

LATCH



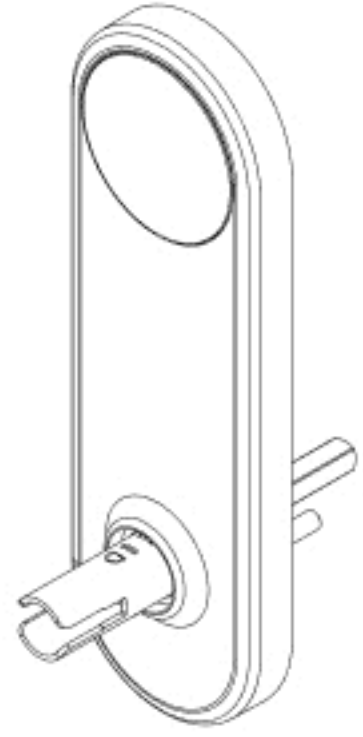
# Interconnect Installation Guide

4" Center to Center

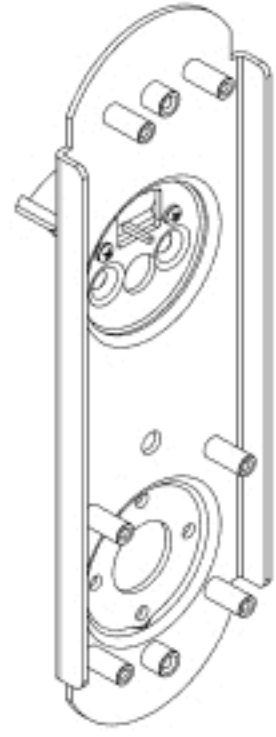
# Table of Contents

Package Content	02
Getting Started	04
Handing Information	05
Door Preparation	06
Installation	07
Troubleshoot	23

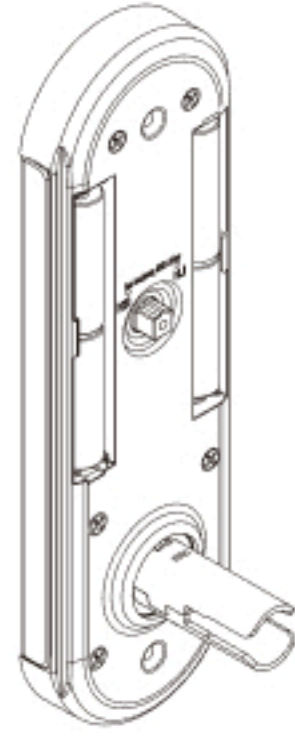
# Package Content



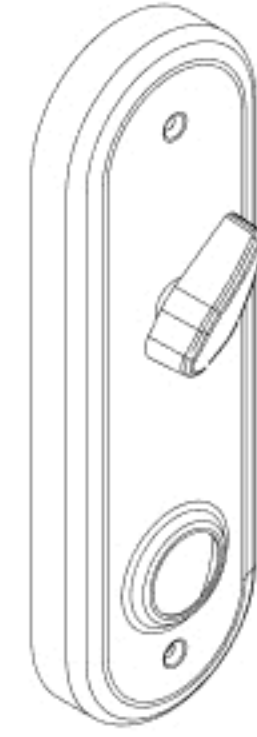
Outside Trim  
Assembly



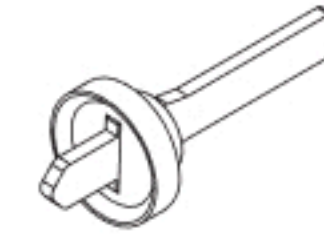
Backplate



Battery Tray  
Assembly



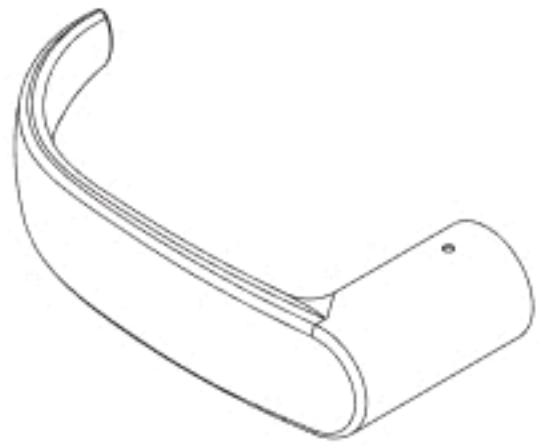
Inside Cover



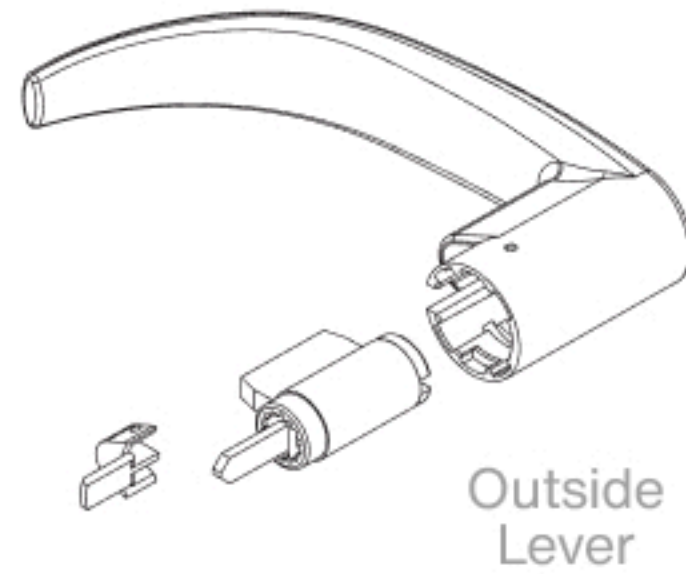
Thumb Turn  
Tailpiece



Lever  
Removal Tool

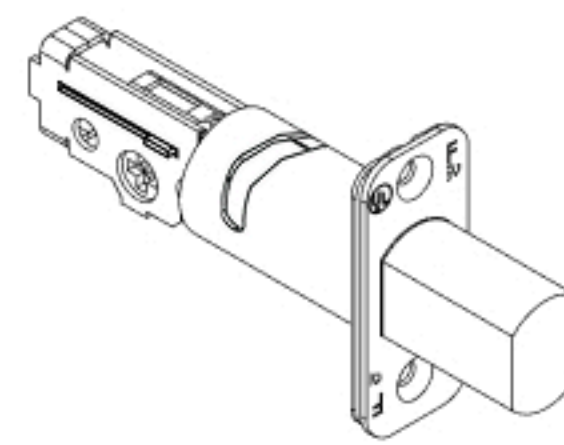


Inside Lever

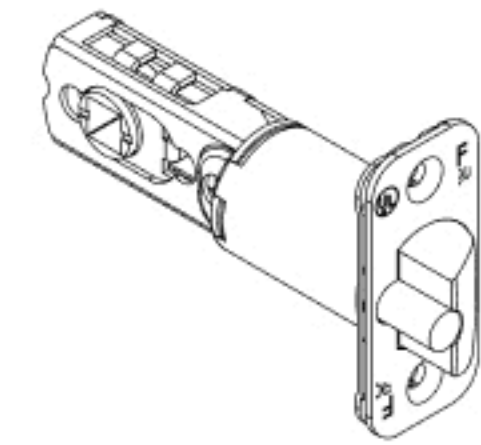


Cylinder Retainer  
& Cylinder

Outside  
Lever

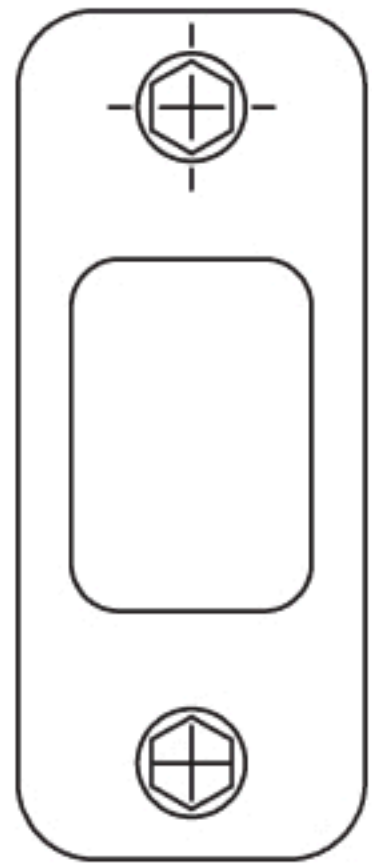


Deadbolt, Adjustable Backset  
2 3/8" or 2 3/4"

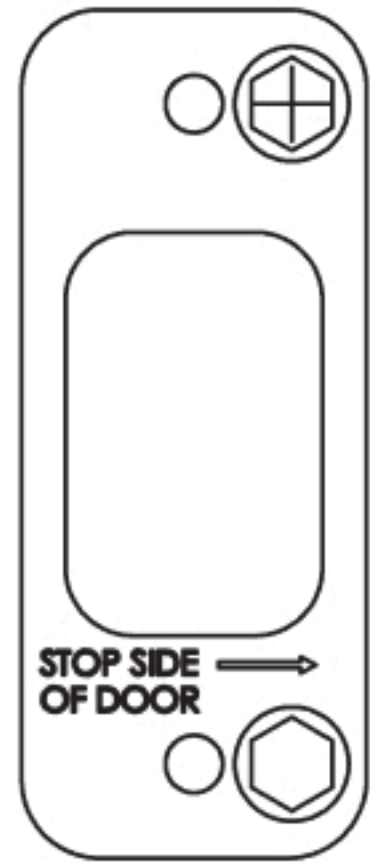


Latch Bolt, Adjustable Backset  
2 3/8" or 2 3/4"

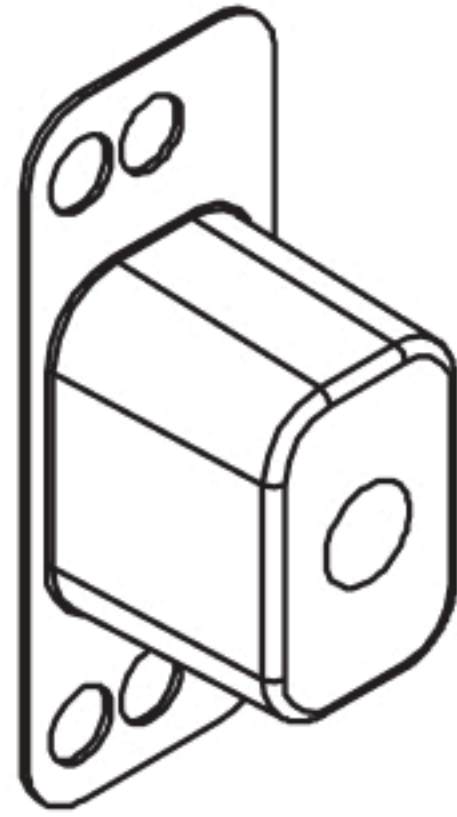
# Package Content



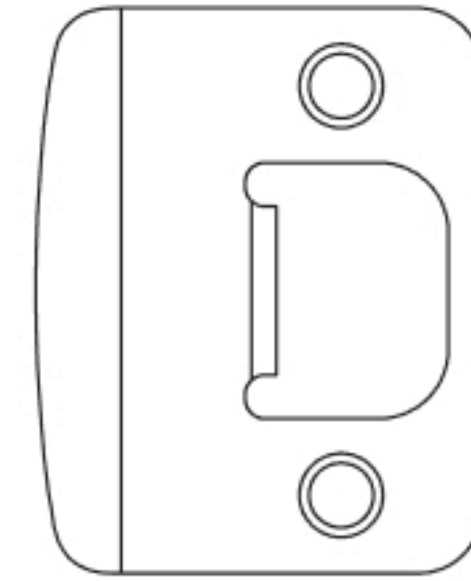
Deadbolt Strike



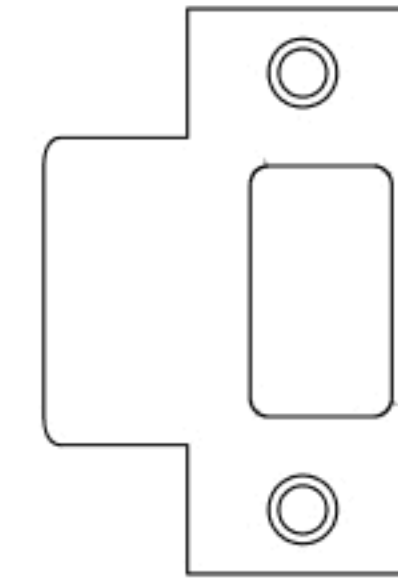
Deadbolt  
Armor Plate



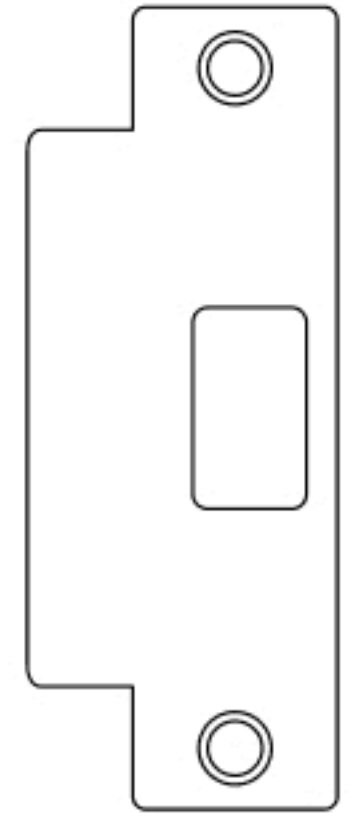
Deadbolt Dust Box



Full Lip  
Latch Bolt Strike



T-Strike

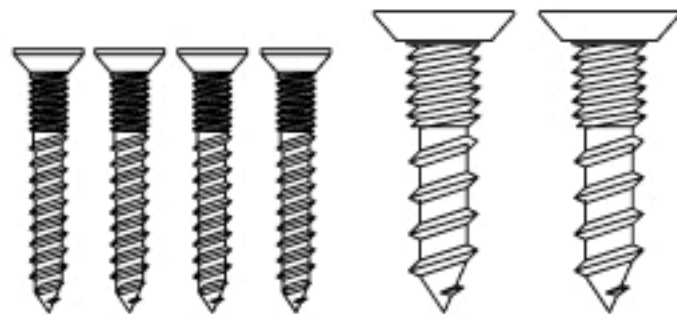


ASA Strike

Pack 3



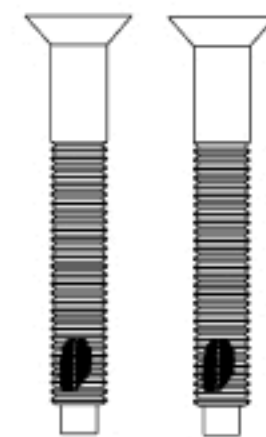
(ASA Screws)



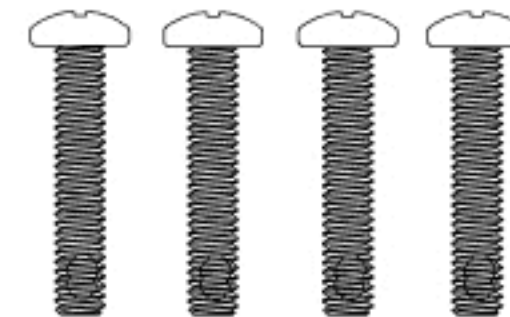
Pack 1



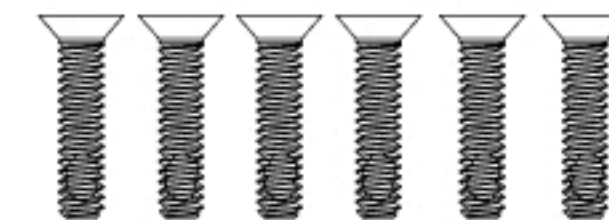
Pack 2A



Pack 2B



Pack 2C



Pack 2D



Allen wrench



Screw Pack for Latch Bolt, Deadbolt and Strike Installation

Screw Pack for Lock Assembly and 7/64" Allen Wrench for Handing Change

# Getting Started

This is an Interconnected lock.

## General Operation

Inside is always unlocked. Deadbolt can be extended from inside or outside by lifting lever or using thumb turn on the inside.

From the inside, rotating lever down will retract both bolts.

From the outside, presenting a valid credential and rotating the lever down will retract both bolts.

Outside latch bolt is always locked unless a valid credential or key override is used.

## Key Override

Rotating the key clockwise approximately 90° will allow you to rotate the lever and retract both bolts.

The key will not retract the bolts.

Return key back to home position to pull out key.

