Frontpoint

SMART DOOR LOCK

USER GUIDE

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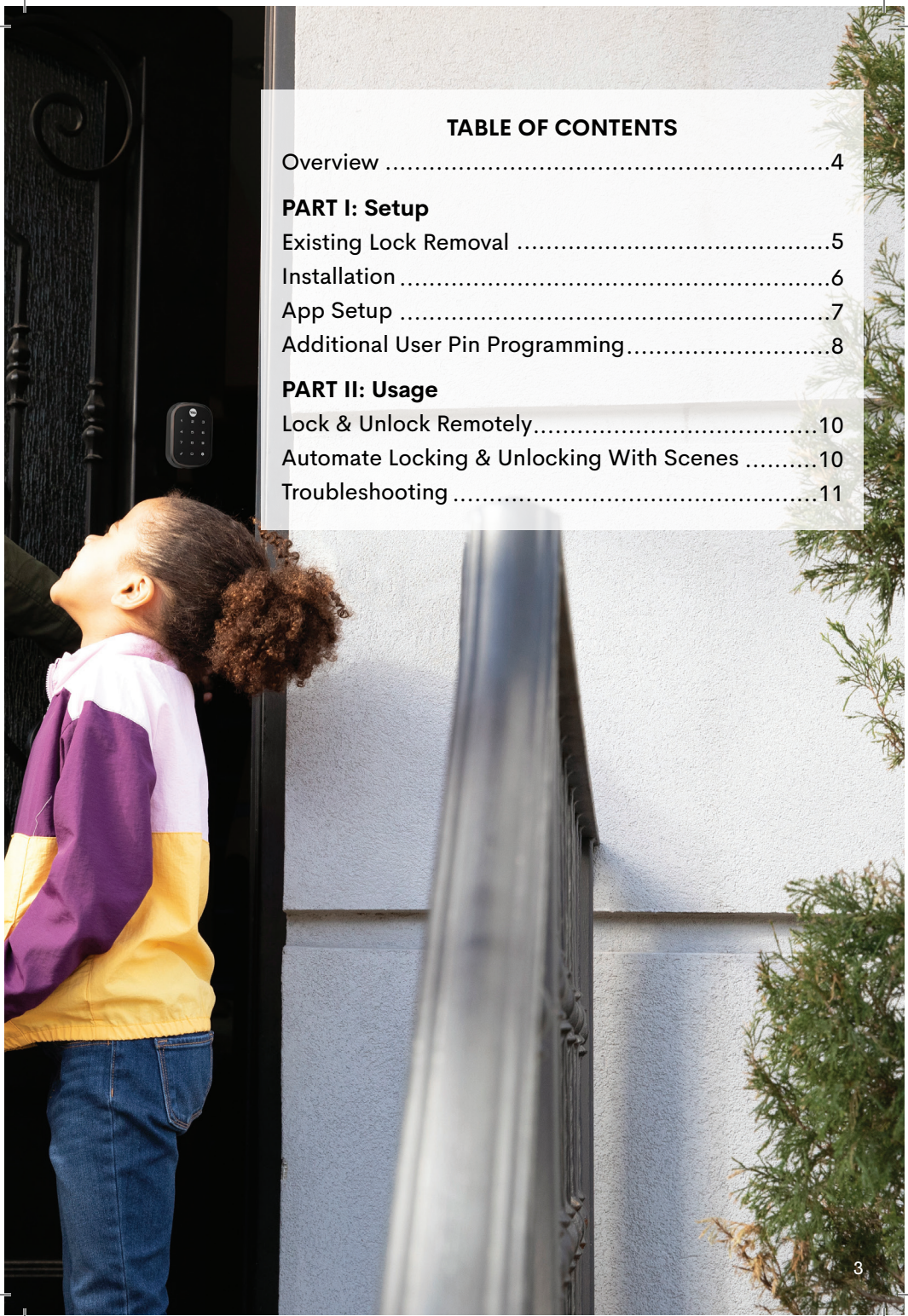

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SMART DOOR LOCK USER GUIDE

The Frontpoint Smart Door Lock is a first-class solution that comes with automation capabilities and ultimate security.

Within this user guide, you'll learn how to set it up and take advantage of features like:

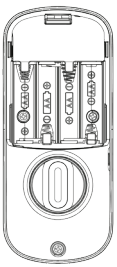
- Locking and unlocking through the mobile app
- Smart automation
- 250 unique User Pins

Setup of your Smart Door Lock consists of four main steps:

- **Existing lock removal:** Removing your existing deadbolt lock.
- **Installation:** Mounting the Smart Door Lock in your desired door.
- **App setup:** Adding the Smart Door Lock to your Frontpoint system.
- **Additional User Pin programming:** Setting up additional User Pins.

Let's begin!

