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BESTTEN DD2 Series Digital Deadbolt with Keypad

BESTTEN DD2 Series Digital Deadbolt with Keypad User Manual

Contents

BESTTEN

BESTTEN DD2 Series Digital Deadbolt with Keypad

Product Information

Specifications:

- Product Name: BESTTEN R Digital Deadbolt with Keypad
- Package Includes:
    - 1 Exterior Assembly
    - 1 Interior Assembly
    - 1 User Guide
    - 2 Keys
    - 1 Strike Plate
    - 1 Mounting Plate
    - 1 Latch
    - 1 1 1/8 Screw
    - 2 5/16 Screws
    - 2 1-inch Screws
    - 5 3/4-inch Screws
    - 4 AA Alkaline Batteries

Product Usage Instructions

Installation Overview:

1. Prepare Door (Refer to Template Included for Door Prep Instructions)
2. Install Latch and Strike Plate
    - Do Not Extend Cylindrical Cover Past 2-3/4 (70mm)
3. Determine Door Handing (Left Handed Door or Right Handed Door)
4. Install Exterior Assembly
5. Install Interior Assembly
6. Test Operation

Detailed Installation Steps:

1. **Prepare Door:** Skip if pre-drilled holes exist.
2. **Install Latch and Strike Plate:** Follow provided instructions to set backset correctly.
3. **Determine Door Handing:** Identify left or right-handed door.
4. **Install Exterior Assembly:** Ensure proper positioning and wire routing.
5. **Install Interior Assembly:** Insert control wire carefully.
6. **Test Operation:** Confirm proper latch movement and knob function.

Troubleshooting Tips:

- If the lock button does not function correctly, check tailpiece position.
- If latch does not extend or retract easily, review installation steps.

Frequently Asked Questions (FAQ)

Q: What should I do if some items are missing from the package?
A: If any items are missing, please contact BESTTEN Customer Care for assistance.
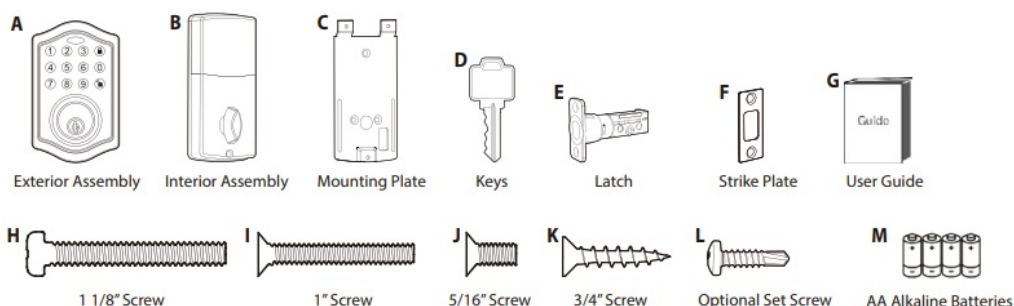
Read this manual carefully before installing and operating!
For any problems or issues, please contact **support@ibestten.com** or 1-800-358-6160. Our technical team will help you sort it out.

Digital Deadbolt with Keypad

Package Includes

- 1- Exterior Assembly
- 1- Interior Assembly
- 1- User Guide
- 2- Keys
- 1- Strike Plate
- 1- Mounting Plate
- 1- Latch
- 1- 1 1/8" Screw
- 2- 5/16" Screw
- 2- 1" Screw
- 5- 3/4" Screw
- 4- AA Alkaline Batteries

A	B	C	D	E	F	G
Exterior Assembly	Interior Assembly	Mounting Plate	Keys	Latch	Strike Plate	User Guide

H	I	J	K	L	M
1 1/8" Screw	1" Screw	5/16" Screw	3/4" Screw	Optional Set Screw	AA Alkaline Batteries

