

Veise

User Manual

Model No. **VE07**



Tutorial Video

Scan the QR code and search **VE07** to get the video.

Need Help? Contact Us!

Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST),
if you have any questions.

 support@iveise.com  iveise.com



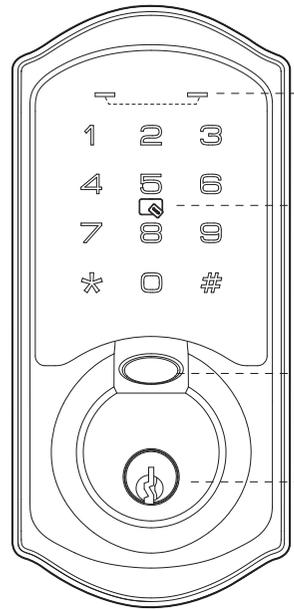
Content

• At a Glance	01
• App Guide	02
Step 1: Reset Your Lock	03
Step 2: Register Your Account	04
Step 3: Pair Your Lock	05
• How to Lock / Unlock	08
• Definitions	11
• Programming Guide	14
• FAQ	24



At a Glance

Exterior Assembly



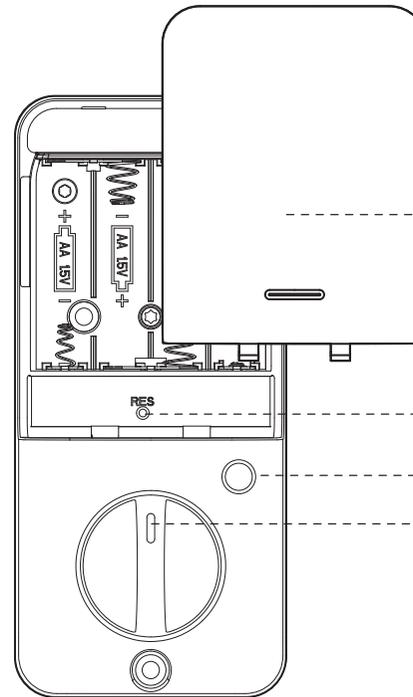
Indicator Lights

IC Card
Swipe Area

Fingerprint

Keyhole

Interior Assembly



Battery Cover

Reset Button

Privacy Button

Thumb Turn

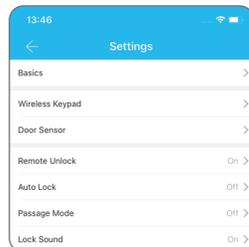


App Guide

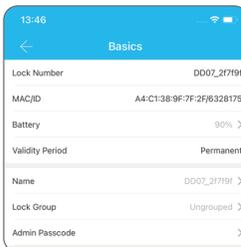
► Before Pairing

- If you have changed the default Admin Passcode (**123456**) on the lock, it won't be able to pair your lock with DDLock App.
- Before pairing, please perform a resetting and test if the default Admin Passcode (**123456**) works to unlock.
- After pairing, the default Admin Passcode (**123456**) will be changed to a random 7-digit number. You can change it in DDLock App by following the image guide.

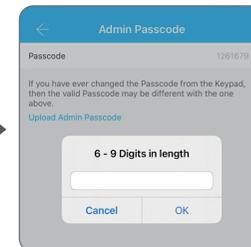
1 Settings



2 Basics



3 Admin Passcode





App Guide

▶ Step 1: Reset Your Lock

- 1 Keep the door open and unlocked.
- 2 Press and hold the Reset button for 5 seconds by using the Reset tool, until you hear a short beep and Green light flashes once.

NOTE:

If the lock has been paired in DDLock App, please go to “Settings” in DDLock App, make sure the “Reset Button” is turned on before resetting.

