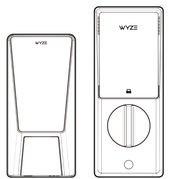
FRONT

QUICK START GUIDE

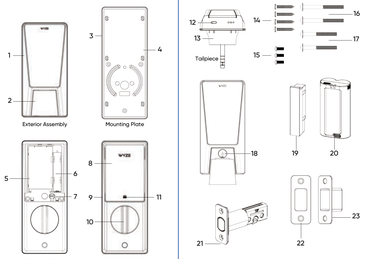
Read this manual carefully and save it for future reference.

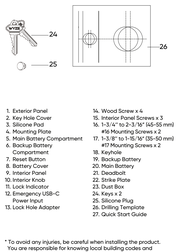
Disclaimer: The products, accessories, user interfaces, etc. illustrated in this guide are intended for reference only. Due to product updates, the actual product and the illustrations in this guide may vary.



Wyze Palm Lock

IN THE BOX





1. Exterior Panel
2. Key Hole Cover
3. Silicone Pad
4. Mounting Plate
5. Main Battery Compartment
6. Backup Battery Compartment
7. Reset Button
8. Battery Cover
9. Interior Panel
10. Interior Knob
11. Lock Indicator
12. Emergency USB-C Power Input
13. Lock Hole Adapter
14. Wood Screw x 4
15. Interior Panel Screws x 3
16. 1-3/4" to 2-3/16" (45-55 mm) #16 Mounting Screws x 2
17. 1-3/8" to 1-15/16" (35-50 mm) #17 Mounting Screws x 2
18. Keyhole
19. Backup Battery
20. Main Battery
21. Deadbolt
22. Strike Plate
23. Dust Box
24. Keys x 2
25. Silicone Plug
26. Drilling Template
27. Quick Start Guide

* To avoid any injuries, be careful when installing the product. You are responsible for knowing local building codes and where it is appropriate to install the lock.

SETUP

Download the Wyze app and sign in or create an account.

Download on the App Store | GET IT ON Google Play

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In the Wyze app, tap the + plus sign. On the Add menu, tap **Device > Home > Wyze Palm Lock**. Follow the in-app instructions to finish setup.

OVERVIEW

The steps you'll go through in this guide:

Step 1: Remove the Existing lock
Step 2: Install the Dust Box and Strike Plate
Step 3: Install the Deadbolt
Step 4: Install the Exterior Assembly
Step 5: Install the Mounting Plate
Step 6: Install the Interior Assembly

A Phillips head screwdriver is required for installation.

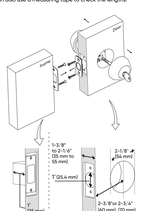
Phillips head screwdriver

Tools necessary only for new doors or adjusting existing door holes: Drill, Hole Saw, Mortise Chisel, Pencil, Measuring Tape, Level.

INSTALLATION GUIDE

Prepare the door for installation.

Remove the existing lock and check your door. If your door already has a hole like the one below, please skip step 2. You can also use a measuring tape to check the lengths.



If needed, drill the following holes on your door (Standard US Doors are usually already compatible).

A: Use Template to Determine Backset

- The backset is the distance from the door edge to the center of the hole on the door face.
- The adjustable latch fits both backsets of 2-3/8" (60 mm) and 2-3/4" (70 mm).

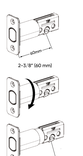
B: Mark the Door

- Select the desired height and backset on the door face. Use the template to mark the center of the circle on the door face and the center of the door edge.

C: Drill Holes

- Use your marks as a guide to drill a 2-1/8" (54 mm) hole through the door face's edge. For the latch, drill a 1" (25.4 mm) hole through door face's edge.

Determine if the latch needs to be adjusted.

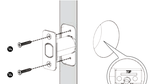


1. Measure the backset using the instructions on the previous page. If it is 2-3/4" (70 mm), you will need to adjust/extend the latch.
2. To adjust, twist the latch until it stops.
3. Reverse the direction to return to the 2-3/8" (60 mm) backset.

Install the Deadbolt and Dust Box.

A. Optional: Install the Dust Box and Strike Plate using the provided screws (#14).

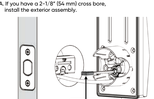
B. Install the Deadbolt with the provided screws (#14). Ensure the latch hub is centered on the door face hole.



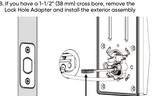
Install the Exterior Assembly.

Use the drilling template to measure the diameter of the cross bore (door hole).

A. If you have a 2-1/8" (54 mm) cross bore, install the exterior assembly.



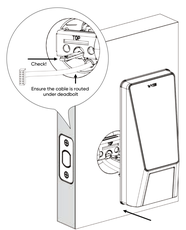
B. If you have a 1-1/2" (38 mm) cross bore, remove the Lock Hole Adapter and install the exterior assembly



Tip: Before continuing, remove the lock cylinder protective cover.

