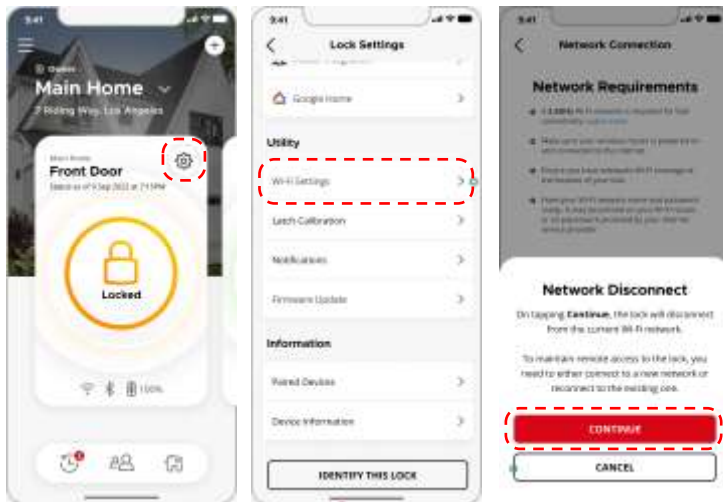


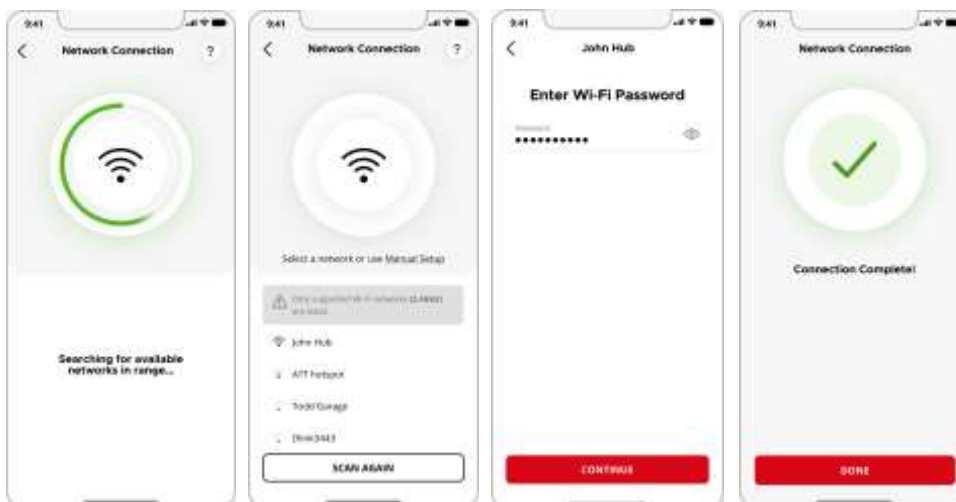
Change Wi-Fi Settings on the Halo Lock

How do I change the Wi-Fi Settings on my Halo Lock?

1. Launch the **Kwikset App** and go to the specific lock card
2. Tap on the **Lock Settings** icon 
3. Scroll down to **Utility** and tap on **Wi-Fi Settings** and follow prompts
4. Confirm current **Network Disconnect** and select **Continue**



5. Lock will search for available networks in range
6. Select your **Network** or use **Manual Setup**
Make sure Wi-Fi network meets requirements: 2.4Ghz with WPA2 Security and is not hidden
7. Enter **Wi-Fi Password** and tap **Continue**
8. Green checkmark confirms new **Network Connection Complete** - Tap **Done**

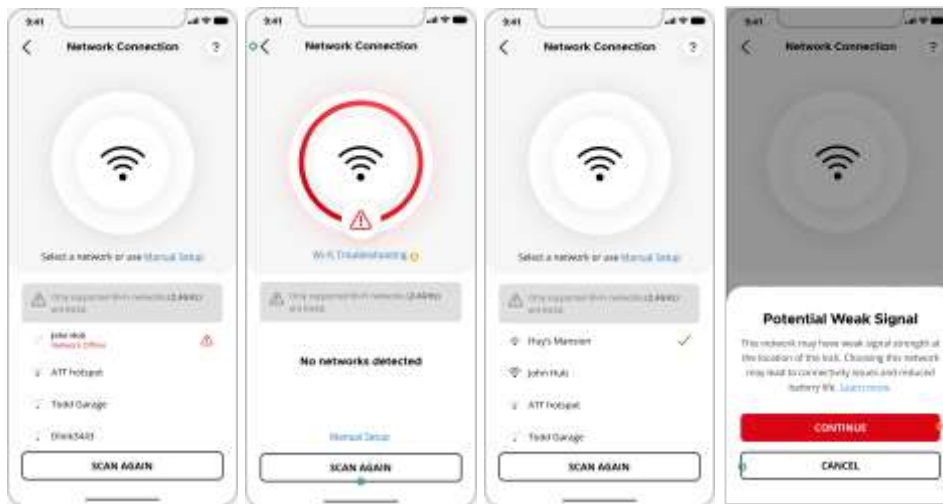


Troubleshooting Tips

If the Network Is Offline, No Networks Are Detected, or the Signal Appears Weak

Possible causes include:

- Your Wi-Fi network may be blocked by a firewall.
- Your Wi-Fi network is hidden. Temporarily un hiding your SSID or manually entering the exact network name and password to complete the connection.
- Your router may have lost power.
- Your router may have temporarily dropped the Wi-Fi signal.



- Check your Wi-Fi connection, then retry the network scan.
- Make sure your Wi-Fi meets our lock requirements which is 2.4Ghz with WPA2 Security.
- Resolve any Wi-Fi issues and then attempt to scan again.



- **Bluetooth Connectivity Error:** This means your lock is not currently synced with the Kwikset app via Bluetooth.
- **Bluetooth Troubleshooting Support:**

<https://www.kwikset.com/support/answers/how-can-i-troubleshoot-bluetooth-connectivity-with-my-smart-lock>

Before attempting Wi-Fi setup again, **troubleshoot the app's Bluetooth connection to your lock**, then restart the Wi-Fi pairing process.

Below are examples of error messages you may encounter:

