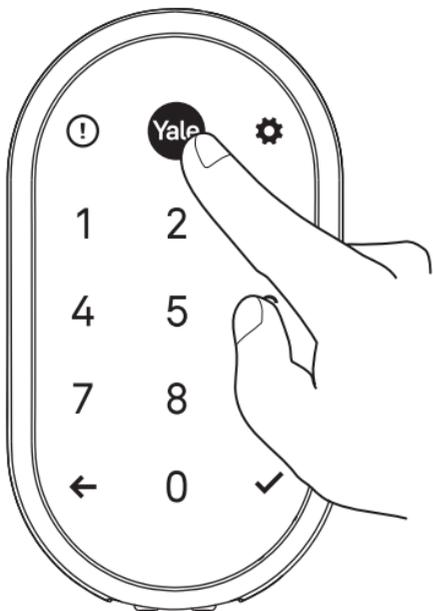




# Nest x Yale Lock Programming/Troubleshooting Guide



## With your Nest App:

- Touch Yale logo to wake lock.
- After waking the lock, you will be guided by the lock voice to create a Master Code on the lock keypad. Your lock automatically calibrates for use after creation of the code.
- Follow prompts to pair your lock to the Nest App.
- Creating User Passcodes (25 max) and customizing settings can be done through the Nest App after setup is complete.



Once paired, the Master Code is no longer valid. The lock keypad cannot be used to program codes or change settings.

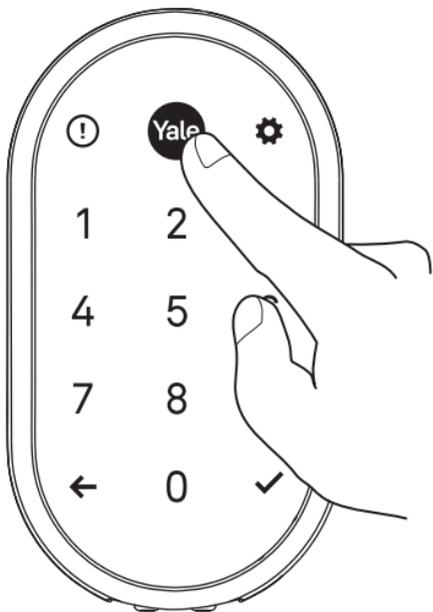
- Lock and unlock the door by entering a Passcode on the lock keypad or remotely with the Nest App.



The programming section of this guide can only be performed on the lock keypad when it is not paired to the Nest App.



## Using Your Lock Without the Nest App



### On the Lock:

- Touch Yale logo to wake lock.
- After waking the lock, you will be guided by the lock voice to create a Master Code using the lock keypad. Your lock automatically calibrates for use after creation of the code.
- Creating User Passcodes (25 max) and customizing settings can be done on the lock keypad after the Master Code is created.
- Lock and unlock your door by entering a Passcode on the lock keypad.



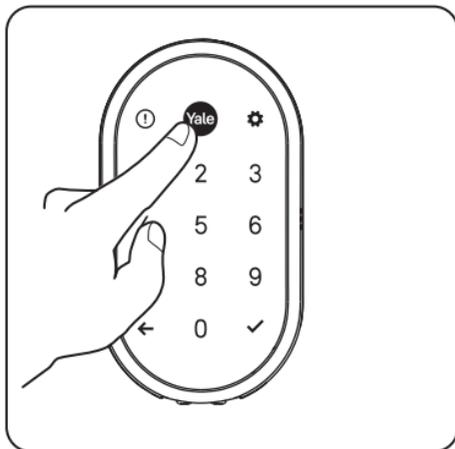
The programming section of this guide can only be performed on the lock keypad when it is not paired to the Nest App.



