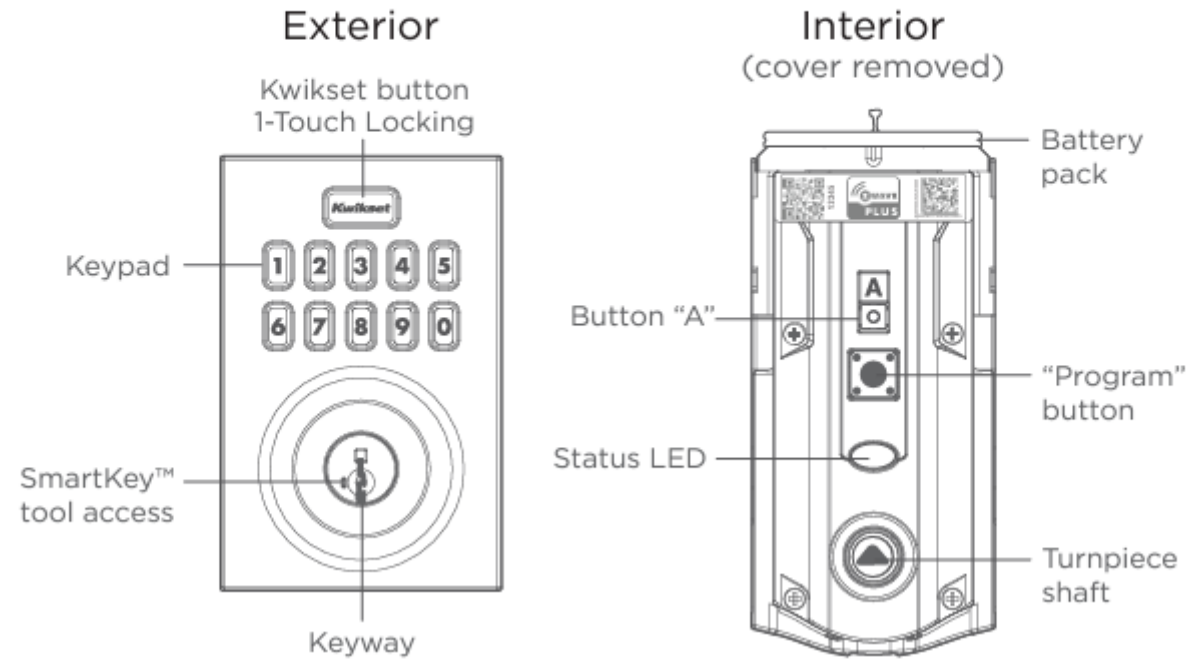
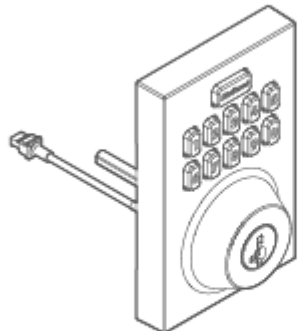




