



Ora FacePass
Facial Recognition Access Solutions

3D Facial Recognition Smart Lock Installation Guide





Dear Valued Customer,

Thank you for choosing Ora FacePass product, we believe the way you access your world should feel effortless. We are more than a smart lock company - we are redefining what it means to feel secure and convenient. We put together this installation guide for you and hope it adequately explains the steps we will take together to put our product in commission and serves the vision you have for your entry points. Should you have any additional questions, we have additional resources at your fingertip by visiting our site at <https://support.orafacepass.com>, where you can find video tutorials and answers to some frequently asked questions. You could also reach out to our support team by:

- Emailing us at support@orafacepass.com
- Opening up a support ticket at support.orafacepass.com
- Calling us at +1 (888) 673-9899

We take pride in making sure our valued customers are satisfied with our products and our support infrastructure.

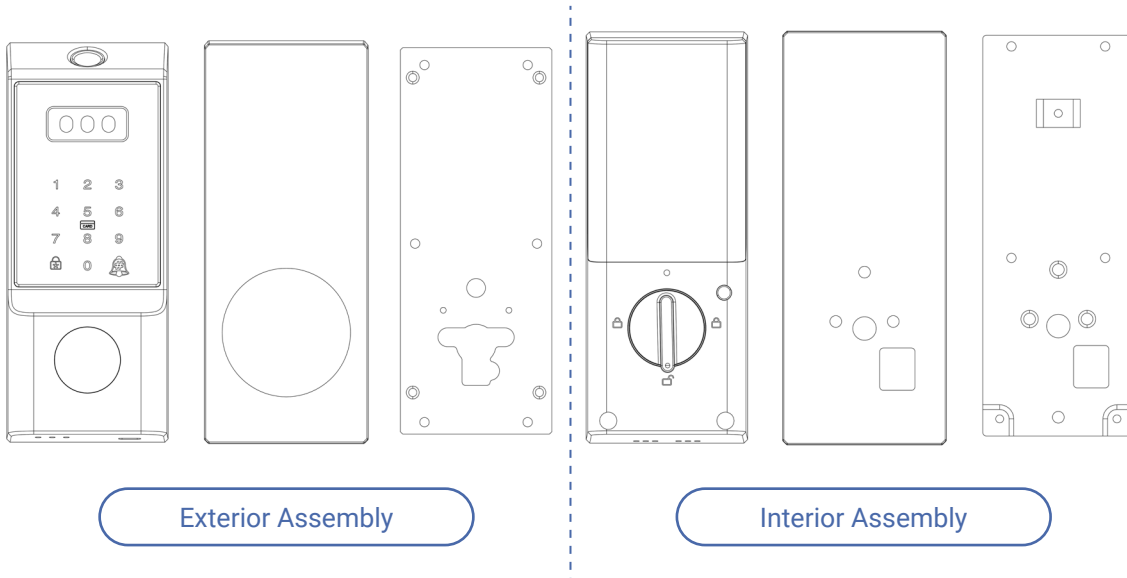
Thank you again for joining the Ora FacePass community, and we wish you the best in all of your endeavours.

Ora FacePass Team

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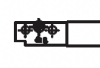
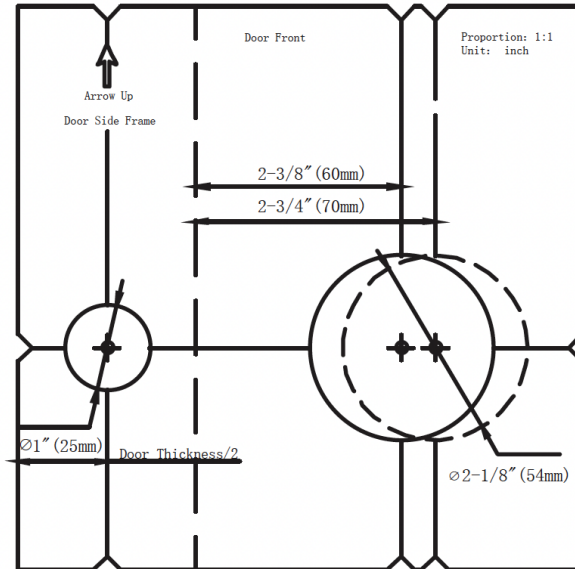
In the Box



Note:

Exterior Rubber Pad should be attached and glued to the Exterior Assembly already.
Interior Rubber Pad should be attached and glued to the Rear Mounting Plate already.
If the rubber pads are not attached from the factory, you could manually attach them on the exterior and interior assembly respectively.