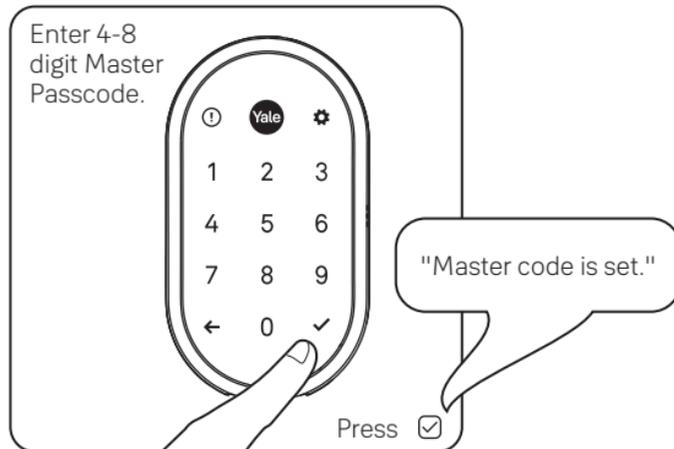
## Creating Master Passcode

Creating a Master Passcode must be performed upon installation or after resetting the lock to factory default. The Master Passcode is used to change lock settings. A security best practice is to set your Master Entry Code with 6 or more digits and create a separate code that is used daily to lock and unlock the door.

Touch the Yale logo to wake lock.



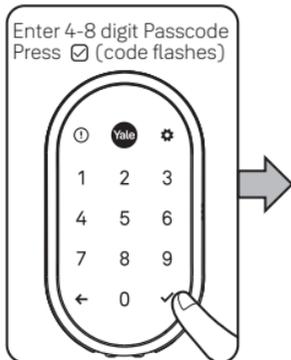
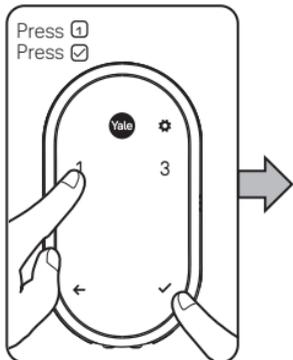
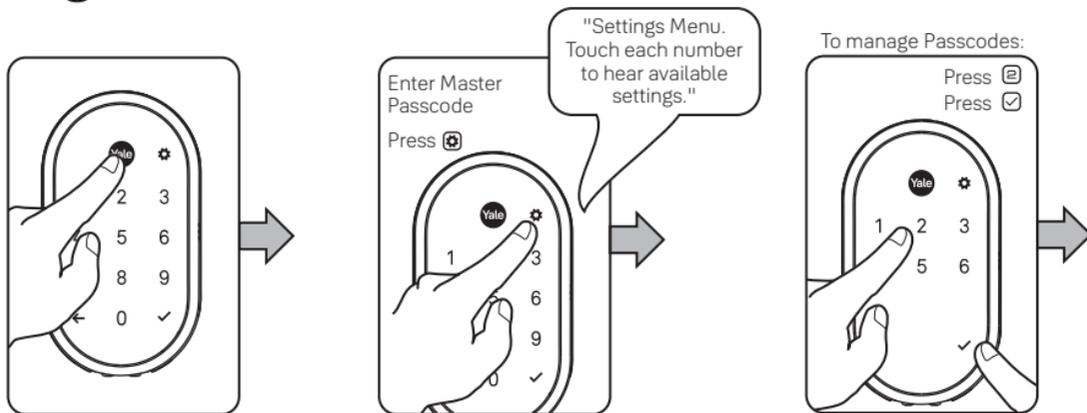
Start by creating a Master Passcode.



