**Level C2**

# Level Lock (Matter) Smart Lock C2 User Manual
Model: C2

## 1. INTRODUCTION

The Level Lock (Matter) is a smart deadbolt designed to integrate seamlessly into your home. It offers advanced security features and convenient access options through Matter-over-Thread technology. This manual provides essential information for the proper installation, operation, and care of your Level Lock.

### Key Features:

- **Impossibly Small Design:** Technology is hidden inside the door, making it the smallest smart lock available.
- **Bluetooth + Matter Built-In:** Interoperable with Apple Home, Google Home, Amazon Alexa, and SmartThings (SmartThings hub required) for easy integration.
- **Remote Access:** Lock or unlock your door and receive activity notifications from anywhere using certified smart home apps (requires Matter-over-Thread Hub + Border Router).
- **Keyless Entry:** Utilize the Level Home app (iOS & Android) for keyless access, sharing, and activity history.
- **Best-in-Class Security:** Certified AAA by BHMA and ANSI grade 1/A, meeting the highest industry standards for security, durability, and finish.
- **Simple Installation:** Wire-free design, easy to install with a screwdriver, fitting standard American deadbolts.

## 2. WHAT'S INCLUDED

Verify that all components are present in your Level Lock (Matter) package:

- 1 Level Lock (Matter) Assembly
- 1 Installation Guide
- 2 Keys
- 6 Installation Screws

- 2 Strike Plates
- 1 CR2 Battery



Figure 1: All items included in the Level Lock (Matter) package: the lock assembly, two keys, six installation screws, two strike plates, and a CR2 battery.

## 3. SETUP AND INSTALLATION

The Level Lock is designed for straightforward installation, typically requiring only a screwdriver. It replaces most American standard deadbolts.

### Door Compatibility:

- Works with most American standard deadbolts.
- Standard profile deadbolt: 0.75 inches or greater.
- Backset lengths: 2.375 inches or 2.75 inches.
- Door thickness: 1.75 inches - 2 inches.
- ANSI standard 2.125 inches bore hole diameter.

## Installation Steps:

1. **Prepare Your Door:** Ensure your door meets the compatibility requirements. Remove any existing deadbolt hardware.
2. **Install the Bolt:** Insert the Level Lock bolt into the door edge.
3. **Install the Housing:** Place the interior and exterior housings, securing them with the provided screws.
4. **Insert Battery:** Install the CR2 battery into the designated compartment.
5. **Test Operation:** Manually test the lock and unlock mechanism to ensure smooth operation.
6. **App Setup:** Download the Level Home app (available for iOS and Android) and follow the on-screen instructions to pair your lock and complete the setup.



