69786-001
Rev 01
ZigBee

ENGLISH

Kwikset

HOME CONNECT™

SMARTCODE 916™

TOUCHSCREEN ELECTRONIC DEADBOLT

Installation and User Guide

Required tools

Ruler | Phillips head screwdriver

Additional Tools (depending on application)

Hammer | Wood block

**Kwikset
Technical Support**
1-866-863-6584
www.kwikset.com

Parts in the box

* Installation is the same regardless of model shown

Latch
A

B

"B" is not included. If needed, please contact Kwikset to order a drive-in latch for your lock.

Interior Assembly*
Traditional | *Contemporary*
M | or | M

K | L

Strike | **Keys**
C | E

Adapter Ring | **Mounting Plate** | **Batteries** | **SmartKey Tool**
D | G | W | H

Exterior Touchscreen*
Traditional | *Contemporary*
F | or | F

Fasteners

03809	46780
N	Q
P	S

| 48654	49191	64109
T	U	V

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1 **Begin with your smart home app**

If you will be using a smart home app with your lock, download the app and set up your controller or hub before proceeding further with lock installation.
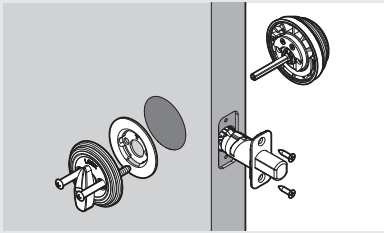
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2 **Prepare the door and check dimensions**

If drilling a new door, use the supplied template and the complete door drilling instructions available at kwikset.com/doorprep
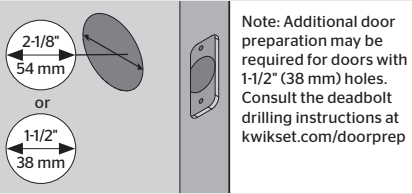
A Make sure your door is compatible. If you have a standard deadbolt mounted separately from the handle below it, your door is compatible.

Compatible

Not Compatible — Rim Lock

Not Compatible — Mortise Lock

Not Compatible — Integrated Interior
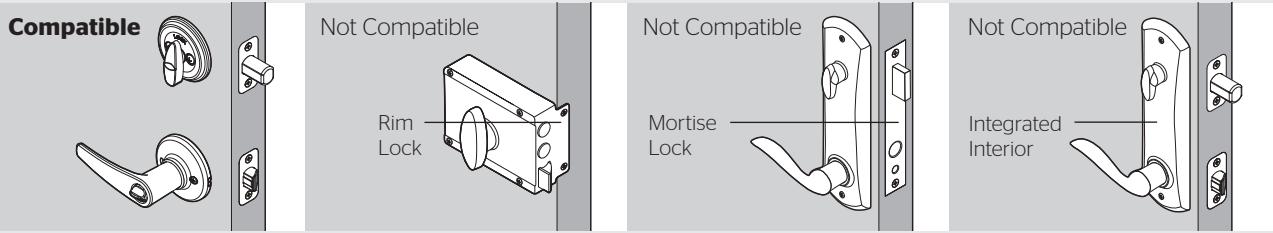
B Remove your existing deadbolt from your door.

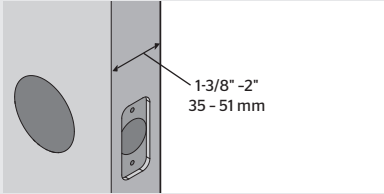**C** Measure to confirm that the hole in the door is either 2-1/8" (54 mm) or 1-1/2" (38 mm).

2-1/8"
54 mm
or
1-1/2"
38 mm

Note: Additional door preparation may be required for doors with 1-1/2" (38 mm) holes. Consult the deadbolt drilling instructions at kwikset.com/doorprep

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

backset

2-3/8" or 2-3/4"
60 or 70 mm
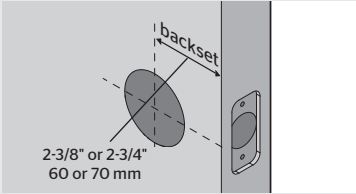
E Measure to confirm that the hole in the door edge is 1" (25 mm).

