

Veise G2 Smart Lock Gateway



Veise G2 Smart Lock Gateway User Manual

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Veise



Smart Lock Gateway

Specifications

- Model: G2
- Dimensions: 70mm x 70mm x 26mm
- Network: WiFi 2.4G 802.11 b/g/n
- Power interface: Type-C USB
- Power input: 5V/500mA

Product Usage Instructions

Pairing with App

1. Open the App
2. Tap on the upper left corner of the screen
3. Select [Gateway]

Add Gateway

4. Select [G2]
5. Plug in the Gateway and power it on
6. While the light is flashing in Red and Blue alternately, tap on [Add Gateway]
7. Select the network and enter your Wi-Fi password
8. Click [Next]

Smart Lock App Guide

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

How to Register

1. Download DDLock App from Google Play or App Store

2. Tap on “register” to get started
3. Fill out the information and tap “Get Code”. The email inbox you registered will be sent a verification code to verify your account. Put the code you received, tap on “Register” to complete.

Pairing Your Lock

1. Tap on “+Add Lock”
2. Tap on “Next”

Note: If the lock is not found in the list, please review the following tips:

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

Admin Passcode Management

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 by following the picture guide above. And you can change it to your own administrator password.

Lock Page Overview

- Unlock/Lock: Unlock or lock using phone’s Bluetooth
- Authorized Admin: Create and edit admins
- eKeys: View and modify current eKeys, set up and send eKeys
- Settings: View and modify settings
- Passcodes: Generate 6 different types of passcodes
- RF Cards: Set up your cards here
- Records: Check unlock/lock records
- Fingerprints Page: Set up fingerprints (RZ06 doesn’t have Fingerprints page)

Note: Some of these icons may not appear if the Gateway is not connected to the lock. The lock only works with Veise gateway G2.

FAQ

Q: What should I do if the pairing process times out?

A: If the above process times out, please power off and try again.

Q: Can the product specifications change without prior notice?

A: Yes, we reserve the right to make alterations to the products without prior notice as new technologies and features are developed.

Thank you for purchasing our products. Please review this manual thoroughly before operating your device. All pictures in this manual are for illustration purpose only. Actual product may vary due to product upgrade.

FEATURED

SMART LOCK GATEWAY G2

- Model : G2
- Dimensions : 70mm x 70mm x 26mm
- Network : WiFi 2.4G
- IEEE standard : 802.11 b/g/n
- Power interface : Type-C USB
- Power input : 5V/500mA

Light Status

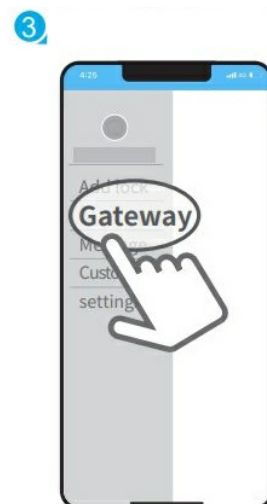
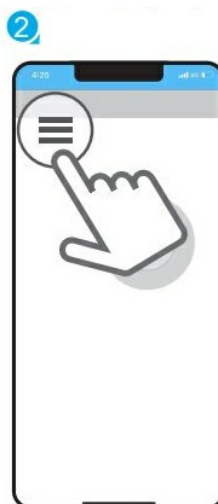
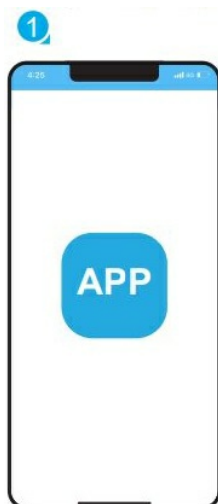


