



## 23 0330 Level QSG Lock Smart Lock with Apple Home Keys User Guide

[Home](#) » [Level](#) » 23 0330 Level QSG Lock Smart Lock with Apple Home Keys User Guide 

### Contents

- 1 23 0330 Level QSG Lock Smart Lock with Apple Home Keys
- 2 Product Information
- 3 Product Usage Instructions
- 4 What's in the Box
- 5 Information
- 6 Door Hardware Installation
- 7 Level Home app activation
- 8 Additional Steps for Apple Users
- 9 FCC STATEMENT
- 10 Documents / Resources
  - 10.1 References
- 11 Related Posts



**23 0330 Level QSG Lock Smart Lock with Apple Home Keys**



## Product Information

- The Level Lock+ is a smart lock device designed for home security.
- It is compatible with Apple HomeKit technology.
- The device is BHMA Grade AAA certified.
- It comes with a 2-year limited warranty.
- The device complies with part 15 of the FCC Rules.
- Battery life varies with usage.

## Product Usage Instructions

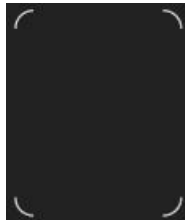
1. Before starting the installation process, enable HomeKit by scanning the provided code in the Level app.
2. For additional help, troubleshooting, returns, and more, visit [www.level.co/support](http://www.level.co/support).
3. To learn more about the 2-year limited warranty, visit [www.level.co/warranty](http://www.level.co/warranty).
4. To ensure proper operation and compliance with FCC rules, refer to [www.level.co/FCC](http://www.level.co/FCC).
5. Follow these suggestions and safeguards to prevent damage and minimize risks:
  - Use the lock for its intended purposes only.
  - Avoid body parts near the lock during operation to prevent injury.
  - Avoid crushing, perforating, dropping, throwing, or deforming the lock or battery.
  - Avoid shorting external contacts or circuits, exposing the lock or battery to water, liquids, open flames, or

lit substances, and disposing of them in fire, solvents, or water.

- Do not use the lock or battery if they are not working properly or have been damaged.
- Dispose of the lock and battery according to local requirements.
- Do not charge CR2 lithium batteries.

6. **Caution:** The product contains small parts and parts with sharp edges that may cause injury or choking hazards. Keep away from children.
7. Ensure you have the necessary tools, including a Phillips screwdriver, for the installation process.
8. Test your current deadbolt to ensure smooth operation before proceeding.
9. Follow the provided steps for setting up the Level Lock+, including disassembling your existing lock and gathering the contents of the Installation Kit.
10. Refer to the Installation and Activation Guide for detailed instructions on installing and activating your Level Lock+ and strike plate.
11. For more detailed information, including installation videos, FAQs, and support, visit the product support hub.
12. If you have any questions or need assistance, contact the support team via phone, live chat, or email.

