

Factory Default Settings

SETTING	FACTORY DEFAULT
Master code	12345678
Auto lock	Distributed
Silent mode	Distributed
Wrong code entry limit	10 times
Shutdown time	3 mins
Vacation mode	Distributed

Restore Factory Default Settings

Warning: This procedure will delete all user codes associated with the lock.

1. Keep the door opening and unlocking
2. Press and hold the reset button, take out one battery and then put it back at the same time
3. Keep holding the reset button for 3 seconds until you hear the sound of "BEEP"

Troubleshooting

1. Installation

Questions	Answers
The latch does not operate correctly after installation.	<ul style="list-style-type: none">• Make sure the backset on the latch is set to the proper length. Refer to Installation Instructions.• Make sure prior to installation latch bolt is retracted and key is not in lockset when installing the deadbolt.• Please restore to factory setting and enter the default Master Code to set up the lock.
Feel a bump while turning the thumb turn or the key?	<ul style="list-style-type: none">• Check if the length of mounting screws is correct.• Check if the turn piece is in vertical (unlock) position.• Please refer to Programming Instructions to enable the Auto-Lock.
Unable to set up the lock.	<ul style="list-style-type: none">• Please make sure the lock is installed correctly.• Please install fresh batteries and make sure the cable is connected correctly.• After installation, reset the lock to complete the bolt direction setting.

2. Operation

Questions	Answers
Battery indicator keeps flashing.	The batteries are getting low, please replace with four new batteries for the best performance (alkaline batteries only).
Keypad not responding.	<ul style="list-style-type: none"> • Make sure the batteries are installed properly. • The batteries are getting low if the battery indicator keeps flashing. Please replace with four new batteries. • Make sure the cable is well-connected to the port, and was not damaged during installation. • Please make sure the lock has been set up and complete the bolt direction determination.
Master Code cannot be changed.	Please refer to Programming Instructions to restore factory settings and reprogram all codes.
What should I do if wrong code was entered?	Press button once and continue to input code according to regular procedures.
I forgot my Master Code.	Perform a reset to erase all passwords. Once reset is complete, all passwords will be erased and the master code will return to default master code 12345678.
Cannot add a new User Code.	<ul style="list-style-type: none"> • Make sure the whole code entering process is completed within 10 seconds, otherwise the unit will time out. • Make sure the master code has been entered correctly. • The new User code will not be accepted when the capacity is full. Try to delete existing User codes and then add new one(s). A User code must be at least 4 to 10 digits.
"Auto lock" does not function.	The batteries are low on power if the battery indicator keeps flashing. Please replace with four new batteries.
Lockset is not able to unlock/lock by keypad.	<ul style="list-style-type: none"> • Make sure you have entered the correct User Code. • The battery is low if the battery indicator light keeps flashing. Please replace with four new batteries. • Make sure the cable is firmly connected.

	<ul style="list-style-type: none"> • Check the cable for any damage that may have occurred during installation. • Make sure the batteries are properly installed (Alkaline batteries only). • Check the strike plate to make sure it is properly aligned and clear so the bolt can freely move.
Lockset is unable to reset.	<ul style="list-style-type: none"> • Please refer to Programming Instructions to restore factory settings and reprogram codes. • The battery is low if the battery indicator light keeps flashing. Please replace with four new batteries.
How to operate the lockset in darkness?	Press any button to activate the lockset back light.
The red indicator is still on after setting is completed.	<ul style="list-style-type: none"> • Check if you entered correct user codes. • Re-install the batteries.
The lockset locks when I enter my code and unlocks when I press the button.	<ul style="list-style-type: none"> • Un-install the interior and exterior assemblies. • Before re-installation: 1) Make sure bolt is retracted, 2) No key in cylinder, 3) Turn piece inserted horizontally. • Reset to factory settings and reprogram Master Code and User Codes.
I cannot remove my key unless it is in the locked position.	<ul style="list-style-type: none"> • Un-install the interior and exterior assemblies. • Before re-installation: 1) Make sure bolt is retracted, 2) No key in lock cylinder, 3) Turn piece inserted horizontally.

Note: If the lock appears to be damaged or does not operate properly, please contact customer service for further assistance.

Video of Installation and Programming Guide

Website: www.zowill.com

Service: support@zowill.com

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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