SMART**ENTRY**™
by ACCURATE

CONFIGURATION GUIDE

V1.1

INTRODUCTION + IMPORTANT NOTES

The SmartEntry by Accurate Smartphone Mortise Lock allows users to integrate directly with standard open source platforms through a widely adopted protocol called *Matter*, which is a simplified common language for smart home devices.

This technology must be used with Amazon Alexa and Apple Home via one of the following devices:

COMPATIBLE DEVICES

- Apple HomePod Mini
- Apple HomePod
- Apple TV 4K Wifi or Ethernet
- Amazon Echo 4th Generation

This will provide a seamless integration that aligns with the rapidly changing future of home automation.

CONNECTIVITY

The system operates through WIFI with the device connecting to the hub (*Compatible Apple | Amazon Device, listed above*). Provided that the hub is in proximity to the device and on the network, users can operate the lock locally or remotely.

SMARTPHONE RESTRICTIONS

Apple iPhone users will be able to use the following Hub devices:

- Apple HomePod
- Apple HomePod mini
- Amazon Echo 4th Generation

Google Android users will be restricted to using the following Hub device:

- Amazon Echo 4th Generation

If a household uses a mixture of both Apple iPhones and Google Android, smartphones will be restricted to using the Amazon Echo 4th Generation.

WHAT'S IN THE BOX

- Smart Mortise Lock
- CPU Unit
- Battery Pack
- Keypad *OPTIONAL ACCESSORY*

SETTING UP YOUR LOCK

This section will run through how to get an Accurate Lock and Hardware Matter based Smart Entry lock up and running.

There will be two major subsections to this setup guide. The first will assume the user has purchased a Apple HomePod or Apple HomePod mini. The second will assume they have purchased an Amazon Echo 4th Generation.

SETTING UP YOUR KEYPAD

This section will run through how to setup and configure the Keypad with the Smart Entry lock.

Compatible with Apple iOS HomeKit ONLY
The ability to configure and manage access codes that will allow the Keypad to unlock the Smart Entry lock is currently ONLY available on the Apple iOS HomeKit app. Therefore, all access code management must be accomplished via an Apple iPhone.
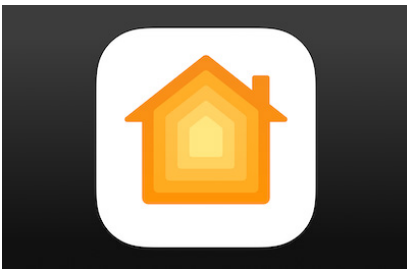
APPLE HOMEPOD OR APPLE HOMEPOD MINI SETUP

Before starting to configure your Accurate Matter based lock, ensure that your Apple HomePod or Apple HomePod mini has been setup and configured and currently resides within your Apple Home app on your iPhone.

TIP: If you run into problems, make sure to refer to the **"Troubleshooting Apple HomePod Setup"** section of this guide.
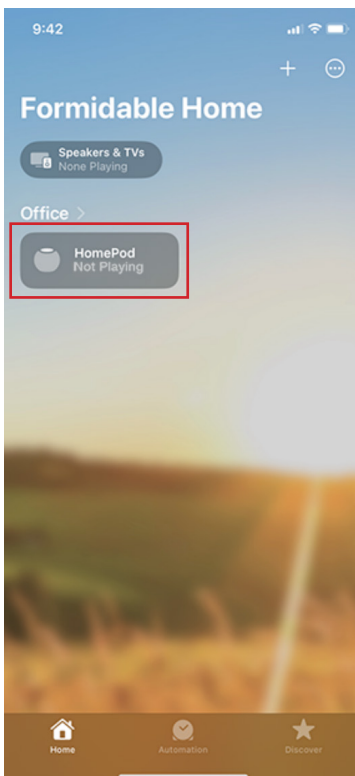
1. HOME APP

Installed on all iPhones is an app labeled "Home" that will be used during all the setup and configuration of the Accurate Matter based lock and any Apple HomePod product that will be used as its Matter protocol Hub.

The icon for the "Home" app looks like the following:

2. ENSURE HOMEPOD IS CONFIGURED AND ONLINE

If the user has an Apple HomePod setup and configured for use, it will appear within their "Home" app in a similar way as the following:


TIP: You will know if you don't have your HomePod product setup and ready to be used if you don't see it listed in the Home app.

3. ADD THE ACCURATE LOCK AS AN ACCESSORY

With the Apple HomePod setup and ready to be used as a Hub, we can now add the Accurate Matter Lock as an accessory for it to be used within the Apple "Home" app.

A. "ADD ACCESSORY" FROM APPLE HOME APP

From the Apple "Home" app, click the "+" in the upper right of the app and select the "Add Accessory" option from the drop-down menu.
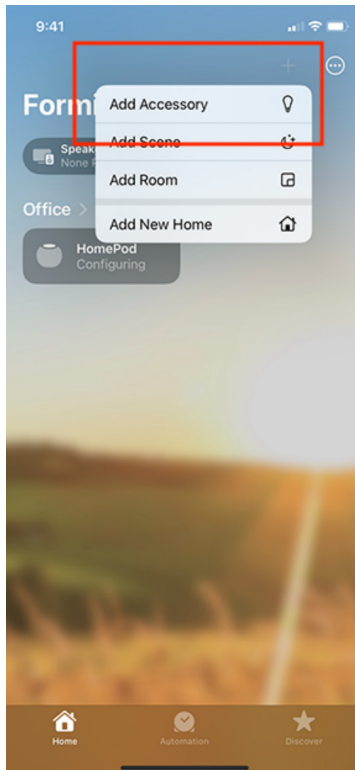