Settings	Factory Default
Admin Passcode	123456
Auto Lock	Off
Passage Mode	Off
Reset Button	On
Lock Sound	On
Wrong Entry Limit	5 times
Shutdown Time	2 minutes

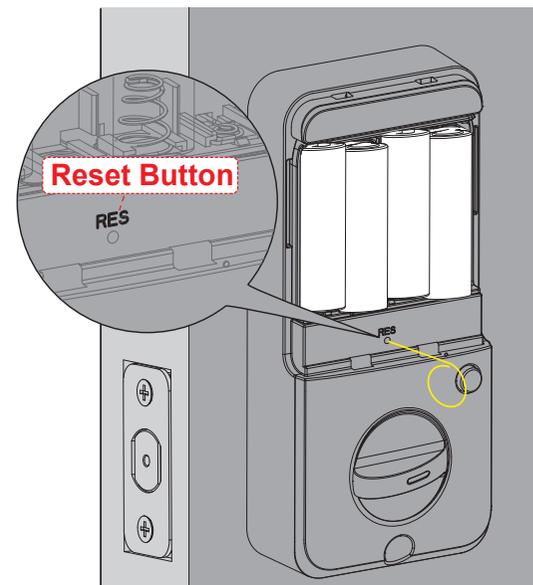


Scan the QR code

Search **VE07**

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App Guide

▶ Step 2: Register Your Account

1

Search and download “DDLock” in



Scan the QR code to download “DDLock” App

2



Tap on “Register”

3



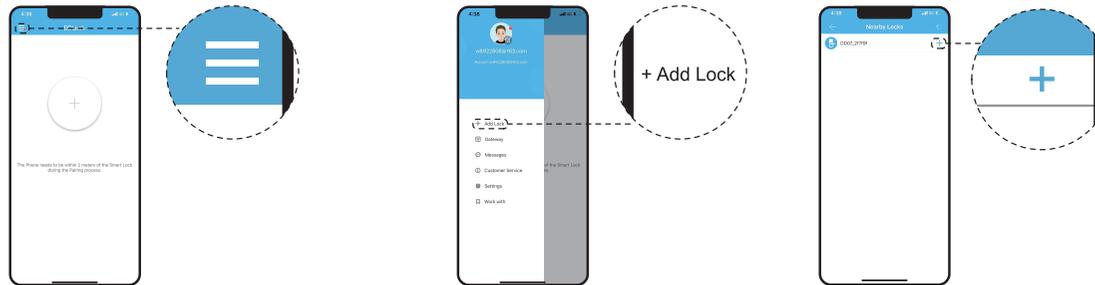
Complete the register information and tap “Get Code”, you will receive a Verification code in the mailbox you entered to register.



App Guide

► Step 3: Pair Your Lock

- 1** Close to your lock, turn on your phone's Bluetooth, then tap on “≡”
- 2** Tap on “+ Add Lock”
- 3** Select the lock and tap on “+”



NOTE: If the lock is not found in the list, please review the following tips.

1. Perform a resetting on the lock, test if the default Admin Passcode (123456) works to unlock.
2. Make sure the Bluetooth is turned on.
3. During the pairing, please wake up the keypad screen by using your palm and keep the screen always on.
4. Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions. support@iveise.com



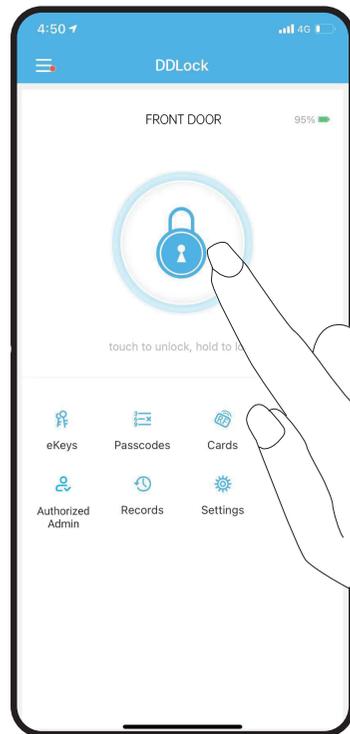
Scan the QR code

Search **VE07**



App Guide

▶ App Unlock / Lock



Tap the icon **once** to unlock
Tap and hold the icon to lock

NOTE:

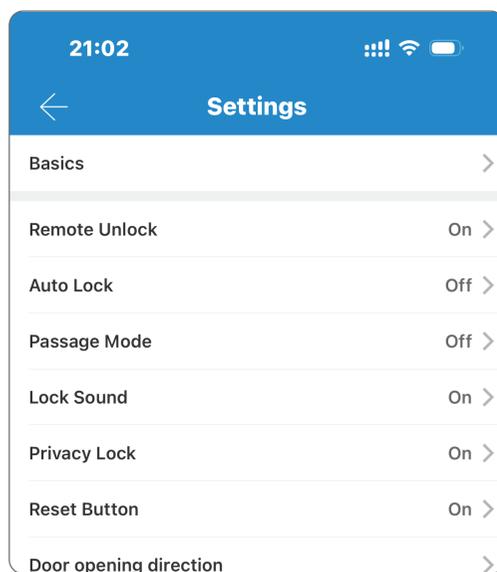
1. If the latch bolt extends out to lock when you tap the icon to unlock the door, you can re-select the door opening direction in DDLock App.
2. App unlock and lock only works when you are in the Bluetooth range of the lock.
To control your lock remotely, please connect the gateway G2 (sold separately) to the lock.