In the Box



Deadbolt x1



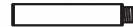
Strike Plate x1



Strike Box x1



Key x2



Threaded Tube x 2



30mm x 2



25mm x 2



Strike Plate Screw x 4



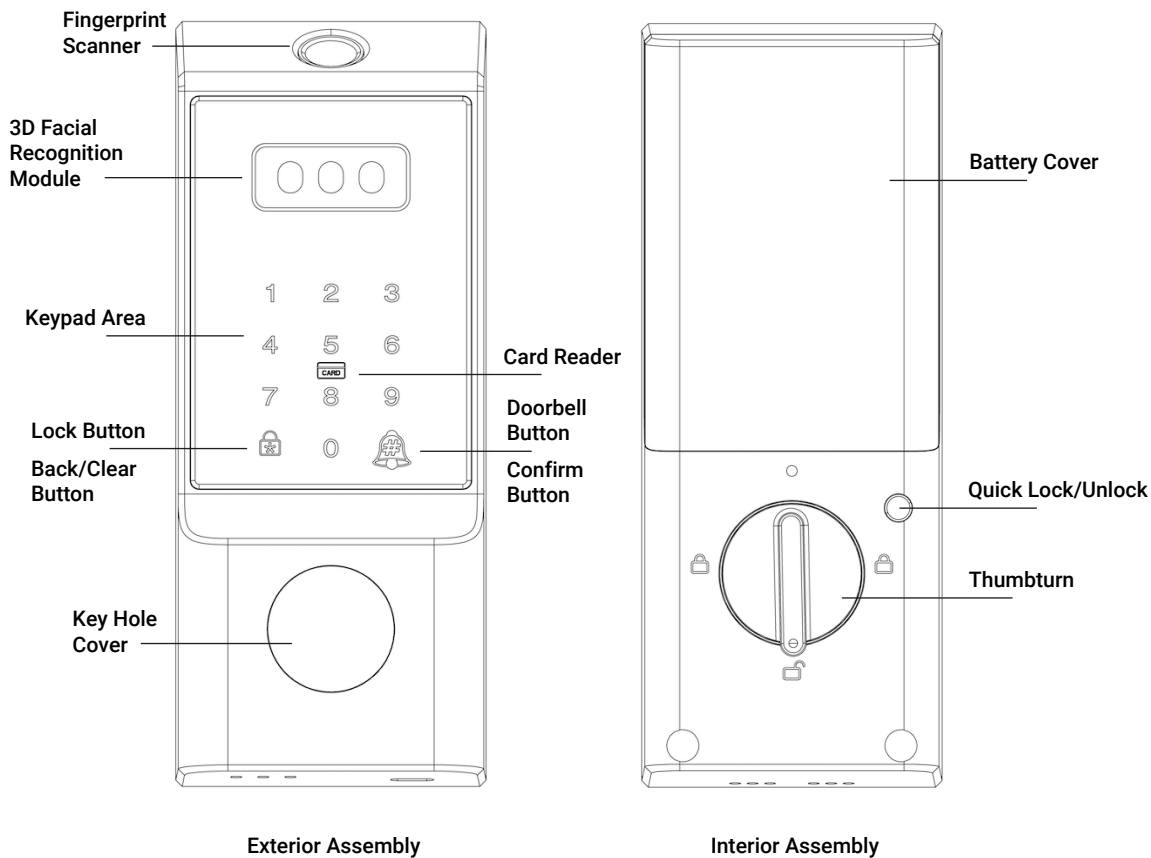
6mm x 1



Rubber Plug x 2



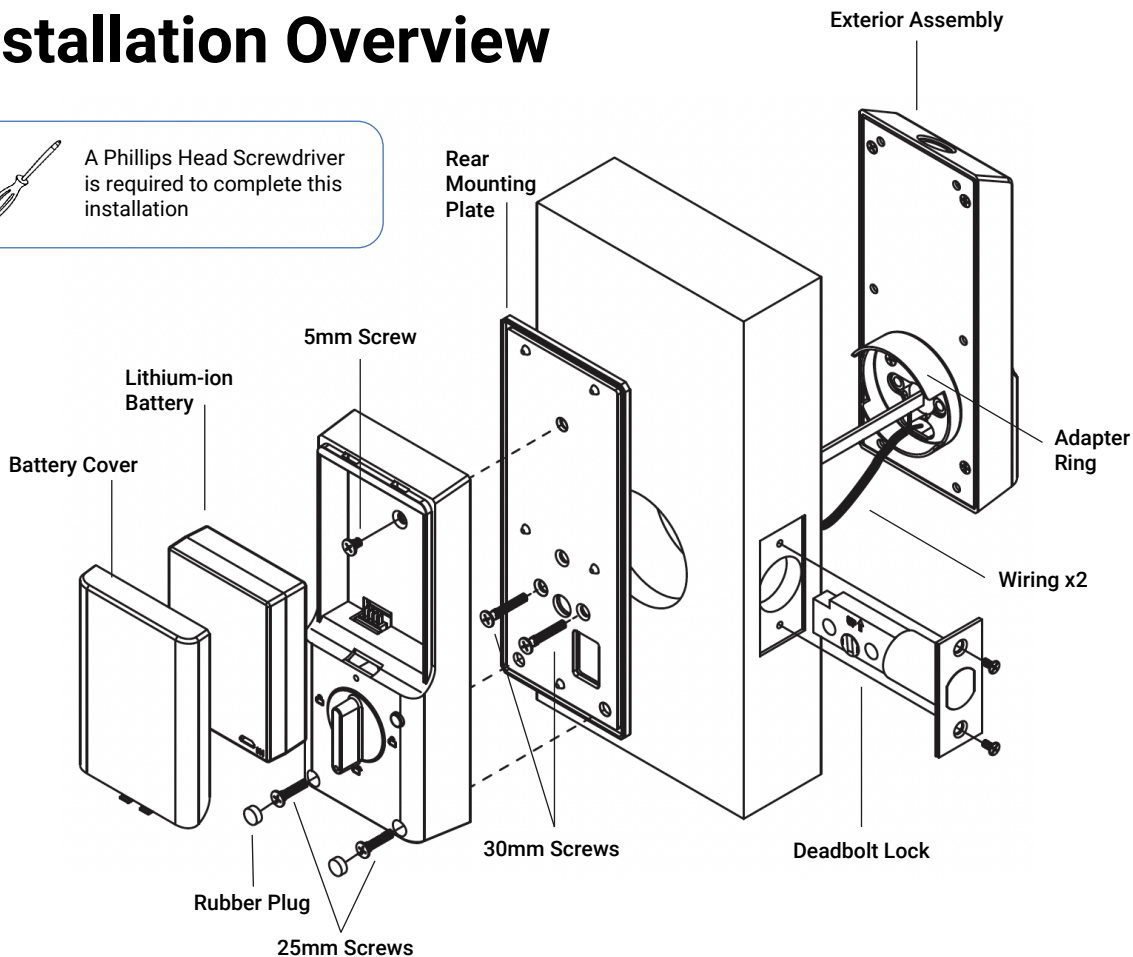
M1 Key Card x 2



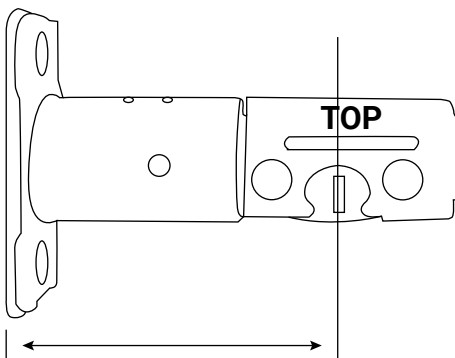
Installation Overview



A Phillips Head Screwdriver is required to complete this installation



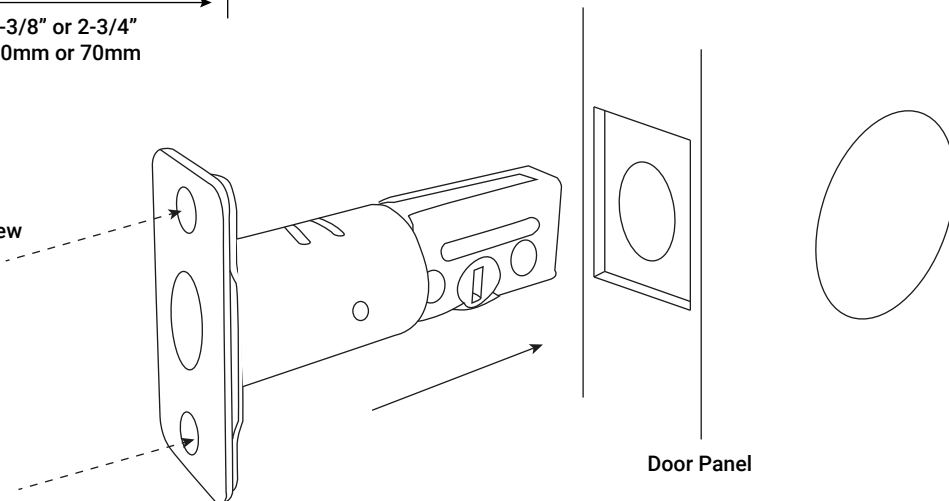
Install Deadbolt Latch



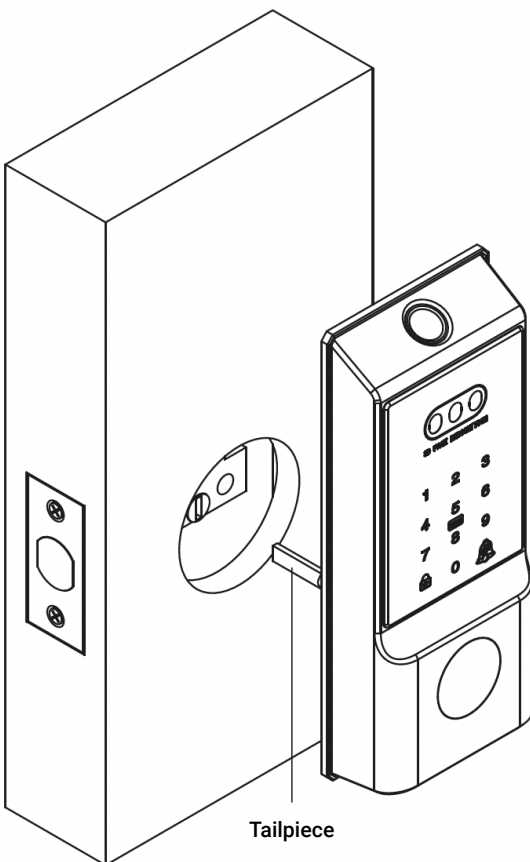
2-3/8" or 2-3/4"
60mm or 70mm