B. PUT THE LOCK INTO PAIRING MODE

Start by poking a small object, such as a toothpick, into the small whole in the plastic lock case. You will feel resistance like that of a button. Click this button in for 2 seconds and then release. The lock will now be ready to pair.
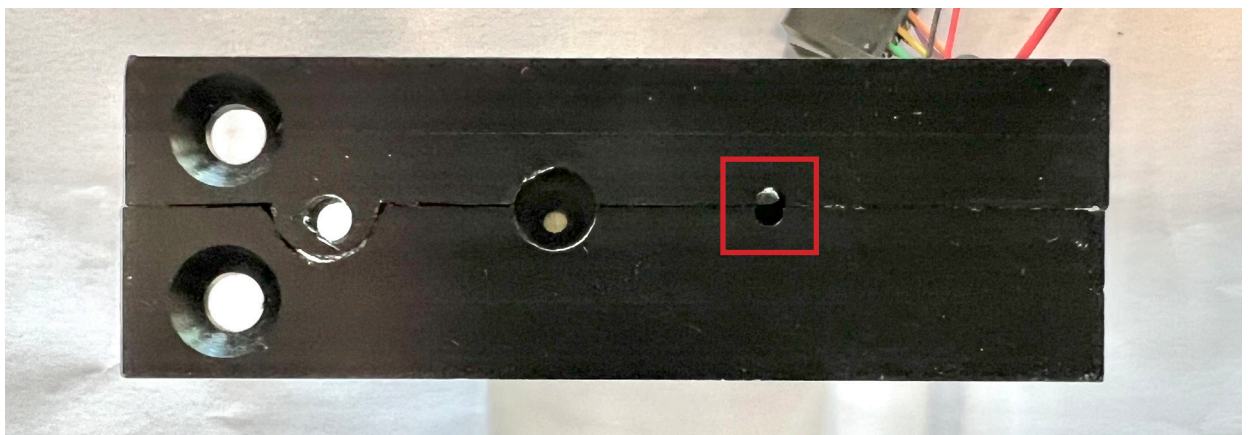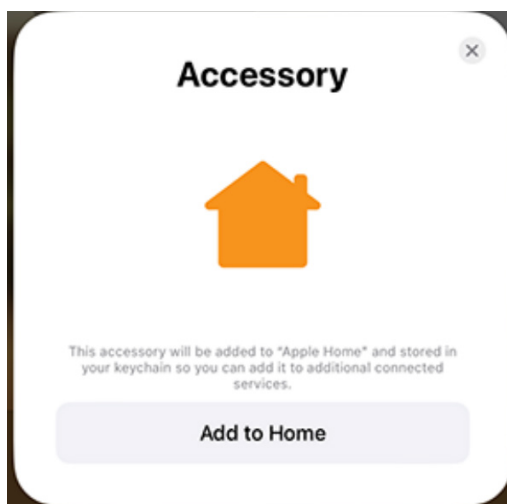
C. SCAN QR CODE

The Apple Home app will present an interface to scan a QR Code. Find this QR Code on the plastic case of the lock.
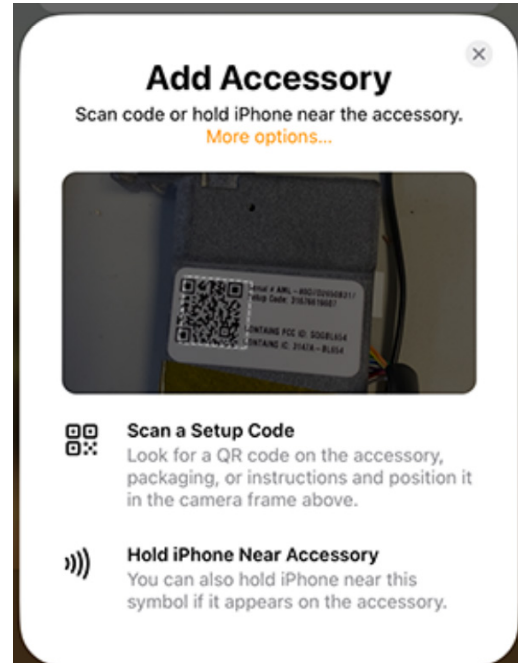

D. ADD TO HOME

Tap the "Add to Home" button from the Apple Home app to proceed. It will ask you to name the new lock device. Once the new lock has completed being added as an "accessory", you should find it as an item in the Apple Home app.
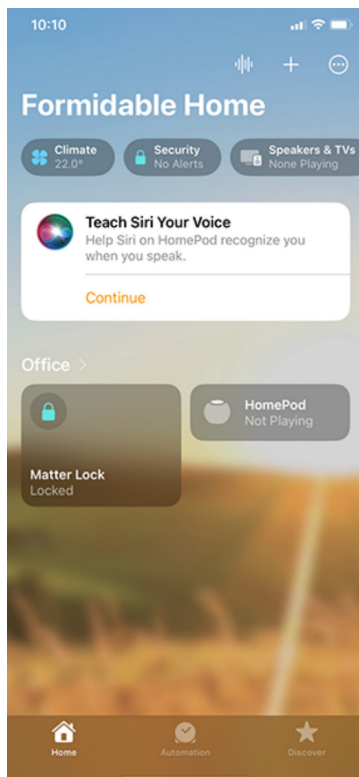

Follow the prompts on your phone to set your lock's name and location.