Please carefully check the above list to confirm all items have been received. If any items are missing, please contact BESTTEN Customer Care. (See page for contact information)
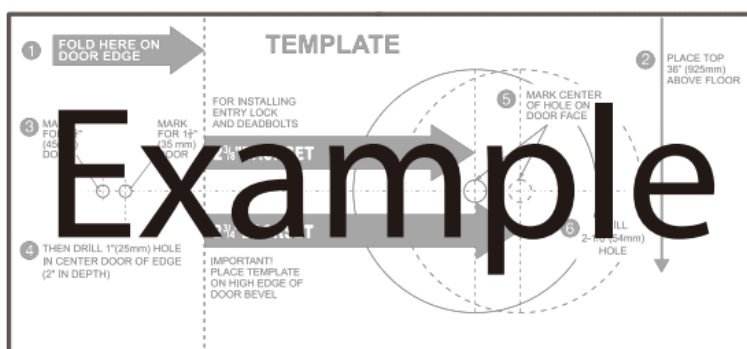
Installation Overview
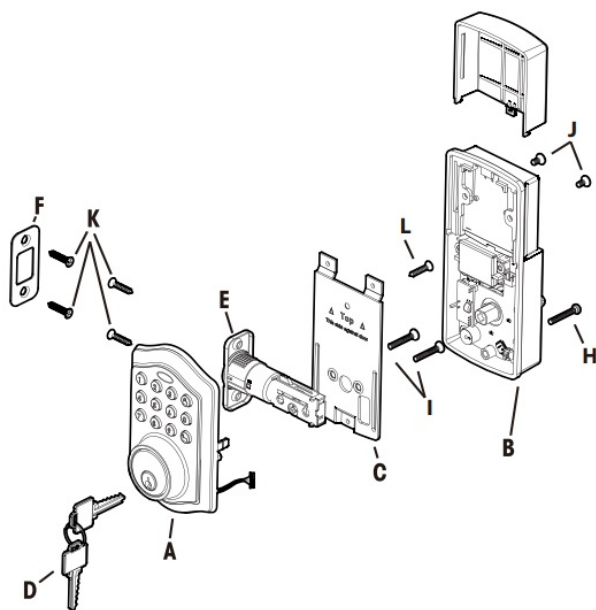
Check that the Rubber Gasket is Secured on the Exterior Assembly. Insert the Exterior Assembly onto the Door with the Tailpiece Going Through the Deadbolt Latch Set in the VERTICAL POSITION. Route the Control Wire Through the Door Under the Deadbolt Latch Set.

Prepare Door

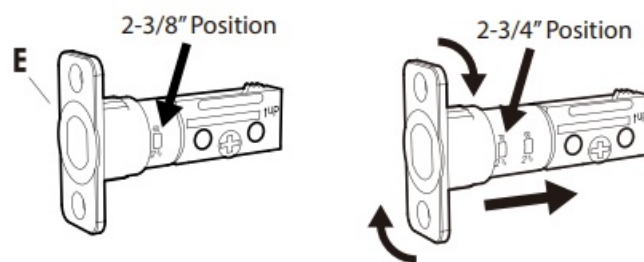**NOTE:** Skip this step if your door comes with pre-drilled holes.

Refer to Template Included for Door Prep Instructions
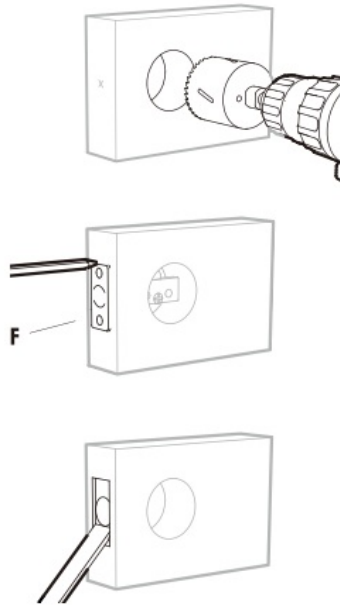
Install Latch and Strike Plate

