



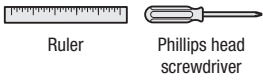
ENGLISH

# SMARTCODE 914

TOUCHPAD ELECTRONIC DEADBOLT

## XFINITY® HOME Installation and User Guide

**Required Tools**



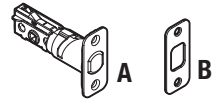
For lock installation help,  
call Kwikset at 1-866-863-6584.

Monday-Friday 5am-6pm PST  
Saturday 7:30am-4pm PST

Note: Comcast support is available for Step 12.

**Parts in the Box**

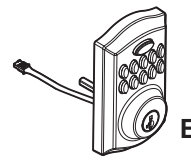
**Latch and Strike**



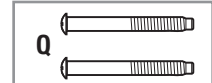
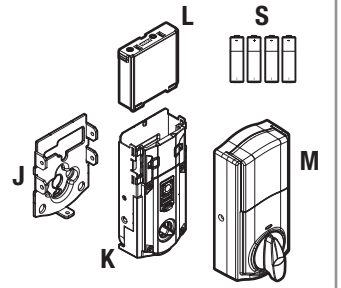
Drive-in latch (A2) is not included. If needed, please contact Kwikset to order a drive-in latch for your lock.



**Exterior Assembly**



**Interior Assembly**

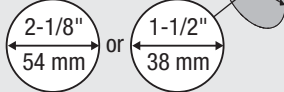


### 1 Check dimensions

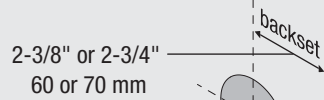
If drilling a new door, use the supplied template and the complete door drilling instructions available at [www.kwikset.com/doorprep](http://www.kwikset.com/doorprep).

**A** Measure to confirm that the hole in the door is either 2-1/8" (54 mm) or 1-1/2" (38 mm).

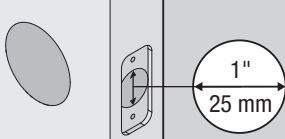
Note: Additional door preparation may be required for doors with 1-1/2" (38 mm) holes. Consult the deadbolt drilling instructions at [www.kwikset.com/doorprep](http://www.kwikset.com/doorprep).



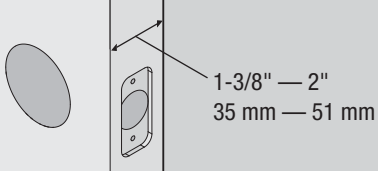
**B** Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70 mm).



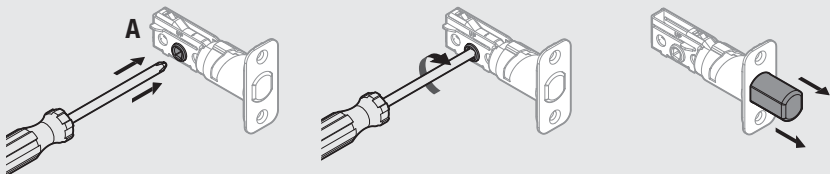
**C** Measure to confirm that the hole in the door edge is 1" (25 mm).



**D** Measure to confirm that the door is between 1-3/8" and 2" (35 mm and 51 mm) thick.

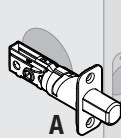


### 2 Extend latch bolt



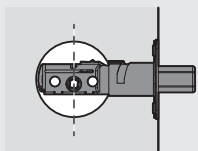
### 3 Determine if the backset of the latch needs to be adjusted

**A** Hold the latch in front of the door hole, with the latch face flush against the door edge.



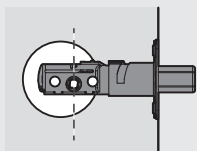
**B** Are the latch holes centered in the door hole?

**YES**

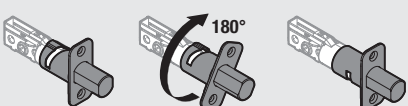


No adjustment is required. Proceed to step 4.

