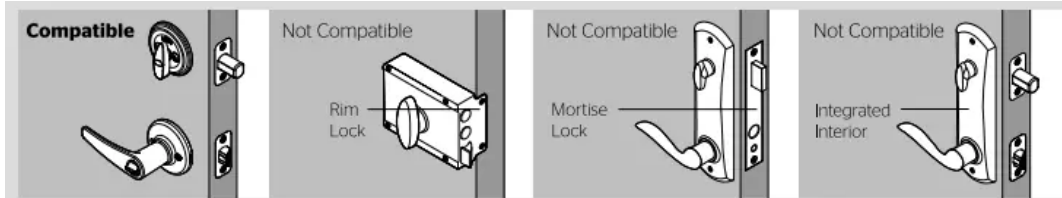
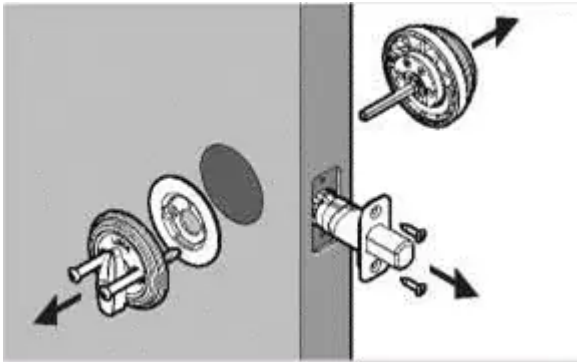


Prepare the door and check dimensions

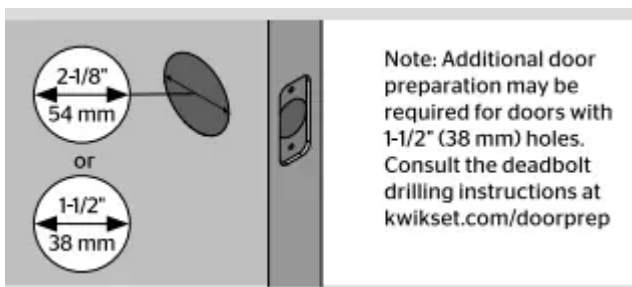
A. Make sure your door is compatible. If you have a standard deadbolt mounted separately from the handle below it, your door is compatible.



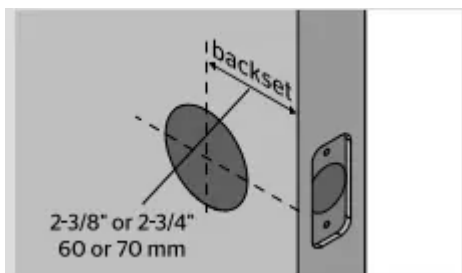
B. Remove your existing deadbolt from your door.



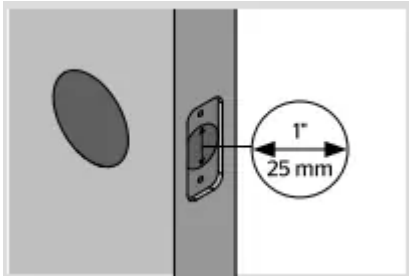
C. Measure to confirm that the hole in the door is either 2-1/8" (54 mm) or 1-1/2" (38 mm).



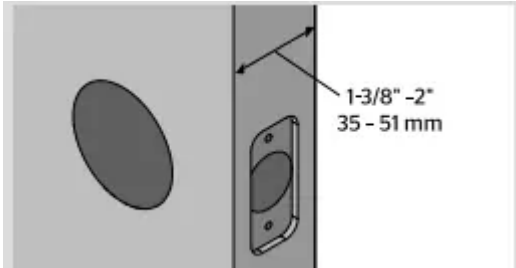
D. Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70 mm).



E. Measure to confirm that the hole in the door edge is 1" (25 mm).

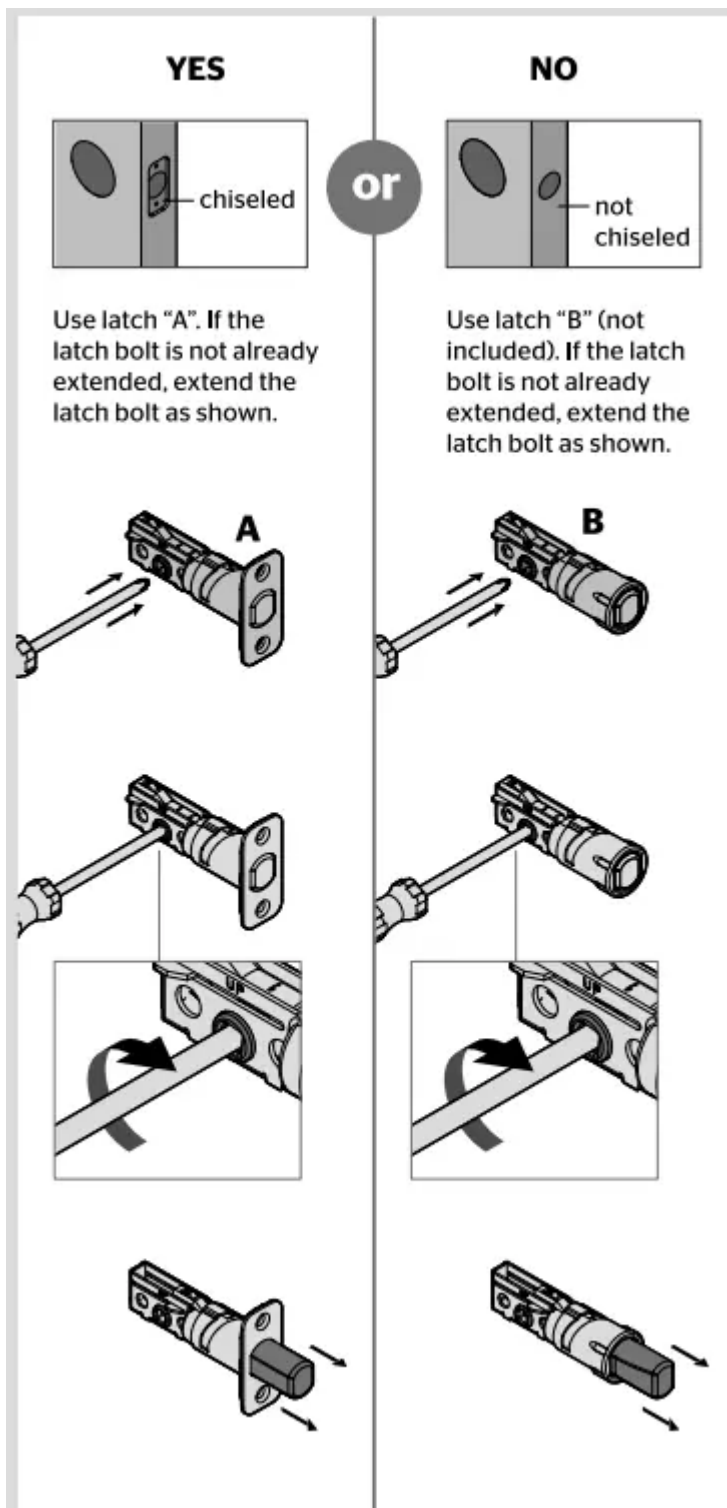


F. Measure to confirm that the door is between 1-3/8" and 2" (35 mm and 51 mm) thick.

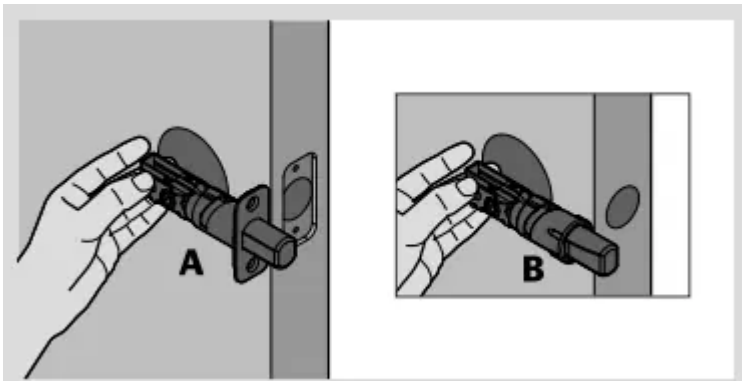


Install the latch and strike

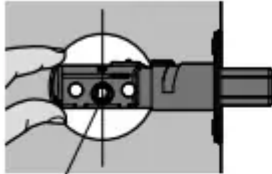
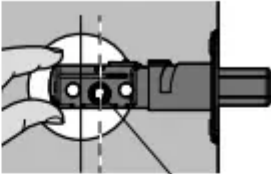