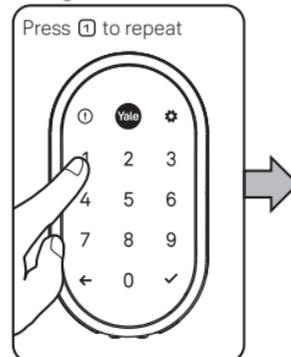


# Creating User Passcodes

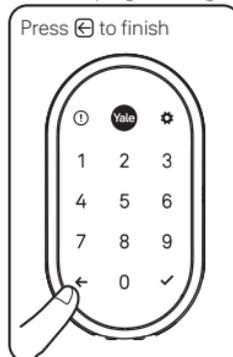
Master Passcode must be created first. Max User Passcodes = 25



Adding more User Passcodes:



To end programming:







## Definitions

**Auto Lock:** After a successful code entry or manual unlock with the thumbturn, the lock will automatically re-lock in an effort to keep your home secure. This feature is optional, and can be turned off. In the ON mode, the lock will automatically re-lock after thirty (30) seconds.

**Back Button:** While in Menu Mode, pressing this icon cancels the current operation and returns the user to the previous step.

**Inside Indicator Light:** Located on the inside of lock. Shows active status (Locked) of lock.

**Language:** Choosing English (1), Spanish (2) or French (3) becomes the (default) setting for the lock's voice prompts.

**Lock Calibration:** Calibration ensures the correct side of the door is secured and locked properly when the door is closed. Lock calibration is done when the lock is initially installed or when the lock is reset.

**Low Battery:** When battery power is low, the Low Battery Warning indicator flashes RED. If battery power is completely lost, use the 9 volt battery override. To use the 9V battery override apply 9V battery, in either direction, to terminals below the touchscreen for backup power option. Wake up the lock and enter your passcode to unlock the door.

**Master Passcode:** The Master Passcode is used for programming and for feature settings. It must be created prior to programming the lock. The Master Passcode will also operate (unlock/lock) the lock.

**One Touch Locking:** When the latch is retracted, activating the keypad will extend the latch (during Auto Lock duration or when Auto Lock is disabled). When One Touch Locking is not in use (disabled), any valid passcode will re-lock the lock.

**Privacy Mode:** The Privacy feature disables the keypad so the lock cannot be unlocked from the outside. Turn on privacy mode with the app or by pressing the button on the inside of the lock.

**Shutdown Time:** The unit will shut down (flashing RED) for sixty (60) seconds and not allow operation after the wrong passcode entry limit (5 attempts) has been met.

**Tamper Alert:** Audible alarm sounds if attempting to forcibly remove outside lock from door.

**User Passcode:** The User Passcode operates the lock. Maximum number of User Passcodes is 25.

**Volume:** The volume setting for passcode verification is set to Low (2) by default; otherwise it can be set to High (1) or Silent (3) for quiet areas.

**Wrong Passcode Entry Limit:** After five (5) unsuccessful attempts at entering a valid passcode, the unit will shut down for sixty (60) seconds and not allow operation.



# Feature Programming Through Menu Mode Using Master Passcode

1. Touch Yale logo to wake lock.
2. Enter 4-8 digit Master Passcode\* followed by key.  
Lock Response: Menu options, enter the number.
3. Enter digit corresponding to the function to be performed followed by the key. Follow the voice commands.

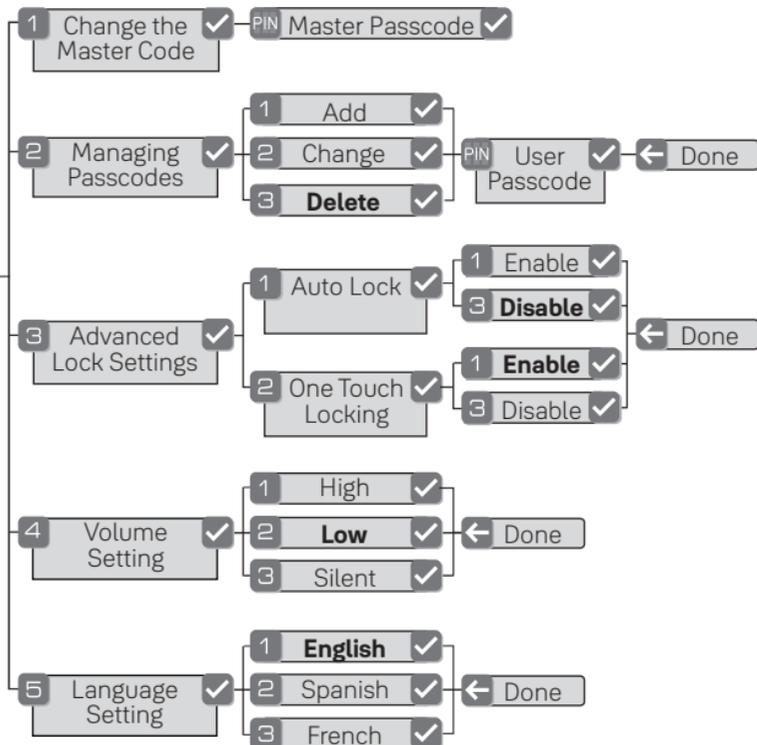
Default settings in **bold**.



