



SMART DOOR LOCK
WITH VEINKEY® ACCESS SYSTEM
POWERED BY VENOTECH™



USER MANUAL

Congratulations on your purchase and welcome to Venotech™ Smart Security family! To fully benefit from the support that Venotech™ offers, register your product at www.venotechUS.com.

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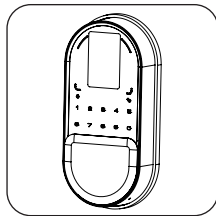
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WARNINGS & SAFETY

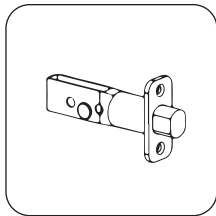
- ◆ Before using this product, please read and understand all instructions.
- ◆ Damage caused by failure to follow the instructions is not covered by the warranty.
- ◆ Only use components the manufacturer provided and suggested accessories.
- ◆ Do not forcibly disassemble the product.
- ◆ Do not scratch the front glass panel with sharp objects as this may cause permanent damage.
- ◆ Do not remove the batteries during lock setup and operation.
- ◆ Change the Default Admin Password immediately after completing the installation.

HOW TO INSTALL

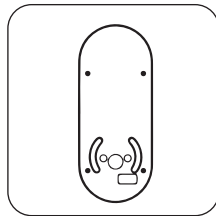
2.1 Parts List



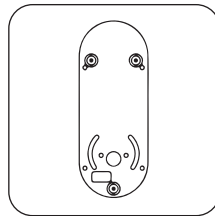
1 Exterior Assembly



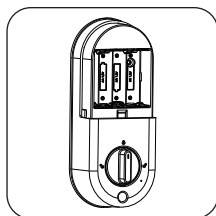
2 Latch Bolt



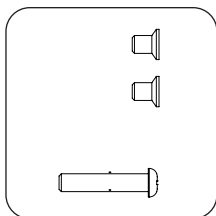
3 Non-slip Mat



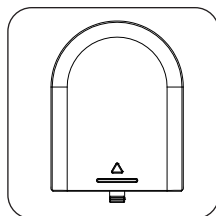
4 Mounting Plate



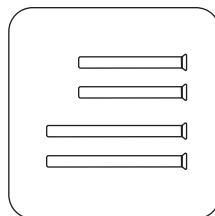
5 Interior Assembly



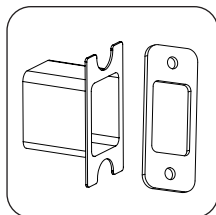
6 Interior Assembly Screws (3)



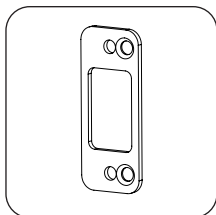
7 Battery Cover



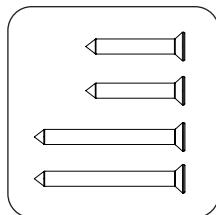
8 Mounting Plate Screws (2pcs longer screws for thick door. 2pcs short screws for thin door)



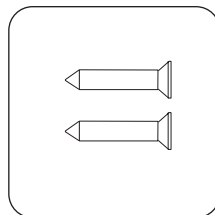
9 Strike Plate



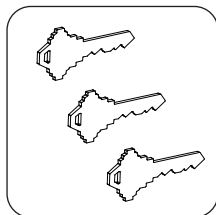
10 Reinforcement Plate (Optional)



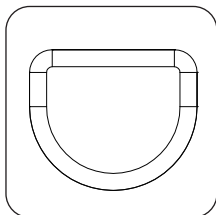
11 Strike Plate Screws (4)



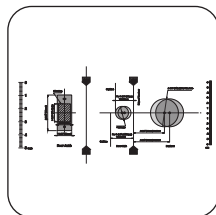
12 Latch Bolt Screws (2)