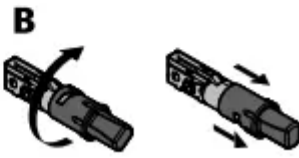
A. Is the door edge chiseled?



B. Hold the latch in front of the door hole, with the latch face flush against the door edge.

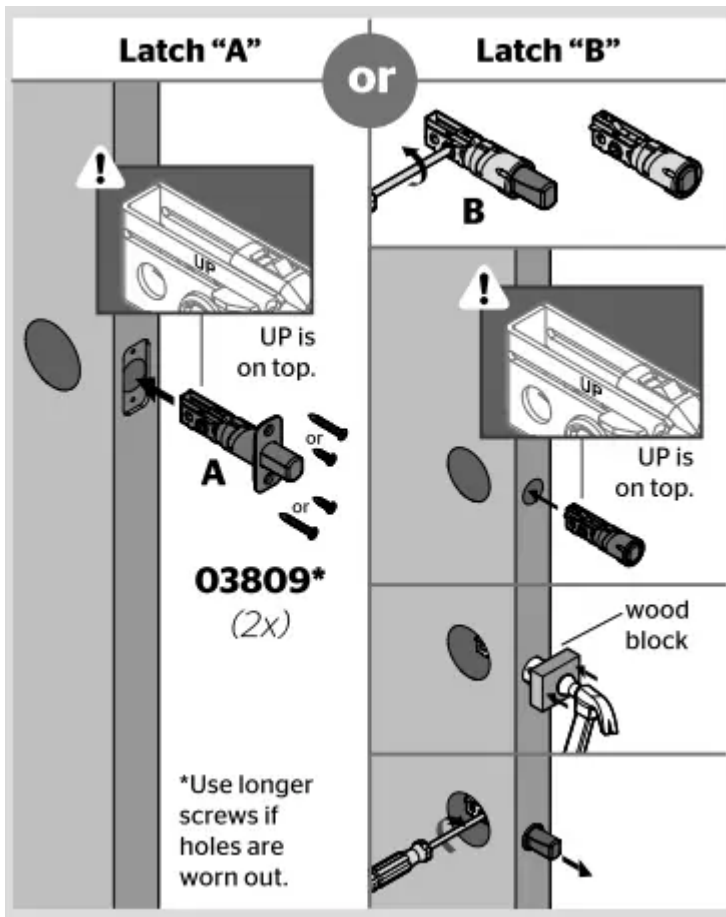


C. Is the D-shaped hole centered in the door hole?

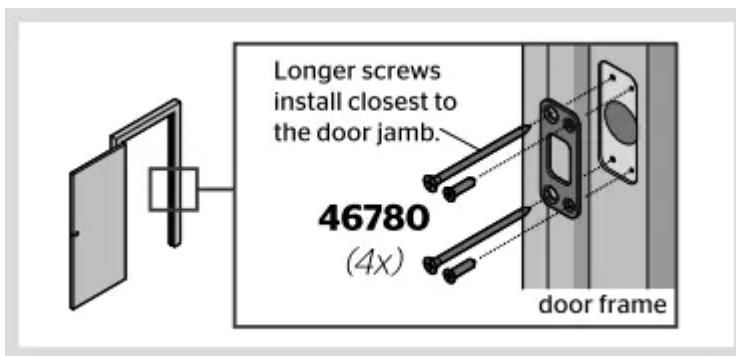
<p>YES</p>  <p>D-shaped hole</p>	<p>NO</p>  <p>D-shaped hole</p>
<p>No adjustment is required. Proceed to next step.</p>	<p>Rotate latch face as shown to extend latch.</p>  <p>A</p>
	 <p>B</p>

D. Which latch are you installing?



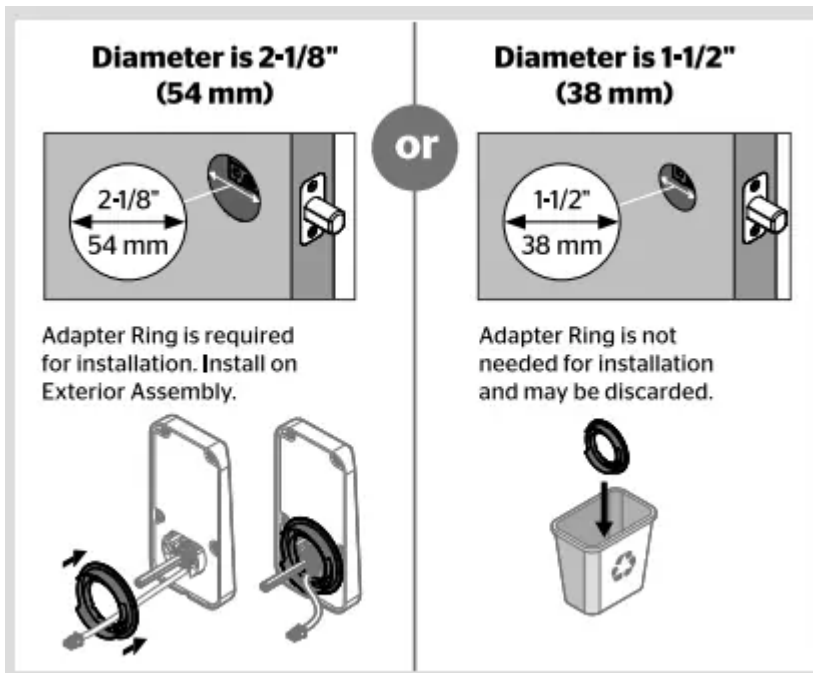


E. Install the strike on the door frame.

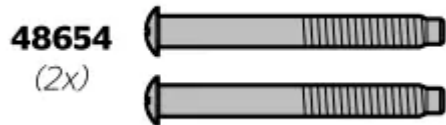


Install the exterior keypad

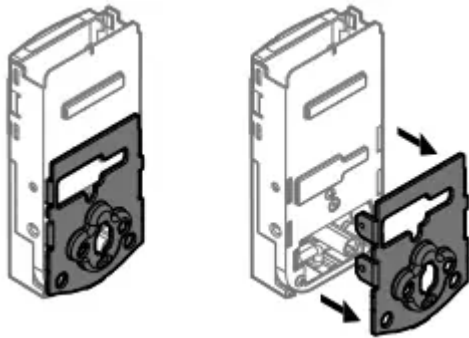
A. What is the diameter of the hole in the door?