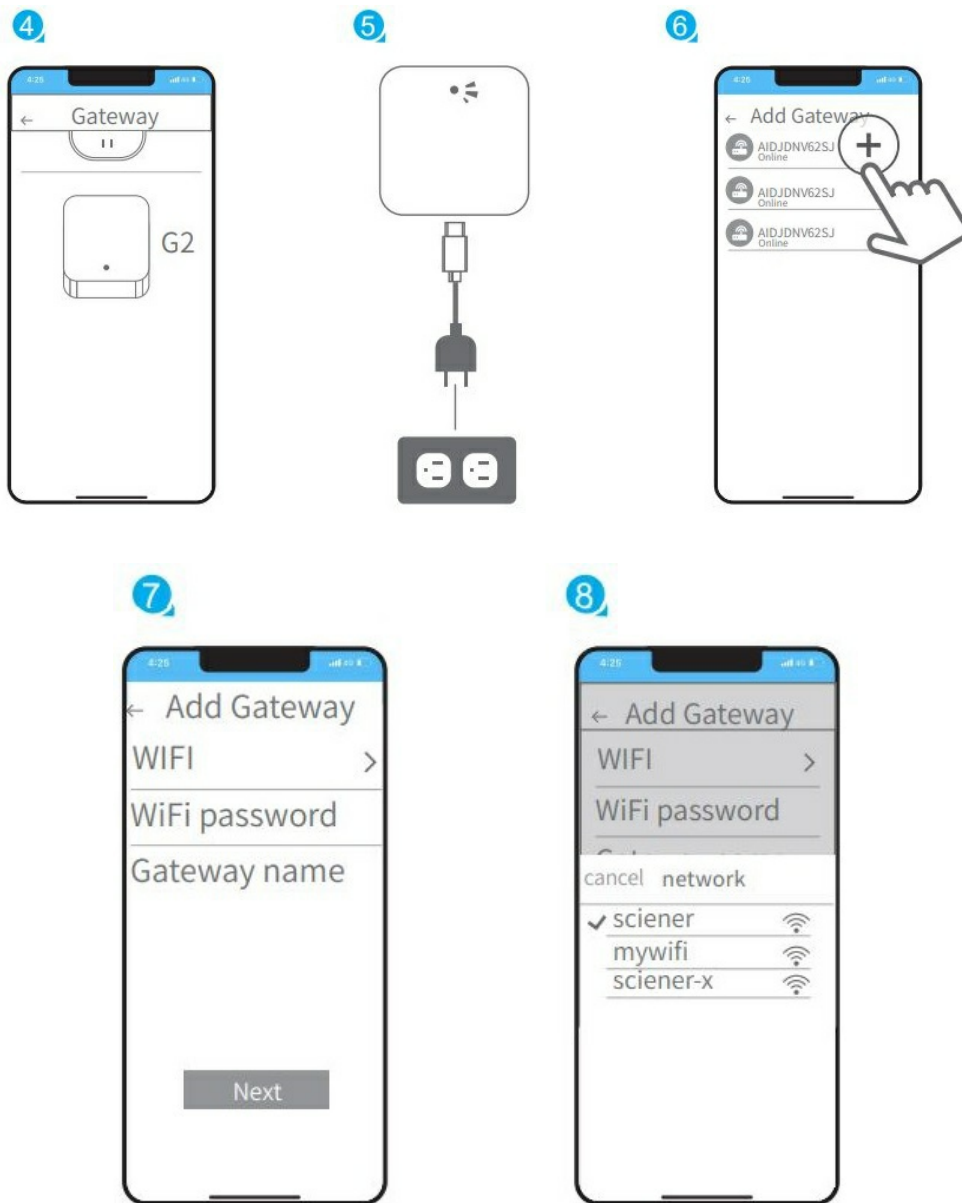
When the Gateway is powered on:

- Flashing Red/Blue lights:
Stand-by mode - Ready to Pair
- Blue light: Normal mode
- Red light: Network failure

Pair with App

1. Open the App
2. Tap on “☰” on the upper left corner of the screen
3. Select [Gateway]
4. Select [G2]
5. Plug in the Gateway and power it on
6. While the light is flashing in Red and Blue alternately, tap on “+”
7. Add Gateway
8. Select the network and enter your Wi-Fi password.





