66863-001
Rev 02
ZigBee

Kwikset

HOME CONNECT™

SMARTCODE 914™
TOUCHPAD ELECTRONIC DEADBOLT

Installation and User Guide

ENGLISH

Required tools

Ruler   Phillips head screwdriver

Additional Tools (depending on application)

Hammer   Wood block   Chisel

Kwikset
1-866-863-6584
www.kwikset.com

Parts List

Latch	Exterior Assembly	Interior Assembly
A **B**	**F**	**K** **L** **M**

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

Strike	Keys	Batteries	Fasteners
C	**E**	**W**	

Fasteners:
03809 — **N** **P**
46780 — **Q** **S**
48654 — **T**
49191 — **U**
64109 — **V**

Adapter Ring	Mounting Plate	SmartKey Tool
D	**G**	**H**

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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
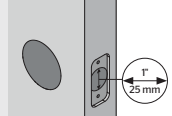
A Make sure your door is compatible. If you have a standard deadbolt mounted separately from the handle below it, your door is compatible.
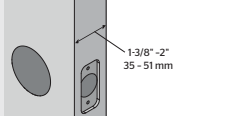
Compatible   Not Compatible — Rim Lock   Not Compatible — Mortise Lock   Not Compatible — Integrated Interior

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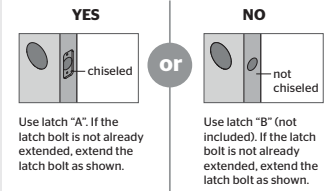
D Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70 mm).
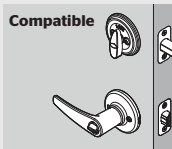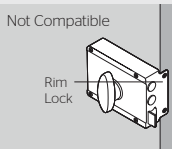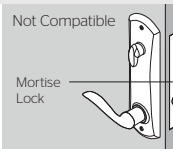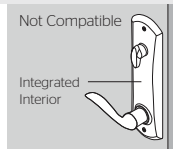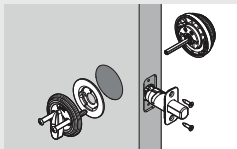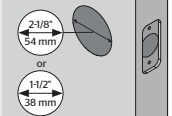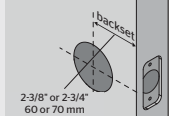
backset
2-3/8" or 2-3/4" 60 or 70 mm
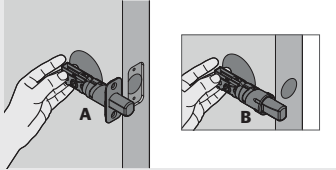
E Measure to confirm that the hole in the door edge is 1" (25 mm).

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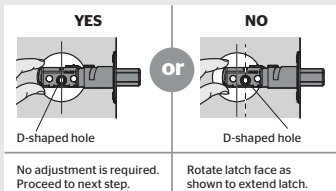
F Measure to confirm that the door is between 1-3/8" and 2" (35 mm and 51 mm) thick.

1-3/8" –2" 35 – 51 mm

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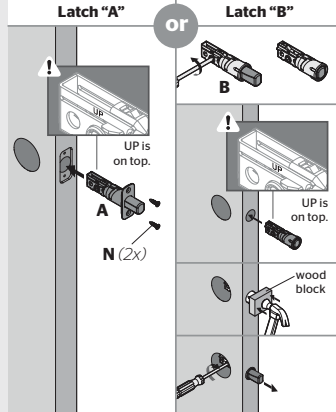
3 Install the latch and strike

actual size
N   **P**   **Q**   **S**
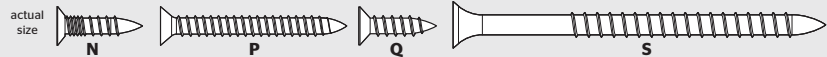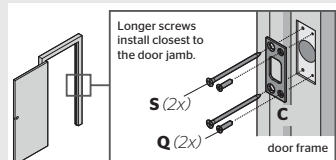
A Is the door edge chiseled?

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

or

NO — not chiseled
Use latch "B" (not included). If the latch bolt is not already extended, extend the latch bolt as shown.