## Tools Needed for Lock Installation

- Phillips screw driver
- Flat Head screw driver

⚠ Do not use a power drill for installation of lock as it can damage lock.

## Tools May Be Needed for Door Preparation

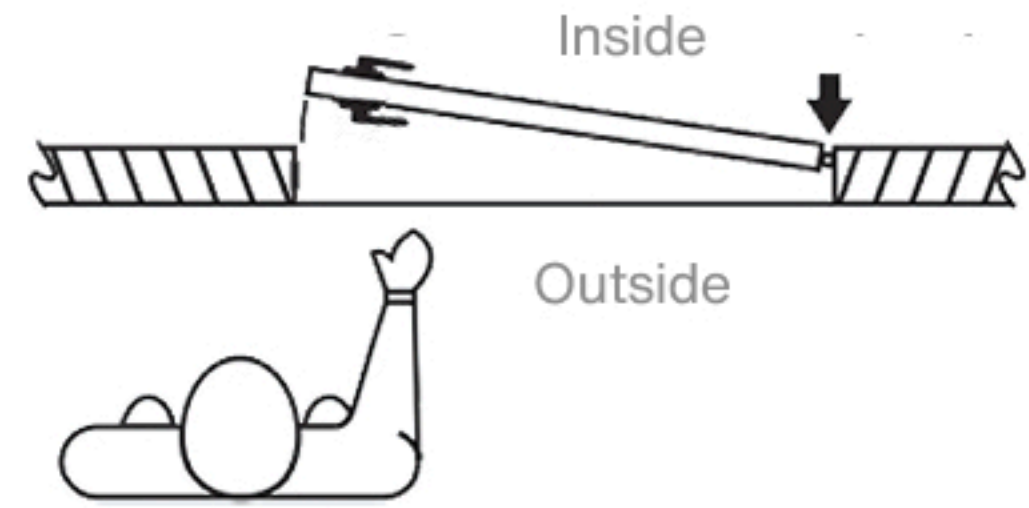
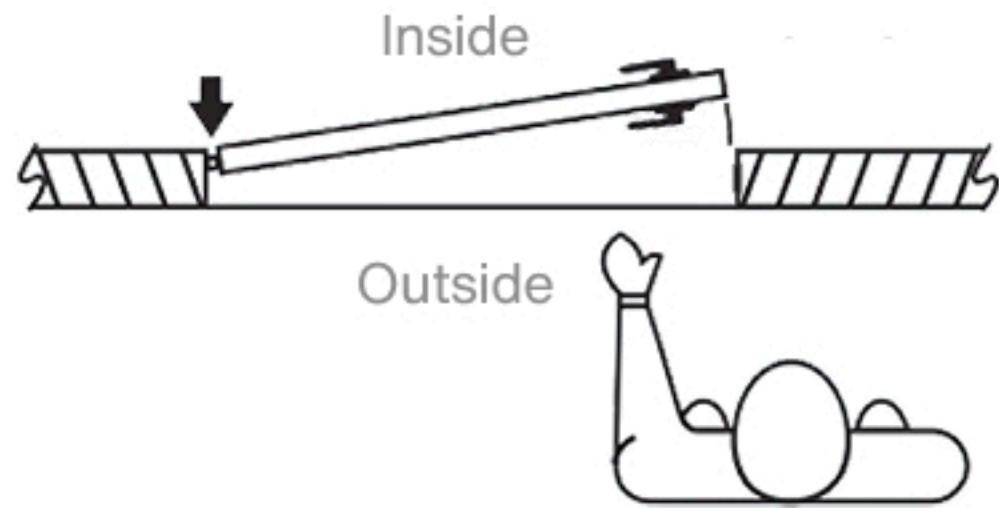
- Tape Measure
- Power Drill (For drilling holes ONLY)
- 1" and 2 1/8" Drill Bits
- Wood Chisel
- Pencil

Once the batteries are installed and the lock is ready, refer to App for setup instructions.

# Handing Information

Interconnected lock is handed.  
See handing information below.

## Doors Opening Inward



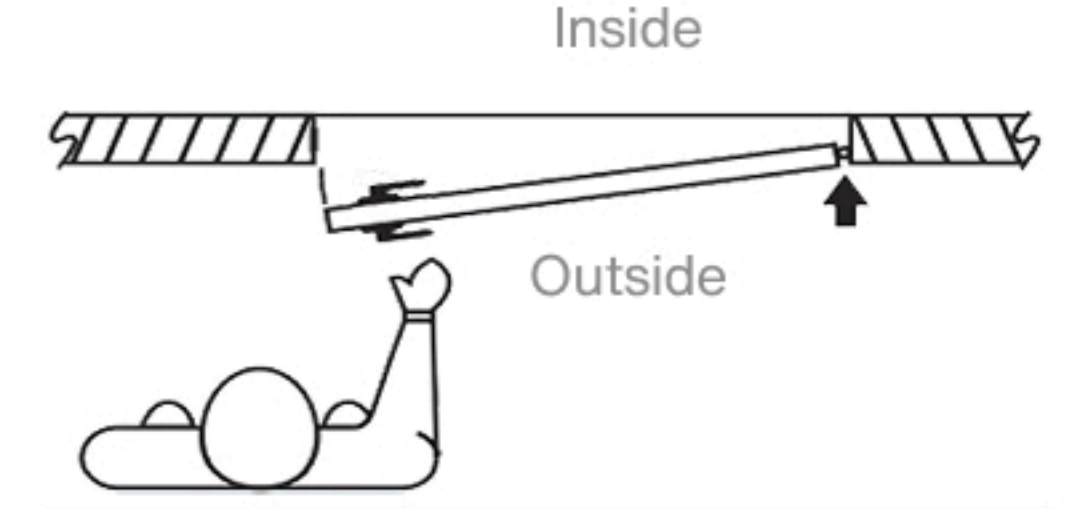
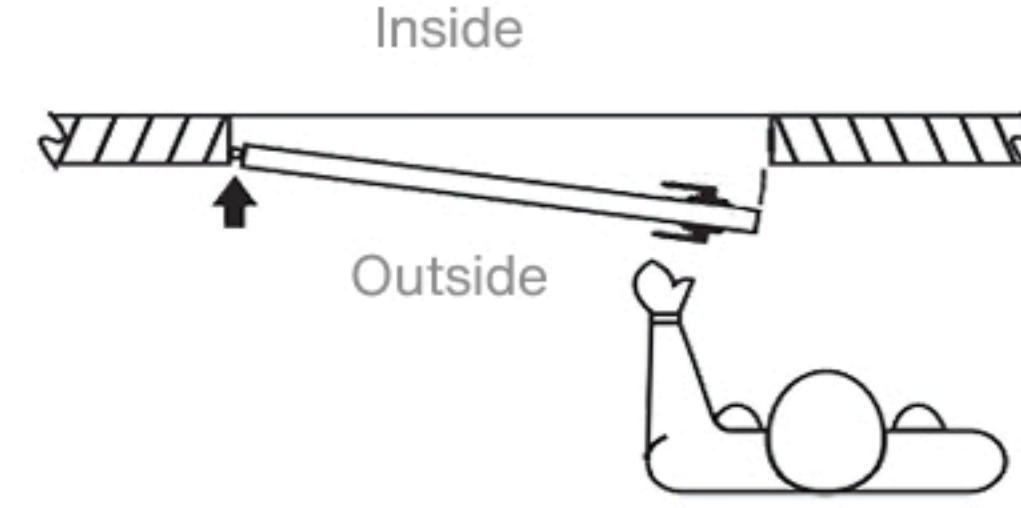
### Left Hand (LH)

If hinges are on the left, and door opens inward, it is a Left Hand Door (LH).

### Right Hand (RH)

If hinges are on the right, and door opens inward, it is a Right Hand Door (RH).

## Doors Opening Outward (Reverse)



### Left Hand Reverse (LHR)

If hinges are on the left, and door opens outward, it is a Left Hand Reverse Door (LHR).

### Right Hand Reverse (RHR)

If hinges are on the right, and door opens outward, it is a Right Hand Reverse Door (RHR).

ⓘ If handing needs to be changed, see Step 6 & Addendum A.

# Door Preparation

Before installing the lock, confirm door and jamb dimensions match the template.

## Key Measurements

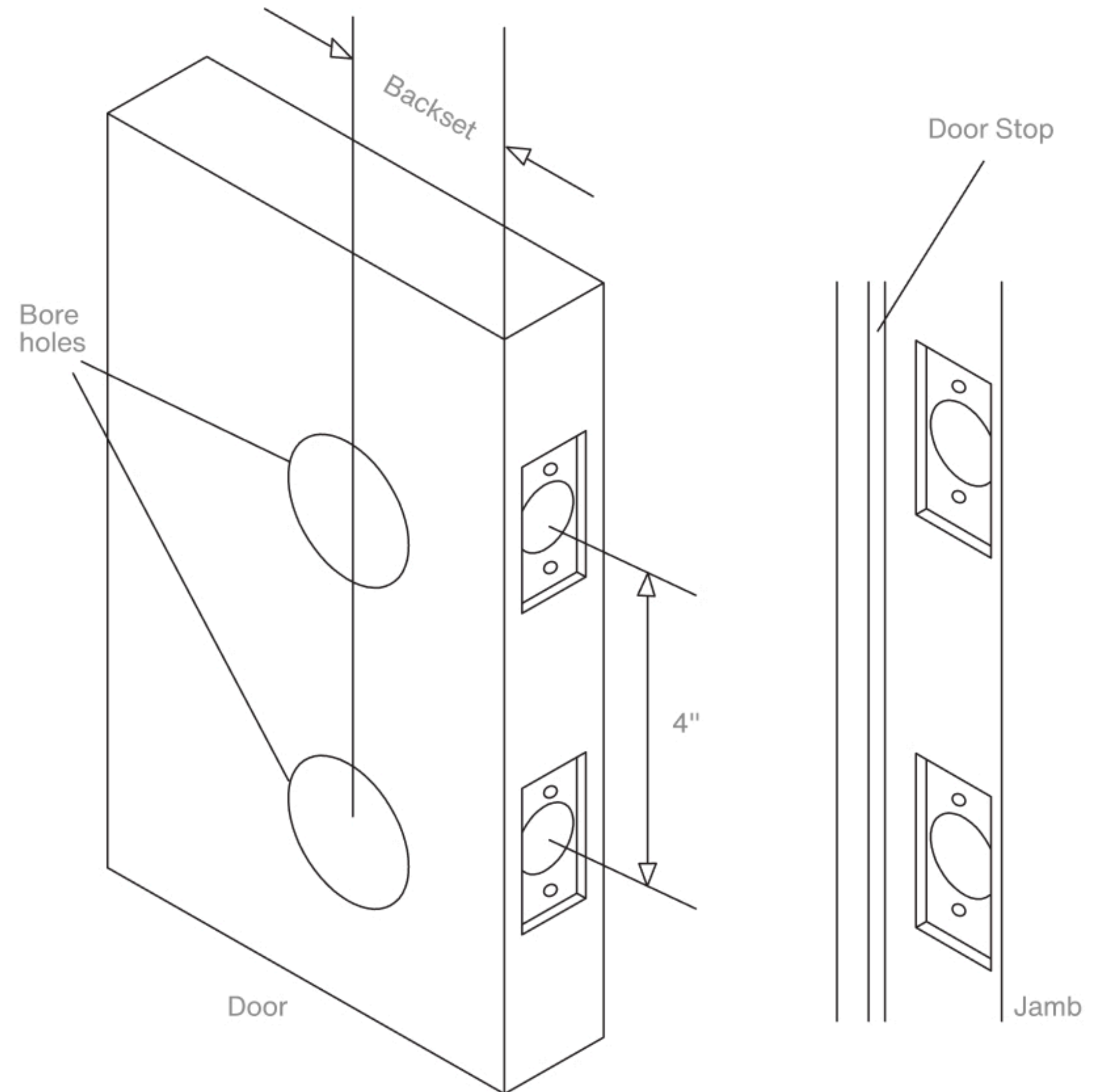
- Backset: 2 3/8" or 2 3/4"
- Measure from door edge to lock centerline
- Distance between bore holes: 4" center-to-center

## Door Stop

Door stop is where the door will stop when normally operated, and includes gaskets, smoke seal, or bumpers.

Strike position must be measured from where the door actually stops.

ⓘ The deadbolt must not interfere with the strike. If interference occurs, the strike and armor plate must be adjusted for proper operation.

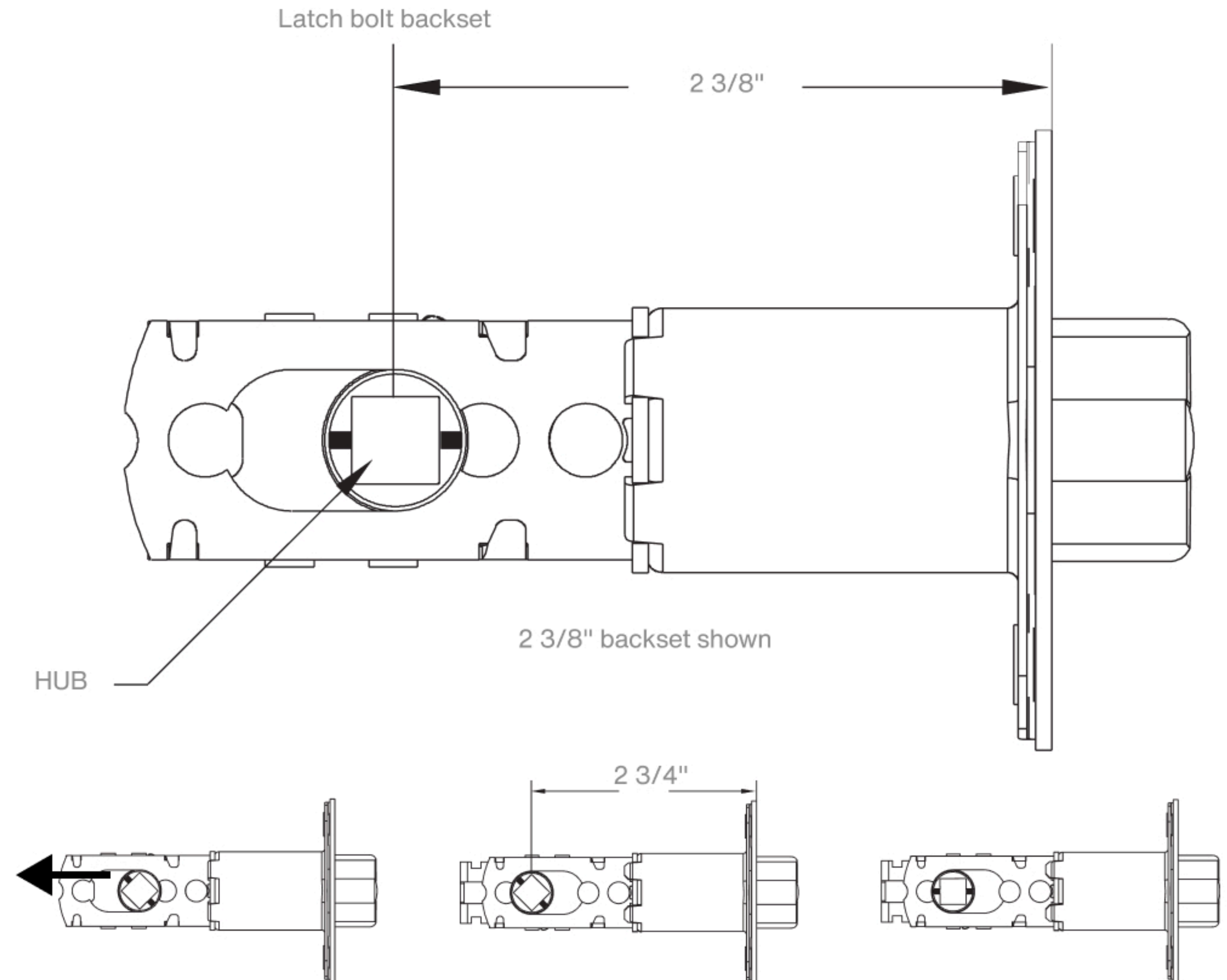


# 01 Latch Bolt Backset

Latch handing and backset need to match your door. See below for setting backset.

