PHILIPS

Home Access

9000 series

Palm vein smart door lock

DDL902-MFVP-11HWS

User Manual

Register your product and get
support at www.philips.com/support

Contents

1 Important information 02

Safety
Caution
Disposal of used locks and batteries

2 Assembly 03

Packing list
Exploded views
Notice before assembling
Adjustable latch instructions
Assembly steps

3 Get to know your lock 08

Exterior assembly
Interior assembly

4 Settings 09

Instructions before setting
Activation
Application download
Add a lock
Add a user
Touchscreen

5 Get to use your lock 14

Outdoor/ indoor unlock
Outdoor/ indoor lock
Remote unlock
Indoor lockout
Mechanical key unlock

6 Other features 17

Indoor infrared sensor unlock
Outside-forced lock
Mute mode
Factory reset
Doorbell
Video and intercom
Do Not Disturb doorbell mode
Visitor Message
Message
Display
Triple cameras

7 Indicators 24

Lock status indicator
Low battery indicator
Outside-forced lock indicator
Mute indicator
Indoor lockout indicator
System locking indicator
Imcompatible battery reminder

8 Troubleshooting 26

Alert types
How to apply external power source
Battery replacement
Battery charging

1 Important information

Safety

◆ Before using this product, please carefully read through and understand all instructions. Damage resulting from failure to follow these instructions is not covered by the warranty.

◆ Please only use the accessories/components specified by the manufacturer.

◆ Please only use alkaline batteries/lithium polymer batteries provided with this product, or batteries of the same specification/type.

◆ Please do not attempt to forcibly disassemble the product to trigger an alert or cause damage.

◆ Please avoid using sharp objects to scrape the fingerprint sensor, as this may result in permanent damage.

◆ Please avoid exposing the product to areas where water may leak or splash.

◆ To prevent damage to the protective cover, do not expose the product to corrosive substances.

◆ Please avoid hanging objects on the handle as it may interfere with the functioning of the lock.

◆ Please use a soft, damp cloth to wipe fingerprints or dirt from the assembly surface.

◆ Please do not remove the batteries while setting up or operating the product.

◆ Please select professional personnel for door lock installation and follow the installation instructions provided by our company. Do not disassemble the door lock and ensure that the relevant sealed stickers are properly kept.

◆ After completing the installation and troubleshooting, please change the default master PIN code immediately. Ensure that the mechanical keys are stored properly and do not share the PIN codes with others.

◆ After the door lock triggers a low battery alert, promptly replace all batteries and ensure correct polarity during installation.

Caution

◆ Do not place the batteries near sources of ignition to prevent explosions.

◆ Do not use any power source that does not meet safety requirements to power the product.

◆ Please avoid short-circuiting the battery's polarity with metal objects to prevent explosions.

◆ Please ensure that installation or any component replacement is carried out by Philips, a Philips authorized service center, or professional technicians.

◆ Please refrain from using accessories or components made by unauthorized manufacturers or not explicitly recommended by Philips. Using such accessories and components may void the warranty.

Disposal of used products and batteries

◆ You can have your products taken back at authorized Philips service centers. You may receive appropriate compensation if your products meet our refund conditions.

◆ Please familiarize yourself with the local collection system for electronic products.

◆ Please follow local regulations and do not discard used products and batteries into regular household waste.

◆ Proper disposal of used products can help prevent negative effects on the environment and human health.

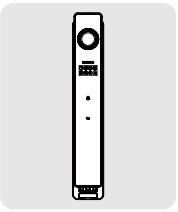
◆ Batteries must not be disposed of with regular household waste.

◆ Please familiarize yourself with the local regulations regarding battery recycling. Proper disposal helps prevent negative environmental and health impacts.

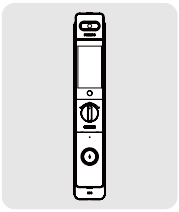
2 Assembly

Packing list

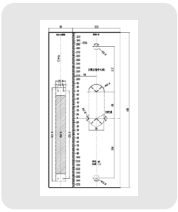
This packing list is for reference only. Please refer to the actual packing items.



