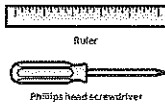


# HomeConnect 620

KEYPAD ELECTRONIC SMART LOCK

## Installation and User Guide

**Required tools**



Ruler  
Phillips head screwdriver

**Weiser**  
1-800-501-9471  
www.weiserlock.com

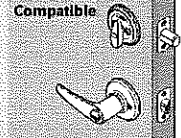
| Parts List     |              |                    |                   |
|----------------|--------------|--------------------|-------------------|
| Mounting Plate | Adapter Ring | Exterior Assembly  | Interior Assembly |
| Batteries      | Keys         | Traditional        | Contemporary      |
| Latch A        | Latch B      | For Latch / Strike | For Lock          |
| Frost Guard    | Strikes      | SmartKey Tool      |                   |
|                | SLO3031011   | 69316              |                   |
|                |              | 68272              |                   |
|                |              | 68611              |                   |

### 1 Prepare the door and check dimensions

If drilling a new door, use the supplied template and the complete door drilling instructions available at [www.weiserlock.com/doorprep](http://www.weiserlock.com/doorprep)

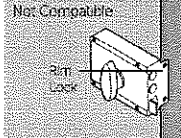
**A** Make sure your door is compatible. If you have a standard deadbolt mounted separately from the handle below it, your door is compatible.

**Compatible**



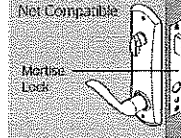
**Not Compatible**

Rim Lock



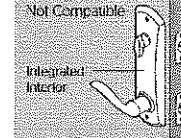
**Not Compatible**

Mortise Lock

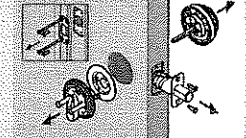


**Not Compatible**

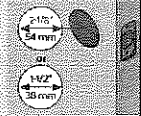
Integrated Interior



**B** Remove your existing deadbolt and strike from your door.

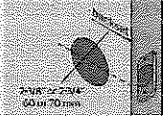


**C** Measure to confirm that the hole in the door is either 2-1/8" (54 mm) or 1-1/2" (38 mm).

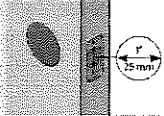


Note: Additional door preparation may be required for doors with 1-1/2" (38 mm) holes. Consult the provided drilling instructions at [www.weiserlock.com/doorprep](http://www.weiserlock.com/doorprep)

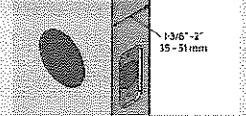
**D** Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70 mm).



**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 - 51 mm) thick.



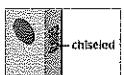
### 2 Install the latch and strike

**For Latch / Strike Bag**

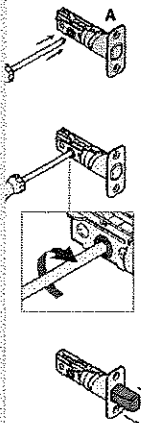
**A** Is the door edge chiseled?

**YES**

chiseled

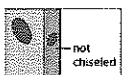


Use latch "A". If the latch bolt is not already extended, extend the latch bolt as shown.

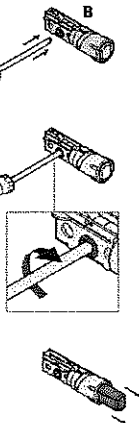


**NO**

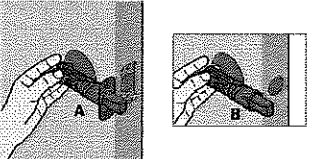
not chiseled



Use latch "B". If the latch bolt is not already extended, extend the latch bolt as shown.



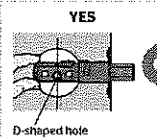
**B** Hold the latch in front of the door hole, with the latch face flush against the door edge.