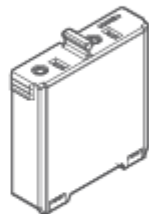
## Home Connect 620 at a Glance



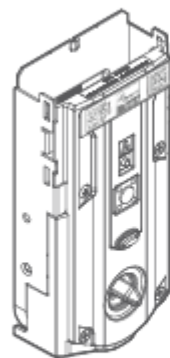
## Parts in the box



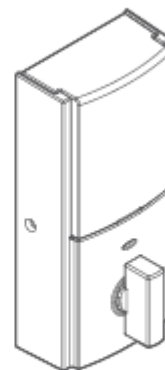
Exterior assembly



Battery pack

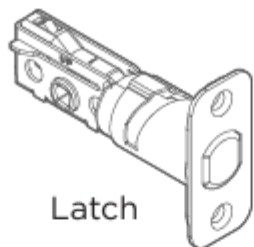


Interior assembly



Interior cover

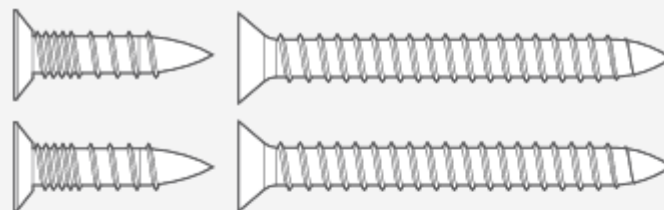
### Step 1



Latch

03809

*actual  
size*



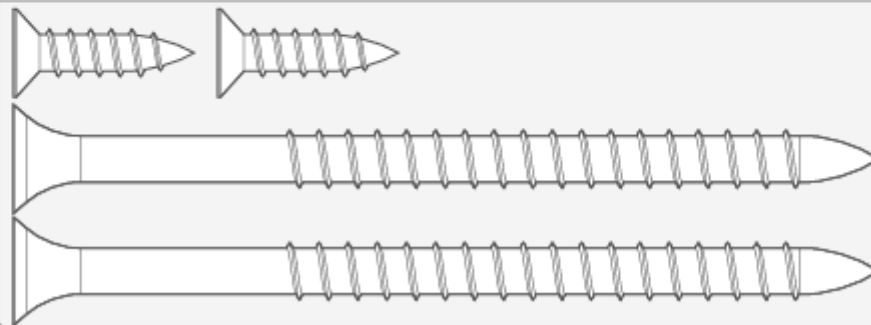
### Step 2

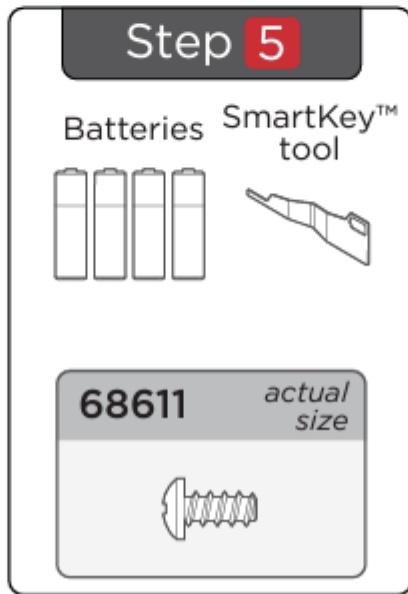
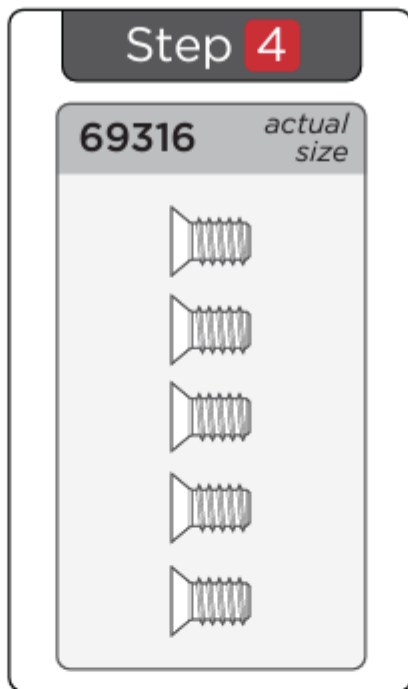
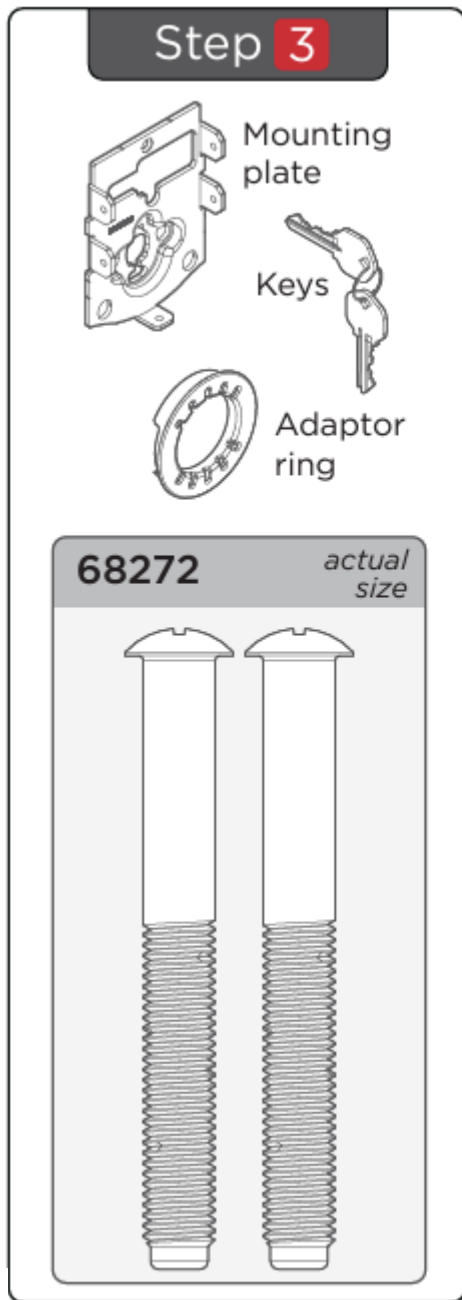