## Factory Settings

Settings	Factory Setting
Master Passcode	Creation required*
Automatic Re-lock	Disabled
One Touch Locking	Enabled
Shutdown Time	60 Seconds
Volume Setting	Enabled (Low)
Wrong Passcode Entry Limit	5 Times

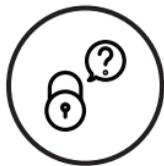
\*The Master Passcode must be created before any other programming of the lock.





## Troubleshooting

Symptom	Suggested Action
Lock does not respond – door is open and accessible.	<ul style="list-style-type: none"><li>• Keypad becomes active when Yale logo is pressed. Verify contact with logo.</li><li>• If keypad numbers are visible, check to see if they respond when pressed.</li><li>• Check batteries are installed and oriented correctly (polarity) in the battery case.</li><li>• Check batteries are in good condition; replace batteries if discharged.</li><li>• Check to see if keypad cable is fully connected and not pinched.</li></ul>
Lock does not respond – door is locked and inaccessible.	<ul style="list-style-type: none"><li>• Batteries may be completely discharged.</li><li>• Apply 9V battery to terminals below the keypad for backup power option.</li></ul>
Keypad is on for a while then shows no reaction. Lights dim.	<ul style="list-style-type: none"><li>• Batteries do not have enough power. Replace batteries.</li></ul>
Unit chimes to indicate code acceptance, but door will not open.	<ul style="list-style-type: none"><li>• Check the door gaps for any foreign objects between door and frame.</li><li>• Check that the cable is firmly connected to the inside lock circuit board.</li></ul>
Unit operates to allow access, but will not automatically re-lock.	<ul style="list-style-type: none"><li>• Check to see if Auto Lock Mode is enabled.</li><li>• Disable Auto Lock Mode to lock the door (automatically).</li><li>• If low battery indicator is lit, change batteries.</li></ul>
Lock Jam message – Deadbolt is taking excessive force to retract or extend when locking or unlocking.	<ul style="list-style-type: none"><li>• Confirm door is fully closed, and there is no resistance opening or closing bolt.</li><li>• Bolt should easily extend or retract when the door is closed manually.</li><li>• Check door prep.</li></ul>