**To enable HomeKit, scan this code during the installation steps in the Level app:**

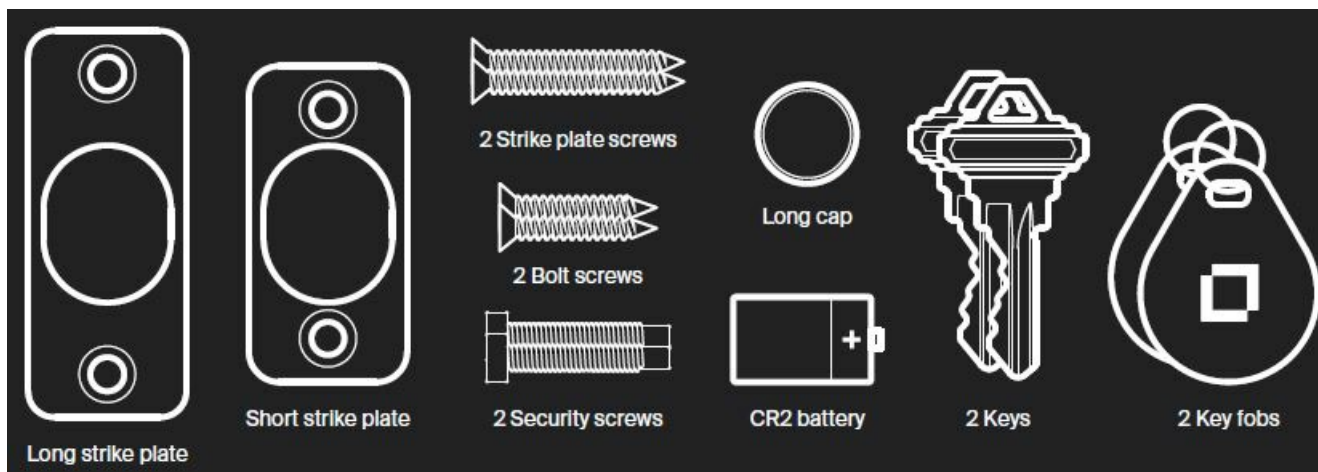


- Support 7 days a week. Visit [www.level.co/support](https://www.level.co/support) for additional help, troubleshooting, returns, and more.

## What's in the Box



## What's in the Installation Kit



## Information

### Installation and Activation Guide

Visit our product support hub for more detailed information on installation, activation, how-to videos, frequently asked questions, and more.

**Questions?** Our support team is here to help.



- Call 1-833-453-8354, chat live on [level.co](https://level.co) or email [support@level.co](mailto:support@level.co)

