PHILIPS

EasyKey

7000 series

Smart Facial Recognition Door Lock

DDL702

User manual

To register your product(s) and get support from below site

www. philips.com/support

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1. Important information

Safety

◆ Before using Philips EasyKey, please read and understand all instructions. Damage caused by non-compliance with the instructions will not be covered by warranty.

◆ Use only the manufacturer-specified accessories/components.

◆ Use only the alkaline batteries the product is equipped with, or use the same specification type of alkaline batteries.

◆ Do not forcibly disassemble this product to avoid triggering an alarm or damaging the product.

◆ Do not scrape the fingerprint sensor with sharp objects, otherwise it may cause permanent damage.

◆ Do not expose products to environments where there is water leakage or splashing.

◆ Do not expose the product to corrosive substances to prevent damaging the protective cover.

◆ Do not hang objects on the handle, in case it might affect the normal use of the lock.

◆ Please clean the product with a soft cloth.

◆ Do not remove the battery during setting up and operating.

◆ Please let a professional technician to install the door lock and follow the installation guidelines provided. Do not disassemble the lock by yourself. Keep the relevant sealed stickers properly.

◆ Please modify the default master PIN code immediately after finishing installing and debugging, and do not easily disclose the password information and also keep the mechanical key properly.

◆ Please replace all the batteries immediately if there is a low battery alarm. Please make sure to correctly match the poles (+/-) when installing the batteries.

Caution

◆ Do not place the battery near fire sources to avoid the explosion.

◆ Do not use any emergency power supply that does not meet the safety requirements to power up the product.

◆ Do not connect the 2 poles of the batteries with metals to avoid short circuit which may lead to an explosion.

◆ Please make sure any component replacement is executed by Philips, Philips authorized service center or professional technicians.

◆ Do not use accessories or parts that have been produced by other manufacturers or have not been specifically recommended by Philips. The use of such accessories and parts may void your warranty.

Disposal of used products and batteries

◆ You can have your locks reclaimed at Philips authorized service centers. You will receive corresponding compensation if your products meet our conditions.

◆ Please familiarize yourself with the local electronic product collection system.

◆ Please follow local regulations and do not discard used products into ordinary household waste.

◆ Proper disposal of used products can help to avoid potential negative impacts on the environment and human health.

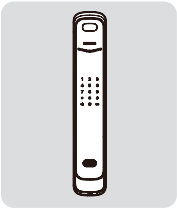
◆ Batteries must not be disposed of with ordinary household waste.

◆ Please familiarize yourself with the local regulations on batteries classification recycling. Disposing of batteries properly can help avoid a negative impact on the environment and human health.

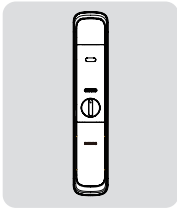
2. EasyKey installation

Packaging list

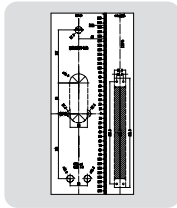
The pictures are for reference only, please refer to the actual packaging items.



