

**Veise**

# User Manual

Model No. **VE027**



## Tutorial Video

Scan the QR code and search **VE027** to get the video.

## Need Help? Contact Us!

Call us at **+1(855)400-3853** ( Monday-Friday 9:00am-5:00pm PST ), if you have any questions.

 **support@iveise.com**  **iveise.com**



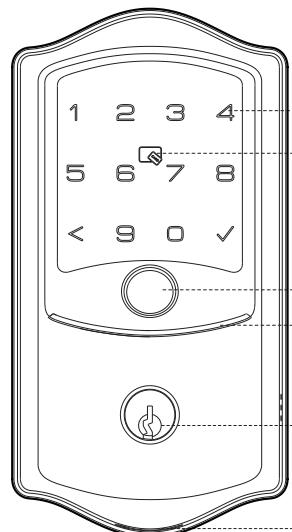


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## » At a Glance

### Exterior Assembly



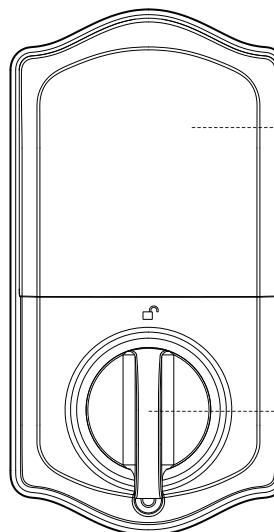
Keypad  
User Card  
Touch Area

Fingerprint  
Indicator Lights

Keyhole

Emergency  
Power Port

### Interior Assembly



Battery Cover

Thumb Turn



## App Pairing

### ► Step 1: Register Your Account

- 1 Search and download "KK Home" in



Scan the QR code to download "KK Home" App.

- 2



Tap on "Sign Up".

**NOTE:** If you've already downloaded the App, ensure it's updated to the latest version.

- 3



Complete the register information and tap "Get Code", you will receive a Verification code in the mailbox you entered to Create.



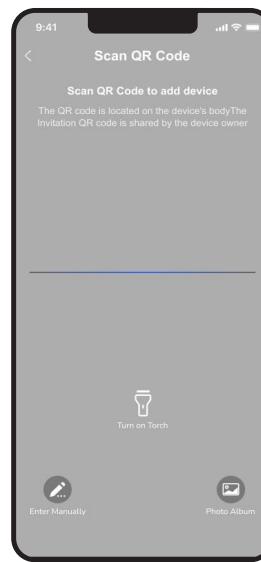
## App Pairing

### ► Step 2: Pair Your Lock

- 1 Bring your phone close to the lock, enable Location and Bluetooth permissions, then scan the QR code on the Battery Cover to add it.

**NOTE:** If the lock is not listed, please check the following:

- Make sure App permissions for Location and Bluetooth are both enabled for pairing.
- Wake up the Keypad screen with your palm and keep it on during pairing.



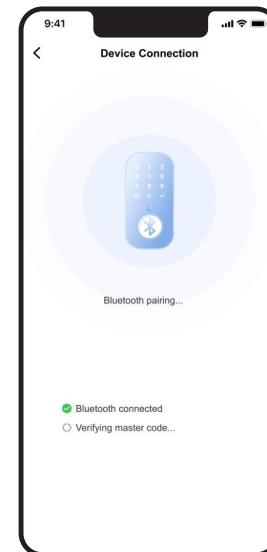
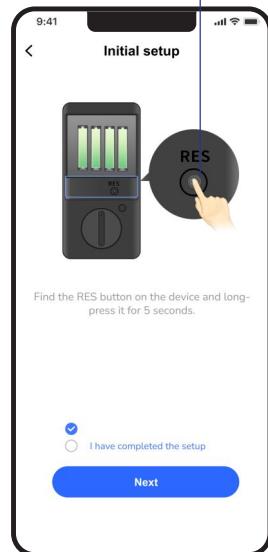


## App Pairing

### ► Step 2: Pair Your Lock

#### 2 Start pairing.

Press and hold the RES button for 5 seconds to start setup.