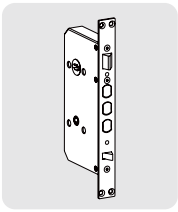
① Exterior assembly with silicon pad



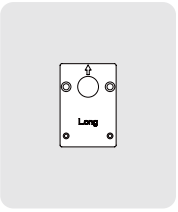
② Interior assembly with silicon pad



③ Drilling template



④ Mortise

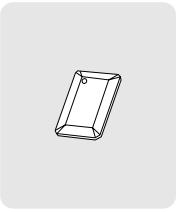


⑤ Mounting plate

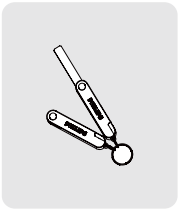
⑥ QSG

⑦ Warranty card

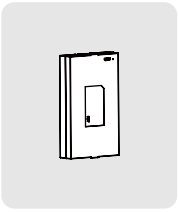
⑧ Quality certificate



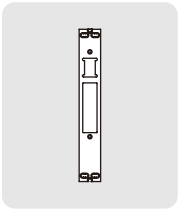
⑨ Key tag



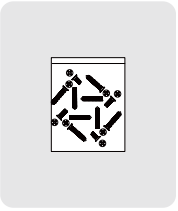
⑩ Mechanical key



⑪ Li-polymer battery

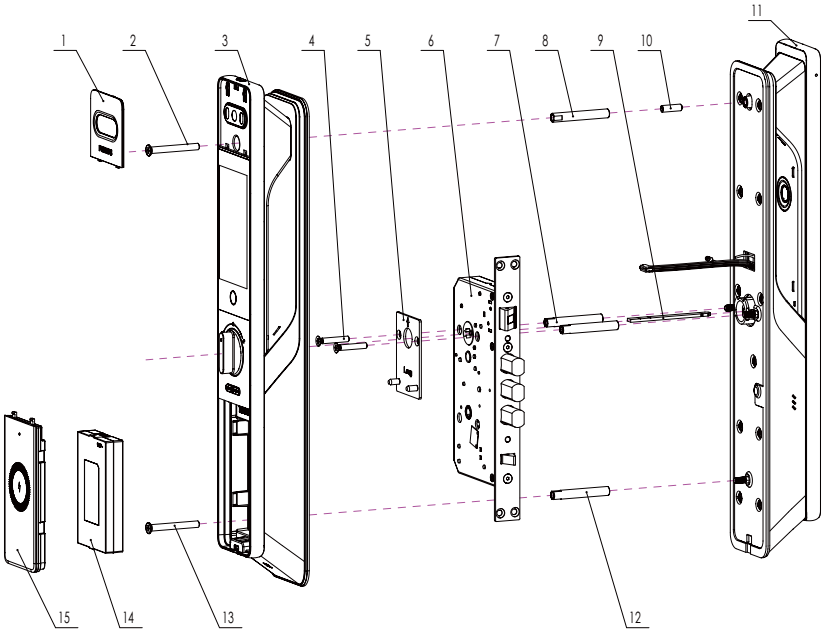


⑫ Strike plate



⑬ Installation kit

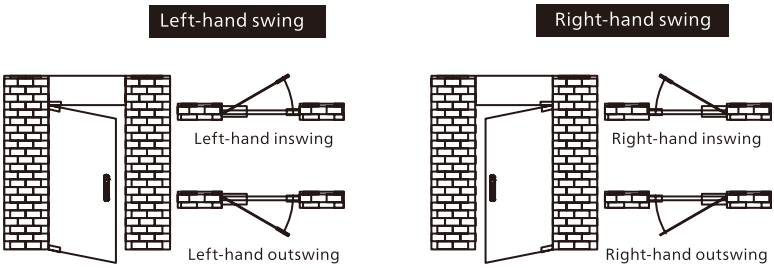
Exploded views



1. Top cover*1
2. M6 anchor screw*1
3. Interior assembly*1
4. M5 anchor screw*2
5. Mounting plate*1
6. Mortise*1
7. M5 screw tube*2
8. M6 screw tube*1
9. Tumbler*1
10. M6 socket set screw*1
11. Exterior assembly*1
12. M6 screw tube*1
13. M6 anchor screw*1
14. Li-polymer battery*1
15. Wireless charging set*1

Notice before assembling

This product applies to doors with swing directions as follows: left-hand inswing, left-hand outswing, right-hand inswing, and right-hand outswing.

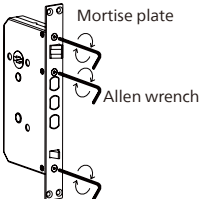


⚠ Attention:

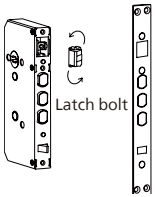
1. Please choose the appropriate installation kit according to the thickness of the door.
2. The default installation kit is suitable for door thicknesses of 60-90mm. For other door thicknesses, please consult your product dealer.

Adjustable latch instructions

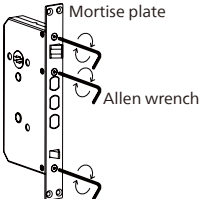
1 **Use an Allen wrench to loosen the screw counterclockwise and remove the mortise plate.**



2 **Take out the latch bolt, rotate it 180 degrees, and then put it back in.**



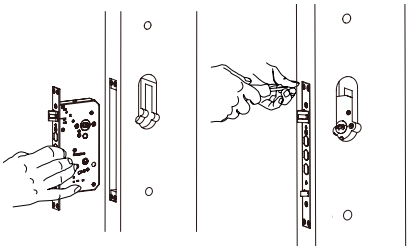
3 **Install the mortise plate, tighten the screws, and the latch adjustment is complete.**



Assembly steps

The following assembly steps apply to the right-hand swing doors. For left-hand swing doors, please read through the [Notice before assembling] and adjust the latch direction first.

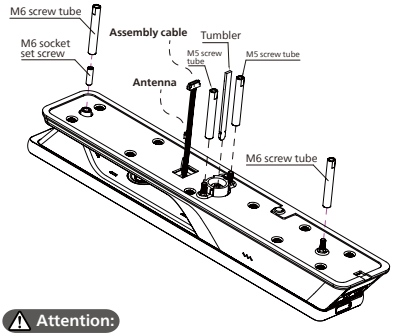
1 **To drill holes in the door according to the drilling template, mount the mortise into the jamb, and secure the four anchor screws.**



⚠ Attention:

Please ensure the dead bolt does not protrude during installation.

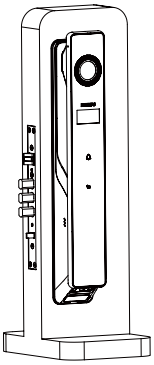
2 **Attach the connecting screw to the exterior assembly, and place the lock tumbler into the tumbler hole.**



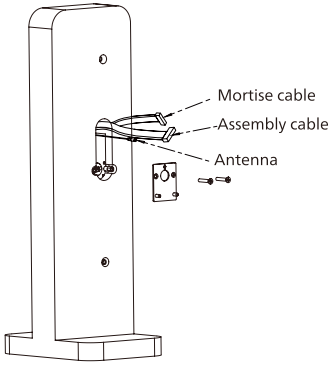
⚠ Attention:

1. Please select the appropriate length of tumbler and screws according to the door thickness.
2. Tumbler cutting requirements: After inserting the tumbler into the mortise, the exposed length of the tumbler should be 2-12mm above the door surface.

