SCHLAGE

SCHLAGE SENSE™

Smart Deadbolt

User Guide

Setup Code
Código de configuración
Code de configuration

Place Label Here
Poner la etiqueta aquí
Placer l'autocollant ici

Default Codes
Códigos de predeterminado
Codes du défaut

Place Label Here
Poner la etiqueta aquí
Placer l'autocollant ici

ALLEGION

PLEASE KEEP THIS GUIDE

You will need these codes to operate your lock!

CONSERVE ESTA GUÍA

¡Necesitará estos códigos para operar la cerradura!

VEUILLEZ CONSERVERCE GUIDE

Vous aurez besoin de ces codes pour faire fonctionner la serrure!

Schlage Sense™
User Guide

Contents

Questions about your new
Schlage Sense™ Smart Deadbolt?

Please don't return it to the store!

Let us help you first!

Contact Us!

For technical documents and
videos, visit **schlage.com**
or the **Help Center** in the
Schlage Sense app.

U.S.A.: 888-805-9837
Canada: 800-997-4734
Mexico: 018005067866

REGISTER YOUR LOCK

Document your purchase and register your warranty at **Schlage.com/register**, or register using the app!

» Please keep this guide

This guide contains important information about your lock!

- Default access codes, HomeKit™ setup code, and Programming codes are located on the stickers on the front of this guide! You will need these if you ever need to reset your lock back to factory default settings!

- The sticker also contains your serial number, which may be needed for warranty and customer service support.

- Instructions for adding and deleting access codes, changing the lock behavior, troubleshooting, customer service and more are explained in this guide!

LOCK SETUP

Follow these steps to get your lock set up and ready to use using the application. **You can use the app to set up your lock step-by-step and access installation videos!**

1 Download the app! Just search for "Schlage Sense" in the App Store.

Schlage **Sense**™

Once you connect your lock to your app, the manual programming functions disabled and any access codes are deleted.

Download on the App Store

Works with Apple HomeKit

Apple HomeKit™ technology provides an easy, secure way to control your home's lights, doors, thermostats, and more from your iPhone®, iPad®, or iPod touch®. HomeKit requires an iPhone, iPad, or iPod touch with iOS 8.4 or later.

» DON'T WANT TO USE THE APP?

Go to page **7** for manual programming instructions.

2 Install your lock.

Follow installation instructions (in separate booklet), or access the step-by-step installation video on the app.

3 Pair your lock with your iPhone, iPad, or iPod touch.

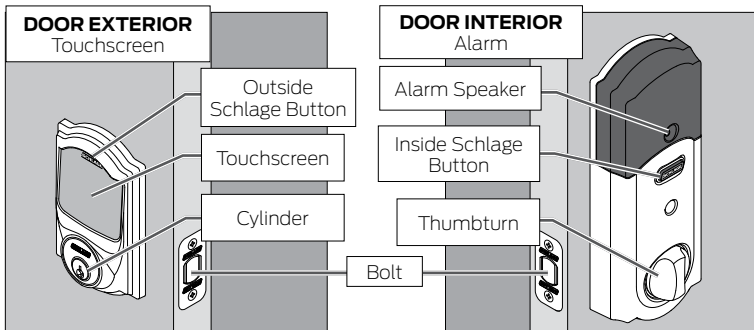Pair your lock using the Schlage Sense app for easy management.

4 Add access codes to your lock.

After adding your lock to your home, use the app to add codes to unlock your lock.

5 Configure the alarm and other lock features.

The Schlage Sense Smart Deadbolt includes many features that you can configure using the Schlage Sense app.