### Steps for setting up your Level Lock+

1. Door Hardware Installation
2. Level Home app activation
3. Apple home keys set up and use\*

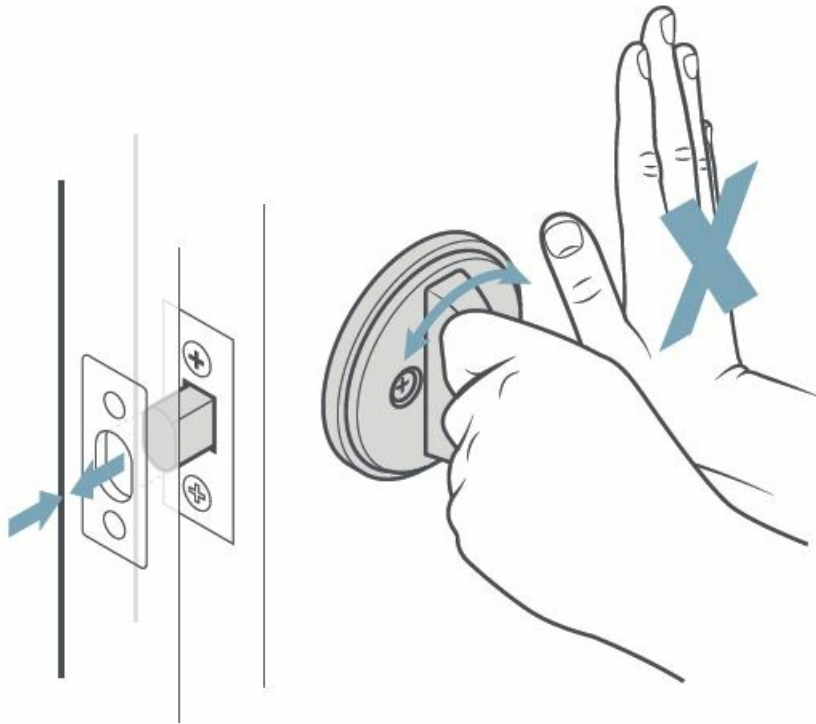
\*Additional steps for Apple users

### Door Hardware Installation

#### What you need:

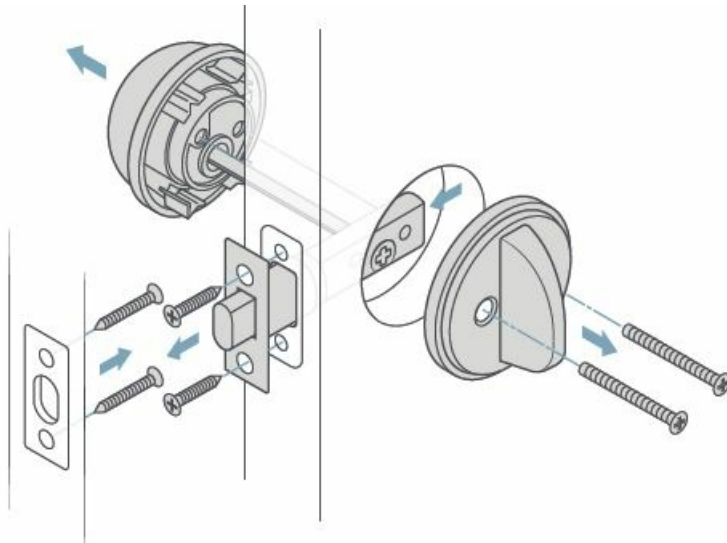
1. Phillips screwdriver

#### Test your deadbolt



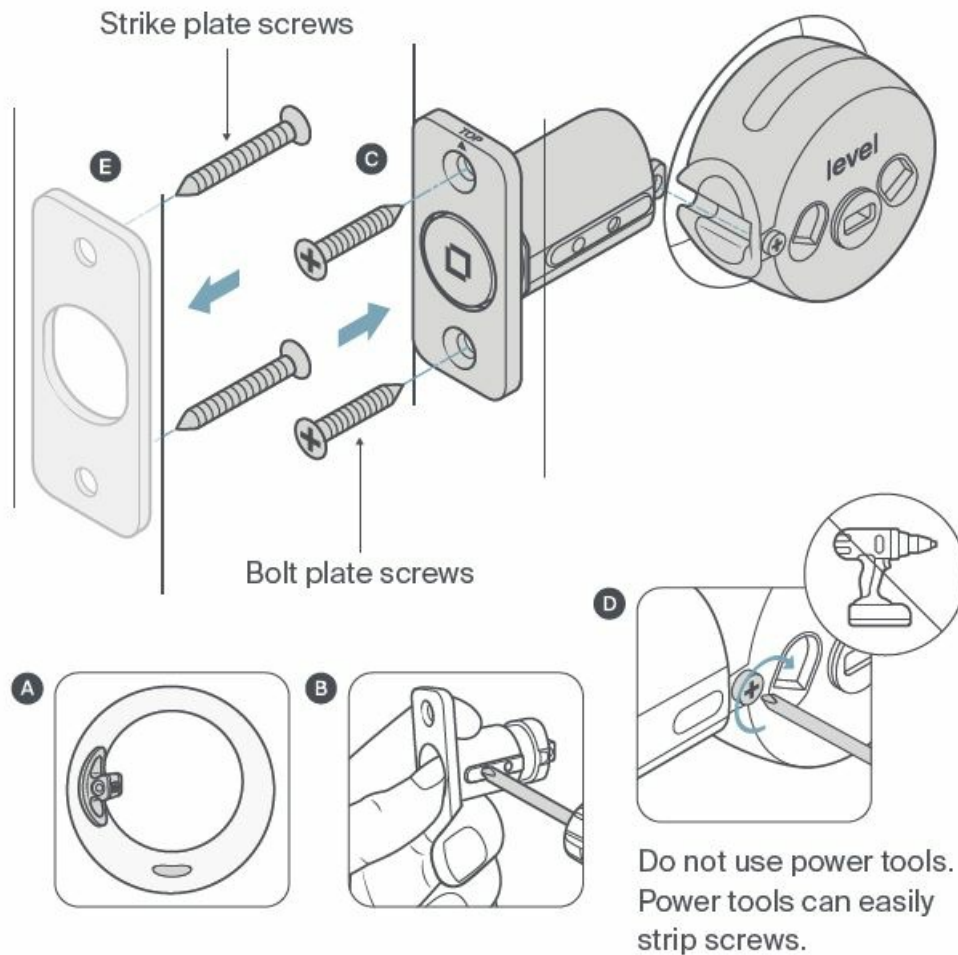
- Make sure your current deadbolt throws smoothly without pushing or pulling the door.

#### **Disassemble your lock**



- Unscrew your existing lock housing, deadbolt, and strike plate.

