



Veise App Smart Lock User Guide

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Veise

Veise App Smart Lock



Product Information: Smart Lock

The Smart Lock is a device that allows you to lock and unlock your door using the DDLock App. It offers various features such as passcode management, card access, and eKeys. The lock requires the DDLock App to operate and can be paired with the app using Bluetooth.

App Guide

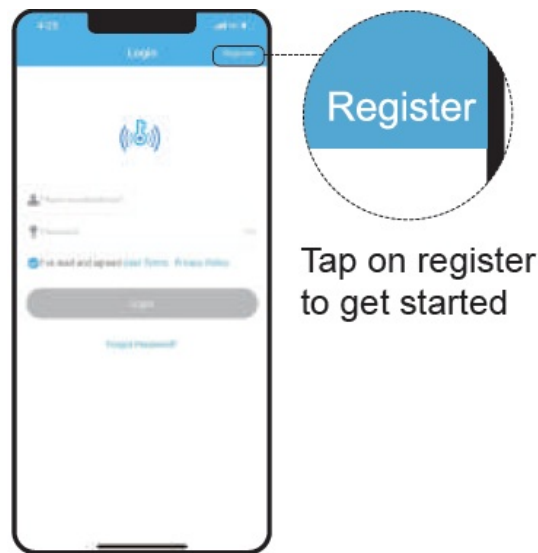
The DDLock App is free to download from Google Play or the App Store. There is no subscription fee to register for our Web management system.

How to Register

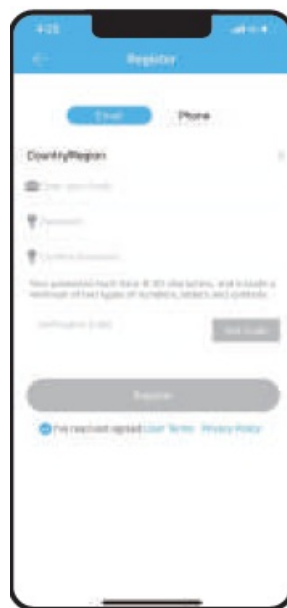
1. Download the DDLock App from Google Play or the App Store.



2. Tap on "register" to get started.



3. Fill out the required information and tap “Get Code”. A verification code will be sent to the email address you registered with.



4. Enter the verification code you received and tap on “Register” to complete the registration process.

Note: The registration process should be performed by the lock owner after the lock is properly installed. The DDLock App is required to operate the lock. After the lock is properly installed, make sure this step is performed by the lock owner.

Product Usage Instructions

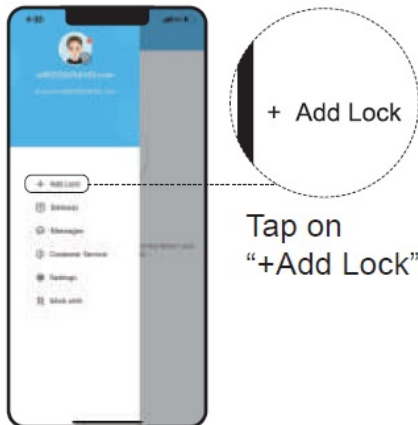
Pairing Your Lock

1. Open the DDLock App.
2. Tap on the “+” icon and select “Add Lock”.
3. Follow the on-screen instructions to complete the pairing process.



Tap on “≡”

STEP
2



Tap on
“+Add Lock”

STEP
3



Tap on “Next”

STEP
4



Tap on “+”

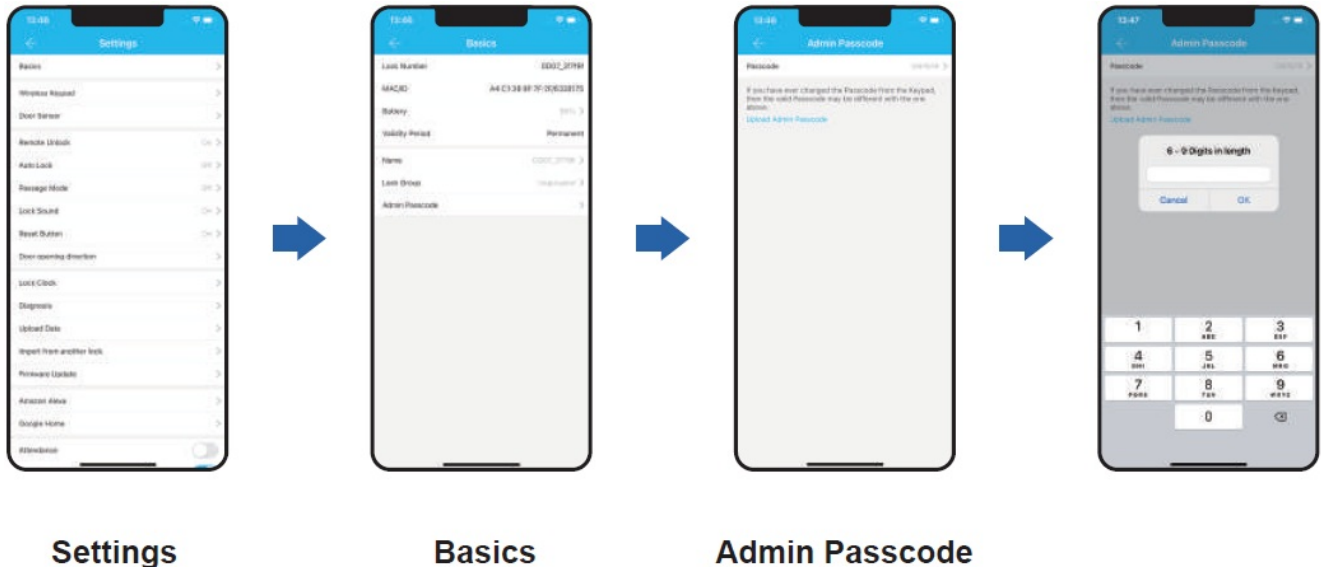
Note: If your lock is not found in the list during pairing, please try the following:

1. Reset your lock and ensure that the original master code is set to “123456”.
2. Check if Bluetooth is turned on in your phone’s settings.
3. During the pairing process, wake up the keypad screen by touching it with your palm and keep the screen always on.



