

# Lark-Wi Smart Lock Support

## 1、 General

### 1.1 Phone Compatibility

The following phones have been tested as compatible with the Lark-Wi Smart Lock. This list will be continuously updated.

#### Compatible iOS Devices

Requires iOS 8.x or iOS 9.x Compatible with:

iPhone 5

iPhone 5c

iPhone 5s

iPhone 6

iPhone 6+

#### Compatible Android Devices

Compatible with many Android phones equipped with Bluetooth 4.0 (Bluetooth Low Energy) and running Android 4.4.4 (KitKat), Android 5.0+ (Lollipop), and Android 6.0 (Marshmallow) (select phones only), including:

Nexus 4

Nexus 5 (Marshmallow compatible)

Nexus 5X (Marshmallow compatible)

LG G2

HTC One

HTC One M8

Motorola Moto X (any version)

Samsung Galaxy S3

Samsung Galaxy S4

Samsung Galaxy S5

Samsung Galaxy S6

Samsung Galaxy Note 2

Samsung Galaxy Note 3

Samsung Galaxy Note 4

Samsung Galaxy Note Edge

Nexus 6 (Marshmallow compatible)

Nexus 6P (Marshmallow compatible)

Motorola Moto G

#### Other Devices

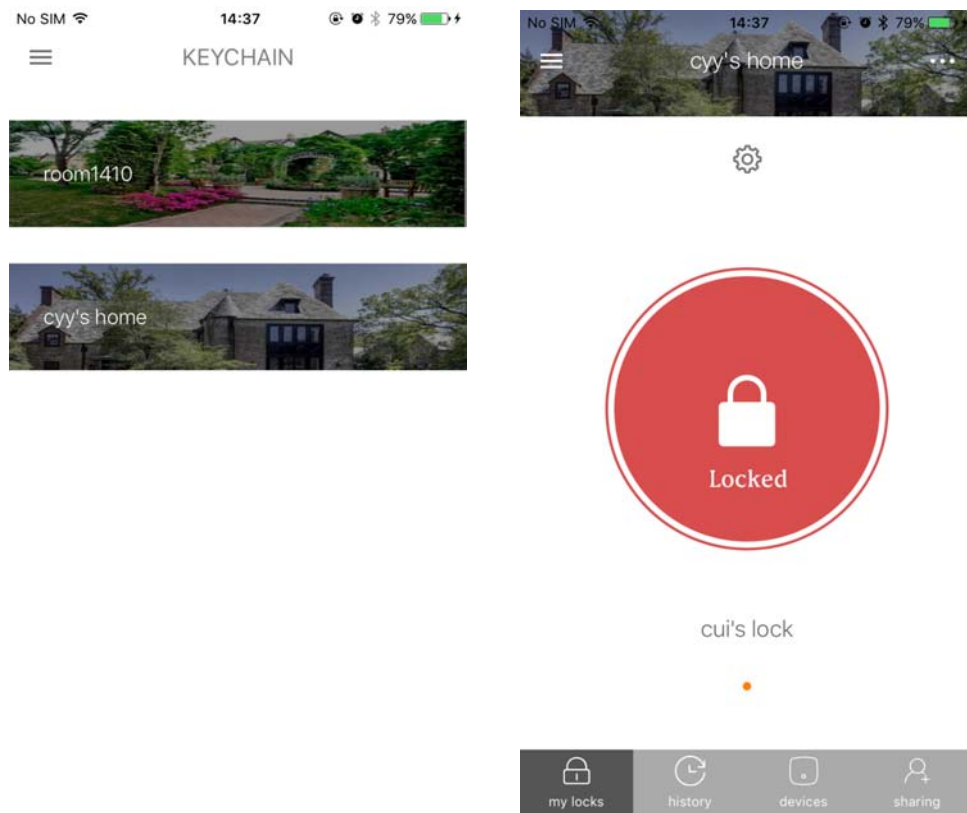
A mobile phone that can receive SMS messages is required to set up an Lark-Wi account. Once an account is created, the following devices can be used to operate the Lark-Wi Smart Lock:

- iPad Air
- iPad Air 2
- iPad Pro

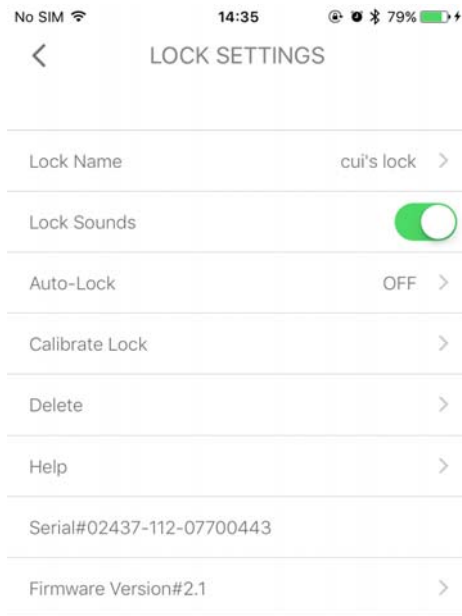
## 1.2 Find My Smart Lock Serial Number?

Your Smart Lock serial number can be found on the back of the device, and in your Lark-Wi app under Settings.

Tap the Menu Icon on the Upper Left, select Home, Select a house, select a lock.



Tap the Setting Gear Icon Above the Lock Circle.



## 1.3 What Does It Mean to Be the “Home” and “Lock” Owner

The Home Owner is the user who originally set up the lock.

The Lock Owner is a user who has "Owner" access to the lock, and can use all of its features. A lock can have many "Owners", but there can only be one "House Owner."

## 1.4 My Lock Flashing Red?

Once you see the LED flashes in red and hear constant beep sounds for about 10 seconds when press programming button.

To resolve this issue, replace your existing batteries with a fresh new set.

When replacing batteries, be sure to replace them all at one time from a brand new pack. Mixing old batteries with new ones can cause batteries to leak and cause damage.

All settings are retained in the memory and will not be affected even if the battery is completely dead.

The lock still can be operated by key even there is a power outage.

\*Please note that the Lark-Wi Smart Lock requires four AA batteries.

## 1.5 My Lock Is Making a Clicking Noise

When the screws in your mounting plate have been over tightened, your Lark-Wi Smart Lock will sometimes make a clicking noise. To resolve this issue, you will need to loosen the screws on the mounting plate.

Remove your Lark-Wi Smart Lock from the door by lifting the hinges on each side. After you have removed the lock from the door, loosen the screws so that you are able to wiggle the mounting plate from side to side. Once this is done, put your Lark-Wi Smart Lock back on your door and re-calibrate your lock.

## 1.6 Bluetooth and Connection Errors

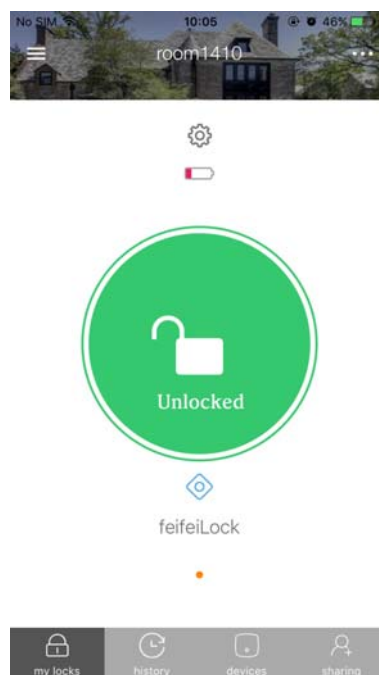
If you are having difficulty connecting to your lock due to Bluetooth or Connection errors, first check to make sure your Bluetooth is on. Then do the following:

1. Close the Lark-Wi app.
2. Toggle Bluetooth off and on.
3. Reopen app.

## 1.7 How Will I Know When My Batteries Need to Be Replaced?

Your Lark-Wi Smart Lock will notify you that your batteries are low in a couple different ways.

- A red flashing light on the Lark-Wi Smart Lock
- You can see the battery level on the Lark-Wi APP.



## 1.8 Is the Lark-Wi Smart Lock Weatherproof

Lark-Wi has been tested in all types of extreme weather cases, however the current version of Lark-Wi is not designed to be weatherproof, and is not intended for outdoor use.