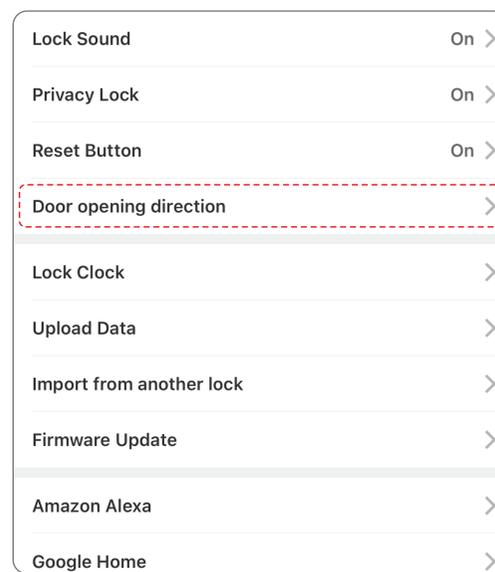
App Guide

▶ Set the Door Opening Direction

1 Tap on “Settings”



2 Select “Door opening direction”



NOTE: If the latch bolt extends out when you **unlock** the door, you can re-select the door opening direction by following the steps above.



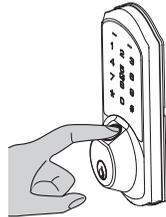
How to Unlock

▶ 1. Unlock from **outside**.

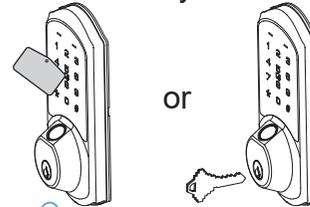
- 1** Enter Admin / User Passcode, press **#**



- 3** Use the Fingerprint



- 2** Swipe the IC Card or Use the Mechanical Key



- 4** Tap  **once** in DDLock App



NOTE: It requires to pair the lock with DDLock App first.

▶ 2. Unlock from **inside**.

- 1** Rotate the thumb turn



How to Lock

▶ 1. Lock from **outside**.

1 Press **#** on the keypad for 2 seconds



2 Use the Mechanical Key



3 Tap and hold  in DDLock App



NOTE: It requires to pair the lock with DDLock App first.

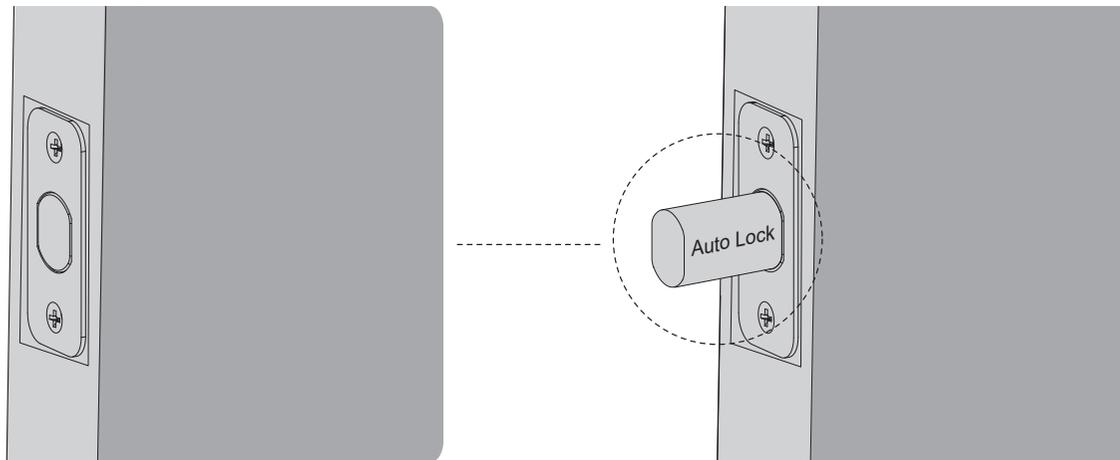
▶ 2. Lock from **inside**.