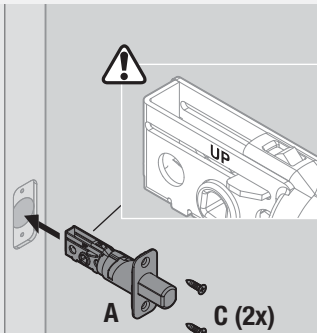
**NO**



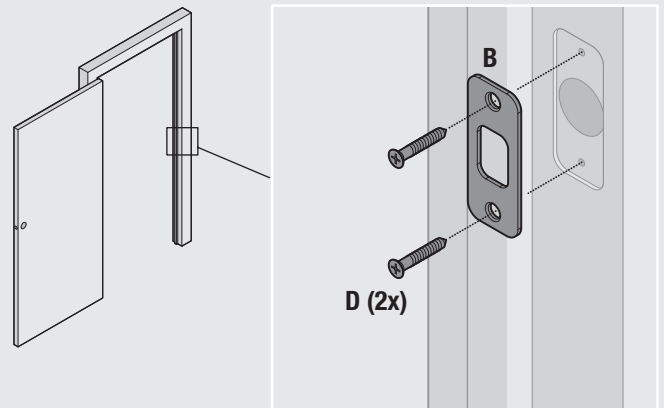
Rotate latch face as shown.



### 4 Install latch



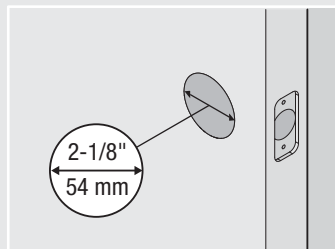
### 5 Install strike



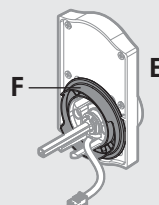
### 6 Prepare exterior keypad

What is the diameter of the hole in the door?

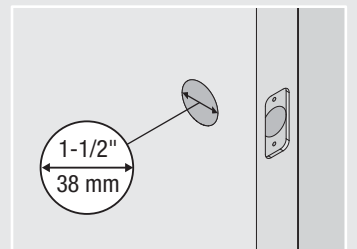
Diameter is 2-1/8" (54 mm).



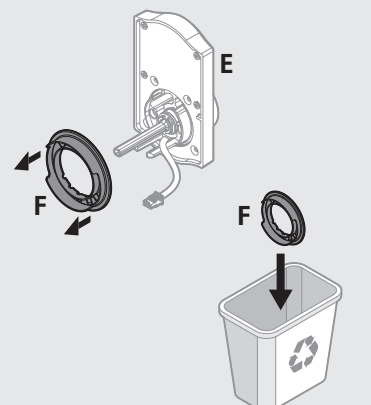
"F" is required for installation. Make sure "F" is installed on "E"



Diameter is 1-1/2" (38 mm).



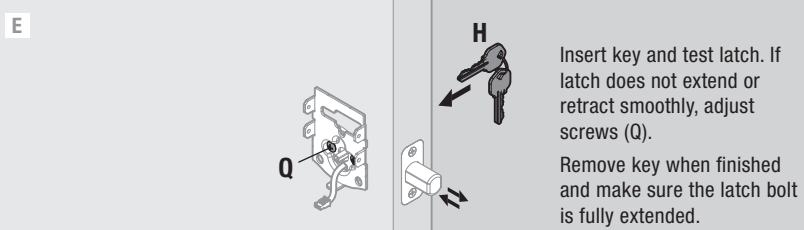
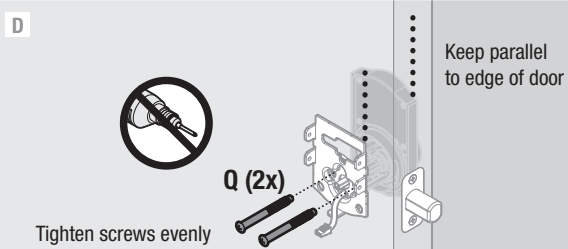
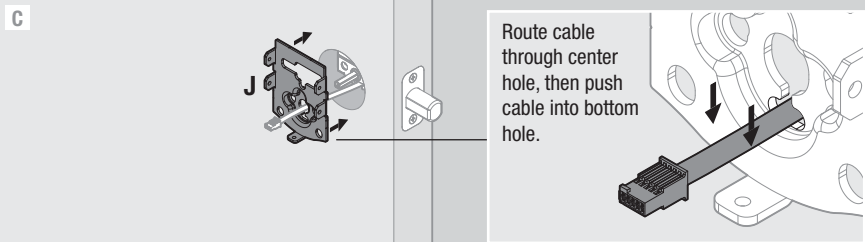
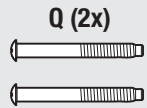
"F" is not needed for installation. Remove and discard "F"