BACK

C. Pass the cable on the exterior assembly under the Deadbolt (shown below) and through the door. Align the tailpiece with the center hole of the Deadbolt and insert it into the center hole.



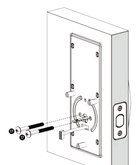
Install the Mounting Plate.

A. Separate the mounting plate from the interior assembly. Route the cable through the mounting plate.

B. Place the mounting plate onto the indoor-facing side of the door.

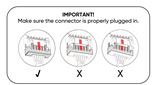
C. Choose from the screws provided (#7 & #16), according to the thickness of your door, and use them to tighten the mounting plate and exterior assembly.

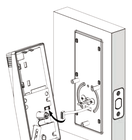
Tip: Screws (#17) fit thickness 1-3/8" to 1-15/16" (35-50 mm). Screws (#16) fit thickness 1-3/4" to 2-3/16" (45-55 mm).



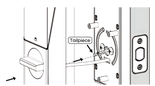
Install the Interior Assembly.

A. Connect the cable to the back of the interior assembly as shown below.

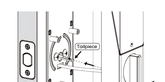




B. Check the position between your interior assembly and the deadbolt latch. If the deadbolt is facing **right**, position the knob **Horizontally** as shown below. Then insert the tailpiece into the interior assembly.



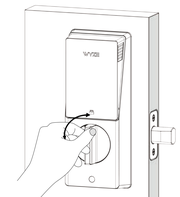
C. If the deadbolt is facing **left**, position the knob **Vertically** as shown below. Then insert the tailpiece into the interior assembly.



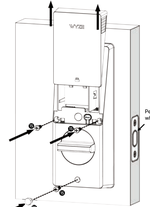
D. Route the cables to ensure they are fully tucked inside the device.

E. Turn the knob to make the deadbolt extend out. If it works, go to the next step!

If it fails and doesn't move the deadbolt, return to the previous step and re-check your interior assembly. Check the diagrams and your original knob position (**Horizontal** or **Vertical**).



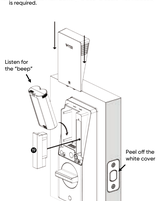
F. 1. Remove the battery cover.
2. Verify that the interior and exterior assembly is properly aligned.
3. Using the provided screws (#15), install the interior assembly to the mounting plate.

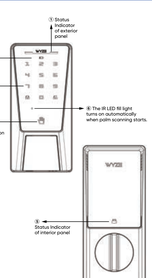


INSTALL THE BATTERIES

1. Insert the Backup Battery and the Main Battery as shown.
2. A "beep" will sound when the Main Battery is installed correctly.
3. Verify the interior and exterior assembly are mounted securely.

Note: To charge the Main Battery, a USB-C cable (not included) is required.





LIGHT INDICATORS AFTER SETUP

- **Pulsing green light**
  The device is ready to connect
- **Marquee green light**
  The lock has been successfully locked or unlocked
- **Short flashing red light**
  The lock failed to unlock
- **Solid green light**
  The lock is open (passcode is working properly
- **Solid green light**
  The lock successfully locked
- **Flashing red light for 5s**
  The door lock is not working properly
- **Pulsing white light**
  The lock is ready for palm recognition
- **Solid white light**
  The lock is ready for the passcode
- **Flashing red light for 5s**
  Door lock battery level is below 25%

CAUTION

1. Do not attempt to remove, repair, modify, or perform maintenance on any part of Wyze Palm Lock except to change the main battery.
2. Do not install and operate Wyze Palm Lock where the temperature is above 122°F (50°C) or store Wyze Palm Lock where the temperature above 158°F (70°C).
3. Do not install or operate Wyze Palm Lock at altitudes higher than 16404 ft (5000 m).
4. 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 COMPLIANCE STATEMENTS:

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

Note: 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.

ISED COMPLIANCE STATEMENTS

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.

RF EXPOSURE COMPLIANCE

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment is installed and operated with minimum distance 20cm between the radiator and human body.
Cet équipement est conforme aux limites d'exposition aux rayonnements FCC/IC établies pour un environnement non contrôlé. Cet équipement est installé et utilisé à avec une distance minimale de 20cm entre le radiateur et le corps humain.

SPECIFICATIONS

Name: Wyze Palm Lock
Model: DX_LBP
Operating Voltage: 3.6V
Weather Resistance: IPX3
Bluetooth: BLE 5.3+
FCC ID: 2AUL4-DXLBP
IC: 25440-DXLBP

WARRANTY

Your Wyze product is covered by a one-year limited warranty. You can view the limited warranty terms at https://wyze.com/return-warranty-policy or request a copy by contacting Wyze at +1 (206) 339-9648.

NEED HELP?

Contact our Support Team:
https://wyze.com/support
Join the Community:
https://wyze.com/community

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Scan the QR code to learn more