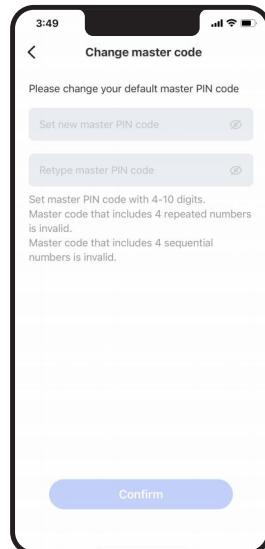




## App Pairing

### ► Step 2: Pair Your Lock

3 Set a new Master Code.



05

4 Pairing successful.

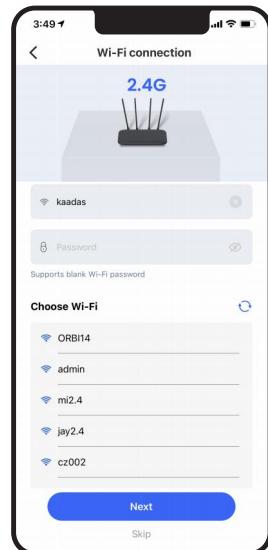




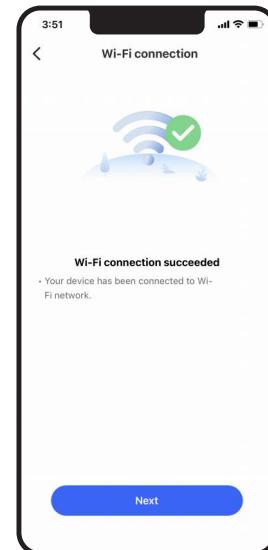
## App Pairing

### ► Step 2: Pair Your Lock

- 5 Choose your home Wi-Fi and enter the password to connect.



- 6 Wi-Fi connection successful.





## App Pairing

### ► Step 2: Pair Your Lock

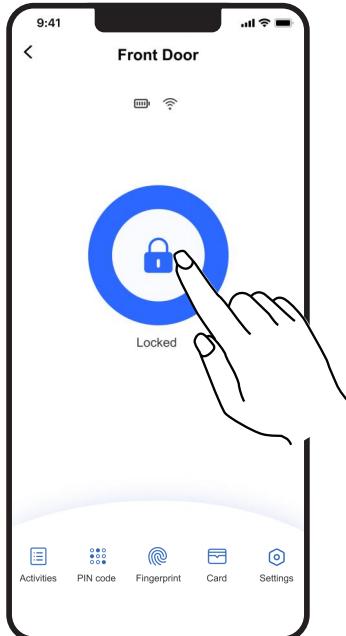
**NOTE:** If the Wi-Fi connection fails, please follow these tips:

- Check if the Wi-Fi connection is stable.
- Ensure the network is 2.4GHz. The lock only supports 2.4GHz.
- Keep the router and lock within 65ft (20m). Avoid walls and keep away from interference sources like microwaves.
- Too many devices connected to Wi-Fi may affect the lock's connection.
- Ensure the lock's firmware and App are up-to-date. If an update is available, please upgrade promptly.
- Call us at [+1\(855\)400-3853](tel:+18554003853) (Monday-Friday 9:00am-5:00pm PST), if you have any questions. [✉ support@iveise.com](mailto:support@iveise.com)



## App Guide

### ► Lock Page Overview



Tap the icon to lock or unlock the door.



Activities

#### Activities

View records of unlocks, locks, and alerts.



PIN code

#### PIN Code

Create four types of passwords and manage the list.



Fingerprint

#### Fingerprint

Add and manage fingerprints.



Card

#### Card

Add and manage cards.



Settings

#### Settings

Access basic lock information and adjust settings.