LOCK PARTS

DOOR EXTERIOR
Touchscreen

- Outside Schlage Button
- Touchscreen
- Cylinder

DOOR INTERIOR
Alarm

- Alarm Speaker
- Inside Schlage Button
- Thumbturn

Bolt

| Inside Schlage Button	• Located on the inside of the door. • Used to silence the alarm. • Does not lock or unlock the door.
Thumbturn	• Used to lock and unlock manually from the inside.
Outside Schlage Button	• Located on the outside of the door. • Locks the deadbolt with 1-Touch Locking. • Illuminate the lock's touchscreen for access code entry.
Touchscreen	• Remains unlit until a button is pressed. • Located on the outside of the door. • Used to enter access codes. • Used to lock door (default setup).
Cylinder	• Used to unlock in emergency situations. See **Emergency Key Override** on page **14**.
Alarm Speaker	• Sounds alarms based on the chosen settings. **Alarm can be programmed in the app.**
Bolt	• Automatically extends and retracts when the lock's touchscreen is used. • Manually extends and retracts when the thumbturn is rotated.

Setup Code and Default Access Codes

The programming code and default access codes are located on one sticker, and the HomeKit setup code is located on the other sticker.

Front of this user guide

Back of the Alarm
» You must remove the alarm from the door to see these stickers.
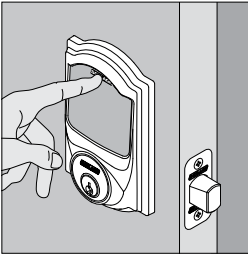

4
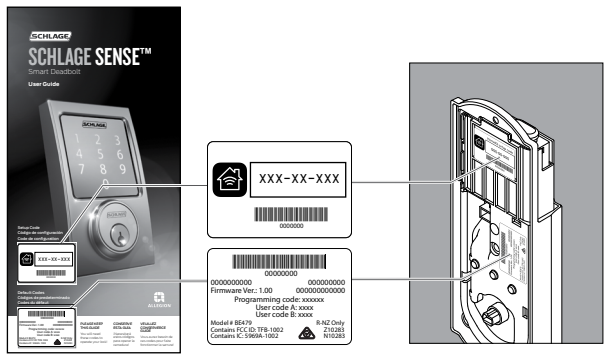
LOCKING AND UNLOCKING

Schlage **Sense™**

You can lock and unlock your door with a simple press using the Schlage Sense app!

FROM THE OUTSIDE

To Lock
1. Press the Schlage Button.
2. The lock will lock. The green check mark will light once.

ⓘ If the bolt cannot fully extend, the red X will light and a tone will sound. The door may remain unlocked!

To Unlock
1. Press the Schlage Button.
2. Enter a valid access code.
3. The green success check mark will flash twice and one beep will sound. The deadbolt will unlock.
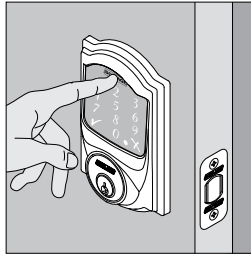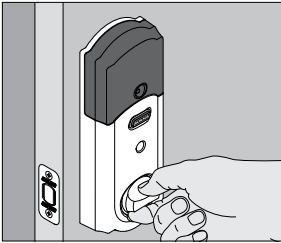

ⓘ If the red error X lights, the access code was not valid.
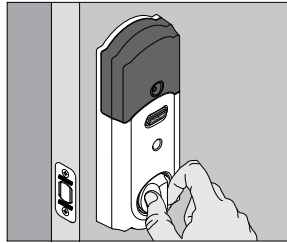
FROM THE INSIDE

To Lock
Rotate the Inside Thumbturn.

To Unlock
Rotate the Inside Thumbturn.

» The Inside Schlage Button will not lock or unlock the deadbolt. It is used to silence the built-in alarm. See the alarm settings within the Schlage Sense app.

5

CLEANING THE LOCK

In order to properly clean the touchscreen from build-up of dirt, oils, or other contaminates; you should use a mild dish soap with warm water and follow the general rules below:

- **Do** rinse the touchscreen with warm water prior to cleaning process.
- **Do** follow the application of soap with a damp, lukewarm cloth
- **Don't** use abrasives, high alkaline cleaners, or gasoline
- **Don't** leave cleaners on touchscreen for long periods, wash immediately.
- **Don't** apply cleaners in direct sunlight or at elevated temperatures.
- **Don't** use scrapers, squeegees or razors.

The bolt itself can be cleaned using a mild dish soap and warm water. This can help improve decreased performance.