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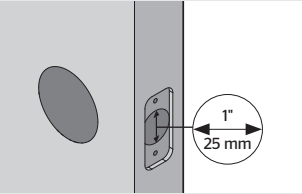
F Measure to confirm the door is between 1-3/8" and 2" (35 mm and 51 mm) thick.
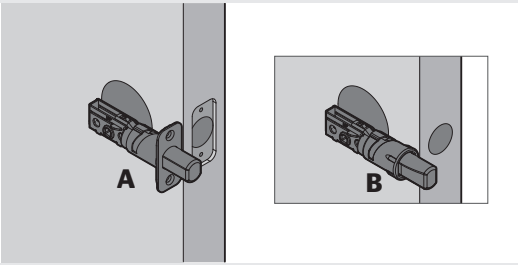
1-3/8" –2"
35 – 51 mm

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3 **Install the latch and strike**

actual size

N | P | Q | S

A Is the door edge chiseled?

YES
chiseled
Use latch "A". If the latch bolt is not already extended, extend the latch bolt as shown.
A

or

NO
not chiseled
Use latch "B" (not included). If the latch bolt is not already extended, extend the latch bolt as shown.
B
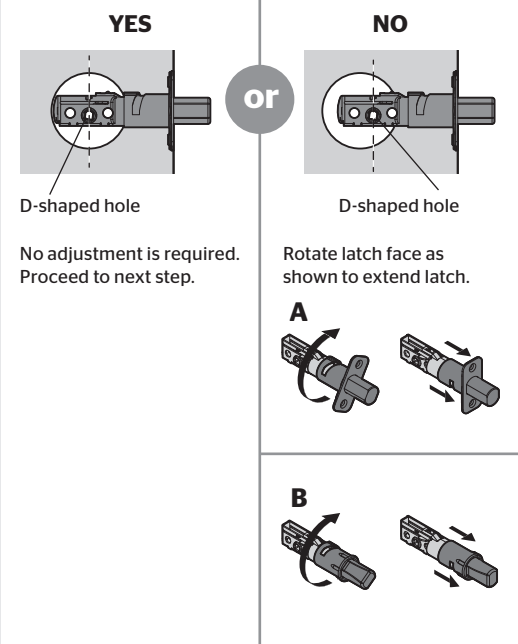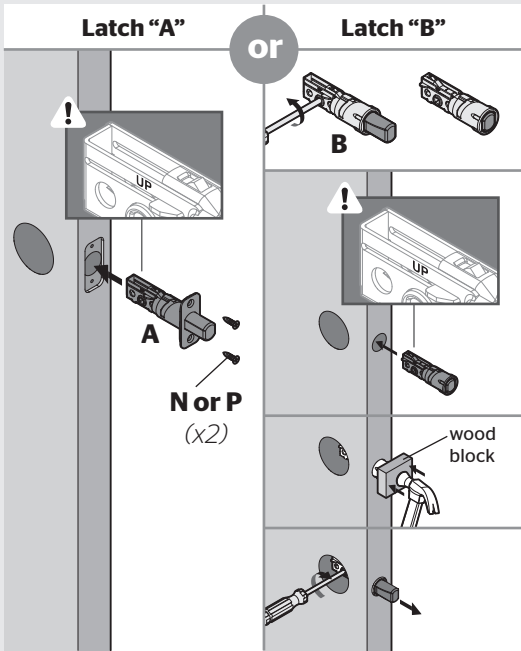
A | B
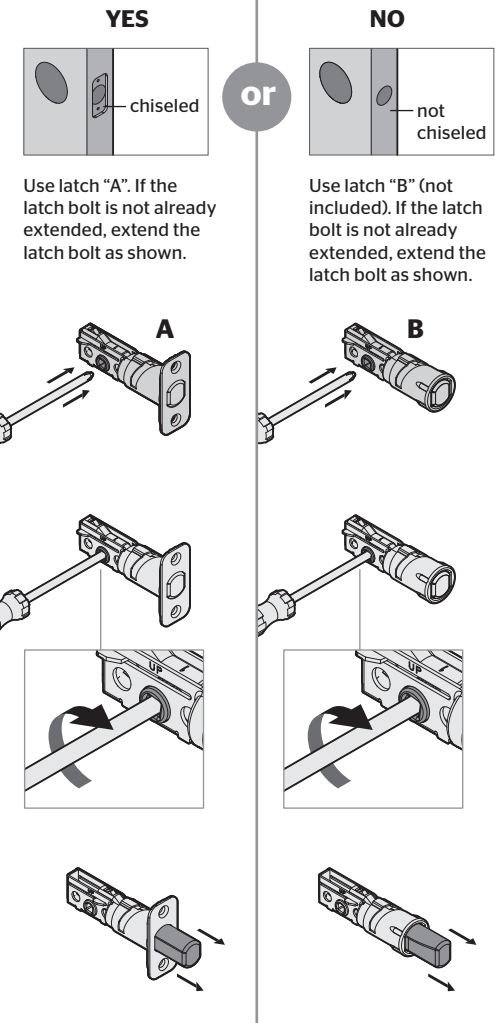
B Hold the latch in front of the door hole, with the latch face flush against the door edge.