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"

UP is on top.
A
N (2x)

B
UP is on top.
wood block

E Install the 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 (2x)
Q (2x)
C
door frame

4 Install the exterior keypad

actual size

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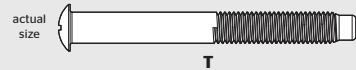
A What is the diameter of the hole in the door?

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

2-1/8"
54 mm

or

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

1-1/2"
38 mm

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

F

D

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

D
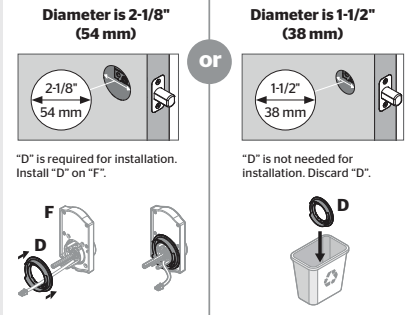
B Locate the screws for step 4C and keep them within reach.

T

C Install the exterior keypad and mounting plate.

a

The cable goes underneath the latch.

F

b ⚠ Support the exterior assembly during mounting plate installation.

G

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

c Keep parallel to the edge of the door.

Tighten screws evenly.

T *(2x)*

d

E

T

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

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

5 Install the interior assembly

actual size

U

A Remove the interior cover and battery pack from the interior assembly.

a

Make sure the turnpiece is in the vertical position.

b

L

M

c

Make sure turnpiece shaft is rotated as shown.

L

d

K

L

! Do not install batteries until step 6.
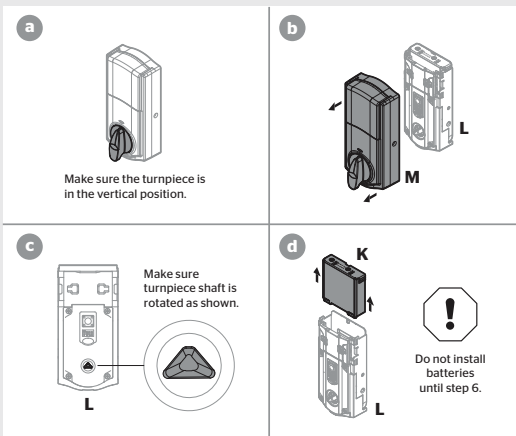
B Install the interior assembly onto the mounting plate.

a **L**

align

Ensure tight cable connection.

b

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

c

d

U *(2x)*

bottom hole
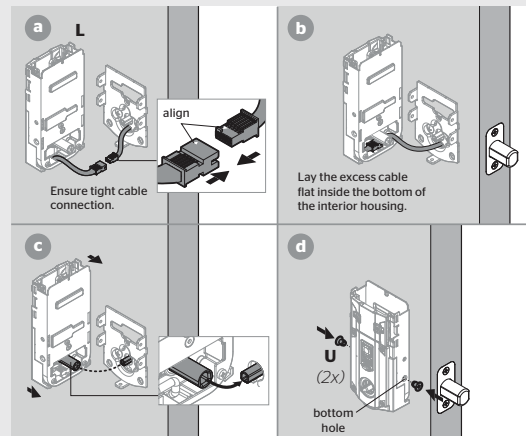
6 Install the batteries and perform the door handing process

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

A Install 4 AA batteries in the battery pack.

W

K

⚠ Ensure correct polarity. For best results, use new, non-rechargeable Alkaline batteries only.
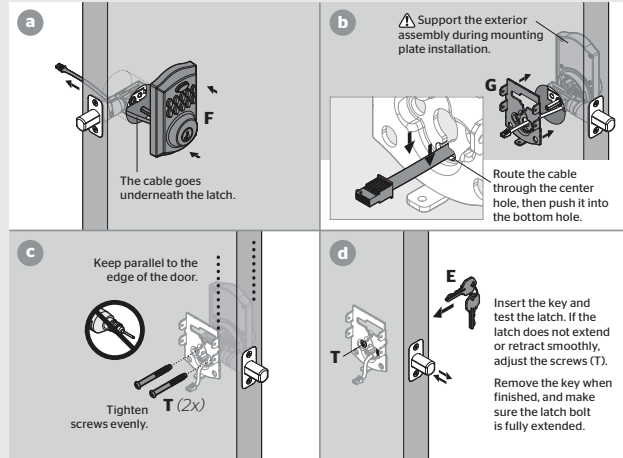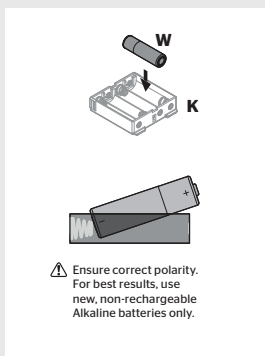
B With the door open, press and HOLD the Lock button while installing the battery pack.