13 Backup Keys



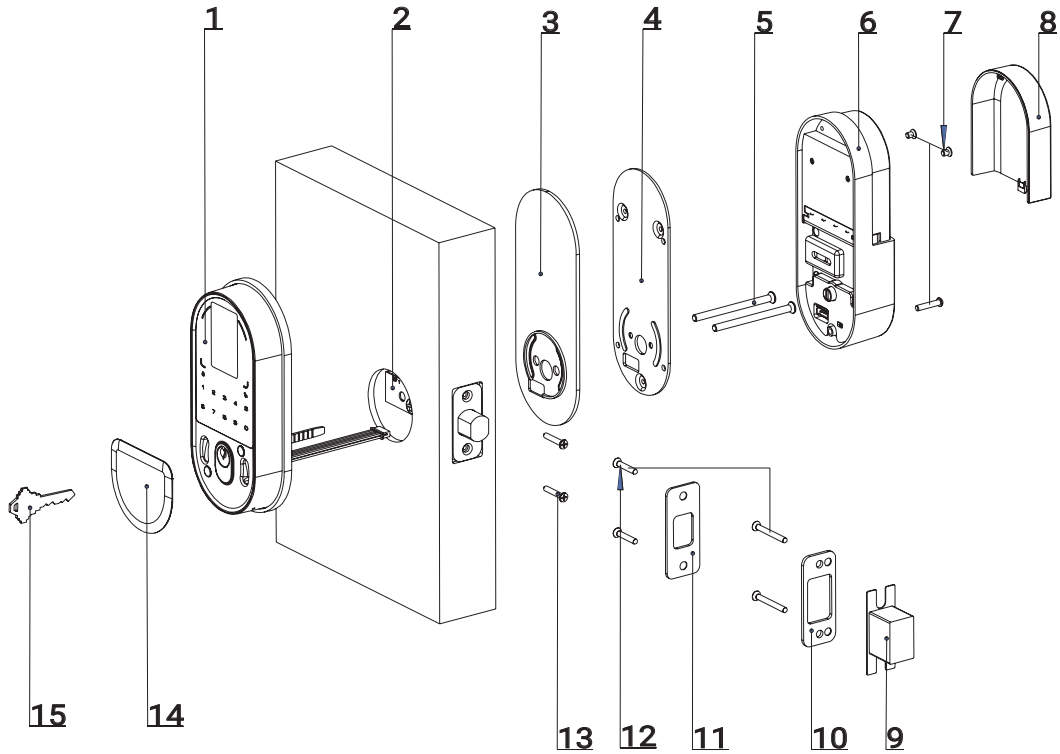
14 Keyhole Cover



15 Drilling Template

HOW TO INSTALL

2.2 Assembly View



❶ Exterior Assembly

❷ Latch Bolt

❸ Non-slip Mat

❹ Mounting Plate

❺ Mounting Plate Screws (2)

❻ Interior Assembly

❼ Interior Assembly Screws (3)

❽ Battery Cover

❾ Latch Cover

❿ Reinforcement Plate

⓫ Strike Plate

⓬ Strike Plate Screws (4)

