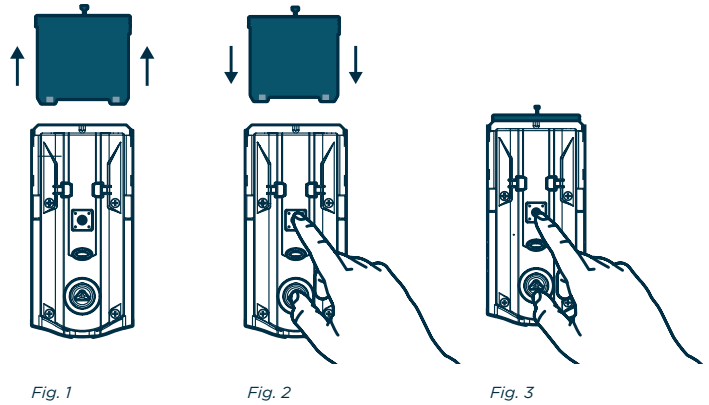


# Weiser Halo Smart Lock Troubleshooting

Below are some of the top troubleshooting guidelines recommended for your new Halo Smart Lock.

THROUGHOUT THIS GUIDE, THERE IS A REFERENCE TO “MANUAL DOOR HANDING”, THESE ARE THE STEPS:

1. Remove the battery pack (Fig. 1).
2. Press and HOLD the “Program” button while re-inserting the battery pack. Release the “Program” button after 3 seconds. The status LED will flash red and green (Fig. 2).
3. Press the “Program” button once more (Fig. 3).
4. The latch bolt will extend and retract to learn the orientation of the door. The LED will flash “green” if handing is successful or “red” if handing is unsuccessful.



## WHY IS THE LOCK PERFORMING THE OPPOSITE WHEN I'M LOCKING OR UNLOCKING THE DOOR USING THE WEISER APP?

Perform the following steps to correct the issue:

1. Check that the lock orientation is correct.  
*NOTE: “UP” on latch should be facing up (Fig. 4).*
2. If incorrect, reinstall the lock to correct orientation. During installation, ensure that turnpiece shaft is pointing up (Fig. 5). To rotate turnpiece shaft, put the cover back on the interior and rotate the turnpiece until it is pointing up. You may hear a click.
3. Perform the **Manual Door Handing** steps.
4. If the above steps do not fix the issue, call the Weiser support center at 1-800-501-9471 to order a new latch.

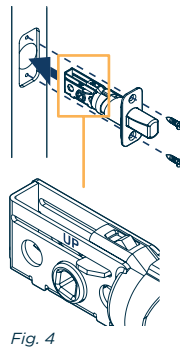


Fig. 4

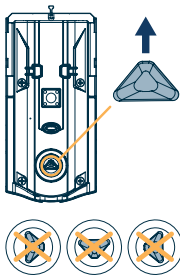


Fig. 5

## HOW DO I “HAND” OR CALIBRATE MY LOCK?

1. The first time the battery is inserted, the lock will perform automatic calibration, or “handing.” You will know the handing is taking place when the latch bolt retracts and extends on its own.
2. The first time that lock or unlock is performed using the Weiser app or access code, the lock will automatically perform latch calibration.
3. Perform **Manual Door Handing** steps.

## THE TURNPIECE IS DIFFICULT TO TURN

Perform **Manual Door Handing** steps.

## MY LOCK IS GIVING ME A JAM ERROR

1. With the door open, press the lock button. If you do not get a jam error with the door open, the strike pocket on your door frame may not be deep enough. Ensure that the strike pocket is at least 1” (25mm) deep (Fig. 6).
2. Perform **Manual Door Handing** steps.



Fig. 6

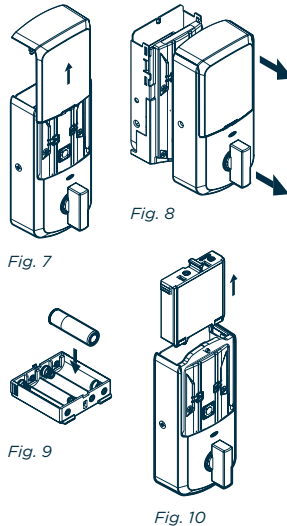
## WHAT IS “HANDING” OR LATCH CALIBRATION?

Handing, or latch calibration, is the way that the smart lock learns the orientation of your door (left- or right-handed).

## HOW DO I REPLACE THE (4) AA BATTERIES?

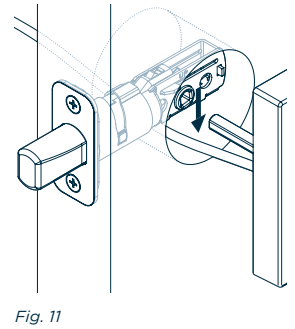
Complete the following steps:

1. If the security screw is not installed, slide the interior cover window up (Fig. 7).
2. If the security screw is installed, remove the entire interior cover (Fig. 8).
3. Remove the battery pack (Fig. 9).
4. Replace the batteries (Fig. 10).



## WHAT CAN I DO IF I FREQUENTLY NEED TO REPLACE THE BATTERIES?

1. Check that the Weiser app is updated to the latest version and that your lock's firmware does not need to be updated.
2. Check that the door is properly aligned. Resistance to both locking and unlocking because of door misalignment will reduce both motor and battery life.
3. Check that the lock is properly installed, and the cable is routed and stored correctly (Fig. 11).
4. Perform Manual Door Handing to make sure that the lock knows the correct direction for locking and unlocking.
5. Make sure that the lock has a strong Wi-Fi connection with the router; it is recommended to switch the connection of the lock to a 2.4G network, please reach out to your network supplier to create the 2.4G network if you do not have the option. For better Wi-Fi coverage within the home, please investigate using a mesh Wi-Fi network where several endpoints are deployed to provide the best Wi-Fi coverage.
6. Call the Weiser support center at 1-800-501-9471 for additional help and product replacement if needed.



## HOW CAN I TELL IF THE BATTERIES NEED TO BE REPLACED?

1. a) For Aura and Halo Keypad, the keypad flashes red with fast beeping sound for three to four seconds after a motorized operation, such as locking or unlocking with an access code.  
 b) For Halo Touchscreen, the checkmark and lock symbols flash simultaneously five times with five beeps after a motorized operation, such as locking or unlocking with an access code.  
 c) For Halo Touch, the exterior LED flashes red and beeps after a motorized operation, such as locking or unlocking with a fingerprint.
2. A battery level indicator is also available in the Weiser app, along with a notification when the battery level is low. In addition, the interior status LED will blink red.

## SCAN THESE HELPFUL QR CODES FOR MORE INFORMATION

To read this page online and also translate via Google Translate, scan this QR code:



Scan this code to read the Halo Smart Lock troubleshooting guide and much more:



Visit the official Halo Smart Lock Support website page by scanning this QR code:

