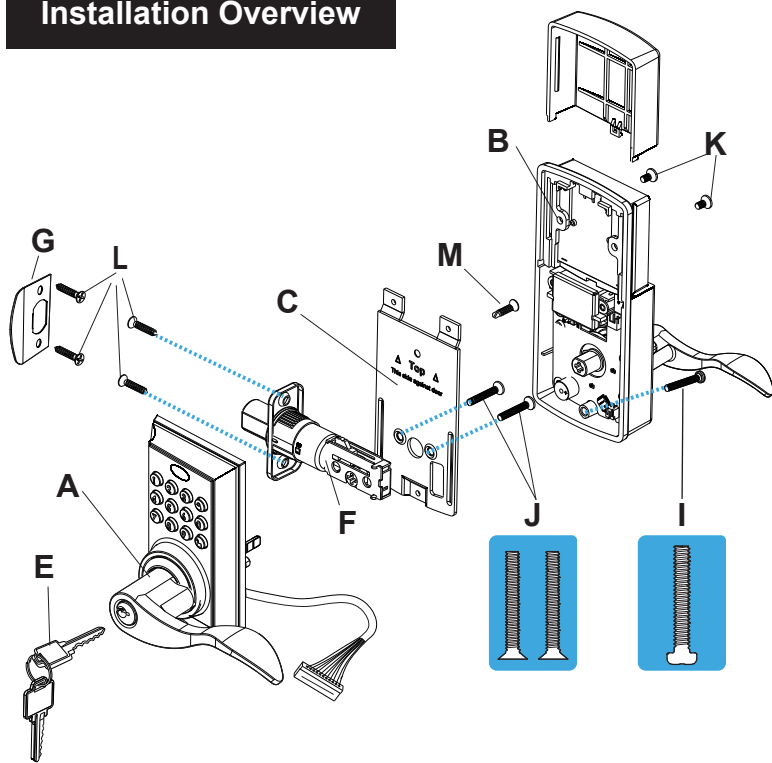# BESTTEN®
## Hardware
## Digital Lever with Keypad
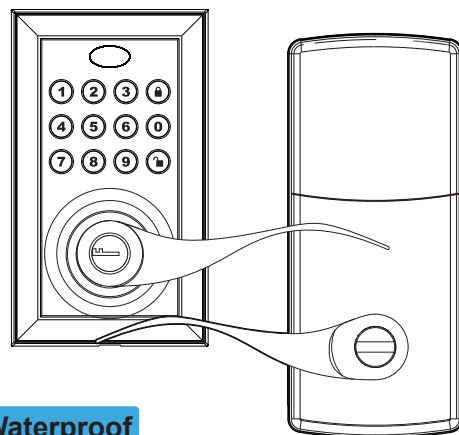
**Not Waterproof**

BESTTEN electronic door locks are not waterproof and should not be installed where they will be exposed to rain or other wet conditions.

VIDEO

**Installation and Operation Guide**

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## Installation Overview

**Package Includes:**

A Exterior Assembly  -1
B Interior Assembly  -1
C Mounting Plate  -1
D AA Alkaline Batteries  -4
E Keys  -2
F Latch  -1
G Strike Plate  -1
H User Guide  -1
I 1 1/8" Screw  -1
J 1" Screw  -2
K 5/16" Screw  -2
L 3/4" Screw  -4
M Optional Set Screw -1

A Exterior Assembly    B Interior Assembly    C Mounting Plate    D AA Alkaline Batteries    E Keys    F Latch    G Strike Plate

H User Guide    I 1 1/8" Screw    J 1" Screw    K 5/16" Screw    L 3/4" Screw    M Optional Set Screw

Please carefully check the above list to confirm all items have been received. If any items are missing, please contact BESTTEN Customer Care.
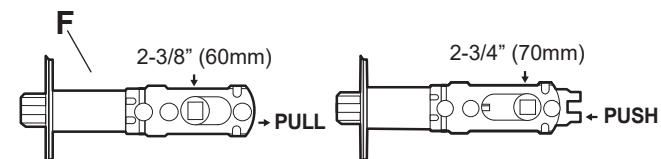
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## 1. Prepare Door

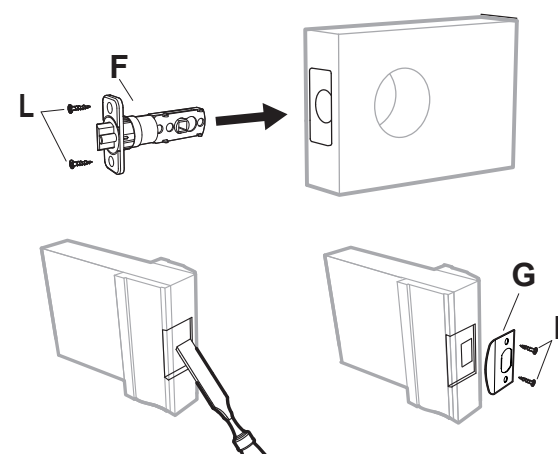⚠ **Refer to Template for Door Prep Instructions Included in Packaging.**

