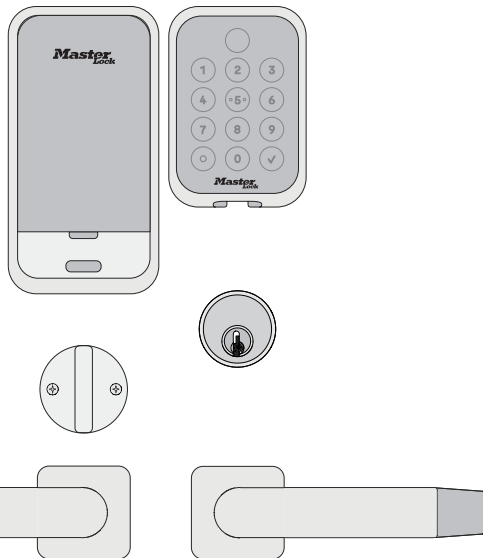




Master Lock[®] Mortise Lock

MCM614/MCM624/MCM634/MCM644



Install Your Lock

Follow the step-by-step Installation Guide in this manual (page 6 to page 19).

Set Up, Program, and Use Your Lock

Follow the instructions in this manual (page 21 to page 24) or follow the steps in the partner app to set up and program your lock. Create permanent entry codes, issue entry codes for guests, and more (page 20 to page 32).



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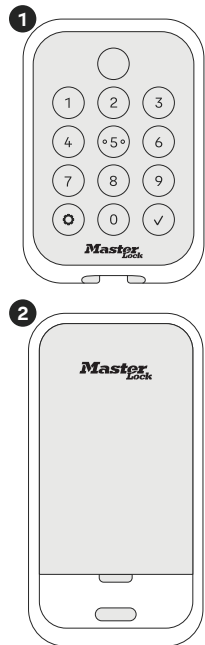
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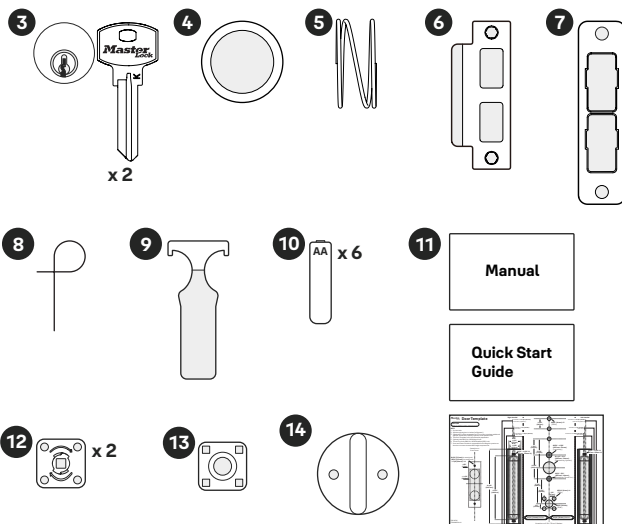
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In the Box

Lock



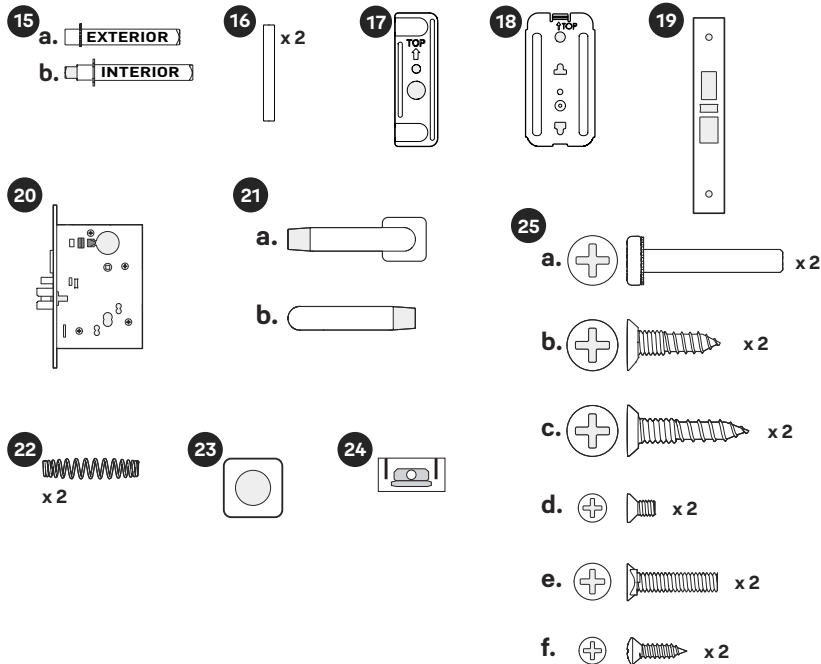
Hardware



*For door preparation on 57 mm door, purchase additional Key Cylinder, Screw Post, and Spindle of specified size.

1. Push Button Keypad / Touch Screen Keypad (Exterior, varying by SKU)
2. Interior Lock
3. *Key Cylinder & Key (Varying by SKU)
4. Cylinder Collar (Varying by SKU)
5. Spring Washer (Varying by SKU)
6. Strike Plate
7. Dust Box
8. Electronic Reset Tool
9. Lever Assembly Tool
10. AA Batteries
11. Manual, Quick Start Guide and Door Template
12. Spring Cartridge
13. Lever Mounting Plate
14. Deadbolt Thumb Turn (Varying by SKU)

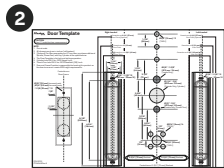
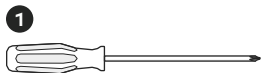
Hardware