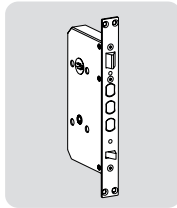
① Outside escutcheon with silicone pad



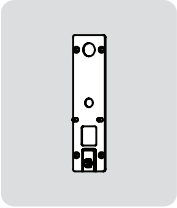
② Inside escutcheon with silicone pad



③ Drilling template



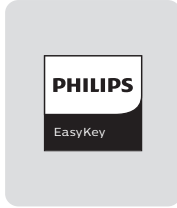
④ Mortise



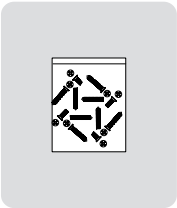
⑤ Mounting plate

⑥ User manual

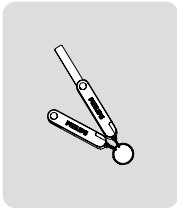
⑦ Warranty card



⑧ Certificate of conformity

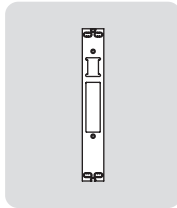


⑨ Installation kit

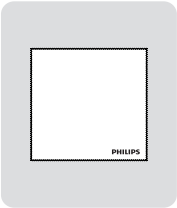


⑩ Mechanical key

⑪ Batteries

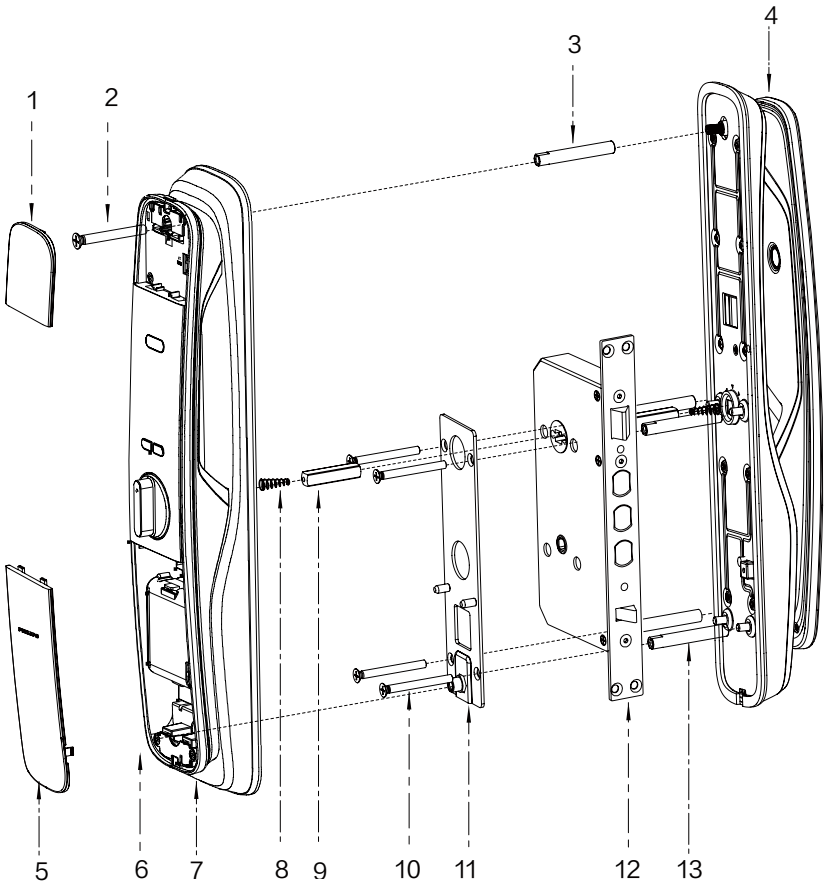


⑫ Strike



⑬ Cleaning pad

Exploded views

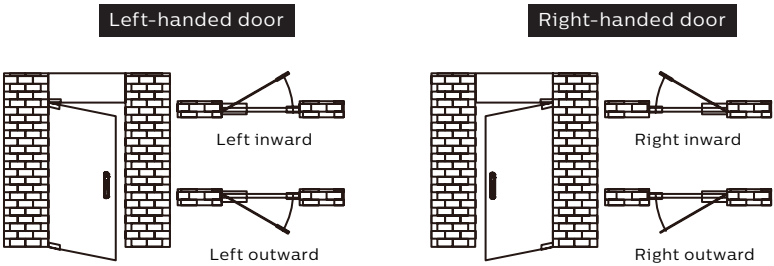


1. Deco cover *1
2. M6 connecting screw*1
3. M6 connecting screw tube*1
4. Outside escutcheon*1
5. Battery cover*1
6. M6 mounting screw*1
7. Inside escutcheon*1
8. Compressed spring *2
9. Square shaft*2
10. M5 connecting screw*4
11. Mounting plate*1
12. Mortise*1
13. M5 connecting screw tube*4

Pre-setup instructions

Step 1 | Determine door swing direction

This product allows you to have your door installed to go in four directions: left outward, right outward, left inward and right inward.

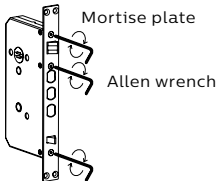


Attention

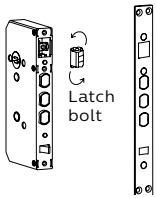
1. Please choose the proper installation kit to suit your door thickness.
2. The default installation kit is applicable for a door thickness of 60-90mm. If your door thickness does not within this range, please feel free to contact us.

Step 2 | Change the orientation of the latch bolt

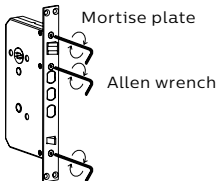
1. Loosen the screws by turning them counterclockwise with an Allen wrench and remove the mortise plate.



2. Take out the latch bolt and rotate it to 180°, then put it back.



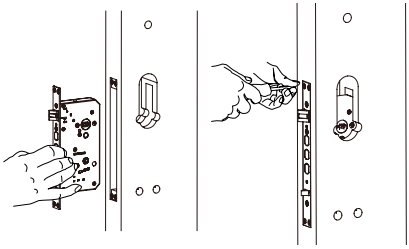
3. Mount the mortise plate and fasten it with screws.



Installation steps

The following installation steps only apply to right-handed doors. For left-handed doors, please read [Pre-installation instructions] carefully and make necessary adjustments.

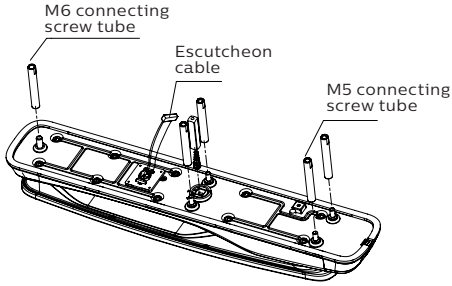
1. Mark the hole for drilling with drilling template and drill the hole marked, then mount the mortise into the hole and fasten it with four anchor screws.



Attention

Make sure the latch bolt stays inside the door during installation.

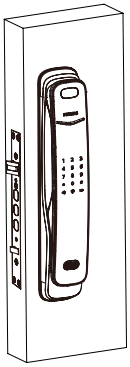
2. Install the connecting screw tubes on the outside escutcheon, and put the compressed spring and square shaft accordingly into the square shaft holes.



