SCHLAGE LiNK™ Schlage Wireless Locks User Guide

SCHLAGE®

Contents

Lock Parts

Keypad
- Located on the outside of the lock.
- Used to enter codes for programming and unlocking.

Thumbturns
- On the BE369 Deadbolt only.
- The inside thumbturn may be rotated at any time to retract (unlock) or extend (lock) the bolt.
- The outside thumbturn can be rotated to retract the bolt after a valid user code has been entered.
- The outside thumbturn can also be rotated to extend the bolt after the Schlage button has been pressed when Turn Lock feature is enabled.

Lever
- On the FE599 Lever Lock only.
- The inside lever can be rotated at any time to retract the latch.
- The outside lever can be rotated at any time, but will only retract the latch when the lock is unlocked.

Cylinder
- Located on the outside of the lock.
- Used only in emergency situations to unlock the lock. See *Emergency Key Override* on page 6 for more information.

Lock and Unlock Buttons
- On the FE599 Lever Lock only.
- Used to put the lock in a locked or unlocked state.
- When these buttons are used, the lock will remain locked or unlocked until locked or unlocked using the buttons, web interface or phone application.

Lock and Unlock Light
- On the FE599 Lever Lock only.
- Lights red when inside lock button is pressed.
- Lights green when inside unlock button is pressed.
- Lights only when an inside button is pressed. Does not remain lit.
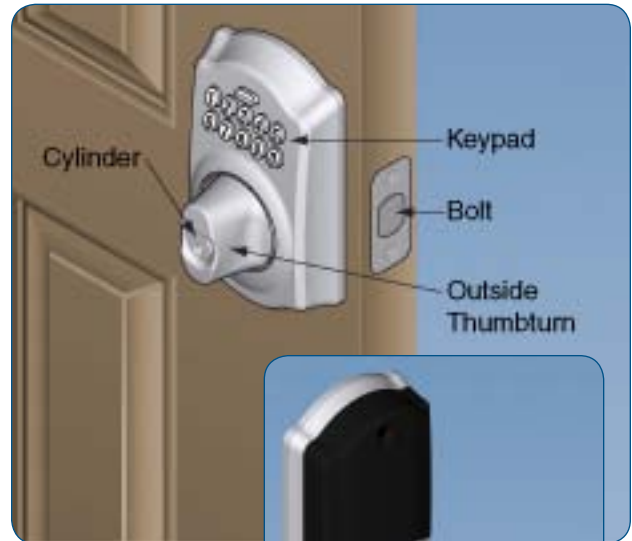
BE369 Deadbolt

FE599 Lever Lock

Programming and User Codes

All locks are pre-programmed with a programming code and two use[...]
programming code and user codes can be changed at any time.

All pre-programmed codes can be found on the yellow sticker on the[...]
Installation Instructions that come with the lock. An identical label is a[...]
on the inside (part that faces the door) of the keypad.

Programming Code
- Used to manually program the lock using the keypad.
- Used to put the lock into enrollment mode.
- Can only be changed by manually using the keypad. See *Manu[...]*
  Programming Functions on page 5 for more information.
- CANNOT be used to unlock the lock.
- CAN be used to take a lock out of vacation mode at the
  keypad. See *Vacation Mode* on page 4 for more information.
- If you change your programming code and then forget it, you
  can reset your lock back to factory settings. See *Restoring*
  Factory Settings on page 4 for more information.
- The web interface is not affected by a change to the programmin[...]

User Codes
- Used to unlock the lock.
- May be added and deleted manually, using the keypad.
- User codes are assigned to names in the web portal and can be[...]
  added or deleted using the web portal.
- If you add a new code to the lock manually, the new code will be[...]
  on the web portal with an assigned name of *New User (#)*, which can be
  changed at any time.

Turn Lock Feature
When the Turn Lock feature (available on BE369 Deadbolt only) is disabled, a valid user code must be entered at the keypad in order to lock the lock from the outside.

The Turn Lock feature is enabled by default.

See *Manual Programming Functions* on page 5 for instructions to disable this feature.
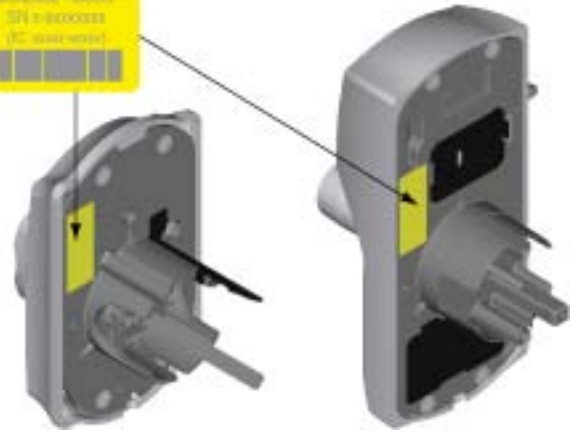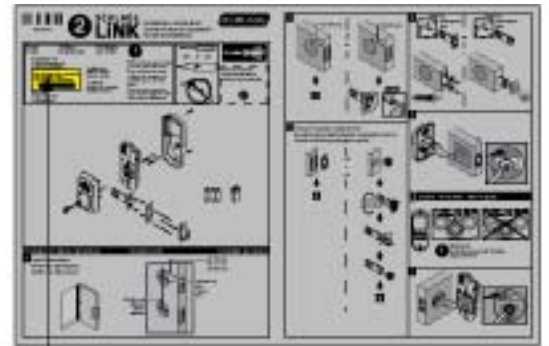
Replacing the Batteries