A | B

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

YES
D-shaped hole
No adjustment is required. Proceed to next step.

or

NO
D-shaped hole
Rotate latch face as shown to extend latch.
A
B

D Which latch are you installing?

Latch "A" | or | **Latch "B"**

A
N or P
(x2)

B

wood block

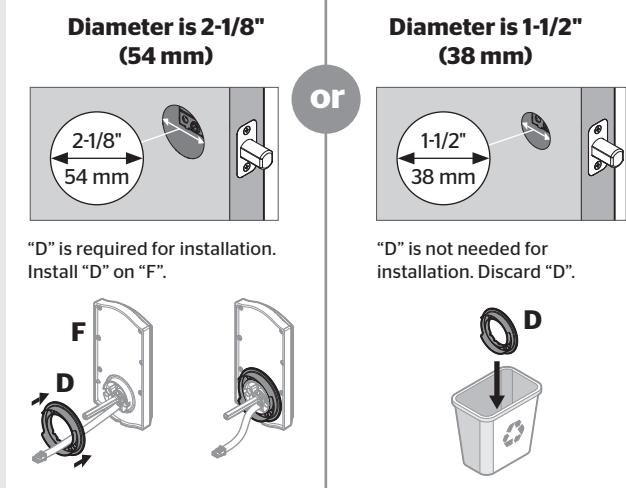**E** Install strike on the door frame.

⚠ Make sure the hole in the door frame is drilled a minimum of 1" (25 mm) deep.