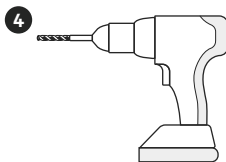
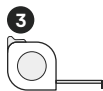
- 15.** *Spindle
 - a. Exterior Spindle
 - b. Interior Spindle
- 16.** *Screw Post
- 17.** Fire Plate
- 18.** Escutcheon Mounting Plate
- 19.** Armor Front
- 20.** Lock Case
- 21.** Handle
 - a. Exterior Handle
 - b. Interior Handle
- 22.** Spring
- 23.** Rose Trim (Interior)
- 24.** Smart Module (Included for Z-Wave and Zigbee models)
- 25.** Screws
 - a. Escutcheon Mounting Plate Screws
 - b. Lock Case Screws (shorter)
 - c. Strike Screws (longer)
 - d. Armor Front Screws
 - e. Lever Mounting Plate Screws
 - f. Thumb Turn Screws

Installation and Setup Guide

Required Tools



You Might Also Need



1. **Phillips Head Screwdriver**
2. **Door Template**
(A seperated page)
3. **Tape Measure**
4. **Drill**
5. **Pencil**
6. **Wood Mortise Chisel**
7. **Utility Knife**
8. **Level**



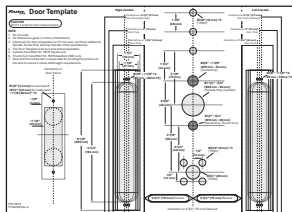
Failure to follow the Installation Guide precisely could result in damage to the product, voiding the factory warranty, and could lead to failure of the product to provide access.

1a Check Door Measurements

*If there are no holes in your door, proceed to step 1b. →

Use the **Door Template** and follow the guidelines on **both sides** to measure your door and frame. Noted that there are some cases when existing holes cannot be adjusted to be compatible.

✎ If you need to make adjustments, find the closest match to each aspect of your door with the help of the **Door Template**.



Please do not drill any holes until you confirm that your door is compatible.

If you have confirmed that the existing holes are compatible with the new lock, skip step 1a and step 1b, then proceed to step 2.

1b Make or Adjust Holes

***Skip this step if you have confirmed that the existing holes are compatible.**

1. Prepare your door frame:

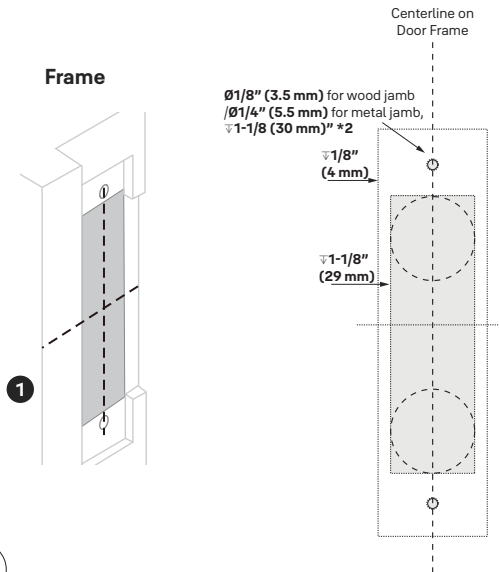
- 1.1 Swing the door close up to the door jamb and draw a latch center line for matching.
- 1.2 Place the frame part of the **Door Template** on the jamb, mark and drill two holes of 1" in diameter and 1-1/8" in depth on the jamb. Chisel out a rectangular groove 1" in width, 3-5/6" in height, and 1-1/8" in depth based on the positions of the 2 holes.
- 1.3 Cut a groove 1-5/16" in width, 4-7/8" in height, and 5/32" in depth above the former rectangular one to provide a level surface on the door jamb.
- 1.4 follow the markings to drill 2 holes, 9/64" in diameter and 1-3/16" in depth for wood jamb, or 7/32" in diameter and 1-3/16" in depth for metal jamb, to fasten the strike with Strike Screws.

2. Prepare your door:

According to different door thick, mark, chisel out the outlined area, and drill the required holes on your door with the help of the **Door Template**.



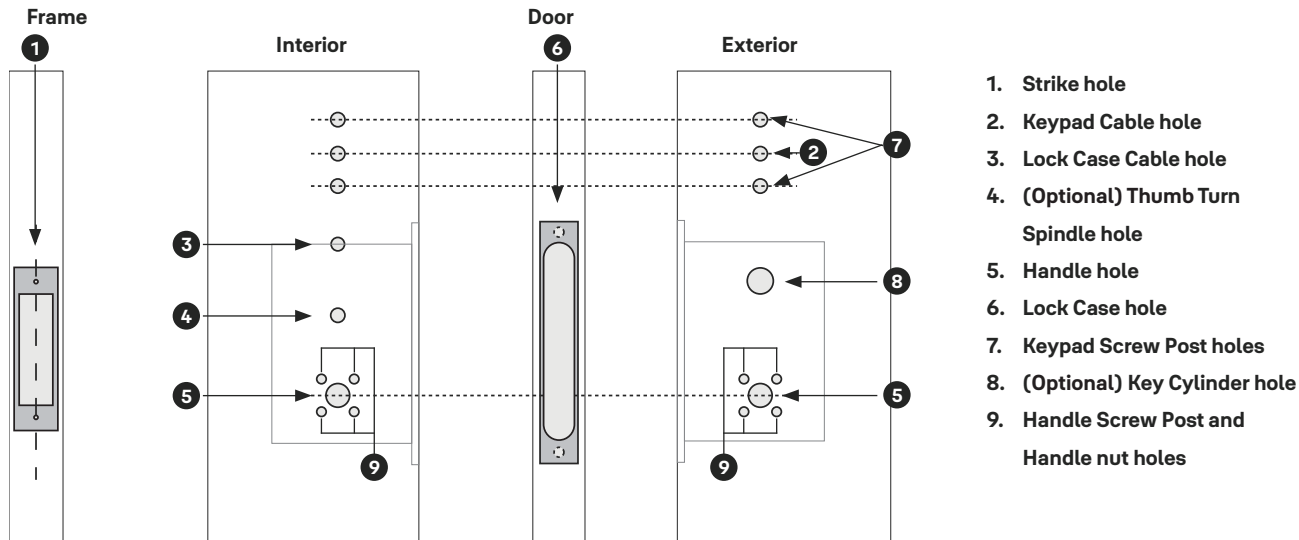
Ensure that all drilling depths are accurate to prevent splitting.