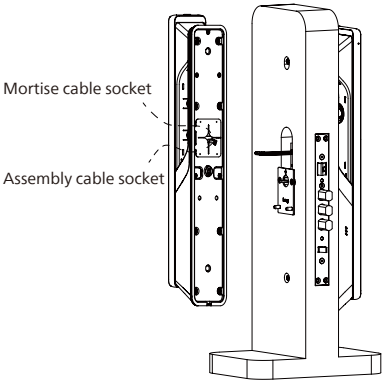
3 **Pass the connecting cable through the cable hole on the door. Align the tumbler of the exterior assembly with the rotation slot on the mortise, inserting them to closey fit against the exterior side of the door.**



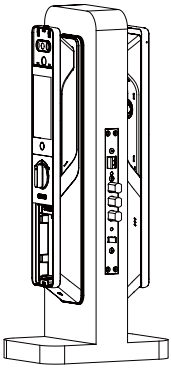
4 **Closely align the mounting plate against the interior side of the door, and secure it tightly with two M5 connecting screws.**



5 **Insert the assembly cables and mortise cables into their corresponding sockets on the interior assembly. Next, connect the exterior assembly antenna to the interior assembly antenna.**



6 **Align the tumbler hole on the interior assembly with the tumbler, ensuring a closely fit against the door.**



⚠ Attention:

Please ensure to insert the assembly cables as well as the mortise cables into their respective side slots, and conceal any extra cables within the door hole or the interior assembly.

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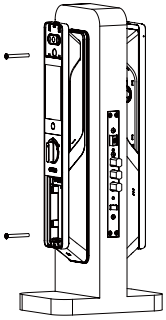
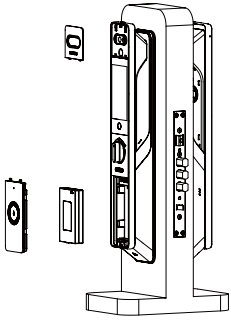
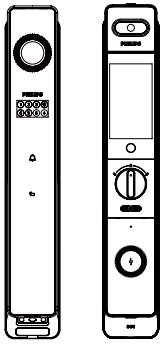
7 **Remove the top cover and battery cover to install the M6 anchor screws, then tighten to secure the interior assembly.**



8 **After installing the top cover, inserting the batteries, closing the battery cover, and attaching the strike plate, the installation process is complete.**



9 **Check the thumb turn, mechanical keys, and all components to ensure they are securely connected.**

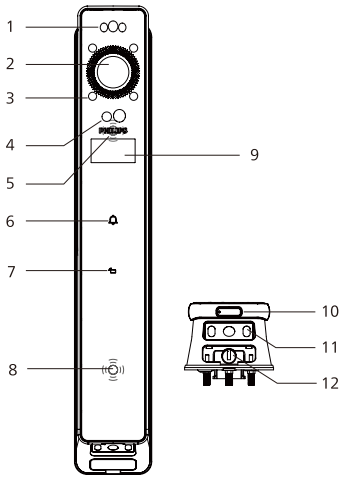


⚠ Attention:

After installing the strike plate, please test the door to ensure smooth operation.

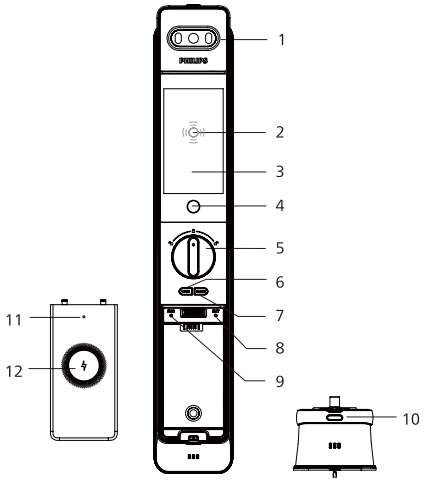
3 Get to know your lock

Exterior assembly



①	Facial recognition area
②	Video module
③	Fill light
④	Palm vein recognition area
⑤	Fingerprint recognition area(back)
⑥	Doorbell
⑦	Key tag recognition area
⑧	Radar recognition area
⑨	Touchscreen
⑩	Type-C port
⑪	Sub-camera
⑫	Keyway hole

Interior assembly



①	Rear camera
②	Infrared handle(back)
③	Display
④	Display button
⑤	Thumb turn
⑥	[OPEN] button
⑦	[CLOSE] button
⑧	[SET] button
⑨	[RES] button
⑩	Battery compartment buckle
⑪	Wireless charging indicator
⑫	Wireless charging area

4 Settings

Instructions before setting

◆ The system modes include the general mode and dual verification mode.

General mode: door can be opened using any enrolled access method.

Dual verification mode: door can be opened using any two combinations of fingerprint, PIN code, key tag, face ID, or palm vein.

Dual verification mode enabled: Requires dual verification (any two combinations of palm vein, face ID, PIN code, fingerprint, or key tag).

Dual verification mode disabled: Single verification (any access method from palm vein, face ID, PIN code, fingerprint, or key tag can be used for verification).

Access methods	Dual verification mode enabled	Dual verification mode disabled
Master palm vein, master PIN code, master fingerprint	Yes	Yes
Palm vein, Face ID, PIN code, fingerprint, key tag	Yes	Yes
Recurring or time-limited PIN code	Yes	Yes
One-time code	No	No
Duress PIN code or Fingerprint	Yes	Yes

◆User number

You can delete a user's information by the user number without having to delete everything. You can record the user information in the following table for easy management and future reference.

No.	Name	Fingerprint	PIN code	Key tag	Face ID	Palm vein
00						
01						
02						
03						
04						
05						
06						
07						
08						
09						

◆ **Icon annotation**

Master PIN code

Master fingerprint

Master palm vein

⚠ Attention:

When navigating the menu, to return to the previous menu, press the [*] key.

Activation

1. The product is in demonstration mode by default, allowing unlocking via any fingerprint, PIN code, key tag, palm vein, or face ID.

Fingerprint

PIN code

Key tag

Palm vein

Face ID

2. After completing the assembly, please activate the product immediately using the "Home Access" app.

3. Please follow the [Application download] steps to download and install the app, register, and log in to your account.

4. Please refer to the [Add a lock] steps to activate the product and connect it to the network:

a. If the product successfully connects to the network, it indicates successful activation and network connection.

b. If activation fails, the network connection process will be interrupted, and the app will provide prompts. Please follow the prompts to troubleshoot.