REPLACING THE BATTERIES

» Replace the batteries in your lock at the same time each year that you test and replace the batteries in your smoke alarms. This will ensure continued reliable operation.

» Use four high-quality alkaline AA batteries for replacement.

WARNING

ELECTROSTATIC DISCHARGE

DO NOT TOUCH the circuit board! You may damage the lock.
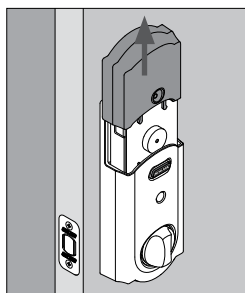
1. Remove the inside cover.
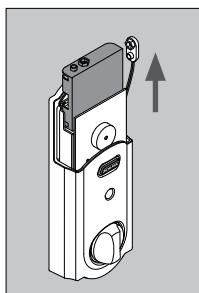
2. Unsnap the battery connector, remove the battery tray and replace the batteries.
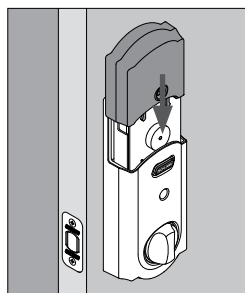
3. Replace the battery tray with the batteries facing the door. Snap the battery connector to the tray and replace the cover.

Lithium Batteries?

Lithium batteries may have a longer life, but when they begin to fail, they fail quickly. We don't recommend them because they don't give you a lot of time to change your batteries before the lock is completely dead.

MANUAL PROGRAMMING GUIDE

Schlage Sense™

Use the app to easily program your lock!

NOTE: Existing access codes will be deleted when you configure your lock with the app!

Schlage recommends using the Schlage Sense mobile app to program your lock. If you don't have the Schlage Sense app, you can use the manual programming instructions below.

WARNING

Manual programming functions are NOT available after pairing using the mobile app! You must perform a Factory Default Reset to program your lock manually.

Outside Schlage Button

- The first button you will press in the programming process.
- Can also be pressed to exit programming immediately.

Green Check Mark

- Blinks when a number key is pressed and when a function is complete.

Red X

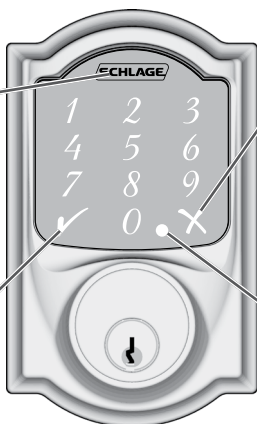- If there is a problem during programming, you will see the red error X.

Programming Indicator

- Blinks when Programming Mode is entered.
- Solid while a programming function is being performed.

Programming Descriptions

Add Access Code	Access codes unlock the deadbolt. Can be 4 - 8 digits long. All codes must be the same length. See **Changing Access Code Length** below.
Delete Access Code	Removes one access code at a time.
Change Programming Code	The Programming Code is used to put the lock into Programming Mode. It is 6 digits long.
Enable/Disable Beeper	The beeper can be turned off if desired. Beeps will still sound during programming.
Delete ALL Access Codes	Removes ALL access codes from the lock.
Enable/Disable 1-Touch Locking	When enabled: Press the Outside Schlage Button to lock the deadbolt. (Default setting).
	When disabled: Press the Outside Schlage Button and then enter an access code to lock the deadbolt.
Change Access Code Length	Access codes can be 4 - 8 digits in length. Default is 4 digits. **Changing the access code length will delete all existing access codes!**
Enable/Disable Auto-Lock	When enabled, the lock will automatically relock 30 seconds after unlocking. (Disabled by default).
Temporarily Disable Auto-Lock	Auto-Lock must already be enabled. While the deadbolt is locked, press the Outside Schlage Button and then enter a 4-8 digit access code to unlock the deadbolt. Within 5 seconds, manually lock and unlock the deadbolt using the thumbturn.
Restore Auto-Lock	Lock the deadbolt using the thumbturn.

7

MANUAL PROGRAMMING GUIDE

Programming Procedures

>> Programming mode will automatically time out after 30 seconds of inactivity.

>> If you make a mistake during programming, press the outside Schlage button to leave Programming mode and start over.