**NOTE:** Do Not Extend Cylindrical Cover Past 2-3/4" (70mm)

To convert from 2-3/8" (60mm) backset to 2-3/4* (70mm) bakeset

1. Hold latch with numbers facing forward and thumb pressing on the bolt.
2. Rotate the cylinder cover clockwise.
3. Pull and twist the extension plate all the way out.
4. Rotate the cylinder counter clockwise so that the marking align with the 2-3/4″ position indicator.
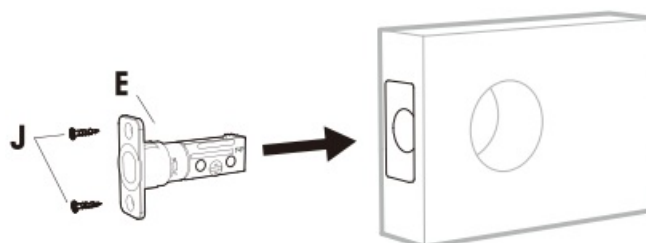
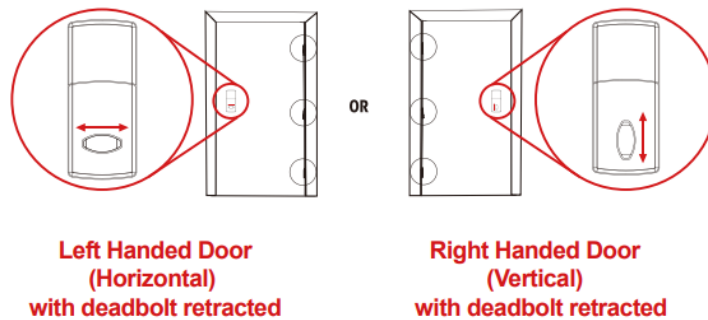Deadbolt Latch Must Be Retracted During Installation

Strike Plate
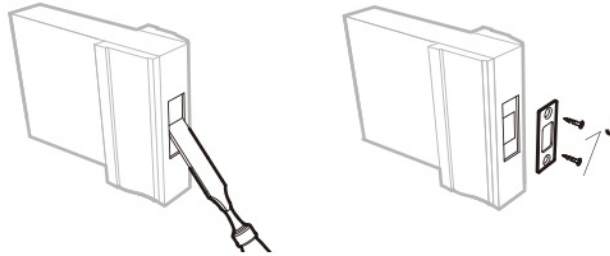
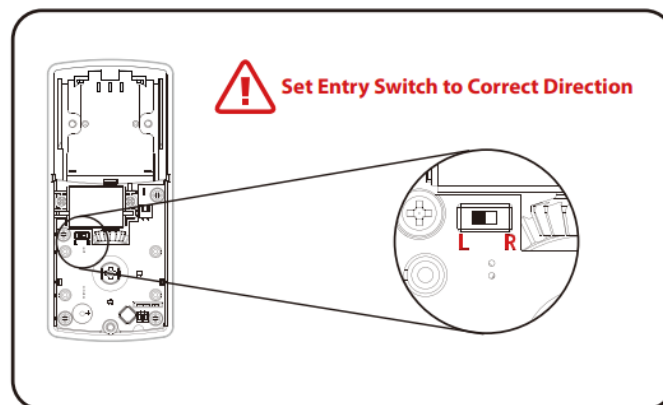**Do Not Over Tighten**

J

Determine Door "Handing"

View from Backside of the Lock

OR

**Left Handed Door
(Horizontal)
with deadbolt retracted**

**Right Handed Door
(Vertical)
with deadbolt retracted**

⚠ **Set Entry Switch to Correct Direction**

L   R

Install Exterior Assembly

A

Latch Hole

**Control
Wire**

⚠ **Tail Piece (Vertical)**

Check that the rubber gasket is secured on the exterior assembly. Insert the exterior assembly onto the door with the tailpiece going through the deadbolt latch set in the VERTICAL POSITION. Route the control wire through the door under the deadbolt latch set.