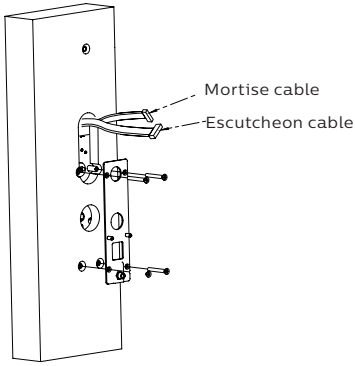
Attention

Please choose the proper square shaft and connecting screw tube to suit your door thickness.

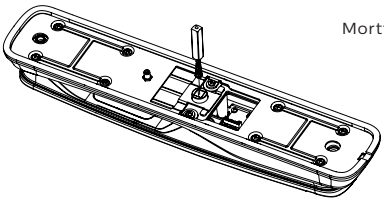
3. Pass the cable through the hole and then insert the square shaft of the outside escutcheon to the rotary hole on the mortise until the outside escutcheon is close to the surface of the door.



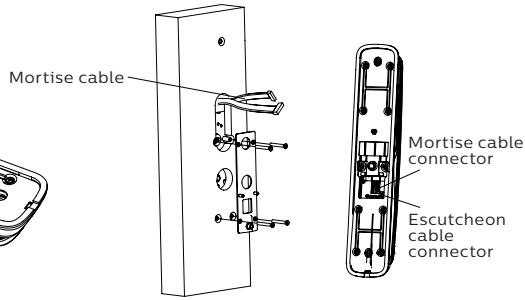
4. Place the mounting plate against the inner surface of the door and fasten it with four M5 connecting screws.



5 Put the compressed spring and square shaft into the square shaft hole of the inside escutcheon accordingly.



6 Insert the cable of both outside escutcheon and mortise into the corresponding sockets on the inside escutcheon. Then insert the square shaft of the inside escutcheon to the rotary hole on the mortise until the inside escutcheon is close to the surface of the door.



Attention

Make sure the escutcheon cable and the mortise cable are hidden in the slot on both sides of the square shaft, and also hide the extra cables in the door hole or the inside escutcheon.

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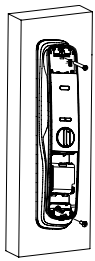
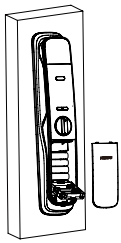
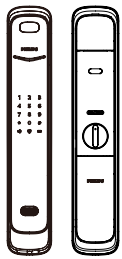
7 Remove the deco cover and press the button at the top of the inside escutcheon to remove the battery cover, and fasten the inside escutcheon with two M6 mounting screws.



8 Put the deco cover back, install the batteries and install the battery cover and strike.



9 Check whether the rotary knob, mechanical key, and all other components work properly.



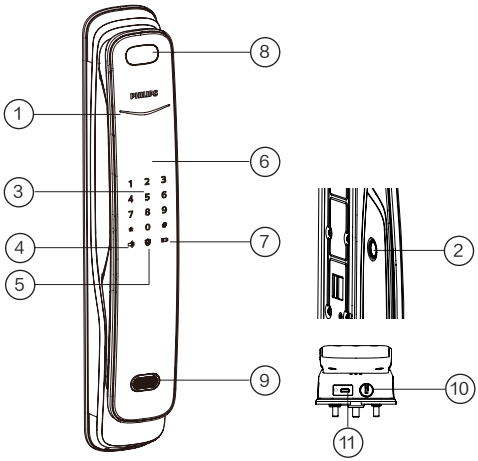
Attention

After finishing the strike installation, please check whether the smart lock can lock or unlock normally.

3. Get to know your EasyKey

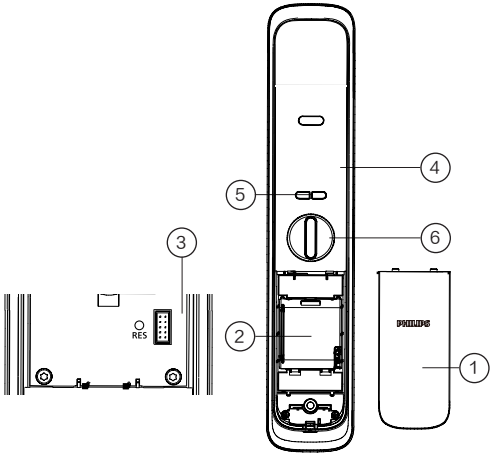
The pictures are for reference only, please refer to the actual packaging items.

Outside escutcheon



①	Door lock status indicator
②	Fingerprint sensor(Back side of the handle)
③	Keypad
④	Mute button
⑤	Outside forced lock button
⑥	Handle
⑦	Low battery voltage indicator
⑧	Facial recognition area
⑨	Ultrasonic sensor
⑩	Keyhole
⑪	Reboot and emergency power supply interface

Inside escutcheon



①	Battery cover
②	Battery compartment
③	Restore to a default setting
④	Handle
⑤	[OPEN/CLOSE] button
⑥	Rotary knob

4. How to set up your EasyKey

Pre-setup instructions

◆Philips EasyKey comes with two modes: General mode and Dual verification mode.