## Steps

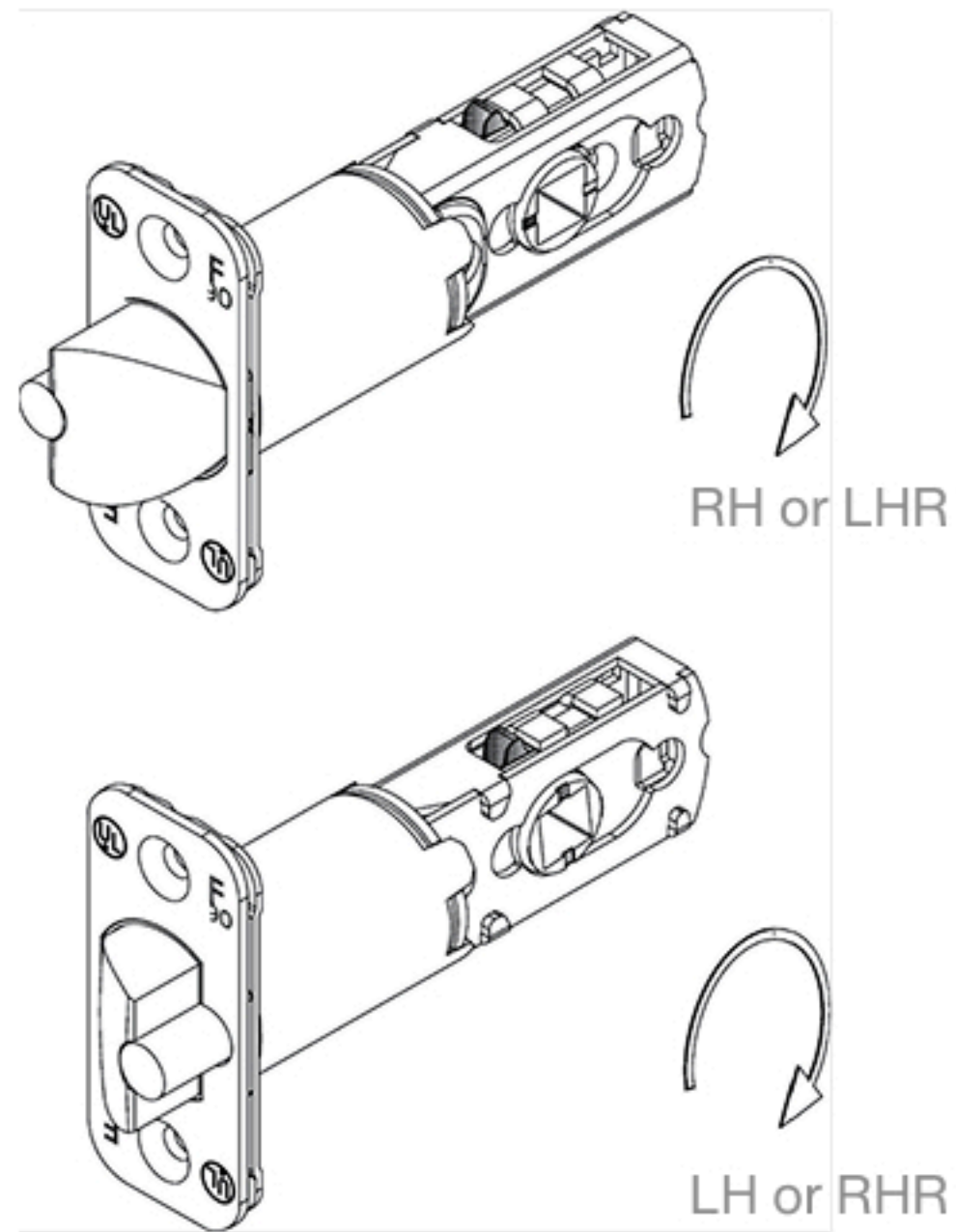
1. In order to adjust from 2 3/8" to 2 3/4" rotate hub on the diagonal as shown below.
2. Pull on the hub to extend to 2 3/4" in the direction noted by the arrow.
3. Rotate hub back to the square position (see latch bolt handing in step 2)
4. Push hub to the right to go back to 2 3/8".



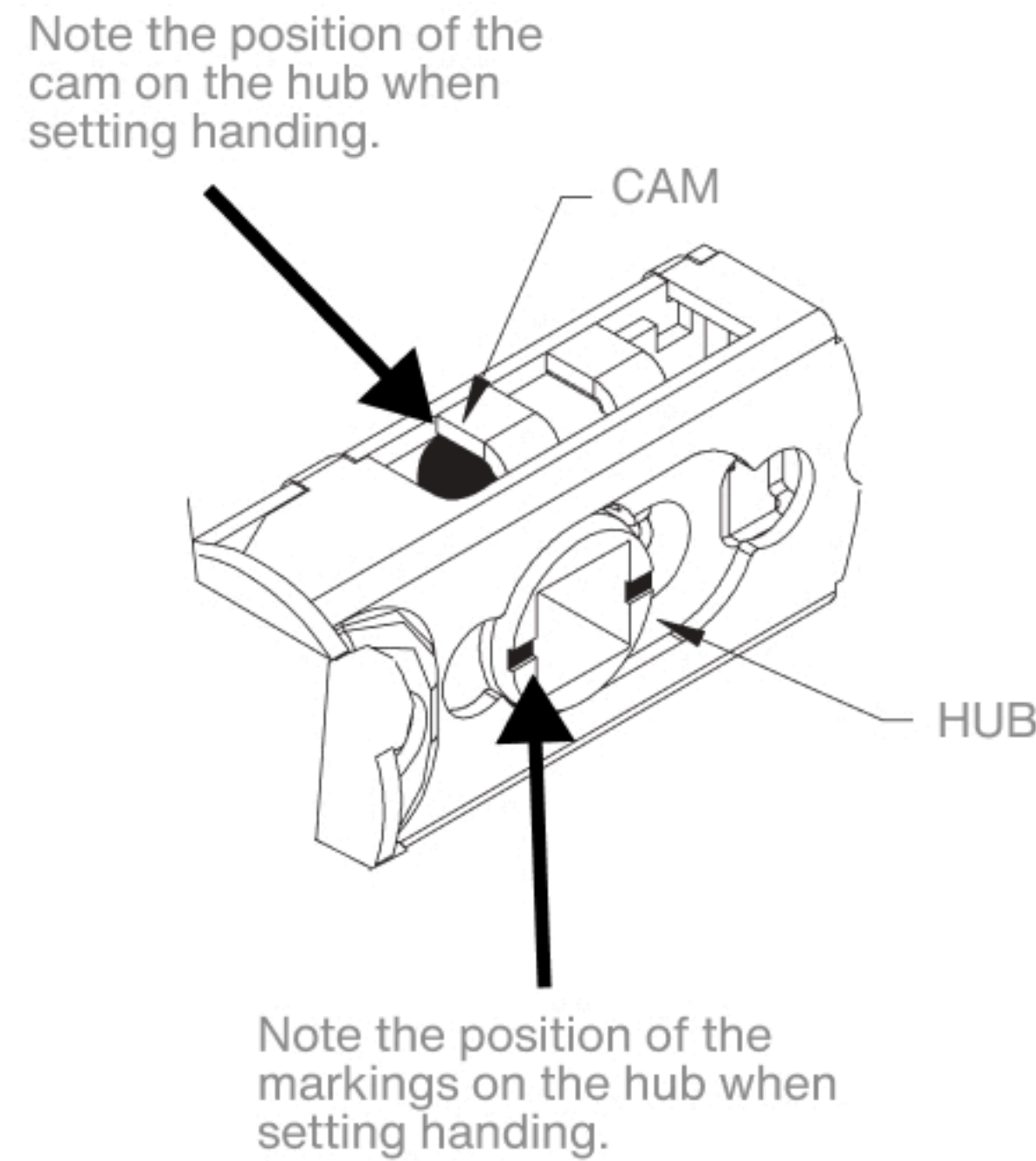
# 02 Latch Bolt Handing

See below showing the hub orientation for the handing of your door - RH, LH, RHR, LHR

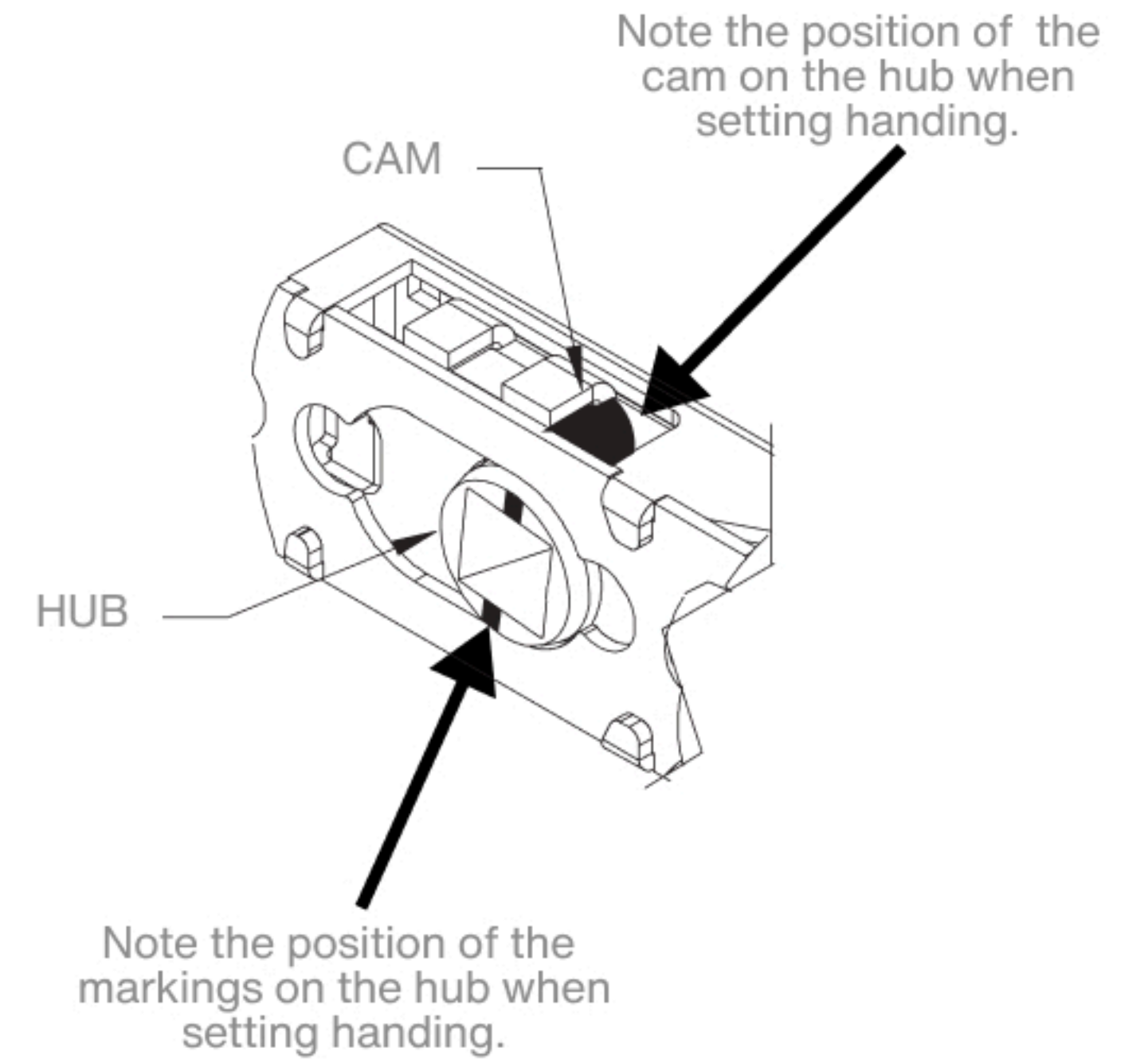
## Rotate the Hub to Change Handing



## RH or LHR 2 3/8" example



## LH or RHR 2 3/8" example

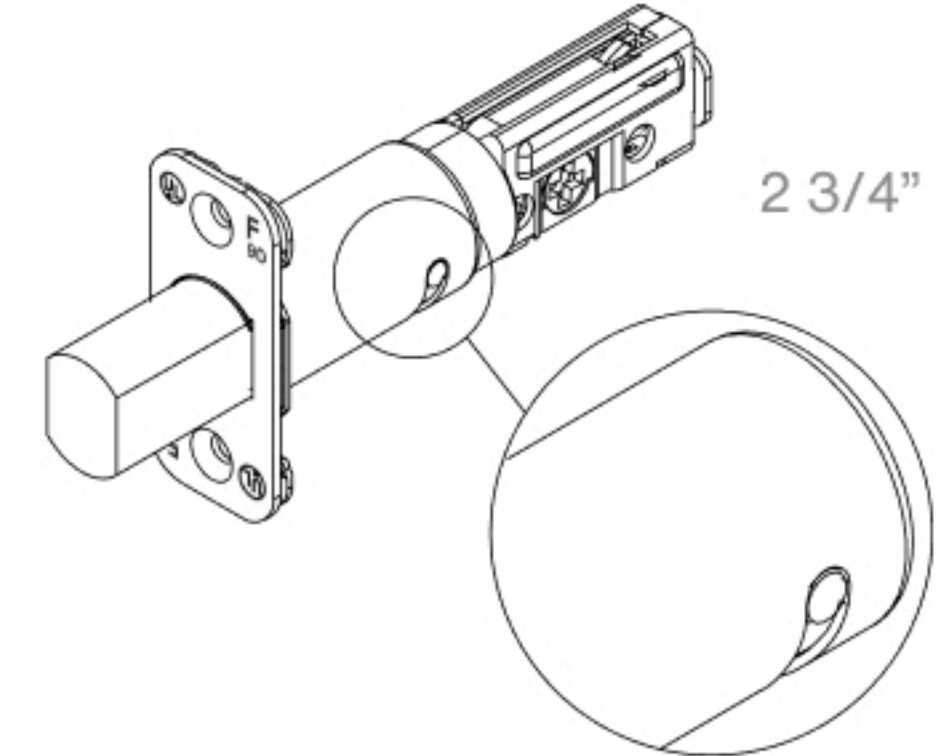
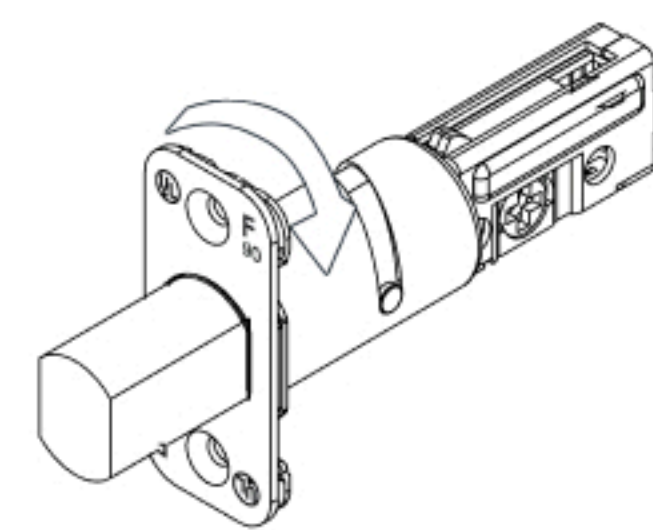
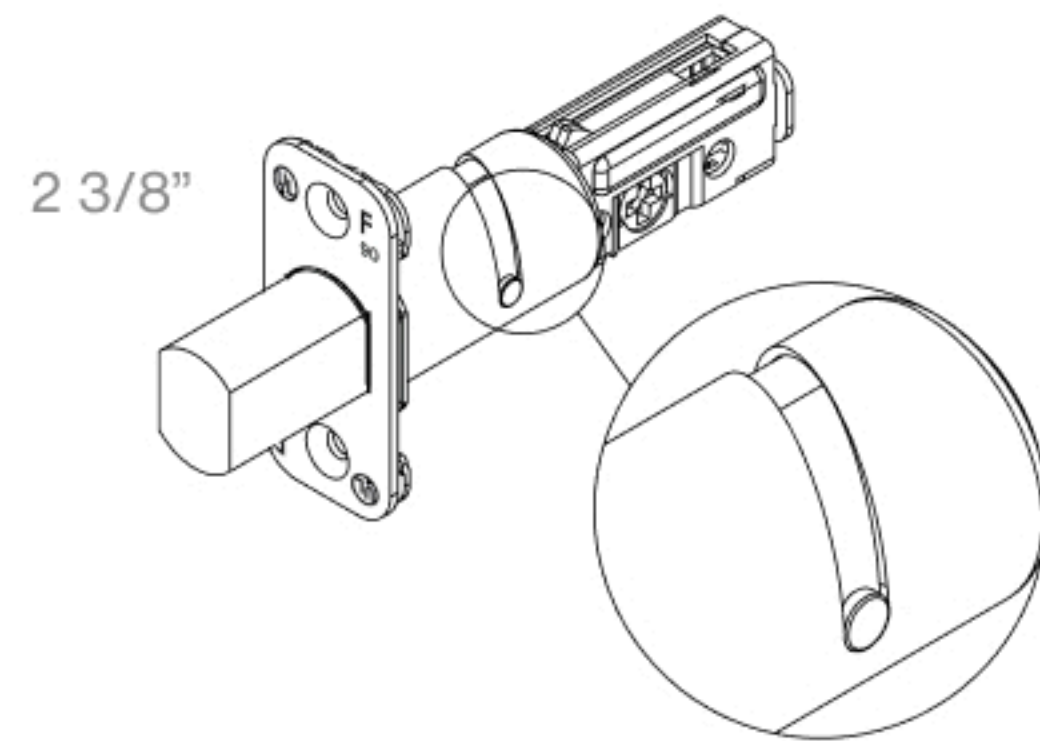
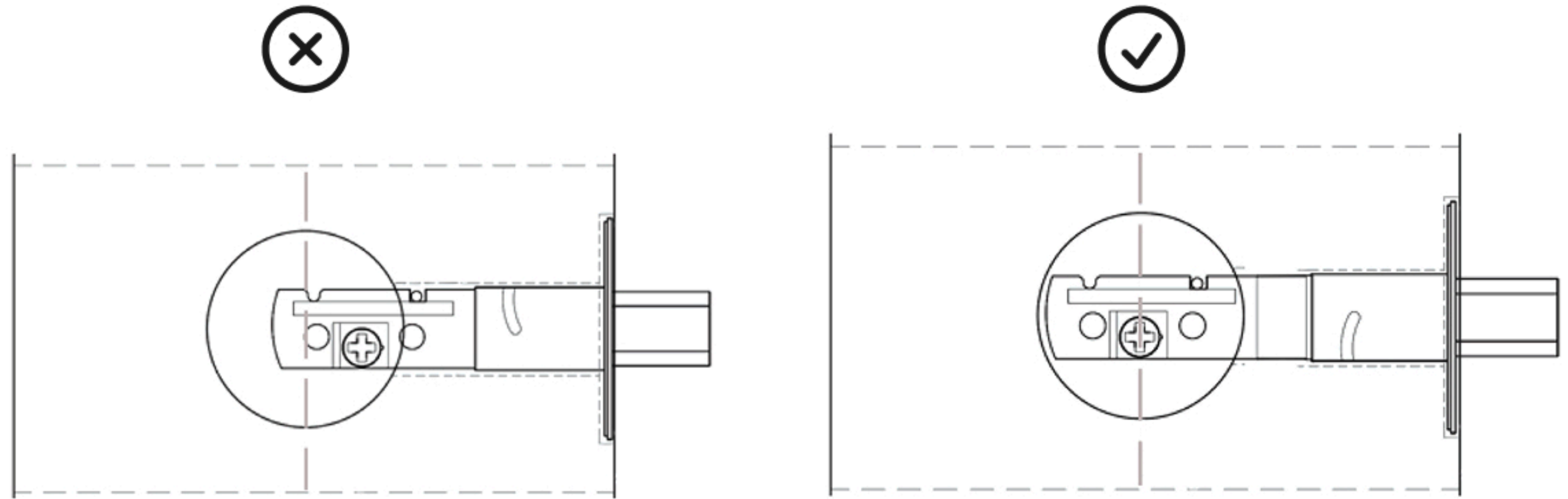