Tail Piece (Vertical)

The Tail Piece that goes through the door and connects the lock (See Diagram) MUST be in the VERTICAL position (Up and Down) during installation.

IF THE TAIL PIECE IS NOT IN THE VERTICAL POSITION DURING INSTALLATION, THE LOCK WILL NOT FUNCTION CORRECTLY.

Unscrew the Screw B to Remove the Mounting Plate

Secure Mounting Plate to Door

Install Interior Assembly

Carefully Insert Control Wire into the Wire Connector

Control Wire

Make sure that all the pins on the control wire connector are straight and that the connector is fully installed and firmly connected.

Install Interior Assembly

NOTE: Make Sure the Knob is in the Correct Position.
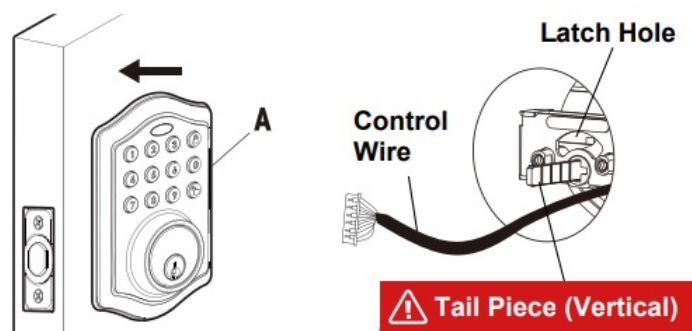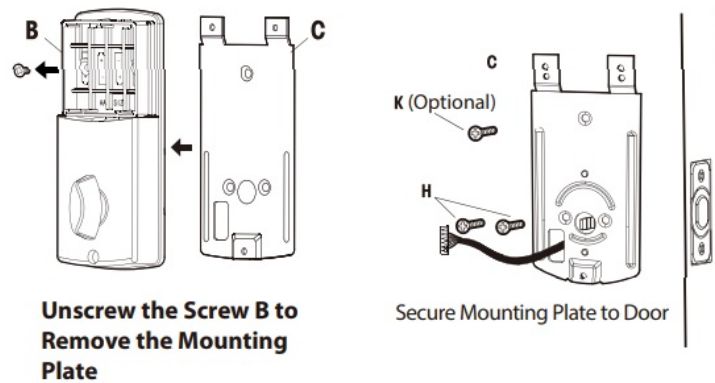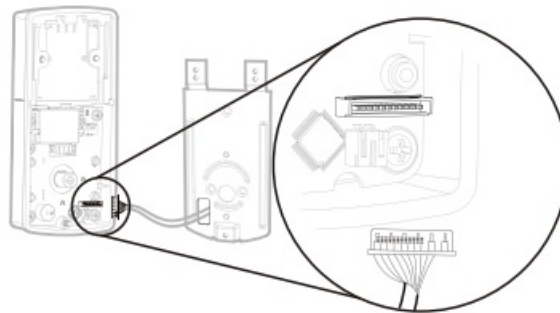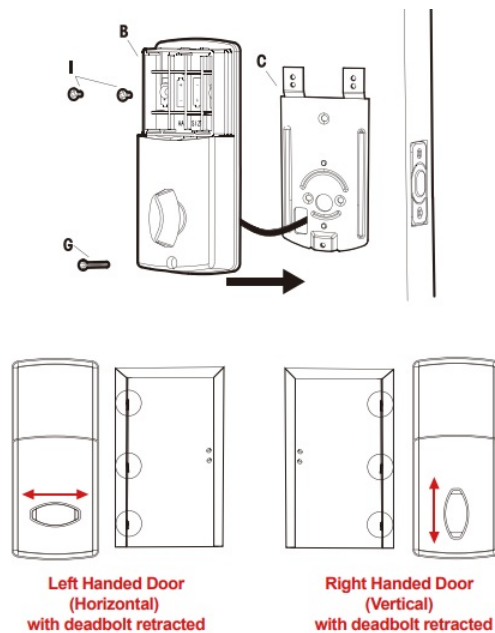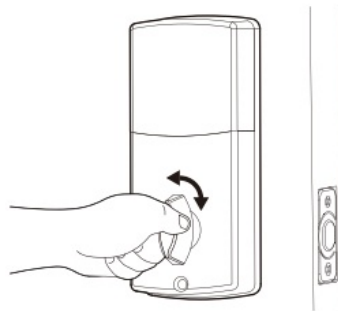Be Careful Not to Pinch the Control Wire When Assembling