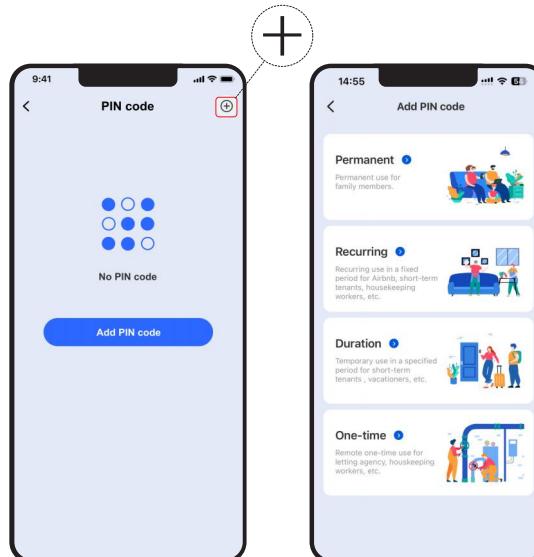
## App Guide

### ► PIN Code

A total of 100 PIN Codes can be set and stored.

#### Password Types and Definitions:

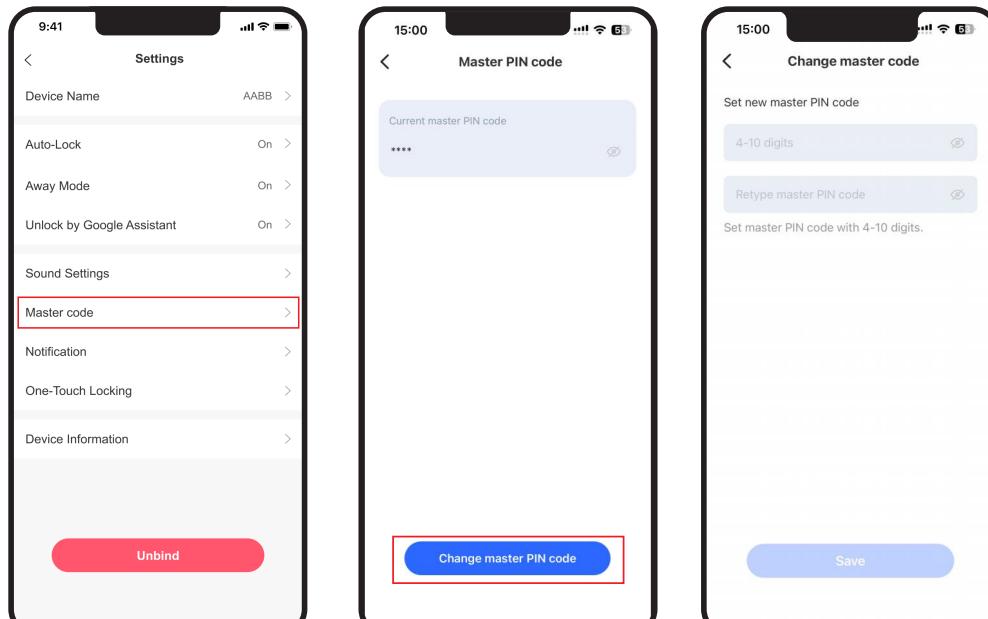
Permanent	Valid indefinitely.
Recurring	Active during specific hours on a weekly schedule.
Duration	Active for a predefined duration.
One-Time	Multiple One-time Codes can be generated at once in the App and auto-deleted after use.