1b Make or Adjust Holes

***Skip this step if you have confirmed that the existing holes are compatible.**

3. Check that all the holes are well prepared.



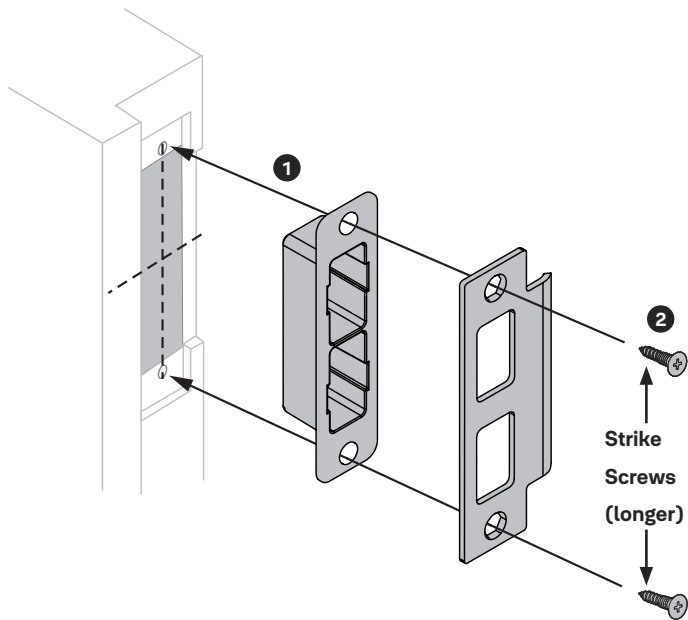
2 Install Strike

1. (Optional) Put the Dust Box into the adjusted frame holes.

⚠ Do not install the Dust Box on fire rated openings.

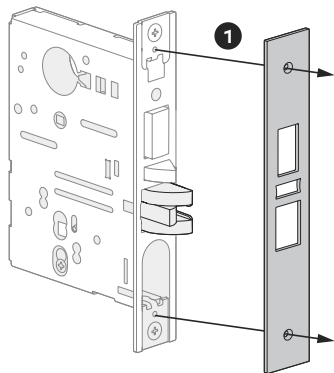
2. Screw to install the Strike Plate on the door frame with a #3 Philips head screwdriver.

Note: Ensure that the latch bolt could successfully extend into the strike holes after installation.

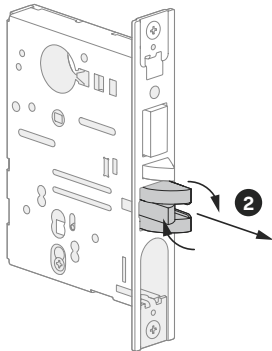


3 Determine Handing

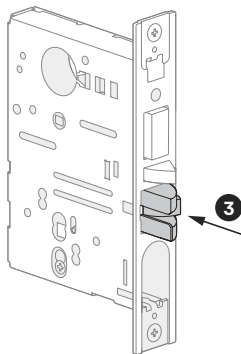
1. Remove the Armor Front.



2. Pull out the latch bolt and rotate it 180° clockwise or counterclockwise.

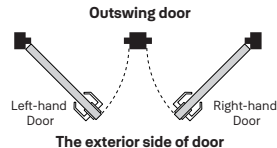
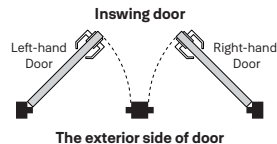


3. After ensuring that the latch bolt is in position, push the latch bolt back into the latch.



 **How to determine the right position:**
The Latch Bolt Beveled Edge must face strike.

Note: Regardless whether the door opens inswing or outswing, **The exterior side of door** is taken as reference, and the position of the door hinge is based upon it.



Incorrectly handing the lock could lead to lockout or lock in condition.

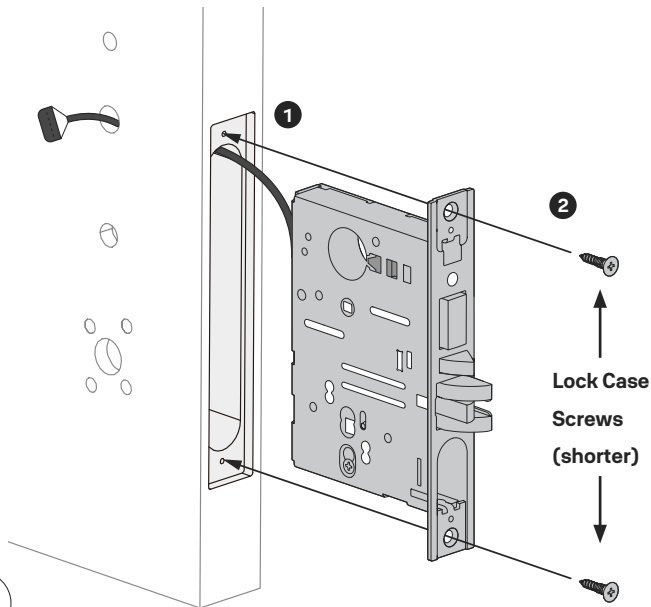
4 Install Lock Case

1. Put the Lock Case into the rectangular hole and position the reinforcement plate as illustrated.

Note: Do not forget to pull the cable out of the lock cable hole.

2. Fasten the Lock Case Screws loosely for levers and cylinder installation.

Note: Fully tighten the Lock Case Screws after the levers and the cylinder are installed.