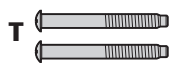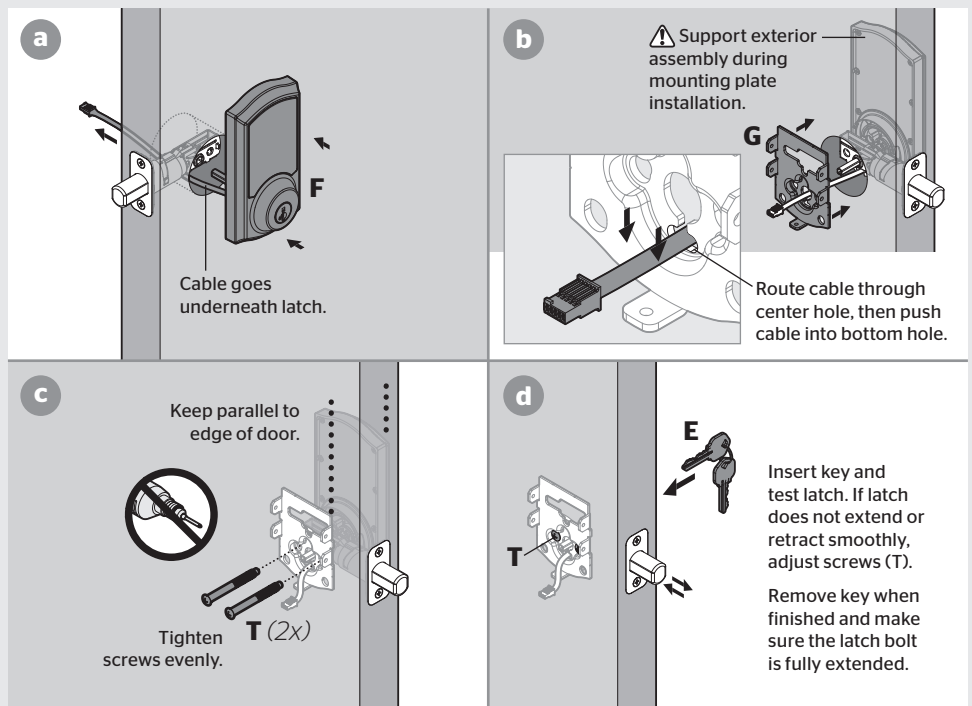Longer screws install closest to the door jamb.

S *(x2)*
Q *(x2)*
C
door frame
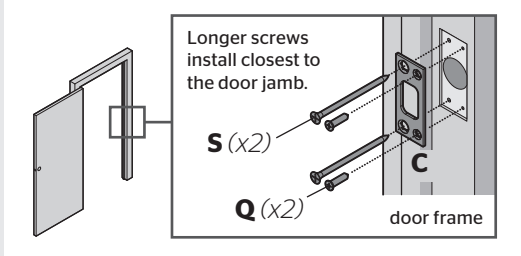
4   Install the exterior touchscreen

actual size
T

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

Diameter is 2-1/8" (54 mm)

2-1/8"
54 mm

or

"D" is required for installation. Install "D" on "F".

F

D

Diameter is 1-1/2" (38 mm)

1-1/2"
38 mm

"D" is not needed for installation. Discard "D".

D

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

T

C   Install exterior touchscreen and mounting plate.

a

Cable goes underneath latch.

F

b   ⚠ Support exterior assembly during mounting plate installation.

G

Route cable through center hole, then push cable into bottom hole.

c   Keep parallel to edge of door.

Tighten screws evenly.
T *(2x)*

d

E

T

Insert key and test latch. If latch does not extend or retract smoothly, adjust screws (T).

Remove key when finished and make sure the latch bolt is fully extended.

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5   Install the interior assembly

actual size
U

A   Remove battery cover and battery pack from interior assembly.

a

Make sure turnpiece is in the vertical position.

b

L
M

c

Make sure turnpiece shaft is rotated as shown.

L

d

K

Do not install batteries until step 6.