## App Guide

### ► Change Master Code





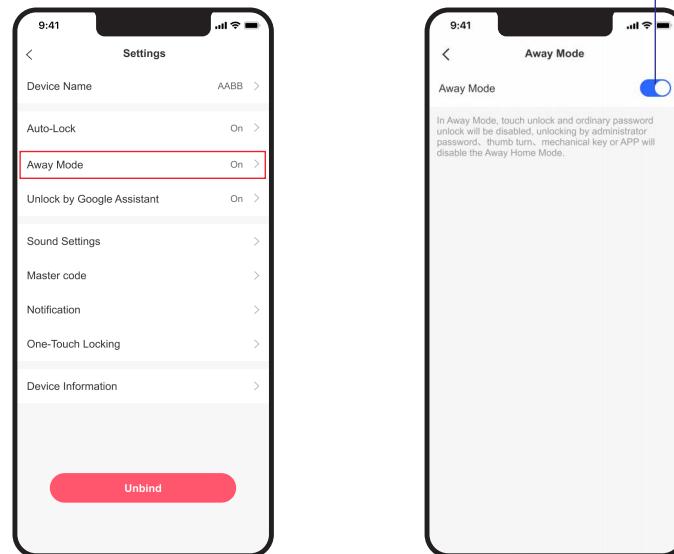
## App Guide

### ► Away Mode

PIN Codes and Fingerprints unlocking will be disabled. You can unlock your door with the App, Mechanical Key, or Master Code.

#### NOTE:

When you unlock by App or Master Code, The Away mode will be disabled.





## How to Unlock

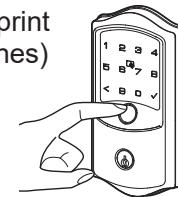
### ► 1. Unlock from outside.

- 1 Tap  once in KK Home App



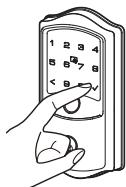
**NOTE:** It requires to pair the lock with KK Home first.

- 2 Use your Fingerprint (Green light flashes)

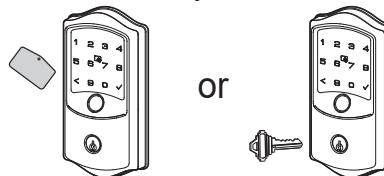


**NOTE:** It requires to add your fingerprint first.

- 3 Enter Master / PIN Code, press 



- 4 Swipe the User Card or use the Mechanical Key



### ► 2. Unlock from inside.

- 1 Rotate the thumb turn



## How to Lock

### ► 1. Lock from **outside**.

1

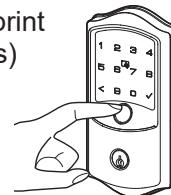
Tap  once in KK Home App



**NOTE:** It requires to pair the lock with KK Home first.

2

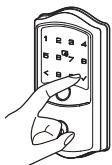
Use your Fingerprint  
(Red light flashes)



**NOTE:** It requires to add your fingerprint first.

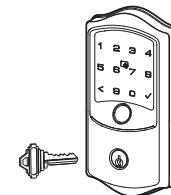
3

Touch  once or press **any button** for more than 1 second



4

Use the Mechanical Key



► 2. Lock from **inside**.

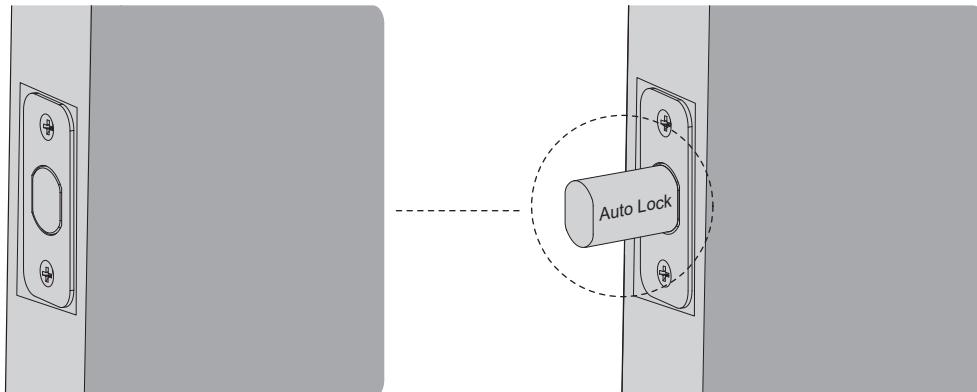
1

Rotate the thumb turn



## Auto Lock

- ▶ In **Auto Lock** mode, the bolt will extend out automatically to lock the door in **30** seconds. You can customize the Auto Lock time delay between **10** and **99** seconds.