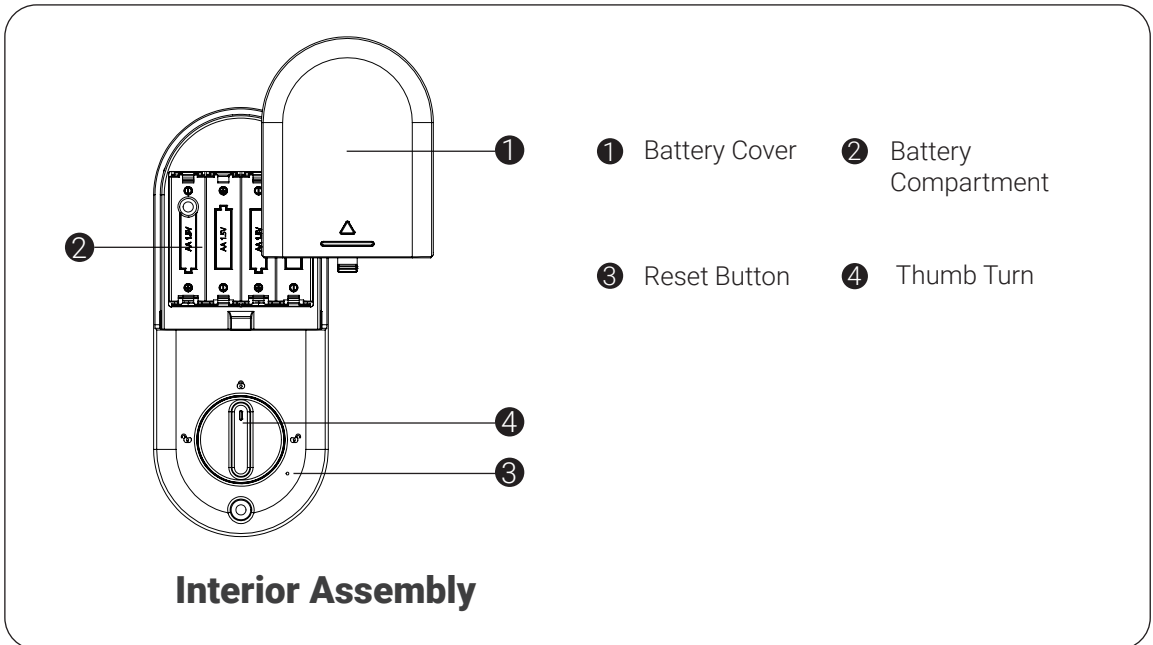
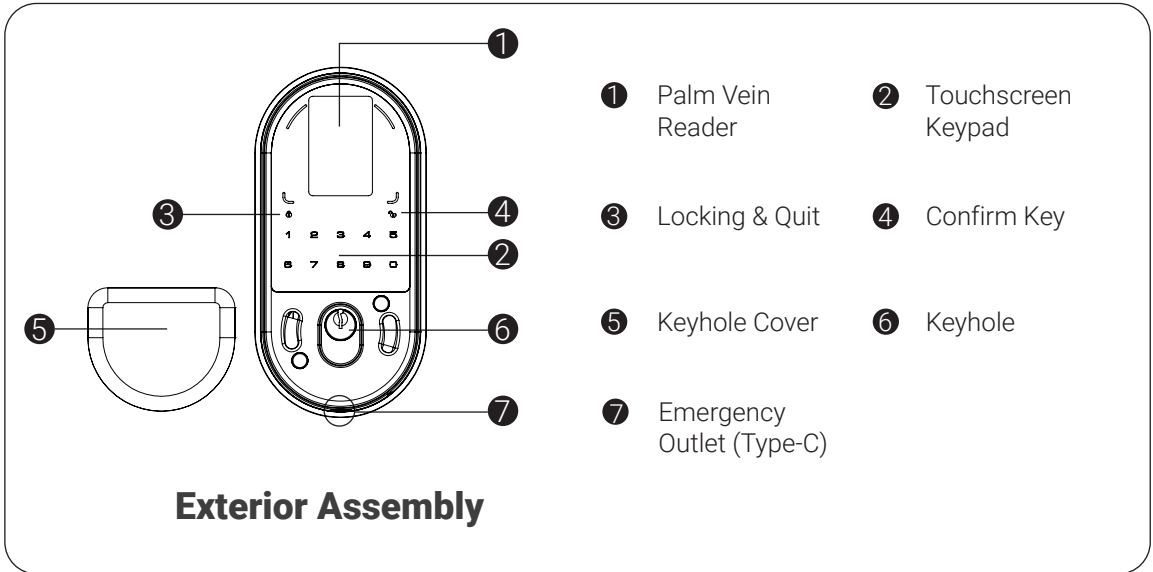
⓭ Latch Bolt Screws (2)

⓮ Keyhole Cover

⓯ Backup Key

HOW TO INSTALL

2.2 Assembly View



HOW TO INSTALL

2.3 Install the Lock

Step 1. Prepare the Door and Check the Dimensions

A

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

1" (25mm)

Measure to confirm that the hole in the door is 1-1/2" or 2-1/8" (38mm or 54mm).
Measure to confirm that the hole in the door edge is 1" (25mm).

B

2-3/8" or 2-3/4"
(60mm or 70mm)

Backset

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

C

1"
25mm

Make sure the hole in the door frame is drilled a minimum of 1" (25mm) deep to leave enough space for the deadbolt to extend into the door frame when the door is locked.

D

1-3/8" to 2"
(35mm to 50mm)

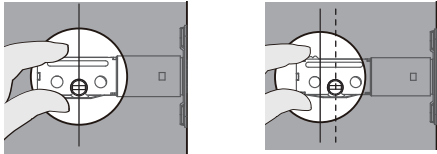
Measure to confirm that the door is 1-3/8" to 2" (35mm to 50mm) thick.

HOW TO INSTALL

2.3 Install the Lock

Step 2. Install the Latch Bolt

A

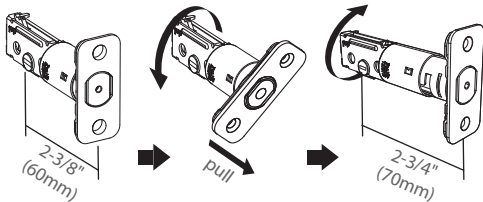


YES

No adjustment is required. Proceed to the next step.