L
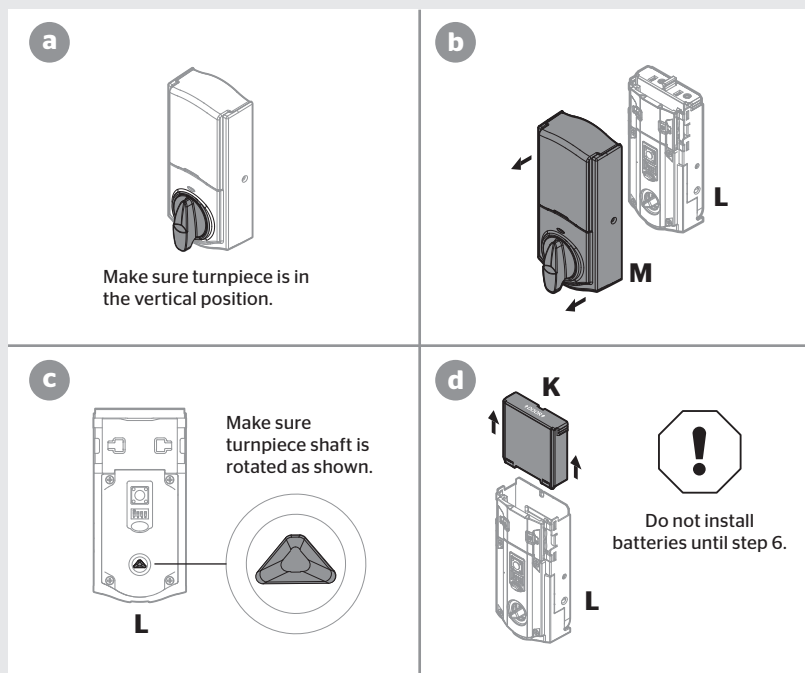
B   Install interior assembly onto mounting plate.

a

L

align

Ensure tight cable connection.

b

Lay excess cable flat inside the bottom of the interior housing.

c

d

U
(2x)
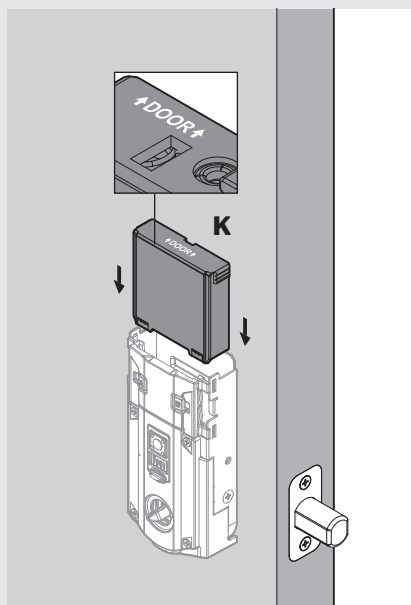
bottom hole

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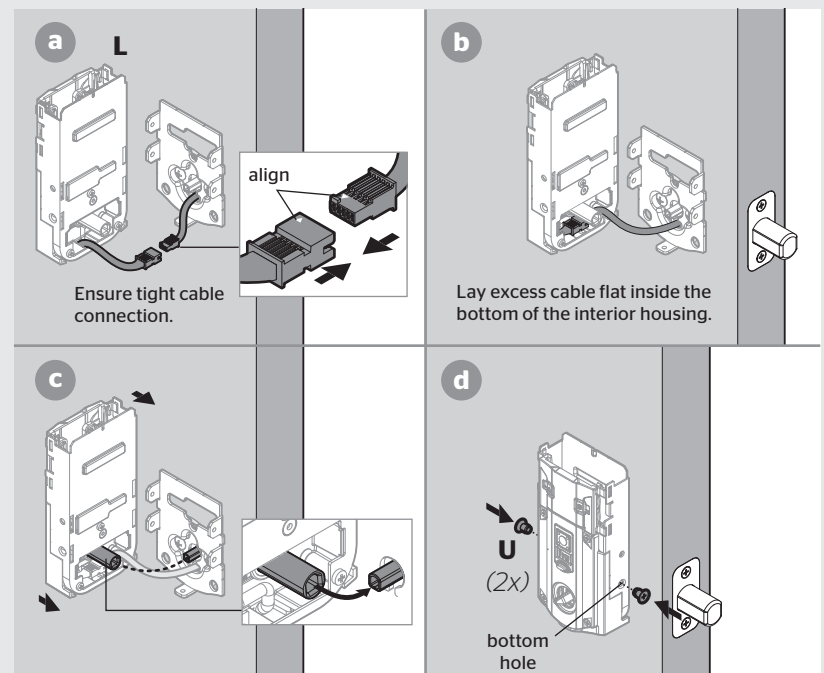
6   Install the batteries and perform the door handing process