⌚ **30** seconds later

**NOTE:** Auto Lock is disabled by default, it needs to be enabled manually. The lock doesn't have a built-in door sensor, if the Auto Lock is enabled, it will lock automatically whether your door is closed or open.



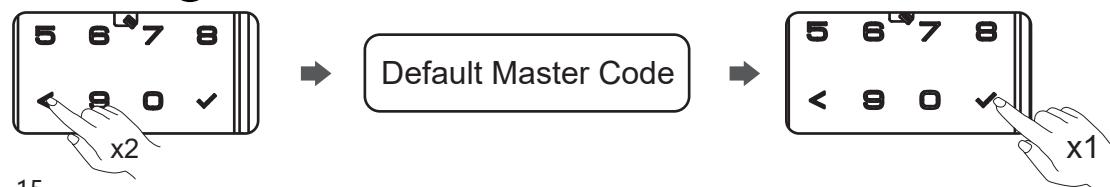
## Programming Guide

### ⚠ Important:

- ▶ If you are not using KK Home App, you can program the lock directly by following the Programming Guide.  
The default Master Code is **12345678**. Please set a new Master Code before programming.
- ▶ The Master or PIN Code programmed on the lock can be synchronized with KK Home App, allowing you to view the code record directly in the App.

### ▶ Change Master Code

- 1 Press **<** twice, then enter the Default Master Code (**12345678**), press **✓** once.



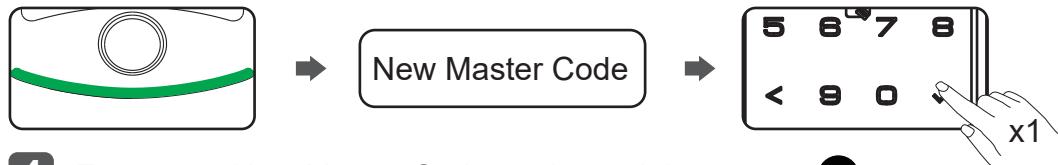


## Programming Guide

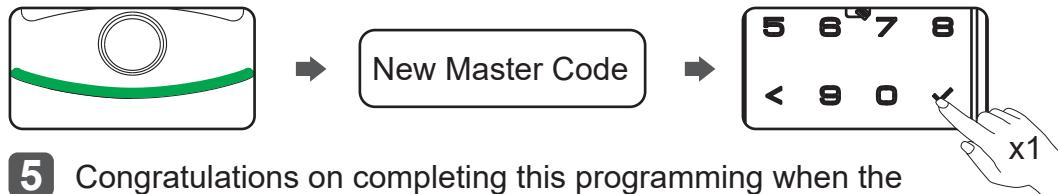
- 2** When green light flashes, press **1** on the Keypad.



- 3** Then enter your New Master Code, and then press **✓**.



- 4** Enter your New Master Code again, and then press **✓**.



- 5** Congratulations on completing this programming when the green indicator light flashes!