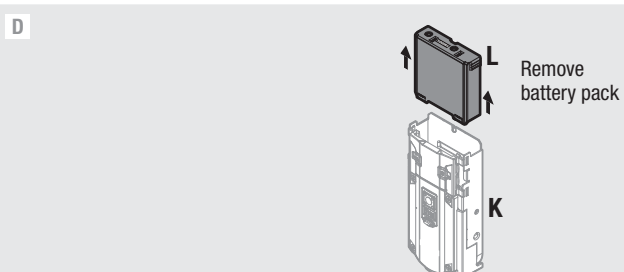
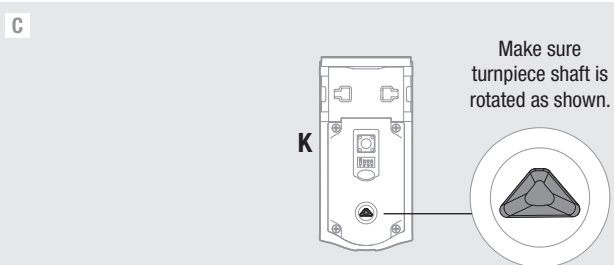
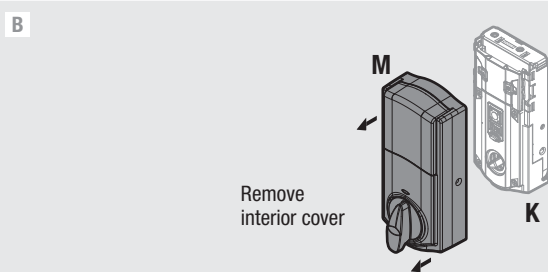
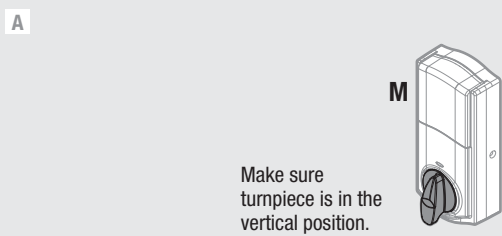
or

## 7 Install keypad and mounting plate

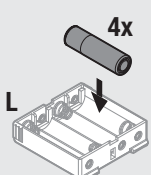
**A** Locate screws (Q) and keep them within reach.