NOTE: Skip this step if your door comes with pre-drilled holes.
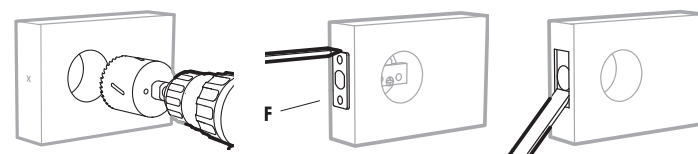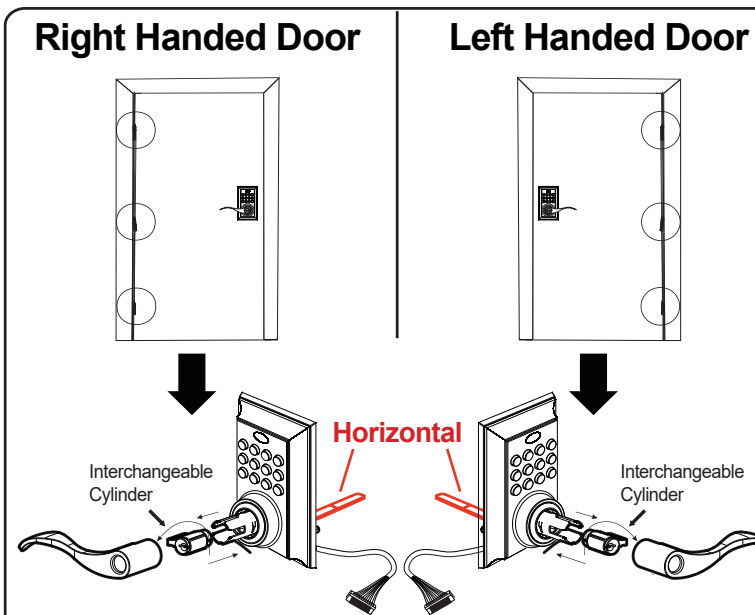
### 2. Install Latch and Strike Plate

2-3/8" (60mm) → PULL

2-3/4" (70mm) → PUSH

To convert between 2-3/8" (60mm) and 2-3/4" (70mm) backset
1. Pull or push the extension plate to the required size.

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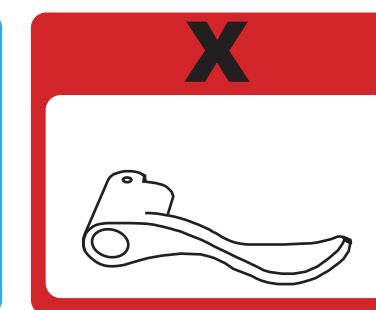## 3. Determine Door "Handing" and Install Lock Handle

### View from the front of the lock

**Right Handed Door**    **Left Handed Door**

Interchangeable Cylinder    Horizontal    Interchangeable Cylinder

**Reminder: Tail piece must be in the horizontal position only when removing or installing handles.**

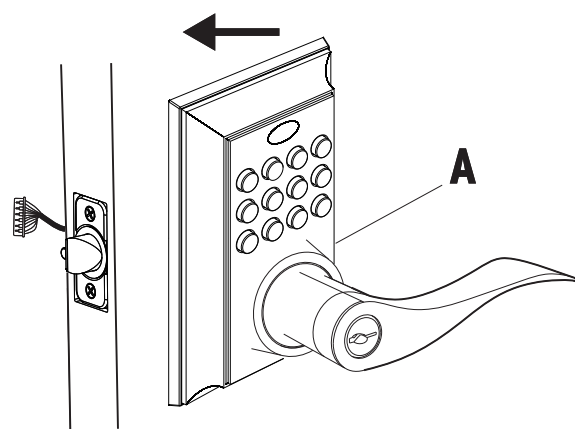✔ The small hole must be facing down.

