

**BEKEY**

Installation Guide  
and User Manual





## CONGRATULATIONS

on acquiring your own  
BEKEY SmartLock

You will now get to experience how easy it is to open your door with your cell phone and to grant access to your home to anyone you wish to let in.

In this manual you will find a detailed description of the content of your BEKEY SmartLock and a step by step guide on how to mount the unit onto your door.

Be sure to read this guide completely before installing and using your BEKEY SmartLock.

[www.bekey.dk](http://www.bekey.dk)  
BEKEY Customer Support  
Email: [operations@bekey.dk](mailto:operations@bekey.dk)

## THIS GUIDE INCLUDES

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  - 2.3. Tools necessary to mount the BEKEY SmartLock
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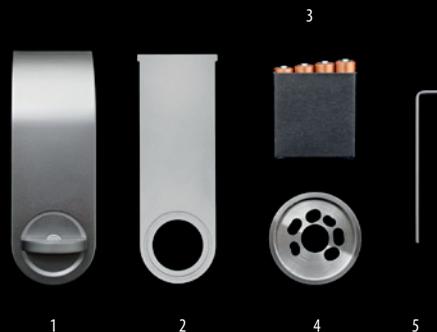
# 1

## BEKEY SmartLock product specification

<b>Power supply</b>	4 x 1.5V AA-batteries
<b>Dimensions</b> (excluding the backplate and thumb turn)	L: 191.35 mm (7.533 in) W: 67 mm (2.64 in) H: 32.45 mm (1.28 in)
<b>Weight</b>	520 g, including batteries
<b>Material</b>	ABS and metal
<b>Radio frequency range</b>	2400 – 2483.5 MHz
<b>Operating temperature range</b>	-10 °C to +40 °C 14 °F to 104 °F

### 1.1. Contents of the box

1. BEKEY SmartLock
2. Backplate
3. 4 AA batteries
4. Center piece
5. Hex key



### 1.2. Front view

Thumb turn  
- it allows manual opening



### 1.3. Side view

1. Button/LED indicator



### 1.4. Back view

1. Battery cover
2. Product label



# 2

## Requirements for installing the **BEKEY** SmartLock

### 2.1. Supported operating systems

BEKEY SmartLock uses Bluetooth®LE and is supported by the following:

#### Apple

- iPhone 4S or newer
- iPad 3 or newer
- iOS 8 or newer



#### Android

- Android version 4.3 or newer



### 2.2. Lock compatibility

- BEKEY SmartLock is compatible with most deadbolt or latch lock
- The existing lock has to be mounted with 2 screws
- The existing lock should not be an integrated lock & handle (both the handle and lock are mounted together on a metal plate)
- The length of the tailpiece in the lock needs to be between 8-12 mm, measured from the door surface. If the tailpiece is longer, it needs to be shortened using a bolt cutter. If the tailpiece is shorter, a new tailpiece that matches the above specified dimensions needs to be purchased and installed

### 2.3. Tools necessary to mount the BEKEY SmartLock

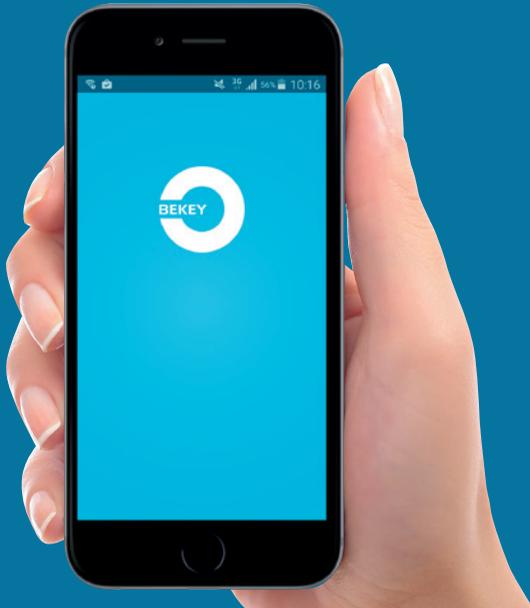
- 2 mm hex key (Provided in the box)
- Screwdriver that fits your screws in the lock (The screwdriver is not included in the BEKEY box)

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc., and any use of such marks by BEKEY is under license. Other trademarks and trade names are those of their respective owners.