General mode	Unlock with any registered identity information
Dual verification mode	Unlock with the combination of two different verifications among face, PIN code and fingerprint.

Attention

1. Facial recognition unlocking will be off when the battery level is low.
2.Before setting the dual verification mode, fingerprints and PIN codes need adding to unlock the door other than the face.

◆User code

If you want to delete a specific user's information, you could delete the related user code in the system.
You can use the below template to write down all user information for review.

User code	Name	Fingerprint	Password	Face
00				
01				
02				
03				
04				
05				
06				

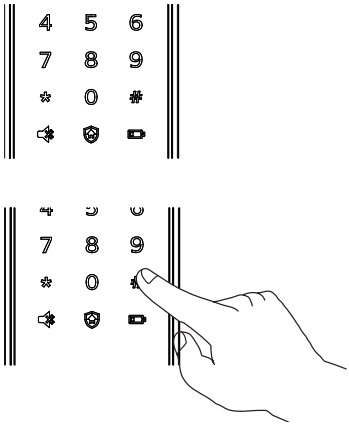
◆Icon annotation

Master PIN code | One-time PIN code | User PIN code | Fingerprint | Face | User code 00-19 | User code 00-99 | [#] | [*]

Attention

1.Press [*] key to return to the previous menu.
2.The default master PIN code is 12345678.

How to enter master mode



Light up the keypad and enter [#] before you enter any other numbers, then enter master PIN code and confirm with [#].

Modify master PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [1] to modify master PIN code.

Enter the new master PIN code and confirm with [#]. Re-enter the same master PIN code and confirm with [#]. After hearing a voice prompt of “Succeeded", press [*] to return to previous menu until you finally exit master mode.

Add a user record

Add a user PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [2] to enter user registration and enter [1] to add a new user PIN code, then the system will automatically number it and generate a voice prompt.

Enter a user PIN code of 6 to 12 digits and confirm with [#]. Then re-enter the user PIN code and confirm with [#]. After hearing a voice prompt of “Succeeded", press [*] until you finally exit master mode.

Add one-time PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [2] to enter user settings, then enter [2] again to add a one-time PIN code.

Enter a user PIN code of 6 to 12 digits and confirm with [#]. Then re-enter the user PIN code and confirm with [#]. After hearing a voice prompt of “Succeeded", press [*] until you finally exit master mode.

Add a fingerprint

Enter [#] and enter master PIN code, then confirm with [#].

Enter [2] to enter user registration and enter [3] to add a user fingerprint, then the system will automatically number it and generate a voice prompt.

Place your finger on the fingerprint sensor until you hear a voice prompt of “Move your finger and put on again". Lift your finger and repeat the process until you hear a voice prompt of “Succeeded". After you have successfully registered your fingerprint, press [*] until you finally exit the master mode.

Add a face

Enter [#] and enter the master PIN code, then confirm with [#].

Enter [2] to enter user registration and enter [5] to add a user's face, then the the system will automatically number it and generate a voice prompt.

Position your face in front of the camera and gently move your head in different angles by following the voice prompt. After hearing a voice prompt of Succeeded', press [*] until you finally exit the master mode.

Attention

1.Directly enter 405# to turn on the face unlock feature.
2.Directly enter 406# to turn off the face unlock feature.

Delete a user record

Delete a single user PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [1] to enter user PIN code deletion, then enter [1] to delete a single user PIN code.

Enter a 2-digit code (code: 00-19) to be deleted and confirm with[#]. After hearing a voice prompt of “Succeeded", press [*] until you finally exit the master mode.

Delete all user PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [1] to enter user PIN code deletion, then enter [2] to delete all user PIN code. After hearing a voice prompt of "Succeeded", press [*] until you finally exit the master mode.

Delete one-time PIN code

Enter [#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [2] to delete one-time PIN code.

After hearing a voice prompt of "Succeeded", press [*] until you finally exit the master mode.

Delete a single fingerprint

Enter [#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [3] to enter user fingerprint deletion, then enter [1] to delete a single fingerprint.

Enter a 2-digit code (code: 00-99) to be deleted and confirm with[#]. After hearing a voice prompt of “Succeeded', press [*] until you finally exit the master mode.

Delete all fingerprint

Enter [#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [3] to enter user fingerprint deletion, then enter [2] to delete all fingerprint. After hearing a voice prompt of “Succeeded", press [*] until you finally exit the master mode.

Delete a user's face

Enter[#] and enter master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [5] to enter face record deletion, then enter [1] to delete a single face.

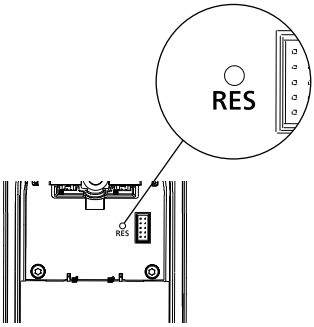
Position the face to be deleted in front of the smart lock with eyes looking straight at the camera. After hearing a voice prompt of "Succeeded", press [*] to exit the master mode.

Delete all face

Enter [#] and enter the master PIN code, then confirm with [#].