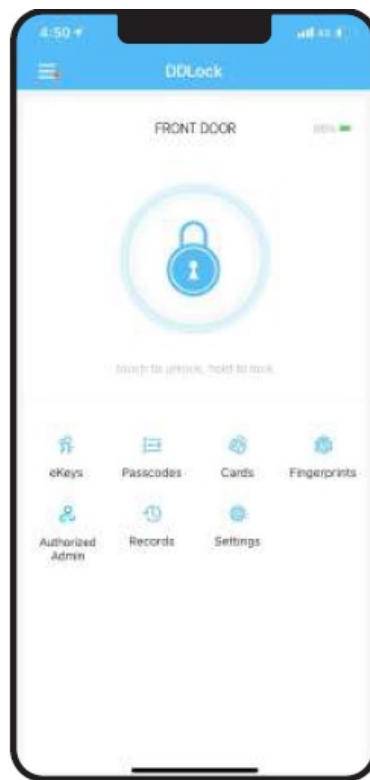
Scan the QR code to watch a video tutorial on the pairing process.

Admin Passcode Management











Notes: After pairing the lock with DDLock, the admin passcode will be changed to a random 7-digit number. You can check the new admin passcode in the settings of the DDLock App. It is recommended to change the admin passcode to your own administrator password.

Lock Page Overview

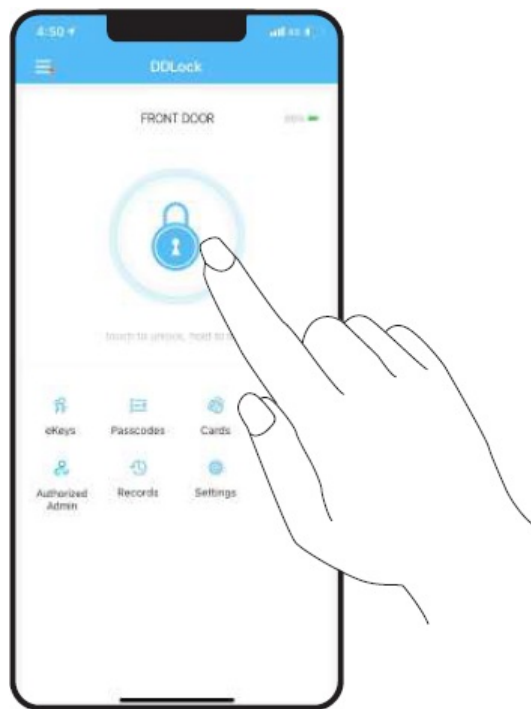


The lock page in the DDLock App provides various options:

-  **Unlock/Lock:** Use your phone's Bluetooth to unlock or lock the smart lock.
-  **Authorized Admin:** Create and edit admins with access to the lock.
-  **eKeys:** View and modify current eKeys, and set up and send eKeys to others.
-  **Settings:** View and modify lock settings.
-  **Passcodes:** Generate different types of passcodes for access.
-  **RF Cards:** Set up access cards for unlocking the lock.
-  **Records:** Check the unlock/lock records of the smart lock.
-  **Fingerprints Page:** Set up fingerprints (RZ06 doesn't have Fingerprints page.)

Note: Some icons may not appear if the lock is not connected to the Veise gateway G2.

App Unlock / Lock

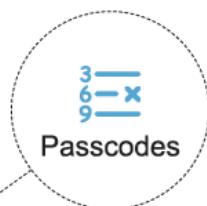


To unlock the lock, tap on the unlock icon once. To lock the lock, press and hold the lock icon. This functionality works when your phone is within Bluetooth range of the smart lock.

Note: It only works when your phone is close to the smart lock in Bluetooth range.

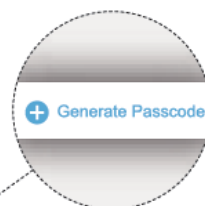
Passcodes

STEP
1



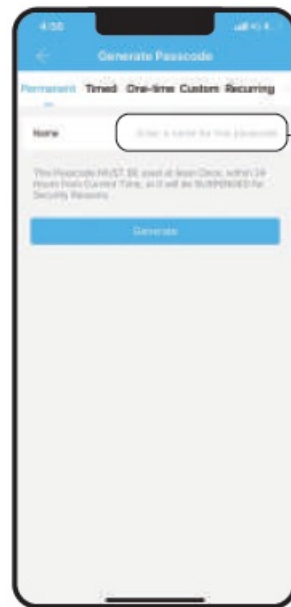
To access the passcode menu, tap on "Passcode" icon. This will take you to the passcode page.

STEP
2



Tap on "Generate Passcode"

STEP
3



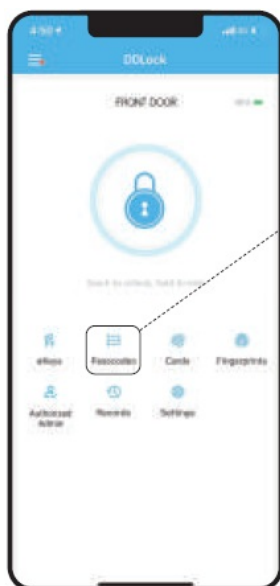
Enter a name for this Passcode

Enter a name
for this
Passcode

To access the passcode menu, tap on the passcode icon in the DDLock App. Here, you can generate, edit, and manage different types of passcodes for access to the lock.

The definition of 6 types of passcodes:

1. Permanent: Lasts permanently.
2. Timed: Lasts for scheduled hours.
3. One-time: One-time use only.
4. Erase: Erases all codes on the lock.
5. Custom: Customize a code according to your needs (e.g., set it as permanent or timed).
6. Recurring: Lasts for scheduled hours weekly.



Passcodes



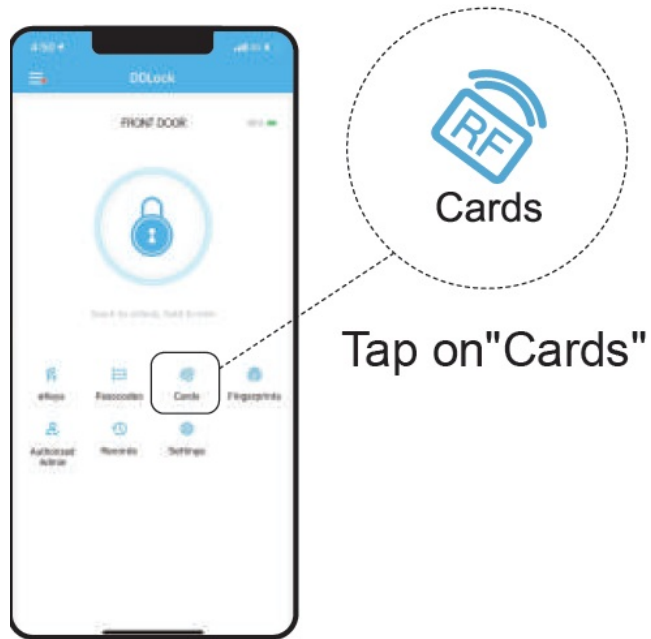
Enter a name for this Passcode

In the Passcodes menu, you can choose a passcode, edit its number, validity, and name, delete the code, and view the records associated with it. Customizing a passcode requires your phone to be within 32 feet (Bluetooth range) of the smart lock or connected to the Veise gateway G2. The code can also be deleted and view the records.