Notice

If the above process times out, please power off and try again.

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

HOW TO REGISTER

STEP 1

Download "DDLock" App in Google Play or App Store.





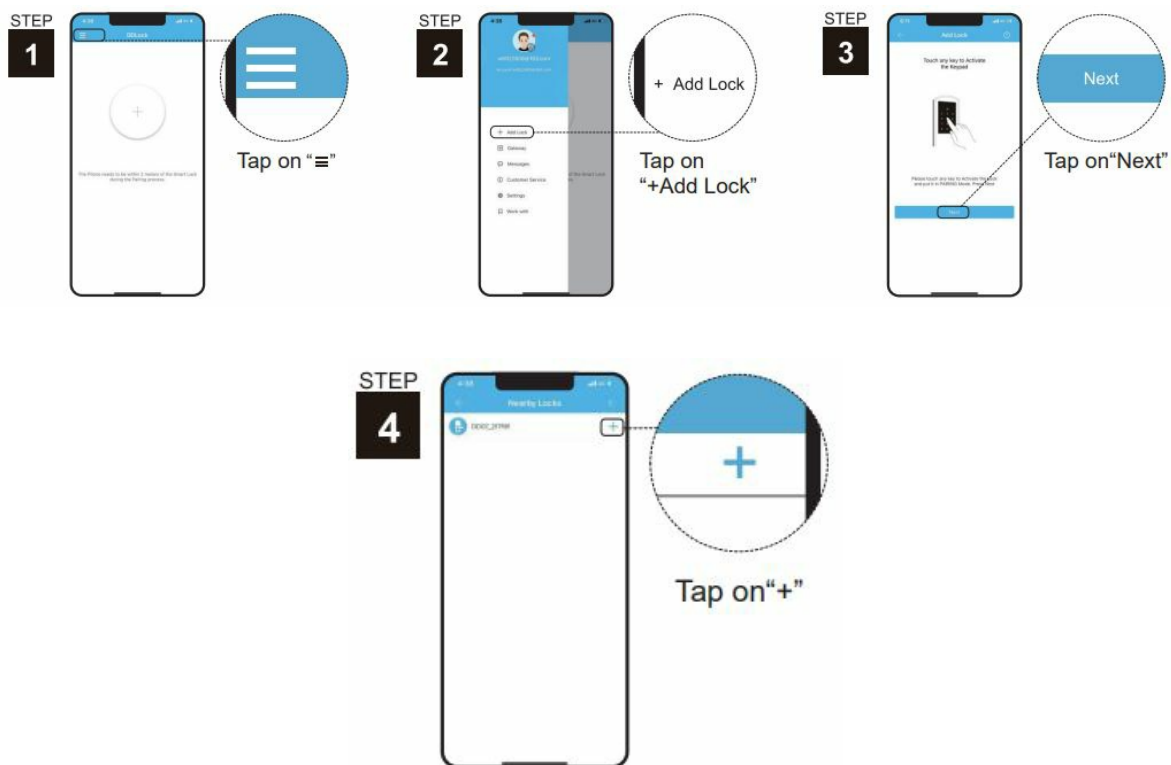
STEP 3

Fill out the information and tap “Get Code”.

The email inbox you registered will be sent a verification code to verify your account. Put the code you received, tap on “Register” to complete.

Notes: 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.

