



Schlage **Resolute**

Frequently Asked Questions

App Usage

Q What do I need to get started with the Schlage Breeze app?

A You will require a valid email address and choose a password to create an account within the Schlage Breeze app. You will receive a verification code via email which is needed to complete registration.

Q How do I pair Schlage Resolute with the Schlage Breeze app on my mobile device?

A To pair a new lock, be within 2 metres of the lock and follow the steps below:

1. In the Schlage Breeze app press + (plus) symbol and follow the on-screen instructions
2. Activate the lock by pressing any digit on the keypad, the keypad will illuminate
3. To pair, select the lock that appears in the Nearby Locks list with a + (plus) symbol next to it
4. To add an additional lock (for a second door), tap on the ☰ (burger) symbol, then tap '+ Add Lock' and follow the on-screen instructions

Please note that the lock will appear in 'Nearby Locks' list for 20 seconds. If the lock disappears from the list, reactivate the lock by pressing any digit on the keypad.

Q Why can I not pair my Schlage Resolute lock to the Schlage Breeze app?

A Below are some possible reasons if you are unable to pair your lock:

- The lock has no power, ensure 4 x AA alkaline batteries are installed
- The lock is not nearby, ensure you are within 2 metres of the lock
- The lock is not active. Press any digit on the keypad to activate, the keypad will illuminate
- Bluetooth is turned off on your mobile device, toggle Bluetooth on
- Your mobile device is not connected to the internet via Wi-Fi or mobile broadband when pairing the lock, ensure your mobile device is connected to the internet
- The lock is already paired to another account. Please ask the previous owner to delete the lock from their account or transfer it using the Schlage Breeze app.

Q I cannot find my Schlage Resolute lock via the Schlage Breeze app.

A Ensure your Bluetooth is switched on within your mobile phone, you are in close vicinity to your Schlage Resolute lock (within Bluetooth range) and lastly touch your Schlage Resolute keypad to illuminate the keypad, before searching for the lock within the Schlage Breeze app.

Q Does my mobile device need to be connected to the internet to unlock my Schlage Resolute lock using the Schlage Breeze app?

A No. If you are within the vicinity of the lock, the app will use Bluetooth to unlock.



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Q Why am I unable to unlock my Schlage Resolute using the Schlage Breeze app on my mobile device?

A This may be due to one of the following reasons:

- Your virtual key has been deleted
- Your virtual key has expired
- Bluetooth has been disabled on your mobile device
- The lock has no power, ensure 4 x AA alkaline batteries are installed

Q How many users can I send a virtual key invitation to?

A The virtual key function is unlimited, however a new virtual key must be created per user.

Q What is the expiry period of the virtual key invitation?

A 24 hours after generation of the virtual key.

Q What if my virtual key invitation expires?

A Simply create a new virtual key invitation for your guest. The virtual key invite is only valid for 24 hours after generation.

Q Can you set restricted access on the Schlage Resolute lock?

A Conditional access can be set for PIN codes from within the Schlage Breeze app. Below are the four options for access:

- Permanent: Indefinite access until deleted (family members, employees)
- Scheduled: For a set period (visitors, guests)
- One-time: Single use only, deleted automatically after use (tradesperson)
- Recurring: For repeated access on set days (cleaner, dog walker)

Features

Q How can I unlock my Schlage Resolute smart lock?

A Schlage Resolute can be unlocked by PIN code, key tag or using the Schlage Breeze app. An override key is provided as a backup if required.

Q How do I add user PIN codes?

A Through the Schlage Breeze app. Tap 'Grant Access' then 'Add Pin Code'.

Q How many digits can my PIN code contain?

A The PIN code should be between 4-9 digits.



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Q How do I create a PIN code of my own choosing?

A Through the Schlage Breeze app. Select the lock you wish to create a PIN code for, tap 'Grant Access' then 'Add Pin Code'. Select 'Custom'.

Q Why is my PIN code not working?

A This may be due to one or more of the following reasons:

- The PIN code has been deleted
- If the PIN code was sent to you by a virtual key and was not used within 24 hours of it being sent, it may have expired (from the start date and time)
- The PIN code's validity is still in the future, or the passcode has expired
- The time on the smart lock is slow or behind the current time

Q How long is a PIN code valid for?

A A permanent PIN code is valid indefinitely. A timed PIN code has a maximum validity of 3 years.

Q What is an algorithmic PIN code?