Environmental Specifications:

Operating Temperatures: 32-122F (0 to 50C)

Storage Temperatures: -4 to 158F (-20 to 70C)

Operating Humidity: 30 to 90% Non condensing

Storage Humidity: 10 to 90%.

## 1.9 Battery Life

When Lark-Wi is installed correctly on a door that is easily operated (no need to push, pull or lift your door), and your deadbolt is not "sticky", the battery life should be around 6-12 months.

## 1.10 Make a Strong Password?

In order to protect your security, Lark-Wi requires that you make a strong password. A strong password has one upper and lower case letter, a symbol, and a number.

## 1.11 What If My Smartphone Battery Dies?

Lark-Wi will always be able to accommodate a traditional key, or use user code to open door. Alternately, you can also access your lock by logging into your account while using a friend's or neighbor's phone.

## 1.12 Why Are There So Many Steps to the Sign up Process?

At Lark-Wi, the security of your home is very important to us.

For this reason, during sign up you'll go through a few extra steps that help to make your account as secure as possible (creating a strong password, verifying a phone number or an email address), and to help users identify each other easily when sending and receiving invites (entering your first and last name, uploading a profile photo).

## 1.13 Access My Lark-Wi Account From a Different

## Device

If you would like to access your Lark-Wi account from a different device, simply download the Lark-Wi app onto that device.

You will be able to log in into your account on the new device.

### 1.14 The light did not come on when I took the battery tab out

Sometimes the batteries can shift a bit when you pull the battery tab causing them not to be properly aligned. Please take the batteries out and replace them with the positive side up on all 4. If your Lark-Wi still does not light up, please contact us.

### 1.15 My guest does not have a smartphone, how can they enter my home?

With Lark-Wi's Smart Keypad, you can assign your guests a personal Entry Code to operate your Lark-Wi Smart Lock. You can send this to them from SMS or even verbally tell it to them.

Your guest will not need a smartphone to operate your Lark-Wi Smart Lock.

### 1.16 Do I have to connect to the Internet to operate my lock?

Yes. Your smartphone needs to have an internet connection- either wireless or cellular data service, in order to connect to our servers and operate the lock.

Lark-Wi is designed to use Bluetooth Low Energy to communicate with your phone. Your phone will then communicate with the server using the cellular or data connection on the device. Your authorized smart phone will need to have internet connection - either wireless or cellular data - to operate the lock.

### 1.17 Where Can I Download the Lark-Wi App?

The Lark-Wi application is available on compatible iOS and Android devices. Please download our application by going to [lark-wi.com/app](http://lark-wi.com/app), or going to Android store, or going to

Apple store on your phone.

If you are getting an error that you are unable to download the Lark-Wi App, your phone may not be compatible. Lark-Wi is compatible with iPhone 5 devices (and later models) running iOS 8 and above.

We are compatible with newer Android devices that have Android 4.4.4 and above.

**1.18 After the installation of the lockset and batteries, the door cannot be locked and three short beeps are emitted when you press the Programming button.**

Causes : The door-handing indentifying process is not yet complete.

Solutions : Please execute the door-handing indentifying process as soon as the installation of the lockset is completed.

**1.19 After the installation of the lockset and batteries, no responses when you press any button (no sounds are emitted, and the back light does not work).**

Causes : It could be a problem caused by the batteries or the improper connection of the cable.

Solutions : Check to see if the battery polarities have been reversed or if the battery is dead. If so, please re-install or change the battery. If not, please check if the cable is appropriately connected.

**1.20 Fail in the first execution of the door-handing indentifying process (the red light flashes three times, and three short beeps are emitted).**

Causes : Wrong door-handing or change of the door-handing in the memory.

Solutions : Press the R button to restore the system to factory default setting and re-execute door-handing indentifying process.

1.21 Although succeeded in the first execution of the door-handing indentifying process, the latch does not work.(Feeling that the motor runs powerlessly, the latch bolt is stuck, and the turn-piece inside cannot be rotated.)

Causes : Low battery.

Solutions : Please replace with new batteries.

1.22 The functioning has been normal, but suddenly, the latch bolt locks up, and the turn piece inside cannot be rotated, not even with the key.

Causes : The detection of latch bolt position is abnormal.