PAIRING YOUR LOCK



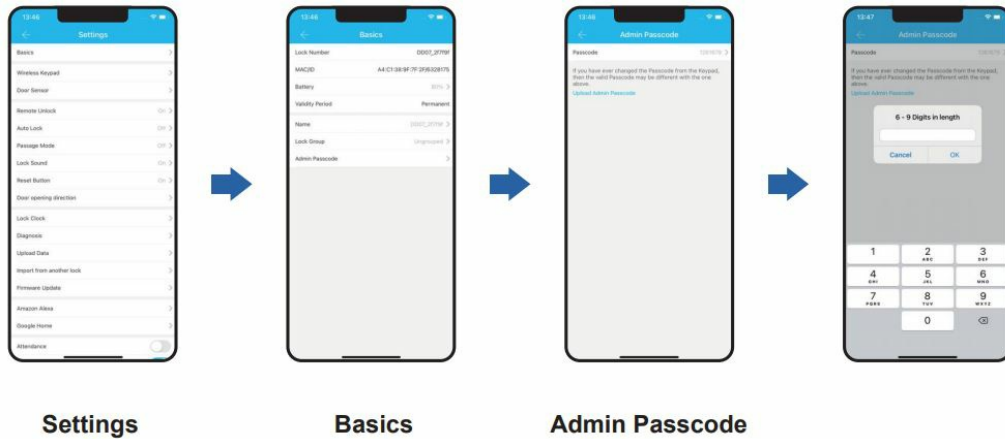
Note: If the lock is not found in the list, please review the following tips.

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



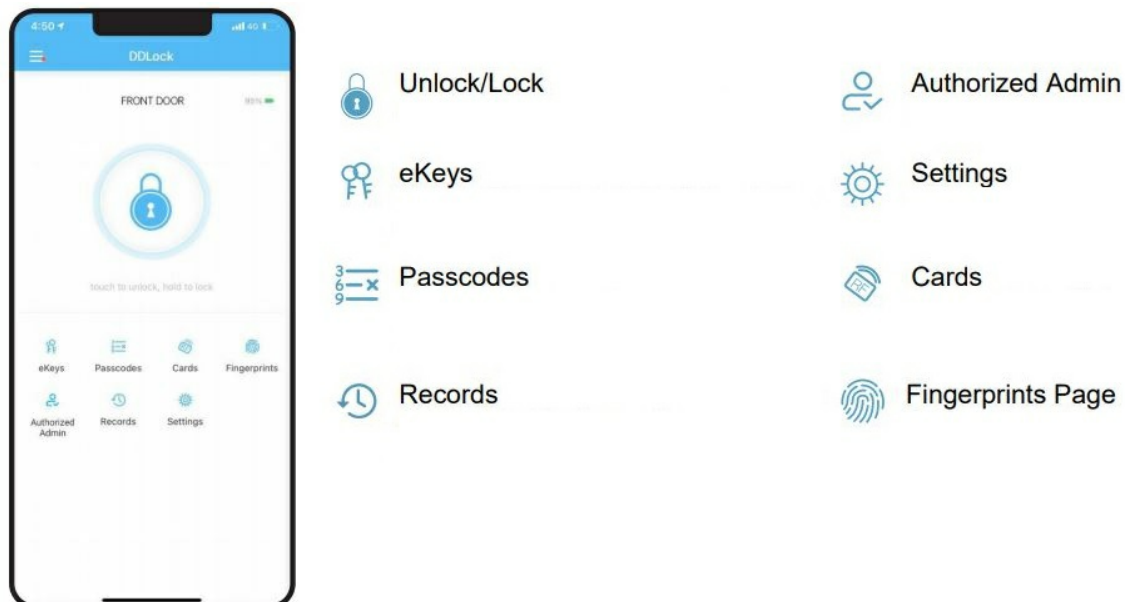
Scan QR code to watch the pairing video

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 by following the picture guide above. And you can change it to your own administrator password.