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

**YES**

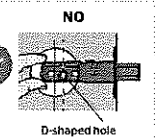
D-shaped hole



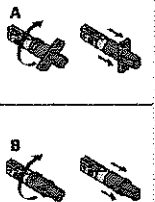
No adjustment is required. Proceed to next step.

**NO**

D-shaped hole

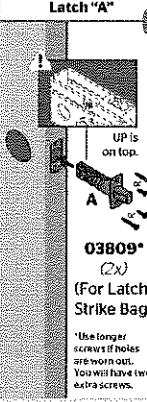


Rotate latch face as shown to extend latch.

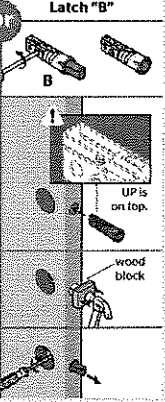


**D** Which latch are you installing?

**Latch "A"**



**Latch "B"**



**03809\* (2x) (For Latch / Strike Bag)**

\*Use longer screws if holes are worn out. You will have two extra screws.

**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.



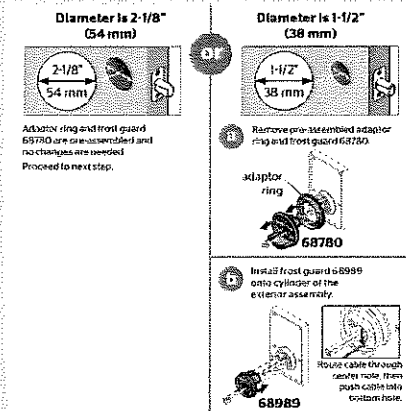
Longer screws install closest to the door jamb.

**SLO3031011 (4x) (For Latch/Strike Bag)**

Note: there will be extra screws and a strike.

### 3 Install the exterior keypad

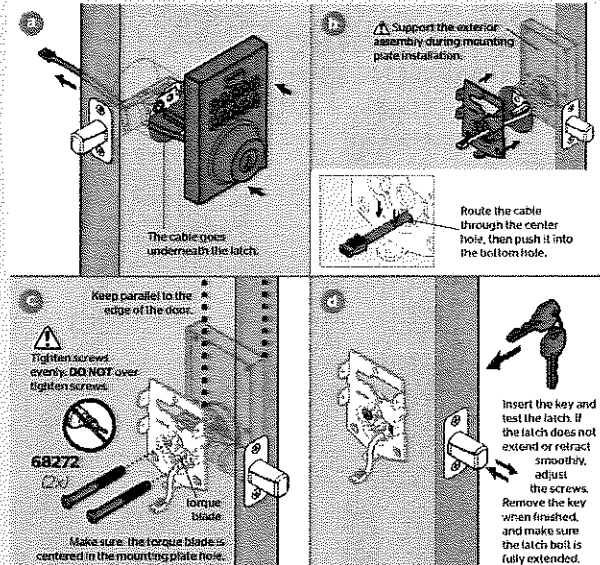
A What is the diameter of the hole in the door?



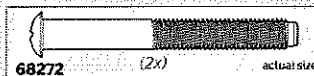
B Remove the mounting plate from the interior assembly.



C Install the exterior keypad and mounting plate.