## 8 Remove interior cover and load battery pack



**E** Install 4 AA batteries in battery pack.

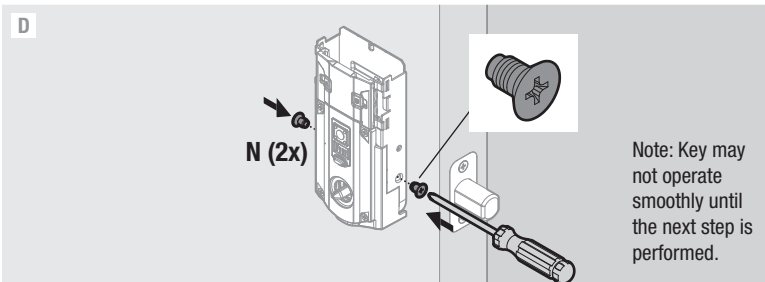
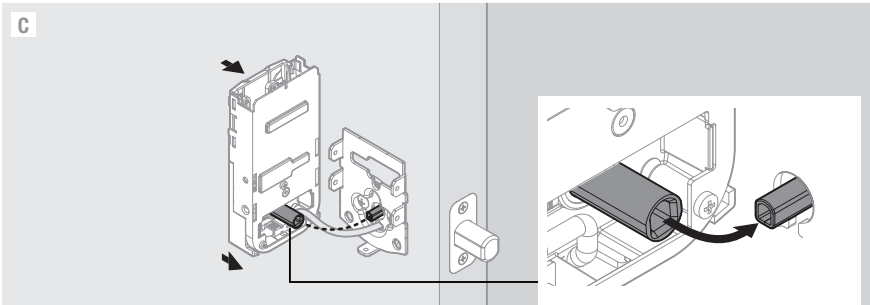
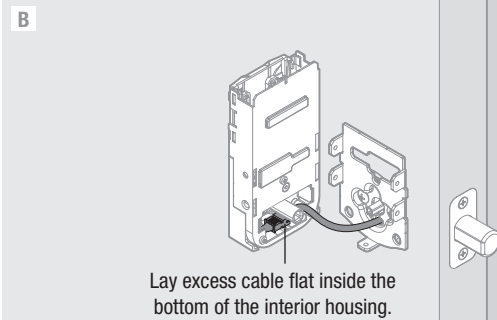
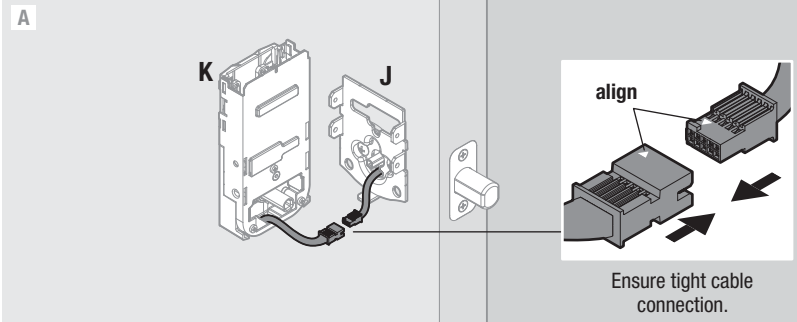


⚠ Ensure correct polarity. For best results, use new, non-rechargeable Alkaline batteries only.



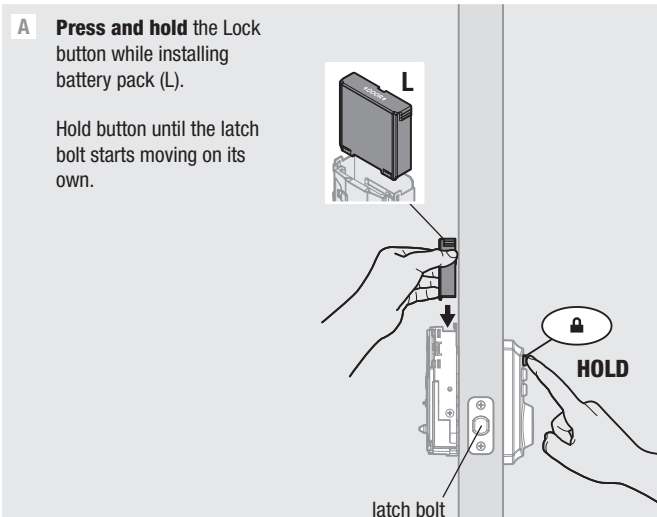
Do not install battery pack yet. Alarm will sound if battery is installed before cable is connected.

## 9 Install interior assembly

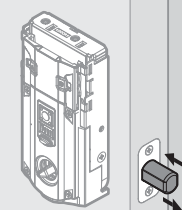


## 10 Perform door handing process

This step will teach your lock the orientation of your door and is crucial to lock operation.