✘

---

## 4. Change Lever Handing (Optional)

**Reminder: Tail piece must be in the horizontal position only when removing or installing handles.**

Horizontal

Pin Key

Interchangeable Cylinder    Interchangeable Cylinder

Horizontal

---
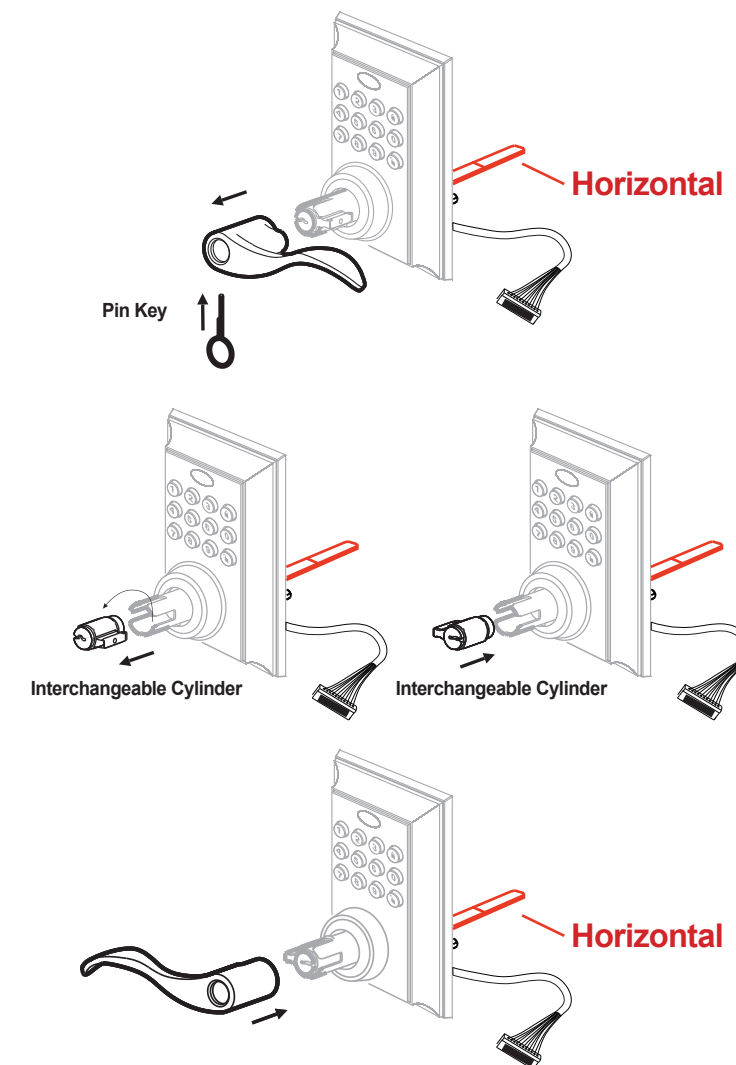
## 5. Install Exterior Assembly

Check that the rubber gasket is secured on the exterior assembly. Place the exterior assembly onto the door with the tail piece going through the latch assembly. Route the control wire through the door over the latch assembly.
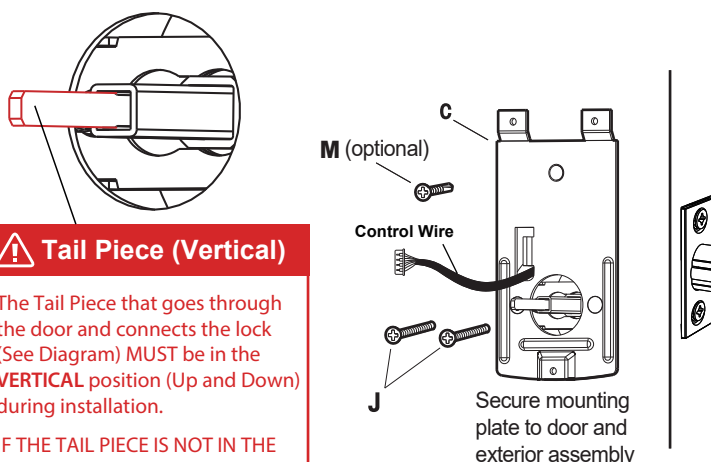
⚠ **Tail Piece (Vertical)**

The Tail Piece that goes through the door and connects the lock (See Diagram) MUST be in the VERTICAL position (Up and Down) during installation.
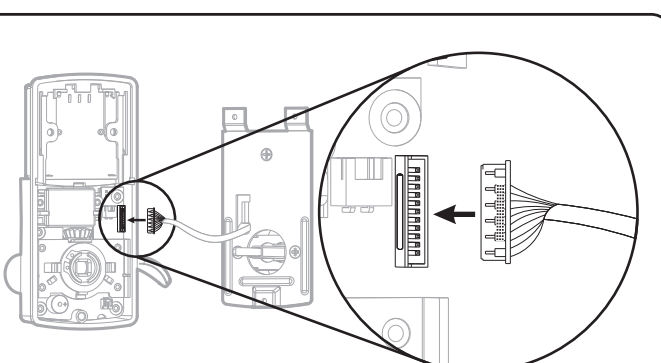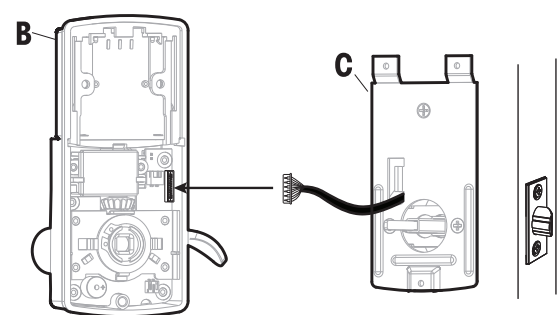
IF THE TAIL PIECE IS NOT IN THE VERTICAL POSITION DURING INSTALLATION, THE LOCK WILL NOT FUNCTION CORRECTLY.

