



SMARTCODE 916

TOUCHSCREEN ELECTRONIC DEADBOLT

User Guide

Kwikset
1-866-863-6584
www.kwikset.com

Troubleshooting and FAQs are available on the SmartCode 916 product page online at www.kwikset.com.

Installation instructions are located on the reverse side of this document.

A SmartCode at a Glance

Exterior

Interior (cover removed)

Note: When the cover is removed, the turnpiece shaft can be used to manually lock and unlock the door.

B Normal Operation

Activating the Screen

Option 1
Touch screen with palm or back of hand until digits illuminate.

Option 2
Touch lower left area of screen (where checkmark is located) until digits illuminate.

Option 3
Touch screen with three or more fingers until digits illuminate.

Locking the Door

1 **Activate the screen.**
2 **Press Lock symbol.**
Note: If no user codes are programmed, the door cannot be locked via touchscreen.

Unlocking the Door

1 **Activate the screen.**
2 **If SecureScreen™ is enabled, touch the random digits that appear.**
3 **Enter user code.**

SecureScreen™

SecureScreen is an added-security feature that displays random digits before you enter a user code to unlock the door. This feature ensures that there are fingerprints on all digits so that codes cannot be identified by examining the touchscreen for fingerprints.

If desired, this feature can be disabled by turning switch #4 to the off position.

C Z-Wave & ZigBee Systems

Lock Inclusion

"Inclusion" refers to the process in which the lock is added to a Z-Wave or ZigBee controller.

Initiate the Inclusion process at your ZigBee or Z-Wave controller. Refer to your control system instructions for more information.

Inclusion Troubleshooting

If Inclusion is unsuccessful, perform the Exclusion process. Then repeat the Inclusion process. If Inclusion is still unsuccessful, consult the online Troubleshooting Guide, available on the SmartCode 916 page of www.kwikset.com.

Lock Exclusion

"Exclusion" refers to the process in which the lock is removed from a Z-Wave or ZigBee controller. Initiate the Exclusion process at your Z-Wave or ZigBee controller. Refer to your control system instructions for more information.

System Notes

Z-Wave

In order to fully utilize this product, you must have a Z-Wave controller compatible with door locks. Z-Wave is a "Wireless mesh network," and results may vary based on building construction and communication path, with 35+ feet being typical installed distance in a standard home environment and 250 feet+ when the lock has a clear line of sight with the network controller. It may be necessary to install additional Z-Wave beaming capable devices that can serve as repeaters to enhance the communication path between the lock and controller for a more robust Z-Wave network.

ZigBee

ZigBee is a "Wireless mesh network," and results may vary based on building construction and communication path, with 35+ feet being typical installed distance in a standard home environment and 250 feet+ when the lock has a clear line of sight with the network controller. It may be necessary to install additional ZigBee devices to enhance the communication path between the lock and controller for a more robust ZigBee network.

D Programming Codes

a Programming Information

It is recommended that you add and delete all user codes through your Z-Wave or ZigBee control system. If your system does not allow this, the following sections will provide instructions for how to add and delete codes at the lock.

b Enabling and Adding a Mastercode (Optional for Enhanced Security)

User codes can be programmed with or without a mastercode. Using a mastercode is an optional, added-security measure. It is not enabled by default. A mastercode is used to add and delete user codes, but it cannot unlock the door (unless the same code is programmed as a user code, though this is not recommended). The mastercode must be 4-8 digits.

1 **Keep door open.**
Press and HOLD Program button until Checkmark symbol illuminates (about 5 seconds).

2 **Press Checkmark symbol once.**

3 **Enter new mastercode.**

4 **Press Lock symbol once.**

5 **Re-enter mastercode.**

6 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure the mastercode has not been programmed already. Attempt this procedure again, making sure to enter the same new mastercode in steps 3 and 5.

TEST
Make sure switch #3 is on, and then press the Program button once. If you immediately hear five beeps and see the Checkmark flash five times, the mastercode is enabled.

If the screen is not pressed for 20 seconds, the system will time out, and you will need to restart the procedure.

c Disabling and Deleting the Mastercode

1 **Keep door open.**
Press and HOLD Program button until Checkmark symbol illuminates (about 5 seconds).

2 **Press Checkmark symbol once.**

3 **Press Lock symbol once.**

4 **Enter mastercode.**

5 **Press Lock symbol once.**

6 **Re-enter mastercode.**

7 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure the mastercode has been enabled before trying to disable it. Attempt this procedure again, making sure to enter the same mastercode in steps 4 and 6.

TEST
Make sure switch #3 is on, and then press the Program button once. If you don't immediately hear five beeps and see the Checkmark flash five times, the mastercode is disabled.

If the screen is not pressed for 20 seconds, the system will time out, and you will need to restart the procedure.

d Adding User Codes

Mastercode NOT enabled:

1 **Keep door open.**
Press Program button once.

2 **Press Checkmark symbol once.**

3 **Enter new USER code.**

4 **Press Lock button once.**

IF UNSUCCESSFUL
Make sure the user code not a duplicate and that it is between 4 and 8 digits during your next attempt.

