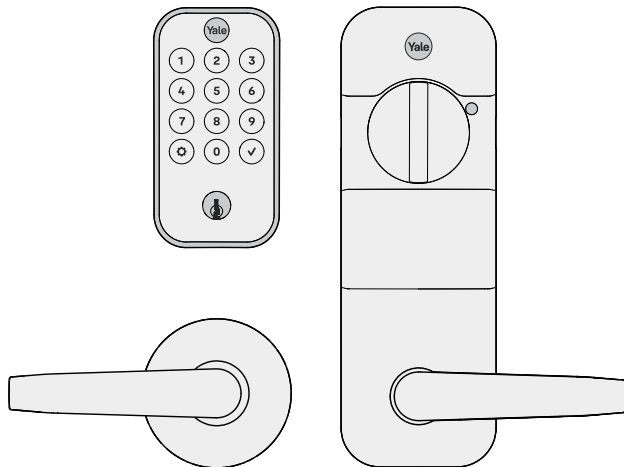




# Yale Pro<sup>®</sup> 2 Interconnected Lock

## Keyed YMC614/YMC624



### **Install and Set Up Your Lock**

Follow the step-by-step Installation and set up Guide in this manual (pages 6-25).

### **Set Up, Program, and Use Your Lock**

Follow the instructions in this manual (pages 26-30), the Quick Start Guide, or the partner app to set up and program your lock. Create permanent entry codes, issue entry codes for guests, and more (pages 26-39).



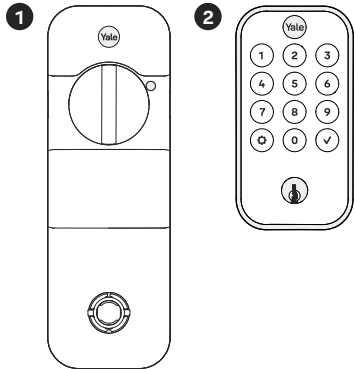
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# Contents

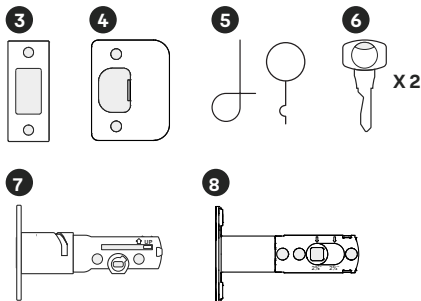
<b>In the Box</b> .....	<b>4</b>	Install DoorSense (Optional).....	20
<b>Installation and Setup Guide</b> .....	<b>6</b>	Install Yale Smart Module (Optional).....	23
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# In the Box

## Lock



## Hardware

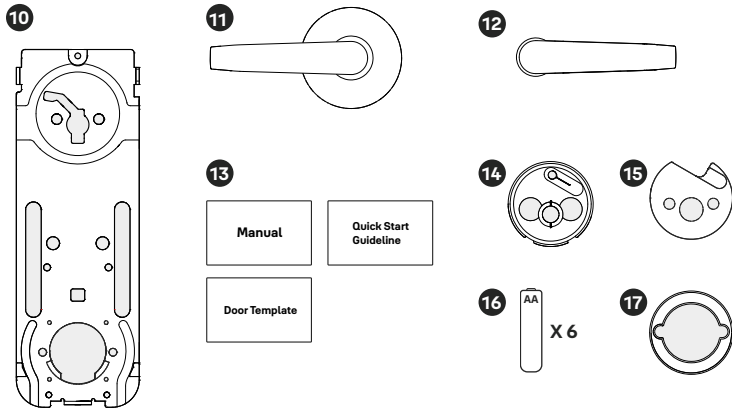


- 9 a.  X 1
- b.  X 2
- c.  X 1
- d.  X 8
- e.  X 2
- f.  X 2
- g.  X 2
- h.  X 2

1. Interior Lock
2. Exterior Keypad
3. Deadbolt Strike Plate
4. Lever Strike plate
5. Reset Pins
6. Keys
7. Adjustable Deadbolt
8. Adjustable Latch Bolt
9. Screws
  - a. Small Interior Lock Screw
  - b. Mounting Plate Screws
  - c. Black Interior Lock Screw
  - d. Strike Plate and Deadbolt Screws
  - e. Silver Handle Screws
  - f. Silver Screw Set A
  - g. Silver Screw Set B
  - h. Optional Security Strike Plate Screws

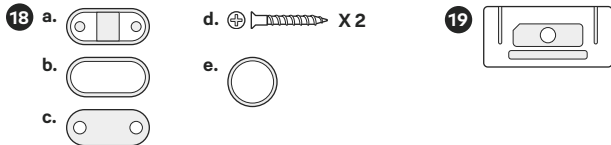
# In the Box

## Hardware



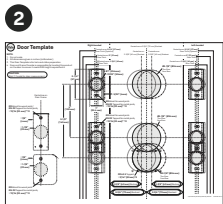
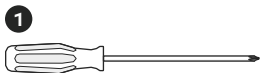
- 10.** Mounting Plate
- 11.** Handle Assembly
- 12.** Interior Handle
- 13.** Manual, Quick Start Guideline & Door Template
- 14.** Top Rubber Gasket
- 15.** Metal Gasket
- 16.** AA Batteries
- 17.** Bottom Rubber Gasket
- 18.** DoorSense
  - a. Housing
  - b. Cover
  - c. Mounting Tape
  - d. Screws
  - e. Flush Mount Cap
- 19.** Smart Module (Included for Wi-Fi, Z-Wave, and Zigbee models)

## Add-Ons

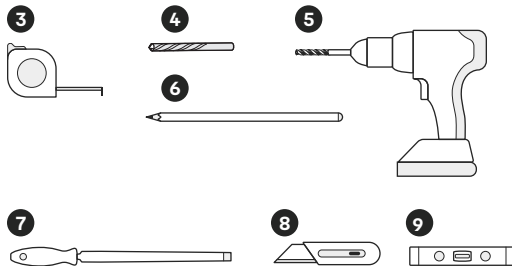


# Installation and Setup Guide

## Required Tools



## You Might Also Need



1. Phillips Head Screwdriver
2. Door Template  
(a separated page)
3. Tape Measure
4. 1/8" Drill Bit
5. Drill
6. Pencil
7. Wood Mortise Chisel
8. Utility Knife
9. Level