Enter [3] to enter user record deletion and enter [5] to enter face record deletion, then enter [2] to delete all face. After hearing a voice prompt of “Succeeded", press [*] until you finally exit the master mode.

System initialization



Remove the battery cover, then double press the [RES] hole with a sharp object. When you hear a voice prompt of “Restoring to default settings”, it means all user record is emptied.

System settings

Language settings

Enter [#] and enter master PIN code, then confirm with [#].

Enter [4] to get into system settings and enter [1] to get into language settings.

Choose the language as needed: For Chinese, press [1]; for English, press [2]. After hearing a voice prompt of “Succeeded”, press [*] until you finally exit the master mode.

Attention

The default language is English.

Volume settings

Enter [#] and enter master PIN code and confirm with [#].

Enter [4] to get into system settings and then enter [2] to enter into volume settings.

Choose the volume as needed: For high volume, press [1]; for low volume, press [2]; for mute mode, press [3]. After hearing a voice prompt of “Succeeded”, press [*] until you finally exit the master mode.

Attention

The default volume is "high volume".

Switch to dual verification mode

Enter [#] and enter master PIN code, then confirm with [#].

Enter [4] to go into system settings, then enter [3] to go into dual verification mode.

For single verification mode, please press [1]; For dual verification mode, press [2]; After hearing a voice prompt of “Succeeded”, press [*] until finally you exit master mode.

Locking mode

Enter [#] and enter the master PIN code, then confirm with [#].

Enter [4] to get into system settings and enter [4] again to get into locking mode.

Press [1] to enable auto mode and [2] to enable manual mode. After hearing a voice prompt of "Succeeded", press [*] to exit the master mode.

Extended functions

Enter [#] and enter master PIN code, then confirm with [#].

Enter [5] to go into extended functions.

To join a network, press [1]. To exit a network, press [2]. Before setting up the extended functions, please download and open the official app on your mobile phone.

Attention

The extended functions are optional.

System query

Security code query

Enter [#] and enter master PIN code, then confirm with [#].

Enter [6] to go into system query, then enter [1] to check the security code and the system will automatically broadcast the product series number.

Attention

Directly enter 400# to go into system query.

Local query

Enter [#] and enter master PIN code, then confirm with [#].

Enter [6] to go into system query, and enter [2] to check the software version, then the system will broadcast it automatically.

Attention

Directly enter 114# to go into the local query.

App binding instruction

⚠ Attention

Due to the functions vary in different models, please consult the official authorized seller to confirm whether the product(s) you purchased support(s) networking.

Download the App

Please scan the QR code above to download the App and install it.

Lock pairing

1. For Bluetooth smart door lock(s)

① Make sure the door lock terminal has been installed with batteries or connected to the power supply.

② Sign in to the App, click to “Add a device” on the Homepage, choose [Bluetooth Smart Door Lock] to enter the pairing page, then complete the pairing process according to the App prompts.

2. For Wi-Fi smart door lock(s), facial recognition smart door lock(s) and video smart door lock(s)

① Make sure the door lock terminal has been installed with batteries or connected to the power supply.

② Click the [#] on the smart door lock terminal and enter the master PIN code, re-click the [#] to enter master mode, press [5], then press[1] to enter the Networking Distribution Mode, then you will hear a voice prompt of “Connecting, please wait a moment”.

③ Sign in to the App, click to “Add a device” on the Homepage, choose [Wi-Fi lock/Facial recognition lock/Video lock] to enter the pairing page, then complete the pairing process according to the App prompts.

⚠ Attention

The door locks only support connecting to the 2.4Ghz Wi-Fi router (5Ghz Wi-Fi is not supported). Please make sure that the visual distance between the router and the door lock terminal is less than 10 meters, otherwise, the signal might be poor.

Shortcut keys*

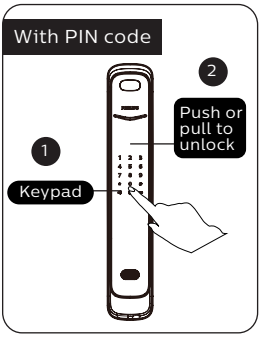
Function	Shortcut keys
Check serial number	400#
Check firmware version	114#
Enable facial recognition	405#
Disable facial recognition	406#
Enable ultrasonic sensor module	409#
Disable ultrasonic sensor module	410#
Set the short detection range of the ultrasonic sensor to 60 cm*	060#
Set the long detection range of the ultrasonic sensor to 80 cm*	080#

* The above function of shortcut keys are provided for reference only and might be updated later for usability reasons.

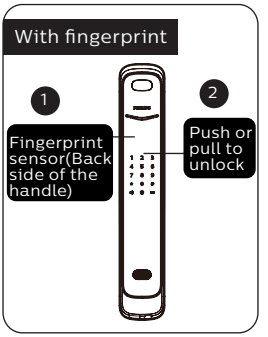
5. How to use EasyKey

Unlock from inside or outside

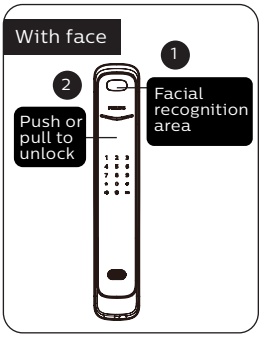
Unlock from outside



①Touch the digit input area to light up the keypad and enter the registered PIN code and confirm with [#].
②After hearing a voice prompt of “Door opened”, push or pull the door to unlock.