1. Correct deadbolt length is based on the backset. Refer to the Door Measurement Card to verify backset.
2. Default configuration of the deadbolt lock body provided out of box fits 2-3/8" backset. If the backset on your door is 2-3/4", then you will need to adjust the length of the deadbolt lock body.
 - A. To adjust, twist the right side of the deadbolt lockbody backwards for half a cycle.
3. Make sure "TOP" marking stays on top during the installation process.

Strike Plate Screw

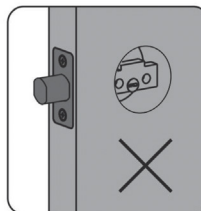


Install Exterior Assembly

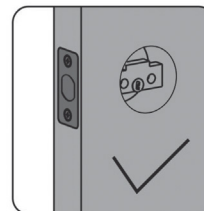


1. Refer to the Door Measurement Card to measure the face bore hole on the door. If the hole is 1-1/2", unscrew the two (2) small screws that fix the adapter ring on the back of the Exterior Assembly and remove the adapter ring.
2. Make sure your deadbolt latch is in an unlocked position, that the deadbolt is in retracted position.
3. Slide the tailpiece through the deadbolt latch slot, making sure the Exterior Assembly is on the exterior part of your door.
4. Guide both wire cables under the deadbolt through the door.
5. Slide the Exterior Assembly in place. Hold or secure in place until the Rear Mounting Plate is installed in the next step.