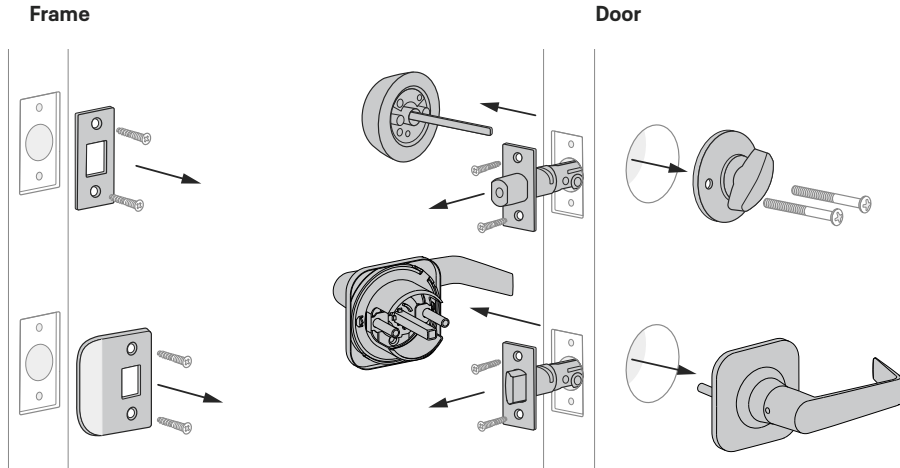


Failure to follow the Installation Guide precisely could result in damage to the product, voiding the factory warranty, and could lead to failure of the product to provide access.

# 1a Remove Existing Hardware

If you have a new door, please proceed to step 1b. →

If you have a deadbolt and handle on your door, use the diagram to help you remove them.



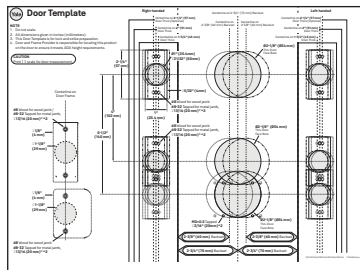
Keep your old deadbolt until your new lock has been successfully installed.

# 1b Check Door Measurements

If your door doesn't have holes, please proceed to step 1c. →

Use the **Door Template** and follow the guidelines to measure your door and frame.

✎ If you need to make adjustments, find the closest match to each aspect of your door on the **Door Template** and follow **step 1c**. Please note that there are some cases when existing holes cannot be adjusted to be compatible.



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

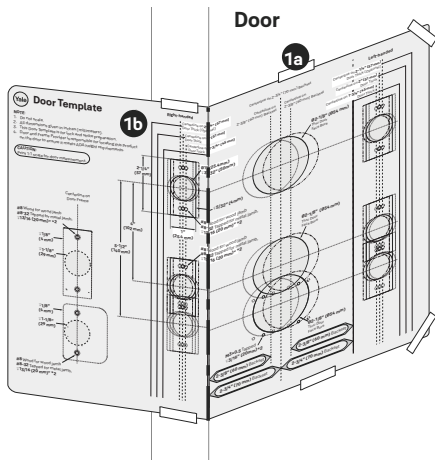
If you have confirmed that the existing holes are compatible with your new lock, please proceed to step 2a (skip step 1c).

# 1c Make or Adjust Holes

If you have confirmed that the existing holes are compatible, proceed to step 2a. →

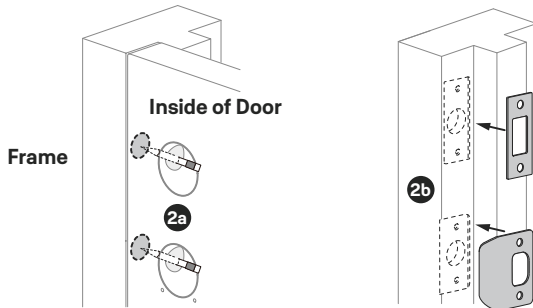
## 1. Prepare your door:

- 1a. Tape the Door Template onto the door as shown.
- 1b. Check the door thickness. Follow the template to mark and drill the required holes.



## 2. Prepare your door:

- 2a. Close the door from the inside. Insert a pencil through the edge bore to mark the center of strike pocket on the door frame.
- 2b. On the door frame, center the strike plate hole on the pencil mark. Trace the outline of the strike plate with pencil.
- 2c. Chisel out the outlined area to match the strike plate's thickness for a flush installation. Follow the template to mark and drill the required holes.



# 2a Determine Door Hand

The hand of a door is determined from the secure side of the door. The "secure side" refers to the side from which you initially unlock and enter. The default lock configurations are for right-hand door (**RH/RHR**). If installing on a left-hand door (**LH/LHR**), please proceed to step 2b to adjust the interior lock.



Left Hand "**LH**", Hinges Left.  
Open Inward.



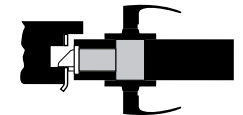
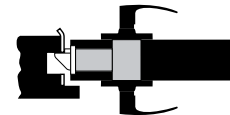
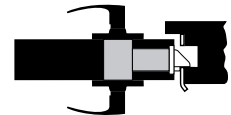
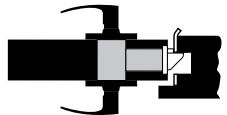
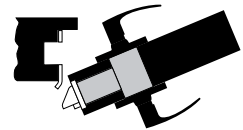
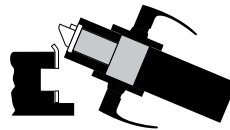
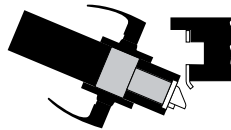
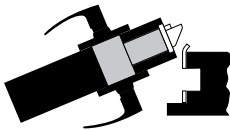
Left Hand Reverse "**LHR**",  
Hinges Left. Open Outward.



Right Hand "**RH**", Hinges Right.  
Open Inward.



Right Hand Reverse "**RHR**".  
Hinges Right. Open Outward.



## 2b Change Door Hand (Optional)

If you don't need to change Right Hand to Left Hand, please proceed to step 2c. →

1. Remove the rear panel from interior lock.

2. Remove the C-LINK.

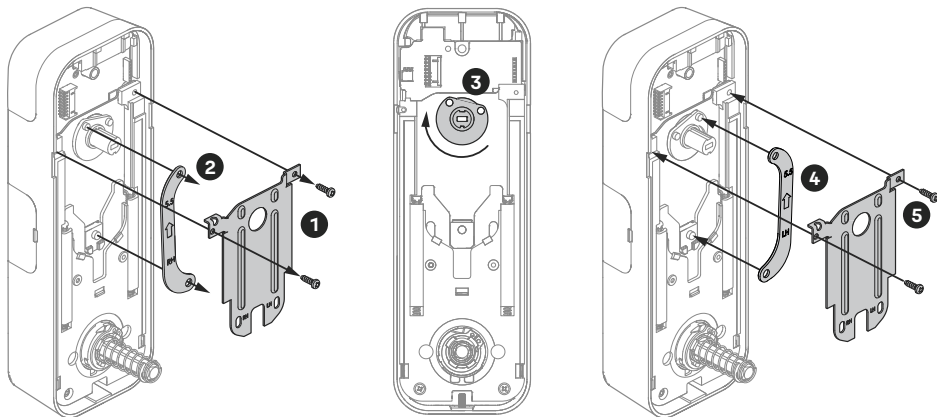
3. Rotate the spacer to the correct position.