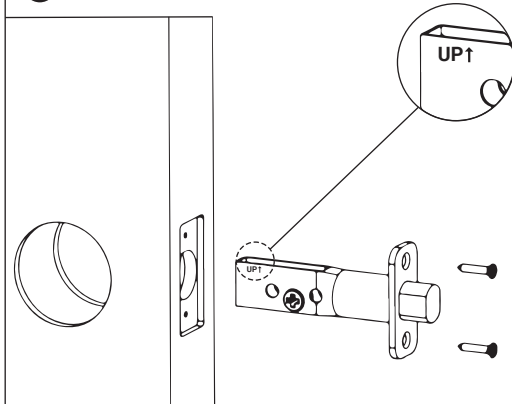
NO

The slotted hole is NOT centered. Rotate and pull the Latch Bolt as shown to extend it.



You may have to adjust your latch bolt length to make sure the slot in the bolt is centered in the hole.

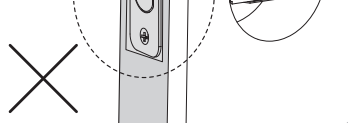
B



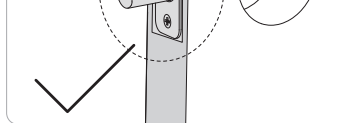
Make sure the word "UP" is facing up.

Step 3. Install the strike into the door frame

Unlocked



Locked



Attention:

Before installing the Exterior and Interior Assembly, make sure the Latch Bolt is fully retracted (in the unlocked position). Do not insert the key when you are installing.

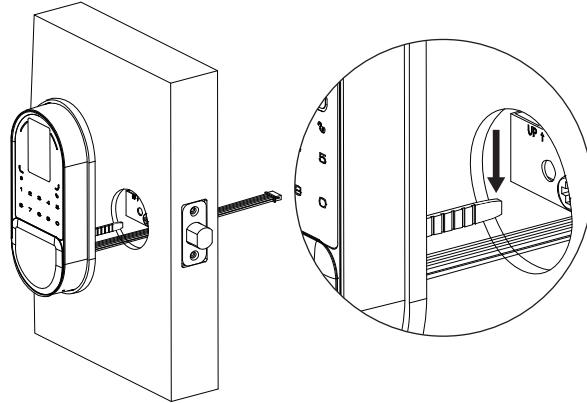
HOW TO INSTALL

2.3 Install the Lock

Step 4. Install the Exterior Assembly

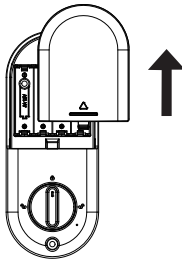
With the Latch Bolt fully retracted (in the unlocked position), route the cable below the Latch Bolt, and insert the tailpiece through the slot in the Latch Bolt.

Make sure the tailpiece is in **VERTICAL** orientation when inserting into the Latch Bolt.



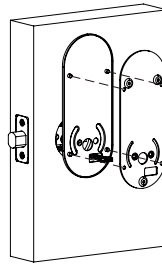
Step 5. Install the Interior Assembly

A



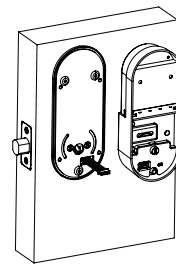
Remove the battery cover

B



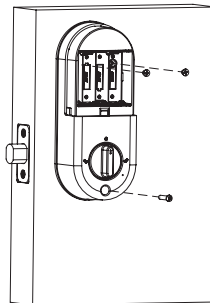
Install the non-slip mat and mounting plate on the door

C

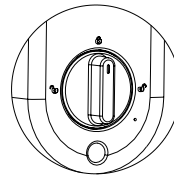
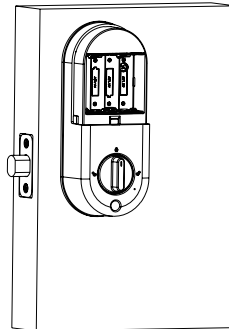


Connect the wire from Exterior Assembly with Interior Assembly

D



Install the Interior Assembly



Ensure the Thumb Turn is in locking position during the installation.

Rotate the Thumb Turn to test the Latch Bolt.

HOW TO PROGRAM

3.1 Factory Reset & Default Settings

Insert A PIN into the reset hole, push the button for at least **5 seconds** will activate the Reset Program. You will hear the voice "Restore Factory Setting".

Once completed, you will hear the voice " Restore Factory Setting Success."