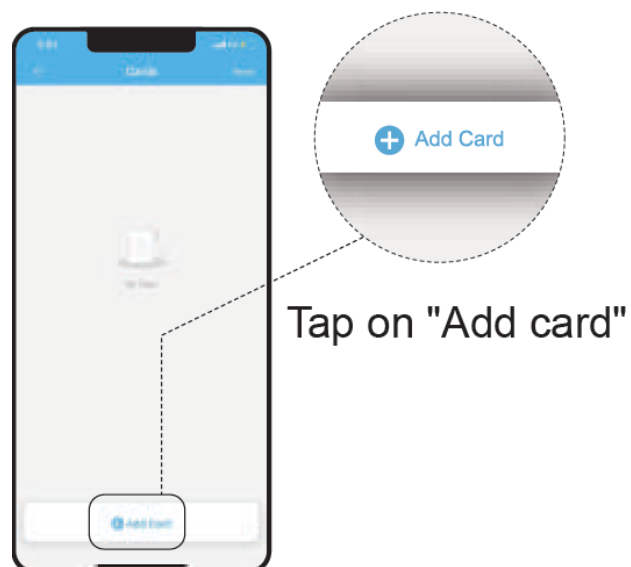
Note: To customize one passcode, it requires your phone is close to the smart lock in 32 feet (within Bluetooth range), You could also choose to connect the lock to the Veise gateway G2.

Cards

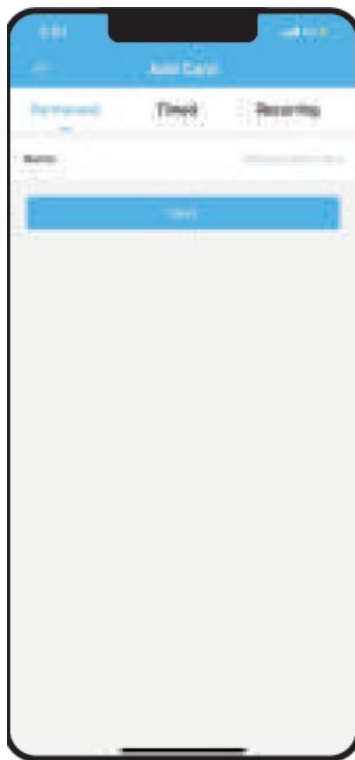
1. In the DDLock App, tap on "Cards".



2. Tap on "Add card".



3. Choose the validity period for the card.

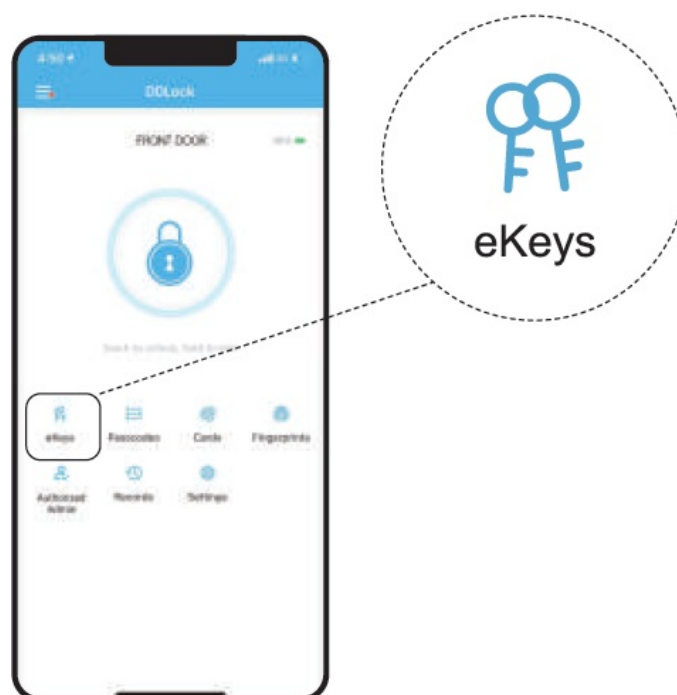


4. When prompted with “Please swipe your card” on the lock’s keypad, place the card against the number 5 and listen for a long beep indicating successful card registration.

Note: Only 13.56MHz cards, such as Mifare card, NFC card, Desfire card, and EV1 card, are supported for adding to the lock.