1 Rotate the thumb turn



Auto Lock

Enable the **Auto Lock** in DDLock App, the latch bolt will extend out automatically to lock in 5 seconds.



🕒 5 seconds later

NOTE: The lock doesn't have a built-in door sensor, if the Auto Lock is enabled, it will lock automatically whether your door is closed or open.

» Definitions

- **Admin Passcode**

The default Admin Passcode is **123456**

⚠ Please do not change the default Admin Passcode before pairing your lock in DDLock App.

Once paired successfully, the Admin Passcode will be changed to a random 7-digit number, and you can change it to your own Admin Passcode in DDLock App.

(Settings > Basics > Admin Passcode)

- **Auto Lock**

In Auto Lock mode, the latch bolt will extend out automatically to lock the door in 5 seconds. Auto Lock is disabled by default. The Auto Lock time can be customized between 5 and 900 seconds in DDLock App.

- **One-Touch Lock**

One-touch Lock is pressing and holding “#” on the keypad for 2 seconds **to lock from outside**.



Definitions

- **Anti-Peeping Passcode**

Entering random numbers before or after the correct passcode will also unlock the door, which can prevent the passcode being exposed. The length of anti-peeping passcode should be within 16 digits.

83618 137192 14710

 PASSCODE

 RANDOM DIGITS

- **eKey**

eKey works by sharing App access of your lock with another DDLock account. eKey recipients will be able to use their phone to unlock / lock.

- **IC Card**

The lock supports adding 13.56MHz cards, such as Mifare card, NFC card, DESFire card and EV1 card. The IC card can be used to unlock your lock.

- **Wrong Entry Limit**

After 5 times unsuccessful attempts at entering an invalid passcode, the device will shut down for 2 minutes.



Definitions

- **Passage Mode**

Enable Passage Mode, the lock will stay unlocked until it's locked manually.
In Passage Mode, Auto Lock will be disabled.

- **Private Mode**

Press and hold "Privacy Button" on the interior assembly for more than 2 seconds to enable Private Mode.

Press "Privacy Button" once to disable Private Mode.

In Private Mode, it's unable to unlock by User Passcode, Fingerprint or IC Card, it's able to unlock by App, Mechanical Key and Admin Passcode.

When setting Passage Mode or Auto Lock, it requires your phone is close to the lock in 32 feet (within the Bluetooth range). You can also connect the lock to the Veise gateway G2 (sold separately) for remote control.



Programming Guide

Important:

- ▶ The default Admin Passcode is **123456**. It's required to change a new Admin Passcode of your own before programming the lock.
- ▶ **If you are not going to use DDLock App**, you can program the lock manually on the lock by following the Programming Guide.
The Admin / User Passcode you program on the lock can't be synchronized to the DDLock App, so you can't view the passcode record in DDLock App.
- ▶ **If you are going to use DDLock App**, please don't change the default Admin Passcode (**123456**) before paring the lock with DDLock App.



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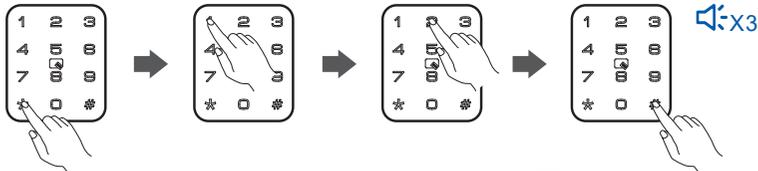
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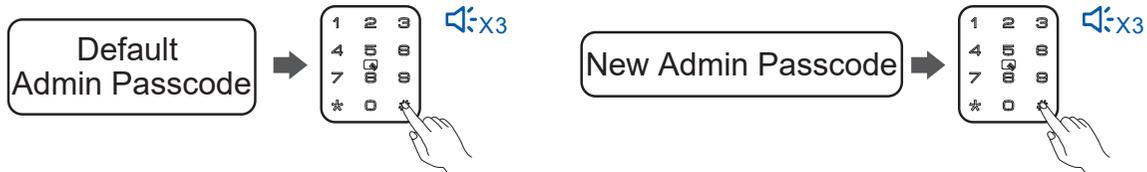
Programming Guide

► Change Admin Passcode:

1 Press *12# button sequentially. You will hear **3** beeps.



2 Enter the default Admin Passcode (123456) + #. You will hear **3** beeps. **3** Enter your new Admin Passcode + #. You will hear **3** beeps.