BE369 Deadbolt

a. Remove cover screws.

b. Remove screw on upper left to release upper battery tray. Hold battery tray in place while loosening screw.

c. Upper battery tray will be released. Fully remove tray and remove three old AA batteries.

d. Remove 9V battery.

e. Remove the 9V connector from the old 9V battery.

f. Replace all batteries with new, high-quality batteries. Reverse steps to replace battery tray and cover. Be careful not to pinch wires when replacing the cover.
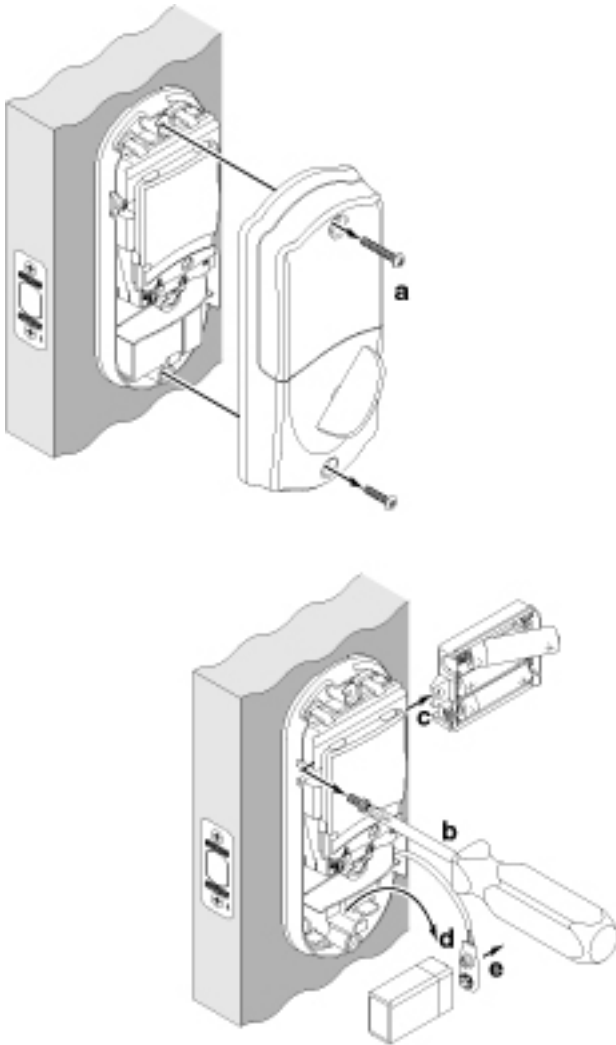
FE599 Lever Lock

a. Remove cover screws.

b. Remove cover.

c. Remove battery cover.

d. Remove four old AA batteries.

e. Replace batteries with 4 new, high-quality AA batteries. Reverse steps to replace the battery cover and lock cover.
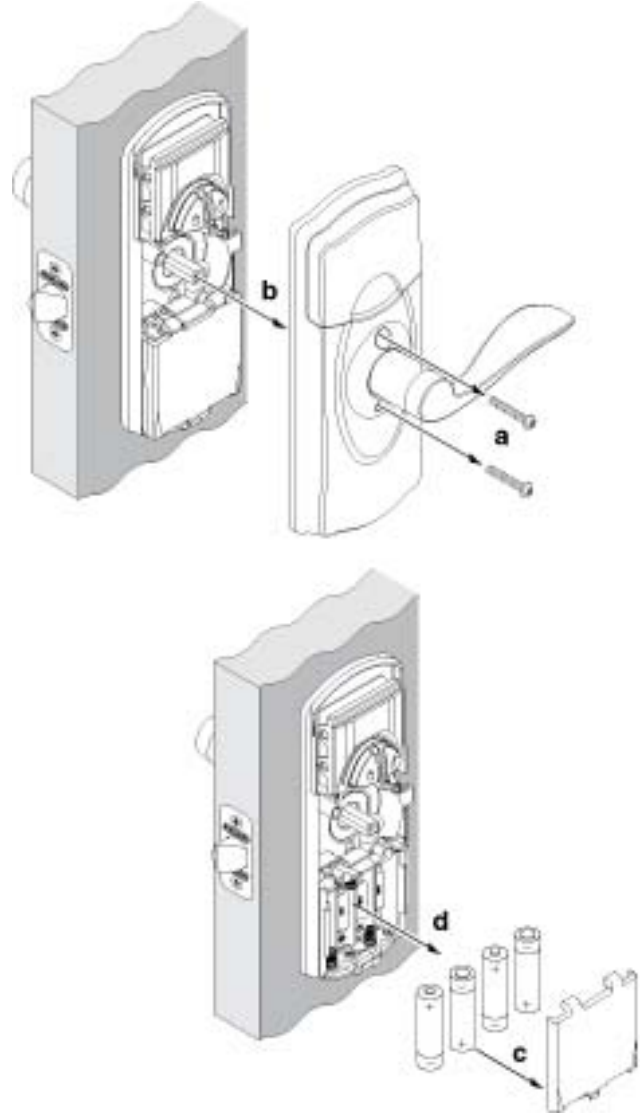
Restoring Factory Settings