Solutions : Please take out one battery first, then press any button on the front panel for electric discharge, and put the battery back next. The latch bolt will automatically re-detect its position subsequently.

Attentions : When the latch gets stuck frequently, please check if the opening of the strike aims at the central position of the latch bolt, if the latch bolt can stretch out freely, or if the hinges are deformed or tilted.

1.23 The door can be locked normally, but three short beeps are heard and the door would not unlock when the user code is entered and the programming button is pressed.

Causes : The functioning of the micro-switch is abnormal.

Solutions : Please unlock the door with the keys first and then contact the distributor



for inspection and maintenance.

**1.24** While the door is closed, you hear the latch bolt coming out when you press the programming button to lock the door; however, three short beeps are emitted. Conversely, while the door is open, no beeps are emitted when locking the latch bolt.

Causes : (1)The depth of the latch bolt hole is insufficient.

(2)The latch bolt is not aimed at the opening of the strike.

Solutions : (1)Please dig the latch bolt hole for the strike deeper (min. depth of 2.5 cm).

(2)Please adjust the strike to the appropriate position.

## **1.25 To Activate/Deactivate Auto-Locking**

The door will automatically lock itself within 10~99 seconds when this function is programmed.

This function is not preset at the beginning; it can be set if needed.

The preset delay-time is 30 seconds; you can adjust the period you want.

Please repeat the same programming steps to cancel Auto-Locking function when needed.

The system will alarm twice if the latch bolt gets stuck or not extended/retracted completely. You need to enter User Code to unlock the door for remaining the bolt retracted. The auto-locking function will be restored then.

With this auto-locking enabled, it is possible to lock yourself outside if you don't have an enrolled smartphone ,smartphone, fob or standard key with you.

## **1.26 Restore Preset Factory Code**

You can restore Preset Factory Code by pressing “R” button on the interior receiver module when you forget Programming Code or you want to cancel all previous setting.

After restore, the Programming Code would be 0000; the User Code would be 1234 again.

## **1.27 Illumination**

The LED Keypad will light up when pressing any button for ease of operating in the dark.

## 1.28 Code Protection Function

The operation will stop if entering unauthorized codes over 5 times. The System will re-operate again after 45 sec.

## 1.29 Temporarily Disable All User Codes

Auto-locking and Keypad locking function will be invalid when User Codes are temporarily disabled. The lock can only be operated by key during the time.

Repeat the programming steps again to restore the User Codes.

## 1.30 Touch Lock

This is a convenient feature that allows you to lock the door from the outside without the use of a smartphone or fob.

You might use Touch Lock if you are using only a standard key in your system but wish to lock the door by touch, if your smartphone or fob is disabled, or if you have a visitor in your home that will leave and lock the door behind them.

## 1.31 The Lock Battery

Four AA (1.5V) Alkaline batteries.

## 1.32 Low Battery

The batteries should be changed immediately once you see the LED flashes in red and hear constant beep sounds for about 10 seconds when press programming button.

All settings are retained in the memory and will not be affected even if the battery is completely dead.

The lock still can be operated by key even there is a power outage.

## 1.33 The Lock LED Indicator

LED flashes green once when successful operation.

LED flashes green twice when successful programming.

LED flashes red 3 times when there is an operation error.

LED flashes red 5 times when codes input error, the operation will stop for system protection .

LED flashes orange 3 times when system has been restored to default setting.

LED flashes orange slowly while in programming mode.

## 1.34 The Lock Audio Indicator

1 beep sound indicates a successful operation.

2 long beeps indicate a successful programming

3 beeps indicate an operation error.

3 long beeps indicate that system has been restored to default setting.

5 beeps when codes input error, the operation will stop for system protection.

10 rapid beeps indicate the power of battery is low.

## 1.35 Programming Code

The preset Programming Code is 0000. Please delete it and create your personal code when first time operation.

Only one set of Programming Code for function setting.

Programming Code is only for function setting, you can't unlock the door by pressing Programming Code.

Programming code is 4-10 digits in length.

Programming code can be changed anytime if needed.

## 1.36 User Code

The preset User Code is 1234. Please delete it and create your personal code when first time operation.

Up to 6 sets of User codes can be saved.

User Code is only for activating the lock, without programming function.

User Code is 4-10 digits in length.