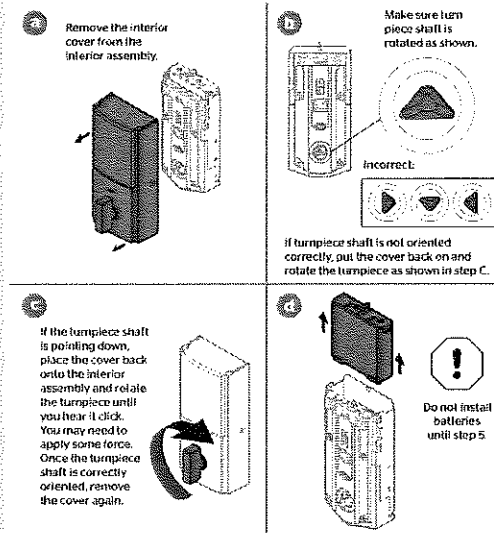


For Lock Bag

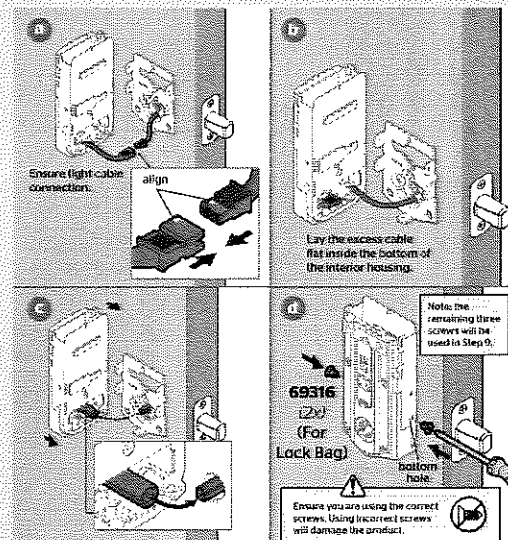


### 4 Install the interior assembly

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.



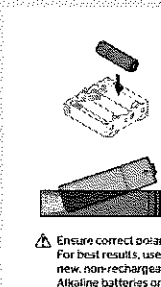
For Lock Bag



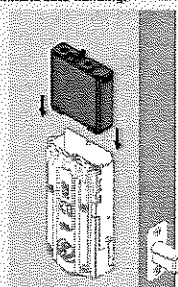
### 5 Install the batteries and perform the door handing process

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.

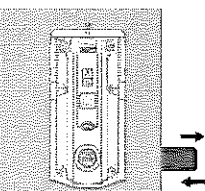


B With the door open, install the battery pack to initiate auto-handing.

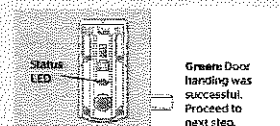


C The latch will retract and extend to learn the orientation of the door.

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.



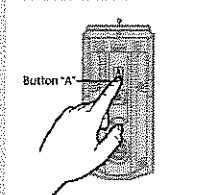
## 6 Add the lock to your smart home system

- 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.

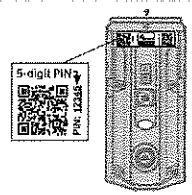
**SmartStart Enabled Products**  
SmartStart enabled products can be added into a Z-Wave network by scanning the Z-Wave QR Code present on the product with a controller providing SmartStart assistance. No further action is required and the SmartStart product will be added automatically within 10 minutes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



- 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 Home Connect 620 page at [welserlock.com](http://welserlock.com).

## 7 Add user codes (250 max)

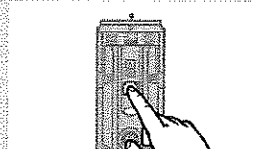
It is recommended that you add and delete all user codes through your smart home control system. If your system does not allow this, codes may be added directly to the lock as shown here.

**Programming Timeout**  
During programming, if the button is pressed for five seconds, the system will time out (indicated by three beeps and a red flashing Welser button), and you will need to restart the procedure.

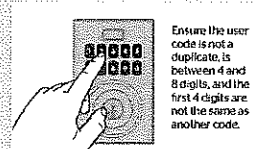
### Mastercode

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 Home Connect 620 page at [welserlock.com](http://welserlock.com).

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

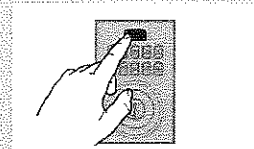


- B** Enter user code. A total of 250 user codes may be programmed.



Ensure the user code is not a duplicate, is between 4 and 8 digits, and the first 4 digits are not the same as another code.

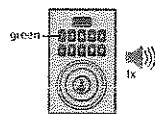
- C** Press **ENTER** button once.



