

How to Use NEO Locks

Effective Date: Ongoing

NEO Locks offers advanced security features, combining ease of use with cutting-edge technology. This guide will help you get the most out of your NEO Locks products, ensuring you can use them efficiently and securely. Whether you're using a traditional mechanical lock or a smart lock, this guide provides step-by-step instructions.

1. Installing NEO Locks

Before using your NEO Lock, ensure that it has been installed correctly. Follow the installation instructions included with your product or refer to our installation guide available on our website.

If you need professional installation, we recommend using a certified locksmith or contacting our support team to find an authorized installer.

2. Using Traditional Mechanical NEO Locks

For models that use keys, here's how to use them:

- **Locking the Door:**

1. Close the door securely.
2. Insert the key into the lock cylinder.
3. Turn the key clockwise to engage the locking mechanism.
4. Remove the key and store it safely. The door is now locked.

- **Unlocking the Door:**

1. Insert the key into the lock cylinder.
 2. Turn the key counter clockwise to unlock the door.
 3. Open the door and remove the key.
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3. Using NEO Smart Locks (Electronic/Keypad Models)

For NEO Smart Locks, follow these instructions to unlock and lock your door using the keypad or mobile application.

Setting Up Your Smart Lock

1. **Install the Lock:** Ensure the lock is installed according to the provided instructions.
2. **Powering the Lock:** Ensure the lock has working batteries (for battery-powered models) or is connected to the power supply.
3. **Connecting to Your Phone (if applicable):**

- Download the NEO Locks compatible mobile app from your app store (available for iOS/Android).
- Follow the app's instructions to connect the lock to your smartphone via Bluetooth or Wi-Fi.
- Register your device within the app for remote control and features.

Using the Keypad

• Locking the Door:

1. Press the "Lock" button on the keypad.
2. The lock will engage, and a green light or sound may indicate the door is locked.

• Unlocking the Door:

1. Enter your preset PIN on the keypad.
2. If the PIN is correct, the lock will disengage, and the door will open.
3. If your model supports it, you may also unlock using the mobile app or fingerprint (if enabled).

Using the Mobile App (for Bluetooth/Wi-Fi-enabled models)

• Locking the Door:

1. Open the NEO Locks app on your phone.
2. Select the door you wish to lock.
3. Tap the "Lock" button in the app to remotely engage the lock.

• Unlocking the Door:

1. Open the app and select the door.
 2. Tap the "Unlock" button to remotely unlock the door.
 3. If your lock supports it, you may also unlock the door via Bluetooth proximity or with a fingerprint reader on your phone (if set up).
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4. Using NEO Smart Lock Features (if applicable)

NEO Locks may come with additional smart features, depending on the model:

• Fingerprint Recognition (if applicable):

1. Register your fingerprint through the mobile app or directly on the lock (follow the specific instructions for your model).
2. To unlock, simply place your finger on the fingerprint sensor.
3. The lock will recognize your fingerprint and unlock the door.

• Temporary Access Codes:

1. Use the mobile app to create temporary access codes for guests or service personnel.
2. Set a time limit for the code to ensure security.
3. Share the code with the guest, who can use it to unlock the door during the specified time.

• Voice Control (if applicable):

1. If your NEO Lock is compatible with smart home systems (e.g., Amazon Alexa, Google Assistant), you can control the lock using voice commands.
 2. To connect the lock to your smart assistant, follow the steps in the NEO Locks app to enable the integration.
 3. Use voice commands such as “Alexa, lock the front door” or “Hey Google, unlock the door.”
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5. Battery Management for Smart Locks

- **Low Battery Warning:**

1. Depending on your smart lock model, when the battery is running low, your smart lock will notify you via the mobile app or through an audible alert.
2. Replace the batteries promptly to avoid lock malfunction.

- **Changing the Battery:**

1. Open the battery compartment (usually located on the interior side of the lock).
 2. Replace the old batteries with the recommended type (typically AA or AAA batteries, depending on the model).
 3. Ensure the new batteries are inserted correctly and close the compartment.
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6. Troubleshooting NEO Locks

If you encounter issues with your NEO Lock, here are a few common troubleshooting steps:

- **Lock not responding:**

- Check if the batteries are installed correctly and are not depleted.
- For electronic locks, ensure there is no interference with the Bluetooth or Wi-Fi signal.

- **PIN not working:**

- Verify that you are entering the correct PIN.
- If you've forgotten your PIN, refer to the reset instructions in your lock's manual or app.

- **Locking Mechanism Stuck:**

- Check if the lock is properly aligned with the door frame.
- Lubricate the lock mechanism with a silicone-based lubricant if it's sticking.

For further assistance, contact NEO Locks customer support.

7. Security Tips for Using NEO Locks

- **Change PINs Regularly:** For added security, change your PINs periodically, especially if you suspect unauthorized access.
 - **Enable Two-Factor Authentication (if applicable):** If supported, enable two-factor authentication for your app to add an extra layer of security.
 - **Keep Backup Keys:** For traditional locks, always keep a backup key in a secure location.
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Contact Us

If you need assistance with setup, usage, or troubleshooting of your NEO Lock, please reach out to our customer support team: support@neoaccess.in