IMPORTANT:
DO NOT close your door until the smart lock is fully installed.

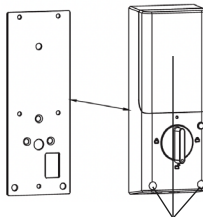
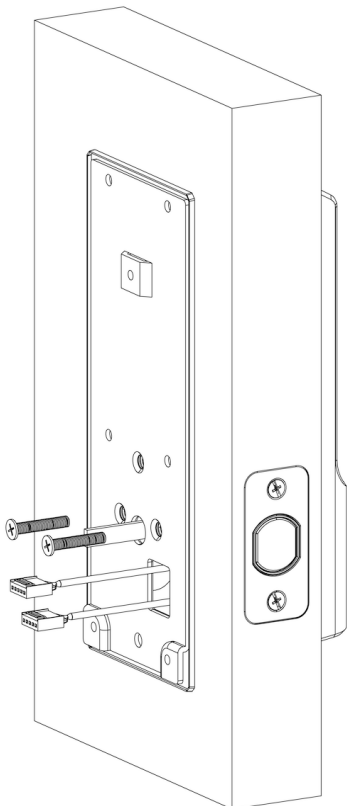


Lock Position



Unlock Position

Install Rear Mounting Plate

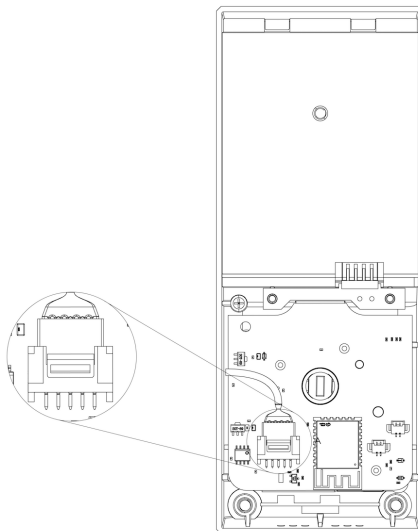
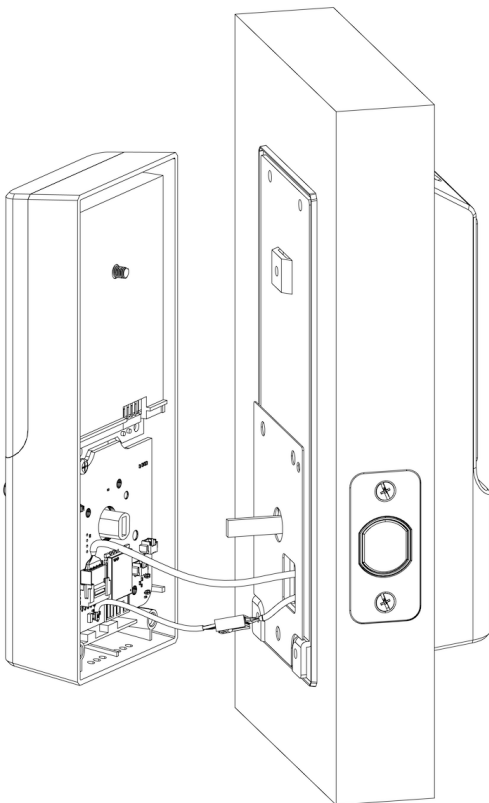


Unscrew 3 Screws

NOTE:
Remove the battery compartment cover by pulling it upwards, unscrew and detach the Rear Mounting Plate from the Interior Assembly first.