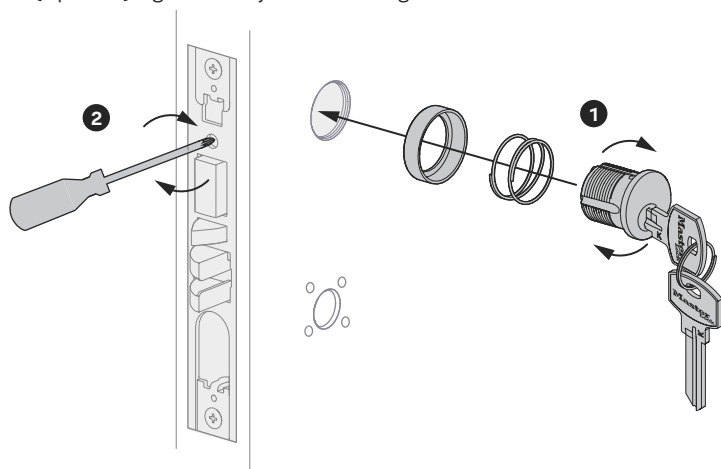


Ensure that the Lock Case is not upside down.

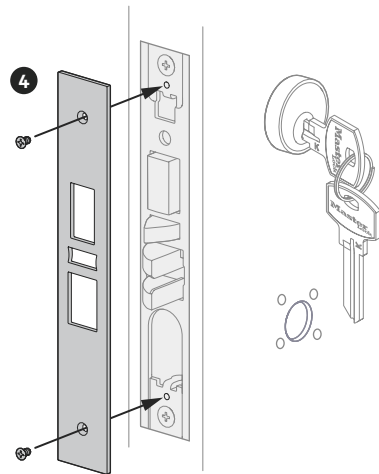
5 Install Key Cylinder

***Skip below step 1 to step 3 for key-free installation.**

1. (Optional) Put the Spring Washer and the Blocking Ring on the Key Cylinder sequentially, and screw them into the cylinder hole clockwise.
2. (Optional) Tighten the cylinder retaining screw.



3. (Optional) Ensure that the key functions normally.
4. Install the Armor Front with Armor Front Screws.

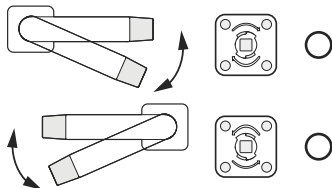


6 Install Exterior Lever Trim

1. Screw 2 Screw Posts into the diagonal screws on the exterior rose trim.
2. Place the Spring Cartridge through the Screw Post on the exterior rose trim.

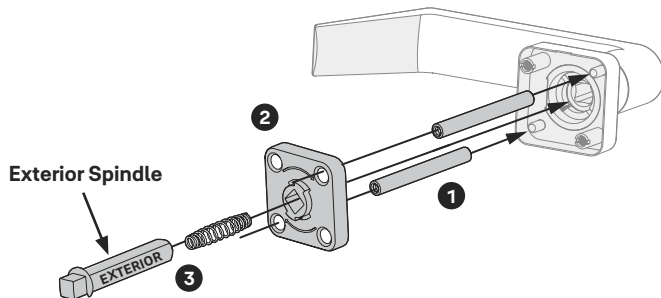


Ensure proper placement of the Spring Cartridge according to the handle rotation.



Note: Lever lifting Spring Cartridge will lead to incorrect installation.

3. Put the Spring into the square hole of the Spring Cartridge, and insert the Exterior Spindle into the Spring Cartridge and the Exterior Handle.



Ensure that you insert the correct spindle in the right direction, or it will lead to failure operation.

7 Install Thumb Turn and Interior Handle

***Skip below step 1 if your lock is not equipped with deadbolt.**

1. (Optional) Insert the Thumb Turn spindle into the upper square hole, and tighten with Thumb Turn Screws.

Note: Ensure that the Thumb Turn is vertical and the deadbolt is not extended.

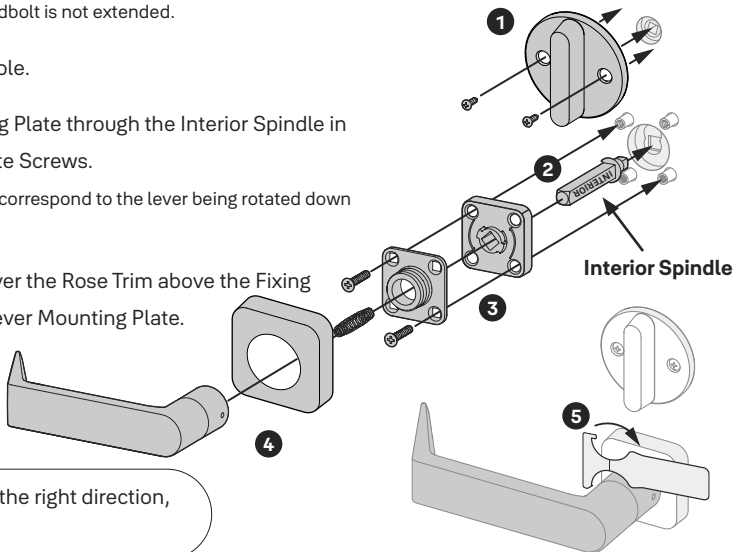
2. Insert the Interior Spindle into the lower square hole.

3. Place the Spring Cartridge and the Lever Mounting Plate through the Interior Spindle in order, then tighten them with Lever Mounting Plate Screws.

Note: The arrow direction of the Spring Cartridge should correspond to the lever being rotated down to open the door.

4. Place the Spring into the Interior Handle hole, cover the Rose Trim above the Fixing Plate, and connect the Interior Handle with the Lever Mounting Plate.

5. Tighten the Handle with Level Assembly Tool.



Ensure that you insert the correct spindle in the right direction, or it will lead to failure operation.