- D** What lights and sounds does the lock produce?

### GREEN with ONE BEEP

Programming was successful.

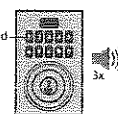


OR

### RED with THREE BEEPS

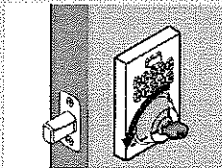
Programming was unsuccessful.

Ensure the user code is not a duplicate, is between 4 and 8 digits, and the first 4 digits are not the same as another code. Ensure the lock has room for an additional code. If all user code positions are filled, delete a code to make room for the new code.

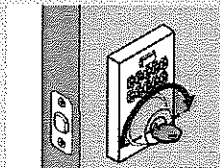


## 8 Test the lock and check door alignment

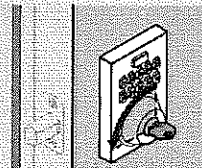
- A** With the door open, insert the key to extend the latch. Ensure that the latch extends smoothly.



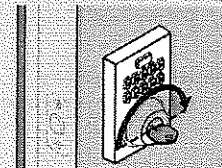
- B** Turn the key 180° to retract the latch. Ensure that the latch retracts smoothly.



- 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.



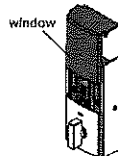
If your door does not lock and unlock smoothly, make sure you replaced your previous latch and strike with those supplied in the box. If you still experience locking errors, consult the Programming and Troubleshooting Guide on the Home Connect 620 page at [welserlock.com](http://welserlock.com) or call Welser Support: 1-800-501-9471



## 9 Install the interior cover

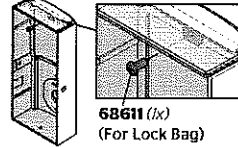
### Important Information about the interior cover

The window on the interior cover is unlocked by default for easier access to the battery pack and buttons.



For additional security, you may choose to lock the window by installing the security screw.

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



**68611 (1x)**  
(For Lock Bag)

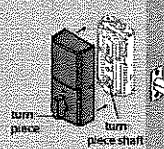
When the window is locked, you will need to remove the entire interior cover and screws to access the battery pack and buttons.



### Cover Installation

- a** Install cover.

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



- b** Install screws.

**69316 (3x)**  
(For Lock Bag)

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

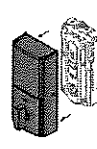


### Battery Pack Access

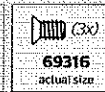
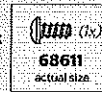
If the window is unlocked, slide up the window to access the battery pack and buttons.



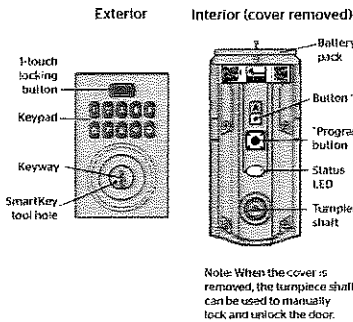
If the window is locked, remove the interior cover and screws to access the battery pack and buttons.



For Lock Bag



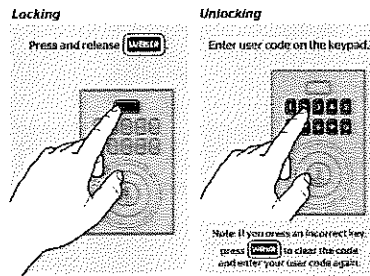
## Home Connect 620 at a Glance



## Troubleshooting

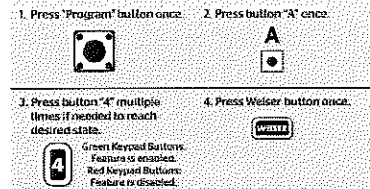
A complete Programming and Troubleshooting Guide is available on the Home Connect 620 page at [www.weiserlock.com](http://www.weiserlock.com).

## Operating Your Lock



## Mute/Unmute Audio

Audio is on by default.



