

**Veise**

# User Guide

Model No. VE008

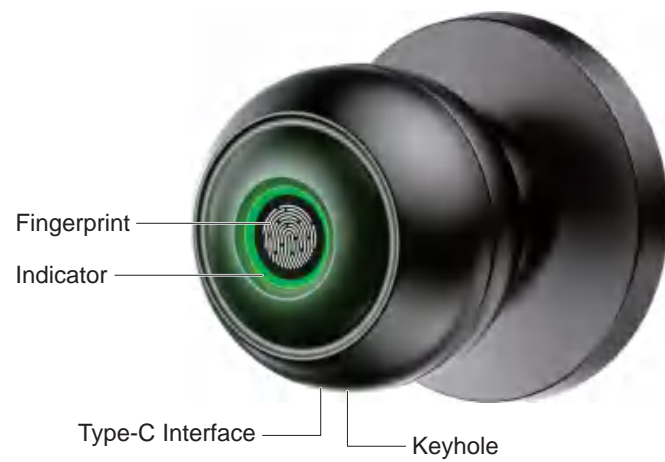


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>> **At a Glance**

**Exterior Assembly**



**Interior Assembly**





## App Guide

### ► *Before Pairing*

- Smart Life App is required to operate the lock. After the lock is properly installed, make sure the pairing step is performed by the lock owner.
- All rights to the door lock belong to the lock owner. Therefore, the other members who want to add fingerprints need to operate through the lock owner's account.



Scan the QR code and search VE008

### Need Help? Contact Us!

Call us at **+1(855)400-3853** ( Monday-Friday 9:00am-5:00pm PST ),  
if you have any questions.  [support@iveise.com](mailto:support@iveise.com)  [iveise.com](http://iveise.com)



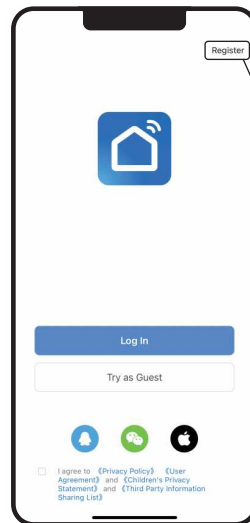
## App Guide

### ▶ Step 1 : Register Your Account

- 1 Search and download “Smart Life” in



Scan the QR code to download “Smart Life” App



2

Tap on “Register”.

Register



3

Complete the register information and tap “Get Verification Code”, you will receive a Verification Code in the mailbox you entered to register.



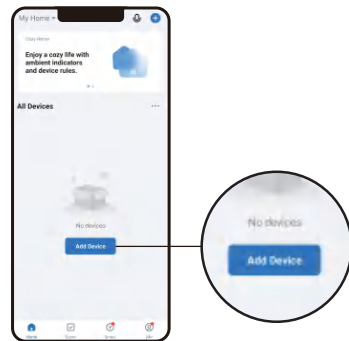
## App Guide

### ► Step 2: Pair Your Lock

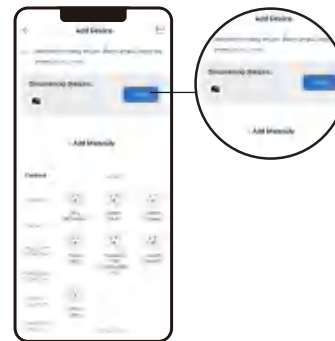
- 1 Tap on the fingerprint sensor to wake up the lock.



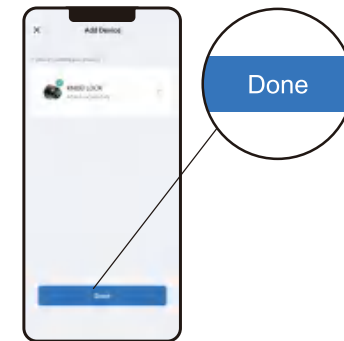
- 2 Tap on "Add Device".



- 3 Discovering the lock and tap on "Add".



- 4 Lock added successfully, tap on "Done".

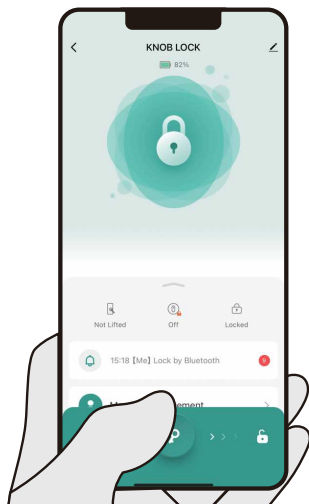


**⚠ Important:** You may need to tap on the fingerprint sensor once to wake up the lock and make sure not to hold it for 5 seconds.