4. Flip the C-LINK to make the side marked "LH" faces upward, and reinstall it into the interior lock.

5. Reinstall the rear panel.

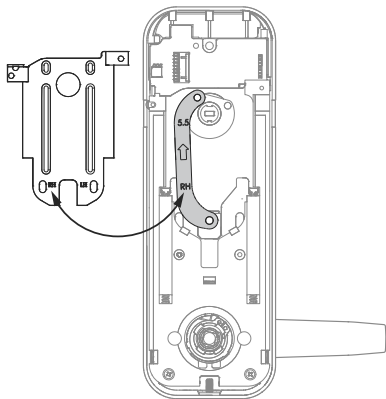


**After the lock is fully installed on the door, refer to the "Configure Your Lock" section (see page 28) to start handing the lock.**

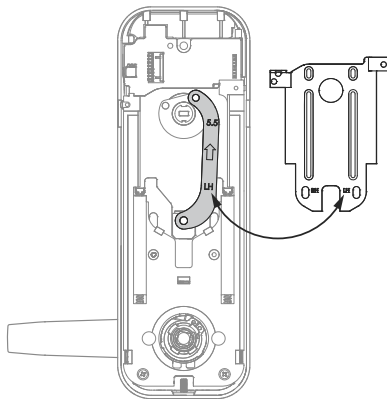


## 2c Confirm Door Hand

Verify that the lock handle is configured correctly.



Right Hand

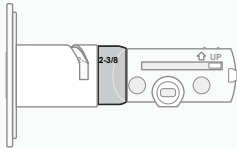
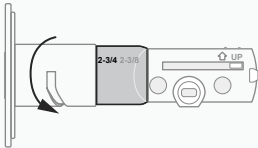
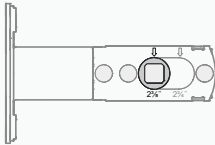
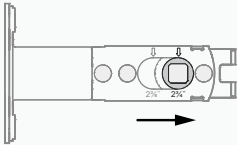


Left Hand

# 3

## Adjust Deadbolt & Latch Bolt

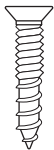
Adjust the deadbolt and latch bolt length according to the backset length selected on the **Door Template**.

	<b>2-3/8" Backset</b> (Out of box)	<b>2-3/4" Backset</b> (To adjust, twist neck by holding the body stable)
<b>Deadbolt</b>		
<b>Latch Bolt</b>		

# 4

## Install Deadbolt & Latch Bolt

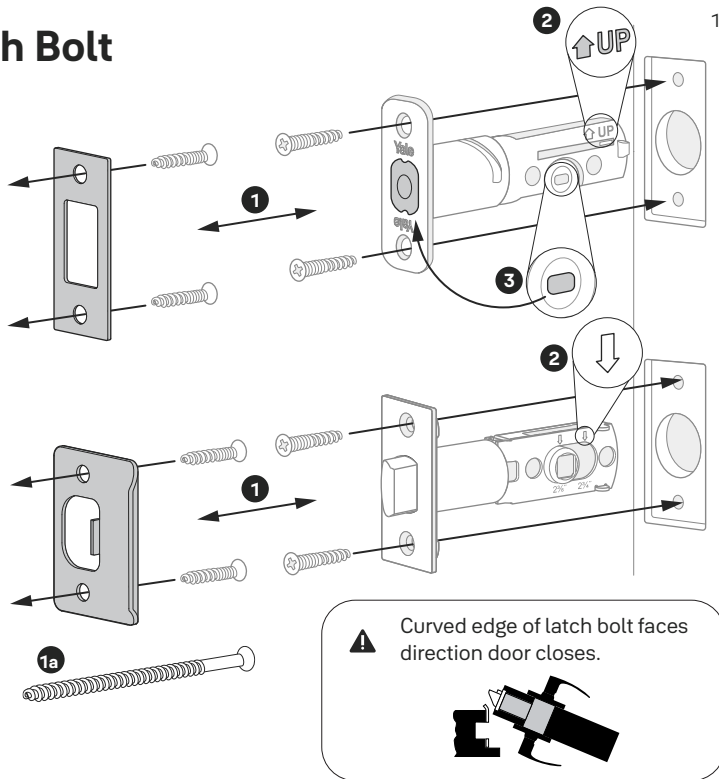
**!** Minimum strike pocket depth is 1".



x 2 for Deadbolt  
x 2 for Latch Bolt  
x 2 for Lever Strike plate  
x 2 for Deadbolt Strike plate  
(Actual size)

1. Align two strike plates with the latch of deadbolt and latch bolt.
  - 1a. (Option) Security screws can be used in place of the small strike plate screws.
2. Make sure UP arrow on the deadbolt is facing upwards and down arrow on the latch bolt is facing downwards.
3. Deadbolt latch must be in an unlocked position.

Note: If the deadbolt latch is extended, use a small flathead screwdriver to rotate slot until deadbolt latch is retracted.



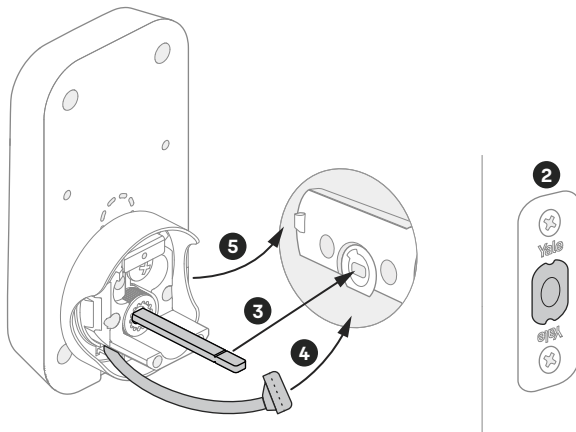
# 5 Install Exterior Keypad



**Install your lock with the door open.**

Do not close your door until all the steps are completed.

1. Remove the plastic cover from the keypad.
2. Make sure your deadbolt latch is in an unlocked position. Refer to **step 4, point 3** (page 14) for guidance on how to retract it, if needed.
3. Slide the tailpiece through the deadbolt latch slot.
4. Guide the wire cable under the deadbolt.
5. Slide the keypad in place, making sure it's on the exterior part of your door.