Left Handed Door
(Horizontal)
with deadbolt retracted

Right Handed Door
(Vertical)
with deadbolt retracted

Test the Lock

Lock/Unlock: Using the Knob to Make Sure the Latch is Extenting and Retracting Easily. If Not, Go Back to Step 2.

Install Batteries and Cover
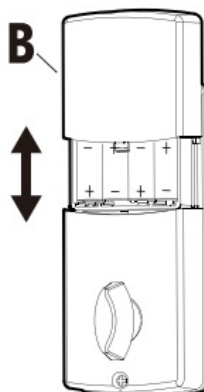
This Electronic Lock Requires (4) High Quality AA Alkaline Batteries. When All 4 Batteries are Installed in the Correct Position, You should Hear 2 Beeps and the Keypad will Illuminate Blue.

NOTE:
Do Not Touch the Keypad until the Blue Light Turns off. Do Not Use Rechargeable Batteries or Non-Alkaline Batteries.

Test Operation

Test the Lock Button with Door Open

Test Unlocking
Press 1-2-3-4- 🔓
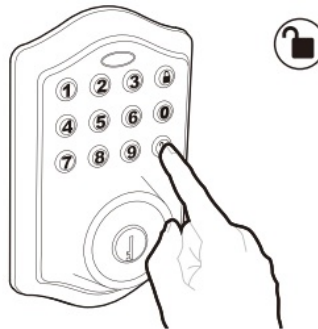
Before Opening Door, Let Motor Complete Cycle

Hardware Programming Instructions

5 Seconds
During programming, if there are no inputs for 5 seconds, the programming will exit and fail to complete.

Creat Administrator Code

Input Admin Code (default 123456) → **Press 🔒 Long Beep** → **Press ④**

Press 🔒 → **Input 6 Digit Code Press🔒 Short Beep**

Repeat the 6 Digit Code Press 🔒 Long Beep → **Green Light Flashes Confirming Success**

Add a User Code

Input Admin Code (Default 123456) → **Press 🔒 Long Beep** → **Press ①**

Press🔒 → **Input User Number Between 02-50 Press🔒 Long Beep** → **Input New 4-8 Digit User Code Press🔒 Short Beep**

Repeat 4-8 Didit User Code Press 🔒 Long Beep → **Green Light Flashes Confirming Success**

Unlock Door with User Code
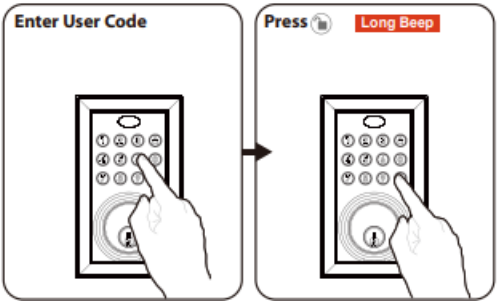
Programming Record