M (optional)

Control Wire

Secure mounting plate to door and exterior assembly

⚠ **Do Not Over Tighten**

---

## 6. Install Wiring Connector
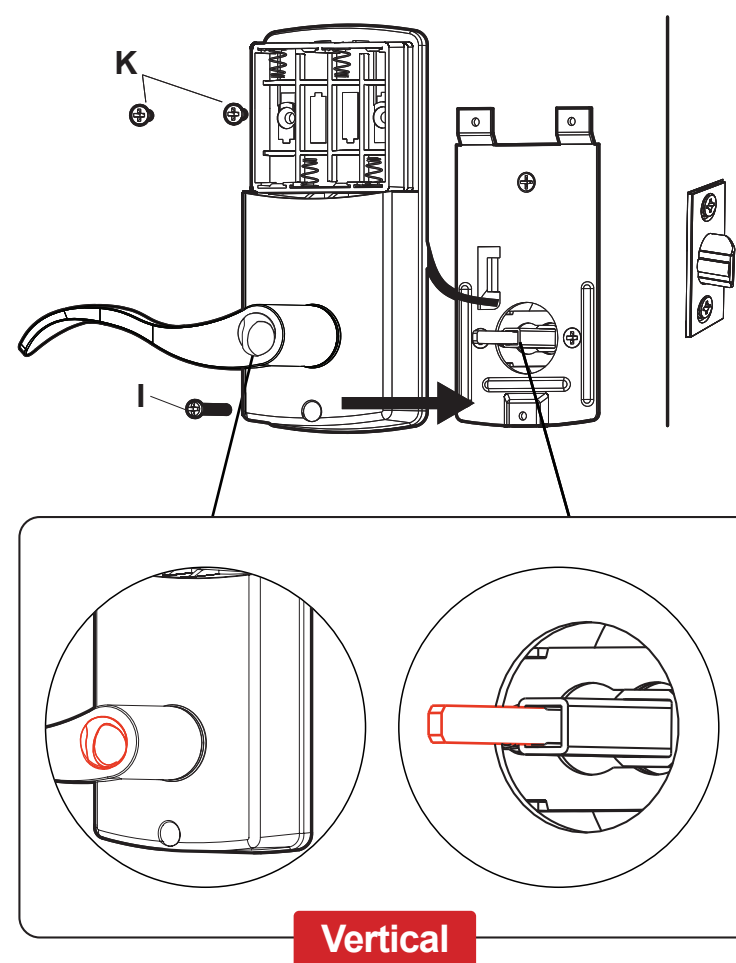
⚠ **Work with the Door Open**

⚠ **Control Wire**

**Make sure that all the pins on the control wire connector are straight and that the connector is fully installed and firmly connected.**
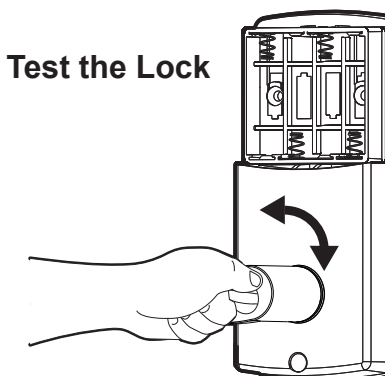
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## 7. Install Interior Assembly

**NOTE: Make sure the tail piece and knob are both set in the VERTICAL position.**
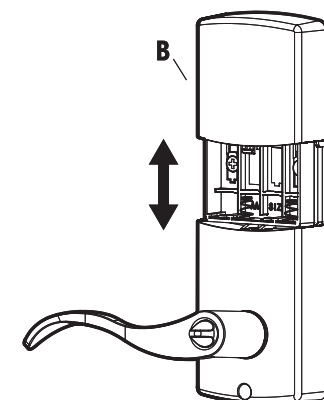**Be careful not to pinch the control wire when assembling.**

**Vertical**

---

## 8. Test the Lock

**Test the Lock**

**Check the Lock/Unlock function and that the Lever fully retracts the Latch.**

This electronic lock requires (4) High Quality AA alkaline batteries. When all 4 batteries are installed in the correct position, you should hear 2 beeps and the keypad will illuminate.

NOTE: Do not touch the keypad until the light turns off.
Do not use rechargeable batteries or non-alkaline batteries.