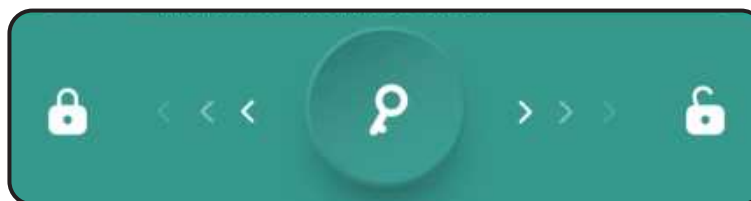
## App Guide

### ► Step 3: App Lock / Unlock



Slide 🔑 to the left side to lock.

Slide 🔑 to the right side to unlock.



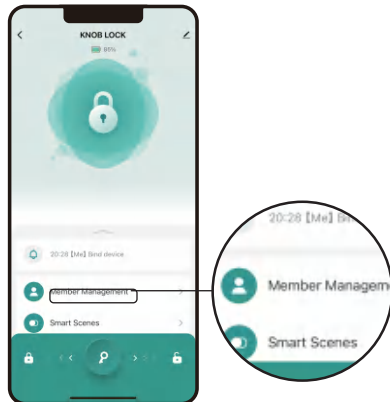
**NOTE:** App unlock and lock only works when you are in the Bluetooth range of the lock. To control your lock remotely, please connect the Veise gateway BT03 (sold separately) to the lock.



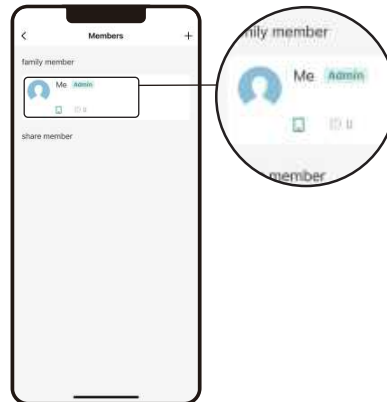
## App Guide

### ▶ Step 4: Add Your Fingerprints

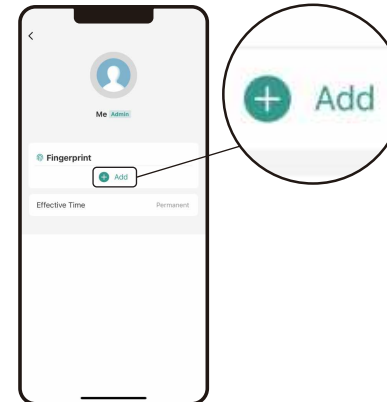
- 1 Tap on “Member Management”.



- 2 Choose the member and tap on it.



- 3 Tap on “+ Add”.



- 4 Follow the instructions in Smart Life App to complete.

#### NOTE:

Place your finger on the fingerprint scanner for **6** times. Make sure to place different angles of your finger and press a little bit harder on the scanner each time.

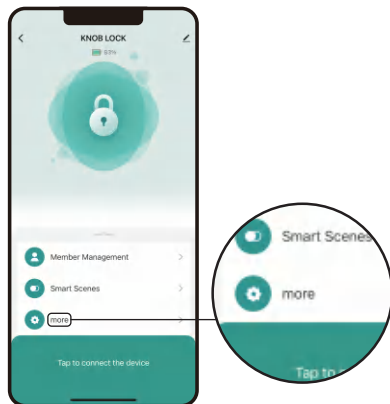




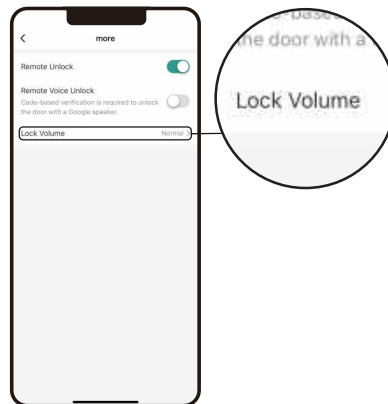
## App Guide

### ► **Mute Your Lock**

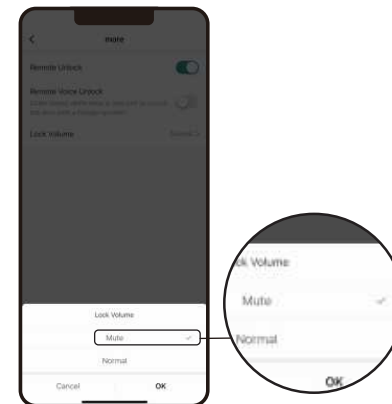
**1** Tap on “more”.