In the box:

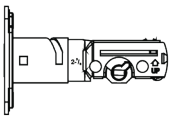


Thumb Turn & Battery Compartment (Interior Lock Side)

Keypad (Exterior Lock Side)

Interior Mounting Bracket

Battery Cover



Latch Bolt

Battery Cover Removal Tool

AA Batteries (x4)

Strike Plate

Black Through Bolt (x2)

Gold Through Bolt (x2)

Silver Through Bolt (x2)

Self Tapping Screw (x4)

Small Machine Screw (x3)

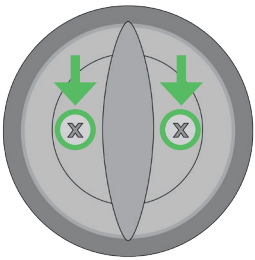
PART I: SETUP

You will need a Phillips head screwdriver to mount the Smart Door Lock. It should be installed within **30 feet** of either your security panel or other Frontpoint automation devices (which function as signal repeaters). To mount the Smart Door Lock, follow the steps below:

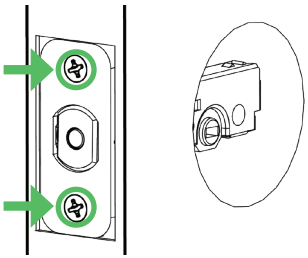
EXISTING LOCK REMOVAL

To complete the Smart Door Lock installation, your existing lock must first be removed. To uninstall a lock from your door, please refer to the instructions for your lock model to uninstall it. Generally, a lock can be uninstalled in 4 steps:

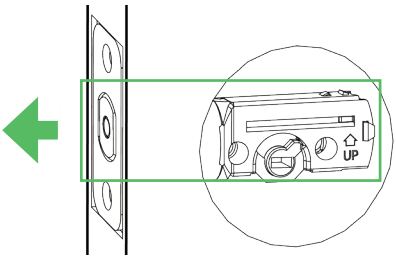
1. Remove the bolts on the lock with a screwdriver.



2. Remove the interior and exterior faces of the lock.
3. Remove the screws on the latch bolt.



4. Remove the latch bolt from the door.

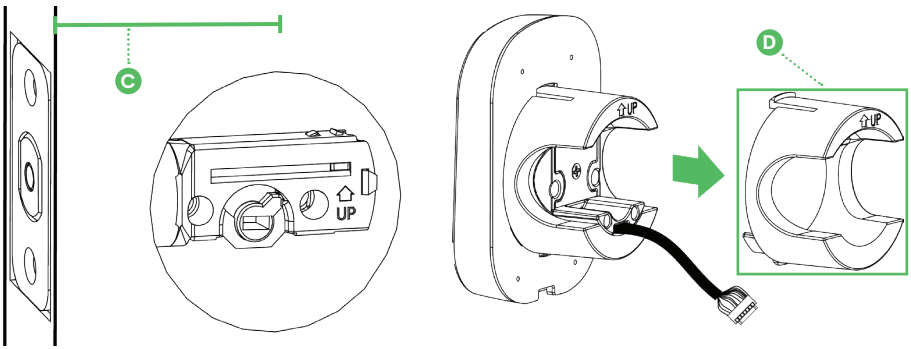


INSTALLATION

Scan the QR code below with the camera on your mobile phone to learn how to install the Smart Door Lock.

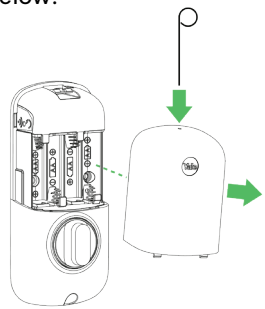
Key terms from the installation video:

- **A** **Edge bore hole:** The hole on the side of the door.
- **B** **Cross bore hole:** Large circular hole through the door.
- **C** **Back set:** The distance from the front of the lock to the center of the cross bore hole (shown below as C). The Smart Door Lock can be installed on doors with a back set of either 2-3/8″ or 2-3/4″ .
- **D** **Bore hole cup:** The pre-installed adapter cup on the back of the Keypad that can be removed to adapt the lock to cross bore holes that are less than 2-1/8″ wide (shown below as D).

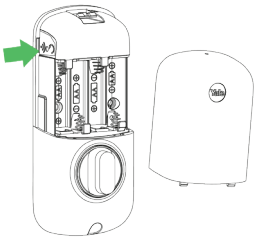


APP SETUP

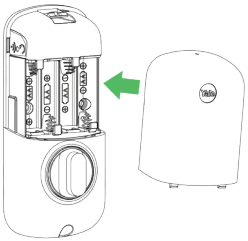
1. Grab your mobile phone and log into the Frontpoint app.
2. Tap on the navigation menu (☰) in the corner of the Frontpoint app.
   - A. Select "Add Device"
   - B. Select "Lock"
   - C. Select "Yale Touchscreen Deadbolt"
3. Follow the on-screen instructions to add the Smart Door Lock to your system.
   - A. The first step will ask you to trigger the Smart Door Lock to initiate the pairing process. To do this, follow the steps below:
     - i. Remove the Battery Cover using the Battery Compartment Removal Tool. Keep the batteries installed in the Smart Door Lock.