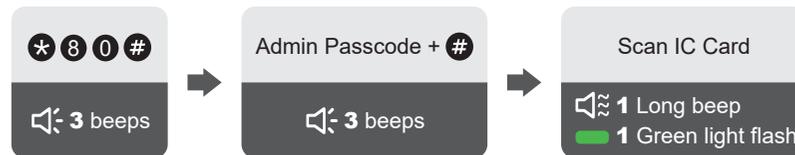
4 Enter your new Admin Passcode + # again. You will hear **2** long beeps and the green light flashes twice.





Programming Guide

▶ Add IC Card:



NOTE:

Supports to add 13.56MHz cards, such as Mifare card, NFC card, DESFire card and EV1 card.

The IC card you add on the lock can't be synchronized to the DDLock App, so you can't view the IC card record in DDLock App.

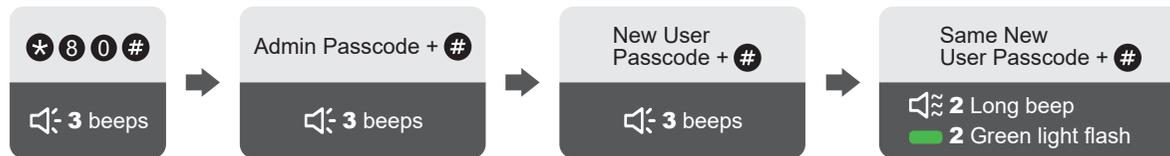
▶ Delete All IC Card:





Programming Guide

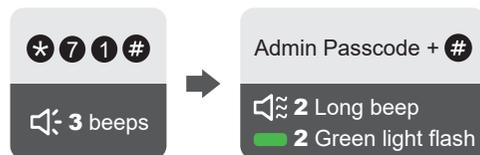
▶ Add User Passcode:



▶ Change User Passcode:



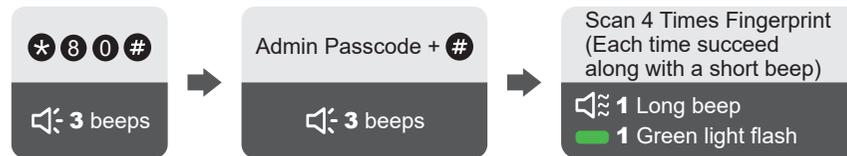
▶ Delete All User Passcode:



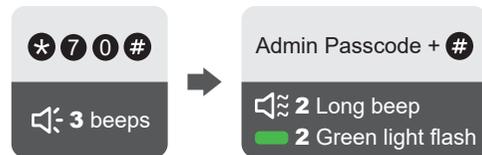


Programming Guide

▶ Add Fingerprint:



▶ Delete Fingerprint:



NOTE:

The fingerprint you add on the lock can't be synchronized to the DDLock App, so you can't view the fingerprint record in DDLock App.

* Gateway G2 (Sold Separately)

▶ **Connected to Veise Gateway G2, it is able to:**



- Unlock / Lock remotely in DDLock App
- Work with Google Assistant, Alexa
- Generate, modify and delete all the passcodes remotely
- Support Web portal management (remote functions)
- Push real-time messages and view real-time records
- View smart lock status
- Check battery remotely

▶ **Integration**

Our lock works with the following software:



* Gateway G2 (Sold Separately)

► **Pairing steps with DDLock App** (Support 2.4G network only)

1. Go to DDLock App.
2. Tap on “≡”.
3. Select “Gateway”.
4. Select “G2”.
5. Plug in the G2 and power it on.
6. While the light is flashing in Red and Blue alternately, tap on “Next” to add the gateway.
7. Select the network (2.4G only) and enter your Wi-Fi password.

NOTE: If the above process times out, please power off and try again.



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Door Lock Web Management System

The web management system sets up for managing your door lock, such as sending the eKey of your door lock, generating user passcodes, issuing cards, unlocking / locking remotely (with Wi-Fi gateway), exporting logs.