---

## 9. Test Operation

**Test that all buttons on the keypad are working.**

**Test the Lock Button with Door Open**

**Test Unlock Function**

**Press** 1-2-3-4-5-6-🔑 **OR** 1-2-3-4-🔑
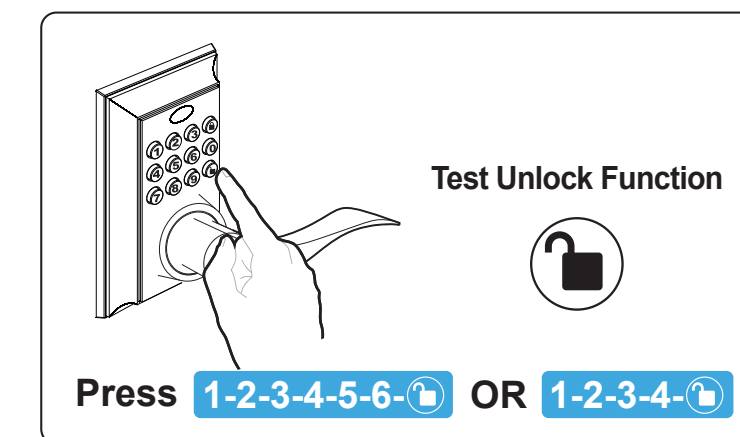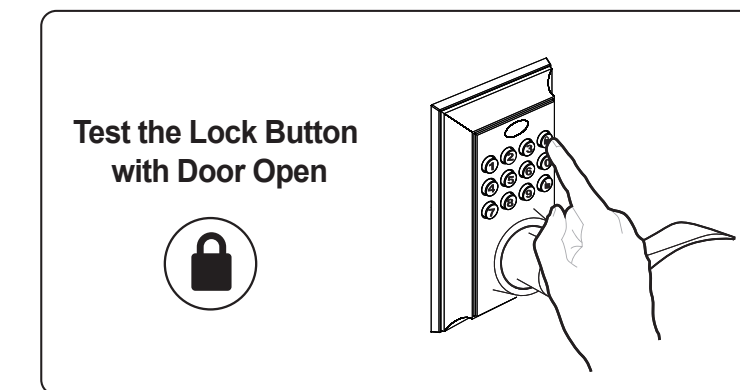
**Default Administrator Code:123456**
**Default User Code:1234**
Both Administrator Code and User Code can open the door

⚠ **Before Opening Door, Let Motor Complete Cycle.**

# BESTTEN®
## Hardware
## Programming Instructions

**Test the keypad to ensure all the buttons work.**



**5 Seconds**

⚠️ **During programming, if there are no inputs for 5 seconds, the programming will exit and fail to complete.**

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**Please change the Administrator Code and User Code as soon as possible after installation to insure security.**
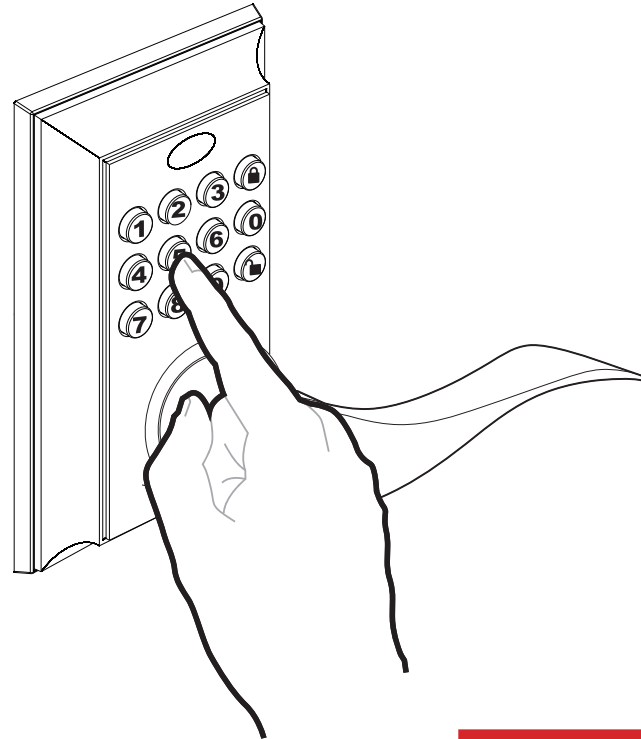
**AC** **Administrator Code**
Default:123456