## System Alerts

| Alert                                                                 | Reason                                                                                                                     | Solution                                                                                  |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Keypad flashes red three times with three beeps.                      | Incorrect code entered.<br>No user code programmed.<br>Programming timeout after six seconds.<br>Unsuccessful programming. | Re-enter code.<br>Program at least one user code.<br>Attempt programming procedure again. |
| 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.                                                                |

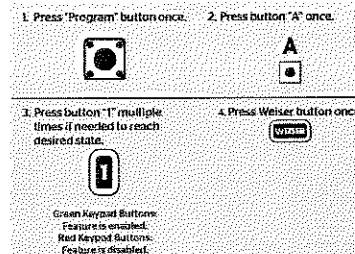
## Status LED

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 |

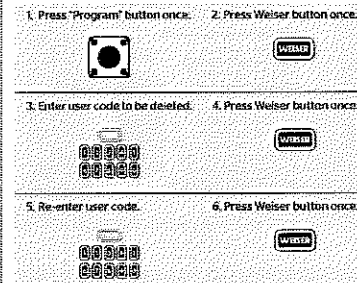
## Turn Status LED On/Off



## 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.



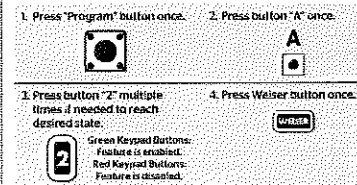
If unsuccessful: Make sure to enter the same valid code in steps 3 and 5.

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

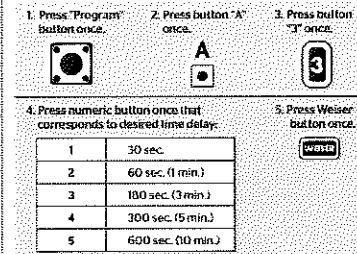
## Auto-Lock

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

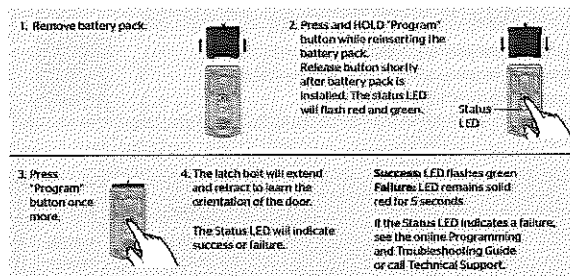


## Change Auto-Lock Time Delay



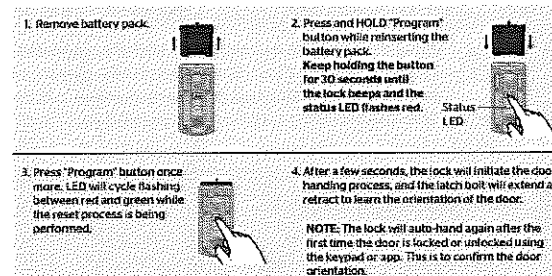
## Manual Door Handing

If needed, the door handing process can be initiated manually. This is useful if the lock is being moved to a different door.



## 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. Please use this procedure only when the network primary controller is missing or otherwise inoperable.



## 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.

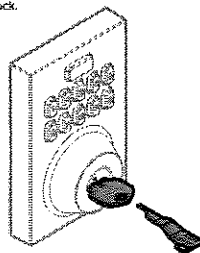
To assure interoperability, each Z-Wave product must pass a stringent conformance test to assure that it meets the Z-Wave standard for complete compliance with all other devices and controls. The Z-Wave identity mark assures consumers, integrators, dealers and manufacturers that their products will reliably 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 Home Connect 620 page at [www.weiserlock.com](http://www.weiserlock.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

- Read all instructions in their entirety.
- Familiarize yourself with all warning and caution statements.
- Remind all family members of safety precautions.
- Protect your user codes and mastercode.
- 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 force 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.