TEST CODE
While the door is open and locked, test the user code to make sure it unlocks the door.

Mastercode enabled:

1 **Keep door open. Press Program button once.**
You will hear five beeps and the checkmark will flash five times.

2 **Press Checkmark symbol once.**

3 **Enter MASTERCODE** (the code that was enabled in section b)

4 **Press Lock symbol once.**

5 **Enter new USER code.**

6 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure the user code not a duplicate and that it is between 4 and 8 digits during your next attempt.

TEST CODE
While the door is open and locked, test the user code to make sure it unlocks the door.

e Deleting a Single User Code

Mastercode NOT enabled:

1 **Keep door open.**
Press Program button once.

2 **Press Checkmark symbol once.**

3 **Press Lock symbol once.**

4 **Enter USER code.**

5 **Press Lock symbol once.**

6 **Re-enter USER code.**

7 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure to enter the same valid code in steps 4 and 6.

TEST CODE
While the door is open and locked, test the user code to make sure it no longer unlocks the door.

Mastercode enabled:

1 **Keep door open. Press Program button once.**
You will hear five beeps and the checkmark will flash five times.

2 **Press Checkmark symbol once.**

3 **Press Lock symbol once.**

4 **Enter MASTERCODE** (the code that was enabled in section b)

5 **Press Lock symbol once.**

6 **Enter USER code.**

7 **Press Lock symbol once.**

8 **Re-enter USER code.**

9 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure to enter the same valid code in steps 6 and 8. Make sure to enter a valid mastercode in step 4.

TEST CODE
While the door is open and locked, test the user code to make sure it no longer unlocks the door.

f Deleting All User Codes

This procedure can only be performed if the mastercode is enabled. Note: The Auto-Lock feature (switch #2) will be disabled if all codes are deleted.

1 **Keep door open.**
Press Program button once.

2 **Press Checkmark symbol once.**

3 **Press Lock symbol once.**

4 **Enter MASTERCODE** (the code that was enabled in section b)

5 **Press Lock symbol once.**

6 **Press "9" six times.**

7 **Press Lock symbol once.**

8 **Press "9" six times.**

9 **Press Lock symbol once.**

IF UNSUCCESSFUL
Make sure to enter a valid mastercode in step 4 during your next attempt.

TEST CODE
While the door is open and unlocked, press the Lock symbol. If the latch bolt does not extend to lock, then all codes have been successfully deleted.

If the screen is not pressed for 20 seconds, the system will time out, and you will need to restart the procedure.

E Regulatory Compliance

This product complies with standards established by the following regulatory bodies:

- Federal Communications Commission (FCC)
- Industry Canada

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device must not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

F Switches, Status LED Colors, and System Alerts

Switches

Status LED

System Alerts

Display	Alert	Reason	Solution
	"X" pattern flashes one time with one beep.	One incorrect code entered.	Re-enter code.
	"X" pattern flashes three times with three beeps.	No user code programmed.	Program at least one user code.
	"X" pattern flashes 15 times with 15 beeps	Programming timeout after 20 seconds. Unsuccessful programming.	Attempt programming procedure again.
	Checkmark and lock symbols flash simultaneously five times with five beeps.	Three incorrect codes entered within one minute.	Re-enter code after 60 second touchscreen lockout.
	Checkmark and lock symbols alternate flashing five times with five beeps.	Low battery.	Replace batteries.
	Checkmark and lock symbols alternate flashing five times with five beeps.	Door jammed while attempting to lock.	Manually re-lock door. If needed, reposition strike.
	Lock beeps continuously.	Interior assembly is disconnected from exterior.	Remove battery pack, reconnect the interior to the exterior, then replace battery pack.

G Manual Door Handling

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

1 **Remove battery pack.**

2 **Press and HOLD the Program button while reinserting the battery pack.**
Release button once battery pack is installed. The status LED will flash red and green.

3 **Press the Program button once more.**

4 **The latch bolt will extend and retract to learn the orientation of the door.**

Success **Failure**

If the touchscreen indicates a failure, see the online Troubleshooting guide.

H Factory Reset

A factory reset will delete all codes associated with the lock.

1 **Remove battery pack.**

2 **Press and HOLD the Program button while reinserting the battery pack.**
Keep holding the button for 30 seconds until the lock beeps and the status LED flashes red.

3 **Press the Program button once more.**
The status LED will flash green and red several times.

4 **After a few seconds, the lock will initiate the door handing process, and the latch bolt will extend and retract to learn the orientation of the door.**

5 **Perform the Inclusion process again to add the lock back into your network and controller.**

I Important Safeguards

- Read all instructions in their entirety.
- Familiarize yourself with all warning and caution statements.
- Remind all family members of safety precautions.
- Restrict access to your lock's back panel and routinely check your settings to ensure they have not been altered without your knowledge.
- Protect your user codes and mastercode.
- Dispose of used batteries according to local laws and regulations.
- For added security, turn on switch #4.

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 forcible 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.