     - ii. Use the Battery Compartment Removal Tool to press the pairing button on the side of the Smart Door Lock until the lock beeps two times.
     - iii. Release the pairing button and follow the remaining steps prompted in the app.



     - iv. Once all of the prompted steps from the app are complete, re-install the Battery Cover.



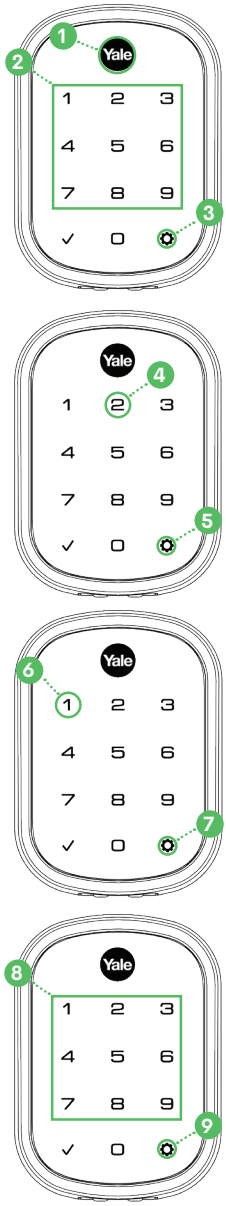
4. Confirm proper installation by locking and unlocking the Smart Door Lock, as outlined on **page 10**.

ADDITIONAL USER PIN PROGRAMMING

Create up to 250 User Pins by following the steps with corresponding numbered images below:

1. Firmly press the **Yale** button at the top of the Keypad.
2. Enter your Master Pin.
3. Press the **Settings Cog (⚙)**
4. Press the **"2"** key.
5. Press the **Settings Cog (⚙)**.
6. Press the **"1"** key.
7. Press the **Settings Cog (⚙)**.
8. Enter a 4-8 digit User Pin of your choice.
9. Press the **Settings Cog (⚙)** a final time to save the User Pin.

- Repeat these steps, starting at 1 to create up to 250 User Pins.
- Once a User Pin has been created, entering it in the Keypad will lock and unlock the Smart Door Lock.



PART II: USAGE

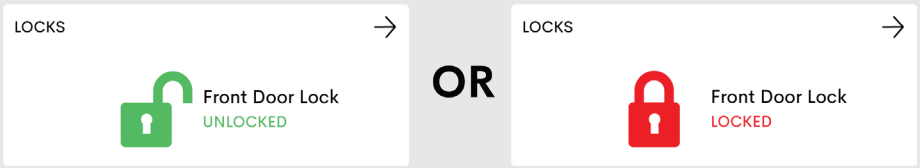
PART II: USAGE

After completing the setup for your Smart Door Lock, you're ready to start using your new Smart Door Lock! The steps below outline key functionalities.

LOCK AND UNLOCK REMOTELY

To lock and unlock your Smart Door Lock remotely with the mobile app, follow the steps below:

1. Navigate to "Locks" section of the Frontpoint app.
2. Tap either Lock or Unlock to change the state of your Smart Door Lock.



If the lock is beeping and has an "unknown status" on the Frontpoint app or website when attempting to lock, refer to the troubleshooting articles on the next page.

AUTOMATE LOCKING & UNLOCKING WITH SCENES

With Scenes, you can link multiple devices together to take specified actions at a singular time. Create a "leaving home" routine by adding your Smart Door Lock, configuring it to lock at the same time you arm your system and turn off the lights.

To add your lock to Scenes using the Frontpoint app, follow the steps below:

1. Tap "Scenes" on the homepage of the Frontpoint app.
2. Tap + in the bottom right-hand corner to create a new Scene or select an existing Scene to edit it.
3. Name your new Scene, tap +, and then tap **Locks**.
4. Select your Smart Door Lock from the list and tap **Next.**
5. Select either Lock or Unlock, depending on the state you want when the Scene is activated.
6. Tap **Done** and then tap the check mark (✓) in the top right corner to save your new Scene.
7. Tap on the name of the Scene and then tap "Run" to activate the Scene.

TROUBLESHOOTING

If you're having issues with either the **setup or operation of the Smart Door Lock**, please **scan the QR code below** for answers to a range of questions such as:

- *How can I change the Master Pin code?*
- *How do I factory reset the Smart Door Lock?*
- *How do I replace the batteries?*
- *How do I change the Smart Door Lock's beep volume?*
- *How do I fix a status that shows as Unknown?*

http://redirect.frontpointsecurity.com/SmartLockTroubleshooting

For any other questions or to chat with a live support agent:
Tap Support in the navigation menu of the Frontpoint mobile app

-OR-

Visit frontpoint.com/support

To speak to an agent, you can also call 1-877-602-5276.

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