Application download

Download

Please scan the QR code below or visit the app store on your mobile device to search for "Home Access" and download it. After installation, please register and log in to your account.

Add a lock

QR code scan

1. Install the batteries to power up the product and locate the QR code on the interior assembly battery cover.
2. Open the "Home Access" app, and tap on "Add a device" on the homepage to enter the QR code scanning interface.
3. Scan the QR code on the battery cover, and follow the prompts in the app to complete the network binding.

Network binding QR code

Manually adding

1. Open the "Home Access" app, then tap "Add a device" on the homepage and select "manually adding".
2. Search for the current lock model in the interface, then enter the network binding process.
3. Follow the prompts in the app to complete the network binding.

Add a user

Scene 1

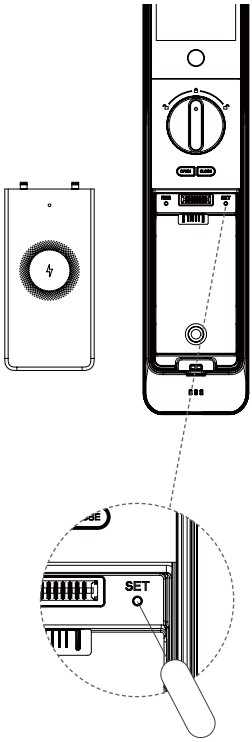
Network binding succeeded

Enter the homepage of the app, navigate to "User Management" or "Add a user", select the access methods to be added, and follow the instructions and voice prompts from the lock to enroll the access methods.

Scene 2

Network binding failed

Short press the SET button using an ejector or any sharp object. Follow the lock's voice prompts to sequentially enroll the master PIN code, master fingerprint, and master palm vein.

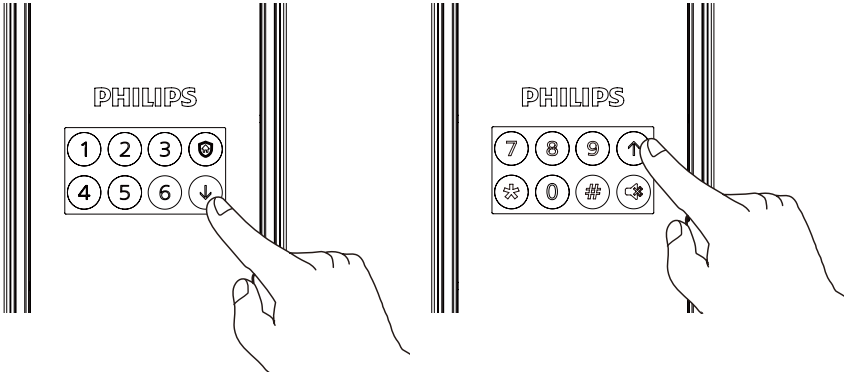


⚠ Attention:

1. The lock only supports one master PIN code, one master fingerprint, and one master palm vein. Other access methods need to be added through the app.
2. Pressing the SET button once can only enroll one type of master access method. To add other master access methods, you need to repeat the short press of the SET button.

Touchscreen

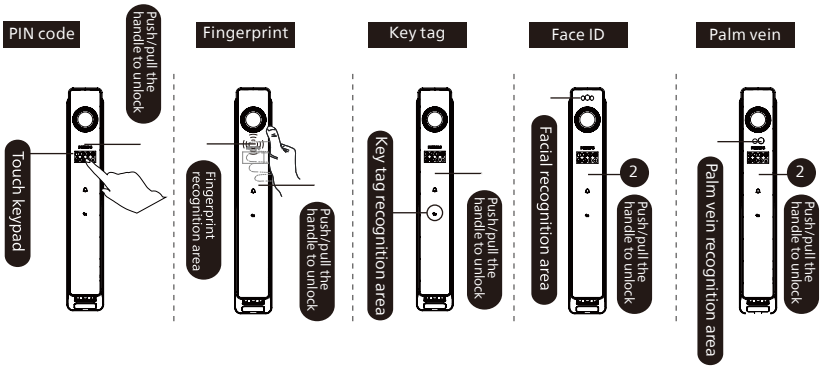
The product's digital keypad spans 2 pages. The[↓]button scrolls down, while the[↑]button scrolls up. Users navigate pages using these buttons.



5 Get to use your lock

Outdoor/ indoor unlock

Outdoor unlock



①Touch to wake up the exterior touchscreen. Once the blue indicator stops breathing, the keypad will appear. Enter the pre-set PIN code and press [#] to confirm.

②After the voice prompt "Door opened", push or pull the handle to open the door.

①Place the enrolled finger on the back fingerprint sensor of the touch keypad.

②After the voice prompt "Door opened," push or pull the handle to open.

①Place the enrolled key tag properly on the key tag recognition area.

②After the voice prompt "Door opened", push or pull the handle to open the door.

①Stand in front of the face recognition area if you have already enrolled your face ID.

②After the voice prompt "Door opened", push or pull the handle to open the door.

①Align your palm in front of the palm vein recognition area if you have already enrolled your palm vein.

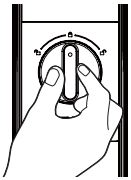
②After the voice prompt "Door opened", push or pull the handle to open the door.

⚠ Attention:

1. PIN code capacity: 60 sets (1 master PIN code + 59 user PIN codes, including one-time codes).
2. Fingerprint capacity: 50 sets (1 master fingerprint + 49 user fingerprints).
3. Key tag capacity: 100 sets.
4. Face ID capacity: 50 sets.
5. Palm vein capacity: 50 sets (1 master palm vein + 49 user palm veins).
6. Palm vein recognition distance: 8~25cm.
7. If the door lock is awakened and the exterior touchscreen displays a message, gently swiping the screen with your finger will switch to the touch keypad.