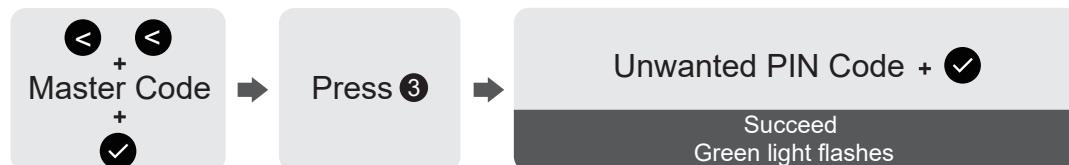


## Programming Guide

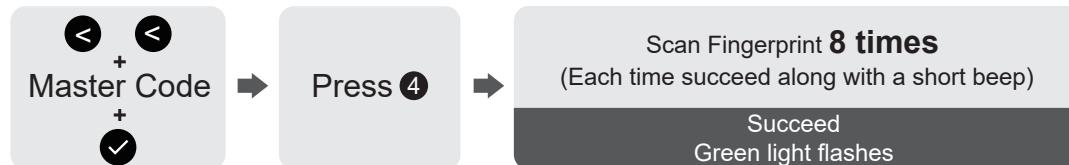
### ► Add PIN Code



### ► Delete PIN Code



### ► Add Fingerprint



## » **FAQ**

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

If the Wi-Fi connection is unavailable, records won't update in real time. Please check your Wi-Fi network to ensure it's functioning properly.

### ► **How to edit, delete, or create custom codes remotely?**

You can edit, delete, or add custom codes remotely only when the Wi-Fi network is working properly.

### ► **How to add fingerprints or cards?**

Fingerprints or cards must be added directly at the lock. Ensure you are near the lock, as these cannot be added remotely.

### ► **Can I add multiple locks to one account?**

Yes, it is able to add multiple locks in KK Home App.

### ► **Can I add a lock to two accounts?**

No, you can't add locks to two accounts, but you can share your access to the other account. Please do as follows:

1. Open KK Home App and navigate to User.

2. Select Add user.
3. Choose the device you want to share.
4. Opt for sharing as Family (full permissions) or Guest (limited permissions).
5. Share with a specific user via Email or an invitation code (the user must be registered in KK Home App).

### ► **Why I failed to lock / unlock in KK Home App?**

First, verify the door lock is installed correctly and ensure the key and password can unlock the door manually.

If they work but the App still can't lock / unlock the door, check that the Wi-Fi connection is stable and functioning.

### ► **Why can't the lock connect to Wi-Fi after changing the batteries?**

To restore the Wi-Fi connection after changing the batteries, follow these steps:

1. Ensure the batteries are alkaline AA batteries and the lock is powered on.

## » **FAQ**

2. Verify if the Wi-Fi password has changed; if so, reconfigure the Wi-Fi connection.
3. Check the Wi-Fi network status for stability.
4. Reconfigure the Wi-Fi settings in the App's Settings menu.
5. Unbind the device in the App and rebind it to reconnect.

### ► **How to change the email address in KK Home App?**

We regret to inform you that KK Home App currently does not support email address changes.

### ► **How to connect with Alexa?**

To enable Alexa features, ensure the lock is connected to Wi-Fi. Then, follow these steps:

1. Make sure your devices are connected properly.
2. Navigate to "My" → "The Third Party Voice Services" → "Alexa" icon in KK Home App.
3. Select "Agree and link" to initiate the linking process. Follow the prompts to link your account and Skill in Alexa App.
4. Locate your device on the Alexa "Home" page or under "Devices." Click on the settings icon in the top right corner. In the settings, enable "Unlock

by App" and "Unlock by voice." Create your voice code as prompted. Once configured, your device is ready for Alexa control.

### ► **How to add Google Assistant to KK Home App?**

To enable Google Assistant features, ensure the lock is connected to Wi-Fi. Then, follow these steps:

1. Open KK Home App > My > Works with.
  2. Click 'Google Assistant' > Click 'Agree and link'.
- (Note: You need to download 'Google Home' App in advance and redirect to 'Google Home' App for authorization)
3. Sign in your Google account. If not signed in, create a Google account.
  4. Discover KK Home devices in Google Home App and add them to the corresponding Home.
  5. Back to KK Home App, view the link status: linked with Google Assistant.
  6. Control KK Home devices via Google Assistant.

**FCC STATEMENT :**

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.

**Warning:** 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.

**FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

# Need Help? Contact Us!

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(Monday-Friday 9:00am-5:00pm PST)

 **support@iveise.com**  **iveise.com**

If you have your **order ID, videos or images of your problem** (if necessary) ready before contacting Customer Support, we will solve your problem faster and better.

v2.0