Restoring the factory settings will:

- Restore the original programming code
- Restore the pre-programmed user codes

If you have an active account at www.schlagelink.com, the user codes listed in the web interface for the lock will be restored in the physical lock when lock reconnects with the bridge. The original pre-programmed user codes will also be added to the web interface.

Restoring factory settings WILL NOT exclude the lock from the bridge.

DO NOT reset your lock unless you are able to locate the original programming code. Customer service cannot retrieve a lost programming code.

1. For FE599, disconnect the batteries. For BE369, disconnect the 9V battery.
2. On the lock keypad, press and release the Schlage button.
3. Reconnect the battery and wait until the Schlage button is no longer lit.
4. Within ten (10) seconds, press and hold the Schlage button until it lights green and the lock beeps.

Vacation Mode

Vacation mode is used to disable all user codes at the keypad. If a valid user code is entered while the lock is in vacation mode, the Schlage button will first light green and then red, and the lock will not unlock.

If you will be away from your home for a period of time in which no one should have access to your lock, it is a good idea to use vacation mode to prevent repeated access attempts.

Vacation mode can be disabled at the keypad by entering the six-digit programming code.

Manual Programming

During normal operation, Schlage Wireless Locks should be managed through the web interface at *www.schlagelink.com.* If internet access is temporarily lost, changes to the lock can be entered manually at the lock's keypad. When Internet access is restored, the lock will automatically update the web interface with any changes. See *Manual Programming Functions* on page 5 for more information.

Lights/Beeps Legend	
Three Lights and Three Beeps[1]	**Step Confirmation** • A correct entry was made during programming and accepted by the lock.
One Long Flash and One Long Beep[1]	**Function Confirmation** • A set of steps was completed successfully.
One Long Flash and Two Beeps[1]	**Error** • An incorrect entry was made during programming. • For other errors, see the troubleshooting section.
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	**Backlight** • Entire keypad glows blue during programming and when the Schlage button is pressed before pressing any codes.

Programming Legend	
PC	**Programming Code (six numbers)** • See *Programming Code* on page 2 for more information.
SCHLAGE	**Schlage Button** • Used for programming • Used to turn on the backlight
UC	**User Code (four numbers)** • See *User Codes* on page 2 for more information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	**Keypad Numbers** • Used for programming • Used to enter a user code to unlock the lock

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1   Beeps will sound only when the beeper is turned on. Low battery beeps will sound even when the beeper is disabled.

Manual Programming Functions

Press the keys on the keypad as shown in the following steps. Wait for the confirmation indicator before proceeding to the next step. If you make a mistake, wait for all lights and beeps to stop and then start over from the beginning.

| Function	Step 1	Step 2	Step 3	Step 4
Add UC	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **1** — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press New **UC** (Four Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press Same New **UC** (Four Numbers) — Success! SCHLAGE — 1 Long Light + 1 Long Beep
Delete UC	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **2** — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press Unwanted **UC** (Four Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press Same Unwanted **UC** (Four Numbers) — Success! SCHLAGE — 1 Long Light + 1 Long Beep
Change PC	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **3** — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press New **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press Same New **PC** (Six Numbers) — Success! SCHLAGE — 1 Long Light + 1 Long Beep
Enable Vacation Mode (Disable All) UC	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **4** — Success! SCHLAGE — 1 Long Light + 1 Long Beep	**Disable Vacation Mode (Enable All[1])** UC	Press **PC** (Six Numbers) — Success! SCHLAGE — 1 Long Light + 1 Long Beep
Enable/Disable Beeper	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **5** — Success! SCHLAGE — 1 Long Light + 1 Long Beep		
Delete All[2] UC	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **6** — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press **PC** (Six Numbers) — Success! SCHLAGE — 1 Long Light + 1 Long Beep	
Enable/Disable[3] Turn Lock Feature	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **7** — Success! SCHLAGE — 1 Long Light + 1 Long Beep		
Put Lock in Enrollment Mode[4]	Press **PC** (Six Numbers) — Wait For SCHLAGE — 3 Lights + 3 Beeps	Press SCHLAGE + **0** — Success! SCHLAGE — Blinking		