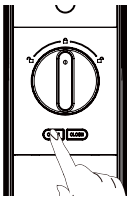
Indoor unlock

Thumb turn



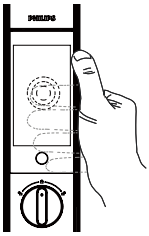
The door lock adopts an indoor quick unlock mechanism, allowing for unlocking by rotating the thumb turn.

[OPEN] button



Double-press the [OPEN] button within one second, then push or pull the door to unlock.

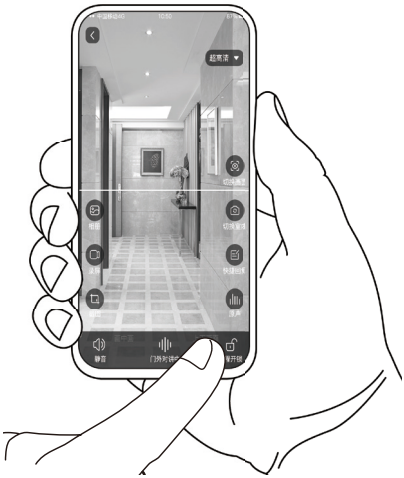
Indoor infrared sensor unlock



When any of the infrared sensor is triggered, grip any of the touch sensor on the handle can unlock the door.

Remote unlock

①In the app's live video feed, tap "Remote Unlock" button.
②Enter the master PIN code when prompted, and then press [#] to confirm.
③After hearing "Door opened," push or pull the handle to open the door.



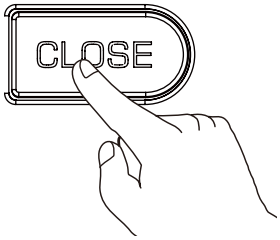
⚠ Attention:

The door lock needs to be paired with the app to use this feature.

Outdoor/ indoor lock

After the door is closed, the dead bolt will automatically extend to lock, accompanied by a voice prompt indicating that the door is closed.

Indoor lockout



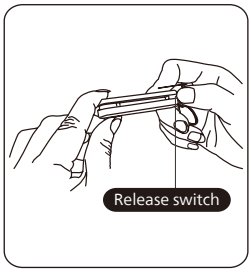
After locking the door, long-press [CLOSE] button, and you'll hear a voice prompt confirming it's locked.

⚠ Attention:

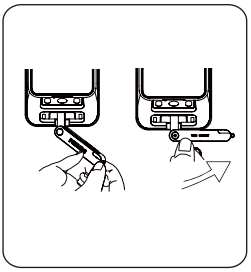
1. In the lockout state, the exterior assembly is also locked. When verifying user access, the exterior touchscreen displays a lock icon, and the door lock prompts 'Locked'.

2. In the lockout state, the exterior touchscreen is non-operational. Unlocking requires verification of the master PIN code, master fingerprint, or master palm vein from outside, or mechanical key insertion.

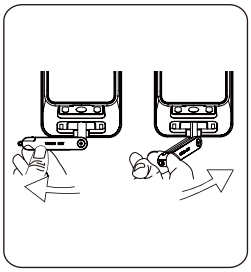
Mechanical key



① Open the key box, take out the mechanical key, push the release button, and reveal the key itself.



② Insert the mechanical key into the keyhole, rotate the key shell 90° perpendicular to the key, then rotate it another 90° in the direction of the door swing until it's close to the door surface.



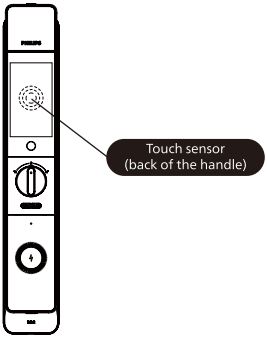
③ Rotate the key shell downward 180° to align it parallel to the horizontal plane. Then, rotate the key shell horizontally in the direction of the door swing to unlock.

⚠ Attention:

1. Avoid using the mechanical key regularly. Only resort to it in emergencies such as drained battery, forgotten PIN code, or system malfunctions.
2. Store the mechanical key outside the home, ideally in the office, car, or a secure location, for easy access during emergencies.

6 Other features

Indoor infrared sensor unlock



Function:

Activating this feature allows for easy door opening from the inside.

How to use:

The handle features touch and infrared sensors. It unlocks by gripping the touch sensor area when the infrared sensor is triggered.

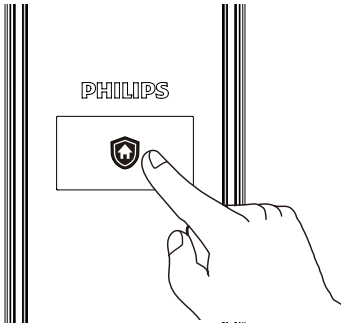
Enable/disable the infrared handle:

The infrared handle can be enabled or disabled in the app.

⚠ Attention:

When the infrared handle is disabled, the indoor infrared sensor unlocking feature becomes inactive. When you grip the touch sensor area of the handle, the door lock prompts that the infrared handle is closed.

Outside-forced lock



Function:

Once the door lock is opened from the inside, it will trigger an alert.

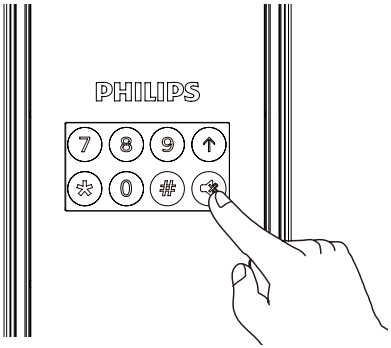
How to use:

After locking the door, just tap the outside-forced lock button on the screen to activate the outside-forced lock mode.

⚠ Attention:

1. The outside-forced lock mode does not affect regular outdoor opening.
2. When the outside-forced lock button is grayed out, tapping it will not activate the outside-forced lock mode.

Mute button



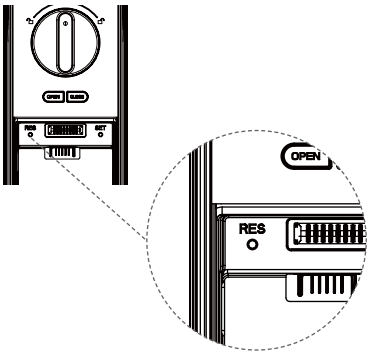
Function:

Activate mute mode by pressing the mute button to silence voice prompts during door unlock—great for quiet times to avoid disturbing others in the household.

How to use:

Tap the "mute button" on the display to switch between voice mode and mute mode.

Factory reset



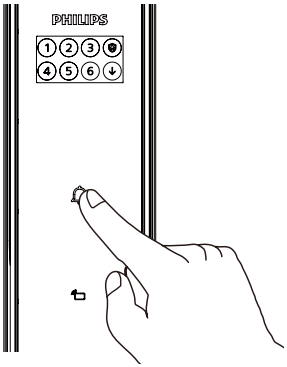
Function:

Empty all user data and restore to factory default settings.

How to use:

Double-press the [RES] button with a sharp object, which will erase all user information and restore the lock to its default settings.

Doorbell



Function:

The indoor speaker plays a ding-dong sound, informing that someone is at the door.

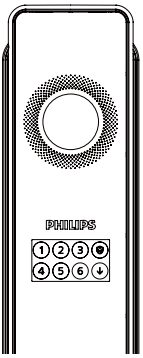
How to use:

When a visitor presses the doorbell button, the indoor speaker emits a ding-dong sound. Simultaneously, the lock's camera captures video or images and sends them to the associated app. Upon receiving the push notification, the app allows real-time remote viewing of the doorstep.

⚠ Attention:

1. When the doorbell button is pressed, the smile indicator will flash in blue.
2. After the visitor rings the doorbell, the app bound to the door lock will receive a video call request.

Video intercom



Function:

The app's video viewing feature allows real-time monitoring of the doorstep and two-way communication.

How to use:

Once the door lock is connected to the app, you can use the video viewing feature to monitor the doorstep in real-time and engage in two-way communication.

Do Not Disturb doorbell mode

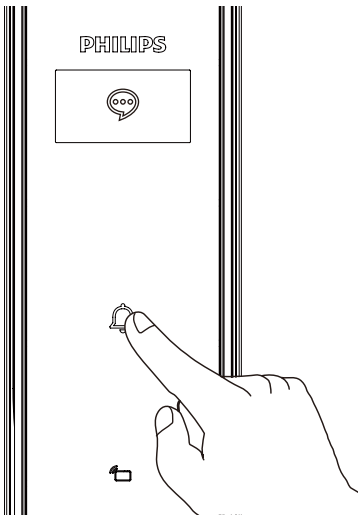
Function:
Through the Do Not Disturb doorbell mode on the app, you can mute the doorbell, meaning that when someone rings the doorbell, it won't make a sound.

How to use: After pairing the smart lock with the app, users can access the "Do Not Disturb doorbell mode and Message" feature in the lock's settings. This feature enables users to mute the doorbell and set specific quiet periods as needed.

⚠ Attention:

You can deactivate the Do Not Disturb doorbell mode on the app.

Visitor message



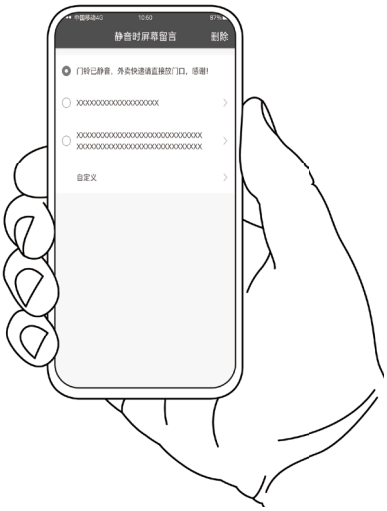
Function:
After ringing the doorbell, if the homeowner is not available to answer, visitors can leave a voice message on the smart lock.

How to use:
If a visitor taps the doorbell three times within 15 seconds and the homeowner does not answer, the door lock will prompt, 'No answer. Please tap the doorbell and leave a message after a "beep" sound'. Once you hear the 'beep,' you can leave a voice message.

⚠ Attention:

1. The door lock can store only one voice message; if multiple messages are recorded, it will retain only the most recent one.
2. After the user successfully unlocks the door for the first time, the smart lock will play the voice message left by the visitor. The message will expire once it has been played.

Message

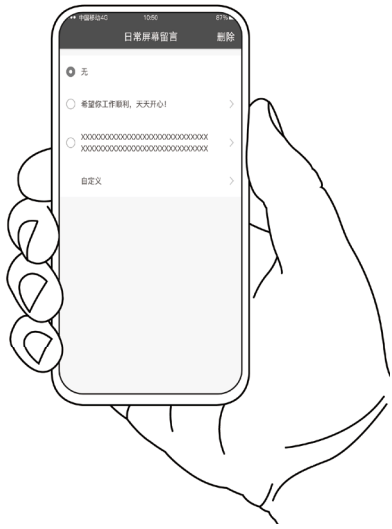


Function:

With the messaging feature, you can leave messages when the doorbell is in Do Not Disturb mode, or simply leave messages at any time.

How to use:

1. In the "Do Not Disturb Doorbell" Mode: After connecting the lock to the app, users can access this feature in the lock's settings--'Do Not Disturb Doorbell Mode and Messages' feature. It allows users to mute the doorbell and set quiet periods. During these times, users can leave messages on the lock, which visitors can then view on the lock's touchscreen.



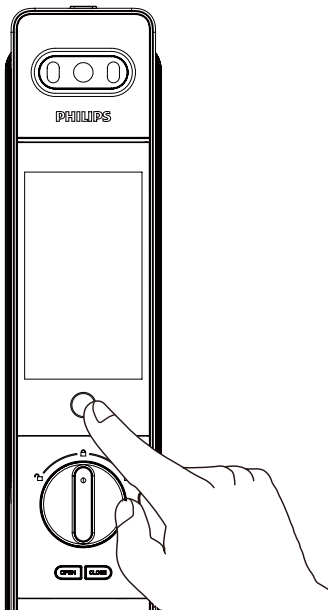
2. In the "Messages" mode:

After connecting the lock to the app, users can access this feature in the lock's settings under the 'Do Not Disturb Doorbell Mode and Messages' feature. It enables users to leave messages on the lock, which visitors can then view the pre-set messages on the lock's touchscreen.