①Place the registered finger on the fingerprint sensor.
②When you hear a voice prompt of "Door opened", push or pull the handle to unlock.

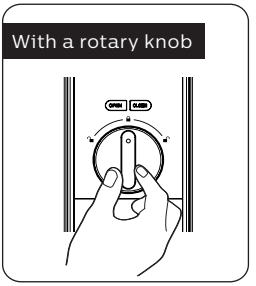


① Position the registered face in front of the camera.
②When you hear a voice prompt of "Door opened", push or pull the handle to unlock.

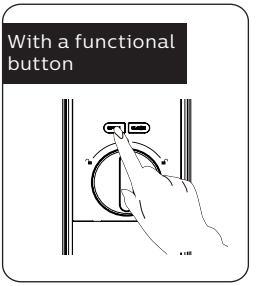
Attention

The default detection range for the ultrasonic sensor is set to 80 cm and the valid height for facial recognition is between 125 cm and 200 cm.

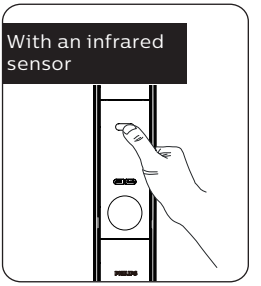
Unlock from inside



Philips EasyKey adopts indoor fast opening mortise. You can unlock the door from inside by rotating the rotary knob.



Double press the [OPEN] functional button within one second, then push or pull to unlock the door.

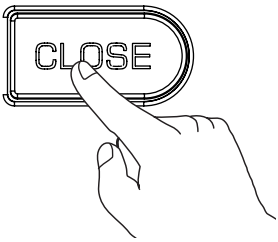


Philips Easykey has an infrared sensor on the handle. When the sensor is triggered, you can press the sensor module on both the front and rear sides of the handle simultaneously to unlock the door.

Lock from outside or inside

The latch bolt will pop up automatically as soon as the door is close and there will be a voice prompt of “Door Close”.

Inside deadlock

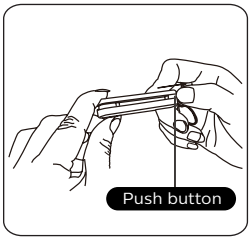


When the EasyKey is locked, long press the [CLOSE] button until the indicator flashes once in red, then there will be a voice prompt of “Inside deadlock enabled".

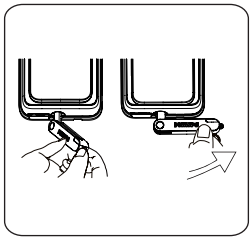
Attention

When the door is under inside deadlock mode, the outside escutcheon will lock up. If you try to wake up the system manually, the keypad area will display the combination of “15937(X)” and there will be a voice prompt of “Inside deadlock enabled" to remind you that the door has been deadlocked from inside. Under deadlock mode, all operations of the outside escutcheon are disabled. Master PIN code verification or mechanical key opening is required to release the door from deadlock mode.

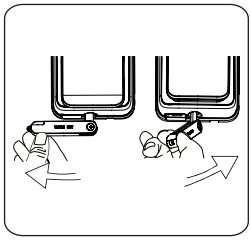
Unlock with mechanical key



① Cut the mechanical box and take out the key. Push the cover aside and reveal the key.



② Insert the key into the keyhole and the key should be vertical to the key shell. Then turn the key shell by 90° in the direction of the handle until it is close to the lock.



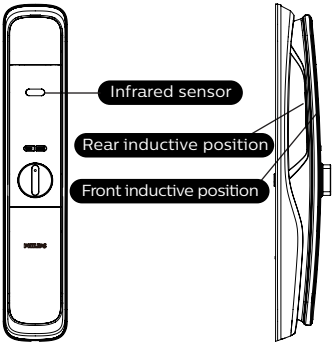
③ Make a 180 degrees twist clockwise and make sure the key shell is parallel to the horizontal plane. Then rotate the key cover horizontally in the direction of the handle to unlock.

Attention

It is recommended not to use mechanical keys daily unless there is an emergency, such as the battery is dead, forgetting the password, or the system is not working properly.

6. Other functions

Indoor infrared sensor unlock

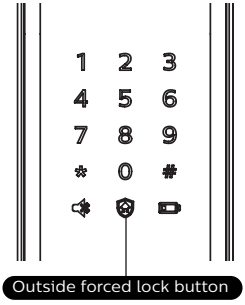


Attention

When the infrared sensor unlocking is disabled, the indoor inductive unlocking would be inactive. When you touch both the front and rear side of the inductive position on the handle, the red light will light up to remind you that the indoor inductive unlocking is off.

Function:
Once the indoor infrared sensor unlocking is enabled, you could easily unlock the door from inside.
How to use:
Philips Easykey has an infrared sensor on the handle. When the sensor is triggered, you can press the sensor module on both sides of the handle simultaneously to unlock the door.
Enable/Disable:
When the infrared sensor unlocking is disabled, long press the [OPEN/CLOSE] button at the same time to turn on the function, and the green light will glow quickly;
When the infrared sensor unlocking is enabled, long press the [OPEN/ CLOSE] button at the same time to turn off the function and the red light will glow quickly.