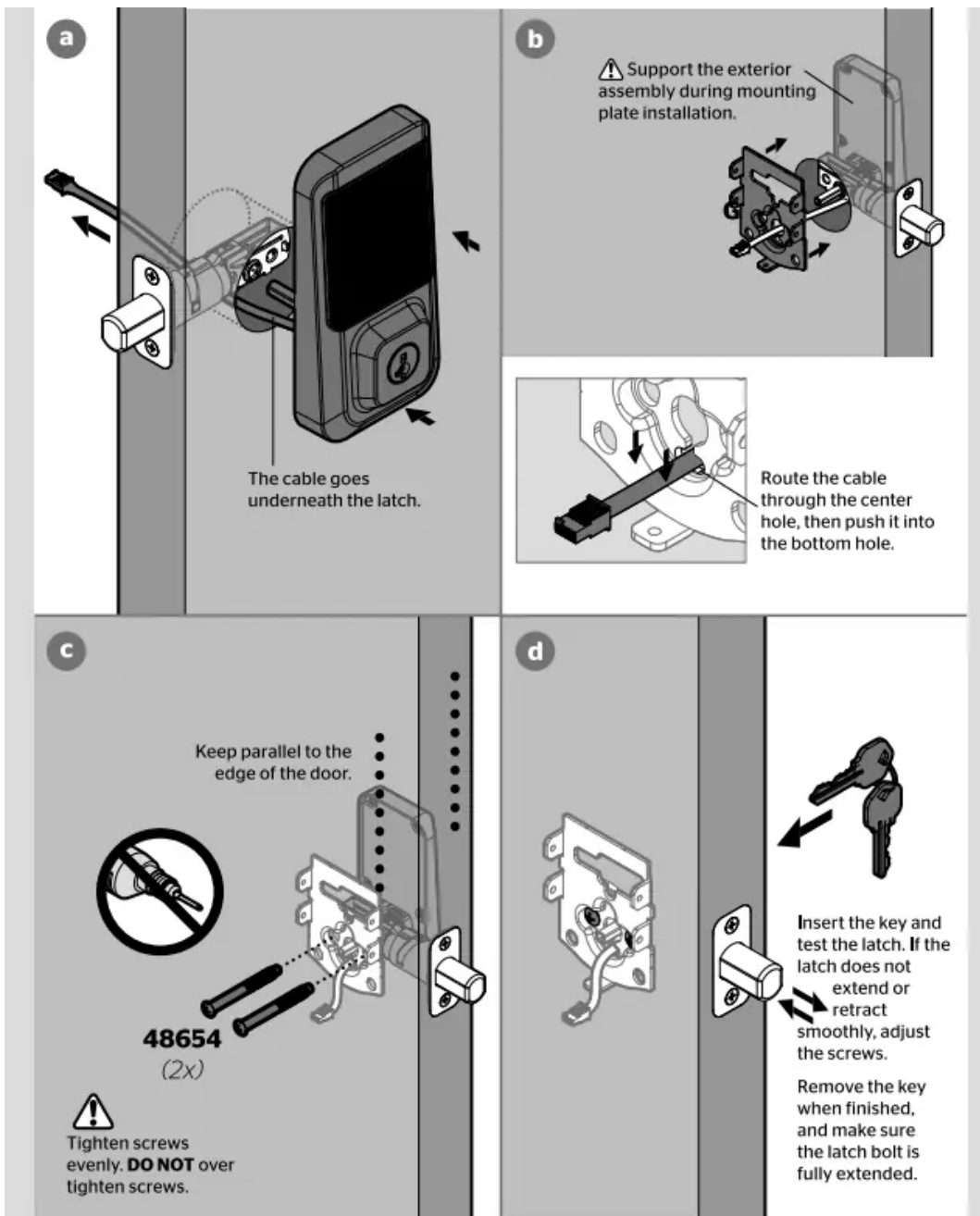
B. Locate the screws for step 3D and keep them within reach.



C. Remove the mounting plate from the interior assembly



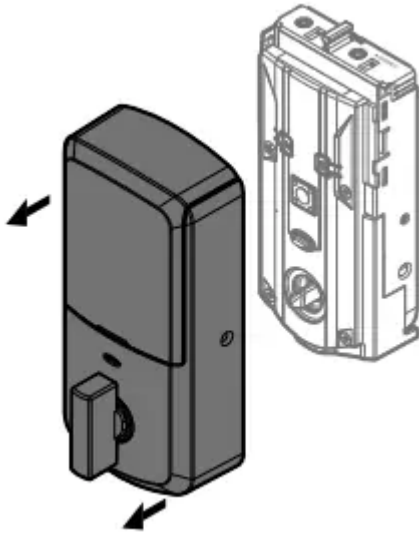
D. Install the exterior keypad and mounting plate.



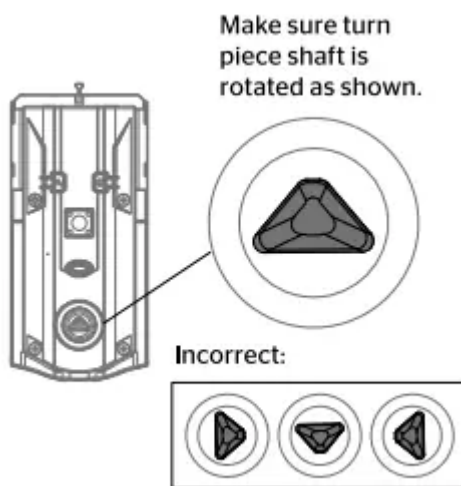
Install the interior assembly

A Ensure the turnpiece shaft is pointing up, and remove the interior cover and battery pack from the interior assembly.

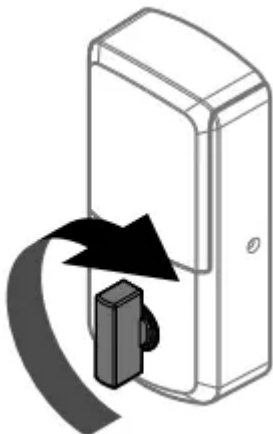
a. Remove the interior cover from the interior assembly.



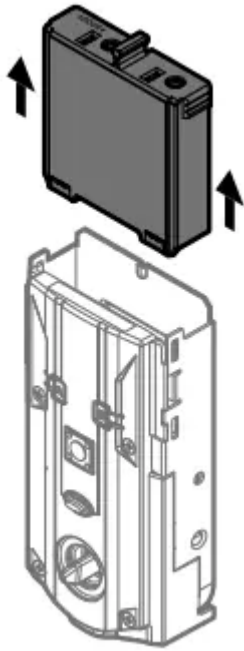
b. If turnpiece shaft is not oriented correctly, put the cover back on and rotate the turnpiece as shown in step C.