**2** Tap on “Lock Volume”.



**3** Select “Mute” to close the lock volume.

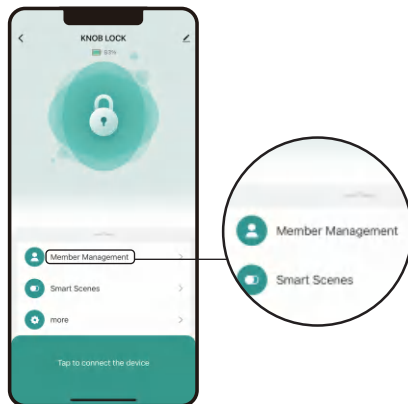




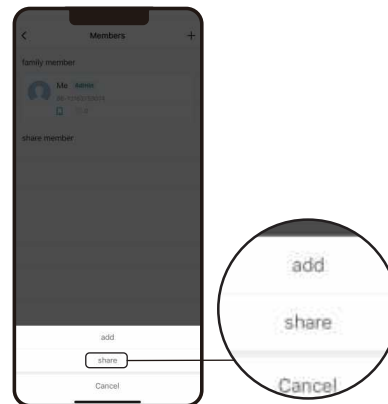
## App Guide

### ▶ Member Management

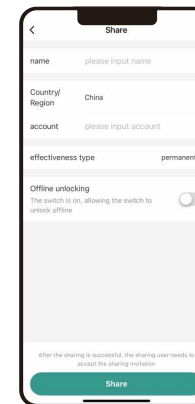
- 1 Tap on "Member Management".



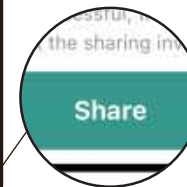
- 2 Tap on "+" and select "share".



- 3 Complete the share member information and tap "Share".



**NOTE:** The original Admin needs to disconnect first, then the shared member can connect to the lock in Smart Life App.



## How to Unlock

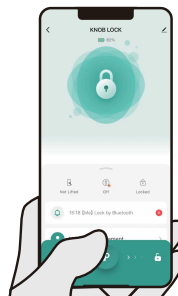
### ► Unlock from *outside*.

- 1 Use the Fingerprint.



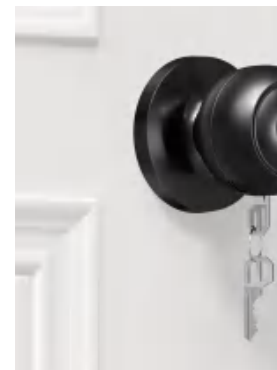
**NOTE:** Fingerprint can only be used to unlock.

- 2 Slide  >>>  in Smart Life App.



**NOTE:** It requires to pair the lock with Smart Life App first.

- 3 Use the Mechanical Key.



### ► Unlock from *inside*.

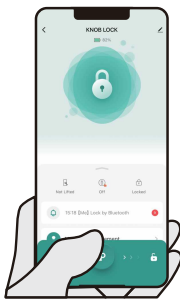
- 1 Twist the door knob.



## How to Lock

### ► Lock from *outside*.

- 1 Slide  >>>  in Smart Life App.



**NOTE:** It requires to pair the lock with Smart Life App first.

### ► Lock from *inside*.

- 1 Rotate the Thumb Turn.

- 2 Use the Mechanical Key.



- 3 **Auto Lock**

The door knob will automatically lock in **5** seconds after unlocking except **Passage Mode**.

**NOTE:** The front door knob can still be twisted even in the locked position, but it will not be unlocked.

## How to Reset

**1** Rotate the Thumb Turn from “●” to “🔒” on the left, then turn it to “●”. Repeat the step **5** times.

**2** Rotate the Thumb Turn from “●” to “🔒” on the right, then turn it to “●”. Repeat the step **5** times.

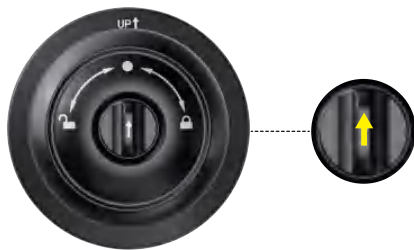
After completing these steps, you will hear a long beep, and the indicator in fingerprint identification area will flash Green.