⚠ Attention:

1. Each message contains up to 80 characters.
2. Up to 20 messages can be saved.
3. Message settings can only be enabled or disabled through the app. If messages are enabled, the preset message will always display on the touchscreen.

Display



Function:

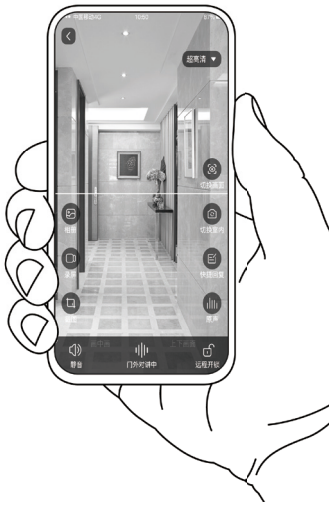
1. Press the display button to light up the screen and get a live view of your doorway. This feature enables remote calling, two-way intercom, and quick response. Tapping the button again turns off the screen and the button circle.
2. The screen timeout duration can be set to 5/10/15 seconds (default is 10 seconds) and the brightness can be set to high, medium, or low (default is high brightness) in the app.
3. The screen is set to turn on by default when the doorbell rings, and this feature can be enabled or disabled in the app.
4. When the display is on, tapping the outdoor doorbell button will simultaneously illuminate the display button circle for the set screen timeout duration, enabling real-time monitoring of the doorway. Tapping the screen button again will turn off both the screen and button circle.
5. When the display is off, tapping the outdoor doorbell button will only illuminate the display button circle, without activating the display. Within the set duration, tapping the display button enables real-time monitoring of the doorway, while tapping the display button again turns off both the display and the display button circle.

How to use:

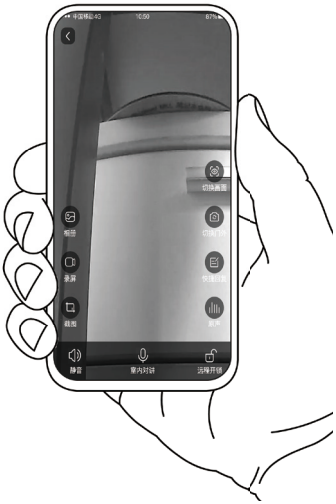
1. When the doorbell rang, the indoor display illuminates. The screen can be turned off by either tapping the display button or unlocking the door from outside.
2. The screen timeout duration and brightness can be set in the app.

Triple-camera

Main and front sub-camera stitched view



Rear camera view



Function:

Three-camera design

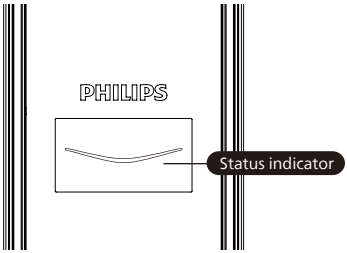
1. The main camera and front sub-camera combine to create a stitched image, ensuring no blind spots outside the door. This enhances security for both individuals accessing the area and package monitoring.
2. The rear camera allows users to view indoor conditions.

⚠ Attention:

1. The app displays a stitched view from the main and front sub-cameras by default. To switch to the rear camera feed, tap 'Switch View'.
2. The left image is for illustration only; actual view may vary.

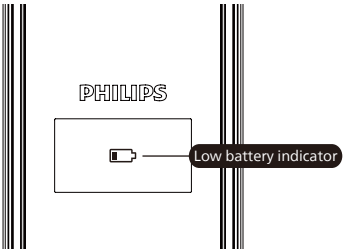
7 Indicators

Status indicator



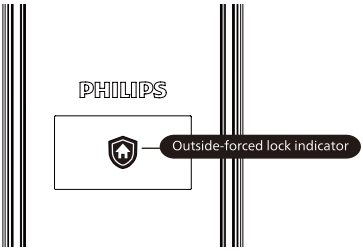
Blue: when the system wakes up, the indicator turns blue, indicating that the door lock is ready for operation.
Green: when the door lock is unlocked, the indicator turns green, indicating that the door has opened.
Red: when the door lock is locked, the indicator turns red, indicating that the door has closed.

Low battery indicator



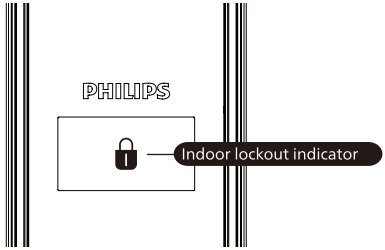
Red: when the door lock is awakened, it automatically checks the battery voltage. If the battery voltage is too low, the low battery indicator will illuminate on the display. When unlocking, a voice prompt will remind you to replace the battery.

Outside-forced lock indicator



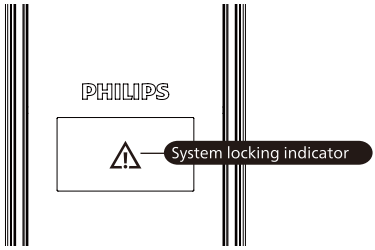
When the door is locked, the outside-forced lock icon lights up in green for 5s, allowing users to activate the outside-forced lock mode by tapping the icon.

Indoor lockout indicator



In the lockout mode, external electronic functions are disabled. The exterior touchscreen will show a lock reminder.

System locking indicator

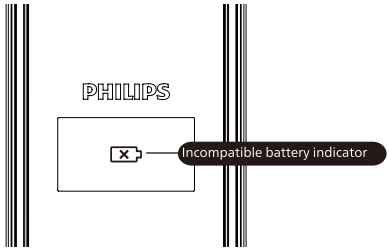


If there are five consecutive incorrect attempts within five minutes using palm vein, facial recognition, fingerprint, PIN code, or key tag, the door lock will be locked for two minutes.