# 3

## BEKEY

### Installation preparation



#### 3.1. Download and Install the BEKEY app

BEKEY app can be downloaded from Google Play, if you have an Android phone or App Store if you have an iPhone.

Make sure your cell phone has a stable internet connection, while downloading and installing the BEKEY app.

The BEKEY app will allow you to configure your user account and operate the SmartLock.

#### 3.2. Placement of the SmartLock

The BEKEY SmartLock can be installed in three different ways, as shown below, depending on the position of the door handle/knob:

##### Choose position A (SmartLock facing upwards)

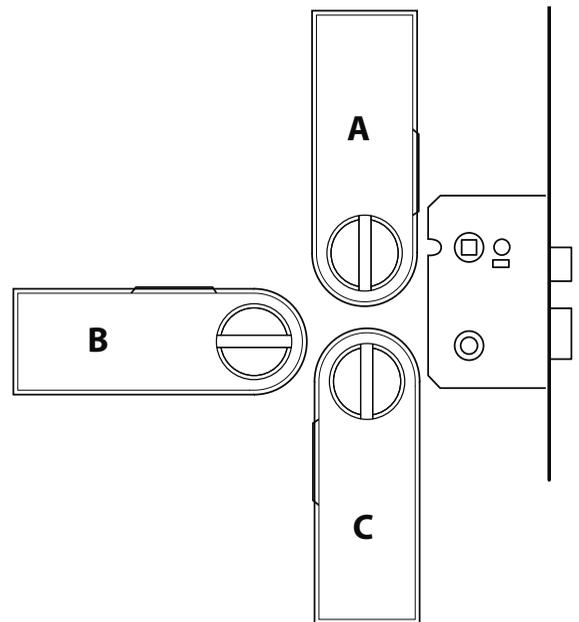
if your lock is placed above your door handle.

##### Choose position B (SmartLock facing sideways)

if there is more than one lock mounted on your door, and thus preventing the BEKEY SmartLock to be mounted on position A or C

##### Choose position C (SmartLock facing downwards)

if your door handle is placed above the lock.



# 4

## Create your user account

### After downloading the app on your cell phone, please select “private account”.

The corporate account is destined for business users, and in this case the BEKEY app is used together with NETKEY administration software.

#### Select “Private”

##### 4.1

Follow the instructions in the app to create and configure your user account. There might be slight variations in the text of the app between iPhone and Android.

##### 4.2

After the creation of the user account or having logged in, the app will ask you to scan the QR-code of the device that you wish to install. The QR-code can be found on the back of the device and scanned by holding the QR-code in front of the camera of the phone.

\* If the QR code cannot be found or scanned you will be directed to this screen

\*If you cannot find the QR code, follow the steps in section 6 “Install your BEKEY SmartLock without the QR code”.

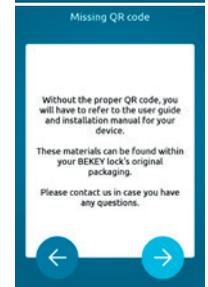
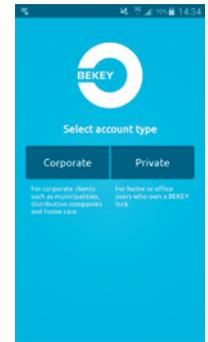
##### 4.3 Unit configuration

After scanning the QR Code you will have 2 options:

- Use wizard to mount BEKEY onto your door.
- Skip wizard and proceed to BEKEY lock configuration.

**If you purchased a BEKEY Smart-Lock in the US press “Skip wizard and proceed to the BEKEY lock configuration”.**

Before you proceed further with the instructions in the BEKEY app, you need to install the SmartLock onto your door. Follow the installation steps detailed in section 5.



# 5

## Installation steps for mounting the **SmartLock** onto the door

### 5.1

#### **Insert batteries.**

Remove the back cover of the SmartLock (see section 1.4) and insert the 4 batteries provided in the box. Make sure that the batteries are positioned correctly.