Outside forced lock

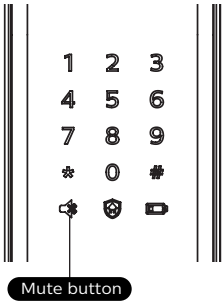


Function:
Unlocking from inside will trigger an alert.
How to use:
After the door is successfully locked, long press the button for 2 seconds to enter the outside forced lock mode.

Attention

Enabling the outside forced lock function will not affect the normal way to unlock the door from outside.

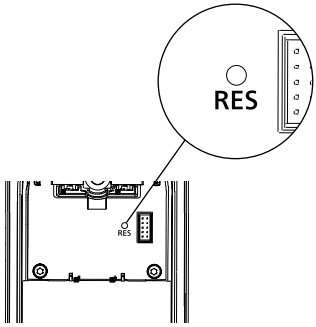
Mute mode



Function:
Use only one button to mute the lock and the voice guide will be turned off. This feature applies to the scenes where you don't want to disturb your family.

How to use:
1. Mute: When the system is awake, long press the [Mute] button for 2 seconds until it glows green.
2. Unmute: When the system is awake, long press the [Mute] button for 2 seconds until it glows white and the lock will produce sound again.

Restore to default settings

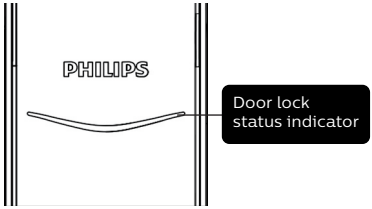


Function:
Empty all user information and restore the EasyKey to default settings.

How to use:
Use a sharp object to double press the [RES] button, and all the user information will be emptied, then the lock will be restored to default settings.

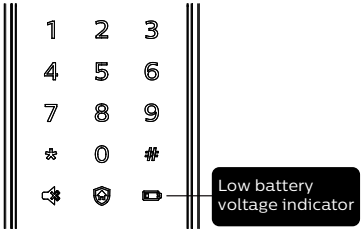
7. Indicators meaning and usage

Door lock status indicator



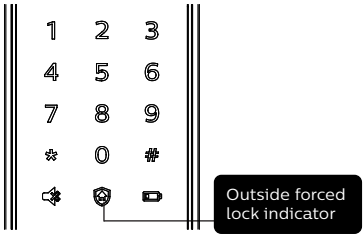
Blue: When the system wakes up and the light glows blue, it means you can use the lock.
Green: When the door is unlocked and the light glows green, it means the door is open.
Red: When the door is locked and the light glows red, it means the door is closed.

Low battery voltage indicator



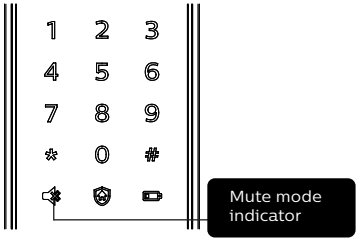
Red: When the system wakes up, it will automatically check the battery voltage. If the voltage is too low, then the light will flash in red and there will be a voice prompt of “Low battery voltage, please replace all batteries".

Outside forced lock indicator



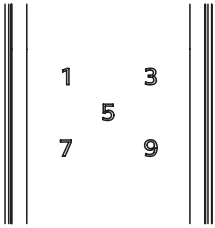
White:
1. When the door is locked and the light glows in white, it means that you can enable the outside forced locking function.
2. Upon the outside forced function is enabled, the light will glow in white as soon as the system wakes up.

Mute mode indicator



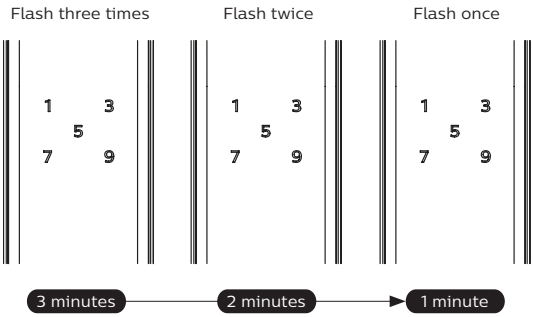
1. White: indicates the mute mode is off.
2. Green: indicates the mute mode is on.

Inside deadlock indicator



When the door is under inside deadlock mode, the keypad will lock. If you wake up the system manually, the keypad will show the combination of “15937 (X)” with a voice prompt of "inside deadlock enabled".

System freezing indicator

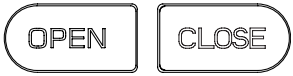


If there are consecutive incorrect inputs of any of the fingerprint, PIN code, or key tag 5 times within 5 minutes, the system will lock up for 3 minutes.

Attention

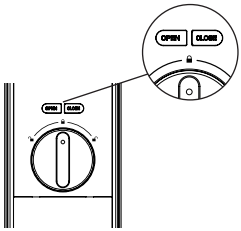
Only when waking up the outside escutcheon or verifying the identity of the user would the numbers appear.