Rotate hub as noted until it stops as shown (stop rotation when cam is in noted position)

# 03 Deadbolt Preparation

## Steps

1. Insert the deadbolt into the door cutout.
2. Make sure the cross is centered.
3. Confirm the backset matches the order: 2 3/8" or 2 3/4".
4. If the backset is incorrect, the lock will not function properly.

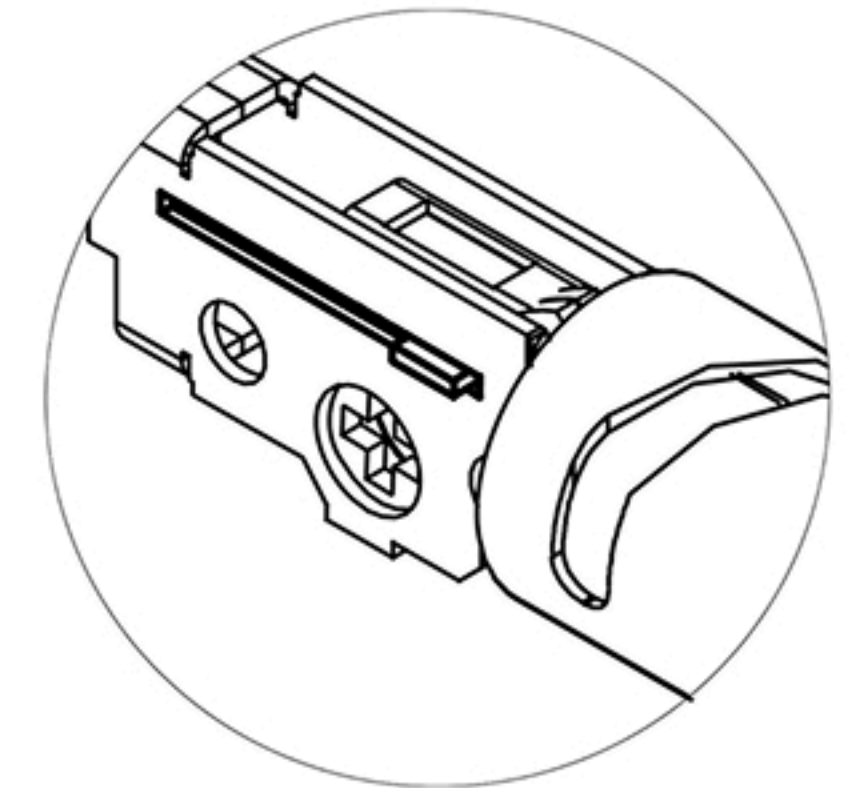
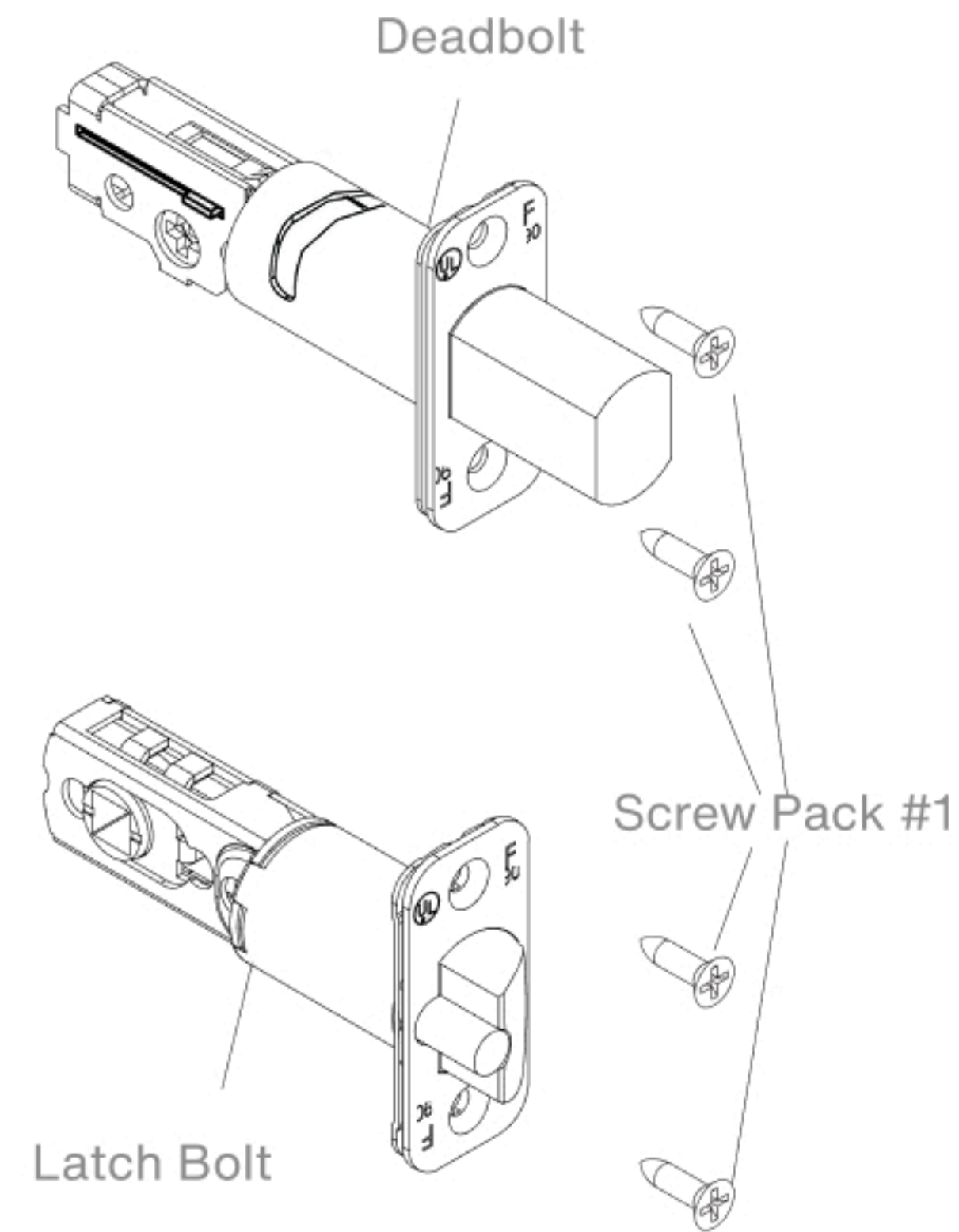
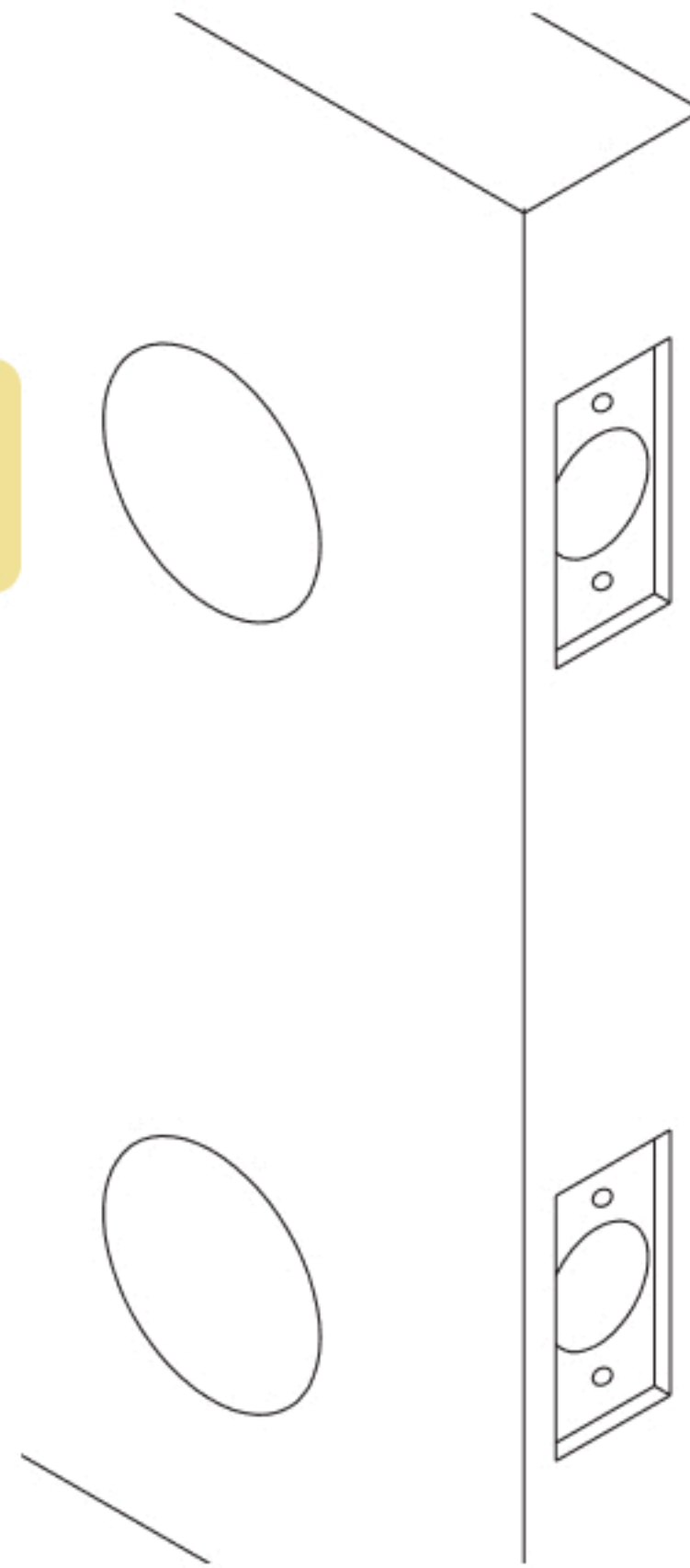


# 04 Install Deadbolt and Latch Bolt

## Steps

1. Extend deadbolt. Install deadbolt and latch bolt as shown (RH Shown).
2. Push face plates flush to face of door edge, screw in the 4 screws.