TIP: If presented with the following screen, please tap "Add Anyway" to continue the configuration process.
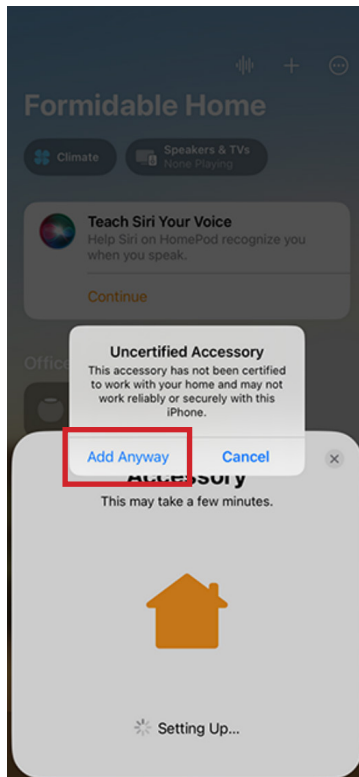

AFTER THE LOCK HAS BEEN SUCCESSFULLY ADDED AS AN ACCESSORY, YOUR HOME APP SHOULD DISPLAY YOUR LOCK AS FOLLOWS:

4. LOCKING AND UNLOCKING

With the Accurate Matter based lock added to your Apple Home app, you can unlock/lock your lock by either tapping on the little lock symbol for the accessory on the Apple Home app homepage, or if you tap on the rectangle it will expand the device into a more elaborate control to interact with.
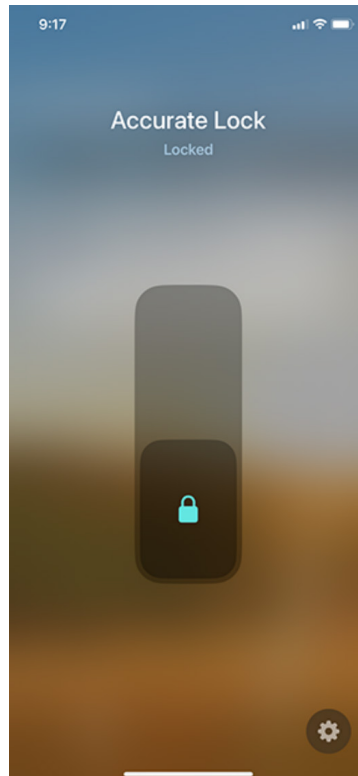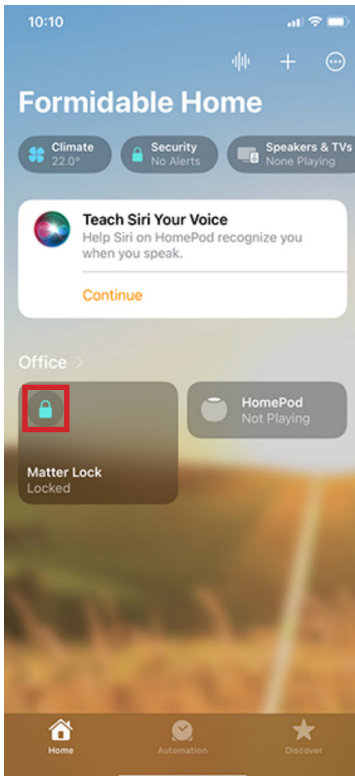
5. CHECKING BATTERY LEVEL

In order to check the current battery level of the Accurate Matter Lock, first tap on the rectangle on the homepage representing the Lock accessory and then proceed to tap on the small "gear" icon in the lower right of the screen which will navigate you to the settings for the lock.
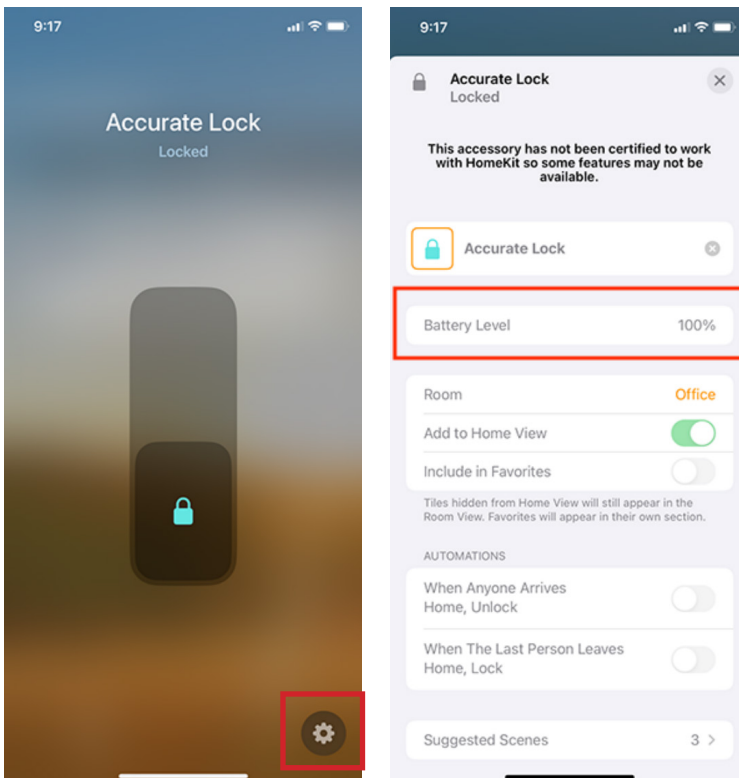

From within the settings screen for the lock, you will find the "Battery Level" near the top.