[OPEN/CLOSE] indicator



1. Red light flashing twice: indicates that the door is locked successfully.
2. Green light flashing twice: indicates that the door is unlocked successfully.
3. Red light flashing once: indicates that the door is under the deadlock mode.

Infrared sensor unlocking indicator

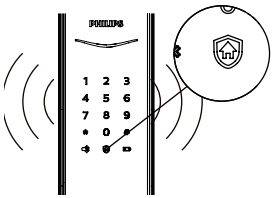


1.Fast flashing in green: infrared sensor unlocking is on.
2.Fast flashing in red: infrared sensor unlocking is off.

8. Troubleshooting

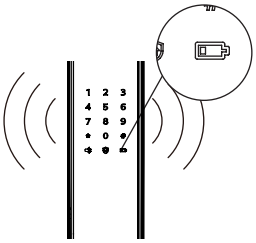
Alert types and methods

Alert to unlock from inside under outside forced lock mode



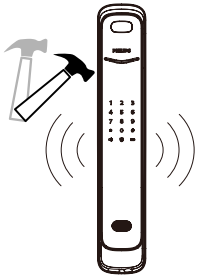
Way to trigger: Upon enabling the outside deadlock mode, an alert will be triggered when you unlock the door from inside.
Way to be alerted: Repeat alerts
Way to turn off: The alert will be turned off once the identity verification is successful.

Low battery voltage alert reminds you to replace the batteries



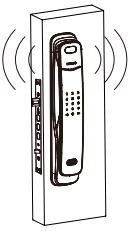
Way to trigger: When the system wakes up, it will automatically check the battery voltage. If the voltage is too low, then an alert will be triggered to remind you to replace the batteries.
Way to be alerted: A voice prompt of “Low battery voltage, please replace all batteries" will be given when unlocking the door.
Way to turn off: The alert will be automatically turned off.

Anti-dismantling alert



1. Way to trigger: The door is pried apart and the latch bolt is popped up.
Way to be alerted: Repeat alerts.
Way to turn off: Automatically turning off or successful identity verification.
2. Way to trigger: The outside escutcheon is pried open and there is a gap of space between the door and the outside escutcheon.
Way to be alerted: Repeat alerts.
Way to turn off: Automatically turning off or successful identity verification or a normal way to unlock the door from inside.

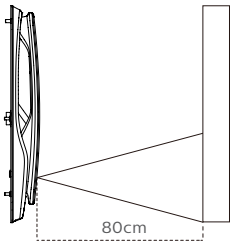
Anomalous deadbolt alert



Way to trigger: The deadbolt works abnormally or a failure in locking or unlocking the door.
Way to be alerted: Repeat alerts
Way to turn off: The alert will be automatically turned off.

Other errors

Facial recognition being consistently triggered



Facial recognition can be consistently triggered if there are objects within 80 cm*. Those objects might be shoe cabinets, vases, walls, neighbor's door or people walking in the corridor, etc. To solve this problem, it is advised to firstly remove the possible obstacles, otherwise press 060# to set the detection range to 60 cm.

*The ultrasonic sensor detection ranges are for the current version and may be subject to change later due to software update. The default detection range is set to 80 cm.

Facial recognition failures

Identifying: Facial recognition captures information about the shape of people's faces, especially the distinctive features like eyes, nose and mouth. Covering those areas with a mask, cap or other objects may cause recognition failure.

Lighting: Exposed to strong light may contribute to failed recognition, like the front escutcheon is exposed to direct sunlight and the users stand with their back to the sun.

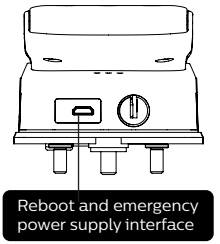
Misrecognition: The facial recognition could be fooled by twins or people who look alike.

Ultrasonic sensor failures

If the ultrasonic sensor is not working properly and lead to a failure in enabling facial recognition, you can wake the keypad to enable it.

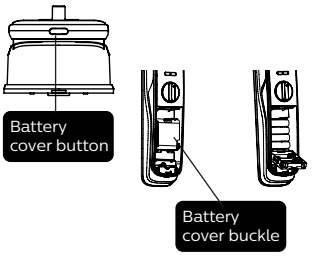
Users wearing clothing made of fluffy fabrics would result in failed ultrasonic detection and facial recognition since the ultrasonic wave may be absorbed by such materials. In that case, you can wake the keypad to enable facial recognition or unlock the door with other methods.

How to charge EasyKey in an emergency



When the battery voltage is low, and the door cannot be opened from outside, you can power up the lock by plugging 5V power bank into the micro USB. After the door is unlocked, please replace the batteries instantly.
If the system crash occurs and the door can not be unlocked from outside, please press and release the reboot button to restart the system.

How to replace batteries



To keep the batteries running longer and save you from replacing the batteries repeatedly, the lock is powered by 1.5V alkaline batteries and can contain eight batteries at the same time.
The battery compartment is in the lower part of the inside escutcheon. Press the button near the bottom of the inside escutcheon, then remove the battery cover. By pushing the battery cover buckle upwards, you can pull the battery compartment out and replace the batteries.

⚠ Attention

The operating voltage for this model is 12 V, so eight batteries are needed for each battery replacement.

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