⚠ Attention:

When the touchscreen is awakened by touch, an alert message will appear on the screen.

Incompatible battery indicator

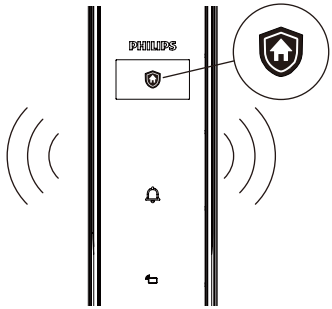


Certain specifications require the use of the lithium polymer battery provided with the product or batteries specifically designated by the manufacturer. If users install incompatible batteries, the screen will promptly display an incompatible battery reminder when locking or unlocking. Additionally, the door lock will prompt: 'Incompatible battery. Please use the manufacturer-designated battery'.

8 Troubleshooting

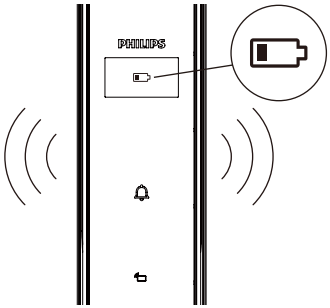
Alert types

Outside-forced lock mode



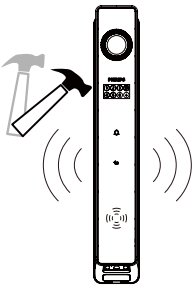
Triggering: when the door lock is in the outside-forced lock mode, an alert will be triggered upon opening the lock from the inside.
Alert method: continuous, repeated alert sound.
Off: the alert ends upon successful verification of any access method.

Low battery alert



Triggering: when the system awakens, it will automatically check the battery voltage. If the battery voltage is low, an alert will be triggered, prompting you to replace the battery promptly.
Alert method: a voice prompt “Low battery, please replace the battery” upon unlocking."
Off: the alert will be off automatically.

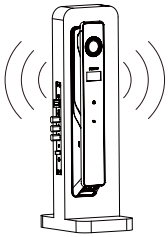
Tamper alert



Triggering 1: after the door gap is pried open, the assitant bolt will extend.
Alert method: continuous, repeated alert sound.
Off: the alert will be off automatically or after a successful verification of any access method.

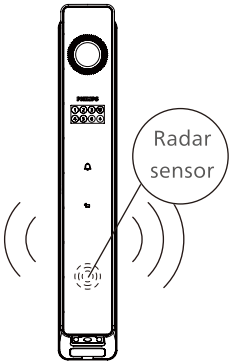
Triggering 2: exterior assembly is pried open, and not properly aligned with the door.
Alert method: continuous, repeated alert sound.
Off: the alert will automatically be off or upon successful verification of any access method from outside or unlocking from inside.

Latch abnormality alert



Triggering: abnormal latch bolt operation resulting in unsuccessful locking or unlocking.
Alert method: continuous, repeated alert sound.
Off: the alert will be off automatically.

Loitering alert



Triggering: if suspicious individuals linger within the view of the main camera outside the door for a duration exceeding the preset value, it will activate a loitering alert.

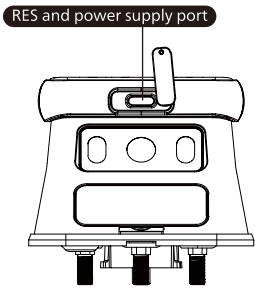
Alert method: the main camera will automatically capture video or images and send alert notifications to the app.

Off: the loitering alert is disabled by default. To enable or disable this feature, please go to settings on the app.

⚠ Attention:

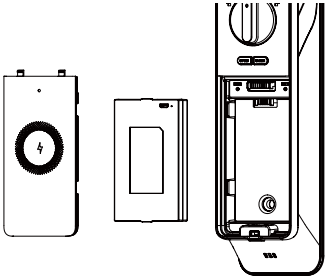
1. The motion detection alert is disabled by default. To enable this feature, please log in to the app, bind your door lock model, and go to the app's settings. Then, locate the "Loitering Alert" option and enable it.
2. The loitering duration on the app can be set to: 10 seconds (default), 20 seconds, 30 seconds, or 60 seconds.
3. The radar sensor is off by default. In the app, you can set the radar detection range to Far (up to 3 meters), Medium (up to 2 meters), or Near (up to 1 meter), with Medium as the default setting.
4. Frequent use of video-related features drains the battery faster. To reduce battery consumption, it's recommended to set the motion detection sensitivity to the lowest level, reducing detection frequency.

How to apply external power source



When the battery voltage is low and you're unable to unlock the door from outside, you can use a 5V power bank as an emergency power source for the door lock. After unlocking the door, please replace the battery promptly. In case of system malfunction and inability to open the door from outside, you can also use a 5V power bank to provide power to the door lock. Upon powering up, the system will automatically restart.

Battery replacement

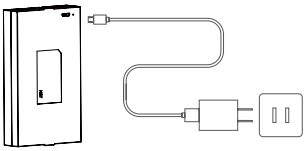


The power source for the door lock is a 5000mAh lithium polymer battery.

The battery compartment is located at the bottom end of the interior assembly. Press the battery cover release button, remove the battery cover, and then you can replace the battery.

Battery charging

Option 1



Remove the battery from the door lock and charge the lithium polymer battery using a charging cable.

⚠ Attention:

1. The lithium polymer battery has a one-year warranty.
2. Charging voltage: 5V.
3. Poor network conditions may accelerate battery consumption in the door lock.

Option 2

Place a 5V/2A magnetic wireless power bank in the door lock's wireless charging area to charge the door lock battery.

⚠ Attention:

Please use reputable brands of magnetic wireless power banks to charge your door lock. Recommended brands include Philips, Baseus, Anker, Xiaomi, Mophie, and Apple.

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