PROGRAMMING CODE					

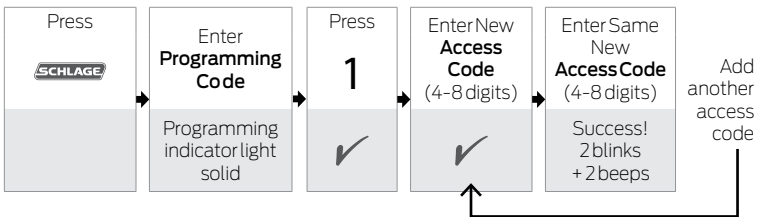Write your programming code here for easy access.

WARNING

Manual programming functions are NOT available after pairing using the mobile app! You must perform a Factory Default Reset to program your lock manually.
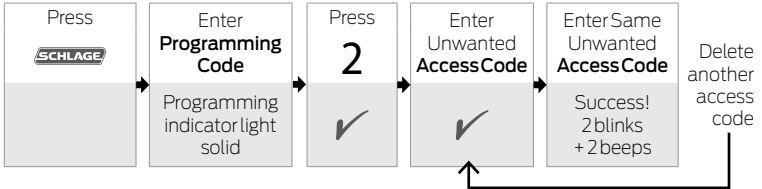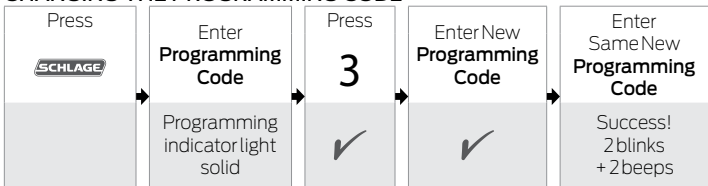
ADDING ACCESS CODES

>> Determine how long you want your access codes to be **BEFORE** adding any access codes. If you change the access code length, all existing access codes will be deleted!

Press		Enter **Programming Code**		Press		Enter New **Access Code** (4-8 digits)		Enter Same New **Access Code** (4-8 digits)	
SCHLAGE	→	Programming indicator light solid	→	1 ✔	→	✔	→	Success! 2 blinks + 2 beeps	Add another access code

DELETING ACCESS CODES

Press		Enter **Programming Code**		Press		Enter Unwanted **Access Code**		Enter Same Unwanted **Access Code**	
SCHLAGE	→	Programming indicator light solid	→	2 ✔	→	✔	→	Success! 2 blinks + 2 beeps	Delete another access code

CHANGING THE PROGRAMMING CODE

Press		Enter **Programming Code**		Press		Enter New **Programming Code**		Enter Same New **Programming Code**
SCHLAGE	→	Programming indicator light solid	→	3 ✔	→	✔	→	Success! 2 blinks + 2 beeps

ENABLE/DISABLE BEEPER*

Press		Enter **Programming Code**		Press		Enable 1 blink + 1 beep
SCHLAGE	→	Programming indicator light solid	→	5 ✔	→	Disable 2 blinks + 2 beeps
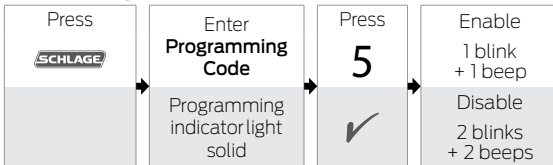
*Beeper will still sound during programming.

DELETE ALL ACCESS CODES
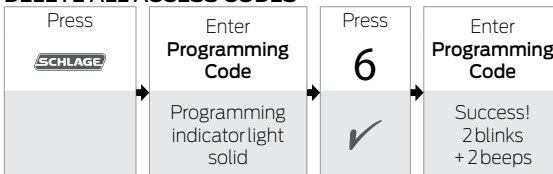
Press		Enter **Programming Code**		Press		Enter **Programming Code**	**WARNING:**
SCHLAGE	→	Programming indicator light solid	→	6 ✔	→	Success! 2 blinks + 2 beeps	Removes all access codes from the lock. Access codes cannot be retrieved after they are deleted!