This step will teach your lock the orientation of your door and is crucial to lock operation.
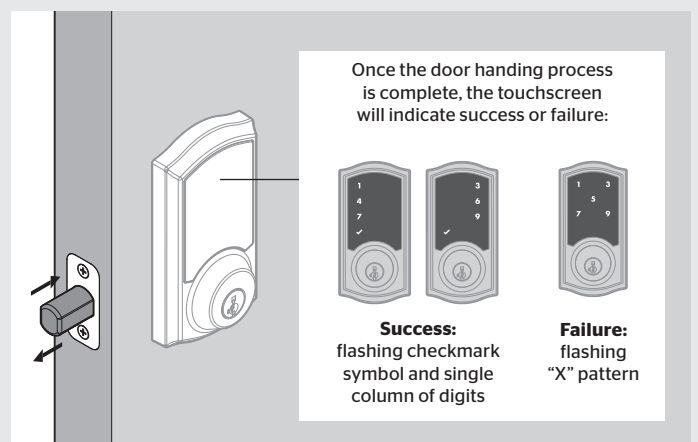
A   Install 4 AA batteries in battery pack.

W

K

⚠ Ensure correct polarity. For best results, use new, non-rechargeable Alkaline batteries only.
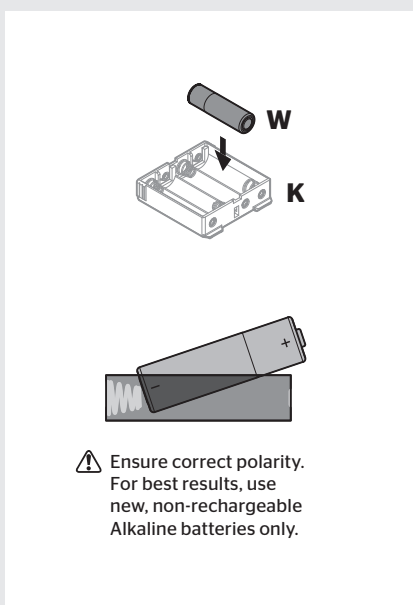
B   Make sure the door is open, and insert the battery pack.

↑DOOR↑

K

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.

Once the door handing process is complete, the touchscreen will indicate success or failure:

Success: flashing checkmark symbol and single column of digits

Failure: flashing "X" pattern

D   If the touchscreen indicates a failure, attempt this procedure again.

If the door handing process is still unsuccessful after a second attempt, perform the "Manual Door Handing" procedure on page 4.

7 Pair the lock with your smart home system

A Initiate the pairing process at your smart home controller. Refer to your smart home system instructions for more information.

B When prompted by your smart home system to initiate pairing at the lock, press button "A" on the lock interior four times.

button "A" — — button "B"

C If the pairing process is successful, re-name the lock in your system (if applicable).

D If the pairing process is unsuccessful, press button "B" nine times.

Perform steps 7A-7C again.

If pairing is still unsuccessful, consult the Programming and Troubleshooting Guide on the SmartCode 916 page at www.kwikset.com.

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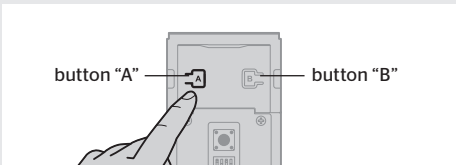
8 Add user codes (30 max)

It is recommended that you add and delete all user codes through your smart home system.
If your system does not allow this, codes may be added directly to the lock as shown here.

A **Programming information**

Mastercode: For enhanced security, a mastercode may be used when adding and deleting user codes. For more information about the mastercode, download the SmartCode 916 Programming and Troubleshooting Guide at www.kwikset.com.

Programming Timeout : During programming, if the screen is not pressed for 20 seconds, the system will time out (indicated by three beeps and the "X" pattern flashing three times), and you will need to restart the procedure.

B Make sure the door is open. Press the Program button once.

