



# Troubleshooting

Symptom	Suggested Action
The lock works backwards. Lock turns unlock while unlock turns lock.	<p><b>A:</b> Open the Next Lock app--Click "Settings"--Click "Firmware Update".</p> <p><b>B:</b> The Next Lock APP &gt; Settings &gt; Door opening direction &gt; Open to right/left.</p> <p><b>C:</b> If it still malfunctions, switch the toggle button inside the back panel to the other side.</p>
Can not pair the lock with APP.	<p><b>A:</b> Turn on the Bluetooth and near your lock &gt; Open the Next Lock App &gt; click "+" button &gt; Choose "All Locks" &gt; Touch the lock keypad to lit up it &gt; Click the "+" to add the lock during the time when the keypad is lighted.</p> <p><b>B:</b> If no lock shows(all gray), please reset your lock.</p> <p><b>C:</b> Follow the above steps to add the lock again after the reset.</p>
The lock can't work normally unless you insert the key.	<p><b>A:</b> Pull out the key and take off the front and back panel.</p> <p><b>B:</b> Please reinstall the lock (Refer to the step" Install the Front Panel).</p> <p><b>NOTE:</b> Do not inset the key and deadbolt is retracted during in the period of installation. Keep the spindle horizontal when installing the front panel.</p>



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The knob is hard to rotate.	<b>A:</b> Take off the back panel and mounting panel. <b>B:</b> Check if the IC wire is installed correctly. (Refer to the step "Install the Back Panel")
After replacing the new battery, the App shows that the batter level is incorrect.	<b>A:</b> Open the Next Lock APP > Go to the Settings(main page) > Basics > Battery > Update. <b>B:</b> If it still fails, Open the Next Lock App > Click Settings > Click Basic > Lock Number, and send it to the customer service to update.
Keypad do not respond.	<b>A:</b> Check if the batteries are new. <b>B:</b> Check if the IC wire is installed correctly. (Refer to the step "Install the Back Panel")
Can not pair the gateway. Can not remotely control after connecting with the gateway.	<b>A:</b> Check if the distance between the lock and the gateway is within 16 feet. <b>B:</b> Check if the phone and the gateway are connected with 2.4Ghz wifi. <b>C:</b> Open Next Lock APP > Gateway (upper left corner), if the gateway shows blue lighting, succeed. <b>D:</b> If it still fails, unplug it for minutes and reconnect doing the above steps again.



## FAQ

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Questions	Answer
<b>Q1:</b> How to lock/unlock via keypad?	<b>A1:</b> Lock: light up the keypad and press the # for 2 seconds. Unlock: Enter #passcodes#.
<b>Q2:</b> How many different passcodes/fingerprint /IC card can I set?	<b>A2:</b> One lock has only one admin code while it can generate at least 150 guest passwords/ 250 fingerprints / IC cards. <b>Note:</b> All the guest passcode needs to be used at least once, otherwise it will be invalid.
<b>Q3:</b> How long is the lock warranty period?	<b>A3:</b> 1-year smart lock warranty, including the free replacement if confirmed and lifetime customer service.
<b>Q4:</b> Does it support Wi-Fi connection(Remotely unlock)?	<b>A4:</b> Yes it supports Wi-Fi connection which needs to purchase the G2 gateway (sold separately).
<b>Q5:</b> Can I remotely share / generate a guest passcode?	<b>A5:</b> Yes you can generate remotely and share the passcode even far away from the home (without Wi-Fi). <b>Note:</b> Only Custom code changes need to turn on the bluetooth and near the lock/ G2 gateway.
<b>Q6:</b> How to set the account password?	<b>A6:</b> Next Lock - Upper left corner(menu button) - Click on your profile picture(edit) - Reset Password.

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<b>Q7:</b> What is the ekeys?	<b>A7:</b> ekeys could be Sent to other accounts by the administrator, the recipients will have permission to control the lock via their phone APP. <b>Note:</b> The recipient also needs to download the APP and register an account.
<b>Q8:</b> Can I use one IC card to match different door locks from the same brand?	<b>A8:</b> Yes, you can use one IC card to match different door locks. It will be risky in case you lose it.
<b>Q9:</b> How to make my family members to control the lock via APP?	<b>A9:</b> They have to download the Next Lock APP and register their account first. Then admin Opens Next Lock App > Click Authorized Admin > Create Admin > Select Permanent > enter family's account > give a name > Turn on allow remote unlocking > Send.
<b>Q10:</b> How to unlock if battery power runs out?	<b>A10:</b> Type-C can directly power the lock and activate the keypad. Charging it via the ports under the lock.
<b>Q11:</b> How to set auto lock?	<b>A11:</b> Open the Next Lock > Settings > Auto Lock > Turn on and set the timer.



# How to program by KEYPAD

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Type	Method
Set new admin code. (Initialization password: #123456# )	<b>A:</b> Enter *12 #123456# New admin code # New admin code #. <b>B:</b> Open Next Lock > Settings > Basics > Admin code > Upload the new admin code.
Set general passcode.	Enter *85# New admin code # New admin code # new passcode #.
Set IC cards.	Enter *85# New admin code # Program IC cards.
Delete all IC cards.	Enter *69# Admin code #.
Set English as language.	Enter *39# Admin code #2#.