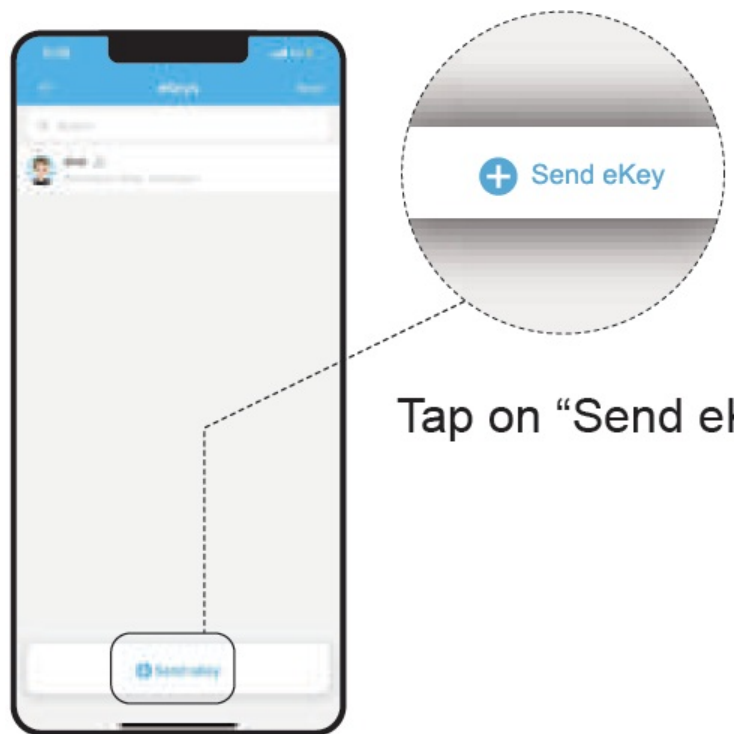
eKeys

- **Step 1**

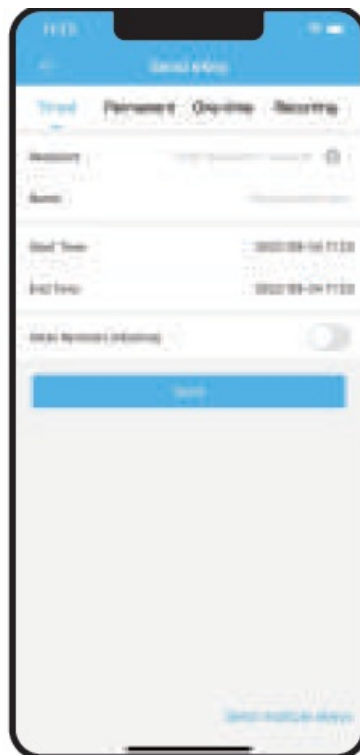


eKeys allow you to share app access to your lock with another DDLock account. Recipients of eKeys will be able to use their phone to unlock/lock the lock. With these instructions, you can now effectively use the Smart Lock and its associated features through the DDLock App.

- Step 2



- Step 3



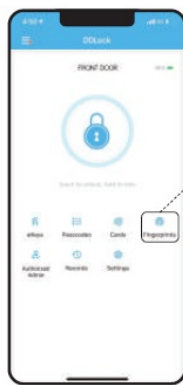
Enter recipient's user name. It will be the phone number or email address during registration. eKeys do not require wifi or bluetooth to be sent or revoked.

Note: It is strongly recommended that the recipient first register an account using the DDLock App.

FINGERPRINTS

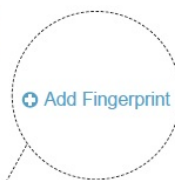
RZ06 doesn't have Fingerprints page.

STEP
1



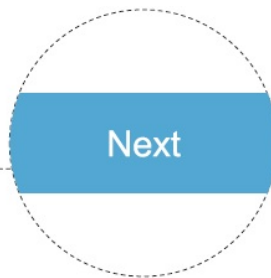
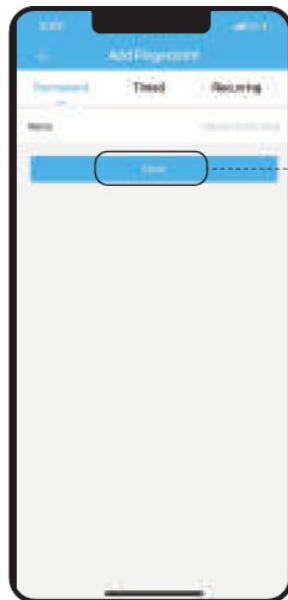
Tap on Fingerprints

STEP
2



Tap on "Add Fingerprints"

STEP
3



Select Fingerprint type per your needs

STEP
4



Follow the instruction in the App, place your finger on the fingerprint scanner for 4 times. Please place different angle of your prints and press a little bit harder on the scanner each time.

Note: Have an issue on the fingerprint?

1. Make sure the scanner surface is clean and dry.
2. Try different fingers.
3. Make sure your finger is clean and dry.
4. Take out batteries, wait a minute and place them back.

Telephone Service

+ 1 (855)400-3853

(Mon-Fri 9:00am-5:00pm EST)

Email Service: support@iveise.com

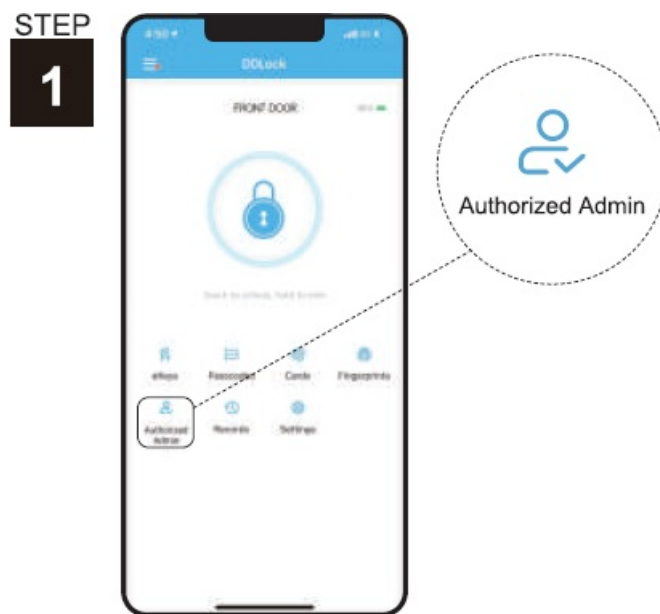
Amazon Customer Service

24/7 email support

- The DDLock App is free to download. There's no subscription fee to register our Web management system.