⚠ Do not tighten the screws at this step, tighten after testing in Step 11

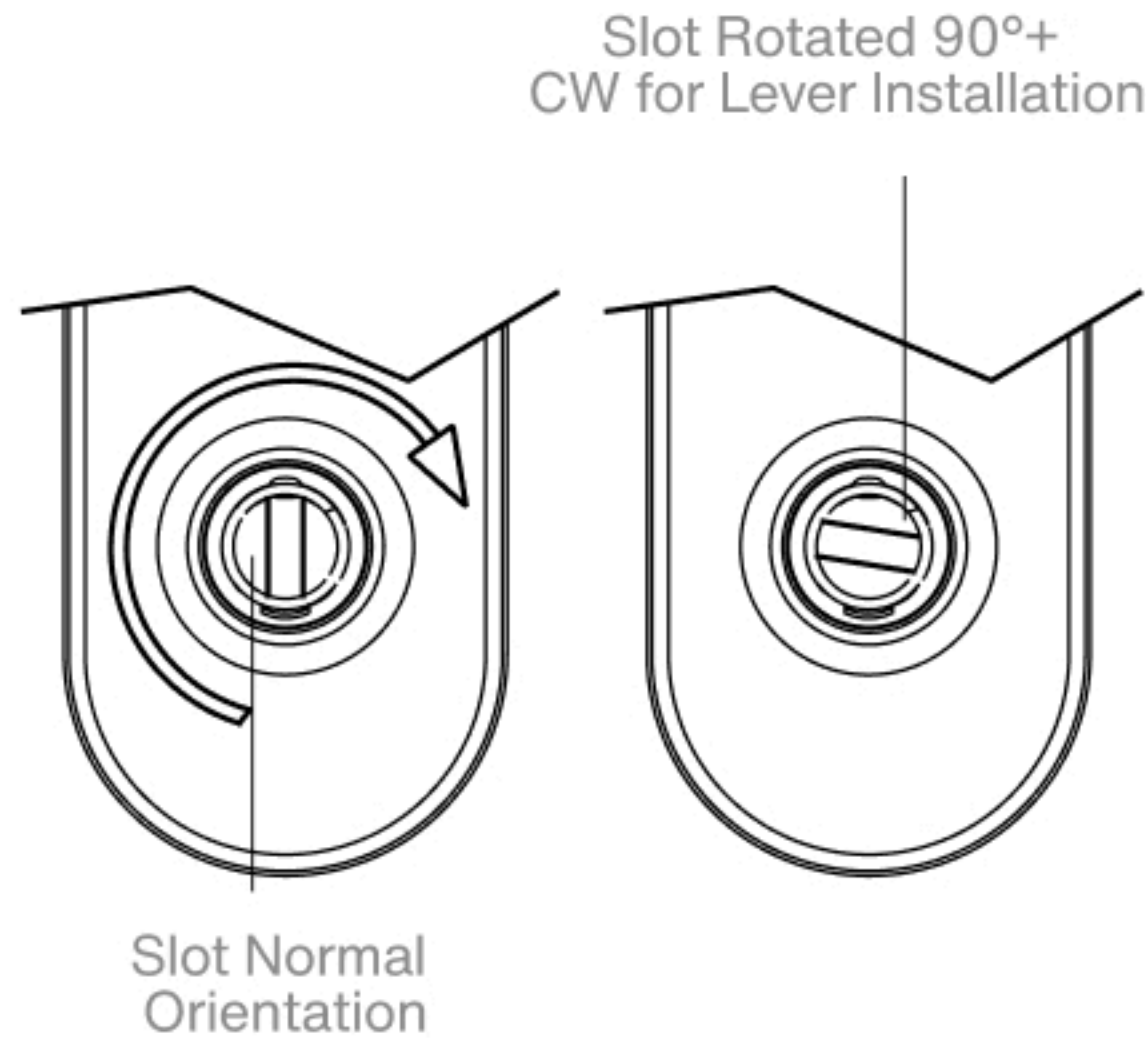


Position cross of deadbolt

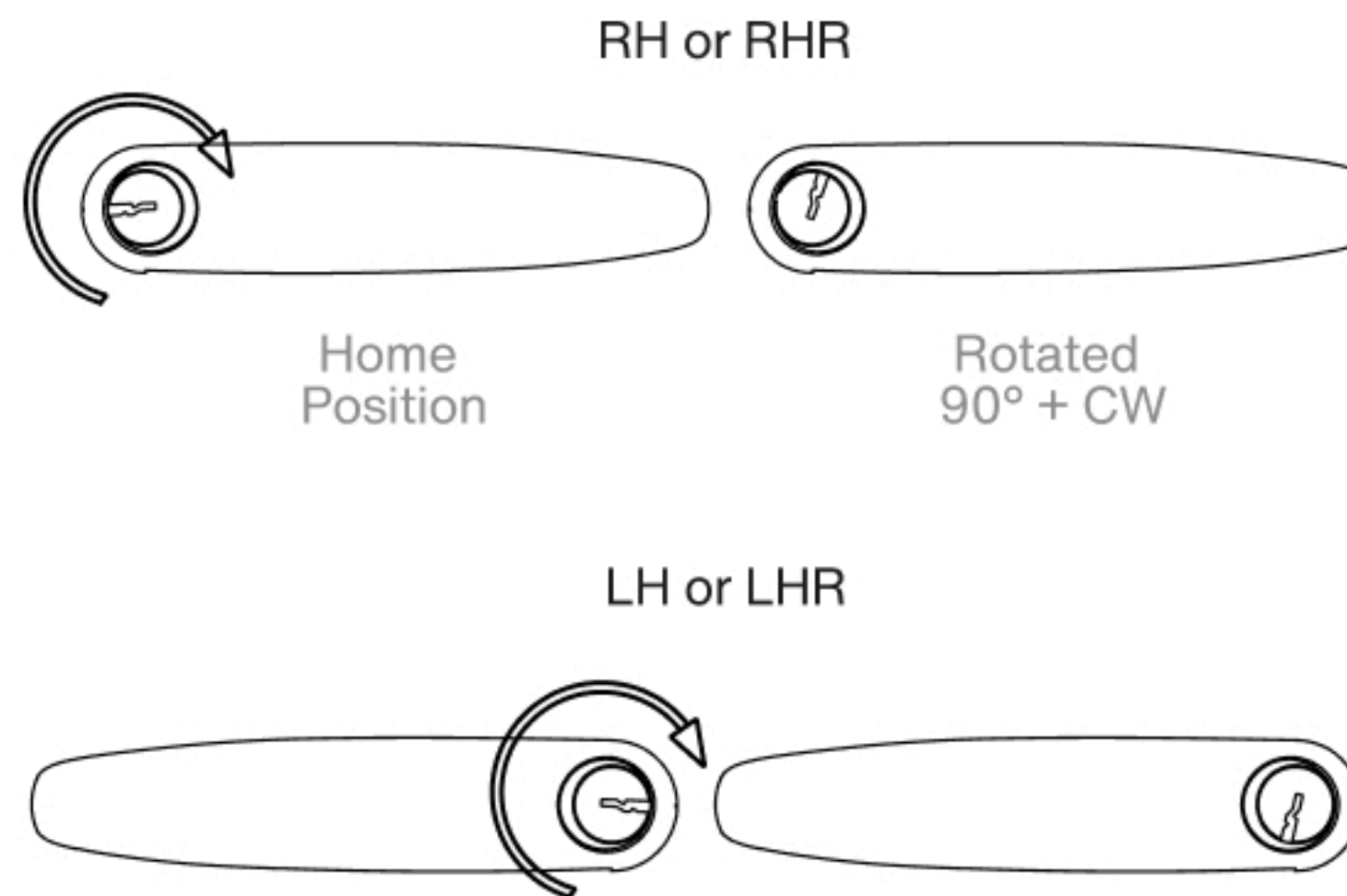
# 05 Install Outside Lever

## Steps

1. Use a flat head screwdriver to rotate slot in spindle 90°+ clockwise (CW) until it stops.

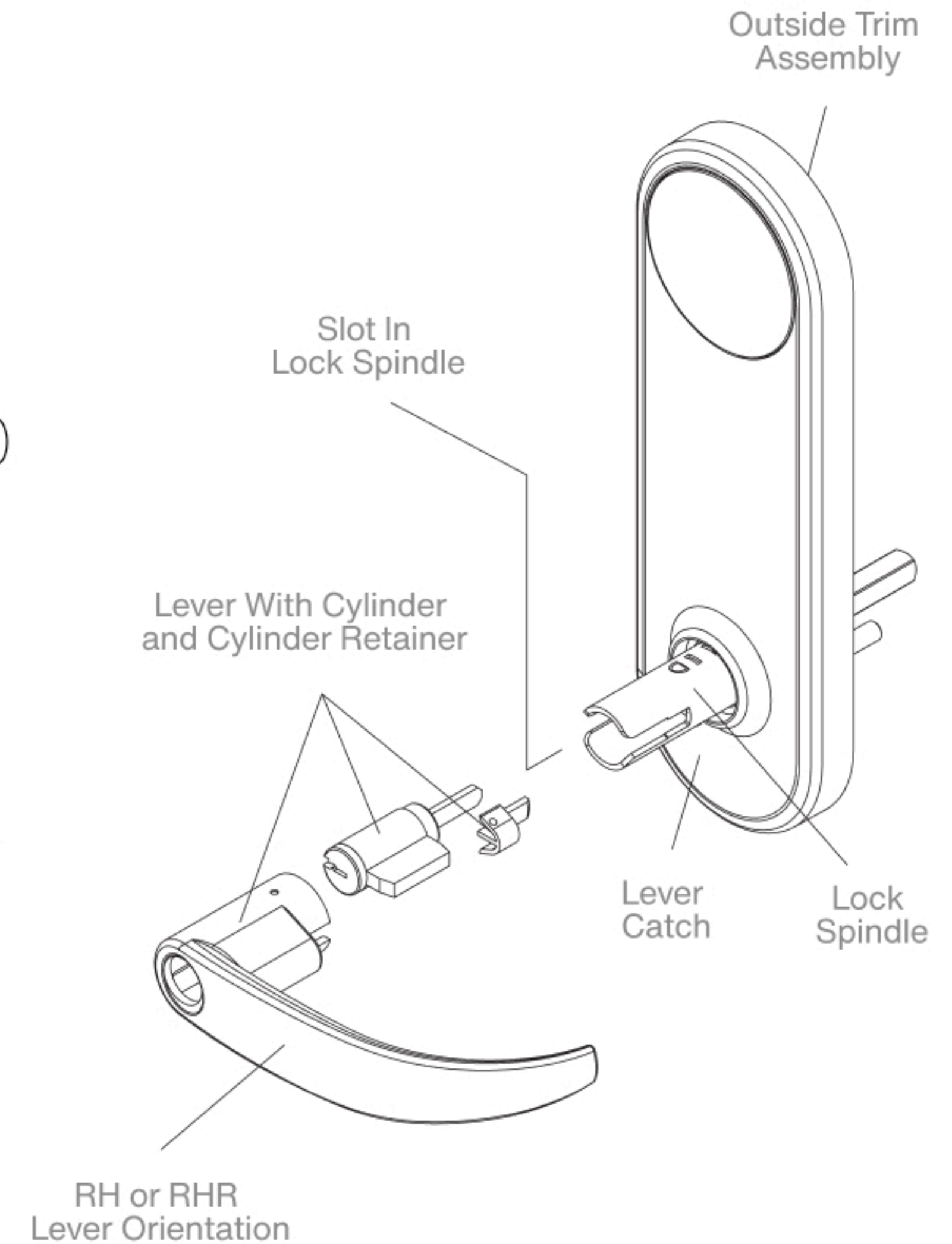


2. Insert key and rotate cylinder a little more than 90°+ clockwise (CW) as much as you rotated the screwdriver.



3. With key inserted and rotated 90°+ CW, push lever onto the spindle on the outside trim assembly while slot is also rotated 90°+ CW. Lever catch is on the underside of lock spindle and lever should snap into place.

4. Rotate keyway CCW back to home position and pull out key. Pull lever to make sure lever is secure.



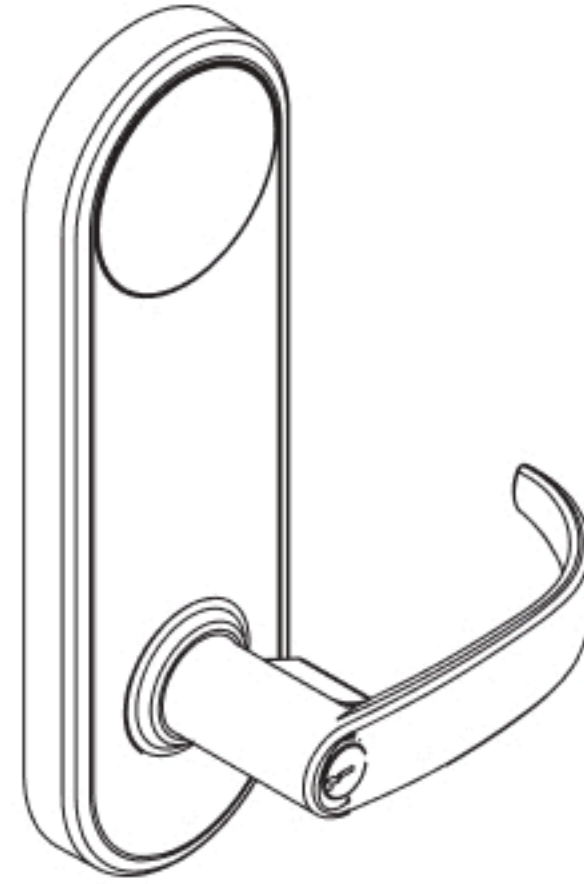
# 06 Handing Outside Trim Assembly

The lock is shipped as a right hand lock. If needed, you can change the Outside Trim Assembly handing (see Install Outside Lever (Step 5) and Addendum B for more information).

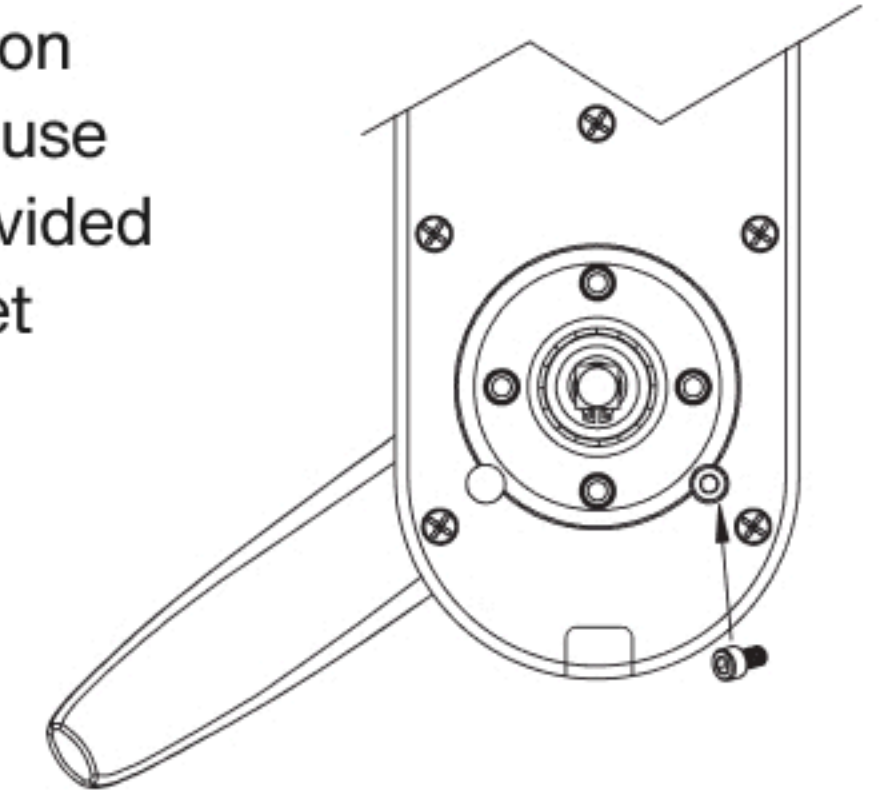
For this example, we will be changing the handing of a right hand lock to a left hand lock.

ⓘ Inserting the screw into the wrong hole may damage the unit.

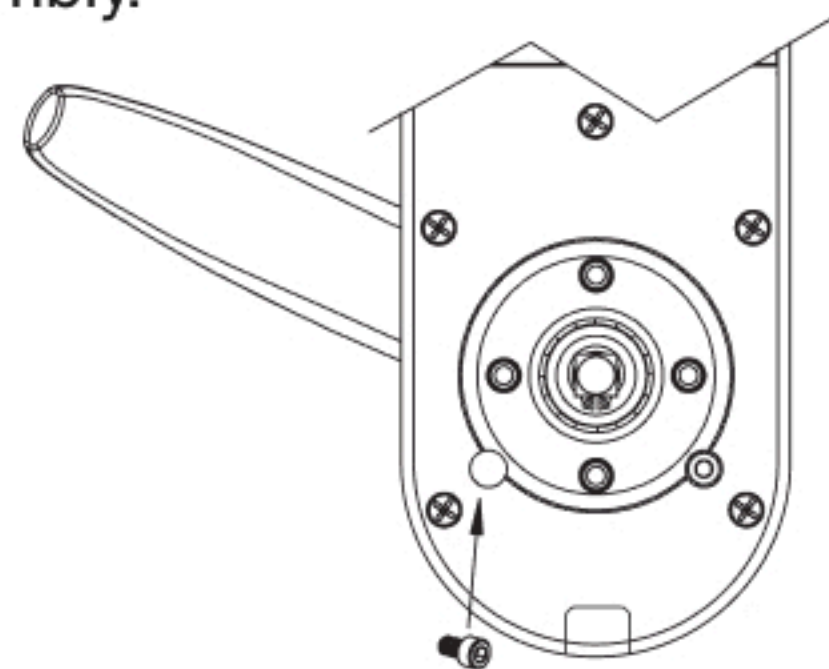
1. RH lever shown (BEFORE changing the handing).



2. Rotate outside lever down on outside trim assembly and use the 7/64" hex wrench provided in pack#2 to remove socket head screw from back of outside assembly.

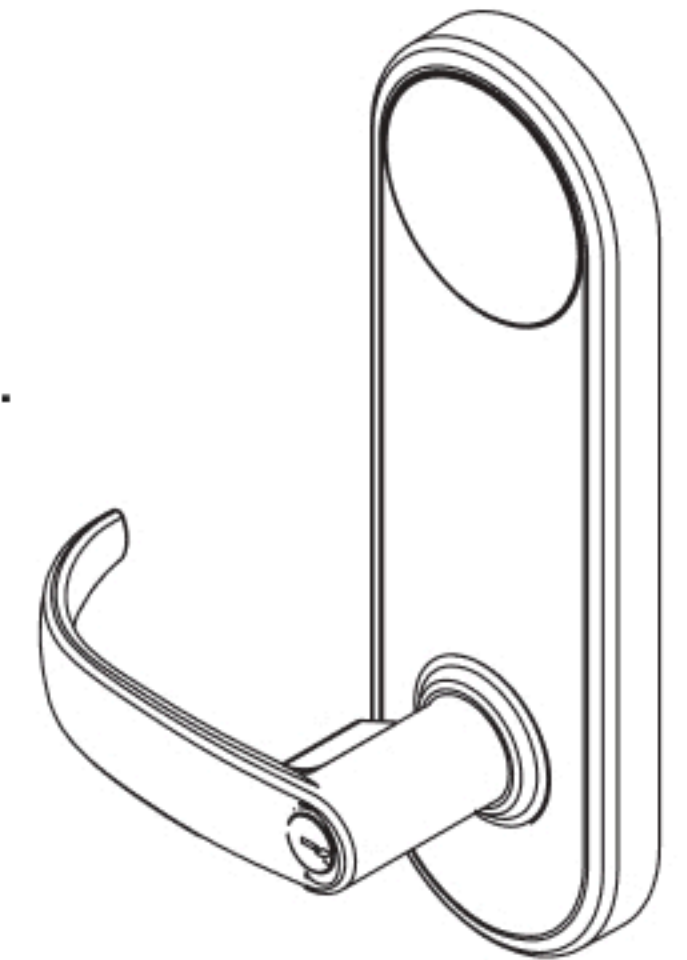


3. To change handing, rotate outside lever up and install socket head screw into the threaded hole on the left side of lock assembly.



