69369-001
Rev 02
Z-Wave® Plus v2

Kwikset

Z-WAVE PLUS

ENGLISH

HomeConnect 620

KEYPAD ELECTRONIC SMART LOCK

Installation and User Guide

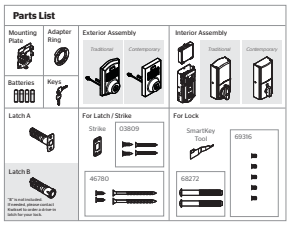
Required tools

Ruler

Phillips head screwdriver

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

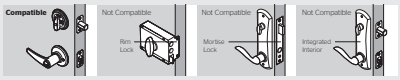
Parts List



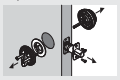
1 Prepare the door and check dimensions

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.



B Remove your existing deadbolt from your door.



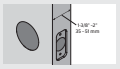
C Measure to confirm that the hole in the door is either 2-1/8" (54 mm) or 1-1/2" (38 mm).

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).

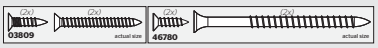
E Measure to confirm that the hole in the door edge is 1" (25 mm).

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

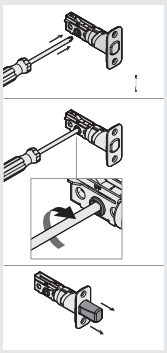


2 Install the latch and strike

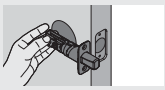
For Latch / Strike Bag



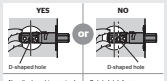
A Extend the latch bolt.



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

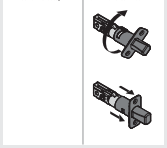


C Is the D-shaped hole centered in the door hole?

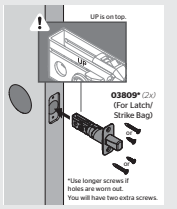


No adjustment is required. Proceed to next step.

Rotate latch face as shown to extend latch.

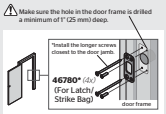


D Which latch are you installing?



E Install the strike on the door frame.

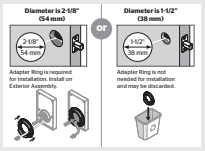
⚠ Make sure the hole in the door frame is drilled a minimum of 1" (25 mm) deep.



3 Install the exterior keypad

For Lock Bag

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



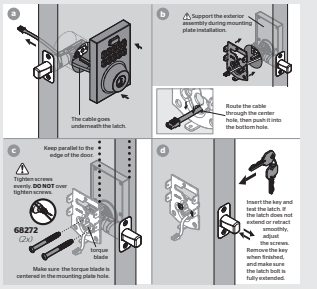
Adapter Ring is required for installation. Install on Exterior Assembly.

Adapter Ring is not needed for installation and may be discarded.

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

C Remove the mounting plate from the interior assembly.

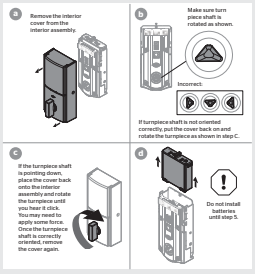
D Install the exterior keypad and mounting plate.



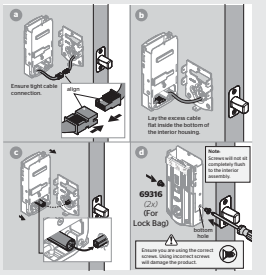
4 Install the interior assembly

For Lock Bag

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



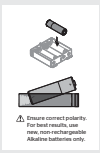
B Install the interior assembly onto the mounting plate.



5 Install the batteries and perform the door handing process

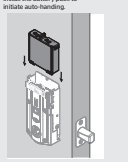
This step will teach your lock the orientation of your door and is crucial to lock operation.

A Install 4 AA batteries in the battery pack.