### Best-in-class-security

BHMA AAA certified for security, durability, and finish. Tested to 250,000 cycles (136 years of use), meets ANSI 156.40 and 156.25 standards, and includes temperature compensation for reliable performance in any condition.
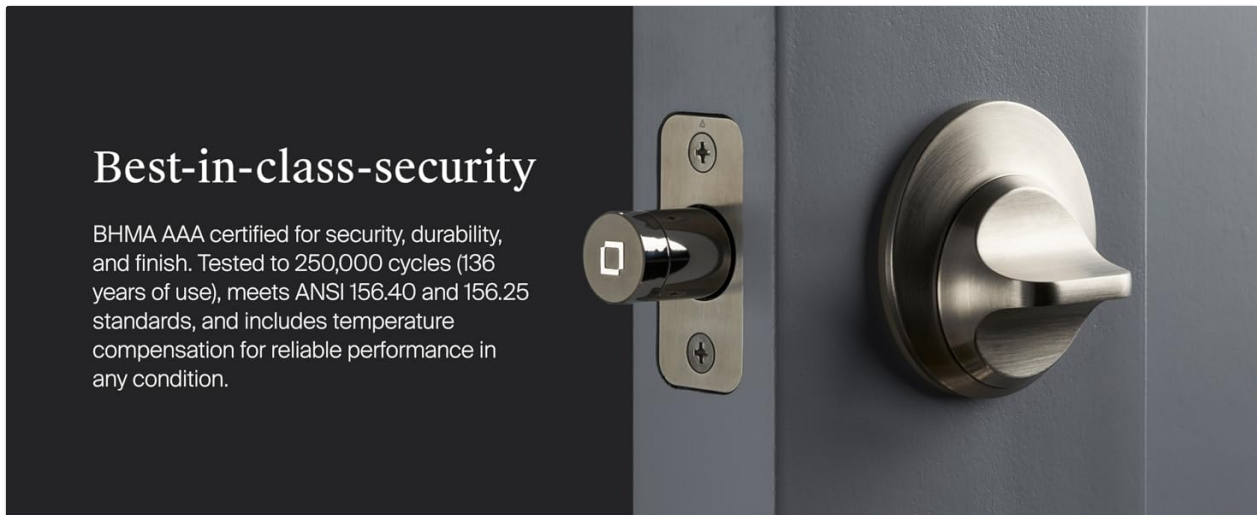
Figure 2: Visual guide for installing the Level Lock, showing measurements and steps for fitting it into a standard American deadbolt opening.

## Exterior and Interior Design:

The Level Lock is designed to be discreet, maintaining the aesthetic of your door without bulky external keypads or large interior housings.