Strike

46780

*actual  
size*





## Required tools



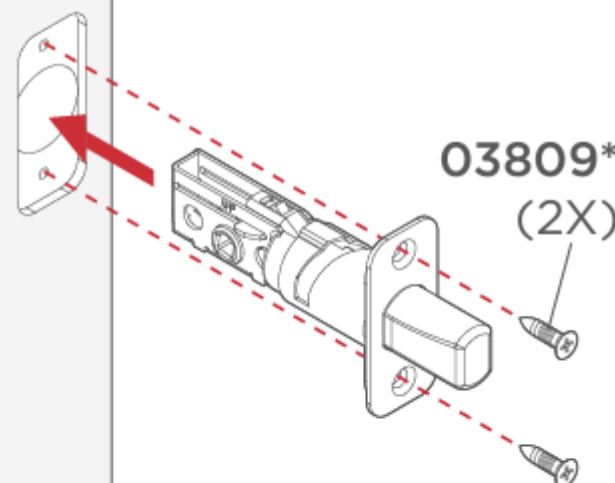
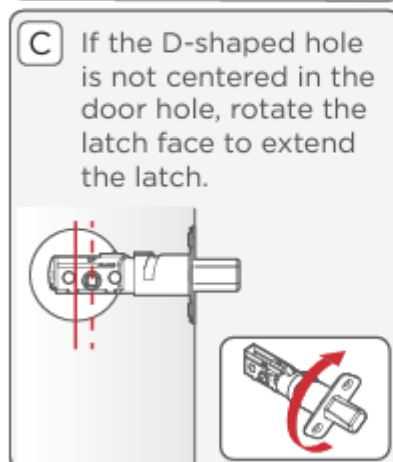
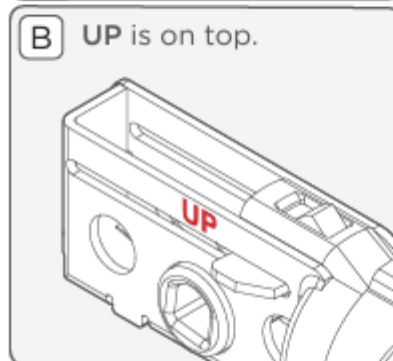
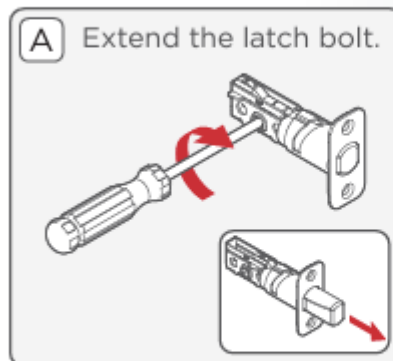
Phillips head screwdriver