C Press checkmark symbol once.

D Enter user code. A total of 30 user codes may be programmed.

Each user code must be a unique code between 4 and 8 digits, depending on your smart home system.

E Press lock symbol once.

F What digits and sounds did the lock produce?

Checkmark symbol with one beep	**or**	**"X" pattern with three beeps**

1x
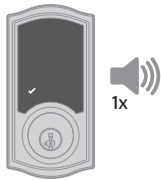
Programming was successful.

3x

Programming was unsuccessful.

Move swiftly through programming, as the system will time out if no button is pressed for 20 seconds.

Make sure the user code is not a duplicate and that it is between 4 and 8 digits during your next attempt.

Make sure the lock has room for an additional code. If all user code positions are filled, delete a code to make room for this one.

*Beeping sound will only be heard if switch #3 (on the lock interior) is in the on positon. See "Switches and Status LED Colors" on page 4.

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9 Test the lock (review normal operation)

Confirm that the code(s) added in previous step can unlock the door.

Activating the Screen

Option 1
Touch screen with palm or back of hand until digits illuminate.

Option 2
Touch lower left area of screen (where checkmark is located) until digits illuminate.

Option 3
Touch screen with three or more fingers until digits illuminate.

Locking the Door

1. Activate the screen.
2. Press Lock symbol.
Note: If no user codes are programmed, the door cannot be locked via touchscreen.

Unlocking the Door

1. Activate the screen.
2. If SecureScreen™ is enabled, touch the random digits that appear.
3. Enter user code.

If you press the wrong digit while entering a user code, you can press the Lock symbol once to clear the digits entered previously and immediately restart the code entry process.

SecureScreen™

SecureScreen is an added-security feature that displays random digits before you enter a user code to unlock the door. This feature ensures that there are fingerprints on all digits so that codes cannot be identified by examining the touchscreen for finger prints.

If desired, this feature can be disabled by turning switch #4 to the off position. See "Switches" on page 4.

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10 Re-key the lock (if needed) and install the battery cover

actual size

V

A Optional: Re-key the lock.

a IMPORTANT: Remove battery pack before re-keying.

K

b Re-key the lock to work with your existing key. See the supplied SmartKey Re-key instructions for more information.
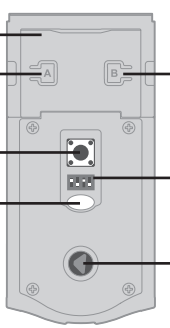
H

c Reinstall battery pack.

K

B Install the battery cover.

a

M

b

V *(x3)*

SmartCode at a Glance

Exterior

Touchscreen

Checkmark symbol

SmartKey tool hole

Lock symbol

Keyway

Interior (cover removed)

Back panel

Button "A"

Button "B"

Program button

Switches

Status LED

Turnpiece shaft

Note: When the cover is removed, the turnpiece shaft can be used to manually lock and unlock the door.
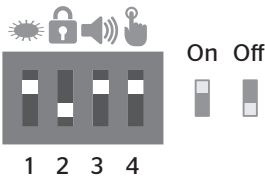
System Alerts

Display	Alert	Reason	Solution
	"X" pattern flashes one time 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.
		Programming timeout after 20 seconds.	Attempt programming procedure again.
		Unsuccessful programming.	
	"X" pattern flashes 15 times with 15 beeps*	Three incorrect codes entered within one minute.	Re-enter code after 60 second touchscreen lockout.
	Checkmark and lock symbols flash simultaneously five times with long continuous beep*.	Low battery.	Replace batteries.
	Checkmark and lock symbols alternate flashing five times with long continuous beep*.	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 replace battery pack.
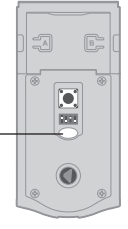
*Beeping sound will only be heard if switch #3 is on.