6. TROUBLESHOOTING APPLE HOMEPOD SETUP

This section will run through some issues that may come up while setting up a new SmartEntry for Accurate lock and how to resolve them.

CAN'T ADD ACCESSORY

When you are attempting to add an Accurate Matter based lock to the Apple Home app you may encounter a message saying something like "No Home Hub" or you may receive an error code and the app saying that it was "Unable to Add Accessory".
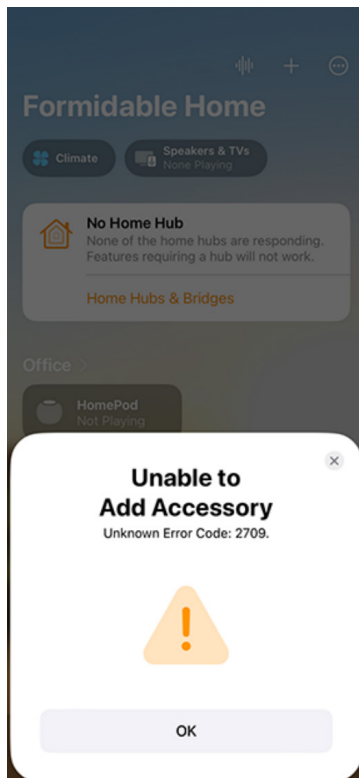
This could be due to a couple of reasons:

- The Apple HomePod may not be powered on.

- The Apple HomePod may be updating its firmware and is unable to add accessories at the moment.

You will know if your Apple HomePod is updating as it will indicate that it is "Configuring" from its accessory rectangle on the homepage of the Apple Home app. Simply wait until the HomePod has completed updating itself and attempt to add the Accurate Matter Lock as an accessory once again.

6. TROUBLESHOOTING LOCK AUTOMATION

This section will run through some issues that may come up while setting up a new SmartEntry for Accurate lock and how to resolve them.

CAN'T AUTOMATE LOCK

You may not be able to see the Automatic Lock option in your lock settings.
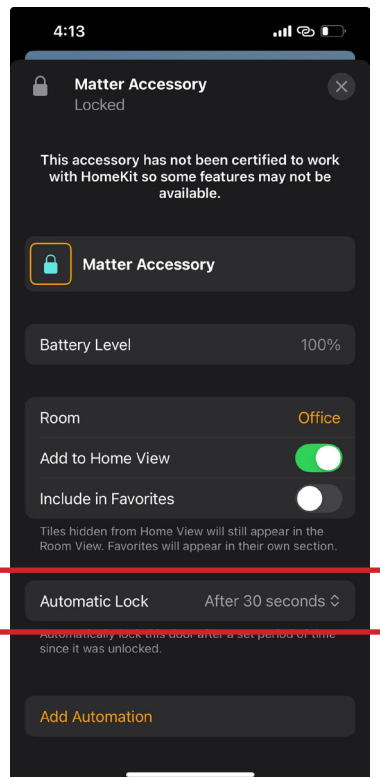
This could be due to a couple of reasons:

- Your iOS may not be up to date.

- Open the settings for your new lock and wait. New lock additions may require up to one minute for the Automatic Lock option to appear.

# AMAZON ECHO (4TH GEN SETUP)

Before starting to configure your Accurate Matter based lock, ensure that your Amazon Echo (4th Gen) has been setup and configured and currently resides within your Amazon Alexa app on your Apple iPhone or Google Android smartphone.

 TIP: If you run into problems, make sure to refer to the **"Troubleshooting Amazon Echo (4th Gen) Setup"** section of this guide.

1. HOME APP

Since the Echo is an Amazon product, neither the Apple iOS nor the Google Android operating systems have any way to communicate to it without installing a discrete app. The app that must be downloaded is named "Amazon Alexa". This app is used to control any Matter based accessories via the Amazon Echo.

The icon for the "Home" app looks like the following:
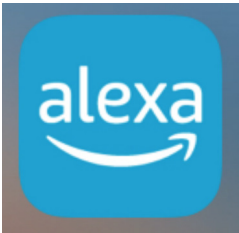
2. ENSURE ECHO IS CONFIGURED AND ONLINE

If the user has an Amazon Echo setup and configured for use, it will appear within their Amazon Alexa app in a similar way as the following:
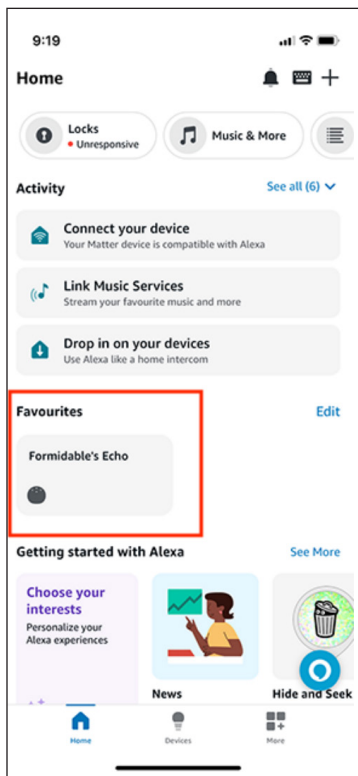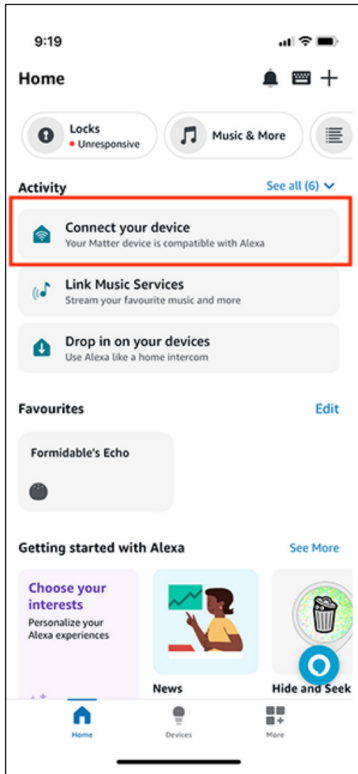
3. CONNECT YOUR ACCURATE LOCK AS AN ACCESSORY

With the Amazon Echo setup and ready to be used as a Hub, we can now connect the Accurate Matter Lock as a device for it to be used within the Amazon "Alexa" app.