### Award-winning innovation

Combines sleek, invisible technology with a distinguished design that blends effortlessly into your home.

GOLD AWARD 2021 · reddot winner 2021 · iF DESIGN AWARD 2021 · GOOD DESIGN · FAST COMPANY Most Innovative Companies 2025
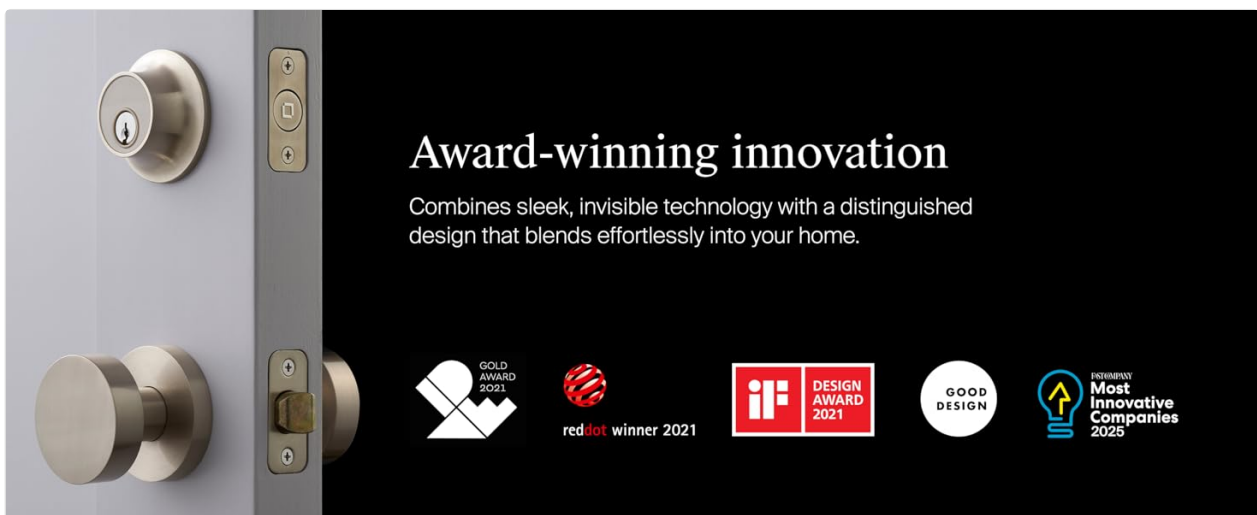
Figure 3: Exterior view comparison showing the sleek, minimalist design of the Level Lock contrasted with a traditional smart lock featuring an external keypad.
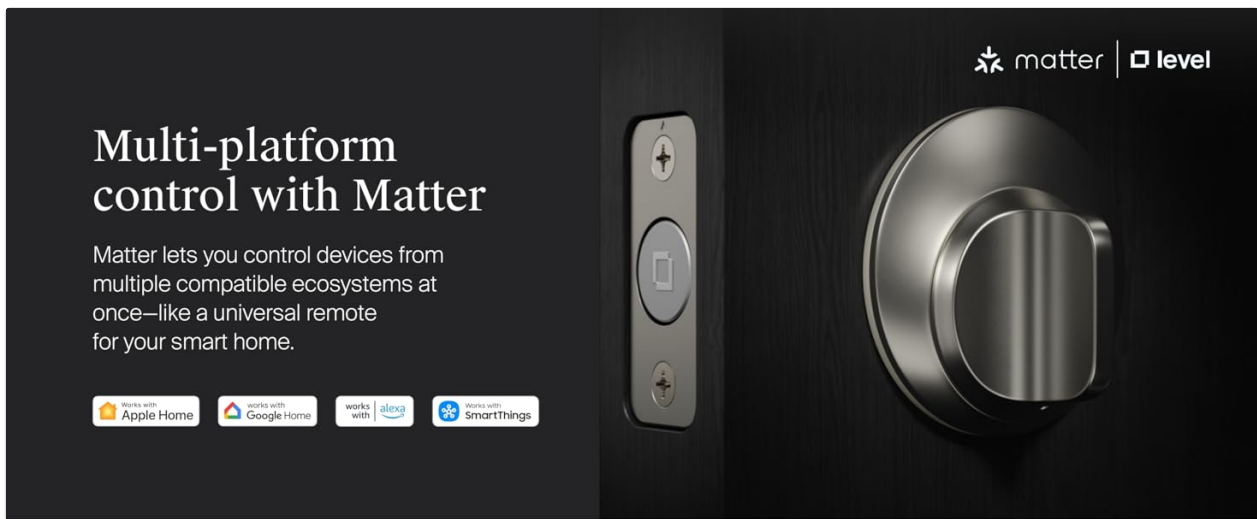
Figure 4: Interior view comparison demonstrating the compact and hidden technology of the Level Lock, appearing significantly smaller than a traditional smart lock's interior housing.