⚠ No electric drills

Key Position in box

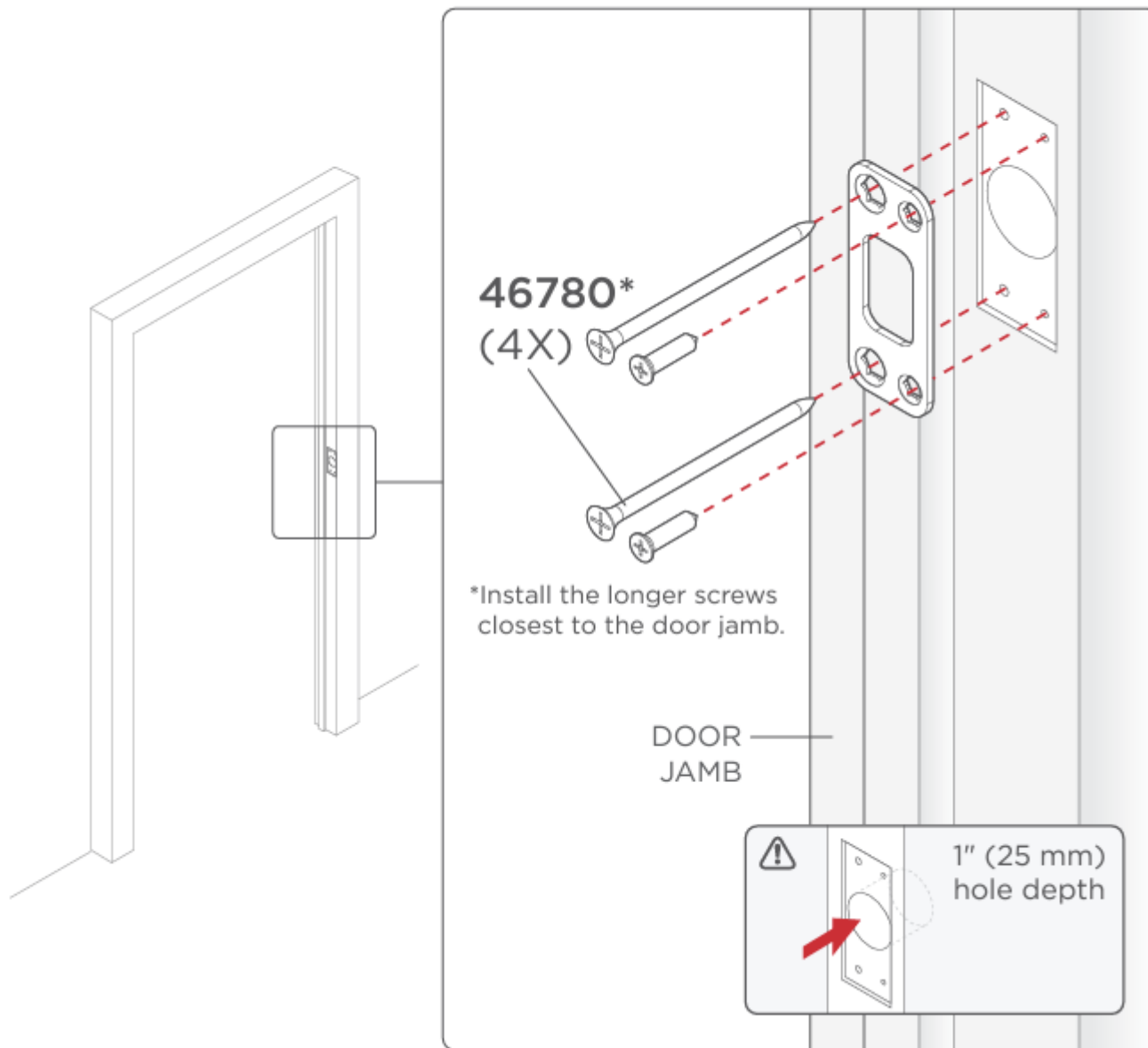


# 1 Install the latch



\*Use the longer screws if the holes are worn out.  
You will have two extra screws.

## 2 Install the strike



TIS Strike Mortise



[INSIDE]

Tighten the screws evenly.  
**DO NOT** over-tighten.

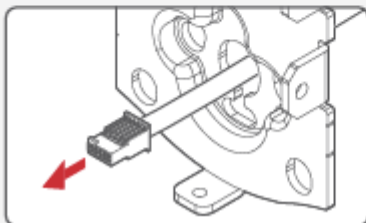


**68272**  
(2X)

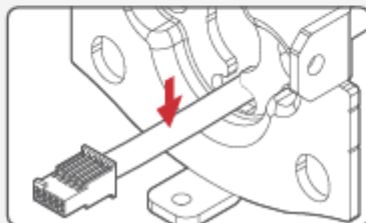
Keep parallel to  
the door edge

Make sure the torque  
blade is centered in the  
mounting plate hole.

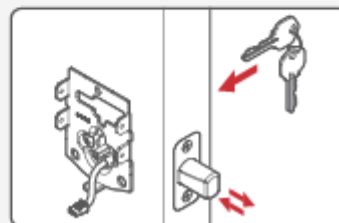
- C** Route the cable through the center hole of the mounting plate.



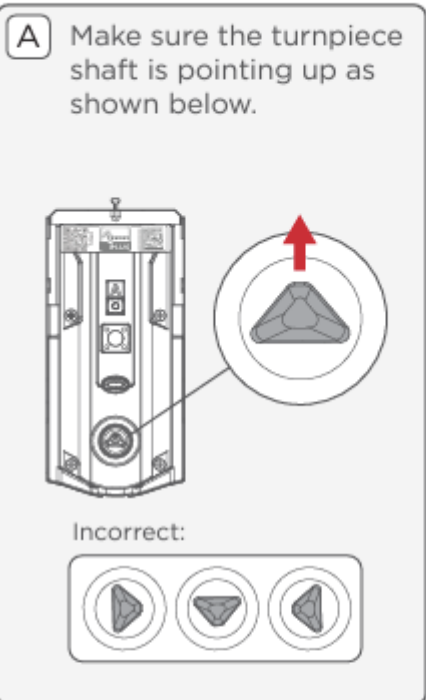
- D** Push the cable into the bottom hole of the mounting plate.