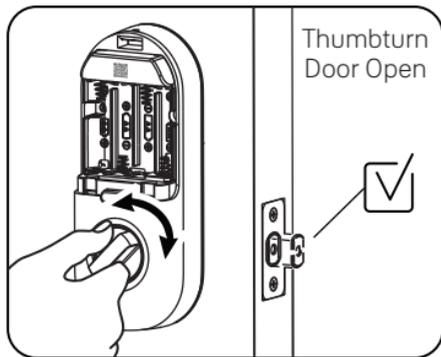


## Troubleshooting

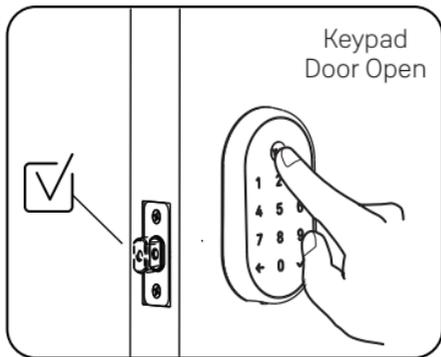
Symptom	Suggested Action
Passcodes will not register.	<ul style="list-style-type: none"><li>• Passcodes must consist of 4 to 8 digits to register.</li><li>• The same passcode cannot be used for multiple users.</li><li>• Registration/management of passcodes is set by the authority of the Master Passcode, which is set first. • Contact the Master user.</li><li>• User Passcodes must be entered within 5 seconds (while keypad is active) or process will have to be restarted.</li><li>• Back <input type="checkbox"/> or check <input type="checkbox"/> cannot be used as part of the passcode.</li></ul>
Upon entering a passcode and pressing <input type="checkbox"/> key, unit displays "invalid code" error or lock times out without responding.	<ul style="list-style-type: none"><li>• Lockout Mode is enabled.</li><li>• Contact the Master user.</li><li>• Only the Master can enable/disable Lockout Mode.</li></ul>
The unit operates, but it makes no sound.	<ul style="list-style-type: none"><li>• Check to see if Silent Mode is enabled (see Feature #4).</li></ul>
The unit responds "Low Battery"	<ul style="list-style-type: none"><li>• This is the alert to replace the batteries. Replace all four (4) batteries with new AA Alkaline batteries.</li></ul>
Upon entering a passcode and pressing the <input type="checkbox"/> key, unit responds "Wrong number of digits".	<ul style="list-style-type: none"><li>• The digits entered were incorrect or incomplete. Re-enter the correct passcode followed by the check <input type="checkbox"/> key.</li></ul>
When locking the door, the lock makes noise but the deadbolt does not extend.	<ul style="list-style-type: none"><li>• The lock calibration was not properly completed. Remove the inside of the lock to reset the lock. See page 10 for reset instructions. Once lock is reset, reinstall the inside of the lock. Close the door and touch the Yale Logo. You will be guided to set up the Master Passcode by following the audio instructions on the lock. Lock automatically calibrates itself for use after setting the Master Passcode.</li></ul>



# Hardware Troubleshooting



Thumbturn  
Door Open

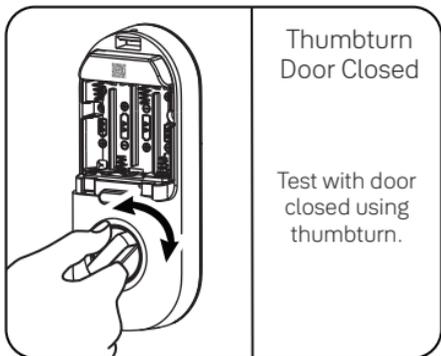


Keypad  
Door Open

If deadbolt does not extend or retract easily when testing thumbturn and keypad operation, revisit inside and outside lock installation steps. It is important that the bolt be in the retracted position during lock installations and that installation procedure is followed carefully.



Helpful Tip: Ensuring smooth deadbolt operation can enhance your battery life.



Thumbturn  
Door Closed

Test with door closed using thumbturn.

If you feel resistance, ensure deadbolt strike plate aligns with deadbolt. If deadbolt strike plate is out of alignment, please attempt to adjust knob/lever/handleset strike using steps below. The knob/lever/handleset latch engagement into the strike is the main component used for door alignment.

If deadbolt does not fully extend, consider increasing depth of deadbolt strike pocket in frame.

To adjust Knob/Lever/Handleset strike plate:

1. Remove plate from door frame with a manual screwdriver. (Using an electric driver may strip screw heads or enlarge screw holes.)