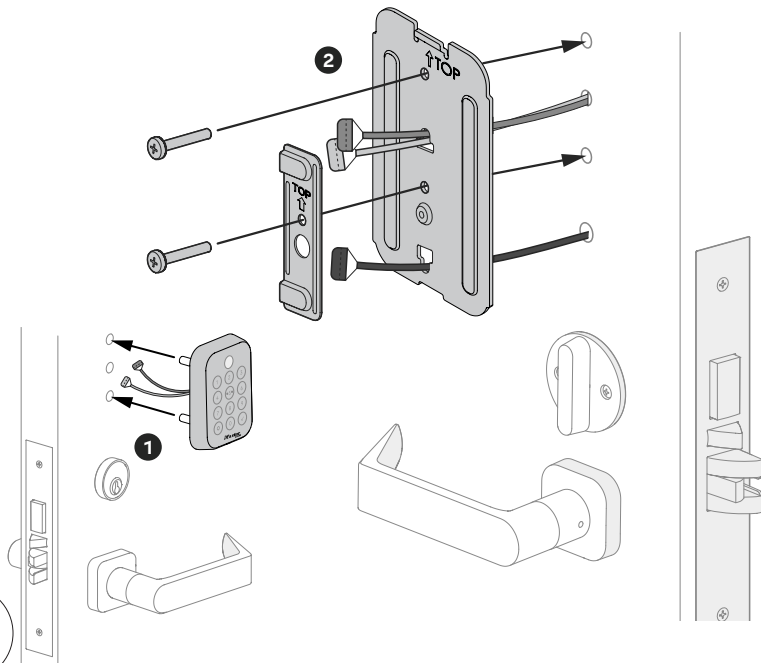
8 Install Exterior Keypad and Interior Lock

1. On the outside of the door, thread the two separate cables from the Exterior Keypad individually through the Keypad Cable hole. Then, carefully align and press the Keypad into its mounting position through the remaining installation holes.
2. On the interior side of door, carefully install Escutcheon Mounting Plate and Fire Plate sequentially through cables. Secure all components firmly in place with the Escutcheon Mounting Plate Screws.

Note: Install carefully and do not to pinch any wires.



Ensure that cables are well routed as images to avoid cable damage.



8 Install Exterior Keypad and Interior Lock

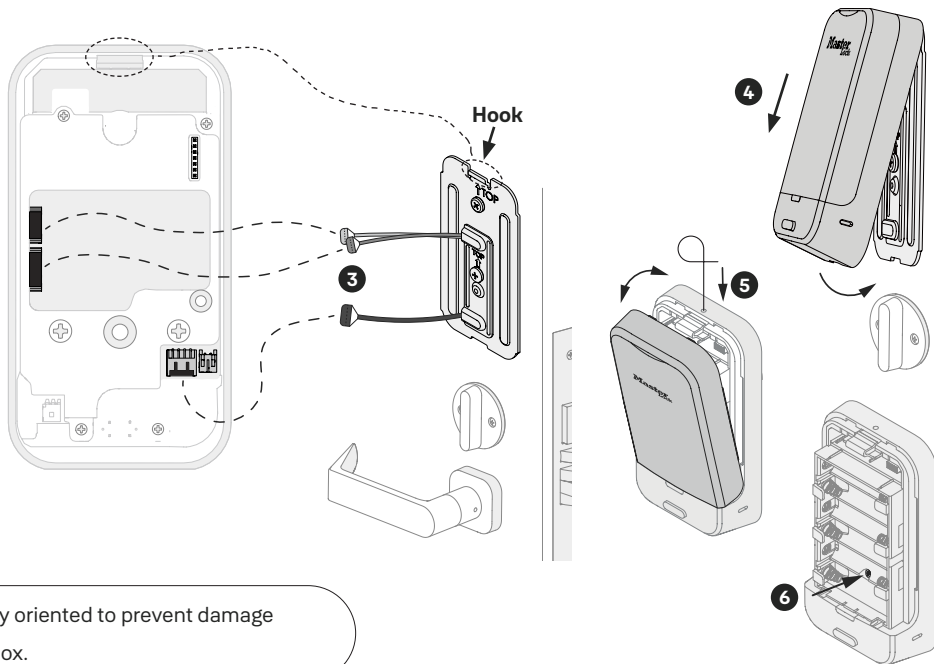
3. Push the cables into the designated slots until it clicks into place.

Note: Ensure that the side of the cable end with the ridges and the marked line faces outward.

4. Attach the battery compartment to the hook of the Escutcheon Mounting Plate and press to install.

5. Open the battery cover with Reset Pin.

6. Secure screws of battery box.



Ensure that wires are correctly oriented to prevent damage when tightening the battery box.

9 Install Smart Module

1. Insert Smart Module into the designated slot at the top of the lock body.

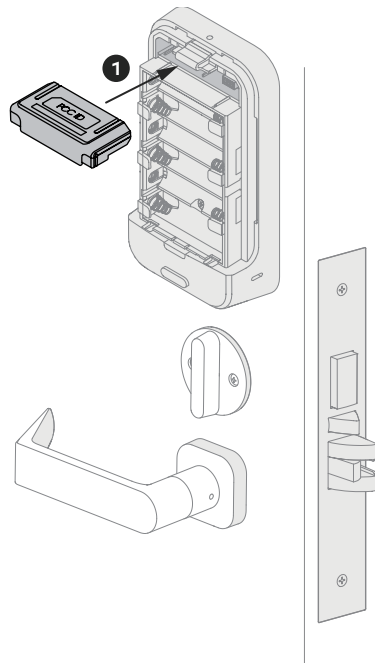


Do not install the batteries when inserting or removing the Smart Module.

Note: If you purchased your module separately, check compatibility with your lock. See the table below for compatible modules.

AYR-MOD-ZW4-USA	Z-Wave 800 series Module
AYR-MOD-ZB3-USA	ZigBee 3.0 Module

*Plugs into the wall, not the interior of the lock.



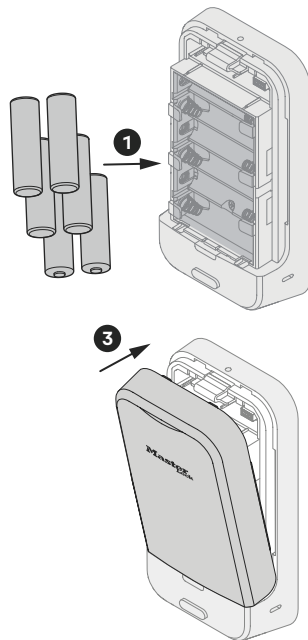
10 Install Batteries and Perform Initial Setup

*Ensure that you have downloaded the partner app.