Function	Default Setting
Admin Password	123456
User Password	NIL
Auto-Lock	Activated
Silent Mode	Disabled (Can be activated by long pressing "0" 5 seconds)
Wrong Entry limit	10 times

3.2 Format of Entry Methods

The default **Admin Password is 123456**, which should be changed (4-8 digits) before setting other codes.

A total of 100 User Password can be set and stored in the lock.

A total of 10 groups, each group can set and store 50 Palm Vein IDs in the lock.

Both Admin Password and User Password do not support the following combination of numbers.

A. Forward number

A 1 2 3 4 5 6 7 8 ✕

B. Backward number

B 8 7 6 5 4 3 2 1 ✕

C. Repeated number

C 2 2 2 2 2 2 2 2 ✕

D. Contain existing code

D If 5 6 8 3 ✓

then 5 6 8 3 9 1 ✕

and 9 1 5 6 8 3 ✕

HOW TO PROGRAM

3.1 Program Menu

Touch the touchscreen anywhere to wake up the system.
Press “lock” and “unlock”, following the voice instruction to enter the Default **Admin Password (123456)**, ending with “unlock”.

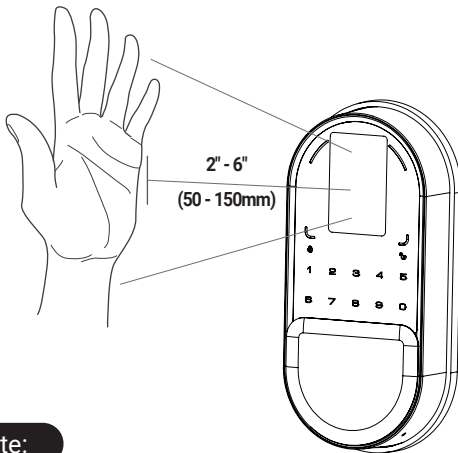
Press 1. Password Management	<ul style="list-style-type: none">◆ Press 1. Modify Admin Password◆ Press 2. Add User Password◆ Press 3. Modify User Password◆ Press 4. Delete User Password◆ Press 5. Clear User Password
Press 2. Palm Vein Management	<ul style="list-style-type: none">◆ Press 1. Add Palm Vein◆ Press 2. Delete Palm Vein◆ Press 3. Clear Palm Vein
Press 3. Auto-lock Management	<ul style="list-style-type: none">◆ Press 1. Enable Auto-lock◆ Press 2. Disable Auto-lock◆ Press 3. Modify Auto-lock time (1-99)
Press 4. Opening Direction Setting	<ul style="list-style-type: none">◆ Press 1. Direction Left◆ Press 2. Direction Right◆ Press 3. Auto Direction Set

HOW TO PROGRAM

Add a Palm Vein ID

Follow the voice instructions and place your palm in front of the Palm Vein Reader. Keep your palm still while the Palm Vein Reader is scanning your palm. The Palm Vein Reader will scan your palm vein patterns **FIVE TIMES** to create your unique Palm Vein ID.

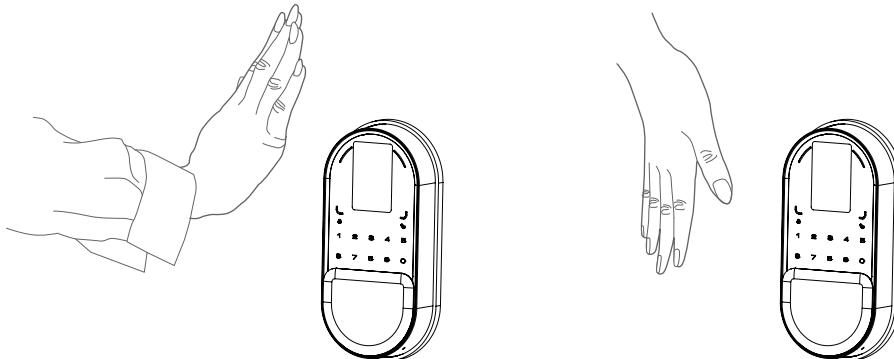
All of the Palm Vein IDs are securely stored locally and never uploaded.



Scan the QR code to get more detailed operation videos.

Note:

- ◆ Ensure your palm is about 2"-6" (50-150mm) from the Palm Vein Reader.
- ◆ Ensure that nothing covers the front glass panel or your palm.
- ◆ Hold your hand still during the Palm Vein scanning.
- ◆ It is recommended to add two Palm Vein IDs for each palm. Place your palm upward to add the first Palm Vein ID, and place the same palm downward to add the second Palm Vein ID. This way, you will be able to unlock the lock regardless of the position of your palm.
- ◆ During the Low Battery Status, adding Palm Vein IDs is not allowed.