# 6 Install Mounting Plate

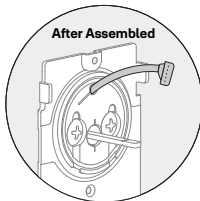
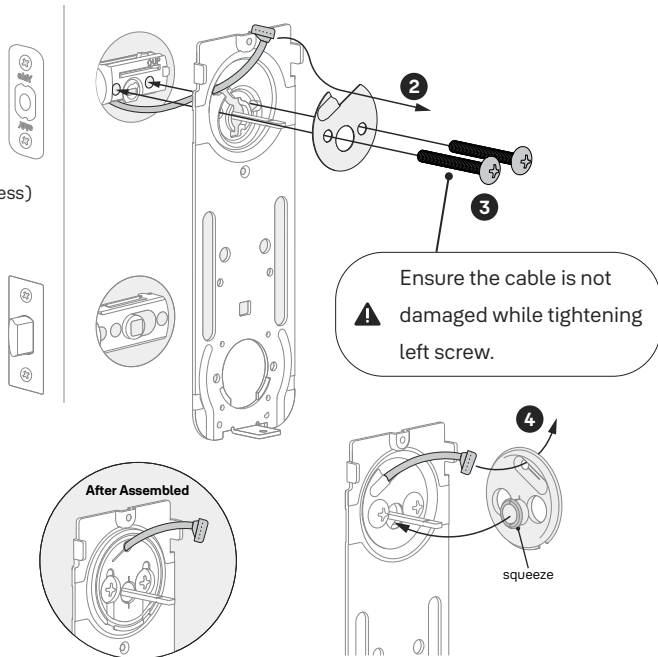
1. Select screws according to the door thickness selected on the **Door Template**.



2. Route the wire cable through the designated slot on mounting plate. You may have to squeeze the cable slightly in order for it to pass through.

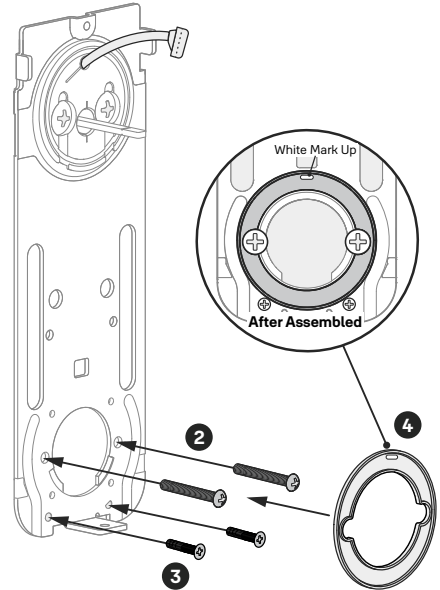
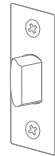
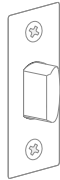
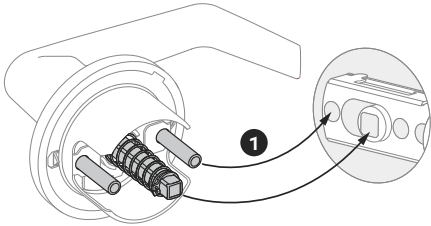
3. Place the mounting plate into the hole, then attach metal gasket, and tighten screws with screw driver to secure mounting plate assembly, making sure outside keypad is straight.

4. Route the cable through the top rubber gasket, then squeeze the rubber and push it fully into mounting plate assembly.



# 7 Install Handle Assembly

1. Guide the posts of handle assembly into the holes of latch bolt.
2. Tighten handle assembly with screws on one side of the mounting plate.
3. Drill two  $\varnothing 1/8''$  pilot holes (1/2'' deep), then secure the mounting plate with screws.
4. Assemble the rubber gasket with its white mark up facing upward (top position) into the mounting plate.



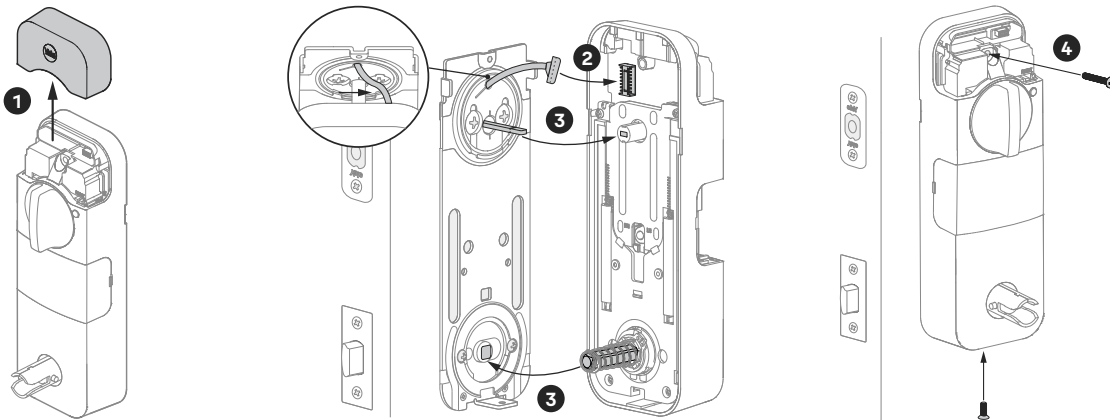
# 8 Install Interior Lock

1. Remove the optional module cover.
2. Push cable into the designated slot until you hear a click.
3. Guide the lock tailpiece of keypad to thumbturn slot, and guide the handle tailpiece of interior lock to the hole of latch bolt.
4. Tighten screws with a screwdriver to secure interior lock. As you tighten the screws, make sure the interior lock is straight.



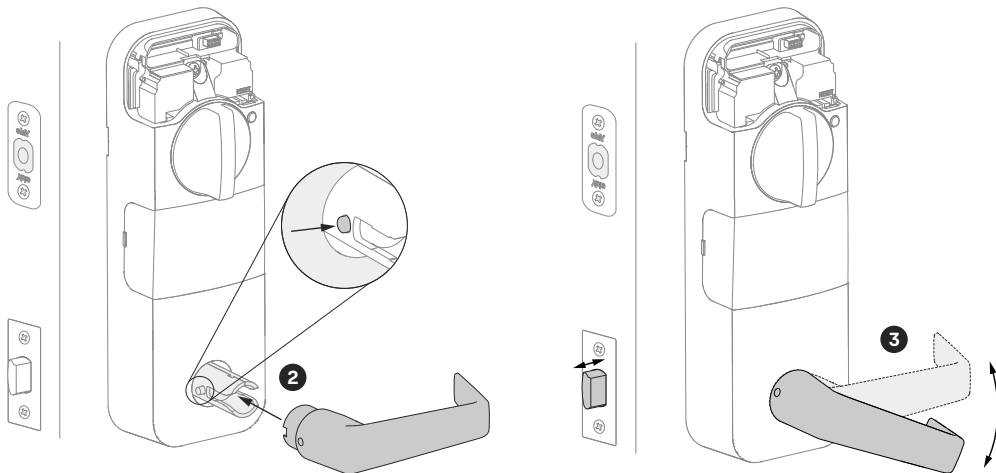
Orientation of tailpiece and deadbolt slot must match. Do not fasten lock to back plate until properly fitted.