A. "CONNECT YOUR DEVICE" FROM AMAZON ALEXA APP

From the Alexa "Home" app, click the "+" in the upper right of the app and select the "Add Accessory" option from the drop-down menu.


B. PUT THE LOCK INTO PAIRING MODE

Start by poking a small object, such as a toothpick, into the small whole in the plastic lock case. You will feel resistance like that of a button. Click this button in for 2 seconds and then release. You should hear three short beeps, confirming the lock is in pairing mode.
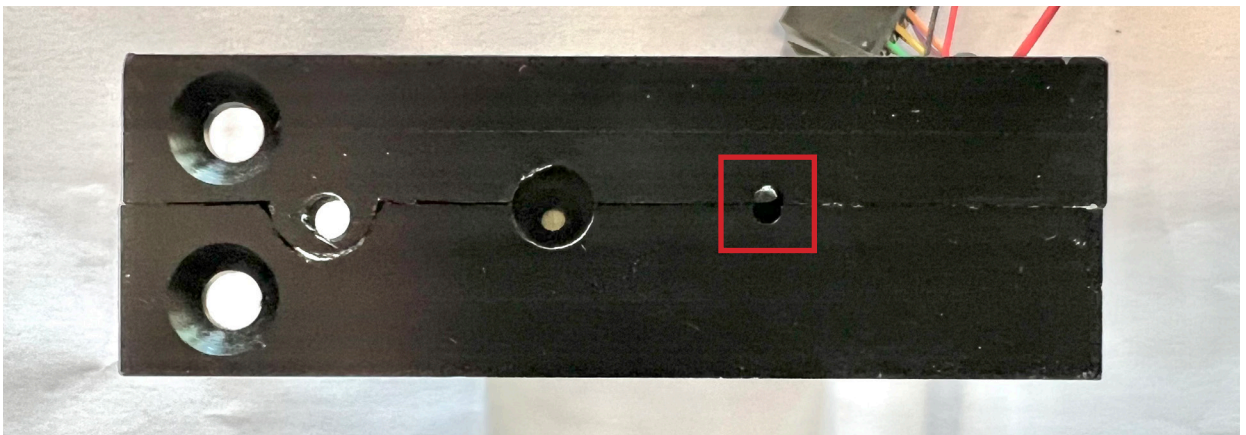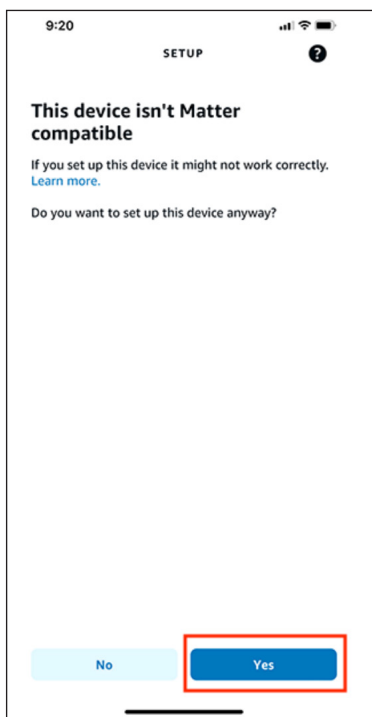
C. SCAN QR CODE

The Amazon Alexa app will present an interface to scan a QR Code. Find this QR Code on the plastic case of the lock.
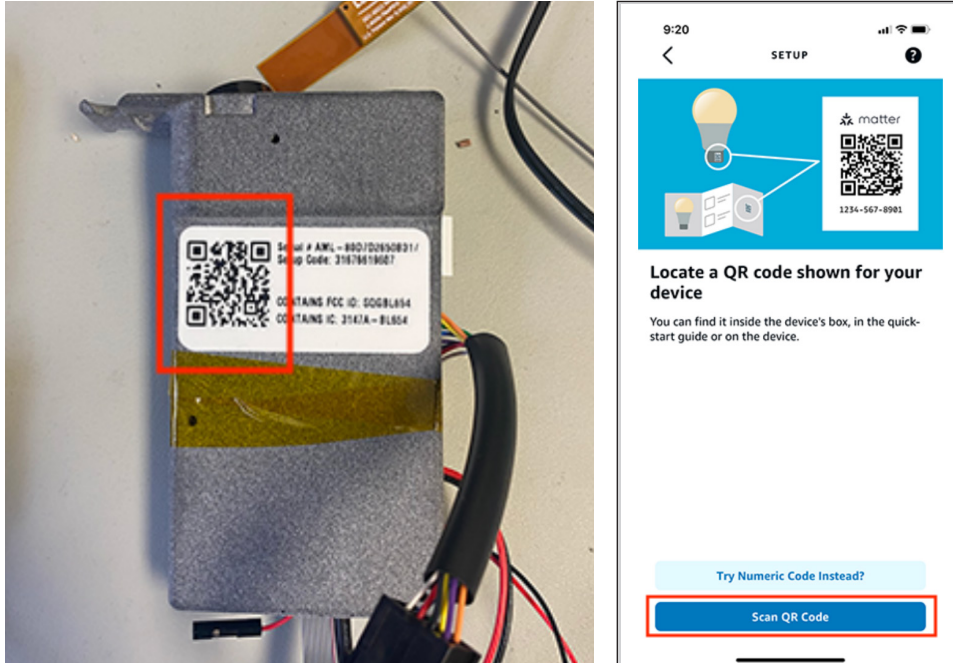

D. ADD TO HOME

While attempting to connect the Accurate Lock device it, the Amazon Alexa app may warn you that "This device isn't Matter compatible" and whether you wish to continue to setup the device.
Tap the Yes button.