A Schlage Resolute uses an algorithmic encryption key to create PIN codes that can be used without a network connection. The Schlage Breeze app generates a unique PIN code in software. When the PIN code is used, the lock verifies the code. Permissions and schedules are embedded into the PIN code itself bringing remote access management to any door without a Wi-Fi connection.

Q What is the maximum storage for PIN codes?

A 150 user PIN codes.

Q What is the maximum storage for key tags?

A 200 key tags.

Q How do I enrol key tags?

A Through the Schlage Breeze app. Tap 'Grant Access' then 'Add Credential'. Follow the on-screen instructions and present the key tag to the lock.

Q How do I delete user PIN codes?

A Through the Schlage Breeze app. Select the lock you wish to delete the PIN code from, tap 'Manage Access' then 'Pin Codes'. Select the PIN code and tap 'Delete'.

Q How can I revoke a PIN code, key tag or virtual key?

A Deleting any credential from within the Schlage Breeze app will immediately remove access.



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Q What is the virtual PIN feature?

A It is a visual protection for your PIN. It allows the user to prevent unwanted exposure of the PIN. You can enter any random digits before and after the programmed master PIN or user PIN. Simply enter random digits before and/or after your PIN to a maximum of 16 digits.

Q How do I check the status of my lock?

A Locked/unlocked status can be checked via the Schlage Breeze app when you are within Bluetooth range, or if you are remote, you will need the Schlage Wi-Fi Bridge (BZ100), to use the Schlage Breeze app. Press 'status' to update the status of the lock.

Q How to change the sound of my Schlage Resolute lock?

A The Schlage Resolute allows you to mute the tones via the Schlage Breeze app (via Bluetooth). Tap 'Settings' then 'Lock Sounds' to enable or disable lock sounds. Note that this also disables voice prompts.

Q How do I adjust the clock on my Schlage Resolute lock?

A The Schlage Breeze app will automatically update the internal clock when it is used to operate the lock.

Q How does the privacy toggle work?

A The privacy toggle is located below the lever on the internal escutcheon. When the toggle is positioned to show green, the privacy feature is disabled. When the toggle is positioned to show red, the privacy feature is enabled. The privacy feature essentially disables the use of the keypad and credentials on the external escutcheon. It should only be used as an extra security feature at times when keypad or credential access is not required. The Schlage Breeze app unlock feature can override this feature to ensure you always have access to your lock.

Q Why does the keypad darken immediately after activating the lock?

A This is a security feature. When an incorrect passcode is entered 5 times consecutively, the keypad is disabled for 5 minutes. To re-enable the keypad immediately, unlock using the Schlage Breeze app.



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Q Why is the keypad flashing when operating the smart lock?

A Intermittent flashing of the keypad when entering a passcode indicates a low battery warning. Please replace with 4 x AA alkaline batteries immediately.

Q Why can't the keypad be activated?

A The batteries may have run out. Please replace with 4 x AA alkaline batteries. If you are unable to obtain entry to the house, you can connect a power bank via a micro-USB cable to the bottom of the lock to provide emergency power to enter your PIN code and gain entry.

Q How do I restore my Schlage Resolute lock to factory default settings?

A There are two ways to reset your lock:

1. Delete the lock from the Breeze app. Lock will say "Deleting administrator successful" when reset is complete.
2. Locate the reset button within the battery bay. Press and hold the reset button for 4 seconds. The lock will beep and will say "Please input initialisation passcode". Entering 000# on the keypad will reset to factory defaults. The lock announces, "Deleting administrator successful" when complete. The default admin code is 123456.

Q Will the Schlage Resolute lock be unpaired with my app if someone restored my lock to factory settings?

A No, the lock can only be unpaired from with Schlage Breeze app by the administration account holder. Simply reconnect your Schlage Breeze app to your Schlage Resolute lock to regain access if the lock has had a factory reset.

Installation

Q Is my door suitable for installation?

A The Schlage Resolute can be installed on timber or aluminium doors which have a door thickness of 35-70mm. Please refer to our installation template for door preparation and check if your door contains any hole preparation before purchasing the Schlage Resolute lock.



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Q Can I keep my existing mechanical deadbolt as well as a Schlage Resolute?

A No, most mechanical deadbolts are not compatible with the Schlage Resolute, it may cause your lock to malfunction. Once you have installed a keyless lock, you should remove mechanical deadbolts to avoid being locked out of your property.