User Code can be deleted or changed anytime if needed.

## 1.37 Delete Individual User Code

User Codes can be deleted individually. You can reset the same number as code even it's deleted before.

You should enter Programming code to delete individual User code.

## 1.38 Delete All User Codes At Once

All the User Codes can be deleted at once. You can still reset the same numbers as codes even they're deleted before.

Auto-locking and Keypad locking function will be invalid after deleting all User Codes and the lock can only be operated by key. All the electrical functions will be restored when recreate new User Codes.

You need to enter Programming Code to delete all User Codes.

## 1.39 Create a Disposable User Code

Disposable User Code will be no longer valid once being used.

You can reset same number as Disposal User Code.

You need to enter Programming Code to create a Disposable User Code.

## 1.40 Unlock the door

The door will be unlocked by key, or app, or pressing User Code on keypad from outside or by interior turn-piece or app.

To unlock the door on the keypad, enter the User Code and then press the Programming/Enter button.

## 1.41 Lock the door

The door will be locked by key ,or APP ,or pressing Programming Button on keypad from outside or by interior turn-piece or APP.

## 1.42 Incomplete Door Closing/ Opening

Once the latch bolt is not extended/retracted completely and causing a not functional motor operation when it's locked by keypad, you'll see LED flash red 3 times (for twice) and hear 3 beeps (No alarm when it's in mute). You need to enter User Code to unlock the door for remaining the bolt retracted, and press Programming Button to lock the door again.

If the latch bolt gets stuck or can't extend/retract completely all the time, please check if the strike aligns with the latch bolt perfectly and adjust the strike to proper position. After long use of the door hinge, the latch bolt might get stuck easily because the door is deformed or lopsided.

## 1.43 Toggle Mute On/Off

You will hear beep sounds when pressing keypad, programming or operating errors. It can be turned off if needed.

LED Illumination is still functioning when it's in mute. For there will be no any warning alarm, we suggest not to mute the beeper if it's not necessary.

Motor operating sound cannot be muted.

## 1.44 Pass Code & Function Set up

It should be remained unlock while programming.

Please run the door-handing identifying process (Refer to programming table) before function set up when first time installation or default setting restore.

Please change default Programming Code (0000) and User Code (1234) before function set up when first time operation.

LED flashes orange slowly while programming. LED flashes green twice with 2 long beeps when correct input. LED flashes red 3 times with 3 beeps when incorrect input. (You need to wait for 6 seconds or press programming button when incorrect input, then re-program the system again.)

Every programming step should be done in 6 seconds.

You can lock/unlock this product by either key or pass code.

Please refer to the following programming table for function set up.

## 1.45 Remark

We recommend to use alkaline battery in order to stabilize the power supply.

Do not mix alkaline battery with regular zinc-carbon ones or mixed brands.

Do not use any chemical liquid or lubricating oil with additives to clean the lock body, it will damage the surface or even mainboard.

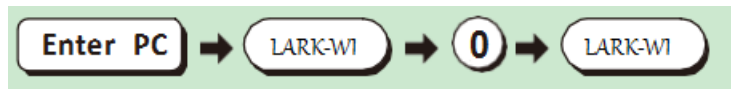
If there is any problem of the product, please contact your local retailer and send back the

product to us for repair or replacement.

## 1.46 Function Programming

### Programming Code (PC) , USER Code (UC)

#### 1、 Detect Left / Right Hand Door Installation



Remark : Please run the door-handing identifying process before function set up when first time installation or default setting restore. It should be remained unlock while programming.

#### 2、 Add New User Code



Remark :Up to 6 sets of User Code can be saved. User Code should be 4-10 digits in length.

#### 3、 Delete An Existing User Code



#### 4、 Delete All User Code At once



Remark : Auto-locking and Keypad locking function will be invalid when User Codes are deleted. The lock can only be operated by key during the time.

#### 5、 Change Programming Code



#### 6、 Toggle Autolock On/Off



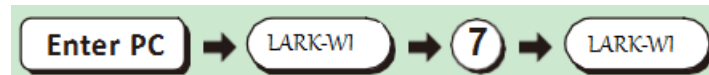
Remark : The preset delay-time is 30 seconds, you can change the time by following instruction. Repeat the steps to cancel the Auto-locking function.