Settings	Factory Default
Lock Mode	Passage Mode
Auto Lock	5 seconds
Mute Mode	Disabled
Fingerprint Capacity	20



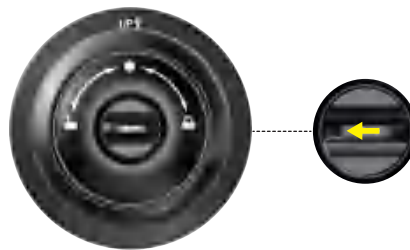
**⚠ Important:** After resetting, all fingerprints associated with the lock will be deleted and any fingerprint can unlock the door knob. Please add an Admin in Smart Life App as soon as possible.

## » Lock Mode Definition (Only for Indoors)



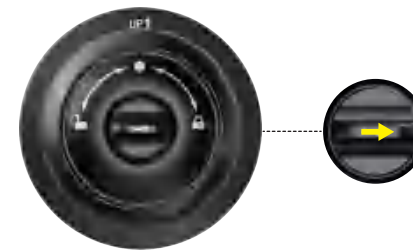
### • Normal Mode

Enable Normal Mode, the door knob will automatically lock in **5** seconds after fingerprint unlocking. **Both Admin and shared members can unlock with their fingerprints.**



### • Passage Mode

Enable Passage Mode, the lock will stay unlocked until it's locked manually. **In Passage Mode, Auto Lock will be disabled.**



### • Privacy Mode

Enable Privacy Mode, both Admin and shared members can unlock via Smart Life App. **Only Admin can unlock with their fingerprints.**

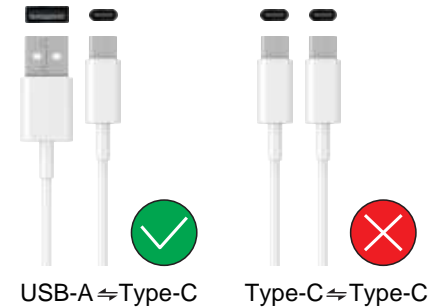
Action	Buzzer	Indicator
Fingerprint added successfully	Long beep	Stay Green for a while
Unlocked successfully	Beep once	Flash Green once
Unlocking failed	Beep twice	Flash Red once
Low battery warning	Beep once (after using Fingerprint or App to unlock)	Flash Green and Red alternately once (after using Fingerprint or App to unlock)
Reset successfully	Long beep	Flash Green once



## Emergency Power Supply



Type-C Interface



1. When the batteries are dead, you can power on the Knob by connecting the Knob to a power bank via the Type-C interface on the bottom of the Exterior Assembly.
2. After unlocking the Knob, replace the battery as soon as possible.

**NOTE:** The Type-C interface is only used to unlock the Knob in an emergency, it can't be used for recharging the battery or data transmission.



### Important:

Please use **USB-A ⇌ Type-C** cable for emergency power supply (as the top left figure shows).



## » FAQ

### ► Why can't I find the door knob in Smart Life App during pairing?

Make sure to tap on the fingerprint sensor to wake up the lock before pairing.

### ► What should I do when unable to lock / unlock in Smart Life App?

Make sure you are within the Bluetooth range (32 feet) of the lock.

### ► How can others unlock the door via Smart Life App?

The lock owner can share access through the "Member Management" page.

### ► How to control the lock remotely?

It is able to remotely control the lock via Smart Life App after being connected to Veise gateway BT03 (sold separately).

### ► How to calibrate the battery capacity?

When you are within the Bluetooth range of the lock, the battery capacity will automatically be calibrated.

### ► What should I do if my fingerprint doesn't work?

1. Check if your batteries are installed properly. When the low battery indicator flashes, replace with 4 new batteries (Alkaline batteries only).
2. Make sure the scanner surface and your finger are both clean and dry.
3. When adding fingerprints, place your finger on the fingerprint scanner for **6** times, place different angles of your finger and press a little bit harder on the scanner each time.  
Try to add fingerprints of multiple fingers, or add the same fingerprint multiple times to improve the fingerprint recognition rate.
4. It is recommended that locks be installed on doors with eaves. The lock is waterproof, but prolonged exposure to rain may cause fingerprint malfunction.
5. If it doesn't solve the issue, please call us at **+1(855)400-3853**.

## » FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the radiator and your body.

## Need Help? Contact Us!

If you have any questions, please contact us at

 **+1(855)400-3853**

(Monday-Friday 9:00am-5:00pm PST)

 **support@iveise.com**  **iveise.com**

If you have your **order ID**, **videos** or **images of your problem** (if necessary) ready before contacting Customer Support, we will solve your problem faster and better.