Q What is the backset for the Schlage Resolute lock?

A The Schlage Resolute is provided with a 60mm backset mortice lock. Alternatively if you have a 70mm backset hole preparation in your door, there is an option to purchase the Schlage Resolute (furniture only) and as an accessory the Schlage Resolute 70mm backset mortice lock. Refer to the the Schlage website www.schlage.co.nz for more information..

Q What if I have lost some components within the screw pack?

A Please contact the retailer where you bought the product from or contact Allegion customer service on 0800 477 869 for support.

Q I currently have a Yale 3109 digital door lock, will the Schlage Resolute retrofit to fit this door preparation?

A Yes with a few simple adjustments the Schlage Resolute lock and mortice can cover this profile. Refer to our Schlage Smart Lock Retrofit Guide within the How to Centre of the Schlage website.

Q I currently have a Schlage S-6000 or S-6800 touchpad mortice lock, will the Schlage Resolute retrofit to fit this door preparation?

A The Schlage S-6000 or S-6800 has a 70mm backset and has a mortice lock that is a slightly smaller mortice than other electronic mortice locks. The Schlage Resolute offers the option to purchase the Schlage Resolute (furniture only) and as an accessory the Schlage Resolute 70mm backset short body mortice lock. Refer to our Schlage Smart Lock Retrofit Guide within the How to Centre of the Schlage website.

Q What environmental conditions will the Schlage Resolute operate within?

A Based on test results, our product works in a temperature range from -35°C to 55°C. We do not recommend installing the Schlage Resolute in a high humidity environment.



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Q [Is my Schlage Resolute lock waterproof?](#)

A IP rating of the external escutcheon is weather resistant to an IP rating of IP66. The interior assembly should not be exposed to rain and weather. This product is not suitable for external gates or fully exposed outdoor use.

Q [How can I change the handing of my Schlage Resolute lock?](#)

A For Schlage Resolute, you will need to hand the levers to the correct orientation of your door. If you require to re-hand the lock, follow these simple instructions prior to installation:

1. On the front assembly, insert hex key in the spindle hole and remove screw to loosen lever
2. Rotate lever 180° and tighten screw to reattach lever
3. Repeat for internal assembly

Q [Why is my lever sticking on my Schlage Resolute lock?](#)

A This is likely due to the fixing screws being over-tightened. Slightly loosen the screws, the lever should spring back without sticking.

Care and Maintenance

Q [What batteries can I use in my Schlage Resolute lock?](#)

A AA alkaline batteries should be used. Do not mix used and new batteries. It is not recommended to use rechargeable AA batteries.

Q [What is the battery life of batteries when used in the Schlage Resolute lock?](#)

A Lifetimes of battery are dependent on how you use and set up your lock. Key factors are the use of Bluetooth or Wi-Fi, use of optional functions/features and frequency of use. Standard usage, if you unlock and re-lock your door up to 10 times per day, the batteries should last for 9-12 months.

Q [What is the warranty period for the Schlage Resolute lock?](#)

A The Schlage Resolute lock offers a 2 year electronic and mechanical warranty, the finish will depend on the location within New Zealand that the lock is in use. Refer to our finish warranty website, www.allegion.co.nz/finisheswarranty.



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Q What should I do if I lose the override keys for my Schlage Resolute lock?

A Replacement keys and cylinder sets are available. Please contact the retailer where you bought the product from or contact Allegion customer service on 0800 477 869 for support.

Q What is the best method to clean my Schlage Resolute lock?

A To keep the finish on your electronic lock looking like new, and remove any build-up of dirt, oil and other contaminants, we recommend the following at least every six months:

- Wipe down the lock with a soft, damp cloth using a non-abrasive mild household detergent to clean the lock body of all dirt and debris
- Always remove any excess detergent with a soft cloth and warm, clean water
- Use a soft, dry cloth to dry and polish the lock body and touchscreen

Please avoid using any abrasive cleaners or scraping devices or leaving cleaning products on the touchscreen or lock body for long periods of time.

Other

Q What is a Schlage Wi-Fi Bridge?

A The Schlage Wi-Fi Bridge is a gateway device which is connected to your Wi-Fi network. As the name suggests, it acts as a bridge between the internet and the Schlage Resolute smart lock. The addition of a bridge offers the benefit of managing your lock remotely, such as adding or deleting a PIN code and receiving notifications when your lock has been accessed.