2. Locate strike plate tab.

Bend the tab towards surface of strike. Note: a small change may be all that is required

Tab



3. Reinstall strike plate using a manual screw driver and test again.

4. If door cannot be adjusted sufficiently with strike tab, both knob/lever/handleset latch and deadbolt latch could require adjustment – we suggest you contact a local locksmith for assistance.

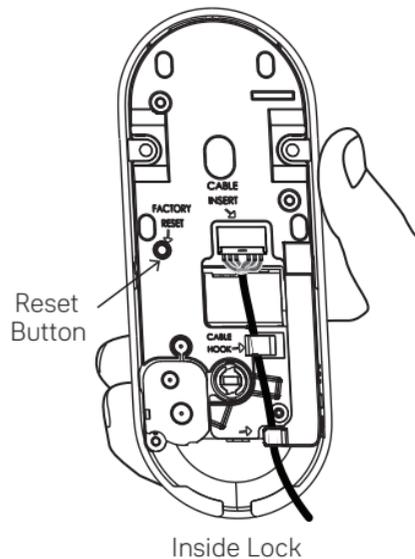


## Resetting Lock to Factory Defaults

When lock is reset to factory defaults, all user codes (including the Master Passcode\*) are deleted and all programming features are reset to original default settings.

1. Remove the battery cover and batteries.
2. Remove the inside lock to access the reset button.
3. The reset button (see image at right) is located on left side of PCB cable connector.
4. While pressing the reset button (minimum of 3 seconds) reinstall batteries. Release reset button. Lock responds with "Hi from Yale and Nest".
5. Replace battery cover.

\*The Master Passcode must be created before any other programming of the lock either on the lock or through the Nest App. Refer to pages 1 and 2.



### NOTE TO INSTALLER AND CONSUMER

While Yale® has included several features to prevent lockout (9-Volt battery jumper, low battery warnings), it is still possible for a lockout situation to occur. Because this product does not have a mechanical override (a key), Yale® recommends to use this product in an environment where there are additional entry points into the dwelling.

FCC:  
Contains:  
FCC ID: U4A-YRD540TH2  
Model: YRDTH2

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada:  
Contains:  
IC: 6982A-YRD540TH2  
Model: YRDTH2

Section 7.1.2 of RSS-GEN 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.

En vertu des règlements d'Industrie Canada, cet émetteur radio ne peut fonctionner avec une antenne d'un type et un maximum (ou moins) approuvés pour gagner de l'émetteur par Industrie Canada. Pour réduire le risque d'interférence aux autres utilisateurs, le type d'antenne et son gain doivent être choisis de façon que la puissance isotrope rayonnée équivalente (PIRE) ne dépasse pas ce qui est nécessaire pour une communication réussie.

Section 7.1.3 of RSS-GEN 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 avec Industrie Canada RSS standard exemptes de licence(s). Son fonctionnement est soumis aux deux conditions suivantes: 1) ce dispositif ne peut causer des interférences, et 2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.



**Warning:** Changes or modifications to this device, not expressly approved by Yale Home could void the user's authority to operate the equipment.

## Yale Home

24/7 Product Support : 1-855-213-5841 • US.YaleHome.com

Nest x Yale Lock is a smart lock by ASSA ABLOY that pairs to a Google Account and uses Google services to connect to the internet. For set up and full feature access including remote control, mobile alerts, and software updates, Nest x Yale Lock requires the Nest Connect (included in box) and a working internet connection over Wi-Fi, the free Nest app, and an active Google Account. Minimum requirements are available at [g.co/nest/devicereq](http://g.co/nest/devicereq). Availability and performance of certain features are service-, device-, and network-dependent and may not be available in all areas. All features, functionality, and product specifications are subject to change without notice or obligation. Voice control with Google Assistant requires a compatible smart device. Google, Nest, and related marks and logos are trademarks of Google LLC. Yale® is a registered trademark of Yale Home.

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**Trusted every day**

P/N YRD540WV Rev 5

Part of ASSA ABLOY