4. LH lever shown (AFTER changing the handing). Be sure to change lever to new handing. See Install Outside Lever (Step 5) and Addendum B for more information.

Left Hand O/S trim (LH)



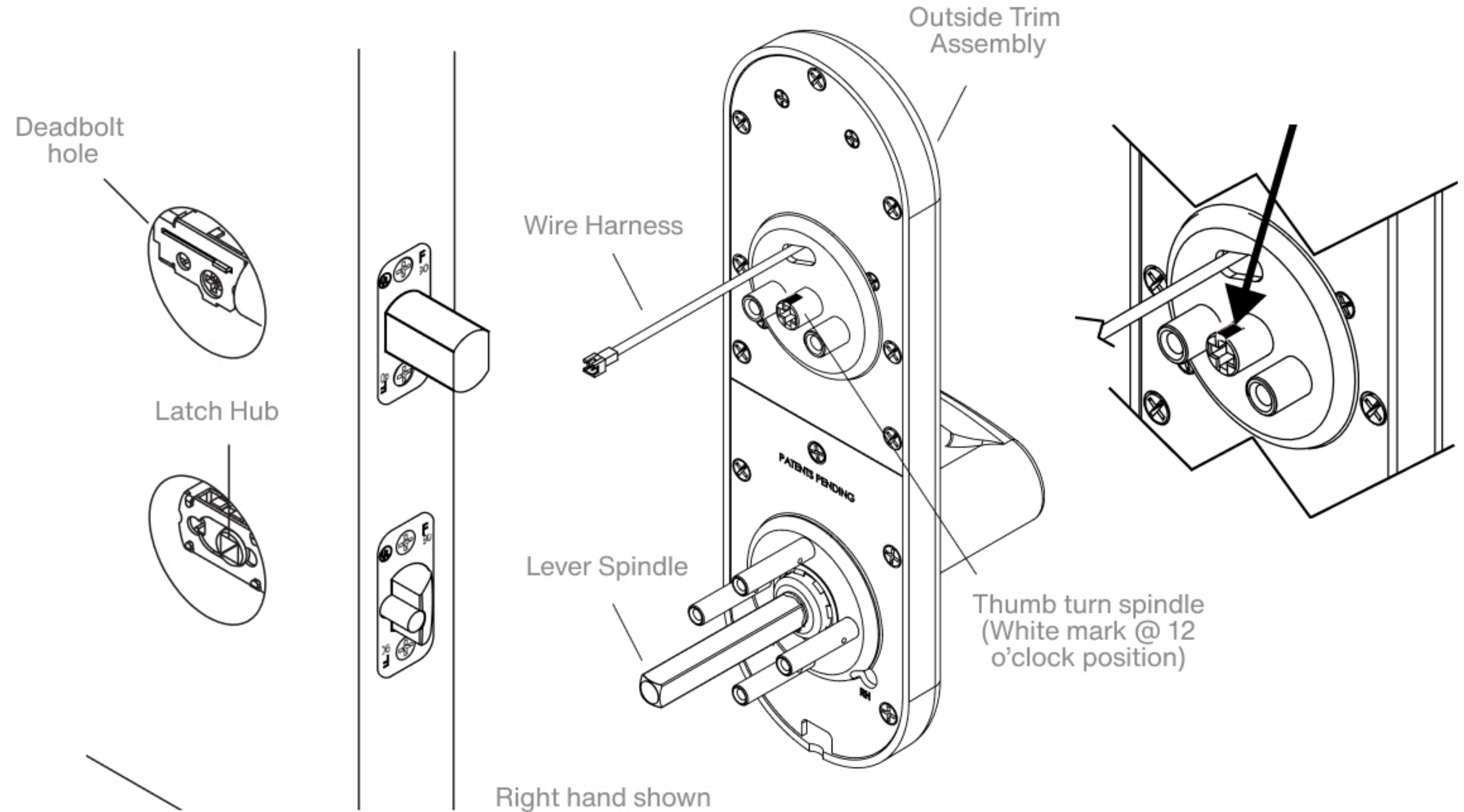
# 07 Install Outside Trim Assembly

Align the outside trim assembly to the door face and install it as shown below.

## Steps

1. Align outside trim assembly and install onto door face.
2. Lever spindle goes through latch hub.
3. Carefully guide wire harness through the deadbolt hole and over the deadbolt.
4. Position thumb turn spindle as shown.

⚠ Do not pull on the wire harness.



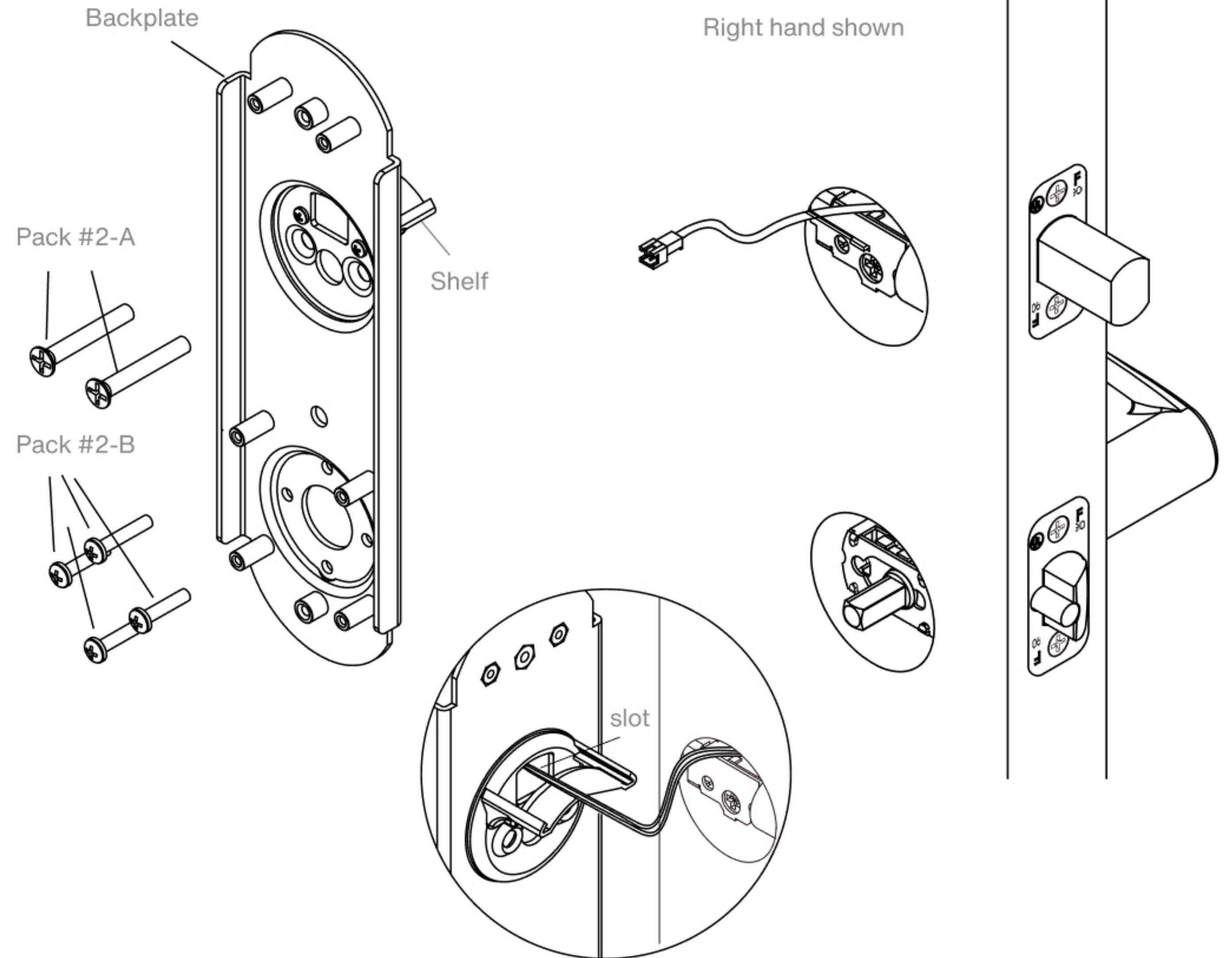
# 08 Install Backplate

Align the outside trim assembly to the door face and install it as shown below.

## Steps

1. Align the backplate and place it onto the door.
2. Guide the wire harness above the shelf on backplate and down through the slot.
3. Secure top of backplate with 2 screws that go through the deadbolt body. Do not tighten yet.
4. Secure bottom of backplate onto the outside trim with 4 screws.
5. Once all screws are installed, fully tighten them.

⚠ Do not pull on the wire harness.

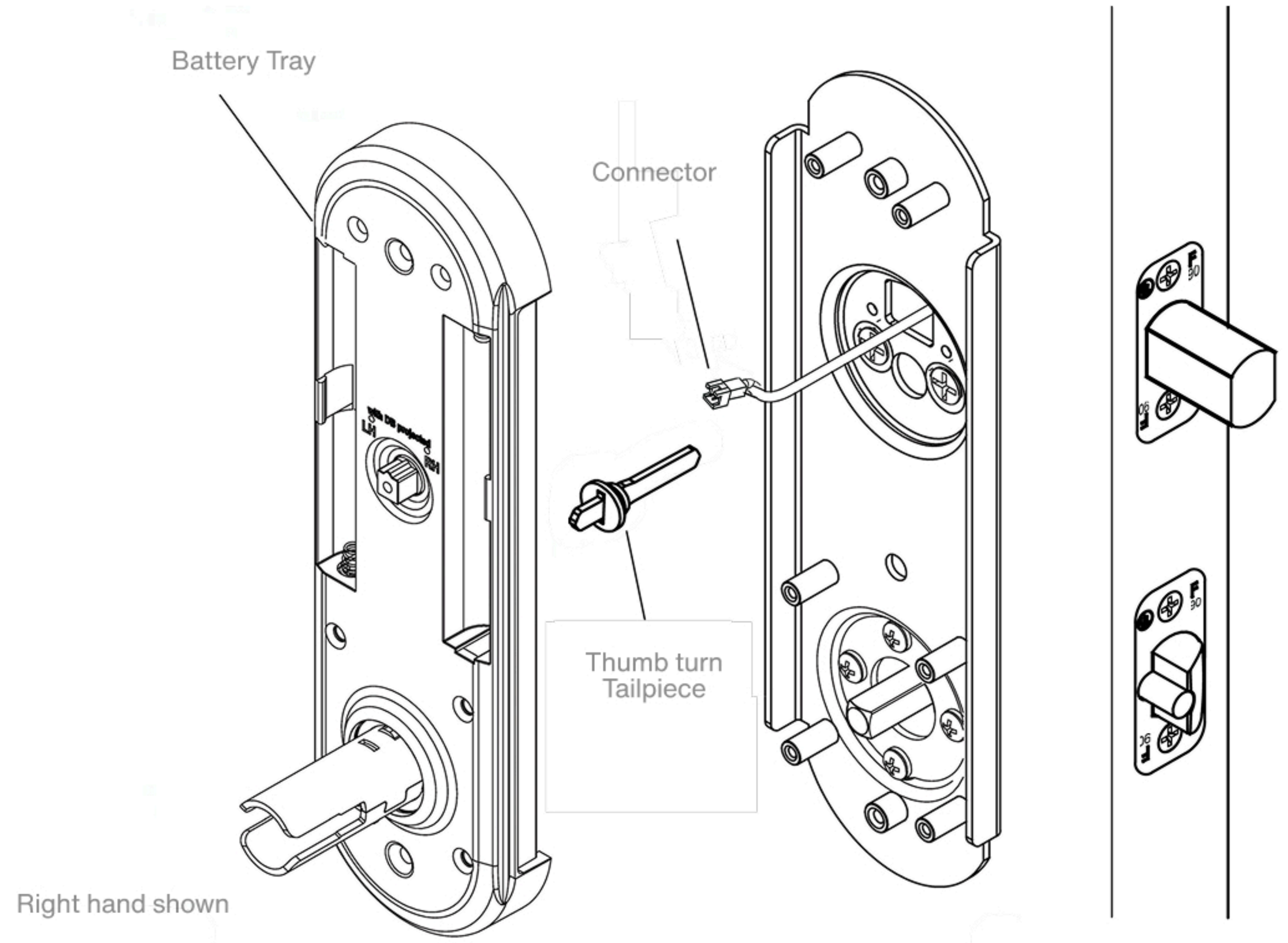


# 09 Install Thumb Turn Tailpiece and Connect Battery Tray

## Steps

1. Install thumb turn tailpiece as shown.
2. Plug in connector from outside trim assembly into plug coming out of the back of the battery tray.

ⓘ Make sure the deadbolt is extended before installation.

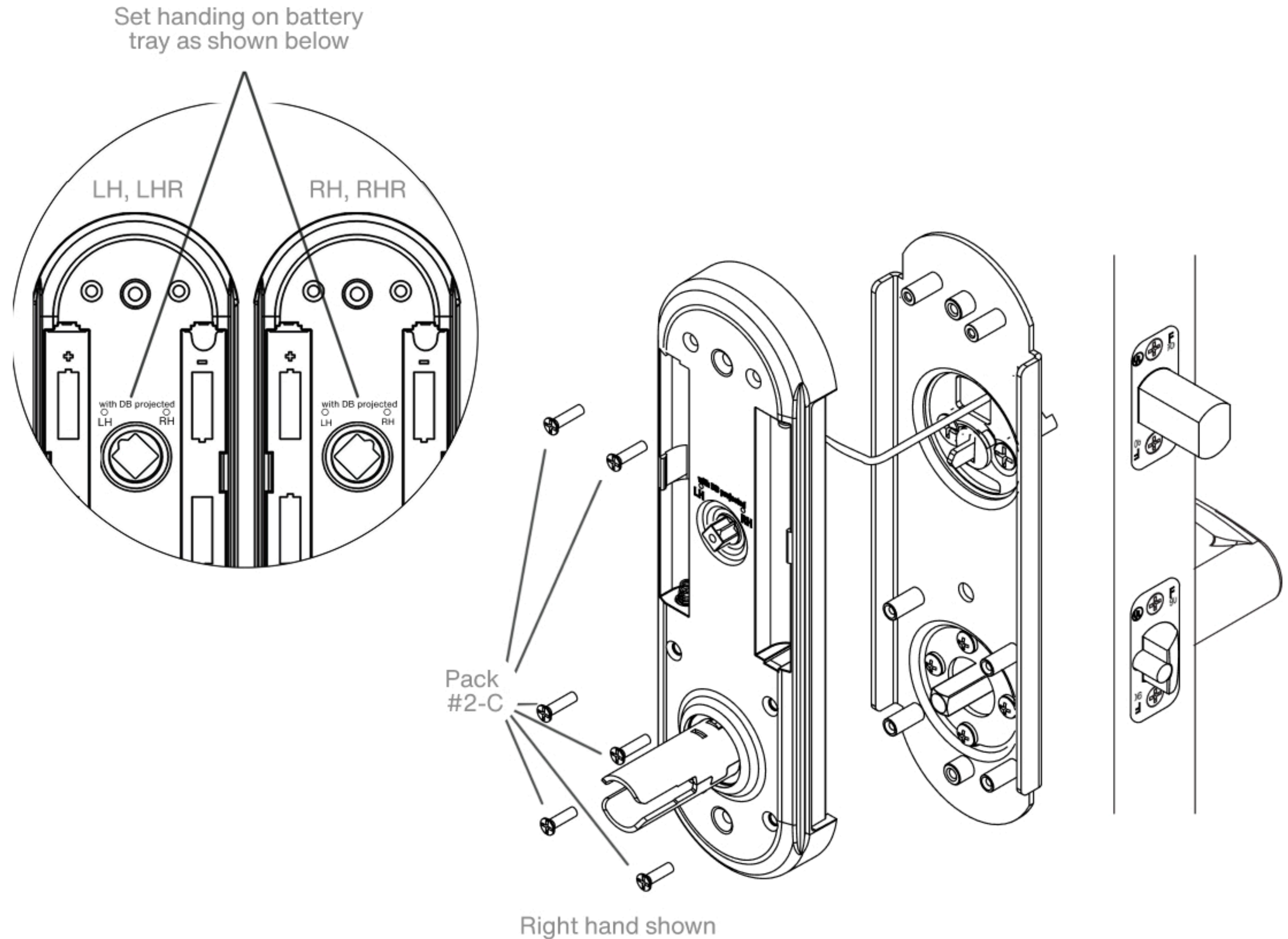


# 10 Set Handing on Battery Tray

## Steps

1. Push excess wire into slot over the backplate.
2. Set the handing on the battery tray.
3. Push the battery tray into place until it sits flush with no interference.