1. Install 6 batteries.
2. Perform initial setup according to your connectivity options:

Connectivity Options	Initial Setup
Z-Wave / Zigbee	a. 1 and ⚙ illuminate on the keypad. b. The lock enters programming mode. c. Follow steps on page 21 to create the programming code. d. Follow related steps on page 24 to join wireless network and set up your lock.

3. Install the cover.



Using Your Lock

Exterior Keypad



To **wake** the lock according to your lock type.

- For Push Button Keypad: Press any button.
- For Touch Screen Keypad: Touch  or , or apply Palm Touch.

To **lock** your door: Press 

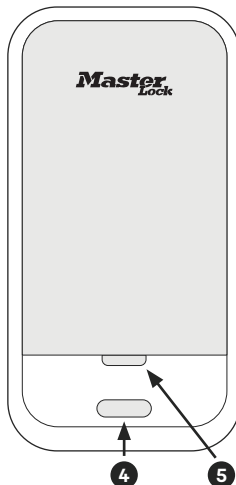
To **unlock** your door:

With entry code

Press  → Enter entry code

→ Press 

Interior Lock



1. Wake / One-Touch Locking
2. Warnings / Menu
3. Submit Entry Code
4. Passage / Privacy Button
5. Interior LED Indicator

Create Programming PIN Code

***You cannot configure and use the lock before completing programming code creation.**

⚠ Z-Wave/Zigbee: Follow this section to create your programming code via keypad.

1. (Optional) Press and hold the Passage / Privacy Button on the Interior Lock until **1** and  illuminate on the keypad.

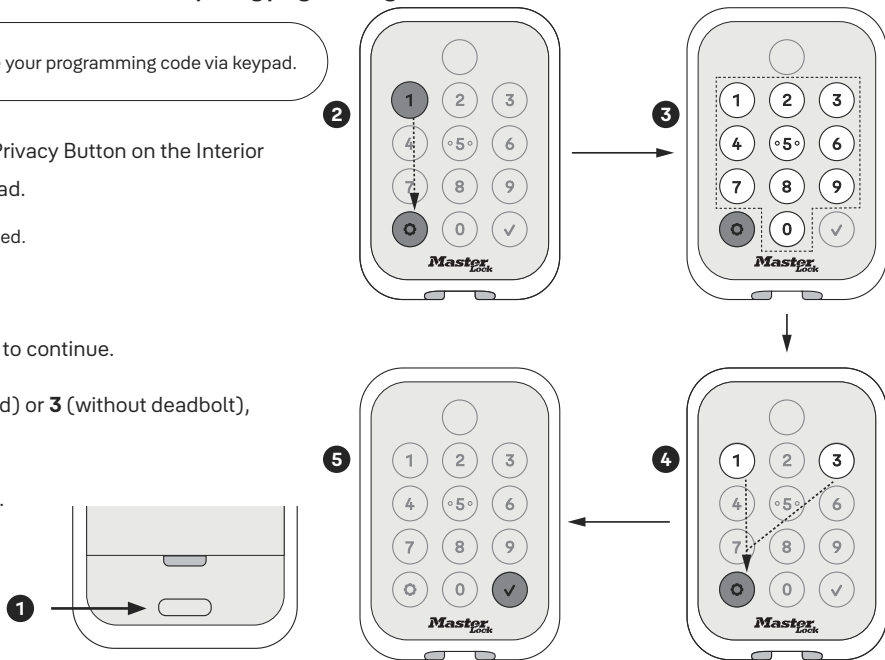
Note: Skip this step if **1** and  already illuminated.

2. Press **1** → .

3. Enter a 4 to 8 digit PIN code, and press  to continue.

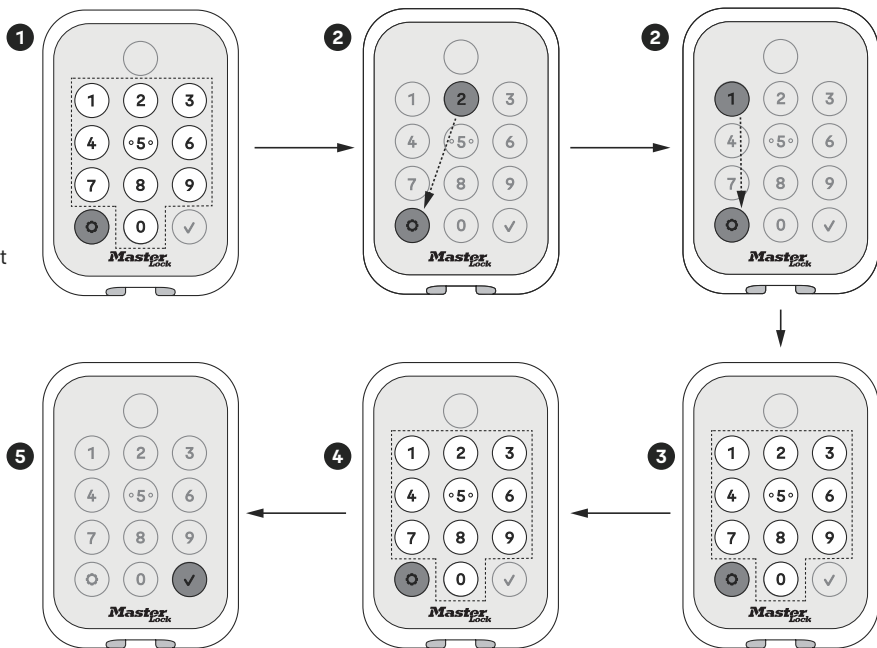
4. Press the illuminated **1** (deadbolt installed) or **3** (without deadbolt), and press .