Note: Please ensure cables are routed clear of the screw hole to avoid cable damage when tightening screws.



# 9 Install Interior Handle

1. Align the handle with the mounting shank on the lock. Ensure the handle is oriented correctly.
2. Press the lock tabs on the mounting shank, and push the handle inward until it clicks into place. Gently pull the lever to confirm it is securely installed.
3. Press the door handle to confirm smooth operation, ensuring exterior and interior door handles can control the retraction and extension of the latch correctly .



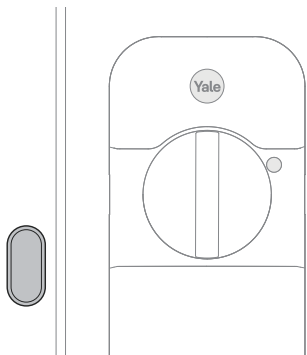
# 10 Install DoorSense (Optional)

If you do not wish to install DoorSense, please proceed to step 11. →

**⚠** Before installing DoorSense, confirm it is supported by the app the lock will be set up in.

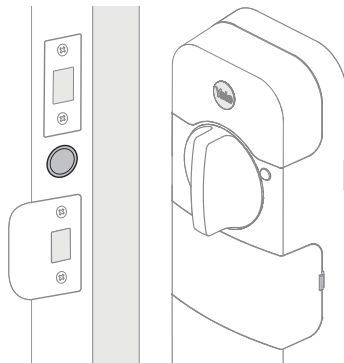
DoorSense is a magnetic sensor installed on your door frame that can keep track of when the door is opened and closed.

For **surface mount** instructions, please proceed to **step 10a**. →



Surface mount is a quick and easy option to secure DoorSense on the inside of your door frame.

For **flush mount** instructions, please proceed to **step 10b**. →



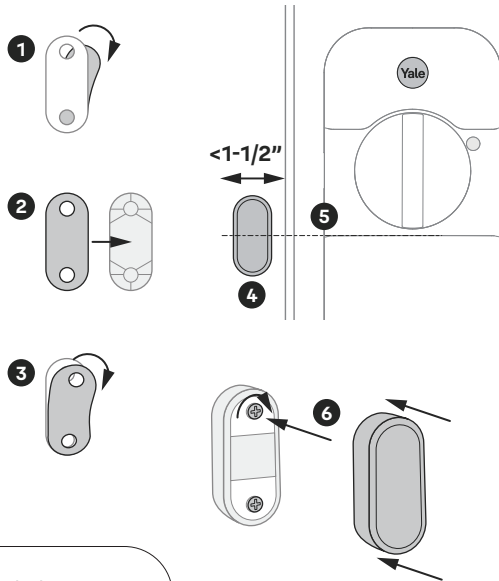
Flush mount is installing DoorSense into the edge of the door frame. It provides a cleaner look with more robust performance but requires drilling.

# 10a DoorSense Surface Mount

1. Remove one side of the backing from the adhesive.
2. Attach tape to the back of the DoorSense, ensuring it is aligned with the edges of the device and the screw holes.
3. Remove the remaining backing from the adhesive.
4. Determine mounting location. For optimal performance, DoorSense should be mounted within 1-1/2" from the edge of your door frame.

Note: DoorSense will still work if placed on curved or angled trim moulding around the door frame as long as it is within 1-1/2" from the edge.

5. Ensure the center of DoorSense is in the proper position by aligning it slightly below the center of the thumbturn in the locked position, and adhere it to the door frame.
6. Tighten pre-installed screws and attach cover.

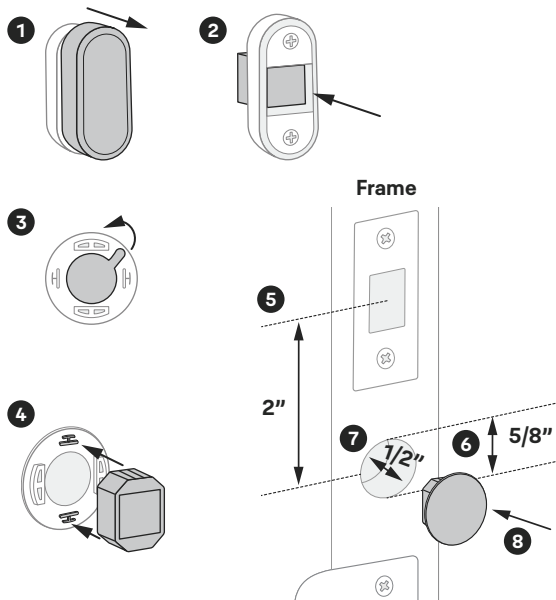


It is recommended to complete the last step after your lock is calibrated with the app to ensure you are able to retrieve accurate door state readings before modifying your frame.

# 10b DoorSense Flush Mount

1. Take off DoorSense cover.
2. Push the magnet out of the housing.
3. Expose the adhesive on the magnet cap by removing the blue backing.
4. Press the magnet onto the cap so that the notches interlock.
5. Determine mounting location on the door frame. The distance from the center of the deadbolt strike plate to the center of the DoorSense should be 2", making the DoorSense in line with the logo on the battery cover of the lock.
6. Mark a hole that's horizontally centered on the door frame and is 5/8" in diameter.
7. Drill a 1/2" deep hole where marked.
8. Insert DoorSense into the hole.

Note: If it is too snug to push in by hand, protect the frame with a piece of scrap wood and use light blows with a hammer or mallet. If it is too loose, try wrapping tape around it so that it fits snugly.



# 11 Install Yale Smart Module (Optional)

If your lock model does not include a Smart Module, please proceed to step 12.

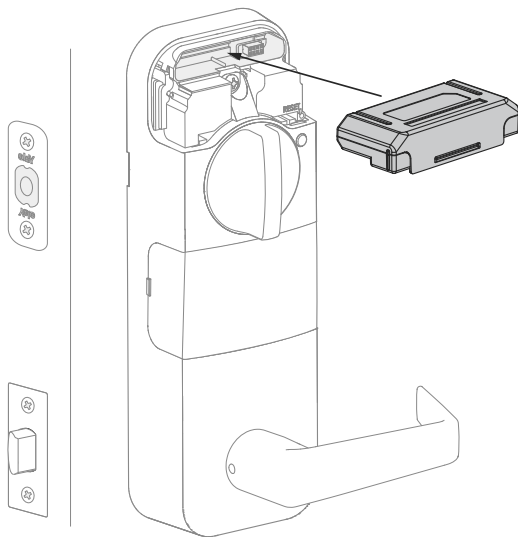
1. Insert Yale Smart Module into the designated slot at the top of the body of the lock.