### 5.2

#### **Remove the interior part of your door lock.**

While holding the outside part of the lock with your hand, use the screwdriver to remove the 2 screws from the inside part of the lock.

Keep the 2 screws from your thumb-latch as you will use them later in the installation process.



### 5.3

#### **Select the right holes in the center piece.**

Take the center piece from the box (see section 1.1). Check which set of holes in the centerpiece match with the 2 screws and with the holes in the door.



### 5.4

Place the center piece together with the backplate and the 2 screws (that you previously unscrewed in step 1) onto the door, in such a way that the tailpiece from your door is perfectly aligned in the center.



Tailpiece



### 5.5

The correct position of the center piece onto the backplate is indicated by a light protruding ring on the backplate.

Fasten the screws loosely, so that you can reposition the backplate if necessary.



### 5.6

After making sure that the backplate is correctly aligned with the door, fixate the centerpiece and the backplate by tightening the screws into place. Do not over-tighten them, or you risk damaging the center piece.



### 5.7

Mount the BEKEY SmartLock onto the door, making sure that the tailpiece from the lock is inserted into the tailpiece adaptor from the SmartLock.



### 5.8

While holding it onto the door with your hand, turn the thumb-turn from the BEKEY SmartLock to check if the bolt opens and closes. If the thumb-turn does not activate the deadbolt, you need to redo step 5.7, making sure that the tail-piece is inserted into the tailpiece adaptor and that the tailpiece is long enough.



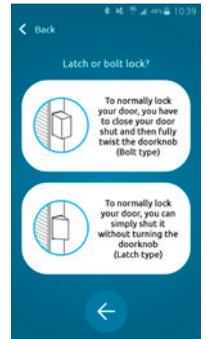
### 5.9

Using the hex key provided in the box (see section 1.1), tighten the screw at the bottom of the Smart-Lock. Before you fully fasten this screw, make sure that the BEKEY SmartLock is perfectly aligned with the door and the backplate. Fasten tightly onto the door.



### 5.10

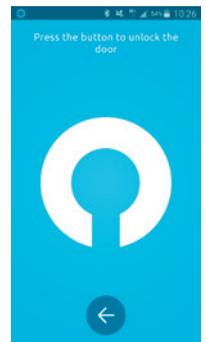
Select the type of lock that is integrated in your door. If you have a bolt type of lock, select the first image. If you have a latch type of lock, select the second image.



### 5.11

Test your BEKEY SmartLock. Close the door and lock it. Use BEKEY app to open your door.

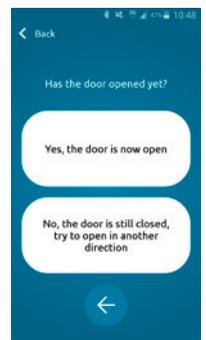
\*Make sure the Bluetooth® on your phone is activated.



### 5.12

If the door opened, press yes. If not, press no to change the direction. The door opens, everything works great. Congratulations, you did a great job. Now you can enjoy the benefits of owning a BEKEY SmartLock.

\*If the opening direction has been configured the wrong way, please send an email to [it@support.bekey.dk](mailto:it@support.bekey.dk) with the BT ID found on the product label on the backside of the SmartLock (see section 1.4).



### 5.13

Your BEKEY SmartLock is now installed.

If you have a deadbolt, press the button on the side of the unit to lock the door.

If you have a latch type of lock, press the button on the side of the unit to unlock the door.



The button can be enabled/disabled by pressing and holding for 10 sec.  
A bip will sound when the button is disabled/enabled.

<b>Blue LED flashing</b>	lit when button is pressed
<b>Red LED flashing slowly</b>	low battery
<b>Red LED flashing rapidly</b>	batteries need replacement urgently
<b>5 Red LED flashes</b>	button is disabled

### 5.14

When unscrewing the BEKEY SmartLock from the door, using the hex key, make sure you hold the SmartLock firmly with your hand, so as it does not fall on the floor, damaging both the SmartLock and the floor.