**UC** **User Code** (4-8 digits)
Default:1234

**ID** **User ID** (01-50, 2 digits)
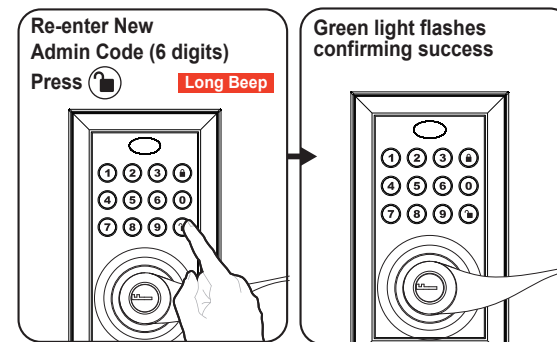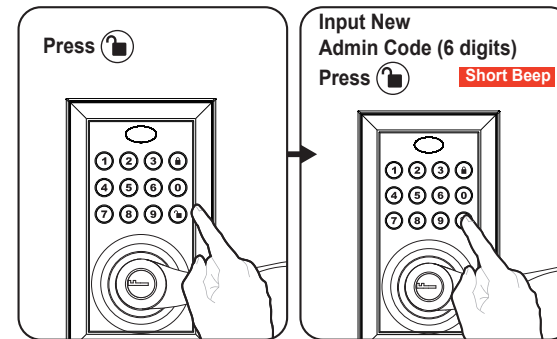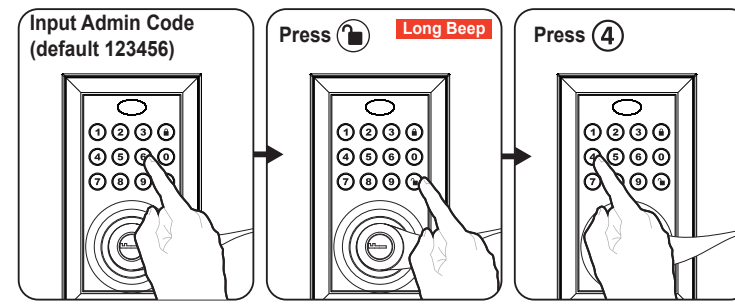Each User Code is linked to a User ID

### Green Light
• Indicates Successful Programming Step
• Indicates Unlocking is Successful

### Red light
• Indicates Failed Programming Step
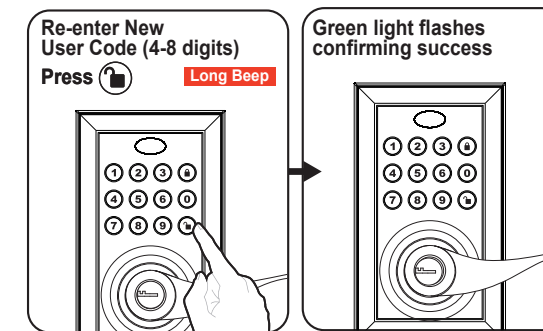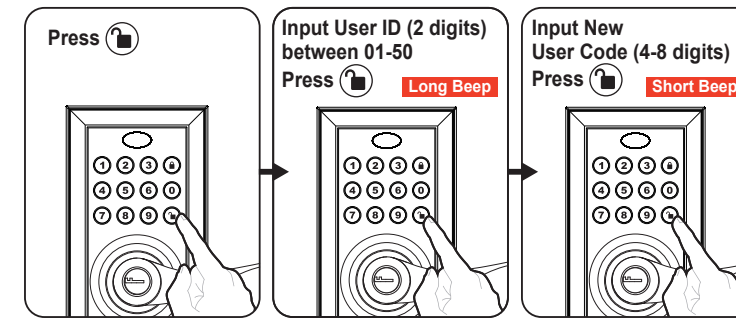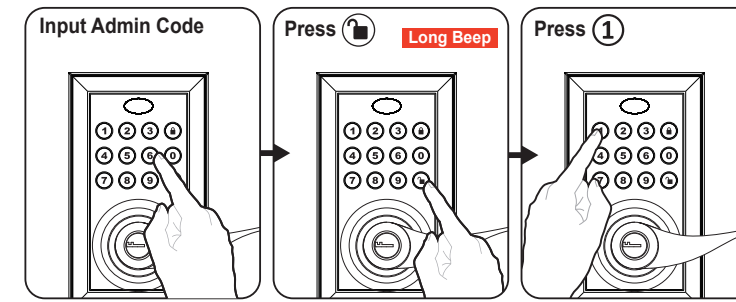• Indicates Locking is Successful