Hold the button until the latch bolt starts moving on its own.

K

🔒
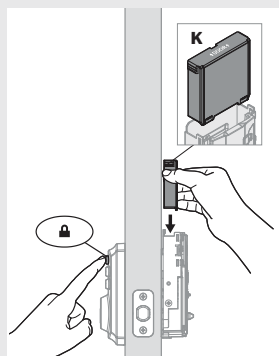
C The latch will retract and extend to learn the orientation of the door.

If the bolt does not move, make sure the batteries are correctly installed, and perform step 6B again.

Note: The latch bolt will only retract half way.
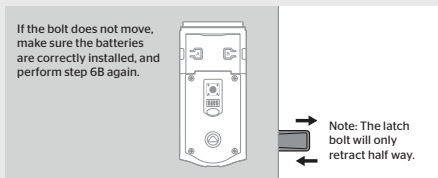
D The Status LED will indicate success or failure.

Green: Door handing was successful. Proceed to next step.

Red: Door handing was unsuccessful. Make sure the lock interior and batteries are correctly installed. Perform step 6B again.
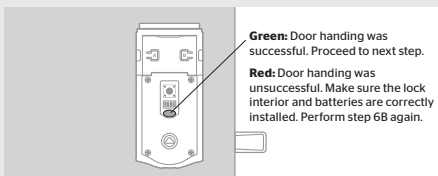
7 Pair the lock with your smart home system

A Initiate the pairing process through your smart home system (either through your smart home app, at your panel, or at your controller or hub).

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.
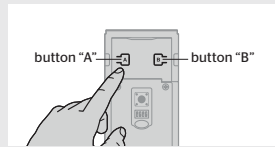
button "A" — button "B"

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 still unsuccessful, follow your smart home system's instructions to remove (exclude/unpair) the lock from any other network. Then perform steps 7A-7C again.

8 Add user codes (30 maximum)

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**

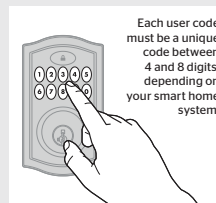**Mastercode**: For enhanced security, a mastercode may be used when adding and deleting user codes. For more information about the mastercode, download the SmartCode 914 Programming and Troubleshooting Guide at www.kwikset.com.

Programming Timeout: During programming, if no button is pressed for five seconds, the system will time out (indicated by three beeps and a red flashing keypad), and you will need to restart the procedure.
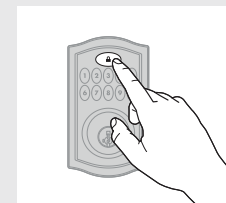
B Make sure the door is open. Press the Program button once.
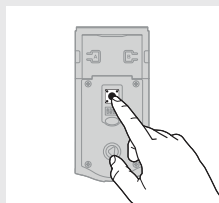
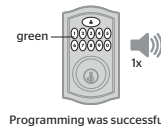**C** Enter a new user code. A total of 30 user codes may be programmed.

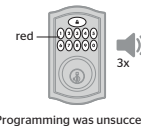Each user code must be a unique code between 4 and 8 digits, depending on your smart home system.

D Press the Lock button once.

E What lights and sounds does the lock produce?

One green flash with one beep	or	Three red flashes with three beeps

green — 1x

Programming was successful.

red — 3x

Programming was unsuccessful.

