SCHLAGE

Schlage
Sense™

SMART DEADBOLT

How do I enter an access code to unlock the door with the touchscreen?

To unlock the door with the touchscreen, simply enter your user code on the keypad. The green success check mark will flash twice and one beep will sound.

If the red error X lights, the access code was not valid.

How do I lock the deadbolt with the touchscreen?

Press the Schlage button on the exterior side of the lock. The green check mark will light once.

How do I lock the deadbolt on the interior side of the door?

Simply use the thumbturn to lock and unlock the door from the inside.

How do I light up the touchscreen to see the numbers at night?

If lighting is low, press the Schlage button at the top of the lock to illuminate the touchscreen.

Will the lock still work if the power goes out?

Yes. All Schlage smart locks are battery operated, so they will continue to work during a power outage.

The deadbolt's alarm is going off. What do I do?

An alarm may sound when the deadbolt senses force applied to the door, tampering with the lock and other similar disturbances. To silence a false alarm, press the Schlage button on the interior side of the deadbolt until the sound stops.

A red X is flashing after I enter a code. What does this mean?

A flashing red X means that the battery is low. This is a good time to change the battery.

How do I change the batteries?

The Schlage Connect™ Smart Deadbolt requires four new AA alkaline batteries, installed on the interior side of the lock.

- Remove the black battery cover on the interior side of the lock by sliding it up.
- Unsnap the battery connector (a short wire), remove the battery tray and replace the batteries.
- Replace the battery tray with the batteries facing the door. Snap the battery connector to the tray and replace the cover.

You can still use a traditional key to lock and unlock the deadbolt, even if the batteries are no longer working.

What is a virtual key and how do I use it?

Your host may provide you with a virtual key via text or email. If you receive a link for a virtual key, visit that URL from your smartphone to activate the virtual key. Once it is activated, the Schlage Home app will give you privileges to control the lock. If you don't have the app or a Schlage account, tap on the virtual key link and follow the steps provided.

Icons and Lights

- Green check: A correct access code was entered.
- Solid red X: An incorrect access code was entered.
- Flashing red X: The battery is critically low.
- Flashing yellow dot after entering a user code: The battery is low.
- Flashing inside Schlage button: The battery is low.

You can contact Schlage at any time for help using the lock on Twitter (@Schlage_Locks) or Facebook (facebook.com/Schlagelocks).