**B** Did the latch bolt retract half way and extend on its own when the battery pack was installed?



**YES**

Door handing process was successful! Proceed to next step after latch bolt stops moving.

or

**NO**

Remove battery pack, wait 15 seconds, then attempt the process again.

## 11 Add user codes

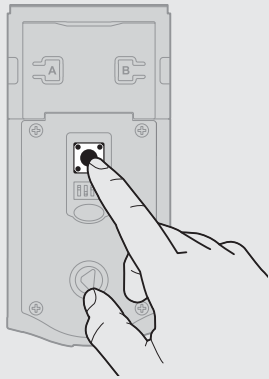
Each user code must be a unique code between 4 and 8 digits. A total of 30 user codes may be programmed.

Note: For enhanced security, a master code may be used when adding and deleting user codes. For more information about the master code, download the SmartCode 914 Programming and Troubleshooting Guide at [www.comcast.com/doorlockhelp](http://www.comcast.com/doorlockhelp).

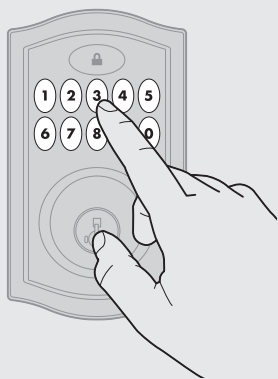
### Programming Timeout

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

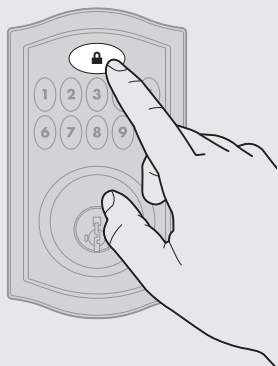
- A** Make sure the door is open. Press Program button once.



- B** Enter new user code.

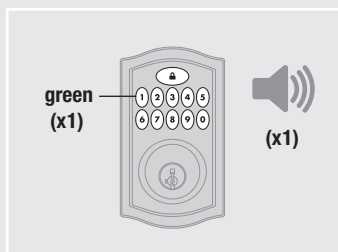


- C** Press Lock button once.



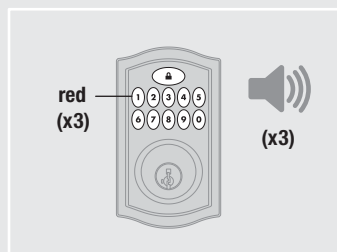
- D** Did the keypad flash green once with one beep\* or flash red three times with three beeps\*?  
\*Beeping sound will only be heard if switch #3 (on the lock interior) is in the ON position.

#### One green flash with one beep



Programming was successful. Proceed to step E.

#### Three red flashes with three beeps

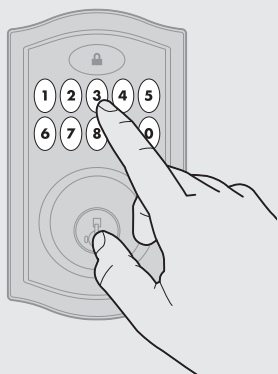


Programming was unsuccessful.

Make sure the user code is not a duplicate and that it is between 4 and 8 digits during your next attempt.

Make sure the lock has room for an additional code. If all user code positions are filled, delete a code to make room for this one.

- E** While the door is open, test your user code to make sure it unlocks the door.



For instructions on how to delete user codes, see page 4.

## 12 Pair the lock with your XFINITY Home System

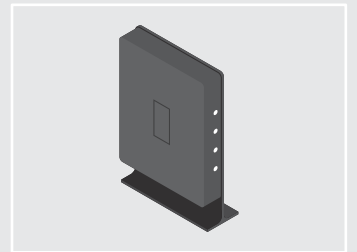
Are you using an XFINITY Home Secure system with a Touch Screen or an XFINITY Home Control system with a Hub?