5. Press  to complete the creation process.



2 Create User PIN Codes

1. Enter programming code and press **⚙**.
2. Press **2** → **⚙** → **1** → **⚙**.
3. Enter a 4 to 8 digit PIN code, and press **⚙**.
4. (Optional) Press **⚙**, enter a new 4 to 8 digit PIN code, and press **⚙** to create an extra user code.
5. Press **✓** to complete the creation process.



3 Reset to Factory Default

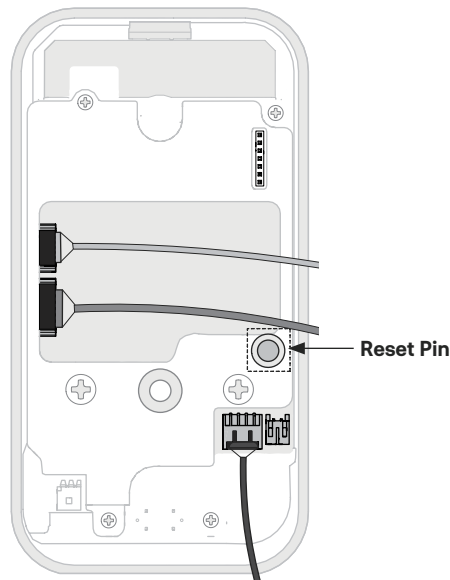
***All programming features and codes are deleted after the lock being reset to factory default.**



If you have set up your lock with partner App, please reset your lock with app.

Go to your lock's settings and select **Factory Reset**.

1. Open the battery cover and remove one battery.
2. Uninstall the battery box.
3. Press and hold the reset pin.
4. While holding the reset pin, re-insert the removed battery.
5. Keep holding the reset pin for 5 more seconds until the keypad digits illuminate.
6. Re-install the battery box.



Configure Your Lock (Z-Wave/Zigbee Only)

1. Enter the programming code you just created, and press  to enter the setting menu.
2. Press an illuminated digit to configure the corresponding settings.

Digits and their corresponding functions to be performed:

Digit	Functions	Configuration Process				
1	Programming code setting	1 → 	Enter a 4 to 8 digit PIN code		1 (deadbolt installed)	 → ✓
					3 (without deadbolt)	
2	User codes settings	2 → 	1 (Create user codes)		Enter a 4 to 8 digit PIN code	 → ✓
			3 (Remove user codes)			
3	Advanced settings	3 → 	1 (Auto reload)		1 Enter a number between 1 to 180 seconds	
					3 (Disable)	
			2 (Interior LED indicator)		1 (Enable)	
					3 (Disable)	
			3 (One touch locking)		1 (Enable)	
					3 (Disable)	
			4 (Privacy mode)		1 (Privacy button to enable)	
					2 (Privacy mode with deadbolt to enable)	
					3 (Privacy button to disable)	

Digit	Functions	Configuration Process				
3	Advanced settings	3 → ⚙	5 (Configure deadbolt)	⚙	1 (Configure deadbolt included)	⚙
					3 (Configure deadbolt not included)	
			6 (Escape return)		1 (Enable)	
					3 (Disable)	
4	Volume settings	4 → ⚙	1 (High)	⚙		
			2 (Low)			
			3 (Silent)			
6	All code lockout	6 → ⚙	1 (Enable)	⚙		
			3 (Disable)			
7	Wireless module setting	7 → ⚙	1 (Join Wireless Network)	⚙		
			3 (Exit Wireless Network)			

*After following the configuration steps for joining wireless network, put your hub into inclusion mode. The lock will automatically timeout once Z-Wave/Zigbee inclusion is completed.

LED Alerts

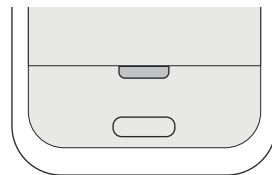
Exterior Keypad Alerts

Gear flashes amber	Low battery level 1
Gear flashes red	Low battery level 2
Gear flashes red, then stays red	Low battery level 3
A digit key blinks twice	Jammed lock
Gear flashes white	During initial setup



Interior Lock Alerts

LED indicator flashes blue	Low battery levels 1, 2, and 3
LED indicator flashes red	Locked state
LED indicator flashes green	Unlocked state
LED indicator turns green for 3 seconds	Pairing success
LED indicator turns red for 3 seconds	Pairing failure
LED indicator intermittently flashes pink	Passage Mode is on



*Features and functionality may vary by partner.

Feature	Definition
Entry Codes	• Entry codes are used to unlock your door. Maximum number of users is 500.
	• Entry Codes are used to lock your door when One-Touch lock is disabled.
	• You can set permanent, recurring and temporary entry codes.
Auto-Lock	• Auto-Lock automatically locks the door for you.
	• It can be set to lock on a timer for 1 to 180 seconds.
	• Auto-Lock is disabled by default.
	• Auto-Lock can be set up with the keypad.
One Touch Lock	• Touch or press  to lock the door.
	• One Touch lock is enabled by default.
	• One Touch locking can be set up with the keypad.

Features

*Features and functionality may vary by partner.

Feature	Definition
Passage Mode	• Use Passage Mode when you want to disable Auto-Lock for an extended period of time.
	• Passage Mode is enabled by default.
	• Passage Mode is configured through the programming code from the locks keypad.
	• The passage button or privacy button operates based on the settings for each mode.
Privacy Mode	• Use Privacy Mode when you want to disable all keypad functions for an extended period of time.
	• Privacy Mode is disabled by default.
	• Privacy Mode is configured through the programming code from the keypad.
	• The passage or privacy button operates based on the settings for each mode.
	• Privacy Mode duration ends when door is opened and a sound indicates Privacy Mode is disabled.

Features

*Features and functionality may vary by partner.

Feature	Definition
All Code Lock Out Mode	• Restrict all entry codes from unlocking the door. When attempting to enter code while in all code lock out, there will be an audible lock response.
	• All Code Lock out Mode is disabled by default.
	• All code lock out is configured through the programming code from the locks keypad.
Escape Return	• Allow the door to remain unlocked in the case of an emergency.
	• Cause the door to automatically unlock upon opening and remain unlocked even if the door swings closed. The locking action requires at least one intentional user interaction to return to the locked state.
	• When Escape Return is enabled, Auto Lock and One-Touch Lock are automatically disabled.
Tamper Alert	• Audible alarm sounds if a user tries to attempt to forcible remove the keypad from the lock.