### 🔒 Lock Button
**Lock**
Used to lock door

### 🔓 Unlock Button
**Unlock**
Used to unlock door

**Programming**
Used in programming steps

---

## 1. Change Administrator Code

Input Admin Code (default 123456) → Press 🔓 Long Beep → Press ④

Press 🔓 → Input New Admin Code (6 digits) Press 🔓 Short Beep

Re-enter New Admin Code (6 digits) Press 🔓 Long Beep → Green light flashes confirming success
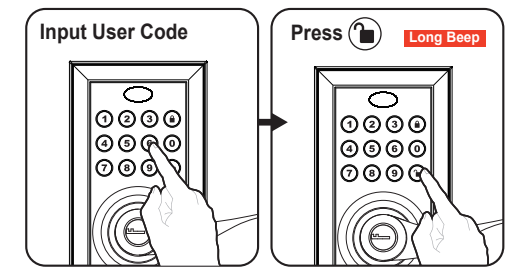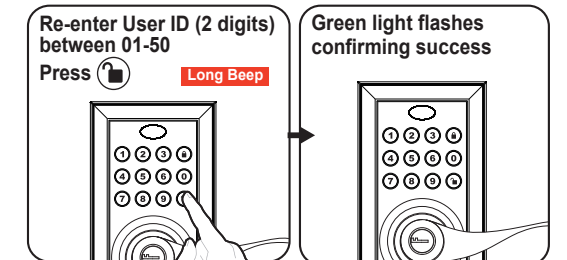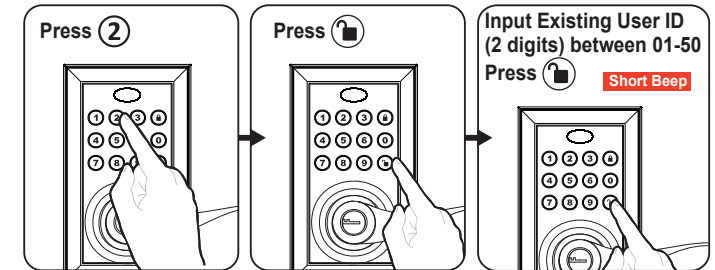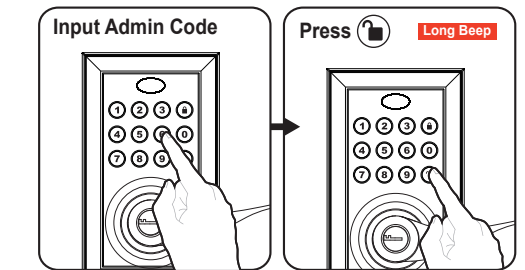
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## 2. Add a User Code

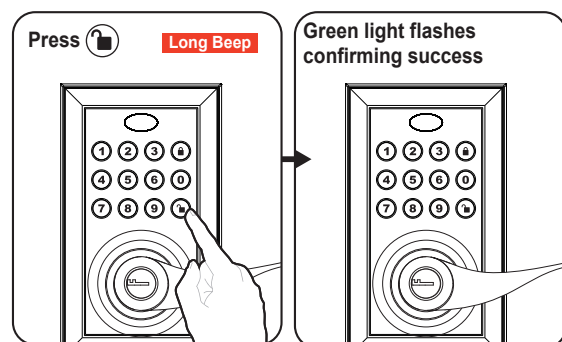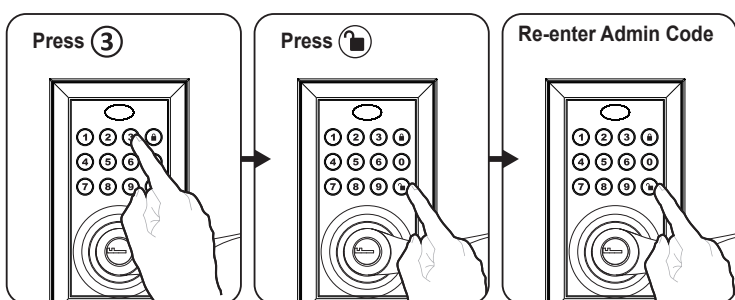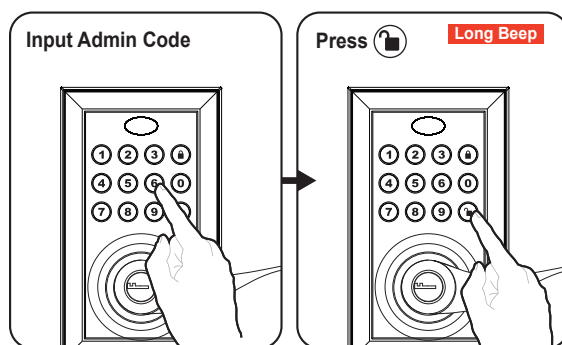**When a NEW User Code is set, the default User Code (1234) is deleted for safety.**

Input Admin Code → Press 🔓 Long Beep → Press ①

Press 🔓 → Input User ID (2 digits) between 01-50 Press 🔓 Long Beep → Input New User Code (4-8 digits) Press 🔓 Short Beep

Re-enter New User Code (4-8 digits) Press 🔓 Long Beep → Green light flashes confirming success

---

## 3. Unlock Door with User Code

Input User Code → Press 🔓 Long Beep

---

## 4. Delete a User Code

Input Admin Code → Press 🔓 Long Beep

Press ② → Press 🔓 → Input Existing User ID (2 digits) between 01-50 Press 🔓 Short Beep

Re-enter User ID (2 digits) between 01-50 Press 🔓 Long Beep → Green light flashes confirming success