#### 7、 Set Autolock Time Delay



Remark : 10-99 seconds delay-time available.

#### 8、 Toggle Mute On/Off



Remark : Repeat same steps to turn beeper On/Off.

#### 9、 Enable/Disable All User Code



Remark : Auto-locking and Keypad locking function will be invalid when User Codes are disabled. The lock can only be operated by key during the time.

Repeat the steps to enable the User Codes again.

#### 10、 Create a disposable User Code



Remark : Disposable code will be no longer valid once being used.

#### 11、 Restore all preset lock settings

Press 

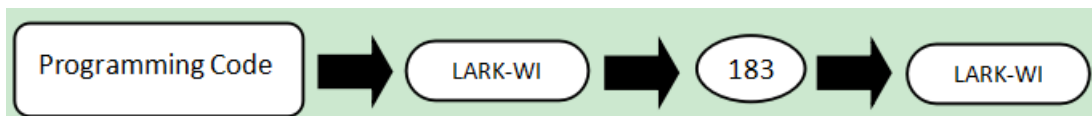
Remark : Press “R” button for over 5 seconds, the programming will complete after you hear 3 long beeps.

After restore, you need to run the door handing identifying process before other function setting.

## 1.47 Add Remote Control Fob

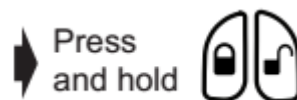


1. Enter pairing mode with the following steps on the number buttons of the lock.



The lock yellow light bright once every two seconds (in the case of non mute, buzzer sounds), the model will last 20 seconds.

2. Press and hold both fob buttons.



The fob flashes once, wait for 3-10 seconds, the fob flashes and lock the light flashes two times (in the case of non mute, buzzer sounds) that the pairing is successful.

3. Test the fob.



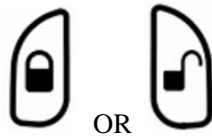
## 1.48 Delete Individual Remote Control Fob

1. On the number buttons of the lock to operate in the following steps to delete mode.



The lock yellow light bright once every two seconds (in the case of non mute, buzzer sounds), the model will last 20 seconds.

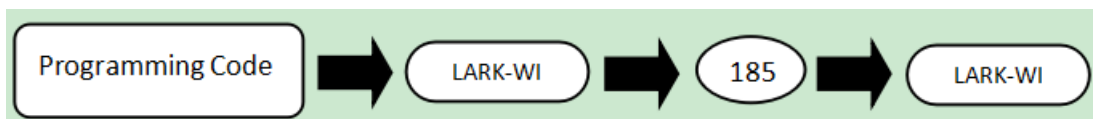
2. Press to remove any one of the fob and keep it.



This fob indicator flashes once, wait for 3-10 seconds, the fob lights and a lock light flashes two times (in the case of non mute, buzzer sound) that successfully deleted.

## 1.49 Delete all Remote Control Fob

In the lock on the number buttons as follows: remove all the remote control fob.



## 1.50 Phone Enrollment

If you are having problems enrolling your phone to the lock, verify all of the following:

1. Your phone or smart device is Lark-Wi compatible.

A Lark-Wi compatible device has Bluetooth Smart Ready/Bluetooth 4.0 and a Lark-Wi app is available for the device.

2. Your phone is on.

3. Bluetooth is enabled on your device.

4. Your lock can work.

Input user code and press programming button, the lock can unlock. Only press programming button, the lock can lock.

5. Your device has a data connection.

You won't need a data connection during normal locking and unlocking, but you do need it for registering your smart phone.

6. Your Lark-Wi app is running, and you are signed in to your account.

7. Bluetooth sharing is enabled on your device. Bluetooth sharing can be found inside your



device's privacy setting.