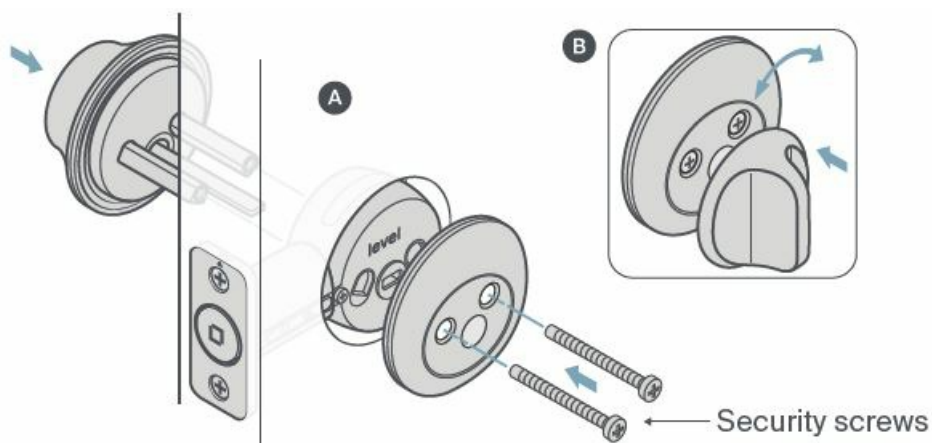
#### **Gather your Installation Kit contents and begin installation of your Level Lock+ and strike plate**



- **A.** Insert the included bolt into your door with the word TOP facing up. Look through the borehole— if you can see the end of the bolt sticking out, you're good to go to step C.
- **B.** If you can't, simply take it out of your door and use a screwdriver to extend the bolt. Ensure the bolt snaps into place and put it back in your door, with the word TOP facing up.
- **C.** Using a phillips screwdriver, fasten the bolt with the provided bolt plate screws.
- **D.** Slide on the motor and make absolutely sure to tighten the connecting screw.
- **E.** Fasten the strike plate that best fits your door jamb with the provided strike plate screws.

### Reassemble your lock

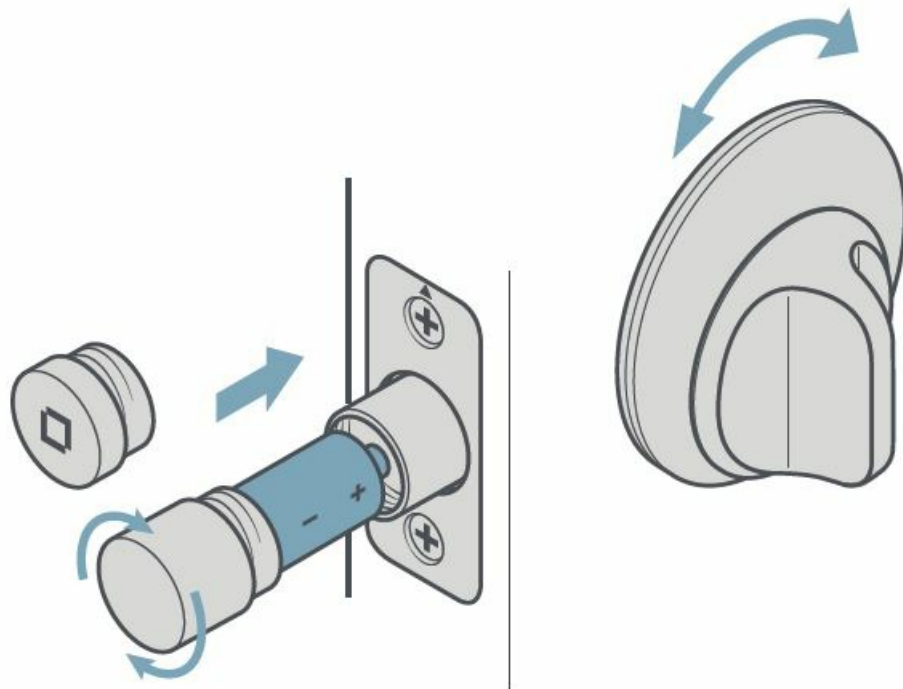
Make sure the bolt is retracted (unlocked).



- **A.** Using the included housing, thread the tailpiece on the keyhole side through the center hole in the motor and screw the two sides together with the provided security screws.
- **B.** Snap the paddle in vertically to hide the security screws.\*

\*To disassemble in the future, use a paperclip or pen to press the small hole on the bottom of the paddle, pulling away from the door to release it.

### Power up your Level Lock+



- Unscrew the cap on the end of the bolt and insert the battery with the flat (negative) end towards the cap.
- If you adjusted the bolt to the long position, use the included long cap instead of the standard cap. When you screw it back in, you'll hear a welcome chirp.