⚠ Do not pinch the wire harness. Ensure the battery tray handing is set as shown in the diagram.

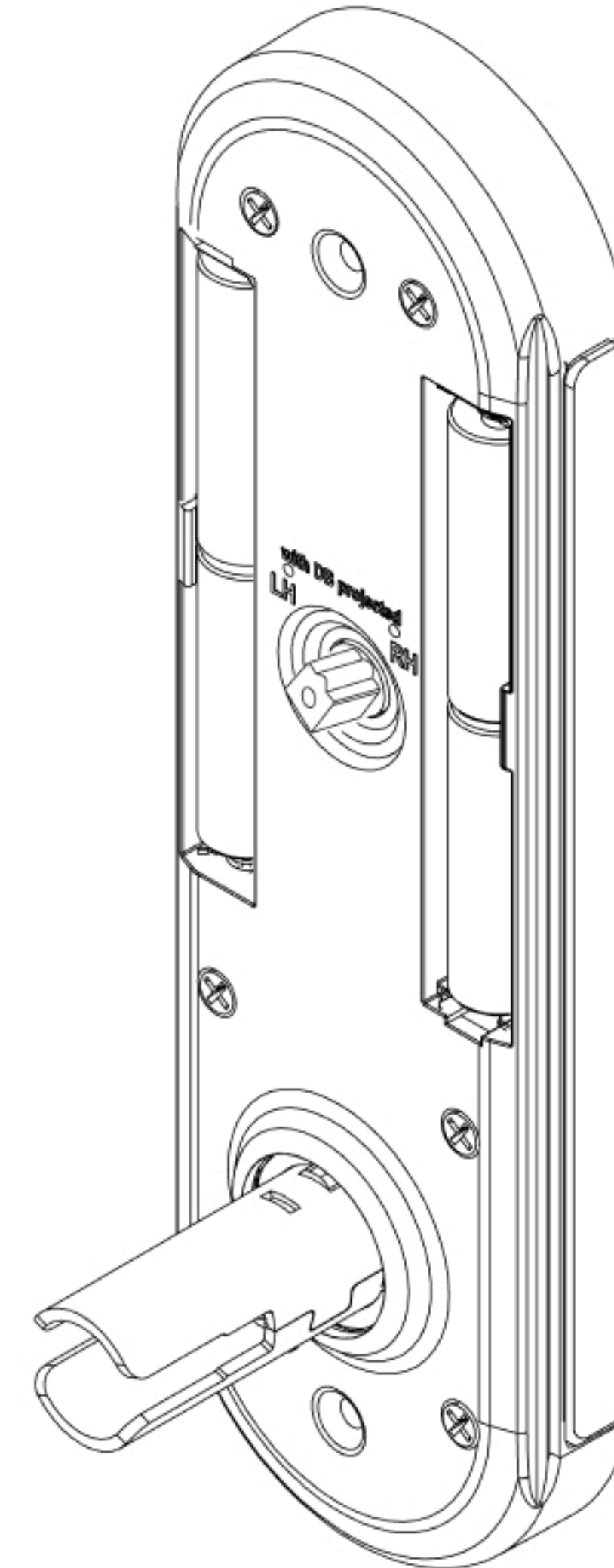


# 11 Install Batteries

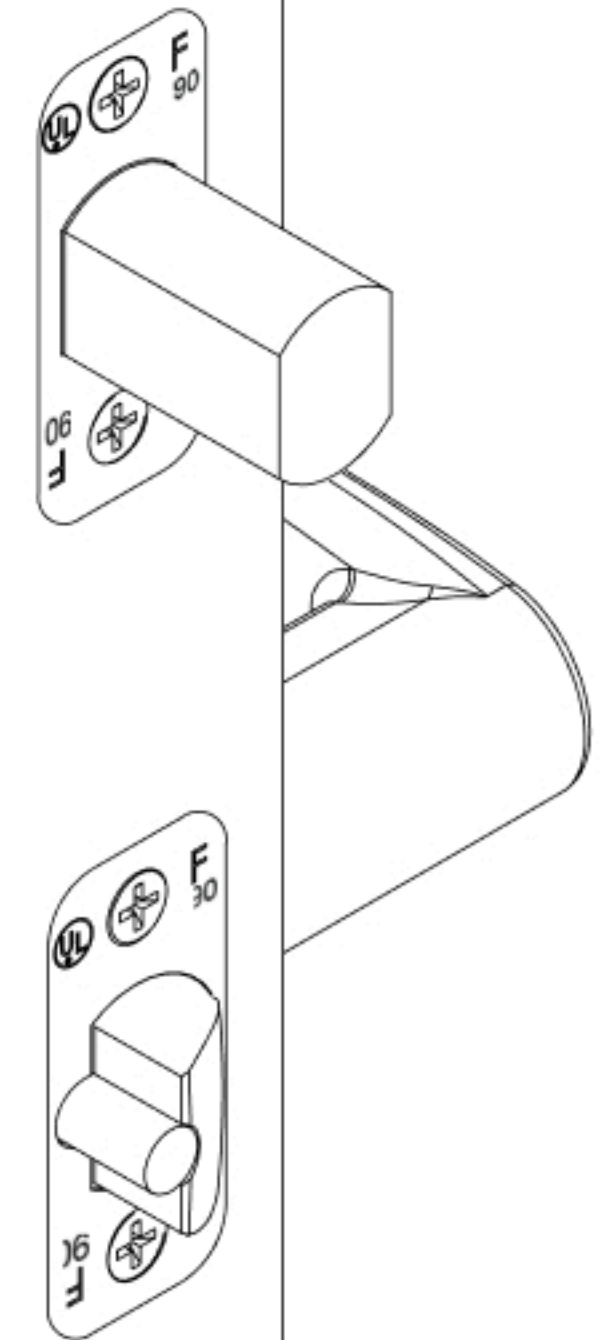
## Steps

1. Install 4 AA alkaline batteries into the battery tray. You will hear the motor after approximately 5 seconds.
2. Test Lock Function (Do Not Close Door)
  - Rotate the outside lever down- nothing should happen.
  - Insert the key and rotate 90° clockwise, rotate the outside lever down and the deadbolt and latch bolt should retract fully.
  - Rotate the key counterclockwise and pull the key out.
  - Rotate the outside lever up and the deadbolt should extend.
3. Confirm Smooth Operation. If movement is not smooth or incomplete: Return to Step 7, realign components, then repeat this step.

ⓘ If everything functions properly, tighten latch bolt and deadbolt faceplate screws.



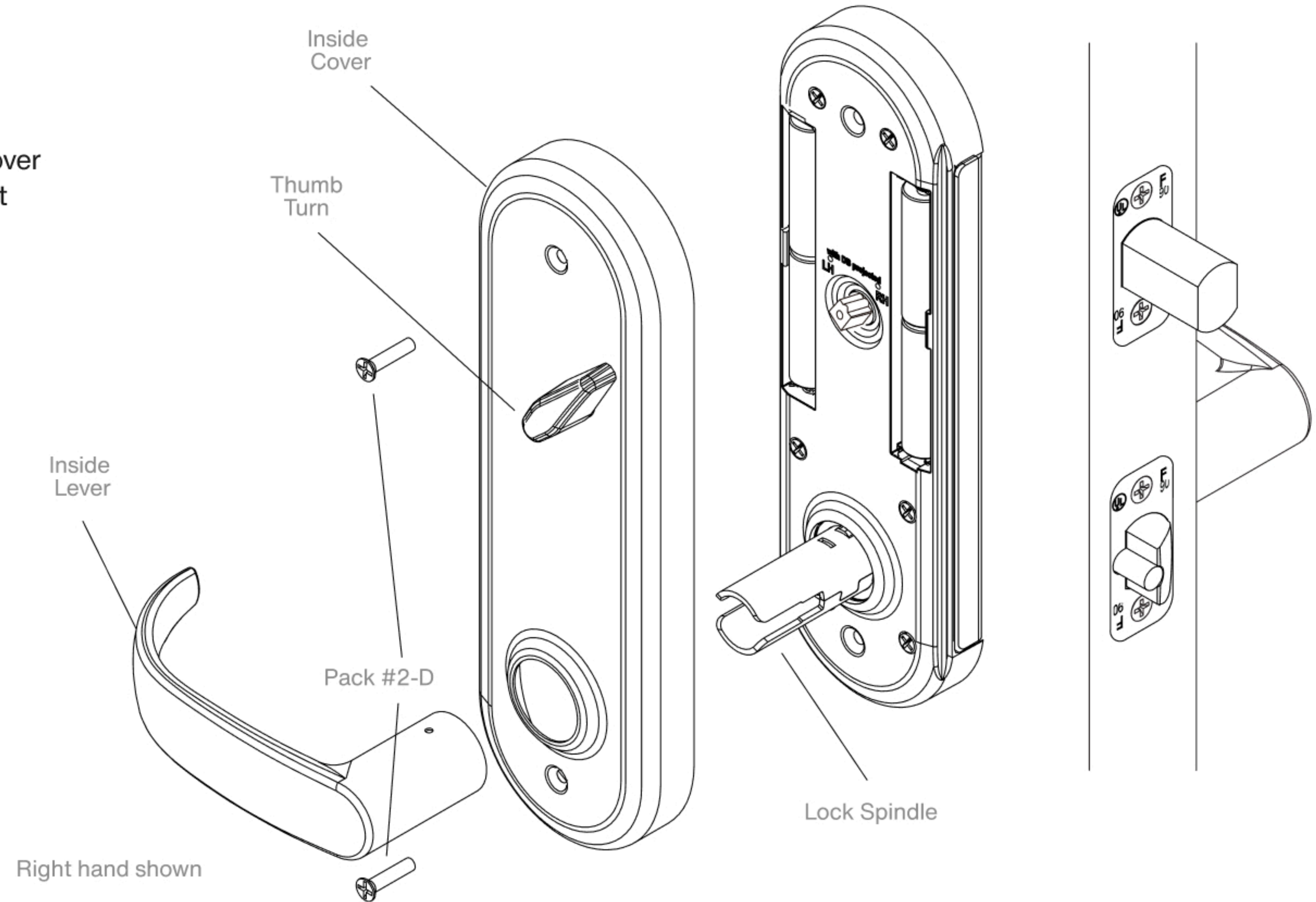
Right hand shown



# 12 Install Inside Cover and Lever

## Steps

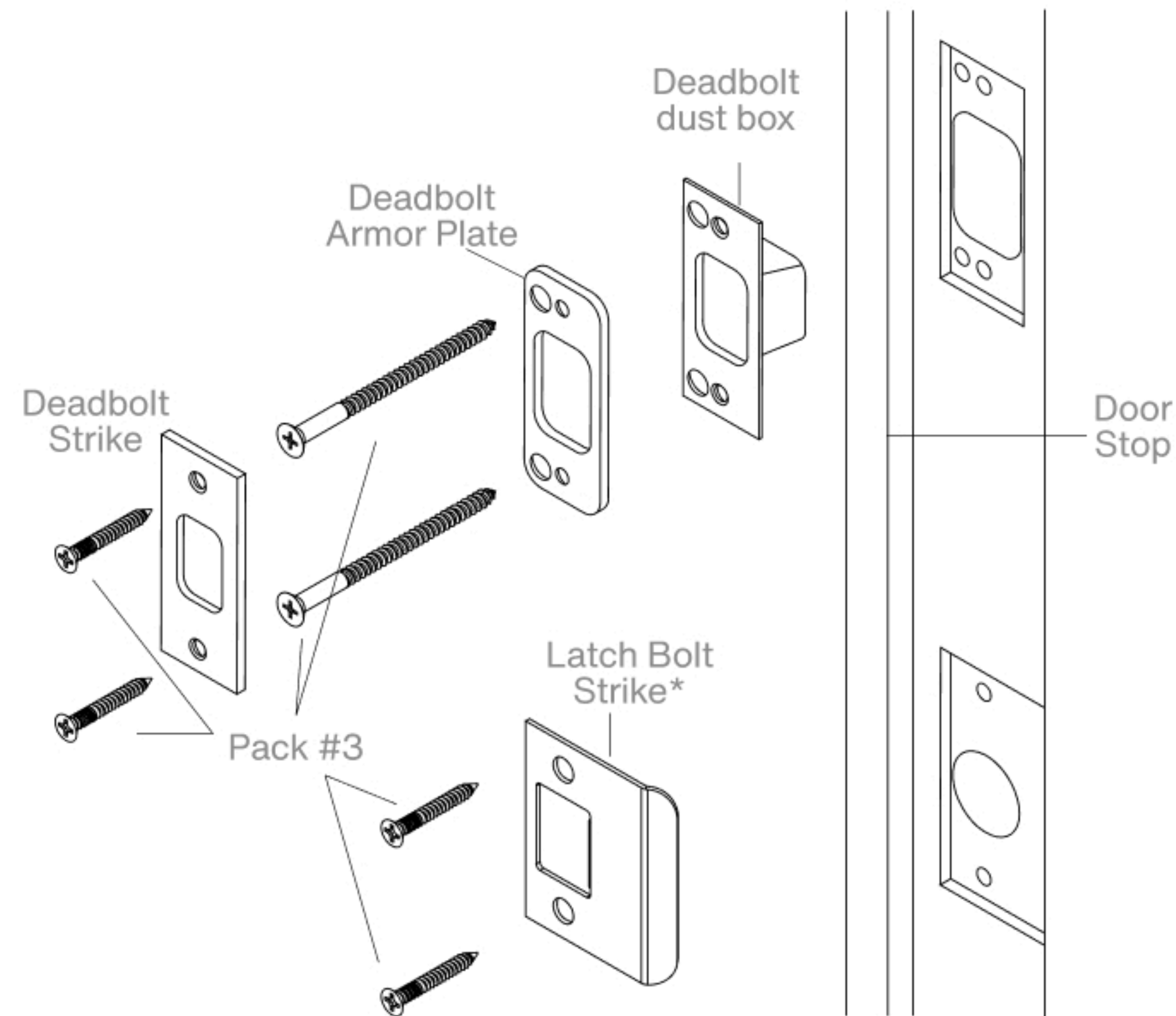
1. Place inside cover over battery tray.
2. Make sure the thumb turn on the inside cover is properly aligned, align thumb turn until it falls into place without forcing it.
3. Secure inside cover with 2 screws.
4. Slide inside lever onto lock spindle.
5. Lever catch is on the underside of lock spindle and lever should snap into place.
6. Pull lever to make sure it is secured.



# 13 Install Strikes and Deadbolt Dust Box

## Steps

1. Install deadbolt dust box, deadbolt armor plate, deadbolt strike, and latch bolt strike.
2. Secure with 6 screws.



## Strike Positioning

- The door stop is where the door rests when closed (including any gasket, smoke seal, or bumper).
- Measure and position all strikes from the actual door stop location.
- When fully extended, the deadbolt must not interfere with the deadbolt strike.
- If interference occurs, adjust the strike and armor plate until the lock operates correctly.

## Test Before Closing the Door

1. From the inside, rotate the lever down, latch bolt and deadbolt should retract.
2. Rotate the inside lever up, deadbolt should extend fully.
3. From the outside, insert the mechanical key and rotate clockwise slightly more than 90°.
4. Rotate the outside lever down, both latch bolt and deadbolt should retract.
5. Use the inside lever and thumb turn to confirm the deadbolt: Extends fully into the strike, retracts smoothly, does not bind or interfere with the strike.

# Addendum A Change Handing

## When Changing Handing (RH ↔ LH)

If the handing needs to be changed from Right Hand to Left Hand (or Left Hand to Right Hand), the handing must be updated on both the outside trim assembly and the inside assembly.