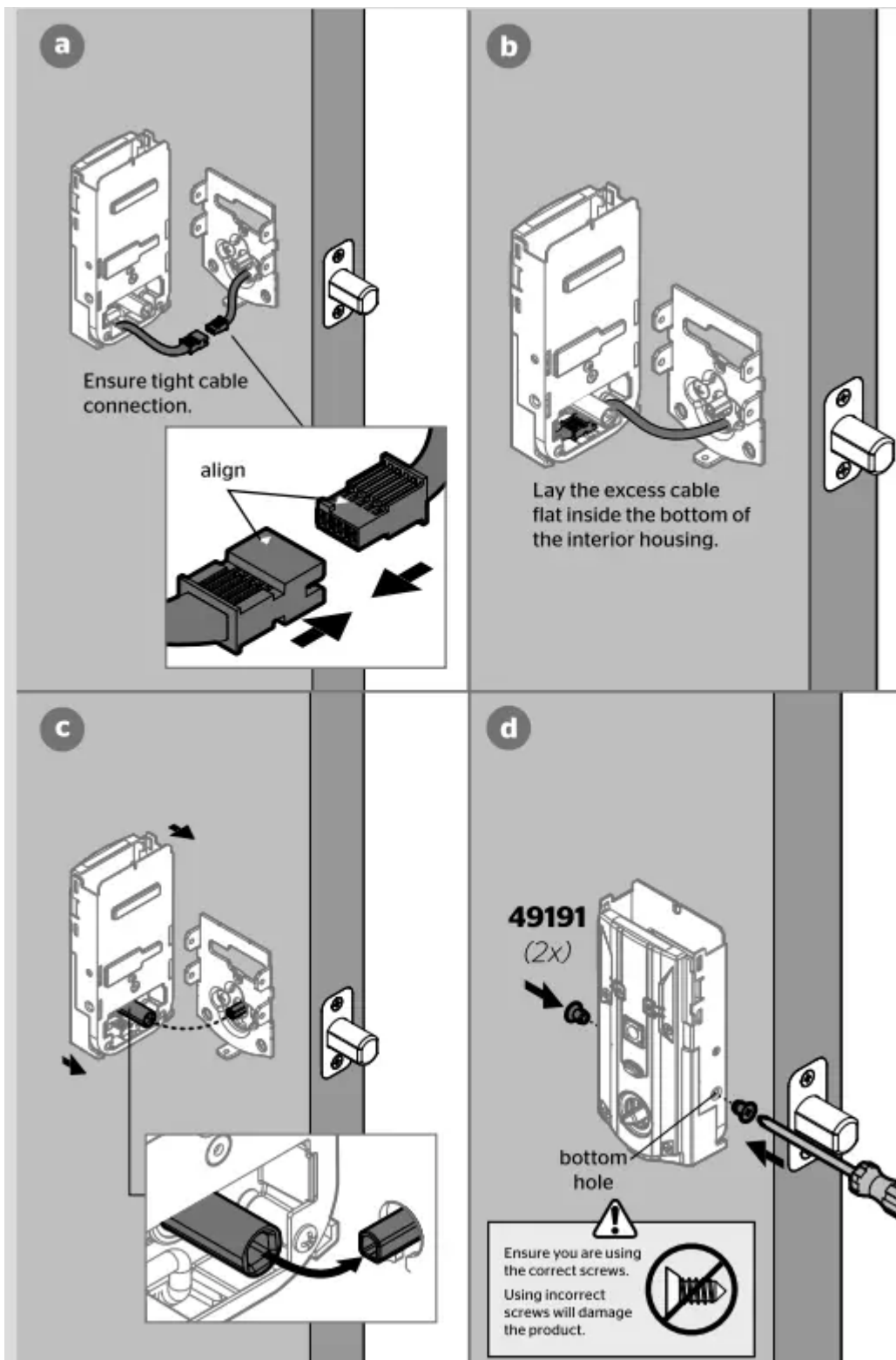
c. If the turnpiece shaft is pointing down, place the cover back onto the interior assembly and rotate the turnpiece until you hear it click. You may need to apply some force.



d. Once the turnpiece shaft is correctly oriented, remove the cover again.



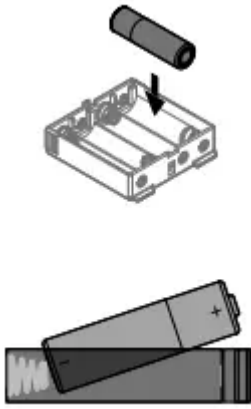
B. Install the interior assembly onto the mounting plate.



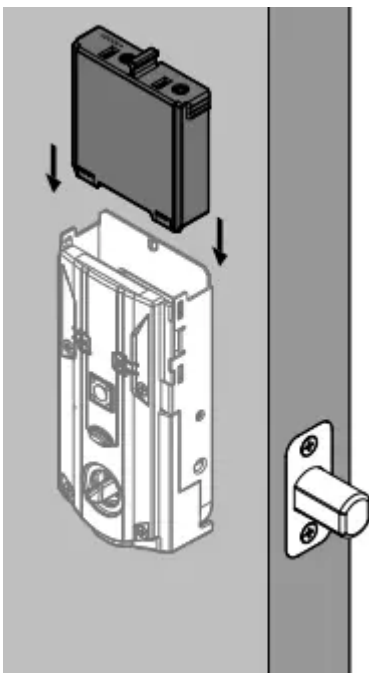
Install the batteries and perform the door handing process

This step will teach your lock the orientation of your door and is crucial to lock operation.

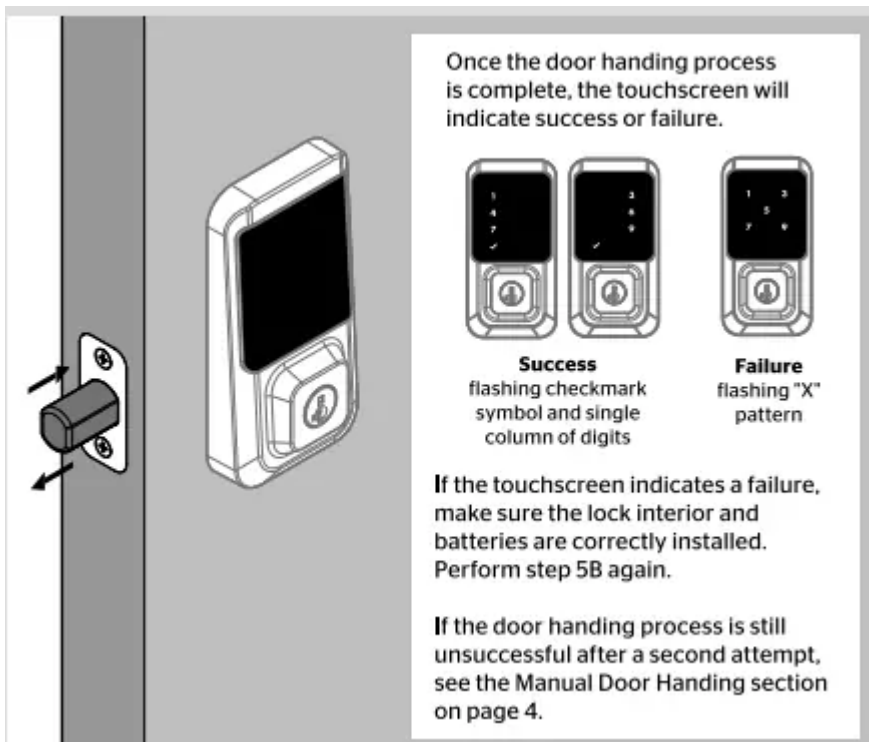
A. Install 4 AA batteries in the battery pack.



B. With the door open, install the battery pack to initiate auto-handing.



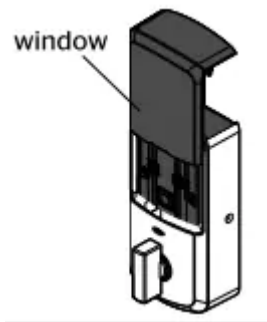
C. After a few seconds, the latch bolt will retract and extend on its own to learn the orientation of the door. This is called the **door handing process**, and it is crucial to lock operation.