### XFINITY Home Secure with Touch Screen

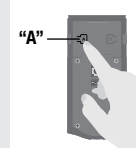


or

### XFINITY Home Control with Hub



- A** Tap "Settings" on your Touchscreen.  
**B** When prompted, enter your Touchscreen's master code.  
**C** Tap "Home Devices," then "Door Locks."  
**D** Tap "Add Door Locks."  
**E** Press "Next."  
**F** Go back to the door lock and press button "A" on the lock four times, then wait until a door lock icon appears (please allow 1-2 minutes). If a door lock icon does not appear, remove and replace the door lock battery pack, then press button "A" four times again.  
**G** Press "Done" on the Touchscreen when you see the door lock icon appear.  
**H** Press "Next" and tap the door lock icon to rename the lock.  
**I** After renaming the door lock, press "Return to Menu" to complete pairing.  
**J** Verify the door lock is working by returning to the home screen, pressing the "Door Lock" icon, then pressing the lock icon to lock and unlock.



- A** Log in to the subscriber portal at [www.xfinity.com/xhportal](http://www.xfinity.com/xhportal).  
**B** In the subscriber portal, click the "Settings" tab.  
**C** Click "Door Locks."  
**D** Click "Add Door Lock."  
**E** Follow the instructions on the subscriber portal to begin pairing.

For help with pairing the lock to your XFINITY Home System, contact

**XFINITY Home Support**  
[comcast.com/doorlockhelp](http://comcast.com/doorlockhelp)  
1-877-751-4166

For lock installation help, call

**Kwikset**  
1-866-863-6584  
Monday-Friday 5am-6pm PST  
Saturday 7:30am-4pm PST

## 13 Test the lock

Go outside with your key. Close the door and press the Lock button on the keypad once.

Does the door lock successfully?



### YES

Proceed to step 14.

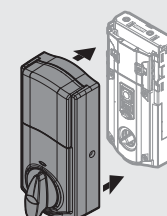
### NO

The latch bolt may be obstructed. Make sure the hole in the door frame is drilled 1" (25 mm) deep and that the latch bolt aligns with the strike.

If needed, consult the SmartCode 914 Programming and Troubleshooting Guide at [www.comcast.com/doorlockhelp](http://www.comcast.com/doorlockhelp).

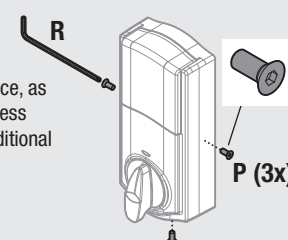
## 14 Install the battery cover

**A**



**B**

Keep "R" in a safe place, as you will need it to access the back panel for additional programming.

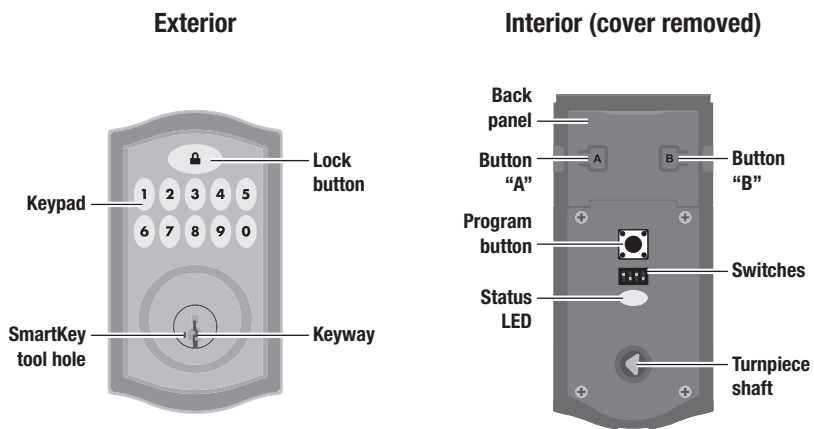


**Setup Complete!**

See the SmartCode 914 Reference Guide on page 4 for additional information about the lock.

# SmartCode 914 Reference Guide

## SmartCode at a Glance



## Normal Operation

### Unlocking the Door

Enter user code.

Tip: You can press the Lock button before entering your user code to light up the keypad at night.