Switches and Status LED Colors

Switches

On Off

1 2 3 4

Status LED

Switch	Function
1	Door lock status LED blinks every 6 seconds
2	Lock automatically re-locks door 30 seconds after unlocking. Disabled if no codes are programmed.
3	Audio
4	SecureScreen feature displays random digits to be pressed before entering user code. This added-security feature ensures that there are fingerprints on all digits so that codes cannot be identified by examining the touchscreen for fingerprints.

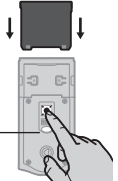| Color	Lock Status
Blinking green	Unlocked
Blinking amber	Locked
Blinking red	Low battery

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.
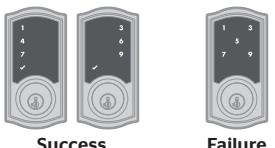
1 Remove battery pack.

2 Press and HOLD the Program button while reinserting the battery pack.
Release button once battery pack is installed. The status LED will flash red and green.

Status LED

3 Press the Program button once more.

4 The latch bolt will extend and retract to learn the orientation of the door.

Success   **Failure**

If the touchscreen indicates a failure, see the online Programming and Troubleshooting Guide or call Technical Support.

Deleting a single user code

Note: All codes may be deleted at once if the mastercode is enabled. For more information about the mastercode, consult the online Programming and Troubleshooting Guide.

1 Keep door open. Press Program button once.

2 Press Checkmark symbol once.

3 Press Lock symbol once.

4 Enter user code to be deleted.

5 Press Lock symbol once.

6 Re-enter user code.

7 Press Lock symbol once.

If unsuccessful

Make sure to enter the same valid code in steps 4 and 6.

⚠ **Test code**

While the door is open, test the user code to make sure it no longer unlocks the door.

If the screen is not pressed for 20 seconds, the system will time out, and you will need to restart the procedure.
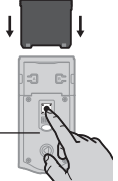
Factory Reset

A factory reset will delete all codes associated with the lock, and it will remove it from your smart home system.

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.

Status LED

3 Press the Program button once more. The status LED will flash green and red several times.

4 After a few seconds, the lock will initiate the door handing process, and the latch bolt will extend and retract to learn the orientation of the door.

Network Information

ZigBee System Notes

ZigBee is a "Wireless mesh network," and results may vary based on building construction and communication path, with 35+ feet being typical installed distance in a standard home environment and 250 feet+ when the lock has a clear line of sight with the smart home controller. It may be necessary to install additional ZigBee devices to enhance the communication path between the lock and controller for a more robust ZigBee network.
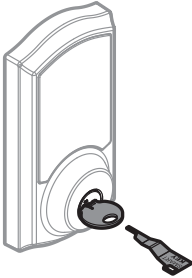
Removing the lock from the network

Press button "B" on the lock interior nine times.
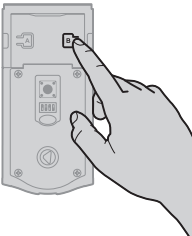
SmartKey Re-Keying

Re-key the lock to work with your existing key. See the supplied SmartKey Re-key instructions for more information.

Note: If Auto-Lock is enabled (see "Switches and Status LED Colors"), remove the battery pack before re-keying your lock.

Important Safeguards

1. Read all instructions in their entirety.
2. Familiarize yourself with all warning and caution statements.
3. Remind all family members of safety precautions.
4. Protect your user codes and mastercode.
5. Dispose of used batteries according to local laws and regulations.

⚠ **CAUTION:** Prevent unauthorized entry. Since anyone with access to the back panel can change the user codes, you must restrict access to the back panel and routinely check the user codes to ensure they have not been altered without your knowledge. The use of a mastercode can help protect your system's settings.

⚠ **WARNING:** This Manufacturer advises that no lock can provide complete security by itself. This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property. No lock can substitute for caution, awareness of your environment, and common sense. Builder's hardware is available in multiple performance grades to suit the application. In order to enhance security and reduce risk, you should consult a qualified locksmith or other security professional.