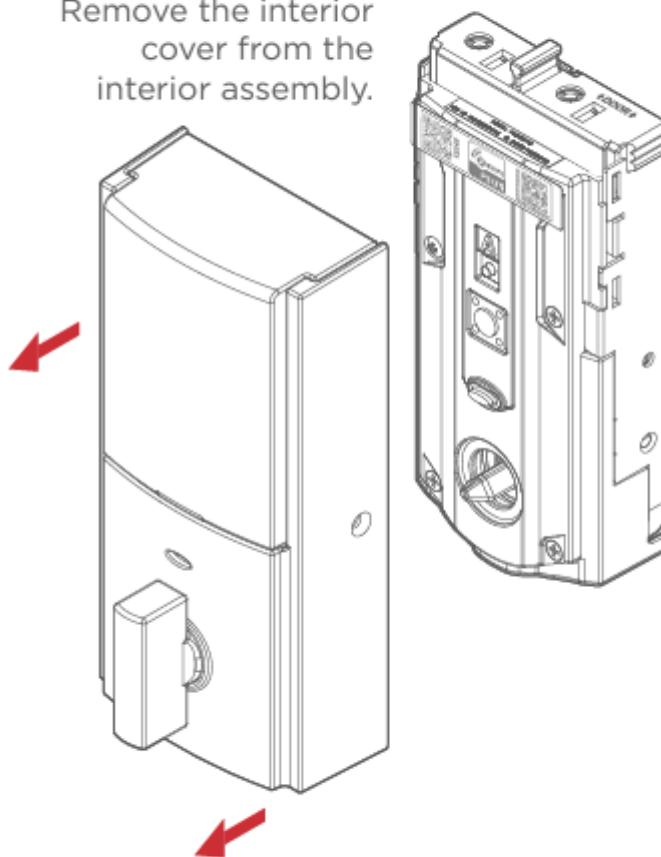
- E** Insert the key and test the latch. If the latch does not extend or retract smoothly, adjust the screws.



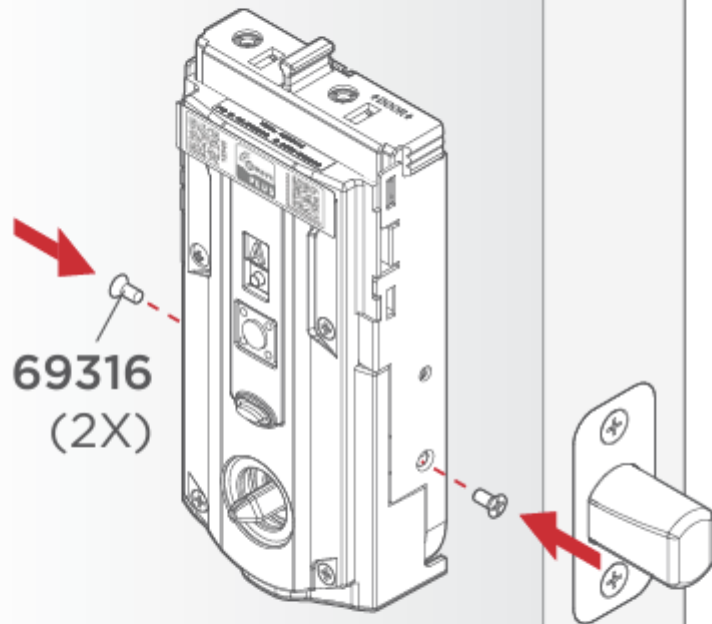
## 4 Install the interior assembly



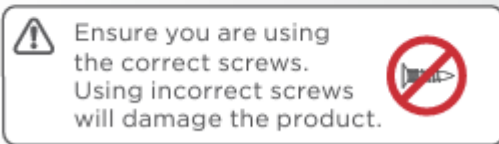
Remove the interior cover from the interior assembly.



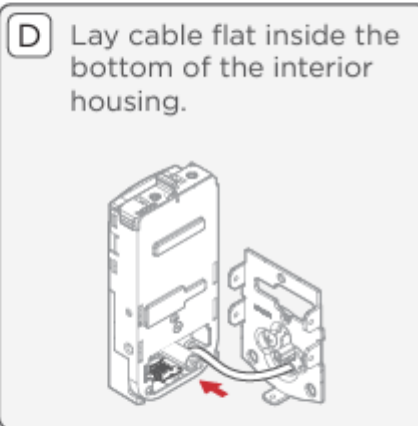
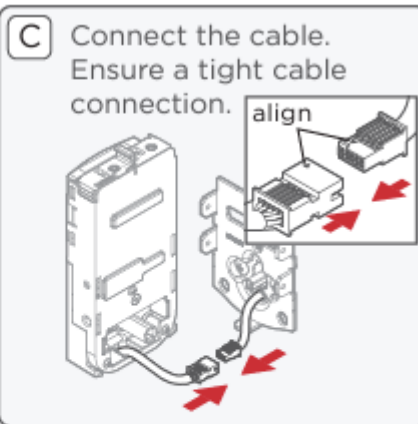
Secure the interior assembly  
onto the mounting plate.