ENGLISH

ENABLE/DISABLE 1-TOUCH LOCKING

Press	Enter **Programming Code**	Press
SCHLAGE		**7**
	Programming indicator light solid	✔ 2 blinks + 2 beeps

CHANGE ACCESS CODE LENGTH
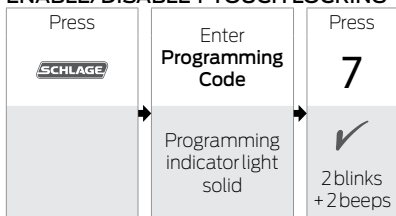
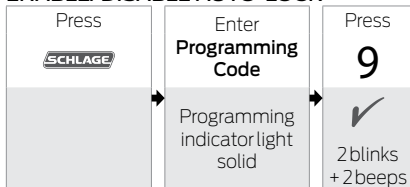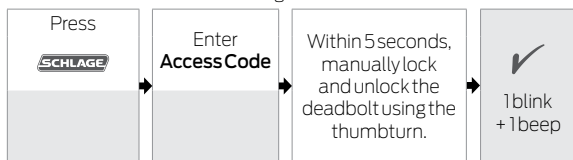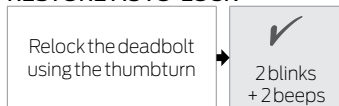| Press	Enter **Programming Code**	Press	Enter Desired Access Code Length	Enter Same Desired Access Code Length	**WARNING:** Changing the access code length will delete all existing access codes!
SCHLAGE		**8**			
	Programming indicator light solid	✔	✔	Success! 2 blinks + 2 beeps	

ENABLE/DISABLE AUTO-LOCK

Press	Enter **Programming Code**	Press
SCHLAGE		**9**
	Programming indicator light solid	✔ 2 blinks + 2 beeps

TEMPORARILY DISABLE AUTO-LOCK

Deadbolt should be locked to begin.

Press	Enter **Access Code**	Within 5 seconds, manually lock and unlock the deadbolt using the thumbturn.	✔ 1 blink + 1 beep
SCHLAGE			

RESTORE AUTO-LOCK

Relock the deadbolt using the thumbturn	✔ 2 blinks + 2 beeps

Alarm features can be programmed using the app.

Using the app?

Schlage Sense™

Just follow the instructions in the Schlage Sense application! These manual programming instructions will not work if you set up your lock with the app!

MY CODES

Schlage
Sense™

Use the Schlage Sense app to record and keep track of your access codes!

If you are not using the Schlage Sense app, use these tables to record programming and access codes that you program into the lock.

» Use a pencil to enter the codes in the boxes so you can easily change them later.

- The Programming Code can be any combination of six numbers entered into the keypad to put the lock in Programming Mode.

- The first 4-6 numbers (depending on access code Length) must be different from all of the access codes currently in the lock.

- One Programming Code is programmed into the lock by default. This code can be found on the stickers, one on the back of the Alarm Assembly and one on the back of this guide.

Access Codes

» Up to 30 access codes can be stored in the lock at one time.

- An access code can be any combination of 4 - 8 digits entered into the keypad to unlock the lock.

- The first 4-6 digits must be different from the first 4-6 digits of the Programming Code.

- Two access codes are programmed into the lock by default. These two codes can be found on the stickers, one on the back of the Inside Alarm Assembly and one on the back of this guide.

Best Practices

- Give each person their own unique access code.

- Change access and Programming Codes periodically to ensure security.

