Kwikset

Premis™
TOUCHSCREEN SMART LOCK

Frequently Asked Support Questions

- **What do I do if I lose communication with my lock?**
  Ensure your Apple device Bluetooth is enabled, and your Apple TV is connected to the internet and its sleep mode set to "Never". Make certain your lock is within Bluetooth range of the Apple device/TV.

- **The lock isn't locking/unlocking properly, how do I re-do the door handing process?**
  Door Handing is the process by which the smart lock determines whether the deadbolt faces the right or the left.
  Door handing instructions:
  1. Remove the battery cover.
  2. Remove the battery pack from the lock.
  3. Hold the program button for 10 seconds while reinserting the battery pack, and then release the program button.
  4. Press the Program button once more, and the lock will go through the door handing process. The bolt will drive excessively in both directions. After the handing process is complete, Premis Smart Lock will beep if sound is turned on.
  5. Reinstall the battery cover.

- **Compatible versions of iPhone, iPod, iPad and iOS**
  Premis lock can be enrolled with compatible HomeKit enabled devices running iOS 9.3 or newer. These include the iPhone 4S, all iPhone 5, 6, and 7 variants, iPad 2 or newer, all versions of iPad Mini, and the iPod Touch 5th generation or newer.

- **Compatible versions of Apple TV**
  Premis is compatible with 3rd and newer* generations of Apple TV.
  To control your Premis smart lock remotely, you need one of the following devices:
  - Apple TV (3rd generation)*
  - Apple TV (4th generation) with tvOS 9.0 or later

  To set up automations and user permissions remotely, you need one of the following devices:
  - Apple TV (4th generation) with tvOS 10 or later
  - iPad 2 or newer with iOS 10 or later

  Full remote access options require Apple TV 4th generation or higher

- **Is there an Android app for this lock?**
  At this time, Android is not supported with HomeKit.

- **Does Premis work with Android devices?**
  At this time, Android is not supported with HomeKit. Kwikset plans to offer Premis to work with Android devices. Release date is TBD.

- **Can Premis app notify me when the door is locked/unlocked? Even with a physical key?**
  Yes, the app shows a notification every time the lock is locked or unlocked when the phone is within Bluetooth range; when out of Bluetooth range, you will need to have the lock connected to a compatible Apple TV in order to receive notifications. The lock or unlock method can be seen under "view lock activity".

- **Can I unlock Premis remotely?**
  The lock can be locked or unlocked remotely using the Premis app or Siri, if the lock is connected to a compatible Apple TV.

- **Does the lock work with Amazon Echo/SmartThings etc.?**
  No, Premis does not currently work with Amazon Echo or SmartThings Hub.

- **Besides a compatible Apple TV connected to the internet, what else do I need to set up Premis to control it remotely?**
  You will need the Apple TV logged into the same iCloud account as your Apple device that has the Premis app. You will also need to enable remote access on your Apple device from the HomeKit menu "Use iCloud" option on your Apple device.

- **How do I pair Premis with my Apple TV?**
  There is no need to pair a Premis lock with your compatible Apple TV. As long as the lock is within range of the Apple TV which is logged into the same iCloud account as the enrolled Apple device, the lock can be remotely operated.

- **Why doesn't my Apple TV show that I can enroll my Premis lock?**
  Currently available Apple TVs do not show the HomeKit accessories it can command. Apple may change that in the future.

- **What do I do if I want to switch the WiFi network of my Apple TV?**
  Switching your Apple TV WiFi network should not disrupt Premis connectivity to your Apple devices as long as internet connect is reliably available.

View our Apple TV setup videos on Premis app or YouTube.

To view more FAQs, please visit our Support Center.

If a problem persists, call Kwikset support at 1-800-327-5625.