Encode Troubleshooting Guide

Connectivity

Troubleshooting connectivity issues should start by following the process of the Factory Default Reset.

- Remove the battery cover
- PRESS & HOLD the black reset button to the right of the thumb turn on the inside of the lock. The LED will flash red. Keep holding the button until the LED stops flashing red
- The LED will light solid blue when the Factory Default Reset is complete. This may take up to 30 seconds to complete.
- Test your lock with one of the default codes located on the back of your guide or inside the interior lock assembly.
- If your lock is within range, also verify that the signal strength will not be hindered by walls or floors separating the lock from the router.
- Network Issues
- Issues pairing with Schlage Home App

Lack of Response

Troubleshooting lock responsiveness issues should start by following the process of the Factory Default Reset.

- Remove the battery cover
- PRESS & HOLD the black reset button to the right of the thumb turn on the inside of the lock. The LED will flash red. Keep holding the button until the LED stops flashing red
- The LED will light solid blue when the Factory Default Reset is complete. This may take up to 30 seconds to complete.
- Test your lock with one of the default codes located on the back of your guide or inside the interior lock assembly.

Battery Drain

Battery drain issues can be addressed in a few ways:

- Ensure approved alkaline batteries are installed and installed properly.
- Verify a Schlage template is being used for door prep. See template here.
- Check proximity of the lock to the router is within 30 feet.

If these troubleshooting steps do not correct the issue at hand, please contact Tech Support or view the Encode Troubleshooting video via the QR code below.

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