TIP: For now the Accurate Matter Lock is considered "Uncertified". This is temporary and the above message should not show up for most users.

Follow the prompts on your phone to set your lock's name and location.

AFTER THE LOCK HAS BEEN ADDED SUCCESSFULLY, YOU SHOULD SEE IT ON THE HOMEPAGE OF THE AMAZON ALEXA APP.
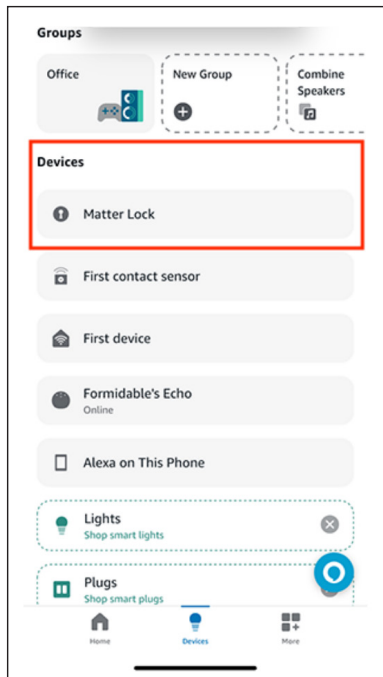
4. LOCKING AND UNLOCKING

In order to use the lock you will need to allow the Amazon Alexa app permission to perform lock/unlock actions. Tap on the lock from the list of devices, and proceed to the "Settings" section for the device. (Tap on the "gear" icon). Tap on the switch that will allow the app to unlock your device.
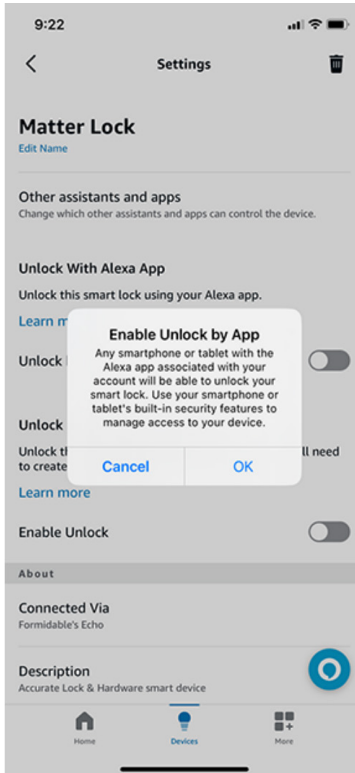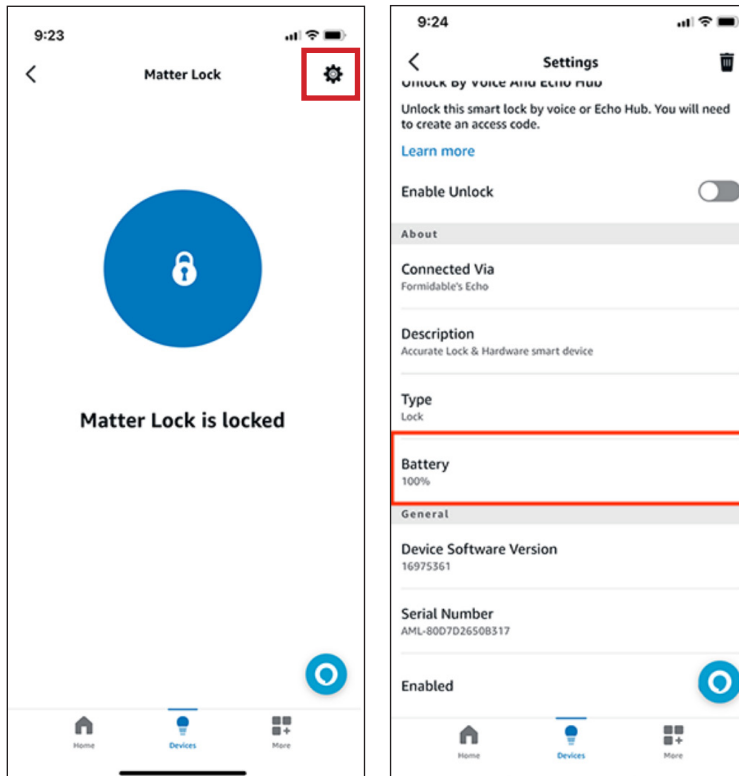

Now you should be able to bring up the lock/unlock screen to perform this action.
(Tap the large circle button)
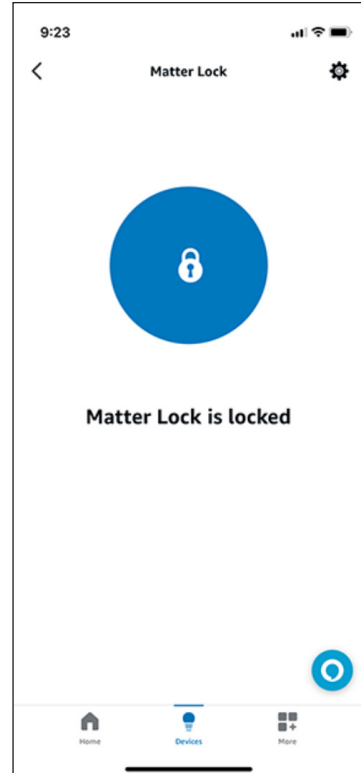
5. CHECKING BATTERY LEVEL

In order to check the current battery level of the Accurate Matter Lock, navigate to the Settings screen for the lock and scroll down to the "About" section where you will find a subsection relating to the Battery level.