ENGLISH

PROGRAMMING CODE

NAME	ACCESS CODE			
EXAMPLE: JOHN SMITH	1	2	3	4

TROUBLESHOOTING

Problem	Sounds	Lights	Solution
I forgot my Programming Code.*	—	—	Check the front of this guide or the back of the Alarm Assembly for default Programming Code.
			If needed, restore lock to factory settings. See **Factory Default Reset** on page **14**.
I need to delete an access code that I don't remember.*	—	—	Delete all access codes. Then add all needed access codes back into the lock. See **Delete ALL Access Codes** on page **8**.
Cannot add a new access code.*	—	Yellow dot flashing	1 was not pressed after entering Programming Mode.
	2 beeps	2 Red ✕	30 access codes already exist. Delete an access code before adding a new one. See **Deleting Access Codes** on page **8**.
			Second access code entry did not match first access code entry.
			The new access code matches the first 4 - 6 digits of the existing Programming Code.
Cannot delete an access code. *	—	Yellow dot flashing	2 was not pressed after entering Programming Mode.
	2 beeps	2 Red ✕	First access code entered did not match any current access code.
			Second access code entered did not match first access code entered.
Cannot change Programming Code.*	—	Yellow dot flashing	3 was not pressed after entering Programming Mode.
	2 beeps	2 Red ✕	Second Programming Code entered did not match first Programming Code entered.
			First 4 - 6 digits of new Programming Code match an existing access code.
Cannot delete all access codes.*	—	Yellow dot flashing	6 was not pressed after entering Programming Mode.
			The 2nd Programming Code entered was not valid.
Access code does not unlock lock.	1 beep	1 Red ✕	Access code entered is not a valid access code.
Backlighting does not come on when Outside Schlage button is pressed and access code cannot be entered.	—	—	Batteries are completely dead and no electronic operations are possible. See **Replacing the Batteries** on page **6**.
			The battery tray is not connected.
			The cable that runs through the door is not connected. Remove the Alarm Assembly and check the connection. See **Step 9** of the **Schlage Sense Installation Instructions** for help.

Problem	Sounds	Lights	Solution
After entering an access code to unlock the lock, the yellow dot is flashing and there is a delay before unlock.	Several beeps	Outside yellow dot flashing	Battery is low and should be replaced. See **Replacing the Batteries** on page **6**.
Inside Schlage Button is flashing but no alarm is sounding.	—	Inside Schlage Button flashes every 5 seconds	
3 Red ✗ when Outside Schlage Button is pressed.	—	3 Red ✗	Battery is critical and must be replaced. See **Replacing the Batteries** on page **6**.
Pressing Outside Schlage button when deadbolt is unlocked does not cause deadbolt to relock.	—	—	The 1-Touch Locking feature is not enabled. See lock settings in Schlage Sense app.
			If you do not want to enable Lock & Leave, then enter a valid access code to lock the door.
Deadbolt will not extend or retract as expected.	1 long beep	1 Red ✗	Adjust bolt/frame alignment. Browse to **answers.schlage.com** for help.
Deadbolt requires two attempts to lock or unlock.	—	Green ✓	Deadbolt/frame alignment is marginal. Adjust door/frame for best operation. Browse to **answers.schlage.com** for help.
The bolt was operating smoothly, but now is not.	—	—	The bolt has become soiled. Clean with mild detergent and warm water.
			The strike has become worn. Flip the strike over for continued smooth operation.

* These features are not available using manual programming if your lock has been paired using the Schlage Sense mobile application.

FACTORY DEFAULT RESET

When should you perform a Factory Default Reset?

• If you want to move the lock to a different door, you need to restore default settings, move the lock to the new door, and then set up the lock again.

• If you have forgotten your Programming Code, you can restore the default codes.

• If you have set up your lock using the mobile app, and would like to force the lock to unpair from all mobile devices, erase all codes, and restore the factory default settings and default codes.

WARNING

Locate the default Programming and access codes on the front of this guide or the back of the Alarm Assembly before beginning! Default Programming and access codes will be restored. All existing access codes and current Programming Code will be erased.

CUSTOMER SERVICE CANNOT RETRIEVE LOST DEFAULT CODES! DO NOT RESTORE FACTORY SETTINGS UNLESS YOU CAN LOCATE THE DEFAULT CODES. See Setup Code and Default Access Codes on page 4.

Schlage Sense™

Using the app, delete the lock. The app will attempt to return the lock to factory default settings. If successful, the touchscreen will flash the green check mark. Continue to step 5 below.