AUTHORIZED ADMIN

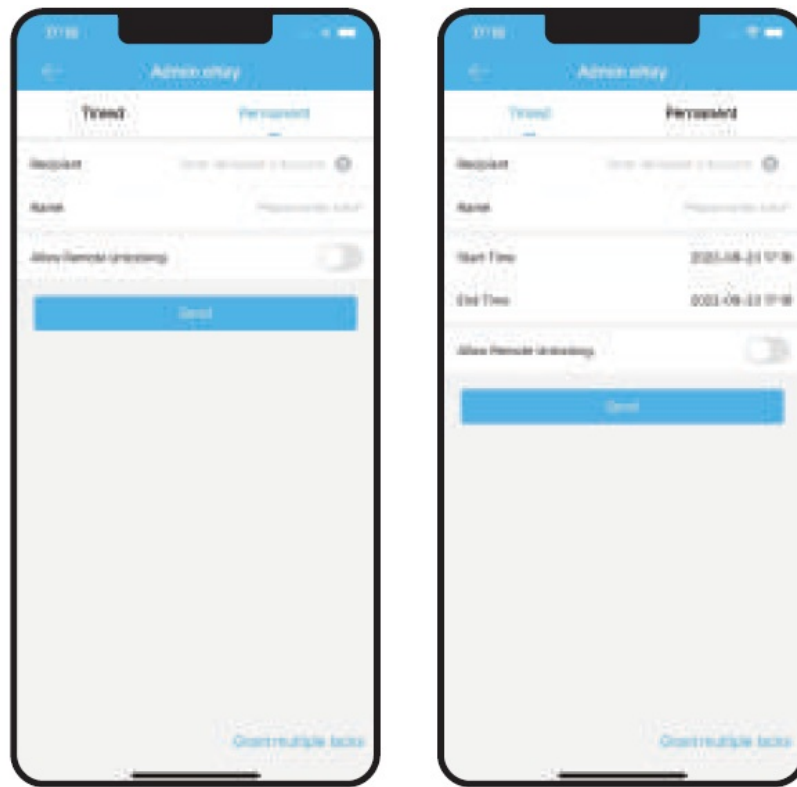
Authorized Admin is similar to eKeys. An authorized admin can create and edit all access methods (passcodes, fingerprints, eKeys, etc.). eKeys only lock or unlock the lock.



1. Unlock/lock via the App.
2. Generate, Edit, Delete passcodes, IC cards.
3. Adjust settings like passage mode, auto-lock timer, & turn on/off the lock sound.

STEP

2



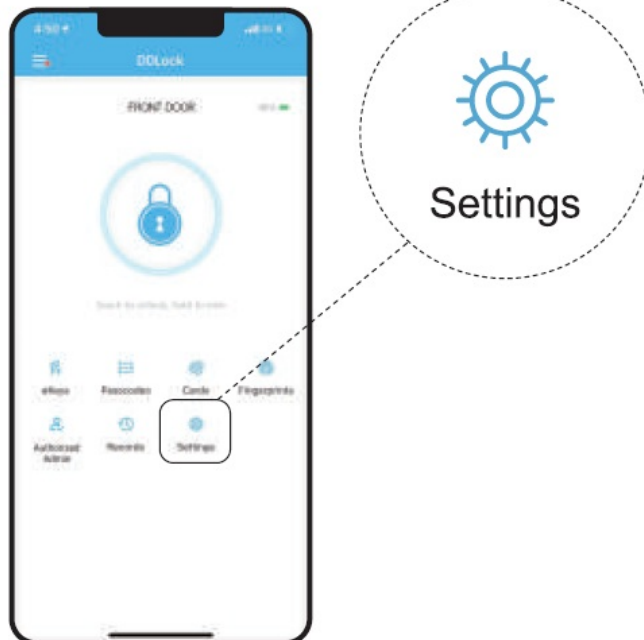
Tap on "Authorized Admin" Set Timed Admin or Permanent Admin.

Note: If the authorized admin has been created or deleted, it doesn't work, please slide down the page to refresh.

PASSAGE MODE & AUTO-LOCK

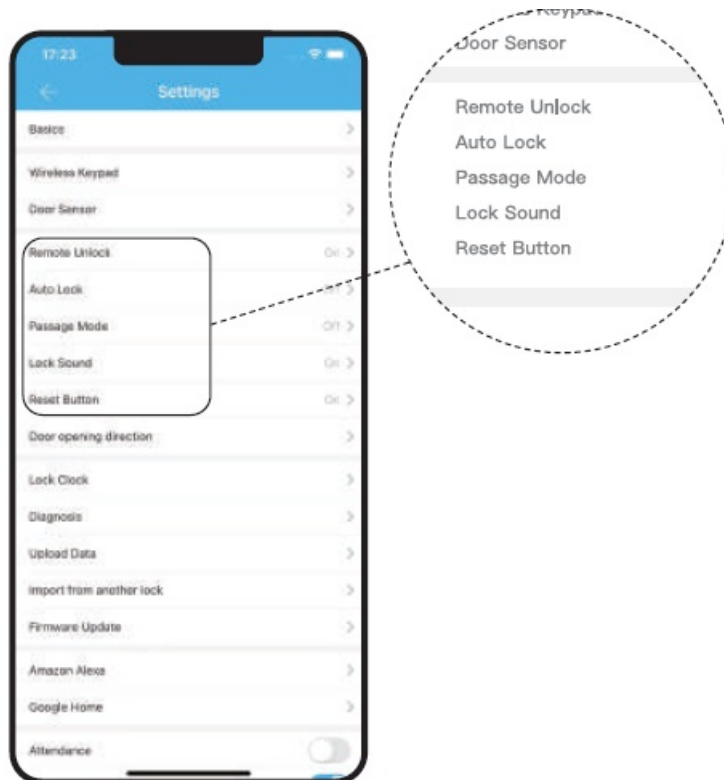
STEP

1



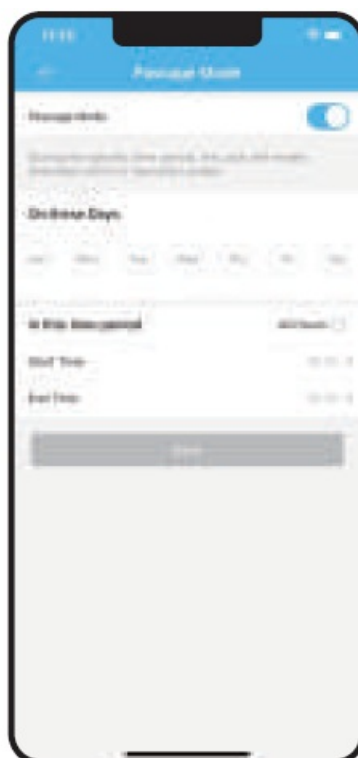
Enable Auto Lock, the lock will be locked automatically in 5 seconds by default. The Auto Lock time can be changed in Auto Lock timer. Go to Settings as shown in the image to get more information regarding Auto Lock.

STEP 2



Settings > Passage Mode

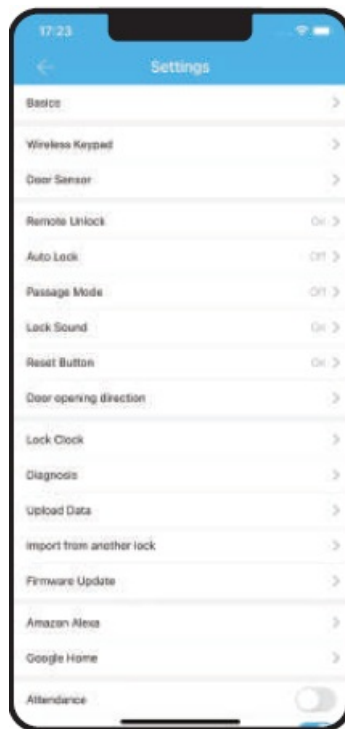
STEP 3



Enable Passage Mode, the lock will stay Unlocked until it's locked manually. In Passage Mode, Auto-lock will be disabled.

Note: When setting passage mode or auto lock, it requires your phone is close to the smart lock in 32 feet (within Bluetooth range), You could also choose to connect the lock to the Veise gateway G2.

LOCK SETTINGS



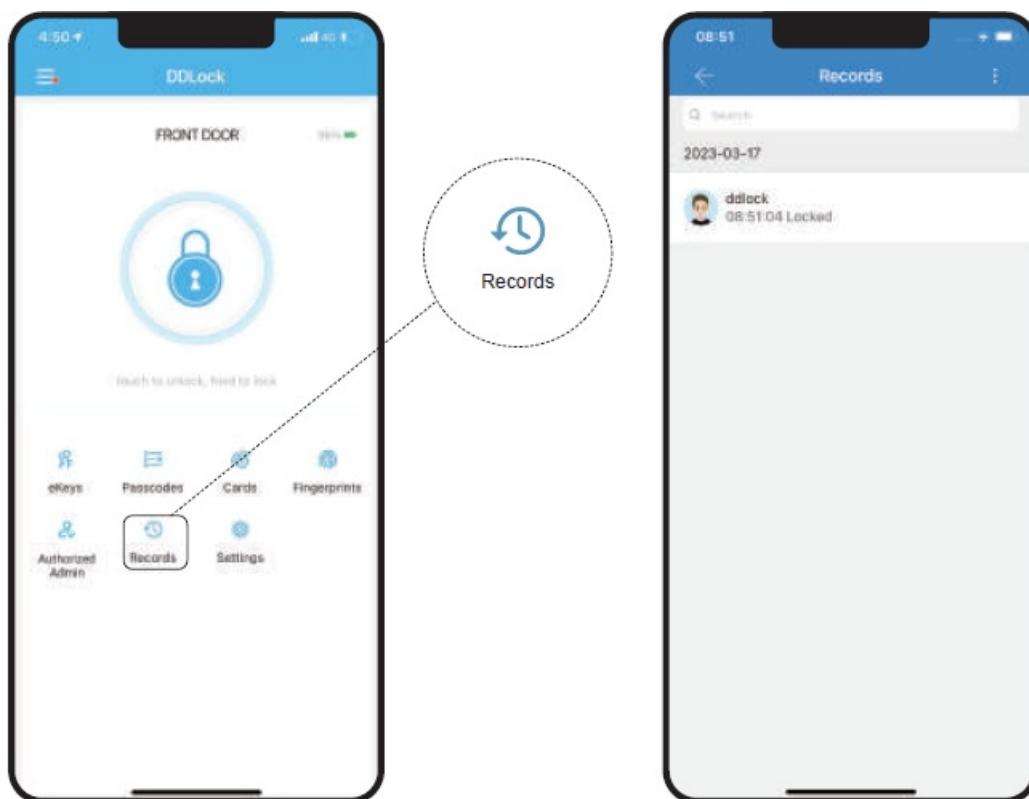
In Basics, you can view and change lock information such as Lock Name.

Gateway shows signal strength if Gateway is connected.

With Remote Unlock on and a Gateway connected, you can remotely unlock/lock your lock. Lock Sound turns on or off the sound of the touch keypad.

Import from another lock allows for the transfer of passcodes and cards from one lock to another. Delete will remove the lock from your account and clear any settings on the lock. It requires your phone close to the lock.

RECORDS



Important

1. Out of Bluetooth range or no gateway connected, the records of passcode, fingerprint, card unlocking are not in the list timely. Only eKey unlocking is in real-time records.
2. After pairing successfully, click on the refresh button and wait few minutes to check the real-time records. You could also connect the lock to the Veise gateway G2, then the records will push in real-time.

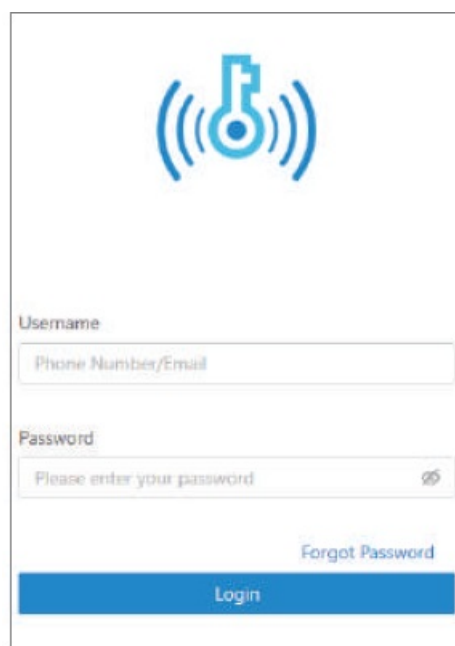
DOOR LOCK WEB MANAGEMENT SYSTEM

The web management system sets up for managing your door lock, such as sending the ekey of your door lock, generating user passwords, issuing cards, unlocking/locking remotely (with Wi-Fi gateway), exporting logs.

Web management system address: <https://ddlocksecurity.com>

- Log in

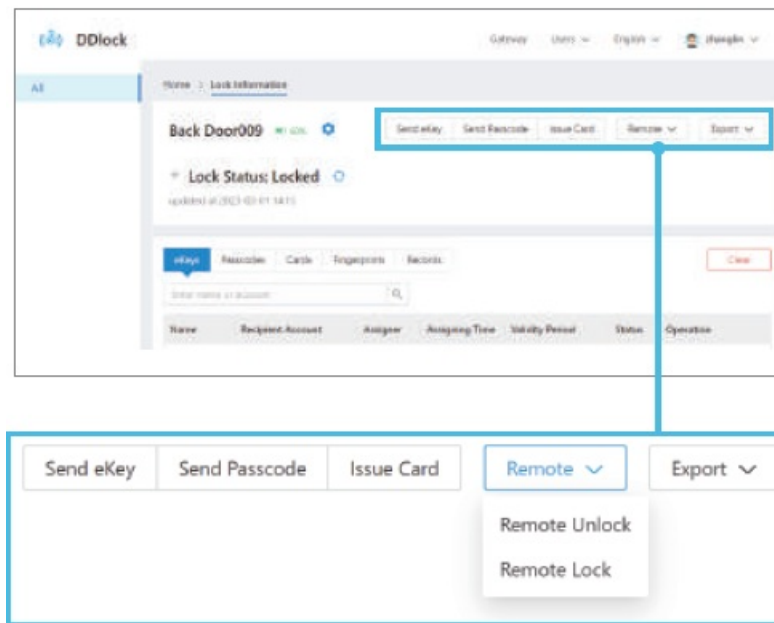
Register in the DDLock App. Enter the registered username and password to log in.