## 4. OPERATING INSTRUCTIONS

The Level Lock offers multiple ways to control access to your home, integrating with various smart home platforms.

### Control Methods:

- **Level Home App:** Use the dedicated Level Home app (iOS & Android) to lock/unlock, manage access, and view activity history.
- **Voice Control:** Integrate with Amazon Alexa, Google Assistant, or Apple HomeKit for voice commands (e.g., "Alexa, unlock front door").
- **Physical Key:** Traditional key access is always available.
- **Level Keypad (Sold Separately):** For key code access, a Level Keypad can be installed within 30 feet of your lock.



Figure 5: A family entering their home, illustrating the convenience of multiple entry options for the Level Lock, including smartphone app, voice control, and physical key.

### Smart Home Integration (Matter-over-Thread):

The Level Lock (Matter) is designed for multi-platform control, allowing you to manage it through various compatible smart home ecosystems.

- **Compatible Hubs:** To use Matter-enabled features, a Matter-over-Thread hub connected to your home Wi-Fi and updated to the latest firmware is required. Examples include Apple TV 4K (2nd/3rd Gen), HomePod (2nd Gen), HomePod mini, various Echo devices, Nest Hub (2nd Gen), Nest Hub Max, and SmartThings hubs.
- **Remote Access:** Requires a Matter-over-Thread Hub + Border Router for remote lock/unlock and notifications.
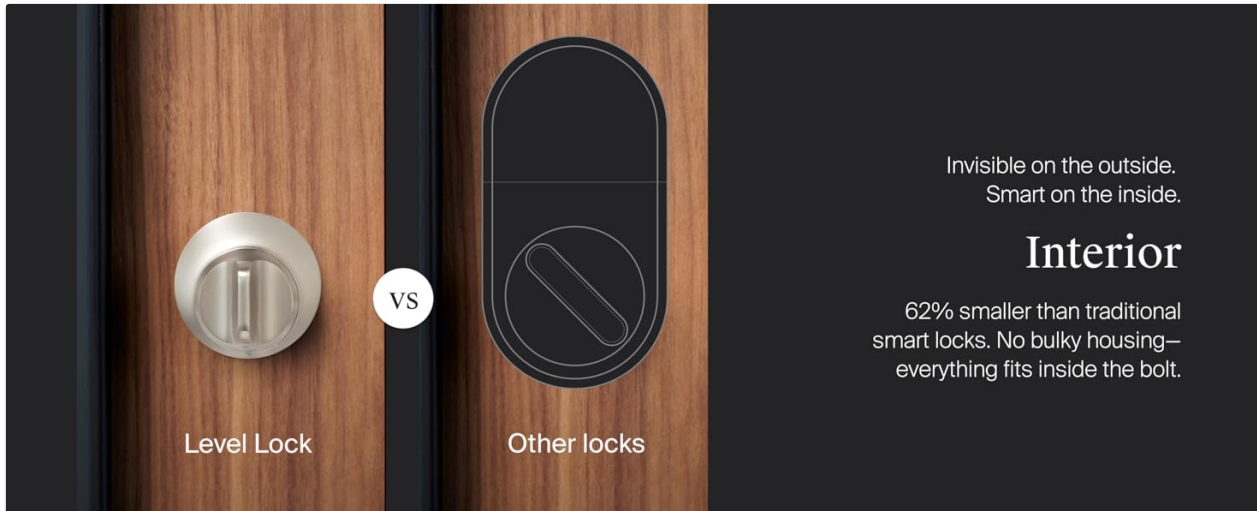- **Local Control:** Manage your lock from your phone while at home without internet access.



Figure 6: The Level Lock (Matter) integrated into a door, highlighting its compatibility with various smart home ecosystems like Apple Home, Google Home, Amazon Alexa, and SmartThings, enabled by Matter-over-Thread technology.
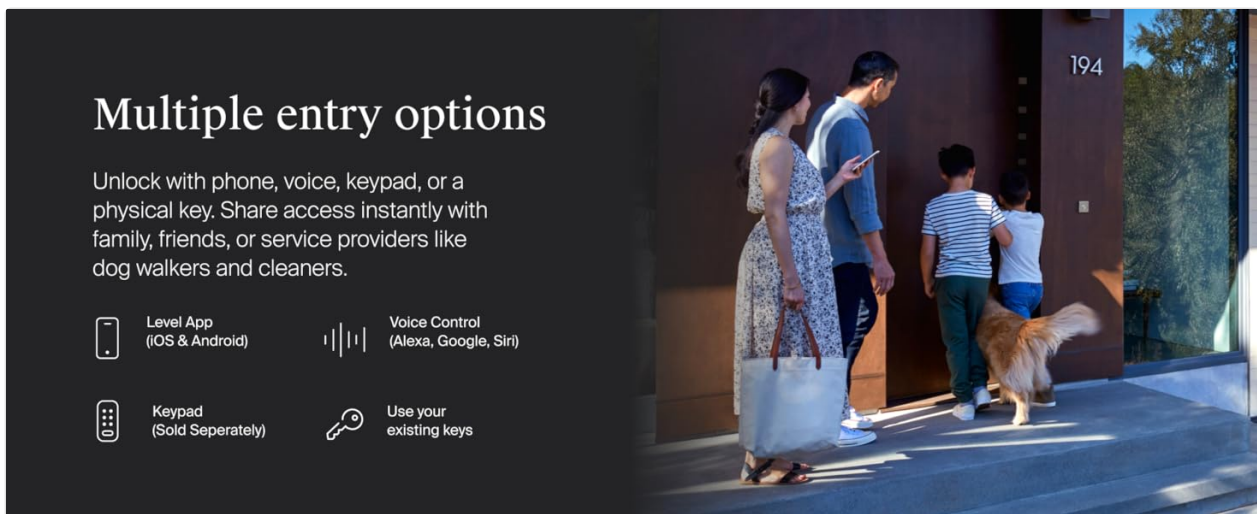