**Note:** The remaining  
three screws will be  
used in the next step.

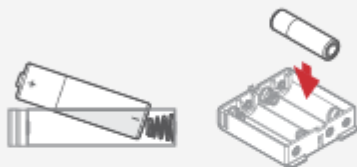


[INSIDE]



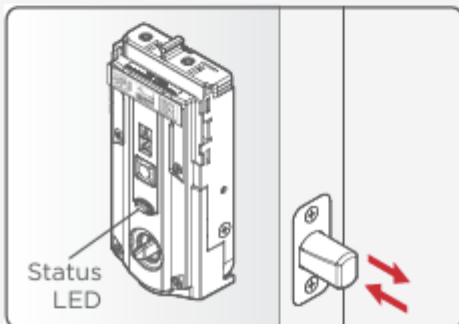
## 5 Perform the door handing process

Install 4 AA batteries into the battery pack.



With the door open, install the battery pack to initiate auto-handing. **NOTE: Lock must be installed on the door before installing the battery.**

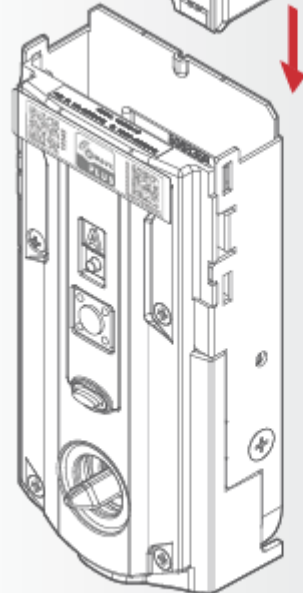
The latch will retract and extend to learn the orientation of the door. Then the status LED will indicate success or failure.



**GREEN:** Successful. Proceed to the next step.

**RED:** Unsuccessful. Make sure the lock interior and batteries are correctly installed. Perform step 5 again. If your second attempt is still unsuccessful, follow the **Manual Door Handing** instructions on page 19.

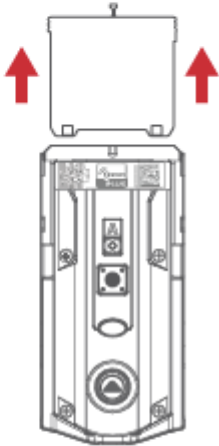
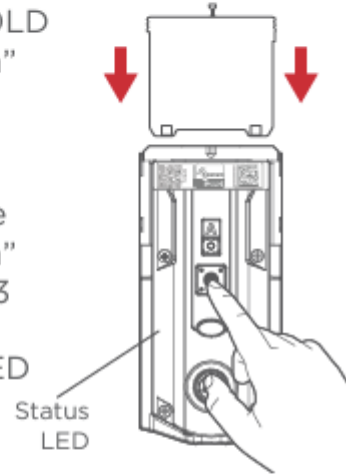
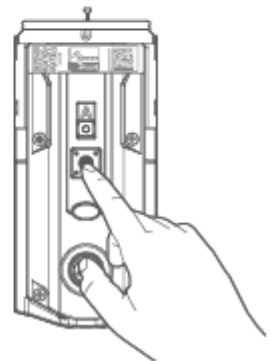
**NOTE:** The lock will auto-hand again after the first time the door is locked or unlocked using the keypad or app. This is to confirm the door orientation.



[INSIDE]

## Manual Door Handing

If needed, the door handing process can be initiated manually. This is useful if the lock is being moved to a different door.

|                                                                                                                                      |                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Remove battery pack.</p>                     | <p>2. Press and HOLD the "Program" button while reinserting the battery pack. Release the "Program" button after 3 seconds. The status LED will flash red and green.</p>  |
| <p>3. Press the "Program" button once more.</p>  | <p>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.</p>                                                                                  |

## Add user codes (250 max)

During programming, if no button is pressed for five seconds, the system will time out (indicated by three beeps and a red flashing Kwikset button), and you will need to restart the procedure.

- A** Make sure the door is open. Press the "Program" button once.



- B** Enter user code. A total of 250 users codes may be programmed.



For security reasons, each user code must be a unique code between 4 and 8 digits, and the first 4 digits of each user code must be unique.

- C** Press the Kwikset button once.



- D** What lights and sounds does the lock produce?

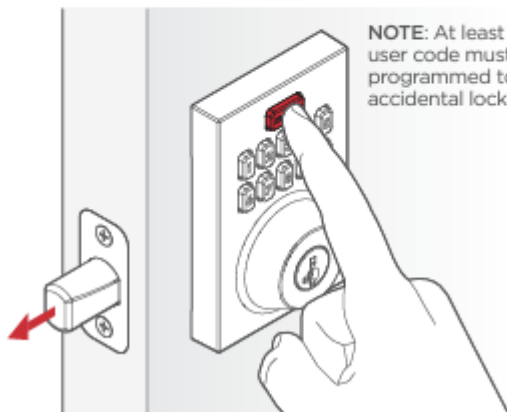
**GREEN with ONE BEEP**  
Programming was successful.