The screenshot shows the login interface of the DDLock Web Management System. At the top center is a blue logo consisting of a keyhole with a key inside, flanked by two sets of concentric arcs representing signal waves. Below the logo, there are two input fields. The first is labeled 'Username' and has a placeholder text 'Phone Number/Email'. The second is labeled 'Password' and has a placeholder text 'Please enter your password'. To the right of the password field is a small eye icon for toggling visibility. Below the password field is a link labeled 'Forgot Password'. At the bottom is a blue rectangular button with the text 'Login' in white.

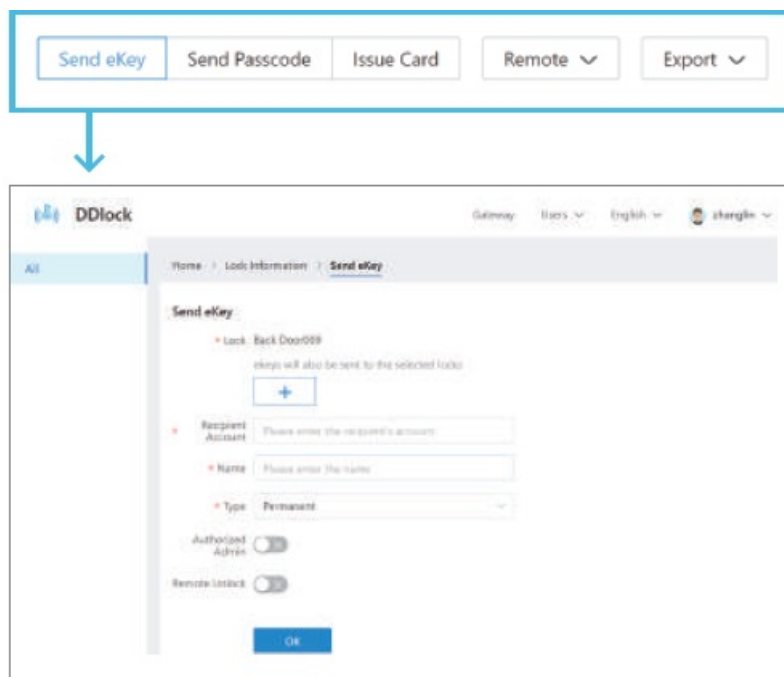
- Unlock/Lock remotely (with G2 gateway)

Wi-Fi gateway is required to unlock/lock remotely.



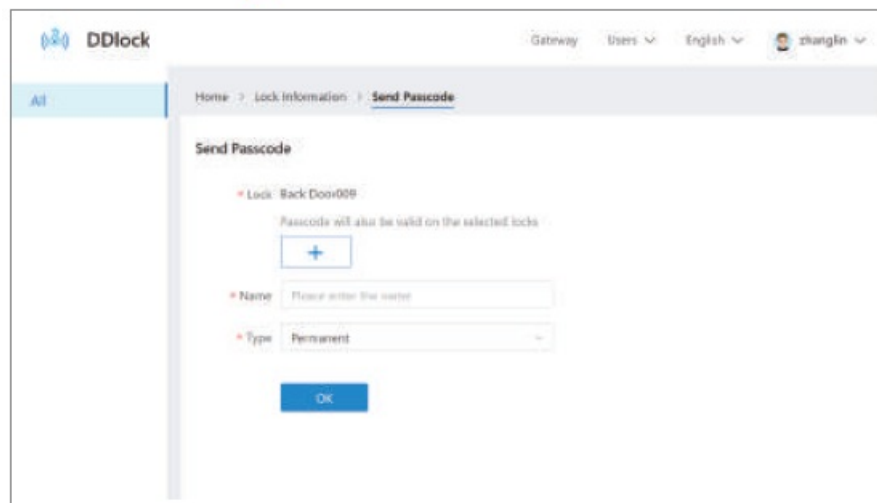
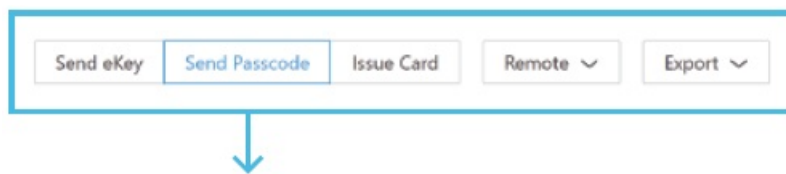
- Send ekey

Generate a ekey and send it to your family or friends.



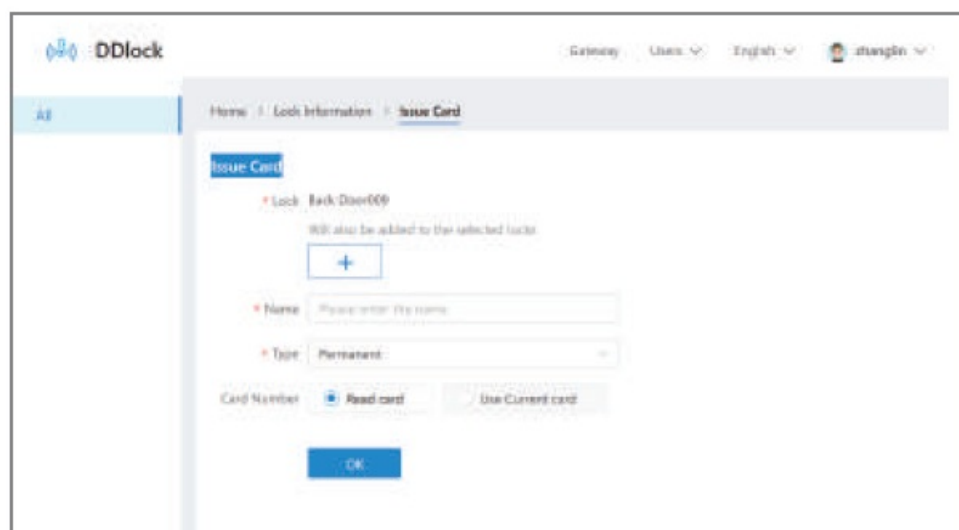
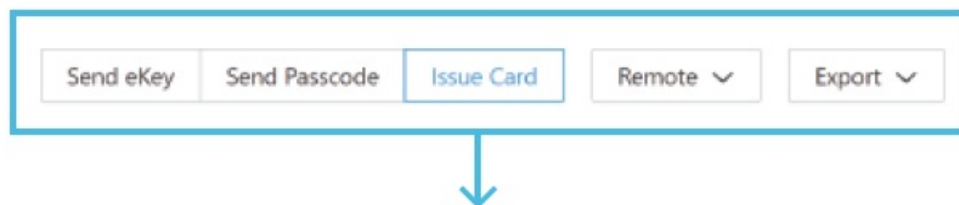
- Send password