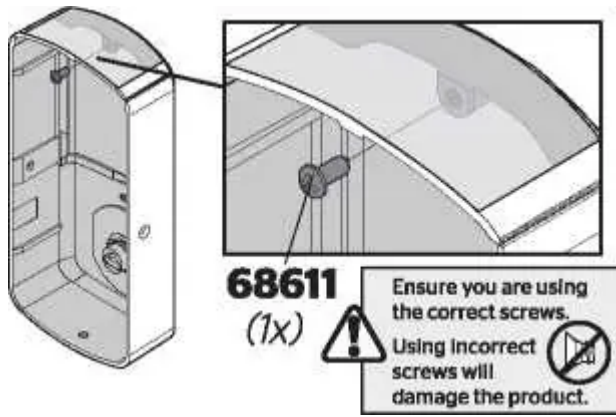
Install the interior cover

Important Information about the interior cover

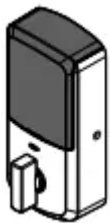
The window on the interior cover is unlocked by default for easier access to the battery pack and buttons.



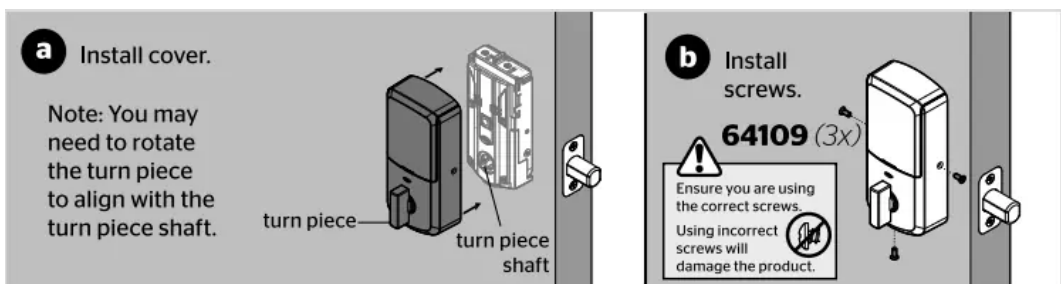
For additional security, you may choose to lock the window by installing the security screw.



When the window is locked, you will need to remove the entire interior cover and screws to access the battery pack and buttons.

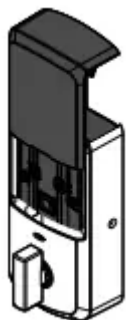


Cover Installation

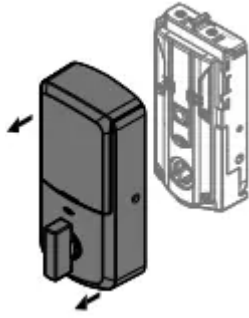


Battery Pack Access

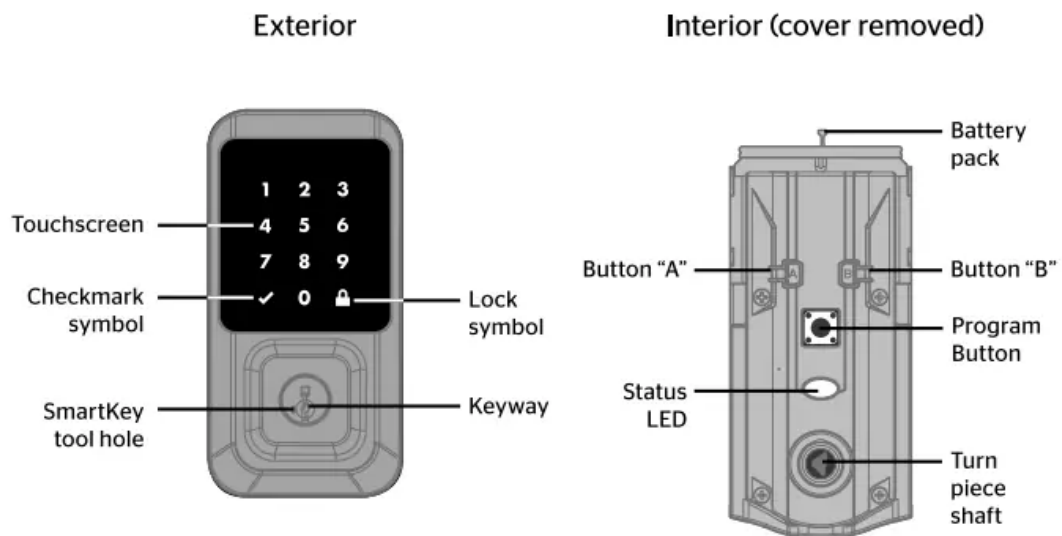
If the window is unlocked, slide up the window to access the battery pack.





If the window is locked, remove the interior cover and screws to access the battery pack.



SmartCode at a Glance

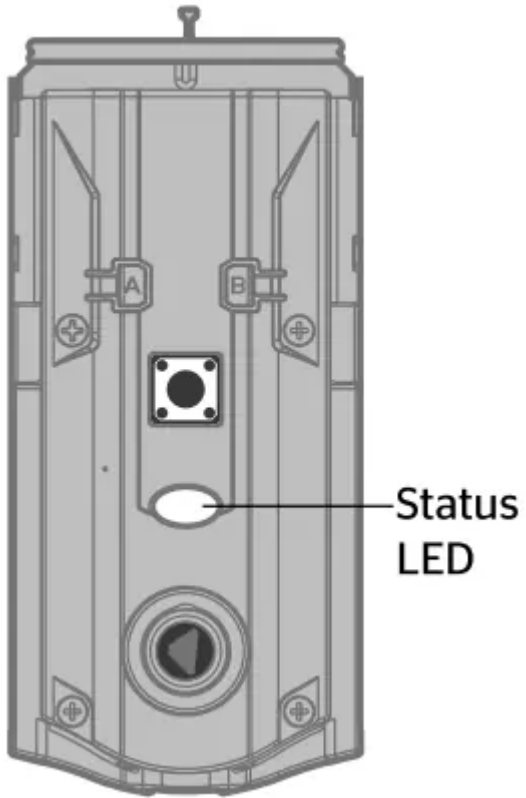


System Alerts

Display	Alert	Reason	Solution
	"X" pattern flashes once with one beep*.	One incorrect code entered.	Re-enter code.
	"X" pattern flashes three times with three beeps*.	No user code programmed.	Program at least one user code.
	"X" pattern flashes red 15 times with 15 beeps*	Three incorrect codes entered.	Re-enter code after 60 second keypad lockout.
	Checkmark and lock symbols flash simultaneously five times with five beeps*.	Low battery.	Replace batteries.
	Checkmark and lock symbols alternate flashing five times with five beeps*.	Door jammed while attempting to lock.	Manually re-lock door. If needed, reposition strike.
N/A	Lock beeps continuously.	Interior assembly is disconnected from exterior.	Remove battery pack, reconnect the interior to the exterior, then reinstall battery pack.

Status LED colors

These features can be adjusted in some smart home apps.

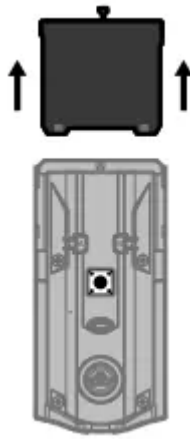


Color	Lock Status
Green (solid)	Action successful
Green (blinking)	Unlocked
Red (solid)	Door handing process unsuccessful
Red (blinking)	Action unsuccessful or incomplete
	Low battery
Blue (solid)	Bluetooth Pairing successful
Blue (blinking)	Bluetooth Pairing Mode
Amber (solid)	Entering Network Reset mode
Amber (blinking)	Network or System Reset mode. Action required.
	Locked

Manual Door Handing

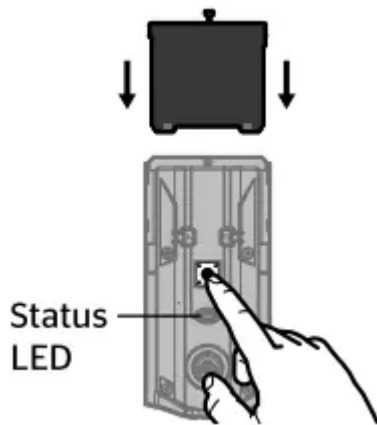
If needed, the door handing process can be initiated manually. This is useful if the lock is being moved to a different door.