- ◆ During the Low Battery Status, Palm Vein IDs may be unavailable to unlock the lock.

HOW TO USE

4.1 Unlock with Password

Touch the touchscreen to wake up the keypad

Enter the Admin Password or User Password ending with "unlock", can unlock the lock.

4.2 Unlock with Palm Vein ID

The Palm ID reader will automatically wake up once you approach the lock.

Place your palm in front of the Reader to verify your Palm Vein ID and unlock the door.

Attention:

- ◆ Ensure your palm is about **2"-6" (50-150mm)** from the Palm Vein Reader.
- ◆ While scanning your Palm Vein, keep your palm in front of the Palm vein Reader area until you hear the sound of motor cycling, and the numbers on the keypad illuminate in order.
- ◆ Ensure to hold your hand still when unlocking with Palm Vein ID.

4.3 Lock & Unlock

Unlock the Door from outside	<ul style="list-style-type: none">◆ Unlock with Admin Password◆ Unlock with User Password◆ Unlock with Palm Vein ID◆ Unlock with Backup Key
Unlock the Door from inside	<ul style="list-style-type: none">◆ Rotate the Thumb Turn to the unlock position
Lock the Door from outside	<ul style="list-style-type: none">◆ Press and hold the "lock" on the touchscreen keypad for at least 2 seconds to lock the door in manual mode◆ In Auto-lock mode, the Latch Bolt will automatically extend after it is unlocked and the door is shut◆ Lock by the Backup key
Lock the Door from inside	<ul style="list-style-type: none">◆ Rotate the Thumb Turn to the locked position◆ In Auto-lock mode, the lock will be locked automatically

TROUBLESHOOTING

Question:

The Latch Bolt does not operate correctly after installation.

Answer:

1. Make sure the backset on the Latch Bolt is set to the proper length.
2. Make sure the latch bolt is retracted before installation.
3. Restore the lock to the default settings. Enter the default Admin Password to set up the lock.

Question:

The lock does not smoothly lock or unlock while using the Thumb Turn.

Answer:

Confirm the Mounting Screws are properly installed.

Question:

Keypad not responding.

Answer:

1. Make sure the batteries are installed properly.
2. Make sure the cable is well-connected to the port, and was not damaged during installation.
3. Make sure the lock has been setup and complete the bolt direction determination.

TROUBLESHOOTING

Question:

I cannot unlock the device with my palm ID.

Answer:

- 1.Ensure that nothing is covering the front glass panel and your palm is not obscured.
- 2.Ensure that the palm being used has been added successfully.
- 3.Ensure your palm is about **2"-6" (50-150mm)** from the Palm Vein Reader. Hold your hand still when unlocking.
- 4.Delete and re-add this Palm Vein. Make sure the palm is not obscured and centered in front of the Palm Vein reader when adding it. When adding your Palm Vein ID, hold your hand still during the Palm Vein ID enrollment process. If you only add one Palm Vein ID in an upward direction of your palm, flipping the palm may cause an unlocking failure. Make sure your palm is facing the same direction as when you added it.
- 5.It is recommended to add two Palm IDs for each palm. Place your palm upward to add the first Palm Vein ID, and place the same palm downward to add the second Palm ID. This way, you will be able to unlock the lock regardless of the position of your palm.
- 6.Ensure your lock has enough power.

Question:

I forgot my Admin Password

Answer:

Perform a reset in order to erase all passwords.
Once the reset is complete, all passwords will be erased and the Admin Password will return to the default code **123456**.

TROUBLESHOOTING

Question:

Can not modify or add password

Answer:

Make sure the password do not contain below combination of the numbers:

A. Forward number

A

1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---

 ✕

B. Backward number

B

8	7	6	5	4	3	2	1
---	---	---	---	---	---	---	---

 ✕

C. Repeated number

C

2	2	2	2	2	2	2	2
---	---	---	---	---	---	---	---

 ✕

D. Contain existing code

D If

5	6	8	3
---	---	---	---

 ✓

then

5	6	8	3	9	1
---	---	---	---	---	---

 ✕

and

9	1	5	6	8	3
---	---	---	---	---	---

 ✕

Question:

I cannot remove my key unless it is in the locked position.

Answer:

Re-install the interior and exterior assemblies.