Generate multiple scheduled passwords and send them to other users.

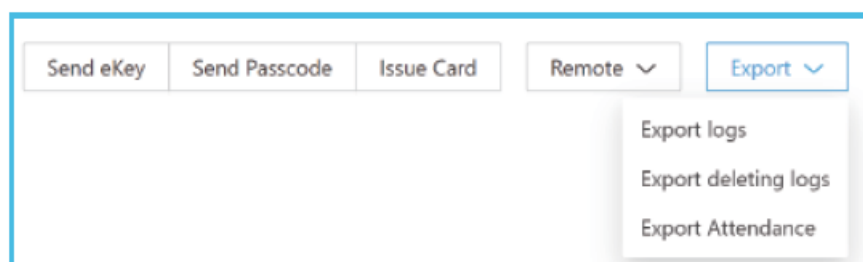


- Issue card (with G2 gateway)

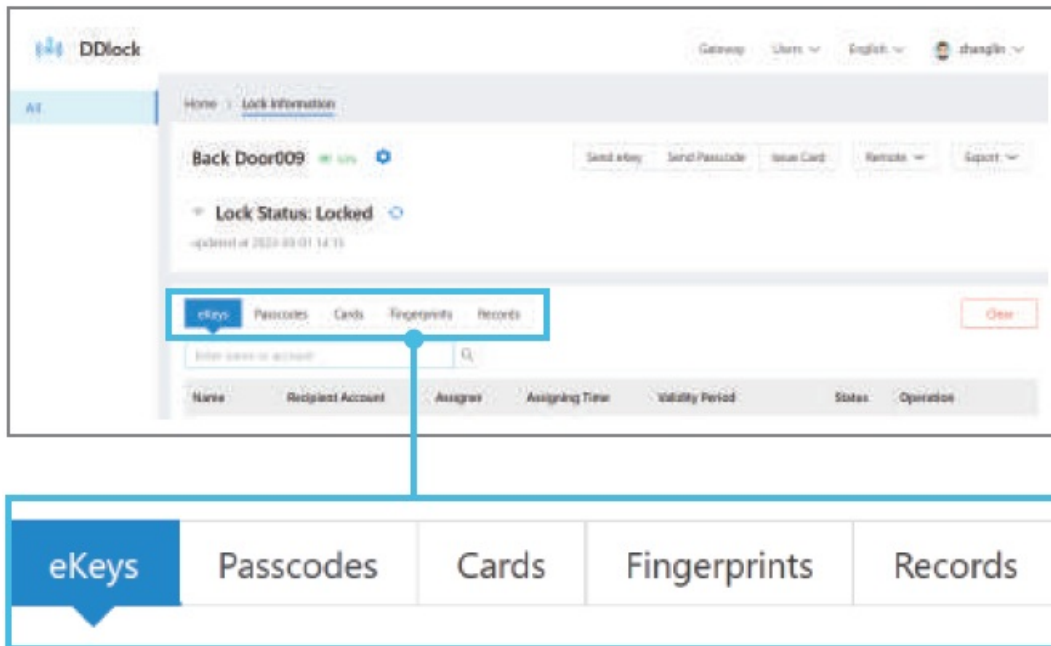
Issue an existing card, add a new card via card reader (card reader sold separately), share cards, delete cards.



- Export logs



- Check unlock/lock recordings



GATEWAY G2



Connect to Veise gateway G2, it will support:

- Unlock/Lock remotely in App
- Work with Google Assistant, Alexa
- Generate, modify and delete all types of passwords remotely
- Web portal management (remote functions)
- Push real-time messages and view real-time records
- View smart lock status
- Check battery level remotely

Integrations

Our locks work with the following software:

- Compatible with Alexa
- Compatible with the Google Assistant

FAQ

Q1: Why can't I use the master code 123456# to unlock after pairing with the App?

A1: After pairing successfully, the master code will be changed to a random 7 digit number, and you can change it to your own master code in the App(Settings Basics Admin passcode).

Q2: Why am I unable to check the latest records in the App?

A2: When it's out of the Bluetooth range or the Veise gateway G2 is not connected, the records of passcode, fingerprint, card unlocking are not in the list timely. Only eKey unlocking is in real-time records. After the Bluetooth or Veise gateway G2 connected, go to Records tap the icon on the up right corner refresh records.

Q3: How to share one account with others?

A3: To share one account with others, please create authorized admins. It requires the "authorized admin" recipients have downloaded the DDLock App and registered their own usernames and passwords.

Q4: How to edit, delete, or create custom codes remotely?

A4: All passcodes can be generated remotely without a gateway; however, editing, deleting, or creating custom passcodes requires the Veise gateway G2 or being within Bluetooth range of the lock.

Q5: Why is a deleted code working?

A5: There may be a display error in the App. Please follow these steps to fix it: Go to "Settings" "Upload Data" Tap on "Start" to upload the lock's data.



Scan QR code to
get FAQs



Scan QR code to
watch video guide

Documents / Resources

The Veise logo is at the top left. Below it are three icons: a telephone handset, an envelope, and a speech bubble, each with corresponding text for phone, email, and chat support.	<p>Veise App Smart Lock [pdf] User Guide App Smart Lock, App, Smart Lock, Lock</p>
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References

- ddlocksecurity.com

- [User Manual](#)

Manuals+.