LOCK PAGE OVERVIEW



Unlock/Lock

Unlock/Lock using phone's Bluetooth

Passcodes

Generate 6 different types of passcodes

eKeys

View and modify current eKeys, set up and send eKeys

Records

Check unlock/lock records

Authorized Admin

Create and edit admins

Settings

View and modify settings

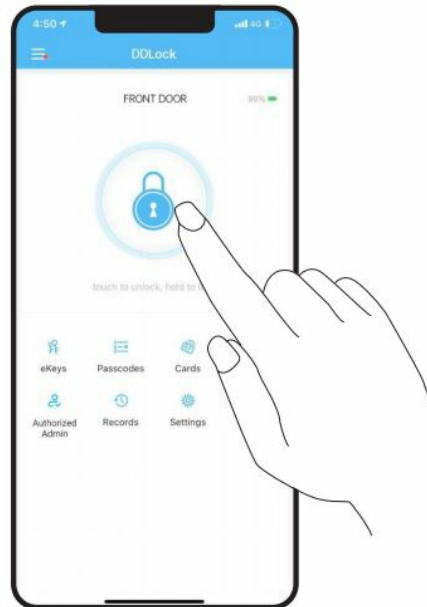
Cards

Set up your cards here Fingerprints Page

Set up fingerprints (RZ06 doesn't have Fingerprints page.)

Notes: Some of these icons may not appear if the Gateway is not connected to the lock. The lock only works with Veise gateway G2.

APP UNLOCK / LOCK



To unlock the lock, tap this icon once.

To lock the lock, press and hold on this icon.

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

PASSCODES



The definition of 6 types of passcodes

Permanent	Lasts permanently	Erase	Erases all codes on the lock
Timed	Lasts for scheduled hours		Customize a code per your need, such as 2638 (set it as permanent or timed)
One-time	One time use	Recurring	Lasts for scheduled hours weekly

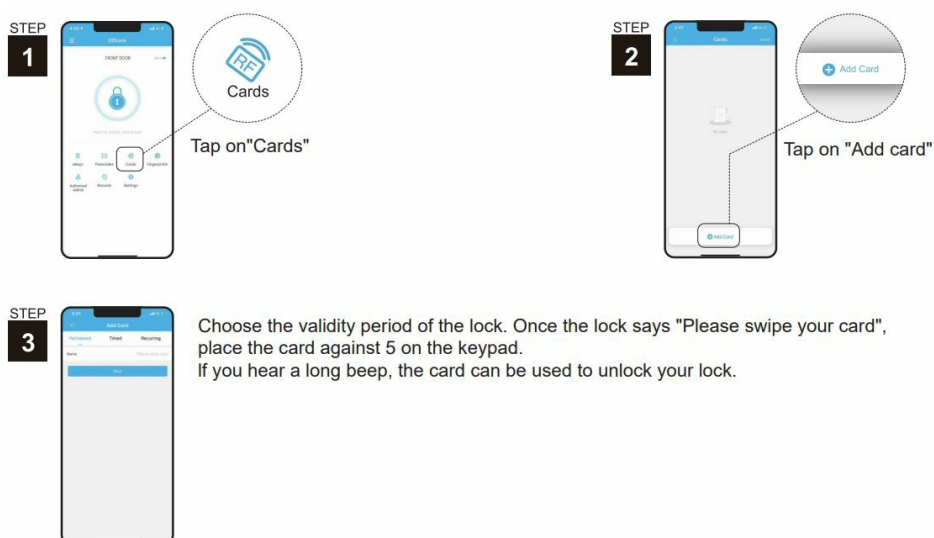
PASSCODES



In Passcodes, choose one passcode and you can edit the passcode's number, validity and name. 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