1. Disconnect the batteries. See **Replacing the Batteries** on page **6**.

2. Press and hold the Outside Schlage Button.

3. While holding the Outside Schlage Button, reconnect the batteries.

4. Release the Outside Schlage Button.

ⓘ **If you are moving the lock to a new door, install the lock on that door before continuing.**

5. To check that the lock was reset, press the Outside Schlage Button and enter one of the default access codes. See **Setup Code and Default Access Codes** on page **4**.

6. If the reset was successful, the lock will perform a setup routine. Wait until the bolt stops moving. The reset and setup are complete.
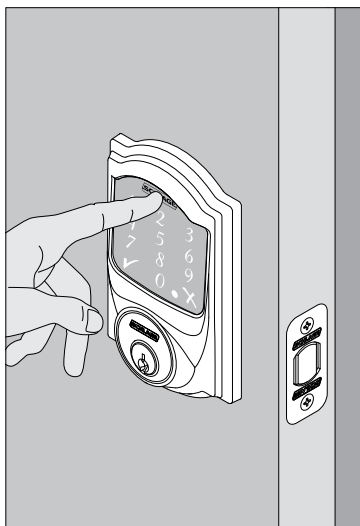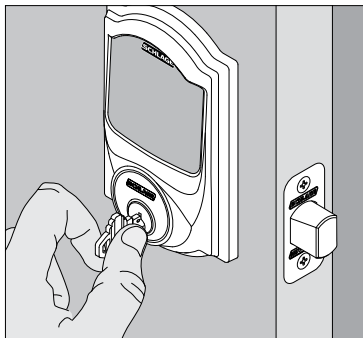

EMERGENCY KEY OVERRIDE

Emergency Key Override can be used when the battery is completely dead, or when no valid access code is known.

Insert key and rotate to unlock, just like any lock. See **Replacing the Batteries** on page **6**.

This lock may be rekeyed to match other locks in a residence. Contact a locksmith for assistance.

WARRANTY

Lifetime Limited Mechanical and Finish Warranty and 3-Year Limited Electronics Warranty
Subject to the terms and conditions of the warranty, Schlage extends a lifetime limited mechanical and finish warranty and a three-year limited electronics warranty to the original consumer user ("Original User") of our Schlage brand product ("Product") against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed. See **answers.schlage.com** for specific warranty details and limitations, or contact Schlage Customer Service at (888) 805-9837 in the U.S. and Canada or (800) 506-7866 in Mexico for assistance.

FCC/IC Statement

FCC Interference Statement
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 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.
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.
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure

To comply with FCC/IC RF exposure requirements for mobile transmitting devices, this transmitter should only be used or installed at locations where there is at least 20 cm separation distance between the antenna and all persons. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément aux normes d'Industrie Canada, ce transmetteur radio ne peut fonctionner qu'avec une antenne dont le type et le gain maxiumum sont approuvés par Industrie Canada. Pour réduire les risques d'inteférences radio encours par d'autres utilisateurs, le type et le gain de l'antenne doivent être choisis de façon à ce que la puissance rayonnée isotrope équivalente (PIRE) ne soit pas supérieure à celle nécessaire pour établir une bonne communication.

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

Cet appareil est conforme norme Industrie Canada RSS exempts de licence (s). Son fonctionnement est soumis aux deux conditions suivantes: 1) cet appareil ne doit pas provoquer d'interférences, et 2) cet appareil doit accepter toute interférence, y compris les interférences pouvant provoquer un fonctionnement indésirable de l'appareil.

If you have questions about any part of installation or programming, don't return your Schlage Sense™ to the store. Our Schlage Customer Service representatives are ready to help.

Toll-free: 888-805-9837

answers.schlage.com

Si tiene dudas acerca de cualquier parte de la instalación o programación, no devuelva su Schlage Sense a la tienda. Nuestros representantes del Departamento de Servicio de Asistencia al Cliente de Schlage están listos para ayudarlo.

Toll-free: 018005067866

answers.schlage.com

Si vous avez des questions à propos de l'installation ou de la programmation, ne retournez pas votre serrure Schlage Sense au magasin. Les représentants du service à la clientèle de Schlage sont à votre service.

Sans frais : 800-997-4734

answers.schlage.com

A NEW KIND OF KEYLESS.

P516-991

ALLEGION