

Installation and Activation Guide

Before you begin:

- Visit our product support library for more detailed information on installation, activation, how-to videos, frequently asked questions, and more.



www.level.co/support/matter

Steps for setting up your Level Lock+ (Matter)

- Door hardware installation
- Activate and integrate lock

1 Door hardware installation

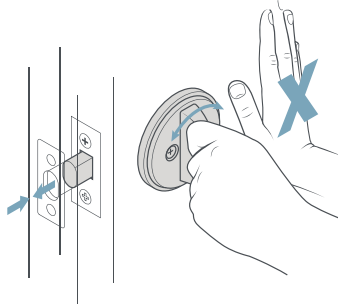
What you need:

- Phillips screwdriver.

01

Test your deadbolt

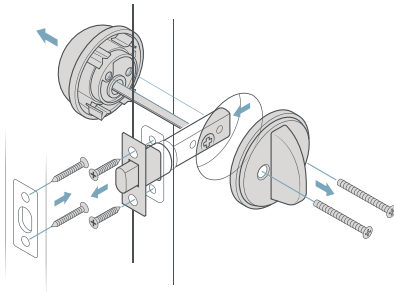
- Make sure your current deadbolt throws smoothly without pushing or pulling the door. If not, do not proceed and visit our product support hub or contact support to troubleshoot.



02

Disassemble your lock

Unscrew your existing lock housing, deadbolt, and strike plate.

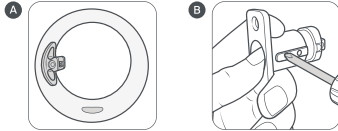


03

Gather your Installation Kit to install your lock's bolt, motor, and strike plate

- A** Insert the included bolt into your door with the word TOP facing up. Look through the borehole — if you can see the end of the bolt sticking out, you're good to go to step C.

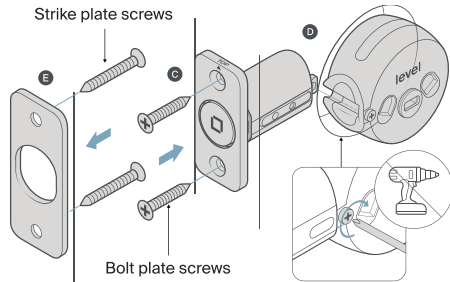
- B** If you can't, simply take it out of your door and use a screwdriver to extend the bolt. Using the tip of the screwdriver, depress the silver tab and extend the bolt until the tab appears beneath the letter "L" (Long Depth). Ensure the bolt snaps into place and put it back in your door, with the word TOP facing up.



- C** Using a phillips screwdriver, fasten the bolt with the provided bolt plate screws. Do not use power tools at any point during installation. Power tools can easily strip screws.

- D** Slide on the motor and make absolutely sure to tighten the connecting screw.

- E** Fasten the strike plate that best fits your door jamb with the provided strike plate screws.



Do not use power tools. Power tools can easily strip screws.

04

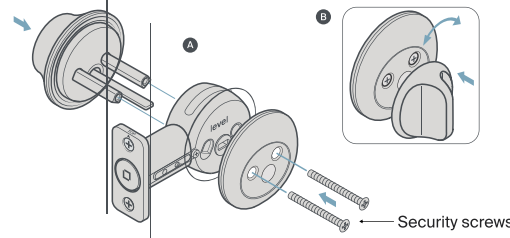
Install your lock's outer housings

Make sure the bolt is retracted (unlocked).

- A** Using the included exterior housing, thread the tailpiece on the keyhole side through the center hole in the motor and screw the two sides together with the provided security screws.

- B** Snap the paddle in vertically to hide the security screws.*

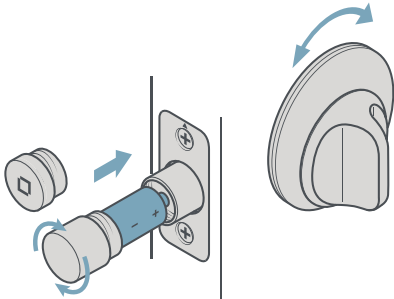
*To disassemble in the future, use a paperclip or pen to press the small hole in the bottom of the paddle, while gently pulling away from the door to release it.



05

Power up your Level lock

Unscrew the cap on the end of the bolt and insert the battery with the flat (negative) end towards the cap. If you adjusted the bolt to the long position, use the included long cap instead of the standard cap. When you screw it back in, you'll hear a welcome chime.



2 Activate and integrate lock

01

Download the Level Home app



Create an account and follow the on-screen instructions to activate your lock. Activation will automatically register your lock and ensure you receive the latest firmware updates.

02

Connect to a Matter controller ecosystem

What you need:

- Matter-over-Thread-enabled hub controller connected to the same Wi-Fi network and frequency (2.4 vs 5.0), updated to the platform's latest firmware.

After the lock's firmware update is complete, you will be asked to choose a connected home platform to integrate with, such as Apple Home, Google Home, Amazon Alexa, or SmartThings. When prompted, scan the QR Code on the back of this installation guide.

New to Matter?

If this is the first device you'll be running via Matter-over-Thread, learn more at www.level.co/support/matter

Optional: Apple home keys setup

01

Setup Apple home keys

You can set up and control your lock using the Apple Home app directly from your iPhone or iPad in a few easy steps.

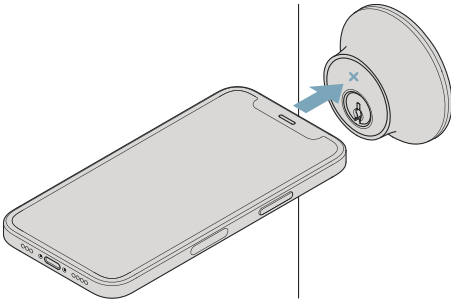
Apple home keys will be automatically added once your lock is set up in the Apple Home app.

02

Start using your Apple home keys

Hold the top of your compatible iPhone* (or the face of your Apple Watch) to the front of your lock, between the top of the key cylinder and the outer housing.

* Requires iPhone XS or later with iOS 17 or later and Apple Watch Series 4 or later with watchOS 9.1 or later.



Troubleshooting: Scan the QR code on page 1 to visit the Level Lock+ (Matter) product support hub. We recommend you keep this guide for future reference.