From within the settings screen for the lock, you will find the "Battery Level" near the top.

6. TROUBLESHOOTING AMAZON ECHO SETUP

This section will run through some issues that may come up while setting up a new SmartEntry for Accurate lock and how to resolve them.

CAN'T ADD ACCESSORY

When you are attempting to add an Accurate Matter based lock to the Amazon Alexa app you may encounter a message saying something like "Unable to Add Accessory" or "An Error Occurred".

This could be due to a couple of reasons:

- The Amazon Echo may not be powered on.

- The Amazon Echo may be updating its firmware and is unable to add accessories at the moment.

KEYPAD SETUP

In order to configure and use the Keypad, a series of button entries must be used.

What follows is a set of definitions for usage with this document.

- **Factory Preset Code [FC]:** 8-digit code – 12345678. This is used to set Programming Code.
- **Programming Code [PC]:** 8-digit code. This code is created by the user.
- **PIN Code [PIN]:** 4 to 8-digit code.

1. CHANGE PROGRAMMING CODE

COMMAND	ACTION PERFORM
Press *[FC]*10*[PC]#	NOTE: Once new *Programming Code* is set, *Factory Preset Code* is not active

2. PAIR WITH ACCURATE SMARTENTRY LOCK

COMMAND	ACTION PERFORM
Press *[PC]*01#	Keypad will start scanning for nearby Smartentry lock to pair with.

NOTE: If the wrong user code is entered 3 consecutive times, the keypad will be locked out for 1 minute.

3. PERFORM UNLOCK ACTION

COMMAND	ACTION PERFORM
Press [PIN] #	Keypad will start scanning for the paired lock device and send unlock command with PIN code to Lock.

4. PERFORM LOCK ACTION

COMMAND	ACTION PERFORM
Press #	Keypad will start scanning for the paired lock device and send lock command to lock.

FACTORY RESET

| COMMAND	ACTION PERFORM
Press *[PC]*00#	Factory Reset

ACCESS CODE MANAGEMENT

When the Smart Entry Matter protocol-based lock is initially configured for usage via the Apple iOS HomeKit app, it will ask the user that is configuring the lock for an access code. This will be that user's initial access code (PIN) to use with the Keypad to unlock it.
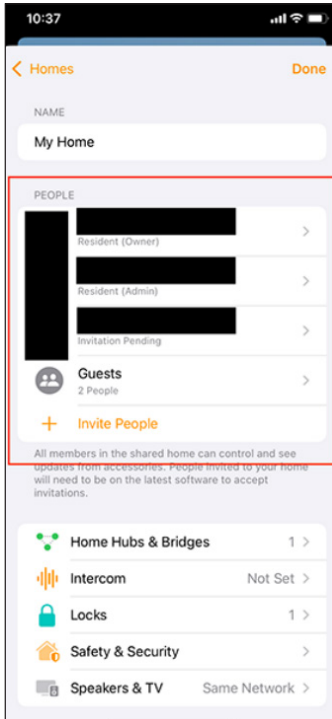
HOW TO UPDATE YOUR OWN ACCESS CODE

1. LOCATE HOME SETTINGS

Should a user need to change (or even just remember) the access code they have created, they can manage this from the "Home Settings" within the Apple **HomeKit** app.
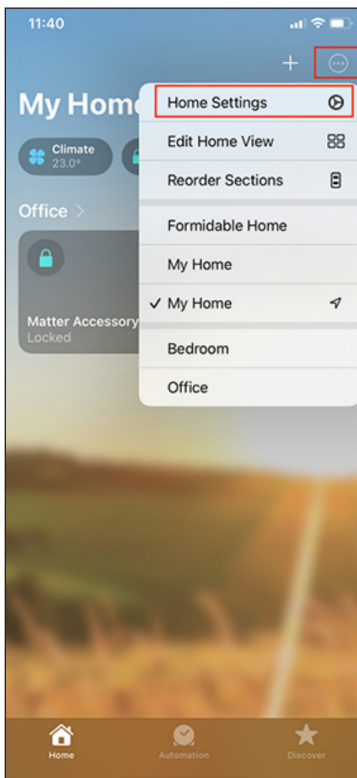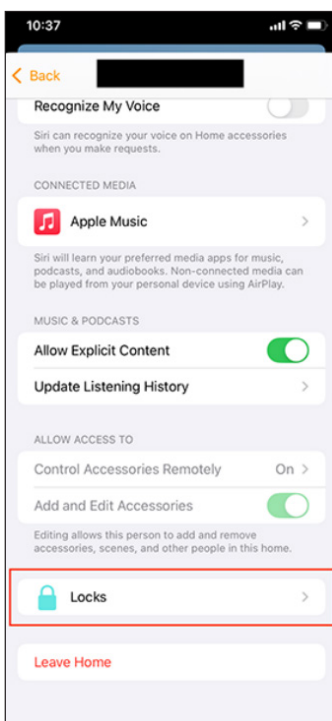
2. SELECT "PERSON"