### Locking the Door

Press Lock button once.

If no user codes are programmed, the Lock button will be disabled.

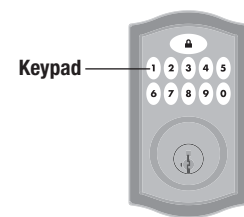
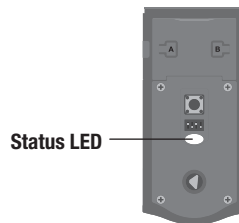


### Incorrect Codes

Codes Entered	Lock Behavior	Next Step
One incorrect code entered.	Keypad flashes red once with one beep*	Re-enter code.
Three incorrect codes entered within one minute.	Keypad flashes red 15 times with 15 beeps*	Re-enter code after 60 second keypad lockout.

\*Beeping sound will only be heard if switch #3 is on.

## Switches, Status LED colors, and Keypad Warnings



Switch	Function
1	Door lock status LED blinks every 6 seconds
2	Lock automatically re-locks door 30 seconds after unlocking. Disabled if no codes are programmed.
3	Audio
4	Not used

Warning	Reason	Solution
Keypad flashes red with fast beeping sound* for 3 – 4 seconds.	Low battery	Replace batteries.
	No user code programmed	Program at least one user code.
Keypad flashes red with beeping sound* for 2 seconds.	Door jammed while attempting to lock	Relock door. If needed, reposition strike.

\*Beeping sound will only be heard if switch #3 is on.

Color	Lock Status
Blinking green	Unlocked
Blinking amber	Locked
Blinking Red	Low battery
Solid Red	Door handing process did not work properly. See online SmartCode 914 Programming and Troubleshooting guide.

## Deleting a single user code

Note: All codes may be deleted at once if the master code is enabled. For more information about the master code, consult the SmartCode 914 Programming and Troubleshooting Guide.

1 Press Program button once.	2 Press Lock button once.	3 Enter user code.	4 Press Lock button once.
5 Re-enter user code.	6 Press Lock button once.	If unsuccessful Make sure to enter the same valid user code in steps 3 and 5.	⚠ TEST CODE While the door is open, test the user code to make sure it no longer unlocks the door.

## Factory Reset

A factory reset will delete all codes associated with the lock, and it will remove the lock from the XFINITY Home System.

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. When the LED flashes green and you hear one beep, the lock has been reset.	4 Perform steps 10-12 again to perform the door handing process, add user codes and pair the lock with your XFINITY Home system.

## Network Information

### ZigBee System Notes

ZigBee is a "Wireless mesh network," and results may vary based on building construction and communication path, with 35+ feet being typical installed distance in a standard home environment and 250 feet+ when the lock has a clear line of sight with the network controller. It may be necessary to install additional ZigBee devices to enhance the communication path between the lock and controller for a more robust ZigBee network.

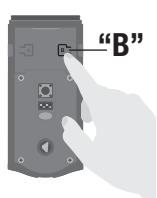
### Adding the lock to the network

During the pairing process, press button "A" on the lock's interior assembly four times.



### Removing the lock from the network

Press button "B" on the lock's interior assembly nine times.



## Important Safeguards

1. Read all instructions in their entirety.
2. Familiarize yourself with all warning and caution statements.
3. Remind all family members of safety precautions.
4. Restrict access to your lock's back panel and routinely check your settings to ensure they have not been altered without your knowledge.
5. Protect your user codes and master code.
6. Dispose of used batteries according to local laws and regulations.

⚠ **CAUTION:** Prevent unauthorized entry. Since anyone with access to the back panel can change the user codes, you must restrict access to the back panel and routinely check the user codes to ensure they have not been altered without your knowledge. The use of a master code can help protect your system's settings.

⚠ **WARNING:** This Manufacturer advises that no lock can provide complete security by itself. This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property. No lock can substitute for caution, awareness of your environment, and common sense. Builder's hardware is available in multiple performance grades to suit the application. In order to enhance security and reduce risk, you should consult a qualified locksmith or other security professional.