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

<b>AYR-MOD-ZW4-USA</b>	Z-Wave 800 Series Module
<b>AYR-MOD-ZB3-USA</b>	Zigbee 3.0 Module
<b>AYR-MOD-WF1-USA</b>	Wi-Fi-Module
<b>AYR202-AUG-CON</b>	Yale Connect Bridge*

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

2. After Yale Smart Module is inserted, follow step 12 to install the batteries.



**⚠** Batteries must not be installed when inserting or removing Yale Smart Module.

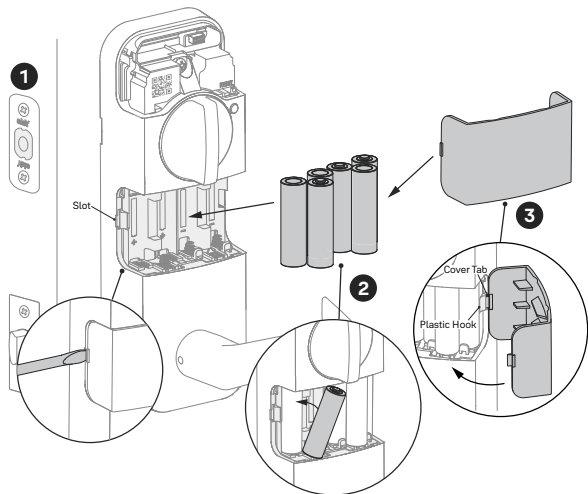
# 12 Install Batteries



**Make sure you have partner app downloaded and an account created.**

Once batteries are inserted, lock is ready to be set up with the app.

1. Before installing batteries, make sure the deadbolt latch is unlocked.
2. Remove the battery cover, and then install 6 batteries by pressing the battery against spring and tilting them slightly left or right to insert.  
Note: If battery cover is stiff, hold it firmly and gently twist with a flat-head screwdriver to remove.
3. Insert battery cover tab over the plastic hook into the slot from right side. Rotate the cover and press firmly until it clicks into place.

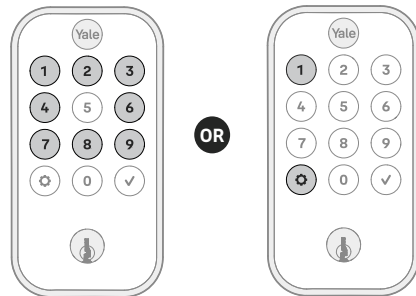


# 13 Initial Setup

1. Complete the initial setup according to the selected connectivity options:

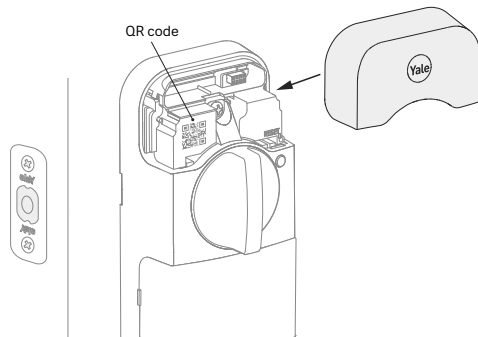
Connectivity Options	Initial Setup Instructions
<b>Bluetooth (Built-in) /Wi-Fi</b>	<ol style="list-style-type: none"><li>a. Once batteries are inserted, the keypad lights up in a clockwise pattern. The lock automatically enters BLE pairing mode. Note: If the lock exits BLE pairing mode, simply press the Yale logo to restart.</li><li>b. Open your partner app, and follow the in-app setup instructions. Scan the QR code on the smart module compartment when prompted by the app.</li></ol>
<b>Z-Wave / Zigbee</b>	<ol style="list-style-type: none"><li>a. Once batteries are inserted, the 1 and ⚙️ are illuminated on the keypad.</li><li>b. The lock enters programming mode. Follow the instructions in the "Create Programming Code" section (see page 27).</li><li>c. Follow the instructions in the "Configure Your Lock" section (see page 28) to join wireless network and set up the lock.</li></ol>

2. Replace the smart module cover.



BLE/WF1

Z-Wave / Zigbee



# Using Your Lock

## Exterior Keypad



To **lock** your door

Touch 

To **unlock** your door

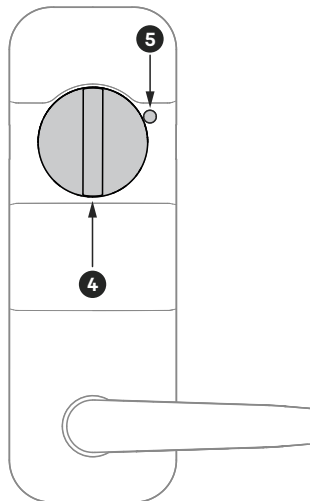
Touch 

**With entry user code**

Enter entry user code →

Touch 

## Interior Lock



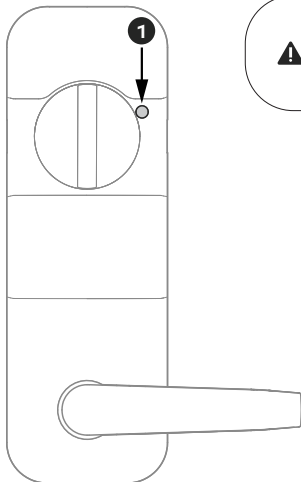
1. **Wake / One-Touch Locking**
2. **Warnings / Menu**
3. **Submit Entry Code**
4. **Thumbturn**
5. **Mode Button**

# Create Programming Code

1. Press the mode button on the interior lock until the "1" key and ⚙️ are illuminated on the keypad.

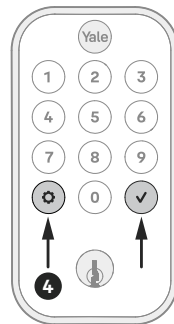
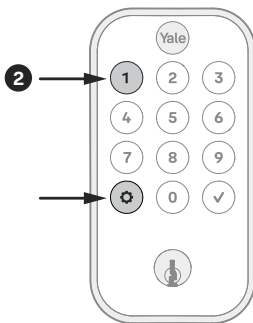
Note: Skip this step if "1" and ⚙️ are already illuminated.

2. Touch the "1" key followed by the ⚙️. Enter the settings menu. Enter a 4-8 digit programming code, followed by the ⚙️ and "✓".








































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

**BLE/WF1:** Follow instructions of the partner app to create your programming code.



# Configure Your Lock (Z-Wave/Zigbee Only)

Enter the programming code you just created, and then touch  to enter the settings menu. Choose the setting to change as required. Touch the keys corresponding to the function to be performed.