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

9 Test the lock and check door alignment

A With the door open, press the Lock button. Confirm that the door locks.
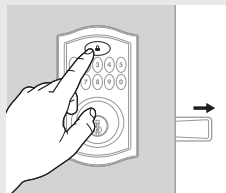
B Enter the user code(s) added in the previous step. Confirm that the door unlocks.
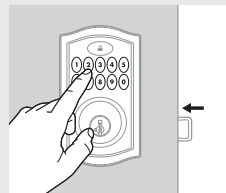
C Close the door. Press the Lock button. Confirm that the door locks smoothly without error.
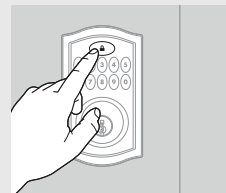
D If your does not lock smoothly, make sure you replaced your previous latch and strike with those supplied in the box.

If you still experience locking errors, call Kwikset Support to order a Warped Door Service Kit.

Kwikset Support: 1-866-863-6584

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 (3x)

SmartCode at a Glance

Exterior

Keypad

SmartKey tool hole

Lock button

Keyway

Interior (cover removed)

Back panel

Button "A"

Program button

Status LED

Button "B"

Switches

Turnpiece shaft

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

System Alerts

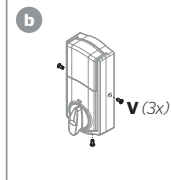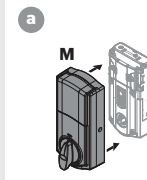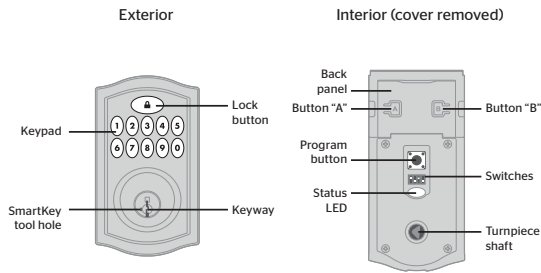| Alert	Reason	Solution
Keypad flashes red once with one beep*.	One incorrect code entered.	Re-enter code.
Keypad flashes red three times with three beeps*.	No user code programmed.	Program at least one user code.
	Programming timeout after five seconds.	Attempt programming procedure again.
	Unsuccessful programming.	
Keypad flashes red 15 times with 15 beeps*	Three incorrect codes entered within one minute.	Re-enter code after 60 second keypad lockout.
Keypad flashes red with fast beeping sound for three to four seconds.	Low battery.	Replace batteries.
Keypad flashes red with continuous beeping sound for two seconds.	Door jammed while attempting to lock.	Manually re-lock door. If needed, reposition strike.
Lock beeps continuously.	Interior assembly is disconnected from exterior.	Remove battery pack, reconnect the interior to the exterior, then reinstall battery pack.

*Beeping sound will only be heard if switch #3 is on.

Switches and Status LED colors

These features can be adjusted in some smart home apps.

Switches

On Off

1 2 3 4
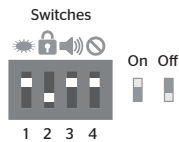
Status LED

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	Not used.
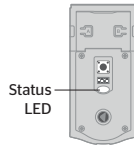
Color	Lock Status
Blinking green	Unlocked
Blinking amber	Locked
Blinking red	Low battery
Solid red	Door handing process did not work properly. See the online Programing and Troubleshooting Guide.

Troubleshooting

A complete SmartCode 914 Programming and Troubleshooting Guide is available at www.kwikset.com.

Deleting a single user code (manually at the lock)

Note: All codes may be deleted at once if the mastercode is enabled. For more information about the mastercode, consult the SmartCode 914 Programming and Troubleshooting Guide at www.kwikset.com.

1 Keep door open. Press Program button once.

2 Press Lock button once.

3 Enter user code to be deleted.

4 Press Lock button once.

5 Re-enter user code.

6 Press Lock button once.

If unsuccessful
Make sure to enter the same valid code in steps 3 and 5.

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

If no button is pressed for five 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. When the LED flashes green and you hear one beep, the lock has been reset.

4 Perform the door handing process again to teach the lock the orientation of the door, pair the lock with your smart home system, and add user codes to your lock.

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 or hub. It may be necessary to install additional ZigBee devices to enhance the communication path between the lock and controller/hub for a more robust ZigBee network.

Removing the lock from the network

Press button "B" on the lock interior nine times.
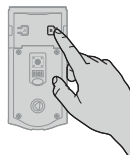
Important Safeguards

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.