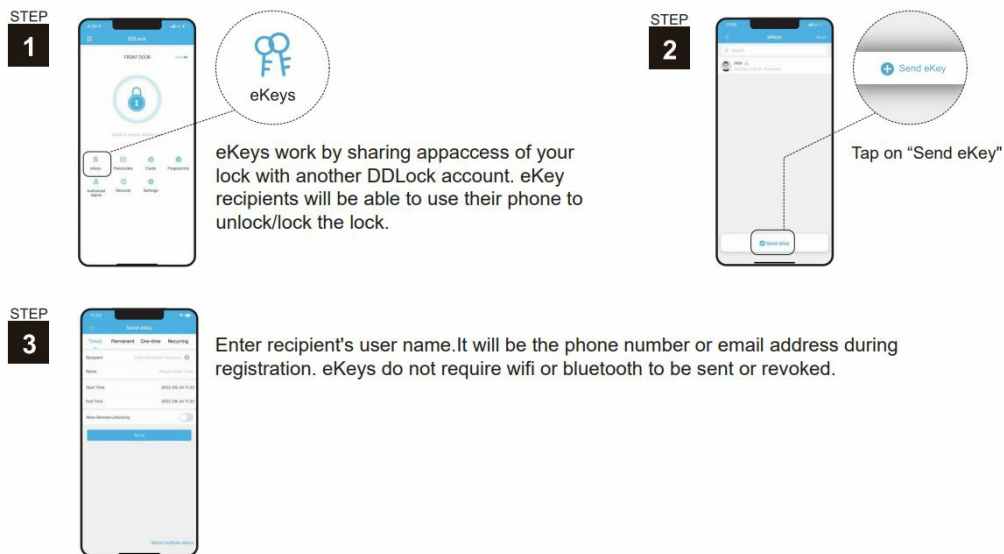
Choose the validity period of the lock. Once the lock says "Please swipe your card", place the card against 5 on the keypad.

If you hear a long beep, the card can be used to unlock your lock.

Note: It only supports to add 13.56MHz cards, such as mifare card, NFC card, Desfire card and EV1 card.

EKEYS

eKeys work by sharing appaccess of your lock with another DDLock account. eKey recipients will be able to use their phone to unlock/lock the lock.



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 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.

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.

STEP 1

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.

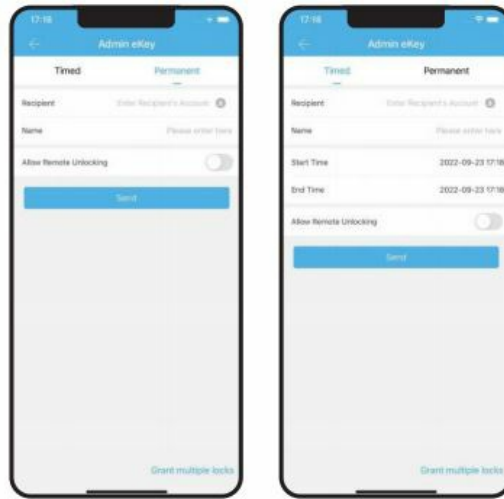
STEP 1



STEP 2

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

STEP
2



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
1



STEP 2

Settings > Passage Mode

STEP
2



STEP 3

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



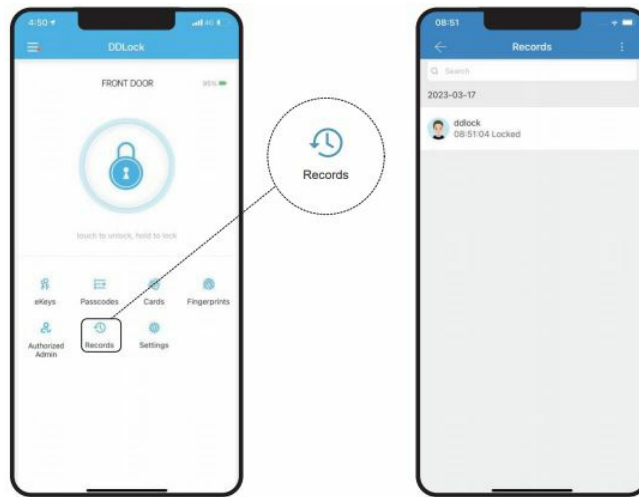
Note: When setting passage mode or auto lock, it requires your phone is close to the smart lock in 32 feet (within Bluetooth range), You could also choose to connect the lock to the Veise gateway G2.