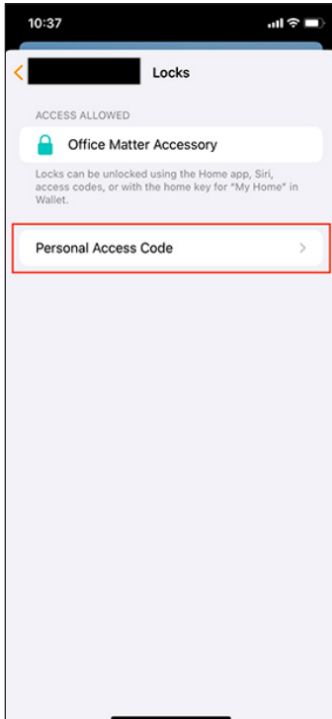Select the relevant user from the "People" list.

3. OPEN LOCK SETTINGS

From the details screen for the user, scroll down until you see an option labelled "Locks". Tap this option.
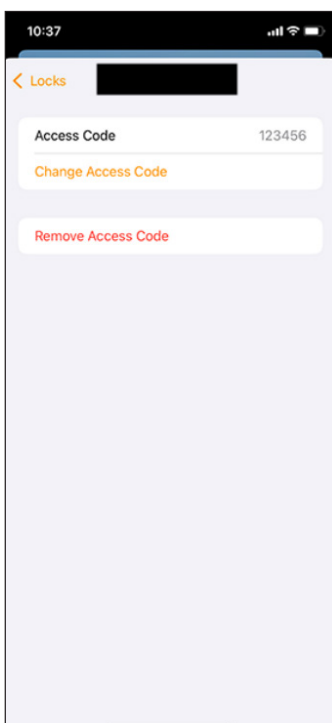
4. SELECT "PERSONAL ACCESS CODE"

From the "Locks" sub-screen look for the "Personal Access Code" option and tap it.

You should now be able to both see, and manage, the user's Personal Access Code that can be typed into the Keypad to unlock the SmartEntry lock.
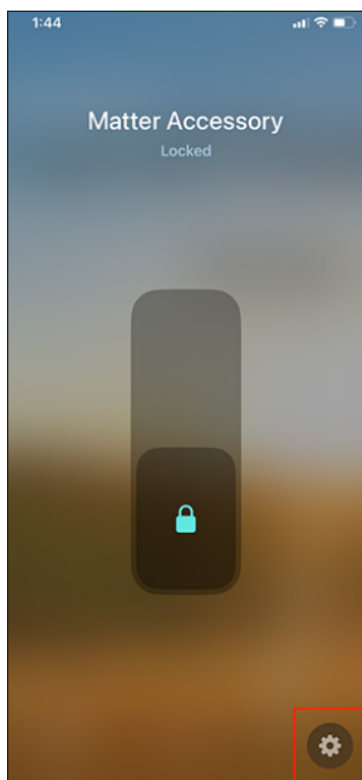
HOW TO UPDATE YOUR GENERIC ACCESS CODE

1. LOCATE SETTINGS

There can be a need to have an access code defined for the Keypad for a person that is NOT a defined user within the Apple HomeKit app (possibly for temporary access).

New user access codes can be added by navigating to the "Settings" configuration screen for the relevant lock.
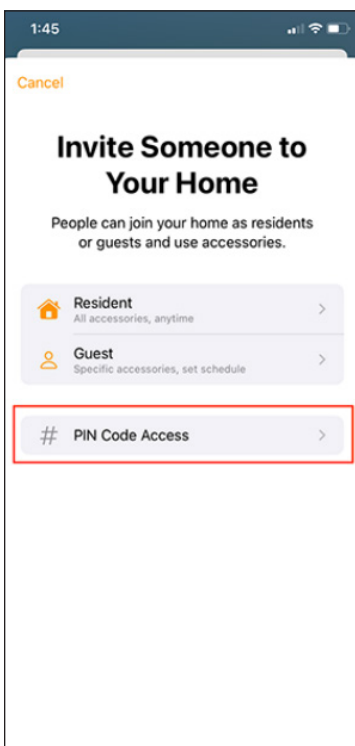
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2. SELECT "MANAGE ACCESS"

Look for the "Manage Access" option within the Lock configuration details screen and tap it.
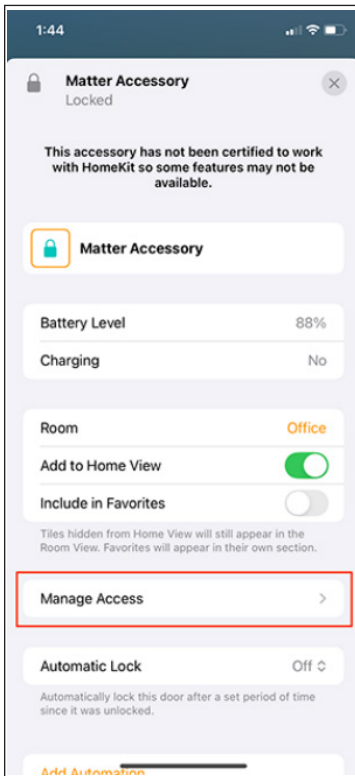
From the "Invite Someone to Your Home" screen, look for the "PIN Code Access" option and tap it to add a new access code for the keypad/lock to recognize.

FOR SUPPORT

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