⚠ Ensure correct polarity. For best results, use new, non-rechargeable Alkaline batteries only.

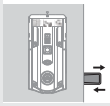
B With the door open, install the battery pack to initiate auto-handing.



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 5B 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 5B again.

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

NOTE: The lock will auto-hand again after the first time the door is locked or unlocked using the keypad or app. This is to confirm the door orientation.

6 Add the lock to your smart home system

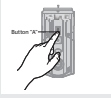
A Initiate the process to add the lock to your system at your smart home controller. Refer to your smart home system instructions for more information.

SmartStart Enabled Products

SmartStart enabled products can be added into a Z-Wave network by scanning the Z-Wave QR Code present on the product with a controller providing SmartStart inclusion. No further action is required and the SmartStart product will be added automatically within 10 minutes of being switched on in the network vicinity.

QR code

B If prompted by your smart home system to add the lock, press button "A" on the lock interior **one time**. The red LED will illuminate when the lock enters Add Mode.



C At this time, you may be prompted by your smart home system to enter the 5-digit PIN found on the label of the interior assembly. If not, proceed to step D.

D If successful, re-name the lock in your system (if applicable).

If unsuccessful, follow your system's instructions to remove the lock from the controller and any other network, then press button "A" on the lock one time.

Perform steps A-C again.

If still unsuccessful, consult the Programming and Troubleshooting Guide on the HomeConnect 620 page at **kwikset.com/support**.

7 Add user codes (250 max)

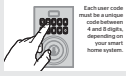
It is recommended that you add and delete all user codes through your smart home control system. If your system does not allow this, codes may be added directly to the lock as shown here.

Programming Timeout
During programming, if no button is pressed for five seconds, the lock will exit programming mode (by three beeps and a red flashing Kwikset button), and you will need to restart the procedure.

Mastercode
For enhanced security, a mastercode may be used when adding/deleting user codes and adjusting lock configuration settings. For more information about the mastercode, download the Programming and Troubleshooting Guide on the HomeConnect 620 page at **kwikset.com/support**.

A Make sure the door is open. Press the "Program" button once.

B Enter user code. A total of 250 user codes may be programmed.



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

C Press button once.

D What lights and sounds does the lock produce?

One green flash with one beep

Programming was successful.

or

Three red flashes with three beeps

Programming was unsuccessful. Make sure not to pause for more than 5 seconds during programming. 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.

8 Test the lock and check door alignment

A With the door open, insert the key to extend the latch. Ensure that the latch extends smoothly.

B Turn the key 180° to retract the latch. Ensure that the latch retracts smoothly.

C Close the door. Insert and rotate the key to lock the door. Ensure that the door locks smoothly.

D Turn the key 180° to retract the latch. Ensure that the door unlocks smoothly.

⚠ If your door does not lock and unlock smoothly, make sure you replaced your previous latch and strike with those supplied in the box. If you still experience locking errors, complete the troubleshooting steps at **http://bit.ly/HC620jam** or call Kwikset Support: 1-866-863-6584

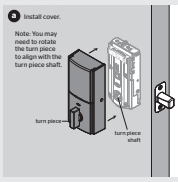
9 Install the interior cover

For Lock Bag

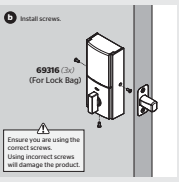
Cover Installation

a Install cover.

Note: You may need to rotate the turn piece to align with the turn piece shaft.



b Install screws.



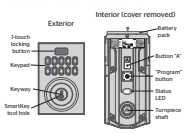
⚠ Ensure you are using the correct screws. Using incorrect screws will damage the product.

Battery Pack Access

Slide up the window to access the battery pack and buttons.

Reference Guide

Home Connect 620 at a Glance



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

Troubleshooting

A complete Programming and Troubleshooting Guide is available on the HomeConnect 620 page at **www.kwikset.com/support**.