### Level Home app activation

#### Download the Level Home App



Create an account and follow the on-screen instructions to activate your lock. Activation will automatically register your lock and ensure you receive the latest firmware updates.

#### Apple users

- Be sure to enable Apple HomeKit when prompted in order to successfully set up Apple home keys.



- The Apple HomeKit set up code can be found on the back of this guide.

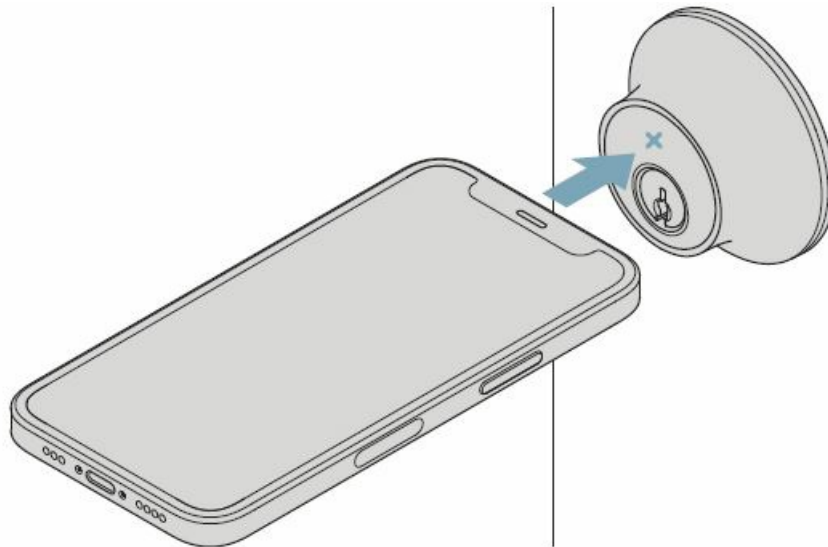
## **Additional Steps for Apple Users**

### **Apple home keys set up and use**

#### **Set up Apple home keys**

- After successfully completing activation in the Level Home app and enabling Apple HomeKit, open the Apple Home app on your iPhone to complete Apple home keys set up.

#### **Start using Apple home keys**



- Hold the top of your compatible iPhone\* (or the face of your Apple Watch) to the front of your lock, between the top of the key cylinder and the outer housing.
- \*Requires iPhone XS or later with iOS 15 or later and Apple Watch Series 4 or later with watchOS 8 or later

For any troubleshooting, scan the QR code to visit the Level Lock+ product support hub. We recommend you keep this guide for future reference.



## **FCC STATEMENT**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference,
2. This device must accept any interference received, including interference that may cause undesired operation.



For more information on FCC compliance, please go to [www.level.co/FCC](http://www.level.co/FCC). The Level Lock+ is BHMA Grade AAA certified. You assume all risk and responsibility in relation to the installation and performance of the lock and any third party components and services used in relation to the lock.

**Please follow these suggestions and safeguards to decrease the chances of damage to your Level Lock and to lessen the risk of harm or injury:**

- Use the lock for its intended purposes only.
- Keep body parts away from the lock during operation to avoid injury.
- Do not crush, perforate, drop, throw, or try to deform the lock or battery.
- Do not short external contacts or circuits, expose your lock or battery to water, liquids, or open flames or lit substances, or dispose of them in fire, solvents, or water.
- Do not use the lock or battery if they aren't working properly or have been or cracked.
- Dispose of the lock and battery in accordance with local requirements.
- Do not charge CR2 lithium batteries.

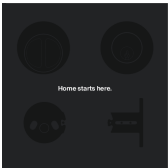
Battery life varies with usage.

**Caution:** This product comes with small parts and parts with sharp edges that may cause injury or create a choking hazard. To avoid injury or damage, keep away from children.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

---

## Documents / Resources

	<p><a href="#">level 23 0330 Level QSG Lock Smart Lock with Apple Home Keys</a> [pdf] User Guide 23 0330 Level QSG Lock Smart Lock with Apple Home Keys, 23 0330 Level QSG, Lock Smart Lock with Apple Home Keys, Lock with Apple Home Keys</p>
-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## References

- [Invisible Smart Locks | Level](#)
- [FCC | Level](#)
- [Level Support | Level](#)
- [Warranty and Returns | Level](#)

- [User Manual](#)

Manuals+