My Codes: Date Created

Programming Code .... (6 Digits) /   /
User Code 02 .... (4-8 Digits) /   /
User Code 03 .... (4-8 Digits) /   /
User Code 04 .... (4-8 Digits) /   /
User Code 05 .... (4-8 Digits) /   /
User Code 06 .... (4-8 Digits) /   /
User Code 07 .... (4-8 Digits) /   /
User Code 08 .... (4-8 Digits) /   /
User Code 09 .... (4-8 Digits) /   /
User Code 10 .... (4-8 Digits) /   /
User Code 11 .... (4-8 Digits) /   /
User Code 12 .... (4-8 Digits) /   /
User Code 13 .... (4-8 Digits) /   /
User Code 14 .... (4-8 Digits) /   /
User Code 15 .... (4-8 Digits) /   /
User Code 16 .... (4-8 Digits) /   /
User Code 17 .... (4-8 Digits) /   /
User Code 18 .... (4-8 Digits) /   /

Delete a User Code

**Input Admin Code
(Default 123456)**

Press 🔓 `Long Beep`

Press ②

Press 🔓

**Input Existing User #
Between 02-50
Press** 🔓 `Short Beep`

**Repeat the User #
Press** 🔓 `Long Beep`

**Green Light Flashes
Confirming Success**

Delet All User Codes

**Input Admin Code
(Default 123456)**

Press 🔓 `Long Beep`

Press ③

Press 🔓

Reenter Admin Code

Press 🔓 `Long Beep`
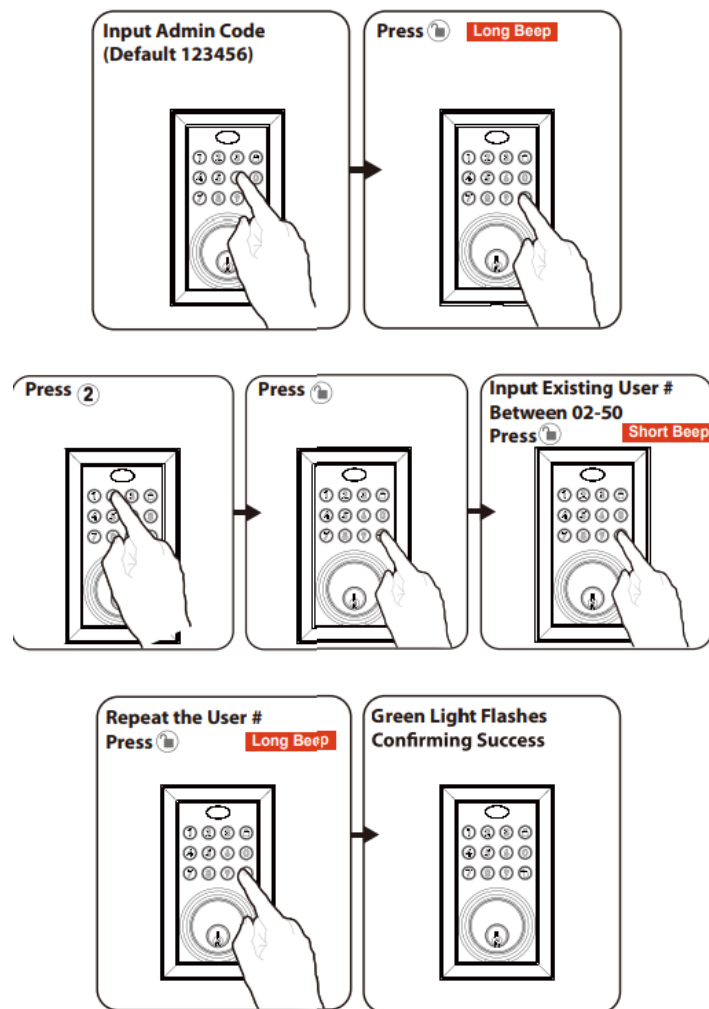
**Green Light Flashes
Confirming Success**
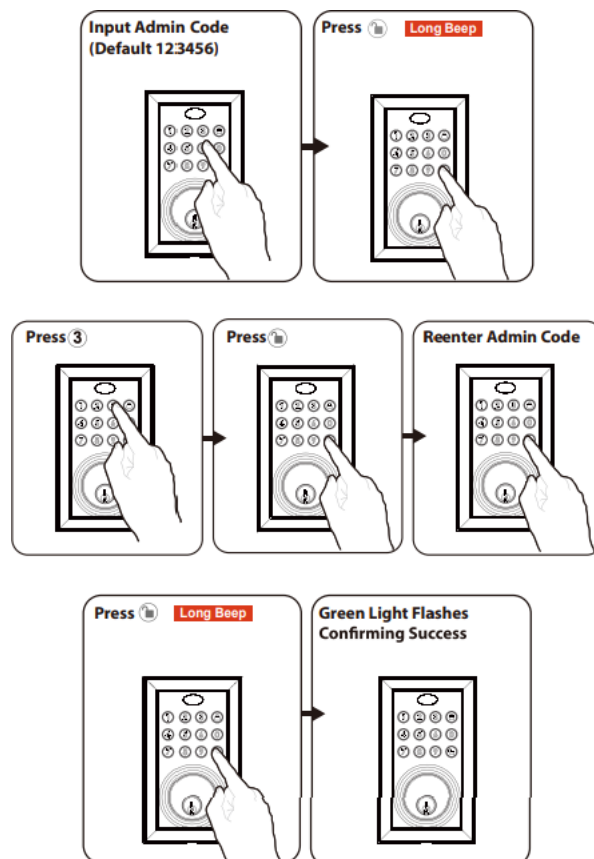
Additional Programming Functions