Figure 7: A person interacting with the Level Lock via a smartphone, demonstrating local control without requiring an internet connection.

## 5. Maintenance

### Battery Replacement:

The Level Lock is powered by one CR2 Lithium Manganese Dioxide battery. When the battery level is low, you will receive notifications through the Level Home app. To replace the battery:

1. Locate the battery compartment within the lock assembly.
2. Remove the old CR2 battery.
3. Insert a new CR2 battery, ensuring correct polarity.
4. Close the battery compartment securely.

## Cleaning:

To maintain the appearance and functionality of your Level Lock, wipe it with a soft, damp cloth. Avoid using abrasive cleaners or solvents, as these can damage the finish.

## 6. TROUBLESHOOTING

If you encounter issues with your Level Lock, consider the following:

- **Lock Not Responding:** Check the battery level in the Level Home app. Replace the CR2 battery if it is low.
- **Connectivity Issues:** Ensure your Matter-over-Thread hub and border router are powered on and connected to your home network. Verify that the Level Home app and your smart home platforms are updated to the latest versions.
- **App Problems:** Try restarting the Level Home app or reinstalling it. Ensure your smartphone's Bluetooth is enabled.
- **Physical Obstruction:** Check for any physical obstructions in the door frame or strike plate that might prevent the deadbolt from extending or retracting fully.

For persistent issues, refer to the Level Home app's help section or contact Level customer support.

## 7. SPECIFICATIONS

| Feature | Detail |
| --- | --- |
| Brand | Level |
| Model Name | Lock (Matter) |
| Item Model Number | C2 |
| UPC | 850058738291 |
| Lock Type | Deadbolt |
| Material | Metal (440C stainless steel and strengthened metal alloys) |
| Color | Satin Nickel |
| Product Dimensions (L x W x H) | 4.5 x 2.75 x 2.75 inches |
| Item Weight | 3.38 pounds |
| Special Features | Auto-Lock, Matter-Enabled, Scratch-Resistant, Smart Lock, Weather Resistant |
| Connectivity Protocol | Matter, Bluetooth |
| Control Method | App, Remote, Voice |

