and then reattach the cover.

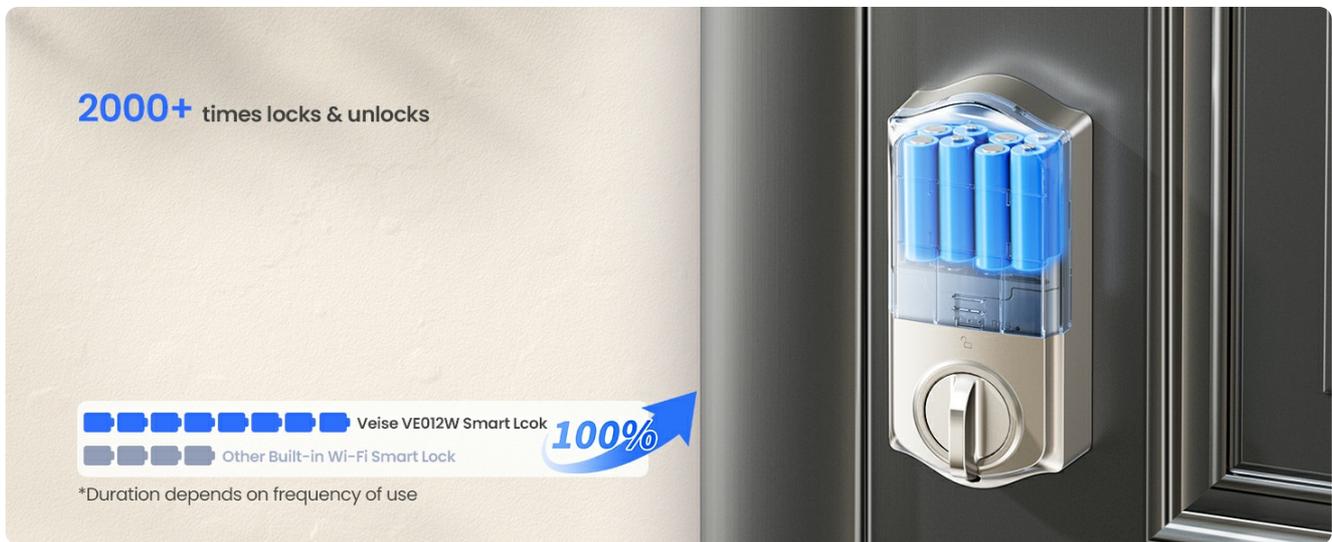


Figure 9: Battery Compartment and Battery Life.



Figure 10: Low Battery Alarm Notification.

Durability and Care

- The lock is built with solid zinc alloy and is IP55 waterproof, ensuring reliable performance in humid conditions and various weather.
- It operates effectively in temperatures from -4°F to 129°F.
- Regularly check for any loose screws or components and tighten them as needed.
- Clean the keypad and fingerprint sensor with a soft, dry cloth. Avoid abrasive cleaners.

Built to Last, Engineered to Endure

Beyond Time For Years to Come



Passed
BHMA/ANSI



IP55
Waterproof



Dual Voltage
Regulation
(battery not included)



Anti-Peeping
Password



On-Device
Data



AES 128

Local Storage Data
Encryption Protection

*Door Handle is not included

Figure 11: Security and Durability Features.



IP55 Waterproof

Reliable performance in humid conditions



Operating Temperature

Works perfectly from -4°F to 129°F



Salt Spray Tested

Meets ANSI-BHMA A156.18-2016 corrosion resistance standard



TROUBLESHOOTING

If you encounter issues with your Veise VE012W Smart Lock, refer to the common solutions below or watch the troubleshooting video.

Common Issues and Solutions

- **Lock cannot be locked or unlocked:**
 - Confirm correct installation: Ensure the thumb turn is vertical and the torque blade is horizontal. The latch should be fully retracted.
 - Reset the lock: Use the reset tool to press and hold the Reset Button for 5 seconds. Continue holding until you hear a long beep and the latch bolt automatically extends.
- **Low Battery:** Replace all 8 AA alkaline batteries immediately upon receiving a low battery alert.
- **Fingerprint not recognized:** Ensure your finger is clean and dry. Try re-registering your fingerprint in the app.
- **PIN code not working:** Double-check the PIN code. Ensure the anti-peeping feature is used correctly if enabled.
- **App connectivity issues:** Ensure your Wi-Fi network is stable and the lock is within range. Restart your router and the lock if necessary.

Troubleshooting Video



Video 2: Troubleshooting guide for common issues with the Veise VE012W Smart Lock.

SPECIFICATIONS

Feature	Detail
Brand	Veise
Model Name	VE012W
Lock Type	Deadbolt, Keypad, Biometric
Connectivity	Bluetooth, Wi-Fi
Control Method	App, Push Button, Remote, Voice
Smart Home Compatibility	Amazon Alexa, Google Assistant, iOS, Android
Material	Aluminum, Metal, Zinc

Item Dimensions (L x W x H)	3 x 1.3 x 5.1 inches
Item Weight	1.68 Pounds
Power Source	8 AA Batteries (not included)
Special Features	Auto-Lock, Fingerprint, One-Touch Lock, Alarm, Anti-Peeping Password, Back-Lit Keypad, Battery Indicator, Passcode Unlock, Weather Resistant
Waterproof Rating	IP55
Operating Temperature	-4°F to 129°F
Certifications	BHMA/ANSI Grade 3

WARRANTY AND CUSTOMER SUPPORT

Veise is committed to providing excellent customer service and product reliability.

- **Warranty:** Comes with a 2-year full-unit warranty and lifetime maintenance for mechanical components.
- **Phone Support:** Reliable lifetime U.S.-based phone support available Monday–Friday, 9 AM–5 PM PST. Call +1 (855) 400-3853.
- **Email Service:** 24/7 email service from the Veise professional team at support@iveise.com.



Figure 13: Veise Customer Support Information.