Programming Symbols

🔒 **Lock / Clear**

🔓 **Unlock / Programming**

(AC) **Administrator Code**

Automatic Lock Function

Set or Cancel Auto Lock
You can set the lock to automatically close after each time the lock is opened.

Time value range = 20 – 900 seconds, enter the following:

Set Auto Lock: (AC) ➔ 🔓 ➔ 5 ➔ 🔓 ➔ Time Value ➔ 🔓

Hear 1 beep and Light Indicator illuminates green.

To cancel Auto Lock set the time to 00, enter the following:

Cancel Time Value Auto Lock: (AC) ➔ 🔓 ➔ 5 ➔ 🔓 ➔ 00 ➔ 🔓
Hear 1 beep and Light Indicator illuminates green.

Temporarily Disable:

While in Auto-Lock mode, unlock door using (AC) within 10 seconds you must turn the locking knob by hand to the locked position, wait more than 2 seconds then turn the locking knob back to the unlock position. The Auto-Lock mode is now disabled.

RESTORE:
To restore the Auto-Lock function, turn the locking knob by hand to the locked position, wait more than 2 seconds

or press the 🔒 Lock button on the keypad.

Vacation Mode

With Vacation Mode enabled, the system enters into low-power consumption mode. During this mode, all buttons and functions will be disabled until they are re-enabled.

ENABLE:

(AC) ➔ 🔓 ➔ 10 ➔ 🔓 ➔ 1 ➔ 🔓

Once the door is locked then vacation mode will be engaged and all buttons and functionswill be disabled

DISABLE:

To disable the Vbcation Mode, you must press and hold 🔓 for more than 3 seconds, then input (AC) followed by

 to unlock the door. Vacation Mode is now disabled.

NOTE: If you only press the for more than 3 seconds but do not input , the system will remain in Vacation Mode.

Secure Lock-out Period
Warning sounds and LED flashes red after 3 incorrect code attempts: Keypad shuts down for 60 seconds.

SOUND ON AND OFF

You can "mute" or turn the "sound on" on your lock by entering the following. (Factory setting is sound on).