Web management system address: <https://ddlocksecurity.com>

• Log In

Register in DDLock App.
Enter the registered username
and password to log in.

Username
Phone Number/Email

Password
Please enter your password

Forgot Password

Login

• Unlock / Lock Remotely (with G2 gateway)

Wi-Fi gateway is required to unlock / lock remotely.

DDLock Gateway Users English zhenglin

Home > Lock Information

Back Door009 00% Send eKey Send Passcode Issue Card Remote Export

Lock Status: Locked updated at 2023-03-01 14:15

Send eKey Send Passcode Issue Card Remote Export

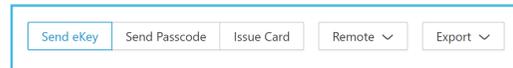
Remote Unlock
Remote Lock



Door Lock Web Management System

• Send eKey

Generate a eKey and send it to your family or friends.



DDlock Gateway Users English zhanglin

Home > Lock Information > Send eKey

Send eKey

* Lock: Back Door
eKeys will also be sent to the selected locks
+

* Recipient Account: Please enter the recipient's account

* Name: Please enter the name

* Type: Permanent

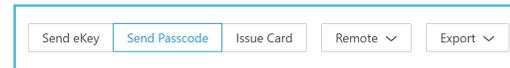
Authorized Admin

Remote Unlock

OK

• Send Passcode

Generate multiple scheduled passcodes and send them to other users.



DDlock Gateway Users English zhanglin

Home > Lock Information > Send Passcode

Send Passcode

* Lock: Back Door
Passcode will also be valid on the selected locks
+

* Name: Please enter the name

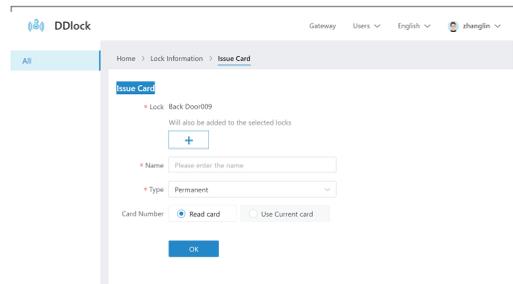
* Type: Permanent

OK

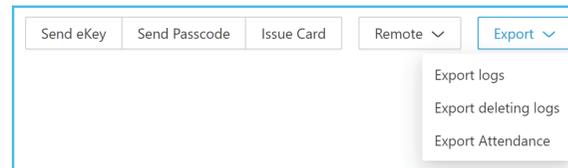


Door Lock Web Management System

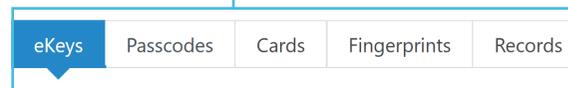
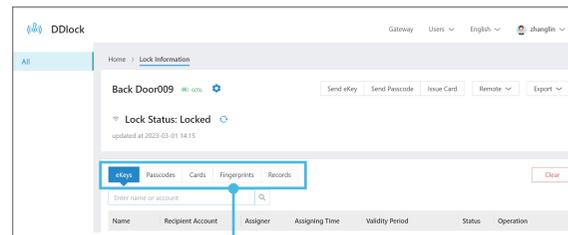
- **Issue IC Card** (with G2 gateway)
Issue an existing card, add a new card via card reader (sold separately), share cards and delete cards.



- **Export Logs**



- **Check Unlocking / Locking Recordings**



>> FAQ

▶ Why can't I use the Admin Passcode 123456 to unlock after pairing with the App?

After pairing successfully, the Admin Passcode will be changed to a random 7-digit number, and you can change it to your own Admin Passcode in the App (Settings>Basics>Admin Passcode).

▶ Why am I unable to check the latest records in the App?

When you are beyond the Bluetooth range of the lock or the Veise gateway G2 is not connected, the records of Passcode, fingerprint and IC card unlocking are not in the list timely. Only eKey unlocking has real-time records. When you are within the Bluetooth range of the lock or the Veise gateway G2 is connected, tap on "Records"> tap on ":" on the up right corner> Select "Refresh Records".

▶ How to edit, delete, or create custom passcodes remotely?

All passcodes can be generated remotely without a gateway. However, editing, deleting, or creating custom passcodes requires the Veise gateway G2 (sold separately) or you are within the Bluetooth range of the lock.