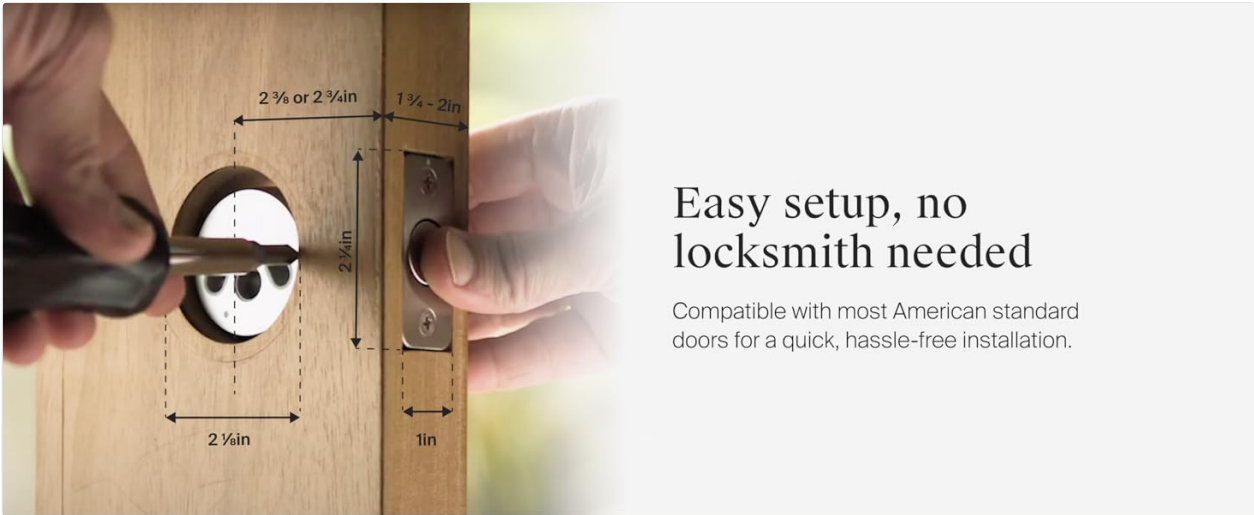| Feature | Detail |
| --- | --- |
| Controller Type | Amazon Alexa, Android, Apple HomeKit, Google Assistant, iOS |
| Power Source | 1 CR2 Battery (included) |
| Battery Cell Type | Lithium Manganese Dioxide |
| Security Certification | BHMA AAA, ANSI Grade 1/A |



Figure 8: Detailed technical specifications for the Level Lock (Matter) Smart Lock.
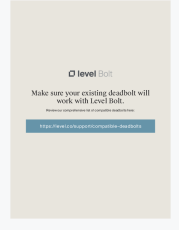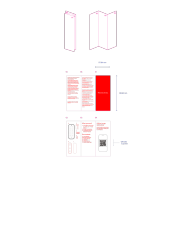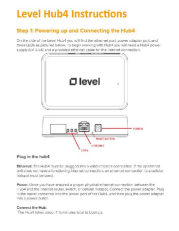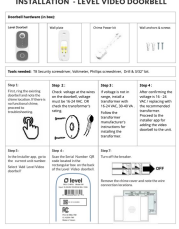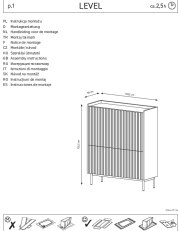
## 8. WARRANTY INFORMATION

The Level Lock (Matter) Smart Lock is backed by a **2-year limited warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the warranty documentation included with your product or visit the official Level website.

## 9. SUPPORT

For further assistance, technical support, or to access additional resources, please visit the official Level support website or contact their customer service team. You can typically find contact information within the Level Home app or on the Level website.
**Online Resources:** www.level.co/support

**Related Documents - C2**

[Level Bolt Deadbolt Compatibility Guide](#)

Ensure your existing deadbolt is compatible with the Level Bolt smart lock. Review the comprehensive list of compatible deadbolts provided by Level Home Inc.



[Level Keypad Quickstart Guide: Installation and Setup](#)

Get started with your Level Keypad. This quickstart guide provides essential information on what you need, box contents, installation steps, and regulatory compliance for your Level smart lock accessory.



[Level Hub4 Setup and Troubleshooting Guide](#)

Comprehensive guide to setting up, connecting, provisioning, and troubleshooting the Level Hub4 smart home gateway. Includes LED status meanings and common error resolutions.



[Level Video Doorbell Installation Guide](#)

Comprehensive guide for installing the Level Video Doorbell, including hardware setup, wiring, app integration, and troubleshooting.



[Level Hub 5 and Gateway Mounting Instructions](#)

Detailed instructions for mounting the Level Hub 5 and Gateway using adhesive strips or screws, including FCC and Industry Canada compliance information.



[LEVEL Highboard Cabinet 103cm Assembly Instructions](#)

Step-by-step assembly guide for the LEVEL Highboard Cabinet (103cm). Features clear diagrams, parts list, safety warnings, and care instructions in multiple languages. Estimated assembly time: 2.5 hours.