1= Sound Off
2= Sound On
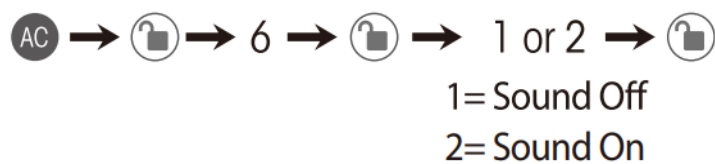
- Sound Off (1) – Light Indicator illuminates green.
- Sound On (2) – Hear 1 beep and Light Indicator illuminates green.

Restore Factory Settings
To reset the lock to the original factory settings including the Programming Code and all User Codes follow these steps:

1. Remove one battery for 10 seconds.
2. Reinsert the battery and wait for a long and short beep.
3. Press 3 times within 3 seconds before the blue light turn off.
4. The lock will beep and the light indicator will turn green.

Low Battery Warning
Beeps and LED flashes red 7 times. Replace with good quality alkaline batteries.

Note: Removing batteries does not erase active Administrator or User Codes.

Consumer Friendly Message Guide

Unlock / Valid programming:	1 long beep and LED illuminates green
Lock:	2 short beeps and LED illuminates red
Invalid programming:	2 short beeps and LED flashes red twice
Low voltage:	Short beeps and LED flashes red seven times
Super low voltage :	4 short beeps and LED flashes red four times
4 incorrect code entry attempts:	2 short beeps and LED illuminates red each attempt
Power on:	1 long beep and 1 short beep and LED illuminates green
Chip reset:	1 long beep and 1 short beep and LED illuminates green (may occur several times or once in a while)
Lock error:	3 long beeps LED flashes red three times
Repeat operation after lock error:	2 short beeps three times LED flashes red six times

Troubleshoot

Issue	Solution
Interior Knob will not turn	Knob or vertical tailpiece is installed in incorrect position. • Remove Interior Msembly and reposition the Interior Knob. With the Deadbolt Latch retracted verify that the tailpiece is vertical.
Lock will not function electronically	• Check that all batteries are high qualify Alkaline Batteries. • Check for proper polarity (+-)of oil batteries. • Check that the Control Wire is attached to the Interior Assembly and not damaged. • Check each wire for loose or disconnected wires. • Disconnect the wiring harness and reconnect the wiring harness.
Lock gives error signal when opening or locking and Deadbolt Latch will not extend or retract completely when door is closed	• Unlock door using Key or Interior Knob. While door is open, check that the Deadbolt Latch operates smoothly. • Check for proper alignment of the strike plate, adjust as needed to assure there is no binding against the Deadbo it Latch. • Make sure tail piece is in the vertical position and straight up and down.
Deadbolt Latch is sticking	Installation screws of the lock may be too tight and have to be loosened. • Remove Interior Assembly. • Slightly loosen the Mounting Plate screws. • Lock and unlock using the Key. • Reattach Control Wire and Interior Assembly.
Keypad not working	• Wait 60 seconds, keypad may be locked out due to incorrect code. • Replace with 4 high quality alkaline batteries.
Keypad beeps and LED	• Replace with 4 high quality alkaline batteries.

Contact Us First! Do Not Return to Store

Warranty

BESTTEN Warrants to the Original Customer that this Product is Free of Defects in Materials and Workmanship for 3 years from the Purchase Date. Within this Period, Simply Contact BESTTEN CARE with Proof of Purchase and Reason of Claim. We will Replace the Product for Free.
Any Product which is Subject to Misuse or Accidental Damage is Excluded from this Warranty.

BESTTEN CARE
support@ibestten.com
1-800-358-6160 (Mon-Fri 9AM-5PM PST)

For More Products from BESTTEN, Please Visit Our Website **www.ibestten.com**.

Documents / Resources

	BESTTEN DD2 Series Digital Deadbolt with Keypad [pdf] User Manual DD2 Series Digital Deadbolt with Keypad, DD2 Series, Digital Deadbolt with Keypad, Deadbolt with Keypad, Keypad

References

- 🌐 **BESTTEN | High Quality and Reliable | Making Your Home Smart&Safe – BESTTEN US**
- **User Manual**