▶ Why the deleted passcode works?

There may be a display error in DDLock App. Please follow these steps to fix it: Go to "Settings">"Upload Data"> Tap on "Start" to upload the lock's data.

▶ How to control the lock remotely?

It is able to remotely control the lock via DDLock App after being connected to G2 Gateway (sold separately).

▶ Can I add multiple locks to one account?

Yes, it is able to add multiple locks in DDLock App.

▶ How to change the email address in DDLock App?

Please go to DDLock App, tap on "☰", then tap the figure at the top to get your Account Info, then tap Account to change the email address.



► How to calibrate the battery capacity?

Press “*59 # Admin Passcode # 1 #” on the keypad to calibrate the battery capacity.

► How to add Alexa to DDLock App?

To enable your Alexa features, please follow the steps below:

1. Make sure you have installed Amazon Alexa App and G2 gateway (sold separately).
2. Go to Alexa App. Click “More” at the lower right corner.
3. Click “Skills and Games” and search “**Sciener Smart**”.
4. Tap “Sciener Smart Alexa, unlock the door lock” and then click “Enable to Use”.
5. Log into your Account. Click “Next” and wait for pairing.
6. Once the device is found and connected, click “Set Up Device”, select the appropriate room and click “Add to Group”.
7. Click “Locks” and tap on the recently added lock, then click the “Settings” in the upper right corner.
8. Enable “Unlock by Voice”.
9. Set the voice code for locking / unlocking. You will be asked for this code when unlocking with Alexa.

► How to add Google Home to DDLock App?

To enable your Google Home features, please follow the steps below:

1. Make sure you have installed Google Home App and Veise Gateway G2 (Sold separately).
2. Go to Google Home App.
3. Enter the “Devices” page through the option below, and click “Add device”, and select “Works with Google Home”.
4. Search for “**Sciener Smart**” and click on it. Enter your DDLock Account to authorize when the authentication page pops up.
5. After successful authorization, choose the device and a home as well as the device location. This will help you to organize your device.
6. Go to DDLock App, click “☰” in the upper left corner.
7. Click “Work with”, then click “Google Home”. Click “Turn On” and set a Security Code. You will be asked for this code when unlocking with Google Home.



► Why can't I reset my lock?

Please turn on the "Reset Button" in DDLock App.

► How to remove the malfunctioning lock?

Please follow the steps below:

1. Go to DDLock App first and tap on "☰".
2. Select "Settings" and then select "Transfer Lock(s)".
3. Choose the corresponding malfunctioning lock and click to remove.

► Can I add the secure passcode to access DDLock App?

Yes. You can do as follows:

1. Go to DDLock App.
2. Tap on "☰" and then select "Settings".
3. Select "Screen Lock" and tap on "Turn On".

Then choose your preferred security method to access the App. This option is available with fingerprint, facial recognition and passcode.

► Can I add a lock to two accounts?

No, you can't add locks for two accounts, but you can transfer your account to someone else. Please create an Admin Passcode first. Then you can do as follows:

1. Make sure both parties are near the lock.
2. Please register a DDLock App account for the new Admin.
3. The current Admin will then need to go to DDLock App and tap on "☰" in the top right corner.
4. Then please go to "Settings", tap on "Transfer Lock(s)", and select the lock you would like to transfer, then select "Next", and add the new Admin email.
5. The new Admin will then Log out and Log back in.



► What should I do if my fingerprint doesn't work?

1. Please make sure you have added your fingerprint in DDLock App correctly. Place your finger on the fingerprint scanner for 4 times. Make sure to place different angles of your finger and press a little bit harder on the scanner each time.
2. Make sure the scanner surface is clean and dry.
3. Make sure your finger is clean and dry.
4. When adding fingerprints, try to add fingerprints of multiple fingers, or add the same fingerprint multiple times to improve the fingerprint recognition rate.
5. Take out batteries, wait a minute and place them back, then try your fingerprint again.
6. The battery is low if the battery indicator light keeps flashing. Please replace with 4 new batteries (Alkaline batteries only) and try your fingerprint again.
7. It is recommended that locks be installed on doors with eaves. The lock is waterproof, but prolonged exposure to rain may cause fingerprint malfunction.



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If you have your **order ID, videos or images of your problem** (if necessary) ready before contacting Customer Support, we will solve your problem faster and better.