1. Remove battery pack.

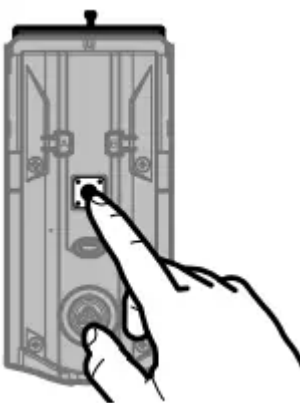


2. Press and HOLD the Program button while reinserting the battery pack. Release the Program button after 3 seconds.

The status LED will flash red and green.



3. Press the Program button once more.



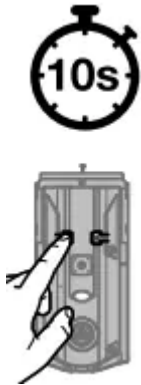
4. The latch bolt will extend and retract to learn the orientation of the door. The LED will flash green if handing is successful or red if handing is unsuccessful.

Network Reset

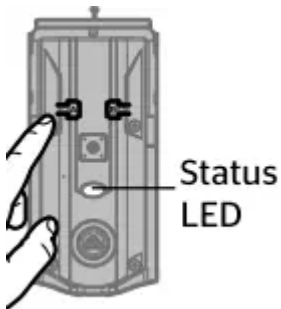
Network Reset will delete all Wi-Fi settings, Bluetooth pairings, user associations, and remove the lock from the account.

1. Press and HOLD "A" for 10 seconds. You will hear 1 short beep and see an amber LED.

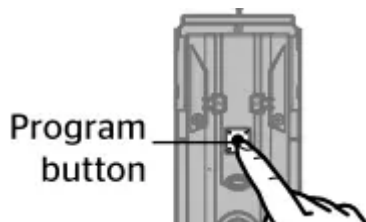
Note: After 3 seconds, you will hear 1 short beep and see a blue LED. You should continue to hold "A" to enter network reset mode.



2. Release "A." You will see a blinking amber LED to indicate



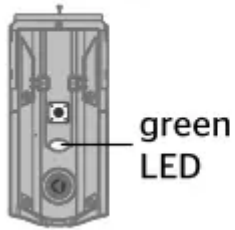
3 Press and release the Program button to confirm network reset.



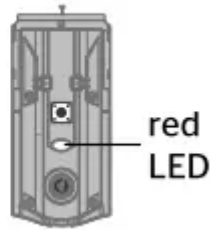
The Program button must be pressed within 10 seconds of releasing "A" or the function will time out.

4 If successful, you will hear 1 long beep and see a green LED. If unsuccessful, you will hear 5 rapid beeps and see a blinking red LED. If unsuccessful, repeat from step 1.

Successful:



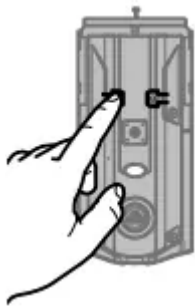
Unsuccessful:



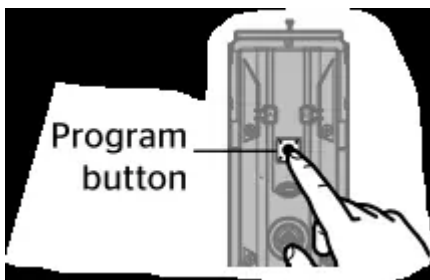
System Reset

System Reset will delete all access codes and lock settings including lock handing. The lock will run the handing process at the end of the System Reset.

1. Press "A" 10 times. You will hear 1 short beep and see a blinking amber LED to indicate it is in system reset mode.



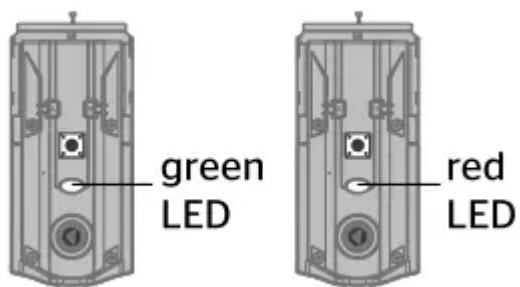
2. Press and release the Program button to confirm system reset.



3. If successful, you will hear 1 long beep and see a green LED, and the reset process will begin. During the reset process, the LED will blink green/red a few times and will beep when complete.

If unsuccessful, you will hear 5 rapid beeps and see a blinking red LED. If unsuccessful, repeat from step 1.

Successful: Unsuccessful:



Factory Reset

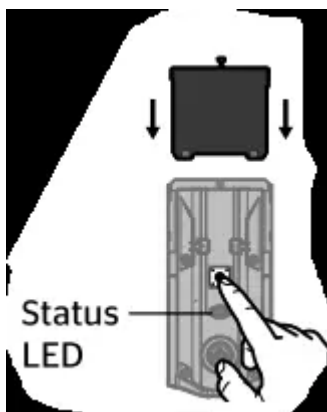
Factory Reset will delete all Wi-Fi settings, Bluetooth pairings, user associations, remove the lock from the account, and reset all lock settings including handing.

1. Remove battery pack.



2. Press and HOLD the Program button while reinserting the battery pack.

Keep holding the button for 30 seconds until the lock beeps and the status LED flashes red.



3. Press the Program button once more. The LED will flash green and red, and the auto-handing process will begin.



4. The latch will retract and extend to learn the orientation of the door. The LED will flash green if auto-handing is successful or red if autohanding is unsuccessful.

TROUBLESHOOTING

Door Preparation

What is the door thickness requirement for Halo and Aura locks?

Halo Keypad, Halo Touchscreen, and Aura support 1-3/8" to 2" (35mm - 51mm) door thickness. Halo Touch supports 1-3/4" to 2" (44mm - 51mm) door thickness.

Is there a door thickness kit for Halo and Aura locks to support doors thicker than 2" (51mm)?

Yes, a kit (83033) is available to install Halo and Aura locks on doors with a thickness between 2" (51mm) and 2-1/4" (57mm). Call our support center at 1-800-327-5625 to order a thick door kit.

What door hole diameter is required to install Halo and Aura locks?

Halo Keypad, Halo Touchscreen, and Aura locks are compatible with 1-1/2" (38mm) and 2-1/8" (54mm) door holes. Halo Touch fingerprint locks require 2-1/8" (54mm) door holes.

What do I need to correct a door that is warped or has been affected by weather?

Please refer to the Warped Door Installation Guide for the necessary adjustments to properly prepare your door for a smart lock installation

Installation

Why is the lock performing the opposite when I'm locking or unlocking the door using the Kwikset app?

Perform the following steps to correct the issue:

1. Check that the lock orientation is correct. Note: "UP" on latch should be facing up (Fig. 1).
2. If incorrect, reinstall the lock to correct orientation. Installation Guide links can be found in Question 2A. During installation, ensure that turnpiece shaft is pointing up (Fig. 2). To

rotate turnpiece shaft, put the cover back on the interior and rotate the turnpiece until it is pointing up. You may hear a click.