Digit	Functions	Configuration			
1	 Programming Code Setting		Change the programming code, enter a 4 – 8 digit user code  ✓		
2	 User Codes Setting	1	 Create User codes  Enter a 4 – 8 digit user code  ✓		
		3	 Remove User codes  Enter a 4 – 8 digit user code  ✓		
			 Enter "00" to remove all user code  ✓		
3	 Advanced Settings	1	 Auto Lock	1	 Enable, enter a number between 1 – 180 seconds  ✓
				3	 Disable  ✓
		3	 One-Touch Lock	1	 Enable  ✓
				3	 Disable  ✓
		4	 Privacy Mode	1	 Enable  ✓
				3	 Disable  ✓
		5	 Handing the Lock		 Start
		8	 DoorSense Setting	1	 Calibrate & Enable DoorSense
				2	 Calibrate door ajar status 
				3	 Calibrate door close status 
			3	 Disable	

# Configure Your Lock (Z-Wave/Zigbee Only)

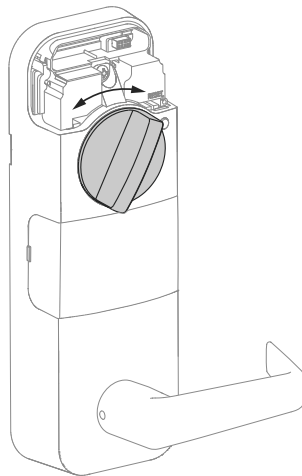
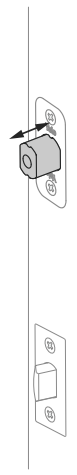
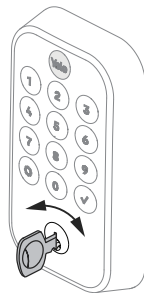
Digit	Functions	Configuration	
4	⚙️ Volume Settings	1	⚙️ High ✓
		2	⚙️ Low ✓
		3	⚙️ Silent ✓
6	⚙️ All code lock out	1	⚙️ Enable ✓
		3	⚙️ Disable ✓
7	⚙️ Wireless Module Setting	1	⚙️ Join Wireless Network*
		3	⚙️ Exit Wireless Network
8	⚙️ BLE Advertising Start		⚙️ Start

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

# Test Thumbturn and Key

**⚠** Smooth deadbolt latch operation will enhance your battery life.

1. If deadbolt latch does not lock or unlock with the **key** (from the outside) or the **thumbturn** (from the inside):
  - Ensure that the deadbolt latch is centered in the face bore hole;
  - Ensure that the tailpiece is positioned horizontally and inserted through deadbolt latch slot (**step 5, point 2**) into the thumbturn slot (**step 8, point 3**).
2. If thumbturn rotation is not smooth, ensure the rubber gasket is fully into the mounting plate assembly (**step 6, point 4**).



# LED Alerts

## Exterior Keypad Alerts

<b>Gear flashes amber</b>	Low battery level 1
<b>Gear flashes red</b>	Low battery level 2
<b>Gear flashes red, then stays red</b>	Low battery level 3
<b>Gear and "1" key flash red</b>	Jammed lock
<b>Gear flashes white</b>	During initial setup

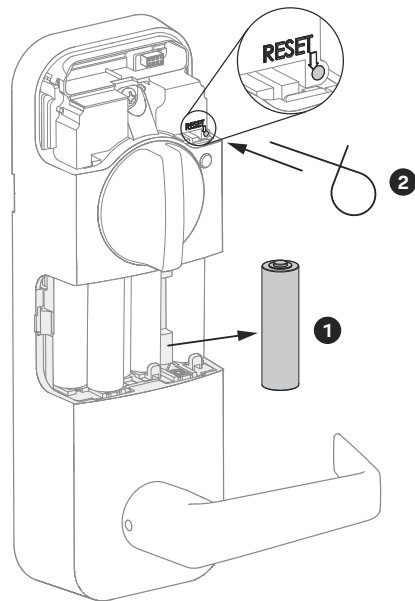


# Resetting Your Lock to Factory Defaults

**⚠ If you have set up your lock with the partner app, you should reset it using the app.**

Go to your lock's settings and choose "Factory Reset".

1. Remove one battery.
2. Insert reset pin into the designated reset hole.
3. Press and hold the reset button.
4. While holding the reset button, reinsert battery.
5. Keep holding the reset button for 5 more seconds.
6. Take out the reset pin.



# Features

Please note that features and functionality may vary depending on the partner app.

Feature	Definition	Z-Wave/Zigbee	BLE/WF1
Entry Codes	• Entry user codes are used to unlock your door. Maximum number of user codes is 500.	✓	✓
	• User 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 1-180 seconds.	✓	✓
	• Auto-Lock is disabled by default	✓	✓
	• When using the Auto-Lock feature with DoorSense, your door will not lock until it is closed.	✓	✓
	• Auto-Lock can be set up in the lock settings of the app or from the Keypad.	✓ (Via keypad)	✓ (Via app)
Auto-Unlock	• Auto-Unlock knows when you arrive and unlocks the door as you approach.	N/A	✓
	• Auto-Unlock can be set up in the lock settings of the app.	N/A	✓
One-Touch Lock	• Touch the Yale logo to lock the door.	✓	✓
	• One Touch lock is enabled by default.	✓	✓
	• One-Touch Lock can be set up in the user settings menu of the keypad and the app.	✓ (Via keypad)	✓ (Via app)
DoorSense	• DoorSense keeps track of when your door is closed or open.	✓	✓

# Features

Please note that features and functionality may vary depending on the partner app.

Feature	Definition	Z-Wave/Zigbee	BLE/WF1
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.	✓	N/A
	• The Passage/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 programming code.	✓	✓
	• The Passage/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.	✓	✓
All Code Lockout 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 or the app.	✓ (Via keypad)	✓ (Via app)
Tamper Alert	• Audible alarm sounds if attempting to forcibly remove outside lock from door.	✓	✓

# Features

Please note that features and functionality may vary depending on the partner app.

Feature	Definition	Z-Wave/Zigbee	BLE/WF1
Escape Return	<ul style="list-style-type: none"><li>Allow the door to remain unlocked in the case of an emergency.</li></ul>	✓	N/A
	<ul style="list-style-type: none"><li>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.</li></ul>	✓	N/A
	<ul style="list-style-type: none"><li>When Escape Return is enabled, Auto Re-lock and One-Touch Lock are automatically disabled.</li></ul>	✓	N/A
Wrong Code Entry Limit	<ul style="list-style-type: none"><li>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</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>The keypad will be available after the shutdown ends.</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>The wrong code entry limit can be changed via your partner app</li></ul>	✓	✓
Shut Down Time	<ul style="list-style-type: none"><li>The shutdown time on the keypad is a default of 60 seconds and will not allow operation until this time period ends.</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>When the unit is in shutdown mode, the keypad will be flashing</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>The shutdown time can be changed via your partner app.</li></ul>	✓	✓
Volume Setting Mode	<ul style="list-style-type: none"><li>The volume setting for entry code verification and passage/privacy button is set to high (1) by default.</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>The volume can be set to Low (2) or Silent (3) for quiet areas from the locks keypad or your partner app.</li></ul>	✓	✓
	<ul style="list-style-type: none"><li>Menu setting and warning sounds are set to high regardless of the volume setting</li></ul>	✓	✓