Keep the interior part of the original lock in a safe place together with the hex key.

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## Install your **BEKEY** SmartLock without the QR code

If you cannot find or scan the QR code, you can still mount and configure your SmartLock by following the installation steps detailed in Section 5.

Once the SmartLock is mounted onto your door, close and lock the door. On the BEKEY app screen you will see step 5.11. When pressing open on the BEKEY app, your SmartLock will be connected to the user on your phone.

# 7

## Share keys with your family and friends

### 7.1

Distribute keys to your family and friends.

Slide the screen to the left.



7.2 You can choose between

#### 1. Time-limited key

This means that the person who receives the key will have access to your home just on the days and time interval you specify.

#### 2. Standard key

This type of key is suited for family members and persons who you wish to have regular access to your home.

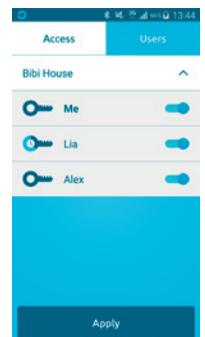
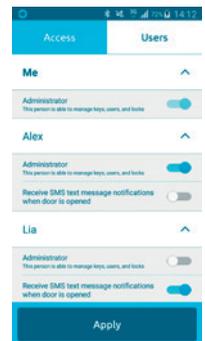


### 7.3

Administrate the keys for your SmartLock.

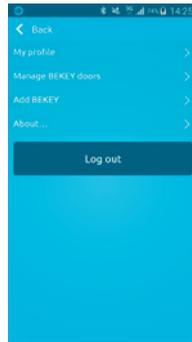
Slide the screen to manage access.

Here you have an overview of who currently has a key to your house. You can remove users, upgrade or downgrade their access.



## 7.4 Settings

In settings you can edit your profile, manage BEKEY doors (if you have multiple BEKEY devices attached to your cell phone) and add new BEKEY.



## 7.5 Administrate multiple BEKEY units

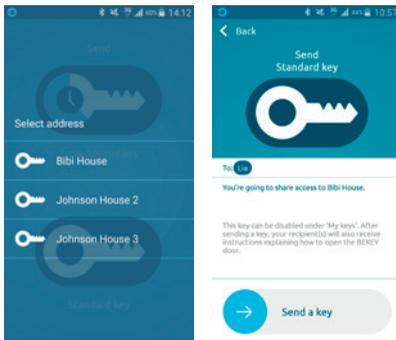
As a private user, you can manage up to 5 BEKEY products from your mobile phone, such as SmartLock, OrangeBox and KeyBox units. To add another BEKEY to your account, go to settings and press "Add BEKEY" unit. You will be required to scan the QR code of your product and follow the steps in the installation manual for that specific unit.

### 7.5.1 Door openings

When multiple BEKEY products are connected to the same account, the user will be asked to choose what unit he wants to activate. The units showed in the app will depend based on the proximity of the user towards the unit. If BEKEY app connects to multiple units, when a "Search and open door" command is activated, the user will be asked what unit (door) should be opened.

### 7.5.2 Sending keys

When sending keys, the user will be required to specify for which address (unit) to send standard or time-limited keys.



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## Battery replacement

To replace the batteries, unscrew the SmartLock using the 2 mm hex key. Hold the SmartLock while you unscrew it, so as not to drop it on the floor and risk damaging it. Take out the battery cover (see section 1.4) and insert 4 new AA batteries. Make sure that the batteries are positioned correctly.

Put the battery cover back on.

Place the SmartLock back onto the door, making sure that the tailpiece is inserted into the tailpiece adaptor, and then tighten the screw at the bottom of the SmartLock (see section 5.7 to 5.9).

### Compatible battery types

Only use high-quality AA alkaline batteries for the BEKEY SmartLock. Do NOT use rechargeable batteries as these may damage the unit.

### Disposal/recycling of batteries

Do not dispose of the batteries with normal household waste. Many batteries contain toxic chemicals and heavy metals, which can easily contaminate drinking water if they are allowed to break down in the natural environment.