**RED with THREE BEEPS**  
Programming was not successful.

- Ensure the user code is not a duplicate, is between 4 and 8 digits, and the first 4 digits are not the same as another code.
- Ensure the lock has room for an additional code. If all user code positions are filled, delete a code to make room for the new code.

## Locking

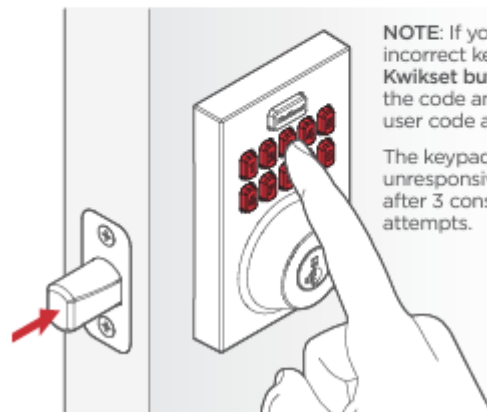
To lock your door, press the Kwikset button.



**NOTE:** At least one user code must be programmed to prevent accidental lock outs.

## Unlocking

To unlock your door, enter your user code.



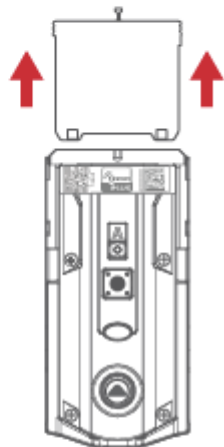
**NOTE:** If you press an incorrect key, press the Kwikset button to clear the code and enter your user code again.

The keypad will become unresponsive for 1 minute after 3 consecutive failed attempts.

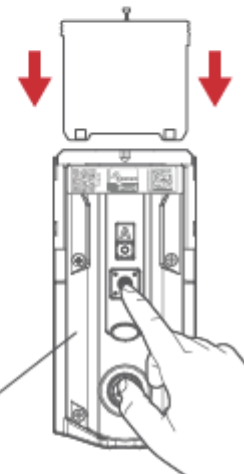
## Factory reset

A Factory Reset will delete all codes associated with the lock and the lock's network settings but will not remove the lock from the panel. Please run the Exclusion process to properly remove this lock from the network before performing a Factory Reset. Please use this procedure only when the network primary controller is missing or otherwise inoperable.

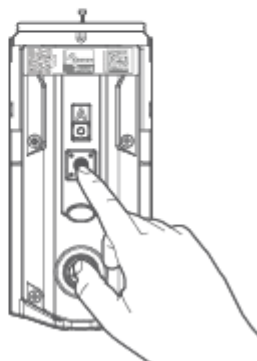
1. Remove battery pack.



2. Press and HOLD the "Program" button while reinserting the battery pack. Keep holding the button for 30 seconds until the lock beeps and the status LED flashes red.



3. Press the "Program" button once more. LED will cycle flashing between red and green while the reset process is being performed.



4. After a few seconds, the lock will initiate the door handing process, and the latch bolt will extend and retract to learn the orientation of the door.

**NOTE:** The lock will auto-hand again after the first time the door is locked or unlocked using the keypad or app. This is to confirm the door orientation.

# Frequent Questions

## When I try to lock the Home Connect 620 deadbolt, it makes noises but doesn't lock.

- A1. Home Connect 620 may not have been 'handed' properly. (The 'handing' process tells the lock which direction to extend the deadbolt.) Home Connect 620 will automatically determine the bolt direction the first time it is powered up and after the first motorized operation. If you need to re-hand the lock, please see the installation guide:

[Home Connect 620 Installation Guide PDF - English / Spanish](#)

- A2. Home Connect 620 might be jamming. Check that the bolt hole is at least 1" deep so the bolt fully extends (Fig. 2). Check that the door closes properly so that when the deadbolt is extended, it is going into the bolt hole and not hitting the deadbolt strike or door frame. Check that the mounting screws securing the exterior keypad are not over-tightened. Please see [Warped Door Installation Guide](#) for additional information.
- A3. For new installations, please be sure to check that the lock was installed with the latch extended and in the lock position.

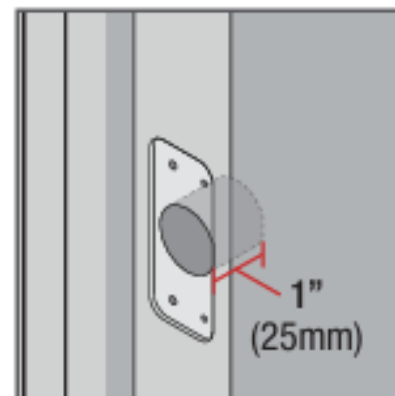


Fig. 2

# Frequent Questions

## What can I do if I frequently need to replace batteries?

- A1: Check that the door is properly aligned. For helpful tips on getting the door to align, refer to the [Warped Door Installation Guide](#). Resistance to both locking and unlocking because of door misalignment will reduce both motor and battery life.
- A2: Check that the lock is properly installed, and the cable is routed and stored correctly (Fig. 1).
- A3: Perform [Manual Door Handing](#) to make sure that the lock knows the correct direction for locking and unlocking. You may need to loosen or adjust the mounting plate and screw to make sure the torque blade is centered to the hole on the mounting plate and the cylinder operates the latch smoothly with a key.
- A4: Call our support center at **1-800-327-5625** for additional help and product replacement if needed.