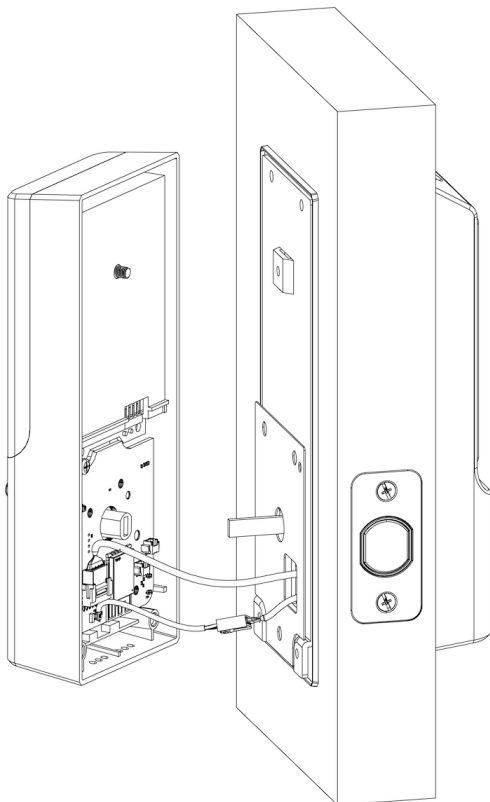
1. Route both wire cables into the designated slot on the mounting plate.
2. Slide the tailpiece through the designated slot in the mounting plate.
3. Tighten screws with a screwdriver to secure the Mounting Plate. As you tighten the screws, make sure the Mounting Plate and the Exterior Assembly are in upright position.
4. Use your finger twisting the tailpiece clockwise or counter-clockwise and test extending or retracting the deadbolt in a simulation of locking and unlocking the door. If the tailpiece is stuck when you twist it towards the intended deadbolt extending direction, take the Mounting Plate and External Assembly off, adjust the tailpiece to ensure it can rotate in the direction of the deadbolt, and repeat step 1 to 3 on this page.
5. Ensure that the wire cables are not pinched to prevent it from reducing your device's battery life.

Wiring Connection

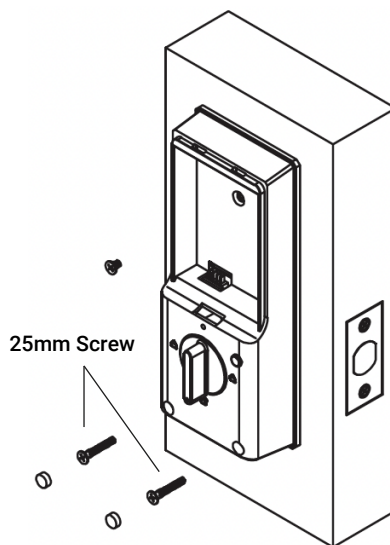


1. Connect both wires, wires should be connected together are marked by the same color.
2. Push the wire connectors together into the designated slot until you hear a click.

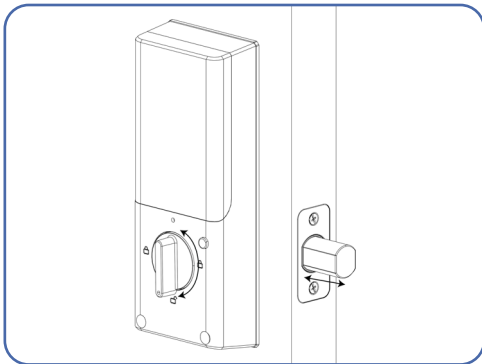
Install Interior Assembly



1. Make sure the tailpiece slot is in vertical position. Use the thumbturn to adjust as needed.
2. Slide the tailpiece through the designated slot on the back of the thumbturn.
3. Press and lock against the mounting plate, adjusting its position until it clicks into place and the top and bottom of the lock is held in place.
4. Tighten the two screws at the bottom of the Interior Assembly
5. Tighten the screw in the middle of the battery compartment.



Test Thumbturn and Key

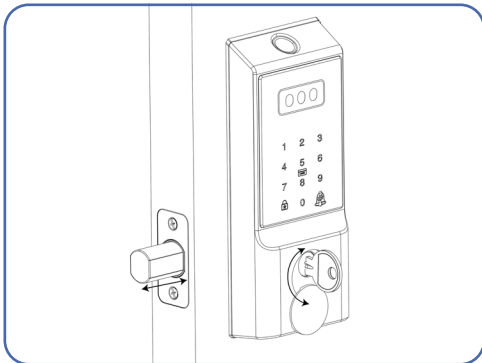


Twist the thumbturn from on the Interior Assembly. Insert the mechanical key into the key hole on the Exterior Assembly, and twist the key.