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

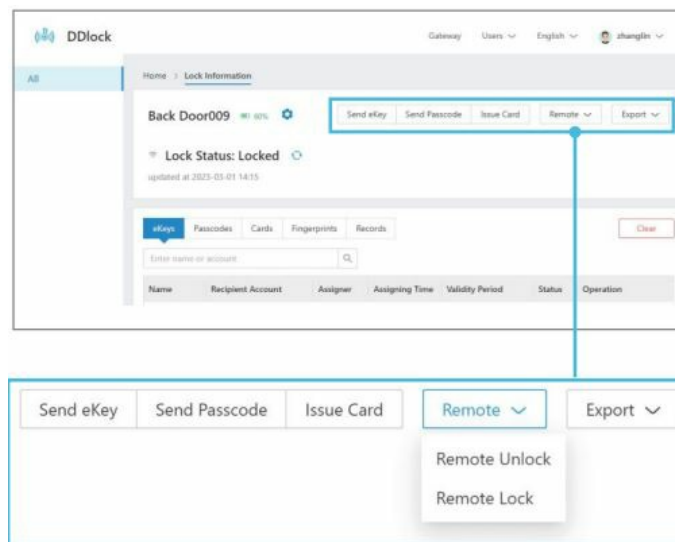
Register in the DDLock App.

Enter the registered username and password to log in.

 The image shows a web management system login form. At the top, there is a large blue icon of a key with signal waves. Below the icon, there are two input fields: 'Username' with a placeholder 'Phone Number/Email' and 'Password' with a placeholder 'Please enter your password'. To the right of the password field is an eye icon for toggling visibility. Below the password field is a link that says 'Forgot Password'. At the bottom of the form is a blue button labeled 'Login'.

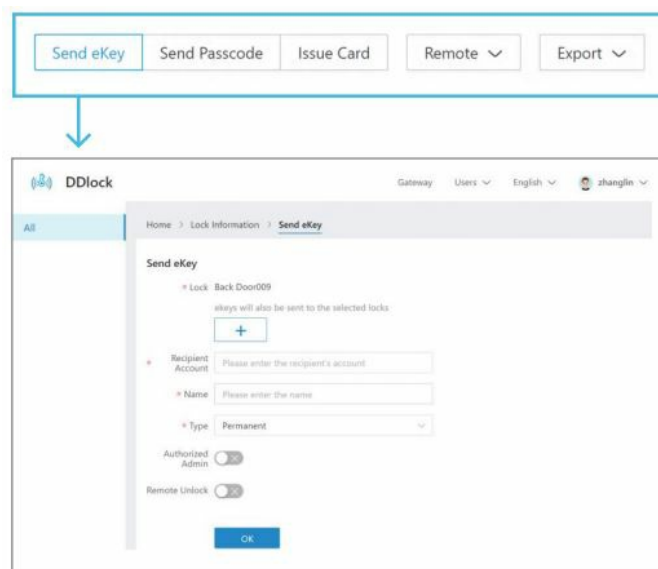
- Unlock/Lock remotely (with G2 gateway)