Sympton	Suggested Action
<b>Lock does not respond. There are no lights or chimes and there is no mechanical sound indicating latch bolt movement.</b>	<ul style="list-style-type: none"><li>• Touch Yale logo to activate the keypad.</li><li>• If keypad numbers are visible, check if they respond when touched.</li><li>• Check that batteries are installed and oriented correctly (polarity). Replace batteries if needed*.</li><li>• Check that the keypad wire is fully connected and not pinched.</li></ul>
<b>Lock does not respond – door is locked and unaccessible.</b>	<ul style="list-style-type: none"><li>• Batteries may not have enough power. Replace batteries*.</li><li>• Use mechanical key to unlock the door.</li></ul>
<b>Lock is on for a while then shows no reaction. Lights dim.</b>	<ul style="list-style-type: none"><li>• Batteries do not have enough power. Replace batteries*.</li></ul>
<b>Lock chimes indicating code acceptance but door will not open.</b>	<ul style="list-style-type: none"><li>• Check for any foreign objects between door and frame.</li><li>• Check that the wire is firmly connected to the interior lock.</li></ul>
<b>Lock operates to allow access but will not automatically re-lock.</b>	<ul style="list-style-type: none"><li>• Ensure Auto-Lock Mode is enabled by Master user.</li><li>• Replace batteries*.</li><li>• Ensure Passage Mode is disabled.</li><li>• Ensure Escape Return mode is disabled.</li></ul>
<b>Gear button flashes on the keypad.</b>	<ul style="list-style-type: none"><li>• This is the alert to replace the batteries. Replace all six (6) batteries with new AA alkaline batteries*.</li></ul>

\* 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.

Sympton	Suggested Action
<b>Entry code will not register.</b>	<ul style="list-style-type: none"><li>• If low battery indicator is lit, replace batteries*.</li><li>• Verify that your entry code consists of 4 to 8 digits.</li><li>• User code may already be registered.</li><li>• User code must be entered within 30 seconds (while the keypad is active) or process will have to be restarted.</li><li>• ✓ or ⚙ cannot be used as part of the user code.</li></ul>
<b>Upon entering an entry code and pressing the Check key, the lock displays error or lock times out without responding.</b>	<ul style="list-style-type: none"><li>• Ensure All Code Lockout Mode is disabled by Master user.</li><li>• The digits entered were incorrect or incomplete. Re-enter 4-8 digits followed by ✓.</li><li>• Master user may have deleted the user code.</li><li>• User code must be entered within 7 seconds (while the keypad is active) or process will have to be restarted.</li></ul>
<b>Deadbolt does not extend when locking the door with the keypad.</b>	<ul style="list-style-type: none"><li>• Lock was not handed properly. Find the setting called "Lock Handing" to fix this issue.</li></ul>
<b>Lock operates but makes no sound.</b>	<ul style="list-style-type: none"><li>• Check if volume is set to Silent by Master user.</li></ul>
<b>DoorSense does not work.</b>	<ul style="list-style-type: none"><li>• Check for "Step 10 - Install DoorSense" on page 20.</li></ul>

\* 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
<b>Door is binding.</b>	<ul style="list-style-type: none"><li>• Check that door and frame are properly aligned and door is free swinging.</li><li>• Check hinges: They should not be loose or have excessive wear on knuckles.</li></ul>
<b>Bolt will not extend and motor is grinding</b>	<ul style="list-style-type: none"><li>• Enter your Master PIN code.</li><li>• With the bolt retracted, press menu Option 3 for Advanced Lock Settings.</li><li>• Press Option 5 to rehand the lock.</li><li>• Test the operation; locking the door via the keypad.</li></ul>
<b>Bolt will not deadlock</b>	<ul style="list-style-type: none"><li>• Check for sufficient clearance of the bolt within the strike-side jamb. Correct this by increasing the depth of the pocket for the bolt.</li><li>• Check for misalignment of bolt and/or strike which may be preventing bolt from properly entering the strike. With the door open, extend and retract the bolt; if it is smooth, check the strike alignment.</li></ul>
<b>Bolt does not extend or retract smoothly</b>	<ul style="list-style-type: none"><li>• Bolt and strike are misaligned, see above.</li><li>• Check the backset of door relative to adjustments already made to bolt.</li><li>• Verify proper door preparation and re-bore holds that are too small or misaligned.</li><li>• Verify keypad wire harness is routed properly (see Step 8).</li></ul>
<b>Keypad numerics are scrolling</b>	<ul style="list-style-type: none"><li>• Remove interior escutcheon:<ol style="list-style-type: none"><li>a. Check that wire terminals are securely connected.</li><li>b. Check that wire harness lies flat against mounting plate and is routed through wire hook on mounting plate so cable is not pinched at any point.</li></ol></li></ul>

Symptom	Suggested Action
<b>Deadbolt grinds and will not extend to lock when using an entry code but thumbturn locks and unlocks smoothly.</b>	<ul style="list-style-type: none"><li>• Lock was not handed properly. Find the setting called "Change Door Hand" to fix this issue.</li></ul>
<b>Deadbolt is hitting the strike plate.</b>	<ul style="list-style-type: none"><li>• Reposition the strike plate to align with deadbolt.</li></ul>
<b>Deadbolt is not fully extending.</b>	<ul style="list-style-type: none"><li>• Increase depth of the deadbolt strike pocket in the frame.</li></ul>
<b>Resistance when locking deadbolt that requires pushing or pulling on the door to align deadbolt and latch.</b>	<p>Adjust your existing knob, lever, or handleset strike plate. Latch engagement into the strike is the main component used for door alignment.</p> <p>To adjust knob / lever / handleset strike plate:</p> <ol style="list-style-type: none"><li>1. Remove plate from door frame with a hand screwdriver. Note: Using an electric driver may strip screw heads or enlarge screw holes.</li><li>2. Locate tab on strike plate. Bend the tab towards surface of strike. Note: A small change may be all that is required.</li><li>3. Reinstall strike plate using a screwdriver and test again.</li><li>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.</li></ol> <p>For help with misalignments, watch our door alignment video: <a href="https://YaleHome.com/Support">YaleHome.com/Support</a></p>

**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.

Apple®, Apple Home™, Apple Watch®, HomeKit®, and iPhone® are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

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**RF Exposure Statement:** 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-YMC624

FCC Part 15.19

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.

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-YMC624

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

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operations 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.

**CAN ICES-3 (B) / NMB-3 (B)****Yale Home**

24/7 Support: 1-855-213-5841 • support.shopyalehome.com

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**Trusted Every Day**

P/N YMC614/YMC624