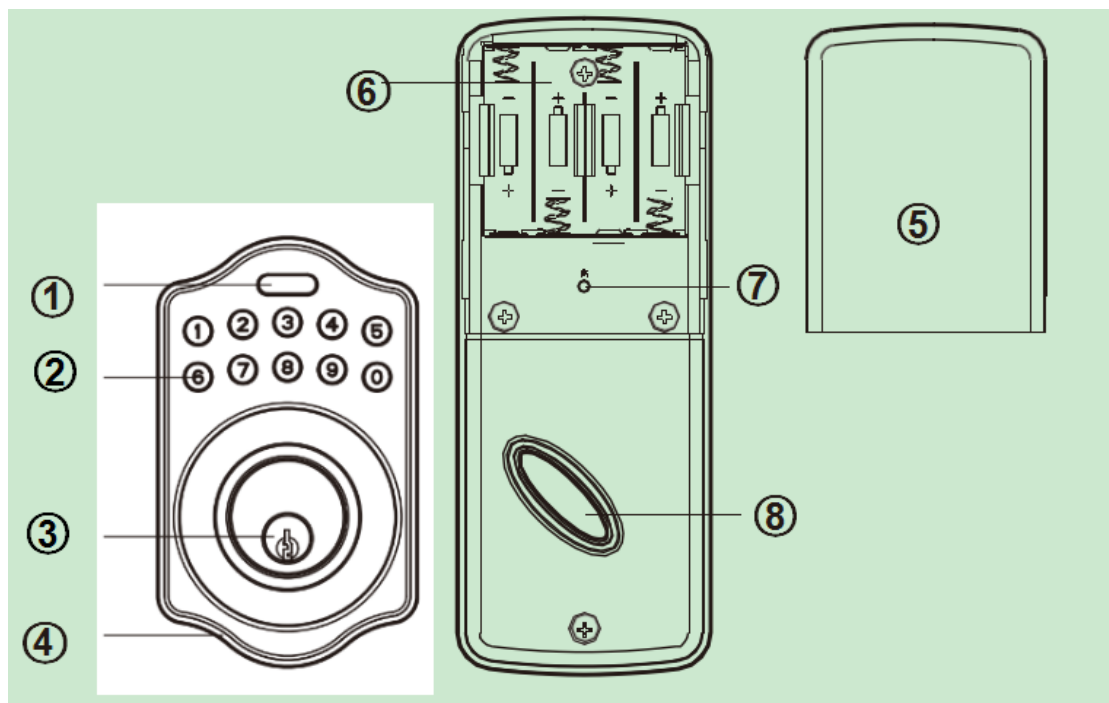
If you have verified all the above points, and you are still unable to enroll your phone, reboot your phone and the lock, then try enrolling registering your device again.

## 1.51 Standard Key



Always make sure you have access to your standard key.

## 1.52 Structure of The Lock



### ① Programming Button

Programming Button is for entering codes, clearing errors and setting function. It's also lock button.

②Number Buttons

Input the pass codes, each pass code is 4-10 digits in length.

③Cylinder

Retract / Extend the latch bolt by key from exterior.

④Washer

Prevent water permeating into lockset.

⑤Battery Lid

Slide the lid to change the batteries or restore default setting.

⑥Battery Holder

Four AA (1.5V) Alkaline batteries.

⑦R Button (Reset)

Restore default setting.

⑧Turn-Piece

Retract/Extend the latch bolt from interior.

## 1.53 What is Lark-Wi's Lock?

For effortless security, Lark-Wi's Lock technology will automatically lock your door behind you.

If you're accidentally locked out, it's easy to log into the app from another device and unlock your door. Never again worry if you left your front door unlocked or if you locked yourself out without keys. Lark-Wi's Lock is a timer based setting you control. Lark-Wi's Lock will automatically lock your door anywhere from 10 seconds to 99 seconds after it has been unlocked. This feature is available for owners and is not an individual setting, once enabled it will stay enabled for all owners and guests.

## 1.54 What is the first to do, After the lock is installed.

It should be remained unlock while programming.

Please change default Programming Code (0000) and User Code (1234) before function set up when first time operation.

Add New User Code



Remark :Up to 6 sets of User Code can be saved. User Code should be 4-10 digits in length.

Delete An Existing User Code



Delete All User Code At once



Remark : Auto-locking and Keypad locking function will be invalid when User Codes are deleted. The lock can only be operated by key during the time.

Change Programming Code



## 1.55 To make the user code invalid

Enable/Disable All User Code



Remark : Auto-locking and Keypad locking function will be invalid when User Codes are disabled. The lock can only be operated by key during the time.

Repeat the steps to enable the User Codes again.