If deadbolt latch does not lock or unlock (extend or retract) with the key (from the outside) or the thumbturn (from the inside)

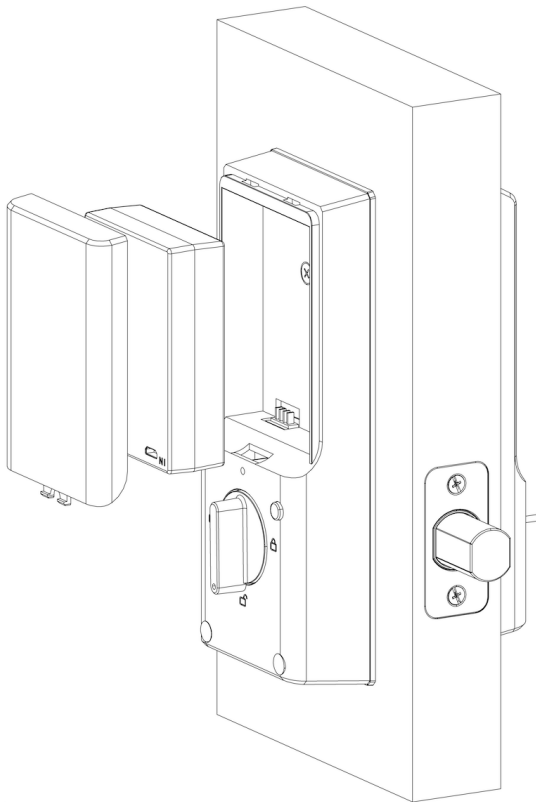
Ensure that the deadbolt latch is centered in the face bore hole;

Ensure that the tailpiece is positioned vertically and inserted through deadbolt latch slot into the thumbturn slot.



Important:
Smooth deadbolt latch operation will enhance your battery life.

Install Battery



1. Before installing the battery, make sure the deadbolt latch is in unlock position.
2. Install the lithium-ion battery in the battery compartment.
3. Put the battery cover back on.
4. Once the battery is installed, the keypad area will light up and you will also hear the power-on sound effect.
5. The deadbolt latch might extend out and retract automatically to detect the door opening direction.
6. Refer to the Product Operations Guide for connecting your Ora FacePass device to the internet, and pairing it up with your mobile device.

Set Administrator Credentials



Tip:
After you wake up the keypad, wait half a second before pressing the "*" key and the "#" key to enter the "Settings" mode.

IMPORTANT:

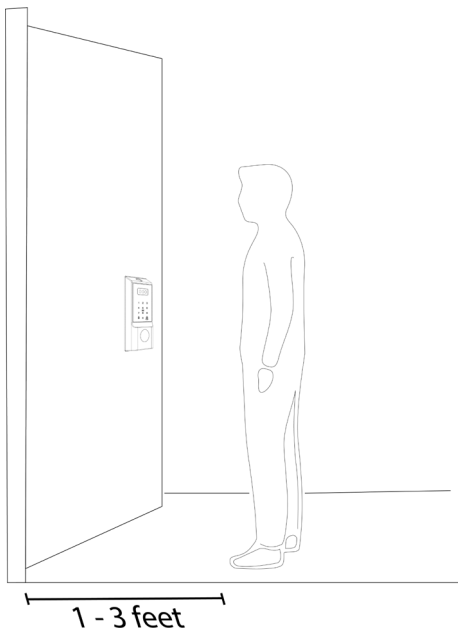
When the smart lock first turned on, it will be in the "Initialized" mode until an initial administrator credentials is set.

NOTE:

Under the "Initialized" mode, any face, fingerprint, or passcode can unlock the smart lock.

1. Wake up the smart lock by touching around number "5" area on the keypad, the keypad will light up which indicates the smart lock is awakened.
2. Press the "*" key and then the "#" key to enter the "Settings" mode, you will be prompted to enter the Administrator credentials. If you are doing this for the first time during the setup process, the default administrator password is "123456", and then press the "#" key to confirm.
3. You will then hear the "Settings" menu, press and select 1 to enter "Administrator" Settings.
4. Then you will hear the sub-menu options under "Administrator Settings". If you want to set up a passcode or a fingerprint for the administrator account, press and select "1". If you want to set up facial recognition for the administrator account, press and select "2".
5. If the administrator credential is a passcode, you will be prompted to enter it twice; if the administrator credential is a fingerprint, you will be promoted to enter it five times, roll you fingertip left, right, up and down to ensure a thorough capture. If the administrator credential is a face, then following the prompts on the device to register your face.
6. Upon successful administrator registration, you will hear the prompt "001 Registered". If you want to register another administrator credential, enter a new passcode, fingerprint or face, otherwise, press the "*" key to go back to the previous menu and exit the "Settings" mode.