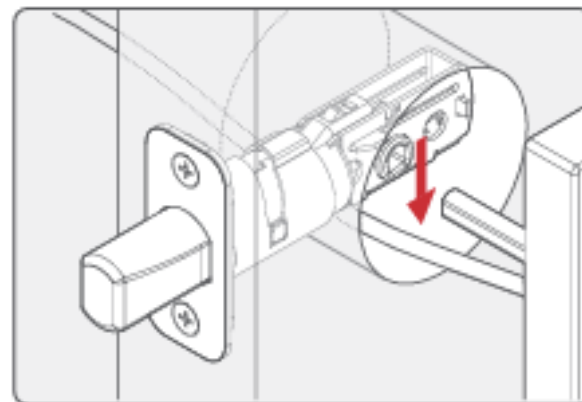


Fig. 1

# Frequent Questions

## Is Home Connect 620 weatherproof?

Home Connect 620 is intended for entry door applications and is just as weather resistant as a normal Kwikset deadbolt. Home Connect 620 is not intended for full outdoor use such as exterior gates and the interior assembly should not be installed outdoors.

## What is the warranty on Home Connect 620?

Home Connect 620 is covered by Kwikset's Finish and Mechanical Lifetime Warranty and one-year Electronic Warranty

## What is the door thickness requirement for Home Connect 620 locks?

Home Connect 620 locks support 1-3/8" to 2" (35mm - 51mm) door thickness.

## Is there a door thickness kit for Home Connect 620 locks to support doors thicker than 2" (51mm)?

Yes, a kit (83159) is available to install Home Connect 620 locks on doors with a thickness between 2" (51mm) and 2-1/4" (57mm). Call our support center at **1-800-327-5625** to order a thick door kit.



## HOW SMARTKEY SECURITY WORKS



Make sure you have your current key and SmartKey tool



Builder Key



SmartKey Tool

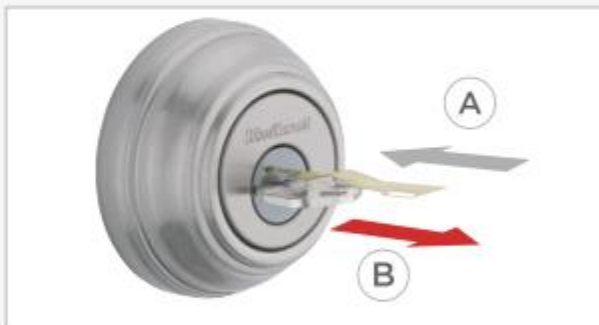


New Key



**1**

Insert the key that currently operates your lock, and rotate it 90° clockwise.



**2**

**A** Insert the SmartKey tool fully and firmly into the SmartKey hole.

**B** **Remove** the SmartKey tool and the current key.



**3**

**A** Fully insert your new key into the lock, and rotate it 180°.

**B** Rotate the new key 90° back to the starting position, and remove it. Your lock is now re-keyed to your new key, and your old key will no longer operate the lock.

## RESET CRADLE

A tool used to reset the cylinder if the original key has been lost or to repair a SmartKey™ cylinder that has been programmed incorrectly.



**A** Before you begin, rotate lower dial to the right until it stops to align arrow on upper grip with start point ① on inner dial.



**B** Insert cylinder all the way into the inner dial.



**C** Rotate lower dial half turn to the left until it stops, where the two arrows meet.



**A** Insert the SmartKey™ tool into the small hole (next to the keyway) on the cylinder face, and push with force until it goes all the way in, then remove the SmartKey™ tool.



**B** Insert the key you want to learn in the plug, while being sure not to rotate the plug.



**C** Remove the plug from the reset cradle by gently pulling on the key.



**A** While holding the cylinder body stationary, rotate the key back to the home position.



**B** Remove the key.



**C** Reinstall cylinder in product.

Kwikset's Reset Cradle is available to order.  
Please use Item #83260-001

**CAUTION** To avoid risk of laceration injury, keep reset cradle out of the reach of children and DO NOT insert finger in the center dial hole.

# Questions?

Technical Support  
1-800-327-5625  
[www.kwikset.com](http://www.kwikset.com)