Features

*Features and functionality may vary by partner.

Feature	Definition
Wrong Code Entry Limit	• After the set number of unsuccessful (Default 3) attempts at entering a valid entry code the lock will not accept a code for a duration of time. The keypad will flash, a red gear button will be at the bottom of the keypad.
	• The keypad will be available after the shutdown ends.
	• The wrong code entry limit can be changed via your partner app.
Shut Down Time	• The shutdown time on the keypad is a default of 60 seconds and will not allow operation until this time period ends.
	• When the unit is in shutdown mode, the keypad will be flashing.
	• The shutdown time can be changed via your partner app.
Volume Setting Mode	• The volume setting for entry code verification and passage or privacy button is set to high (1) by default.
	• The Volume can be set to Low (2) or Silent (3) for quiet areas from the locks keypad or your partner app.
	• Menu setting and warning sounds are set to high regardless of the volume setting

Lock Operations Troubleshooting

Symptom	Suggested Action
Lock does not respond. There are no lights or chimes and there is no mechanical sound indicating latch bolt movement.	• Touch Yale logo to activate the keypad. • If keypad numbers are visible, check if they respond when pressed. • Check that batteries are installed and oriented correctly (polarity). Replace batteries if needed*. • Check that the keypad wire is fully connected and not pinched.
Lock does not respond – door is locked and inaccessible.	• Batteries may not have enough power. Replace batteries*. • Use mechanical key to unlock the door. • Apply 9V battery to terminals on the keypad for emergency power jump option.
Lock is on for a while then shows no reaction. Lights dim.	• Batteries do not have enough power. Replace batteries*.
Lock chimes indicating code acceptance but door will not open.	• Check for another locking device on the door (i.e. deadbolt). • Check the door gaps for any foreign objects between door and frame. • Check that the motor cable is firmly connected into the PC board on the interior lock. • Check that the locking slide moves freely and there is no foreign material in mortise pocket.
Lock operates to allow access but will not automatically re-lock.	• Ensure Auto-Lock Mode is enabled by Master user. • Replace batteries*. • Ensure Passage Mode is disabled. • Ensure Escape Return mode is disabled.

* After replacing your batteries, it's highly recommended to use your app to lock or unlock your device. This will allow the app to connect to the lock to ensure that the internal time of the device is correct.

Lock Operations Troubleshooting

32

Symptom	Suggested Action
Gear button flashes on the keypad.	• This is the alert to replace the batteries. Replace all six (6) batteries with new AA alkaline batteries*.
Entry code will not register.	• If low battery indicator is lit, replace batteries*. • Verify that your user code consists of 4 to 8 digits. • User code may already be registered. • User code must be entered within 30 seconds (while the keypad is active) or process will have to be restarted. • ✓ or ⚙ cannot be used as part of the user code.
Upon entering an entry code and pressing the Check key, the lock displays error or lock times out without responding.	• Ensure All Code Lockout Mode is disabled by Master user. • The digits entered were incorrect or incomplete. Re-enter 4-8 digits followed by ✓. • Master user may have deleted the user code. • User code must be entered within 7 seconds (while the keypad is active) or process will have to be restarted.
Lock operates but makes no sound.	• Check if volume is set to Silent by Master user.

* After replacing your batteries, it's highly recommended to use your app to lock or unlock your device. This will allow the app to connect to the lock to ensure that the internal time of the device is correct.

Symptom	Suggested Action
Deadbolt grinds and will not extend to lock when using an entry code but thumbturn locks and unlocks smoothly.	• Lock was not handed properly. Find the setting of determining handing to fix this issue.
Deadbolt is hitting the strike plate.	• Reposition the strike plate to align with deadbolt.
Deadbolt is not fully extending.	• Increase depth of the deadbolt strike pocket in the frame.
Resistance when locking deadbolt that requires pushing or pulling on the door to align deadbolt and latch.	Adjust your existing knob, lever, or handleset strike plate. Latch engagement into the strike is the main component used for door alignment. To adjust knob / lever / handleset strike plate: 1. Remove plate from door frame with a hand screwdriver. Note: Using an electric driver may strip screw heads or enlarge screw holes. 2. Locate tab on strike plate. Bend the tab towards surface of strike. Note: A small change may be all that is required. 3. Reinstall strike plate using a screwdriver and test again. 4. If door cannot be adjusted sufficiently with strike tab, both knob/lever/handleset latch and deadbolt could require adjustment – we suggest you contact a local locksmith for assistance. For help with misalignments, watch our door alignment video: www.masterlock.com/support
Bolt will not extend and motor is grinding	• Enter your Master PIN code. • With the bolt retracted, press 3 for Advanced Lock Settings. • Test the operation; locking the door via the keypad.

Use:

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

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FCC and IC RF Radiation Exposure Statement: This equipment complies with FCC and IC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

RF du FCC et IC d'exposition aux radiations: Cet équipement est conforme à l'exposition de FCC et IC rayonnements RF limites établies pour un environnement non contrôlé. L'antenne pour ce transmetteur ne doit pas être même endroit avec d'autres émetteur sauf conformément à FCC et IC procédures de produits Multi-émetteur.

Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

FCC:

FCC ID: MZR - YMM624

FCC Part 15.19 This device complies with Part 15 of the FCC Rules. Operation is subject to the following two condition: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

FCC Part 15.21 Any changes or modifications (including the antennas) to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment

Class B Equipment

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.
- Distance between EUT and users is 20 cm.

Warning:

Changes or modifications to this device, not expressly approved by **Yale Home** could void the user's authority to operate the equipment.

Industry Canada:

IC ID: 2676A - YMM624

This Class A digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) L'appareil ne doit pas produire de brouillage;

(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

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