1   Enable All User Codes function is available only when user codes are currently disabled.
2   Delete All User Codes function will remove ALL user codes, but will not change the programming code. User Codes cannot be recovered after this function is completed.
3   The Turn Lock Feature is available only on the BE369 (deadbolt). When this feature is disabled, a valid user code must be entered in order to lock the lock from the outside. The Turn Lock feature is enabled by default.
4   Bridge must be put into enrollment mode before lock for successful enrollment/exclusion.

Emergency Key Override

If the battery fails completely, or if there is an electronic error, the lock can be unlocked manually using the key.

BE369
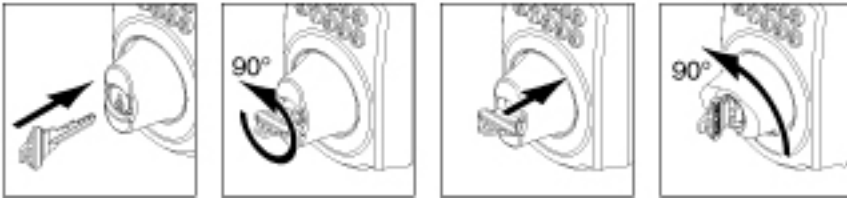
FE599

Key cannot be removed in this position.

Troubleshooting

Problem	Lights/Beeps	Cause	Solution at Lock	Solution on Web
Entering a valid user code using the keypad does not unlock lock.	Green then Red/Hi then Low	Lock is in vacation mode.	Enter six-digit programming code.	Uncheck Vacation checkbox.
Schlage button does not light when pressed	none	Lock keypad is locked out because too many incorrect codes have been entered.	Wait 30 seconds and try again.	none
		Battery is dead.	Replace battery. See Replace the Battery.	none
There is a delay before the lock unlocks after a valid user code is entered.	Red then Green/Low then Hi	Battery is low.	Replace battery. See Replace the Battery.	none
The Schlage button blinks red, even when no buttons have been pressed.	Fast red blink.	Battery is critically low.	Replace battery. See Replace the Battery.	none
Cannot add a new user code.	Red (when attempted via keypad) none (when attempted via web)	19 user codes already exist.	Delete at least one existing user code. Then add new user code.	
		When adding a user at the keypad, the first user code entry did not match the second.	Try again. Make sure you enter the same code twice.	none
		First four digits match first four digits of the programming code.	Change the programming code or select a different user code to add.	Select a different user code to add.
		User code already exists in lock.	Select a different user code.	
Cannot delete a user code at the keypad.	Red	The first user code entry did not match the second.	Try again. Make sure you enter the same code twice.	none

Problem	Lights/Beeps	Cause	Solution at Lock	Solution on Web
Cannot change the programming code.	Red	User code already in lock matches the first four digits of the programming code you are trying to add.	Select a different programming code, or delete the user code that matches the first four digits you want to use.	none
		The first programming code entry did not match the second.	Try again. Make sure you enter the same code twice.	none
Cannot delete all user codes at the keypad.	Red	The first programming code entry did not match the second.	Try again. Make sure you enter the same code twice.	none
Pressing the Schlage button when the deadbolt is unlocked does not allow locking (deadbolt only).	none	Turn Lock feature is disabled.	Enable the Turn Lock feature. See **Manual Programming Functions** on page 5 for more information.	none
Thumbturn does not spin freely when deadbolt is locked (deadbolt only).	none	Deadbolt is malfunctioning.	Call Customer Service at (877) 288-7707.	none
Pressing the Schlage button when deadbolt is locked unlocks the deadbolt (deadbolt only).	none	Lock was installed improperly.	Cam needs to be rotated to proper position. Check step 7 in the deadbolt installation instructions (located at *part2.schlage.com*).	none
Thumbturn is difficult to rotate or does not rotate smoothly (deadbolt only).	none	Deadbolt was not adjusted to the correct backset position.	Deadbolt needs to be adjusted to correct position. Check step 3 in the deadbolt installation instructions (located at *part2.schlage.com*).	none
After entering a valid code on the deadbolt keypad, Schlage button flashes green and then amber. Otherwise, lock appears to function normally (deadbolt only).	Green then Orange	AA batteries need to be replaced.	Replace AA batteries. **Replacing the Batteries** on page 3 for more information.	none