AA batteries may be recycled via special recycling stations. Keep your used batteries dry and out of the reach of children until you have enough for a trip to the recycling station.

For safety's sake, tape over the ends of the batteries (+ and - poles) to prevent them from leaking battery acid.

## Troubleshooting

### Solving a problem with door opening

Cell phone

Step 1: Check that the app is searching for doors.

Step 2: Hold the phone closer to the door.

Step 3: Check that Bluetooth® is activated.

### BEKEY SmartLock

When the batteries in the BEKEY SmartLock run low, the LED indicator on the side will begin flashing red.

You will then have a limited number of door opening procedures remaining, before the unit runs out of power.

We recommend that you replace the batteries as soon as the red light begins flashing.

## General information

### Safety

The BEKEY SmartLock is designed only for indoor use and must not be allowed to get wet. Damage caused by water is not covered by the warranty.

### Radio signals between BEKEY SmartLock and cell phone

**IMPORTANT:** Any large metal objects (such as steel-lined doors) or strong radio frequency interference between the BEKEY SmartLock and the cell phone can disrupt the radio signal or reduce the operating range.

### Cleaning

We recommend that the BEKEY SmartLock be cleaned with a damp cloth. Avoid aerosol cleaners and excessive liquid as this could result in the inside of the unit getting wet and becoming damaged. Never use cleaning agents that contain abrasives, alcohol, white spirit or other solvents. These can cause the case to corrode and damage the marking.

### Disposal/recycling of the BEKEY SmartLock

When, after many years of service, this product reaches the end of its lifetime, it should not be disposed of with normal household waste.

We recommend taking the SmartLock to a recycling station.

## Warranty

This BEKEY product comes with a two-year manufacturer's warranty (from the original date of purchase). Proof of purchase must be presented before the warranty can be honoured.

The warranty only covers material defects and errors in the manufacturing of this product. The warranty does not cover errors or defects in the product caused by incorrect use, misuse, damp, heat, human error, faulty installation, excessive handling and any other factors referred to in the General information section of this manual.

## BEKEY SmartLock CE conformity:



This product is compliant with the relevant requirements in Council Directive 99/5/EC on Radio equipment and telecommunications equipment and the mutual recognition of their conformity.

The corresponding declaration of conformity can be found on <http://www.bekey.dk>

### 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
  - (2) this device must accept any interference received, including interference that may cause undesired operation.
- No changes shall be made to the equipment without the manufacturer's permission as this may void the user's authority to operate the equipment.

The BEKEY as ML2-0 has been designed and complies with the safety requirements for portable (>0.5cm) RF-exposure in accordance with FCC rule part §2.1093 and KDB 447498 D01.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operation in conjunction with any other antenna or transmitter.

### Industry Canada:

This device complies with RSS-247 of the Industry Canada 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 complies with IC radiation exposure limits set forth for an uncontrolled environment.

Ce dispositif est conforme à la norme CNR-247 d'Industrie Canada aux appareils radio exempts de license. Son fonctionnement est sujet aux deux conditions suivantes:

- (1) le dispositif ne doit pas produire de brouillage préjudiciable, et
- (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé.

## Information on Disposal for Users of Waste Electrical & Electronic Equipment (private households)

This symbol on the product and / or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product to designated collection points where it will be accepted free of charge.



Alternatively, in some countries you may be able to return your products to your local retailer upon purchase of an equivalent new product.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

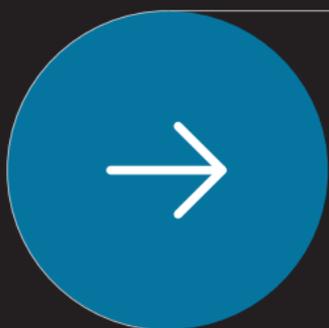
Please contact your local authority for further details of your nearest designated collection point. Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

### For business users in the European Union.

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

### Information on Disposal in other Countries outside the European Union.

This symbol is only valid in the European Union. If you wish to discard this product please contact your local authorities or dealer and ask for the correct method of disposal.



[www.bekey.dk](http://www.bekey.dk)