3. Perform Manual Door Handing steps.

4. If the above steps do not fix the issue, call our support center at 1-800-327-5625 to order a new latch

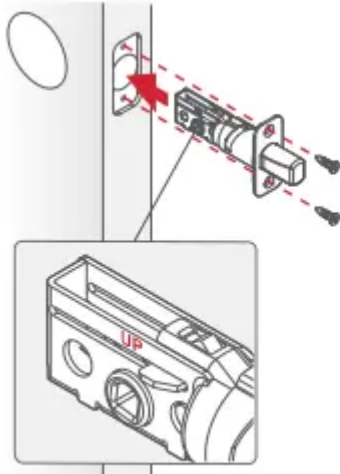


Fig. 1

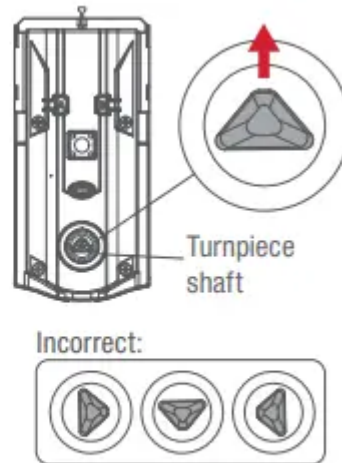


Fig. 2

What is “handing” or latch calibration?

Handing, or latch calibration, is the way that the smart lock learns the orientation of your door (left- or right-handed).

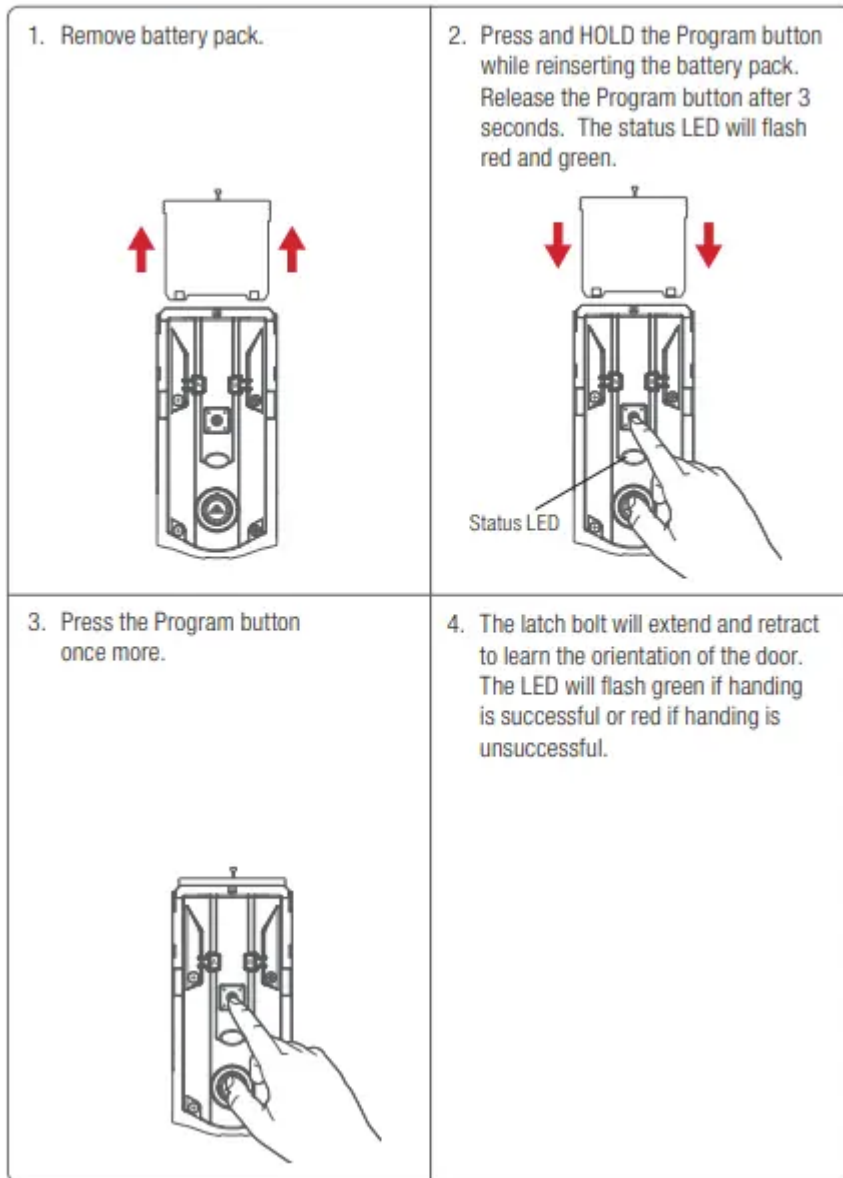
How do I “hand” or calibrate my lock?

A1: The first time the battery is inserted, the lock will perform automatic calibration, or “handing.” You will know the handing is taking place when the latch bolt retracts and extends on its own.

A2: The first time that lock or unlock is performed using the Kwikset app or access code, the lock will automatically perform latch calibration.

A3: Perform Manual Door Handing steps.

Manual Door Handing



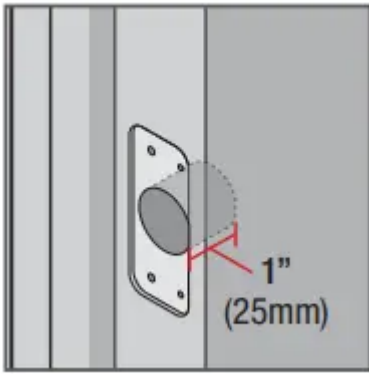
The turnpiece is difficult to turn by hand.

Perform Manual Door Handing steps.

My lock is giving me a jam error

A1: With the door open, press the lock button. If you do not get a jam error with the door open, the strike pocket on your door frame may not be deep enough. Ensure that the strike pocket is at least 1" (25mm) deep.

A2: Perform Manual Door Handing steps.



Batteries

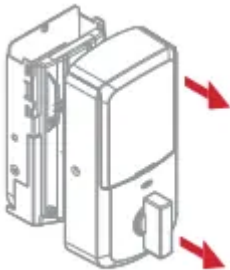
How do I replace the (4) AA batteries?

Complete the following steps:

1. If the security screw is not installed, slide the interior cover window up.



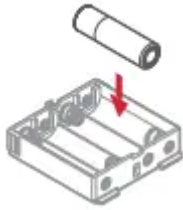
If the security screw is installed, remove the entire interior cover.



2. Remove the battery pack.



3. Replace the batteries.



How can I tell if the batteries need to be replaced?

A1: For Aura and Halo Keypad, the keypad flashes red with fast beeping sound for three to four seconds after a motorized operation, such as locking or unlocking with an access code.

For Halo Touchscreen, the checkmark and lock symbols flash simultaneously five times with five beeps after a motorized operation, such as locking or unlocking with an access code.

For Halo Touch, the exterior LED flashes red and beeps after a motorized operation, such as locking or unlocking with a fingerprint.

A2: A battery level indicator is also available in the Kwikset app, along with a notification when the battery level is low. In addition, the interior status LED will blink red.

What can I do if I frequently need to replace batteries?

A1: Check that the Kwikset app is updated to the latest version and that your lock's firmware does not need to be updated.

A2: Check that the door is properly aligned. For helpful tips on getting the door to align, refer to the Warped Door Installation Guide. Resistance to both locking and unlocking because of door misalignment will reduce both motor and battery life.

A3: Check that the lock is properly installed, and the cable is routed and stored correctly (Fig. 3).

A4: Perform Manual Door Handing to make sure that the lock knows the correct direction for locking and unlocking.