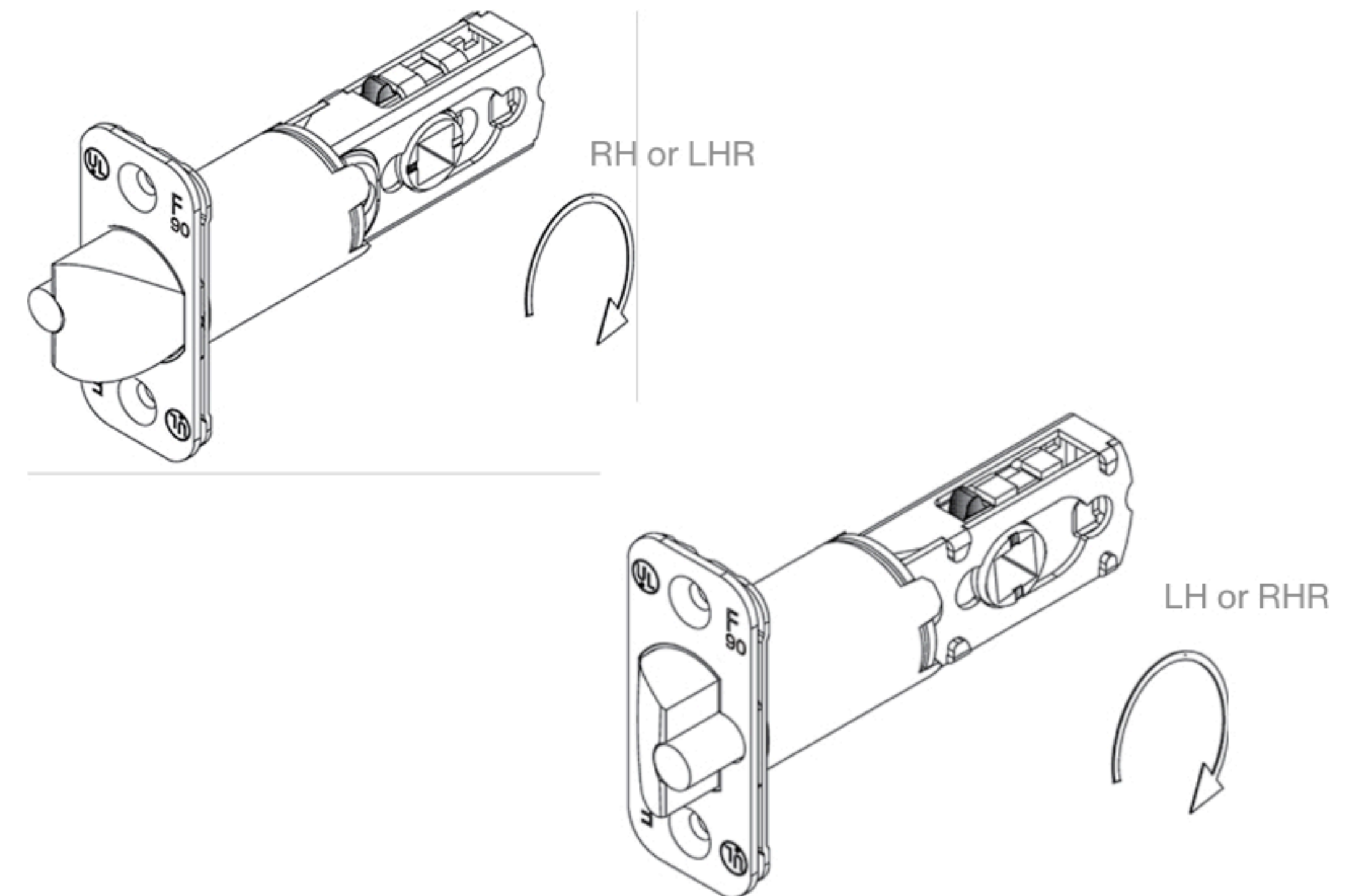
This includes changing the socket head screw on the back of the outside trim assembly. The latch bolt, levers, and battery tray must also be handed correctly.

## Refer to the Following Sections:

- Addendum B – Remove and adjust levers
- Step 2 – Latch Bolt Preparation (Handing)
- Step 6 – Handing Outside Trim Assembly
- Step 10 – Set Handing on Battery Tray

## When Changing to a Reverse Handing (RH ↔ RHR or LH ↔ LHR)

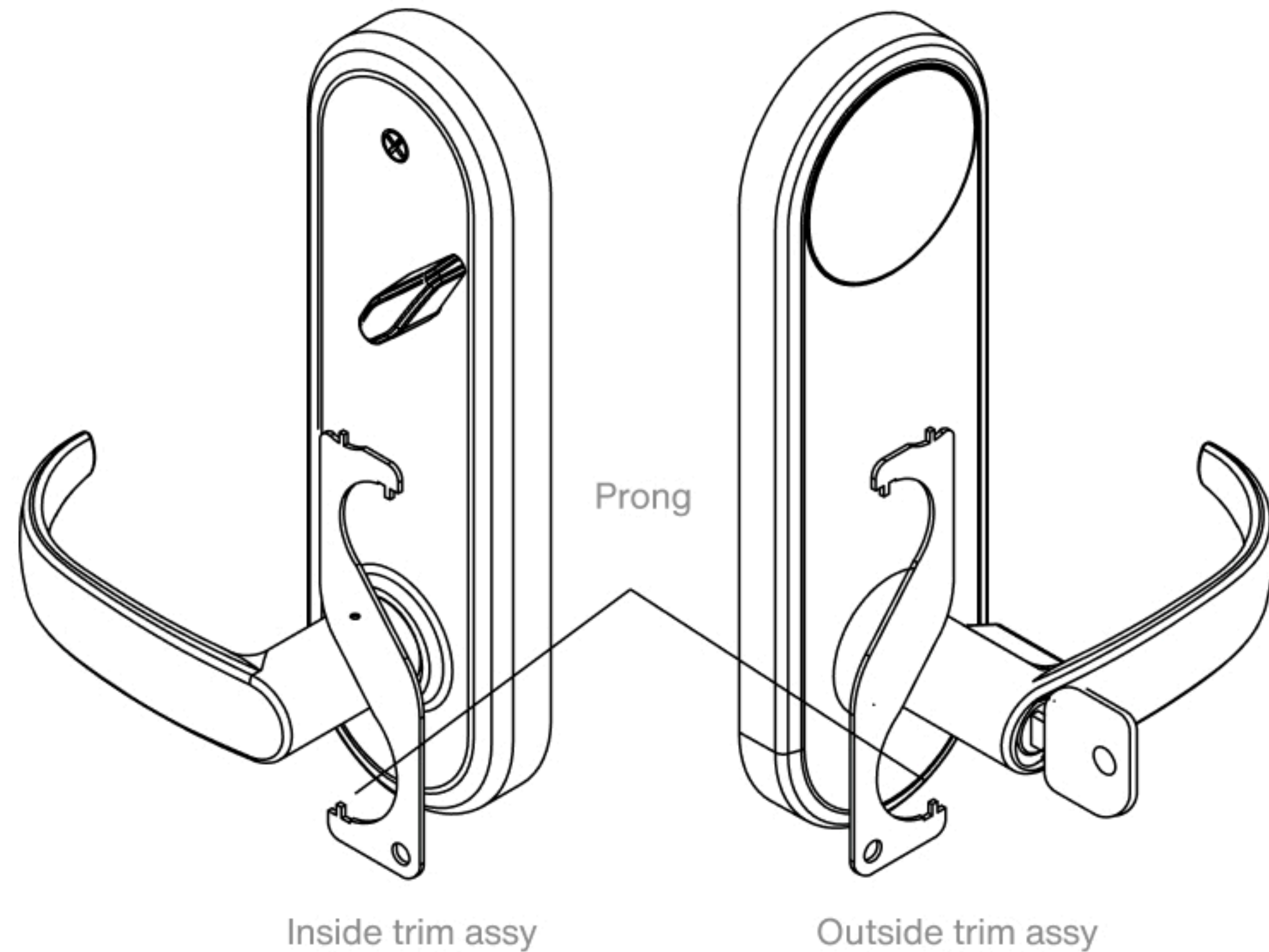
Only the latch bolt orientation needs to be changed. See Step 2, Latch Bolt Preparation (Handing)



# Addendum B Removing Levers

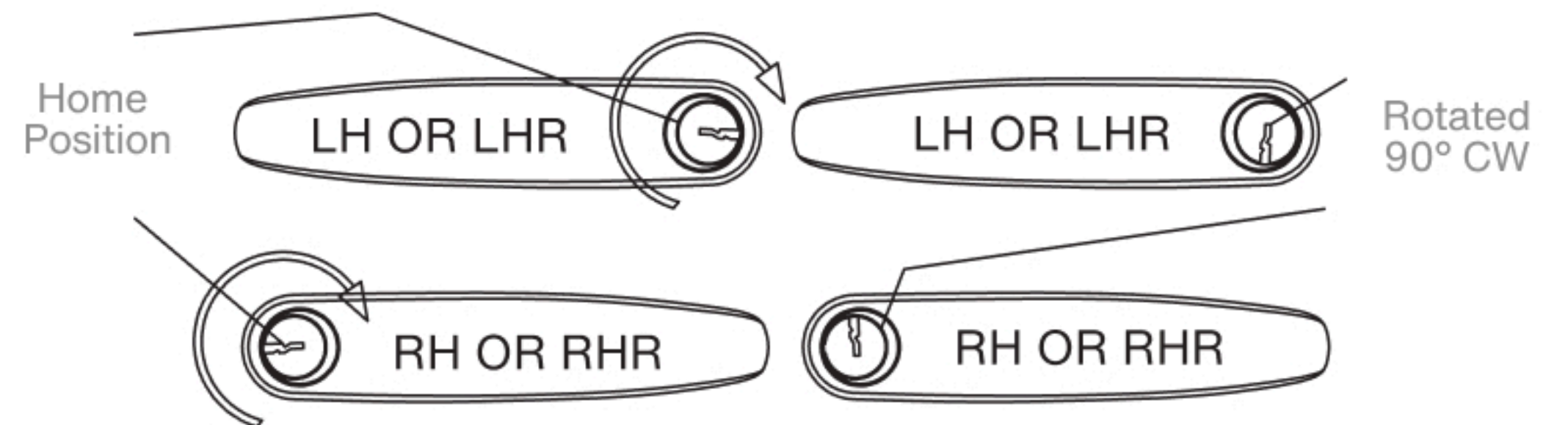
## Remove Inside Lever

1. Insert prong on lever removal tool in the hole on underside of the lever.
2. Lift up the lever removal tool to depress the lever catch and pull the lever off.



## Remove Outside Lever

1. Insert the mechanical key and rotate it 90° clockwise.
2. Insert prong on lever removal tool in the hole on the underside of the lever.
3. Lift up the lever removal tool to depress the lever catch and pull the lever off.



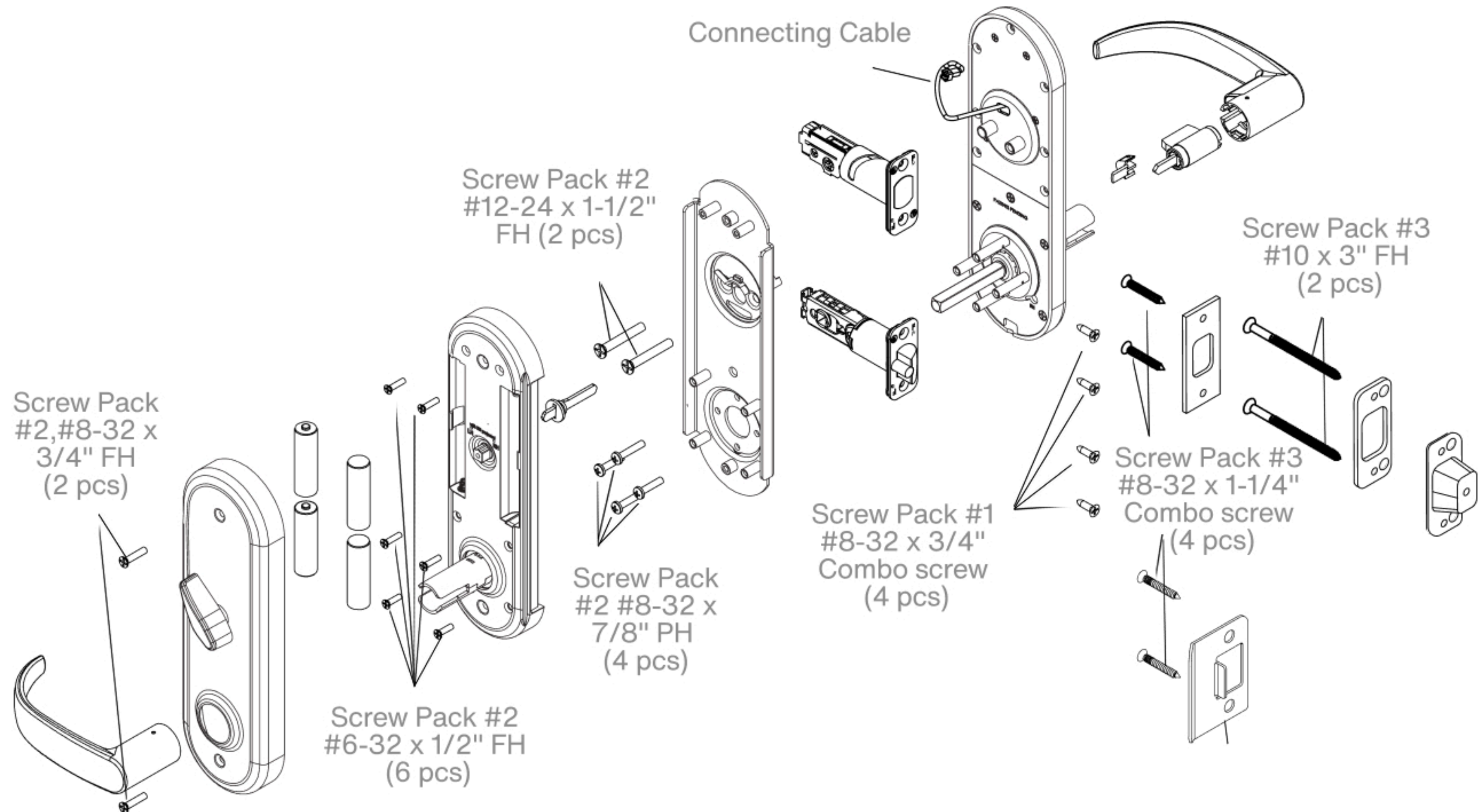
# Exploded View of Lock

## 4" Right Hand with Full Lip Latch Bolt Strike\* Shown

### Legend

- FH- Flat Head
- PH- Pan Head
- Combo- Screw threads for wood/metal

ⓘ Choose the correct latch bolt strike plate to fit the door preparation.



Problem	Cause	Solution
Keypad does not light up.	<ul style="list-style-type: none"><li>▪ Batteries are dead.</li><li>▪ Time-out after credential error.</li><li>▪ Not fully plugged in wires or pinched wires.</li></ul>	<ul style="list-style-type: none"><li>▪ Replace batteries by removing back cover.</li><li>▪ Please reach out to support@door.com.</li><li>▪ Check wire connection.</li></ul>
Latch bolt retracts when lever is rotated up, not down.	<ul style="list-style-type: none"><li>▪ Hub on latch bolt was not installed correctly.</li></ul>	<ul style="list-style-type: none"><li>▪ Take lock off door and re-adjust latch bolt (Step 2).</li></ul>
Rotate outside lever up will not extend deadbolt.	<ul style="list-style-type: none"><li>▪ Deadbolt was not extended during installation.</li><li>▪ Handing on outside assembly was not properly set.</li></ul>	<ul style="list-style-type: none"><li>▪ Remove inside lever, back cover, and battery tray, extend deadbolt and re-install parts. (Step 9)</li><li>▪ Take lock off door. Adjust handing on outside assy, re-install parts. (Step 4)</li></ul>
Key will not come out of lever after installation.	<ul style="list-style-type: none"><li>▪ Key cylinder was not installed correctly.</li></ul>	<ul style="list-style-type: none"><li>▪ Use lever removal tool to remove lever and re-install cylinder correctly. (Step 5)</li></ul>
Outside lever retracts deadbolt and latch bolt without a key, or proper credential.	<ul style="list-style-type: none"><li>▪ Handing on outside assembly was not properly set.</li></ul>	<ul style="list-style-type: none"><li>▪ Take lock off door. Adjust handing on outside trim assy, re-install parts. (Step 4)</li></ul>
Deadbolt binds or does not fully extend.	<ul style="list-style-type: none"><li>▪ Strike &amp; Armor Plate are not aligned.</li></ul>	<ul style="list-style-type: none"><li>▪ Adjust strikes. (Step 13)</li></ul>