Register Your Face



Ora FacePass adopts Stereo 3D Facial Recognition technologies. The device will build a 3D model of your face via the infrared camera during the face enrollment process. To thoroughly capture your facial identity, we will need you to turn your head in different directions for enhanced security and convenience.

You will not need to bend down and get super close to the smart lock during the enrollment process. In most cases you should be able to stand straight and keep a distance of 50 - 90cm (1 - 3 feet) away from the smart lock. The taller you are, the further back you should stand to ensure you can see the red dot flushing in the middle of the facial recognition module.

- Following the prompt from the smart lock, you will need to:
1. Look straight at the camera area of the smart lock device
 2. Turn your head slightly right (Look Slightly Right)
 3. Turn your head slightly left (Look Slightly Left)
 4. Tilt your head slightly down (Look Slightly Down)

Tip:

For optimal performance, ensure the area is well-lit but not too bright. Only enroll one user at a time.

Frequently Asked Questions

Can I Install Ora FacePass by myself, or do I need to hire an professional?

Ora FacePass was engineered and designed to be installed by yourself efficiently. We provide this installation guide as well as online video resources to guide through the installation process as well as addressing any questions you may have. However, you could also hire an professional should you choose to.

How long does the installation process take?

The installation process typically takes somewhere between 5 to 15 mins, and the initial setup process typically would take another 5-10 mins. If you have numerous users to enroll, that process would take longer.

Where if the lock doesn't turn on after I put in the battery?

The lithium-ion battery provided in the box should be pre-charged to around 3/4 (75%) before leaving the factory. If the lock doesn't turn on, then charge the battery using a USB-C cord for 10 mins, and put it back in. If the lock still doesn't turn on, we are sorry that you are experiencing that, please reach out to our support team at support.orafacepass.com.

How do I know if Ora FacePass is compatible with my door?

If your door has one or two deadbolt locks on it, most likely Ora FacePass is compatible. We recommend measuring your door before the installation process and ensure the door has a thickness between 1-3/8" to 2", a backset of 2-3/8" or 2-3/4" and a face bore with diameter of 2-1/8". If your door does not meet these requirements, you may return Ora FacePass to the source of your purchase following the Return Policy of the retailer or the distributor.

Where do I find additional installation resources?

We have a digital version of this installation guide along with video tutorials available at support.orafacepass.com/products/fp02. If you have additional questions, following our support guide and get connected with one of our trained support agent.

Continue to Setup and Next Steps

Refer to the “Operations Guide” provided in the box to complete the setup of your Ora FacePass device.

In the Operations Guide, the following topics will be covered:

1. Connecting your Ora FacePass device to the internet
2. Pairing your Ora FacePass device to the mobile app
3. Enroll users from the Ora FacePass App
4. Manage your Ora FacePass Device Remotely
5. Ora FacePass Device Features
6. Ora FacePass Device Settings
7. Limited Warranty Program
8. Frequently Asked Questions

Important:

We may regularly update our “Installation Guide” and “Operations Guide” to for better clarity and thoroughness. For the latest version of each guide, please visit support.orafacepass.com, select your product, and view the most recent version digitally.

We’d Love Your Feedback

Please let us know how your installation went or if you have any other comments. You can submit suggestions for improvements on our product support site at support.orafacepass.com. Thank you!



FCC Caution:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.



Ora FacePass

Facial Recognition Access Solutions

Congratulations! You are one step closer to the finishing line!
Please refer to the Ora FacePass Operations Guide on connecting your device to the internet, pairing it up with your mobile device,

Additional Installation Resources:

Video Tutorials: <https://support.orafacepass.com/products/fp02>

Email Support: support@orafacepass.com

Support Website: <https://support.orafacepass.com>

Phone Support: +1 (888) 673-9899

Sales Support: sales@orafacepass.com