Operating Your Lock

Locking

Press and release Program

Unlocking

Enter user code on the keypad.

Note: If you press an incorrect key, press Program to clear the code and enter your user code again.

Mute/Unmute Audio

Audio is on by default.

1. Press "Program" button once.
2. Press button "A" once.
3. Press button "6" multiple times if needed to reach desired state.
   Green Keypad Button: Feature is enabled. Red Keypad Button: Feature is disabled.
4. Press Kwikset button once.

System Alerts

Alert	Reason	Solution
Keypad flashes red three times with three beeps.	Incorrect code entered.	Re-enter code.
	No user code programmed.	Program at least one user code.
	Programming timeout after six 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.
Keypad flashes red one time for 5 seconds and beeps.	Failed handing.	Manually re-hand the lock.

Status LED

The Status LED blinks every 6 seconds to communicate whether the door is locked or unlocked. This feature is on by default.

Status LED Colors

Blinking Green	Unlocked
Blinking Amber	Locked
Blinking Red	Low battery

Status LED

Turn Status LED On/Off

1. Press "Program" button once.
2. Press button "A" once.
3. Press button "1" multiple times if needed to reach desired state.
   Green Keypad Button: Feature is enabled. Red Keypad Button: Feature is disabled.
4. Press Kwikset button once.

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 Programming and Troubleshooting Guide.

If no button is pressed for six seconds, the system will time out, and you will need to restart the procedure.

1. Press "Program" button once.
2. Press Kwikset button once.
3. Enter user code to be deleted.
4. Press Kwikset button once.
5. Re-enter user code.
6. Press Kwikset 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.

Auto-Lock

Auto-lock automatically re-locks the door after unlocking. This feature is set to 30 seconds and is turned off by default.

Turn Auto-Lock On/Off

1. Press "Program" button once.
2. Press button "A" once.
3. Press button "2" multiple times if needed to reach desired state.
   Green Keypad Button: Feature is enabled. Red Keypad Button: Feature is disabled.
4. Press Kwikset button once.

Change Auto-Lock Time Delay

1. Press "Program" button once.
2. Press button "A" once.
3. Press button "3" once.
4. Press button once that corresponds to desired time delay:

1	30 sec.
2	60 sec. (1 min.)
3	180 sec. (3 min.)
4	300 sec. (5 min.)
5	600 sec. (10 min.)

5. Press Kwikset button once.

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 shortly after 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.
   The Status LED will indicate success or failure.

Success: LED flashes green
Failure: LED remains solid red for 5 seconds

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

Factory Reset

A Factory Reset will delete all codes associated with the lock and the lock's network settings but will not remove the lock from the panel. Please run the Exclusion process to properly remove this lock from the network before performing a Factory Reset.

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. LED will cycle flashing between red and green while the reset process is being performed.
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.

   NOTE: The lock will auto-hand again after the first time the door is locked or unlocked using the keypad or app. This is to confirm the door orientation.

Network Information

Removing the lock from the network

Follow your smart home system's instructions to remove the lock from the network. When prompted by the system, press button "A" on the lock interior once.

Z-Wave® System Notes

This product is a security enabled Z-Wave Plus product and must be used with a Security Enabled Z-Wave controller to be fully utilized. Z-Wave is a "Wireless mesh network," and results may vary based on building construction and communication path.

To assure interoperability, each Z-Wave product must pass a stringent conformance test to assure that it meets the Z-Wave standard for complete compliance with all other devices and controls. The Z-Wave identity mark assures consumers, integrators, dealers and manufacturers that their products will reliably perform with any other Z-Wave device. And, regardless of the vendor, always powered nodes may act as a repeater for Kwikset/Weiser/Baldwin products.

Z-Wave Configuration and Association Parameters are available on the HomeConnect 620 page at www.kwikset.com.

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, 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.

©2021 Spectrum Brands, Inc. All Rights Reserved. Lake Forest, CA 92610.