A5: Make sure that the lock has a strong Wi-Fi connection with the router. For better Wi-Fi coverage within the home, please investigate using a mesh Wi-Fi network where several endpoints are deployed to provide the best Wi-Fi coverage.

A6: Call our support center at 1-800-327-5625 for additional help and product replacement if needed

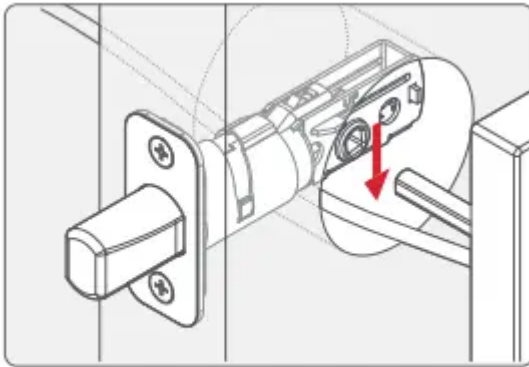



Fig. 3


Kwikset App

How do I reset my password for my Kwikset account?

A1: If you know your current password, complete the following steps:


1. Open the Kwikset app.
2. Tap the  icon.
3. Select Account Settings.
4. Select Account.
5. Select Change Password.
6. You will be prompted to enter your old password, then the New Password fields must be filled out.

A2: If you do not remember your password, complete the following steps:

1. Open the Kwikset app.
2. Tap the  icon.
3. Select Log Out.
4. Select Forgot Password to initiate the recovery process.

How do I enroll the fingerprint of another person that I want to be able to use the lock?


Complete the following steps:

1. Open the Kwikset app.
2. Select the lock.
3. Tap on the  icon.

4. Add a user fingerprint by following the instructions.


How do I delete a user?

Complete the following steps:

1. Open the Kwikset app.
2. Select the lock.
3. Tap on the  icon.
4. Select the user you would like to delete.
5. Select Delete.

How do I limit the access times for a user?

Complete the following steps:

1. Open the Kwikset app.
2. Select the lock.
3. Tap on the  icon.
4. Select the user.
5. Select Schedule Type.
6. Select your desired schedule type and specify the desired access times.

How do I change my security question for my account?

A1: Complete the following steps:

1. Open the Kwikset app.
2. Select the icon.
3. Select Account Settings.
4. Select Accounts.
5. Select Change Security Questions.

A2: Complete the following steps:

1. Go to GoConcourse
2. Enter your email and password.
3. Select the icon.
4. Select Change Security Questions.
5. Follow the steps to update your security question and answer.

NOTE: If prompted, select Kwikset (US) or Weiser (Canada)

Bluetooth

When should I delete the lock from my smartphone's Bluetooth list?

A1: After deleting the lock from the app.

A2: When trying to re-pair or re-activate the lock after a failed attempt.

Bluetooth pairing is not working.

1. Remove the lock from your smartphone's Bluetooth device list (if it exists).
2. Turn off and on the Bluetooth services on your smartphone.
3. Try again.

My lock will not pair after the first pairing attempt failed

1. Remove the lock from your smartphone's Bluetooth device list (if it exists).
2. Turn off and on the Bluetooth services on your smartphone.
3. Try again.

The lock flashes red when I try Bluetooth pairing.

1. Remove the lock from your smartphone's Bluetooth device list (if it exists).
2. Turn off and on the Bluetooth services on your smartphone.
3. Try again. If you are the Owner of the lock, you may also perform a Factory Reset

I cannot connect to my lock via Bluetooth after successful pairing.

1. Turn off and on the Bluetooth services on your smartphone.
2. Power cycle your lock: remove the battery pack, press and hold the program button for 5 seconds, press and hold button A for 5 seconds, then replace the battery.
3. Try again. You may need to reboot your phone

When trying to pair Bluetooth, my lock beeps 3 times

1. Remove the lock from your smartphone's Bluetooth device list (if it exists).
2. Turn off and on the Bluetooth services on your smartphone.
3. Try again. If you are the Owner of the lock, you may also perform a Factory Reset.

I deleted the app and then reinstalled it but now the app is reporting a "No lock paired" error.

1. Remove the lock from your smartphone's Bluetooth device list (if it exists).
2. Turn off and on the Bluetooth services on your smartphone.
3. Bluetooth pair the lock with your smartphone.
4. Try again.

I see my lock during the Bluetooth pairing process, what do I do now?

On the search results screen, tap on the lock you wish to pair

Wi-Fi

What type of Wi-Fi network do Halo locks require?

The home Wi-Fi network needs to be 2.4GHz and password protected with WPA2 encryption.

I am able to lock and unlock my Halo lock remotely and receive notifications, but my app says “No Lock Paired.”

Your app is controlling via Wi-Fi. Complete the Bluetooth pairing process for the optimal experience. Some features are only available via Bluetooth. Please refer to the app tutorial for Adding Your First Lock.

I don't see my Wi-Fi network on the search results screen.

A1: Complete the following steps:

1. Wait until the Wi-Fi scan is complete (circle stops spinning).
2. Tap Manual Settings.
3. Manually enter your Wi-Fi name (SSID) and password.

A2: Complete the following steps:

1. Unhide the network or set it to broadcast.
2. Complete the lock activation.
3. Re-hide the network.

A3: If MAC address filtering is enable, complete the following steps:

1. Disable the router's MAC address filtering. Refer to the router manufacturer's instructions for specific steps.
2. Activate your Halo lock.
3. After the lock has been successfully added to the Wi-Fi network, go to the router's administrative dashboard. Find Halo's MAC address and add it to the router's list of authorized devices. Refer to the router manufacturer's instructions for specific steps.
4. Re-enable MAC address filtering.

How do I change my Wi-Fi network settings after I have already activated my Halo lock?

To change the Wi-Fi network of a lock that has already been activated, Factory Reset the lock then re-activate the lock with the new Wi-Fi network settings:

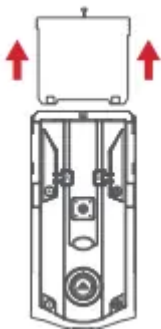
1. Follow the steps below to perform a Factory Reset to delete the current Wi-Fi settings on the lock. Please note, a Factory Reset will delete all access codes, smartphone pairings, and lock settings.

2. Be sure to delete the lock from the app and remove the lock from the smartphone's Bluetooth device list per the steps below.
3. Re-activate your lock with the new Wi-Fi network settings. Follow the steps in the app tutorial for Adding Your First Lock

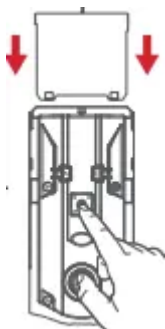
Factory Reset

Factory Reset will delete all Wi-Fi settings, delete user associations, reset all lock settings including handing, and delete access codes and event history from the lock. Note: Access codes and event history will still appear in the app and cloud until the lock is deleted from the app. Factory Reset should be used when you want to change the lock owner, you have lost your phone, or you are troubleshooting on a new installation.

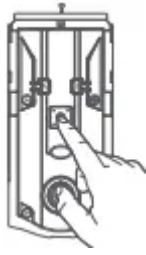
1. Delete the lock from the Kwikset app
2. Remove the lock from the Bluetooth list on your device by tapping "Forget Device" in the Bluetooth settings
3. Remove the battery pack



4. Press and HOLD the Program button while reinserting the battery pack. Keep holding the button for 30 seconds or until the lock beeps and the status LED flashes red. Then release the Program button.



5. After the beeping stops, press and release the Program button once more. The LED will flash green and red, and the auto-handing process will begin.



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.