---

## 5. Delete All User Codes

Input Admin Code → Press 🔓 Long Beep

Press ③ → Press 🔓 → Re-enter Admin Code

Press 🔓 Long Beep → Green light flashes confirming success

---

## 6. Additional Programming Functions

### Programming Symbols
🔒 Lock / Clear
🔓 Unlock / Programming
AC Administrator Code

### Automatic Lock Function

**SET OR CANCEL AUTO LOCK**
You can set the lock to automatically lock after each time the lock is unlocked.
Time value range = 20 - 900 seconds, enter the following:
Set Auto Lock: AC → 🔓 → 5 → 🔓 → Time Value → 🔓
1 beep and green light confirms successful programming.
Cancel Time Value Auto Lock: AC → 🔓 → 5 → 🔓 → 00 → 🔓

**TEMPORARILY DISABLE:**
While in Auto-Lock mode, unlock door using AC , within 5 seconds you must turn the locking knob by hand to the locked position, and then turn the locking knob back to the unlock position. The Auto-Lock mode is now disabled.

**RESTORE:**
To restore the Auto-Lock function, turn the locking knob by hand to the locked position, wait more than 2 seconds or press the 🔒 Lock button on the keypad.

### Vacation Mode

With Vacation Mode enabled, the system enters into low-power consumption mode. During this mode, all buttons and functions will be disabled until they are re-enabled.

**ENABLE:**
AC → 🔓 → 10 → 🔓 → 1 → 🔓 → 🔒
Once the door is locked then vacation mode will be engaged and all buttons and functions will be disabled

**DISABLE:**
To disable the Vacation Mode, you must press and hold 🔓 for more than 3 seconds, then input AC followed by 🔓 to unlock the door. Vacation Mode is now disabled.

⚠️ **NOTE:** If you only press the 🔓 for more than 3 seconds but do not input AC , the system will remain in Vacation Mode.

### Secure Lock-out Period
Warning sounds and LED flashes red after 4 incorrect code attempts: Keypad shuts down for 60 seconds.

---

## 7. Additional Programming Functions

### SOUND ON AND OFF
You can "mute" or turn the "sound on" on your lock by entering the following. (Factory setting is sound on).
AC → 🔓 → 6 → 🔓 → 1 or 2 → 🔓
1= Sound Off
2= Sound On

Sound Off (1) - Light Indicator illuminates green.
Sound On (2) - Hear 1 beep and Light Indicator illuminates green.

### Restore Factory Settings

To reset the lock to the original factory settings including the Admin Code and all User Codes follow these steps:

1. Remove one battery for 10 seconds.
2. Reinsert the battery and wait for a long and short beep.
3. Quickly Press 🔒 3 times within 3 seconds (before the blue light turns off).
4. The lock will beep and the light indicator will turn green.

### Low Battery Warning

Beeps and LED flashes red 7 times. Replace with high quality alkaline batteries.
**Note:** Removing batteries does not erase active Administrator or User Codes.

### Function Guide

| | |
|---|---|
| Unlock / Valid programming: | 1 long beep and LED illuminates green |
| Lock: | 2 short beeps and LED illuminates red |
| Invalid programming: | 2 short beeps and LED flashes red twice |
| Low voltage: | Short beeps and LED flashes red seven times |
| Super low voltage: | 4 short beeps and LED flashes red four times |
| 4 Incorrect code entry attempts: | 2 short beeps and LED illuminates red each attempt |
| Power on: | 1 long beep and 1 short beep and LED illuminates green |
| Lock error: | 3 long beeps and LED flashes red three times |

---

## Troubleshooting

| Issue | Solution |
|---|---|
| Interior Knob will not turn | Knob or vertical tailpiece is installed in incorrect position.<br>• Remove Interior Assembly and verify that the locking knob and tailpiece are vertical. |
| Lock will not function electronically | • Check that all batteries are high quality Alkaline Batteries.<br>• Check for proper polarity (+-)of all batteries.<br>• Check that the Control Wire is attached to the Interior Assembly and not damaged.<br>• Check each wire for loose or disconnected wires.<br>• Disconnect the wiring harness and reconnect the wiring harness.<br>• Restore to factory settings |
| Keypad not working | • Wait 60 seconds, keypad may be locked out due to incorrect code.<br>• Replace with 4 high quality alkaline batteries.<br>• Ensure Wiring connector is fully engaged and secure. |
| Keypad beeps and LED flashes | • Replace with 4 high quality alkaline batteries. |

**Contact Us First! Do Not Return to Store**

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## WARRANTY

BESTTEN warrants to the original customer that this product is free of defects in materials and workmanship for 3 years from the purchase date. Within this period, simply contact BESTTEN CARE with proof of purchase and reason of claim. We will replace the product for free.

Any product which is subject to misuse or accidental damage is excluded from this warranty.

**BESTTEN CARE**
**support@ibestten.com**
**1-800-358-6160 (Mon-Fri 9AM-5PM PST)**

For more products from BESTTEN, please visit our website www.ibestten.com.



**VIDEO**

**Installation and Operation Guide**