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



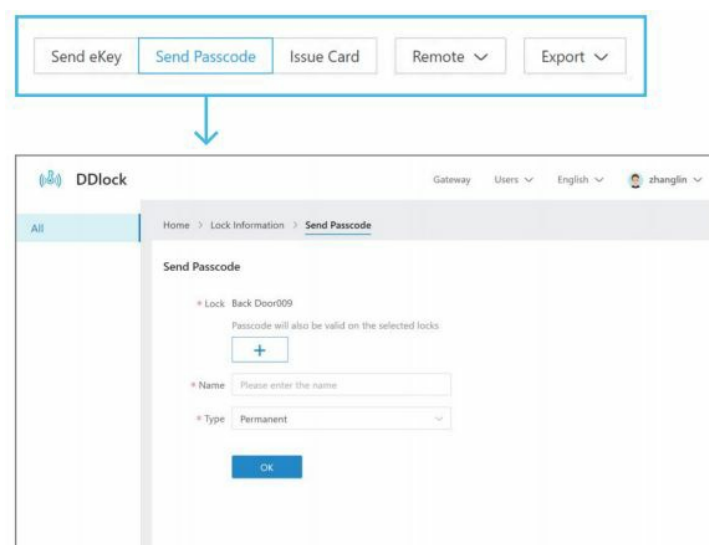
- Send ekey

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



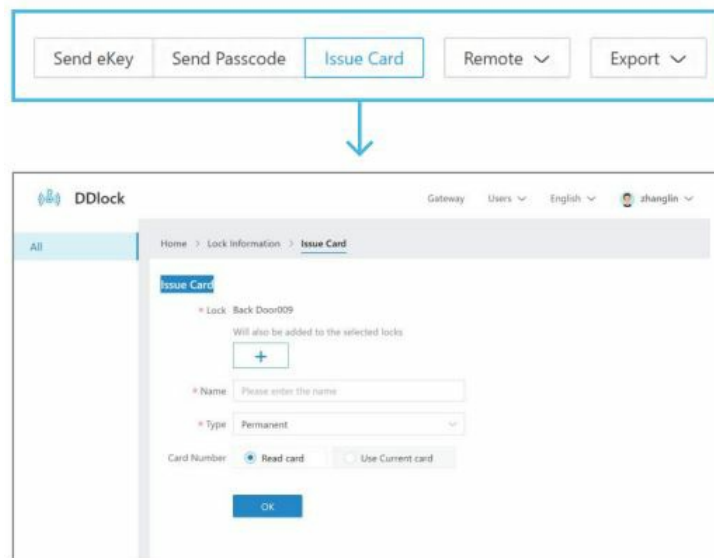
- Send password

Generate multiple scheduled passwords and send them to other users.

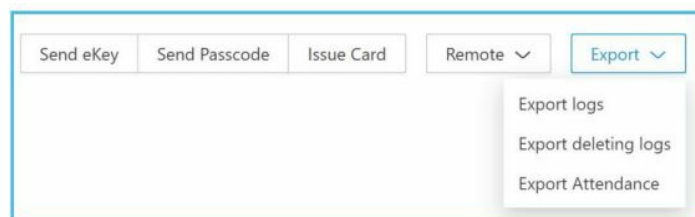


- Issue card (with G2 gateway)

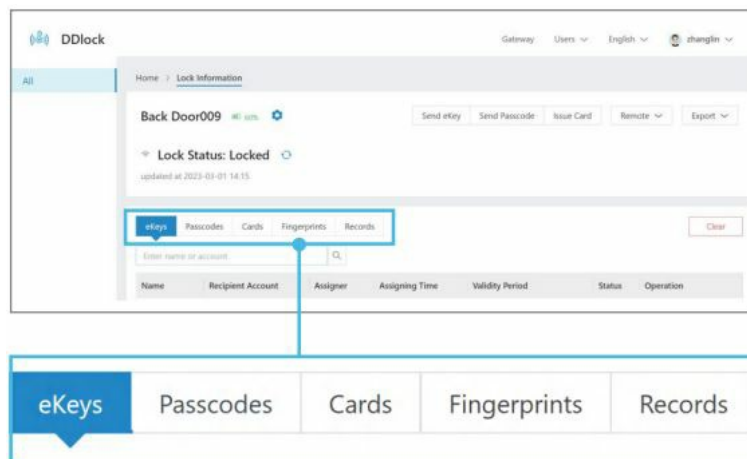
Issue an existing card, add a new card via card reader (card reader sold separately), share cards, delete cards.



- Export logs



- Check unlock/lock recordings



GATEWAY G2 (SOLD SEPARATELY)

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:



FAQ

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

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).

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

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 top right corner refresh records.

How to share one account with others?

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

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.

Why is a deleted code working?

FCC Warning

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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:

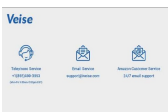
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

Disclaimer

We continuously optimize products as new technologies and features are developed. For this reason, we reserve the right to make alterations to the products without prior notice.

Documents / Resources

	<p>Veise G2 Smart Lock Gateway [pdf] User Manual</p> <p>G2, G2 Smart Lock Gateway, Smart Lock Gateway, Lock Gateway, Gateway</p>
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References

- ddlocksecurity.com
- [User Manual](#)