

# PHILIPS

## Home Access

5000 series

Facial recognition  
rim lock

DDL507-FV-7HWS

# User manual

Register your product(s) to get support  
from below link:

[www.philips.com/support](http://www.philips.com/support)





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# 1 Important information

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## 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.
- ◆ When the door lock's low battery alert is triggered, promptly replace the batteries and ensure correct polarity, or recharge the batteries as needed.

## 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.

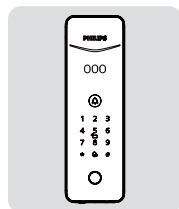
## Disposal of used products and batteries

- ◆ 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 local regulations regarding the disposal and separate collection of used batteries and products.
- ◆ Proper disposal of used products and batteries helps reduce negative impacts on the environment and human health.
- ◆ It's important to note that batteries should not be disposed of with regular household waste.

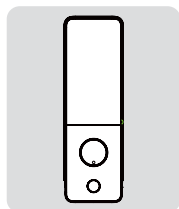
# 2 Assembly

## Packing list

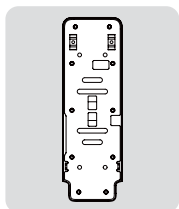
This packing list is for reference only. Please refer to the actual packing items.



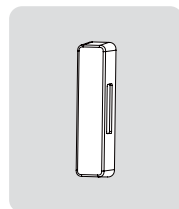
① Exterior assembly



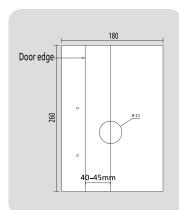
② Interior assembly



③ Mounting plate



④ Strike cover



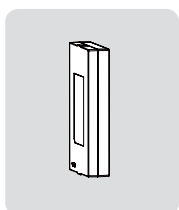
⑤ Drilling template



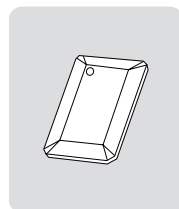
⑥ QSG



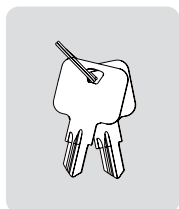
⑦ Warranty card



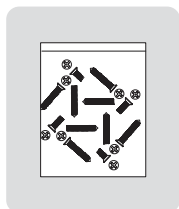
⑧ Battery



⑨ Key tag

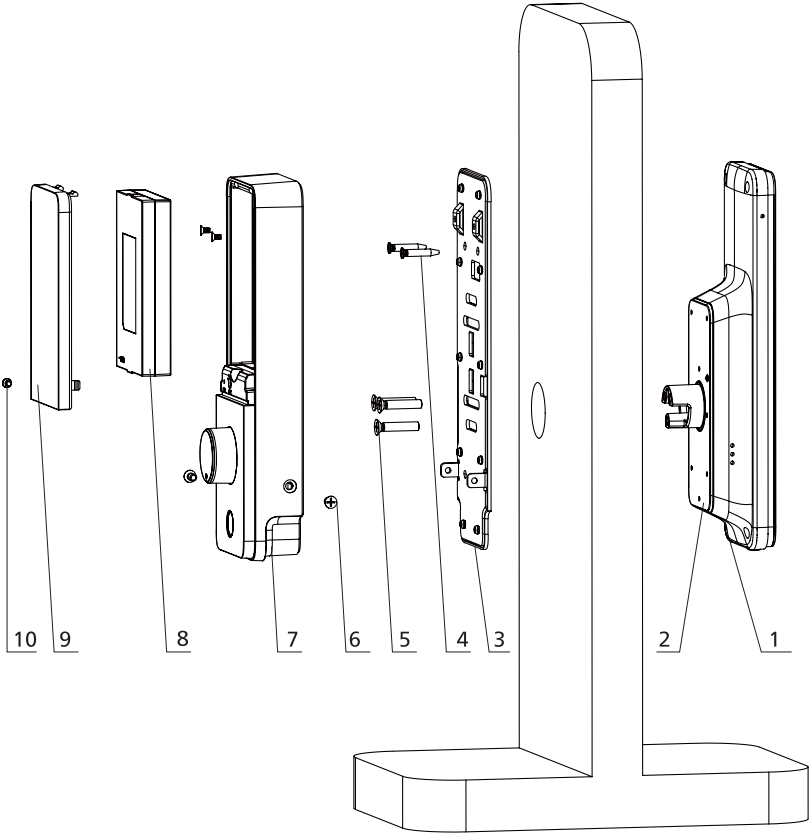


⑩ Mechanical key



⑪ Installation kit

# Exploded views



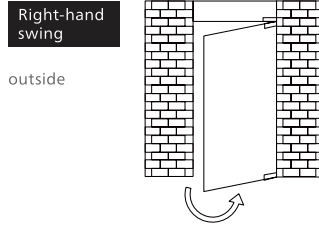
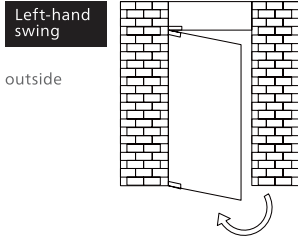
- 1.Exterior assembly × 1
- 2.Silicon pad × 1
- 3.Mounting plate × 1
- 4.ST4X16 screw × 1
- 5.M5 screw × 3

- 6.M4X8 screw × 4
- 7.Interior assembly × 1
- 8.Battery × 1
- 9.Battery cover × 1
- 10.M3X5 screw × 1

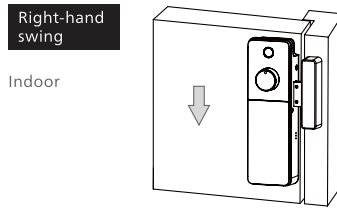
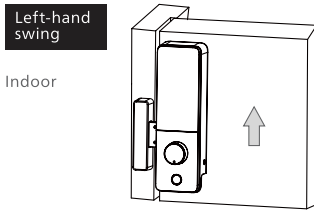
## Notice before assembling

### Step 1 | Door swing direction

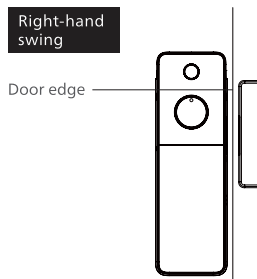
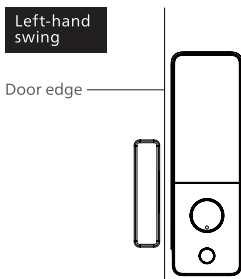
This product applies to doors with swing directions as follows:left-hand swing and right-hand swing.



### Step 2 | Illustrations for doors with different swing directions.



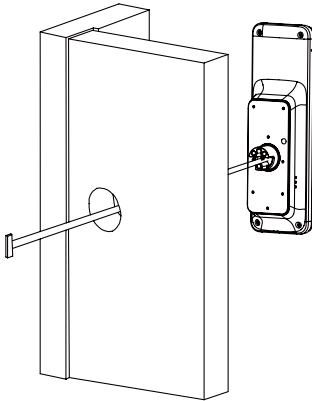
### Step 3 | Drill holes accordingly with the correct drilling template.



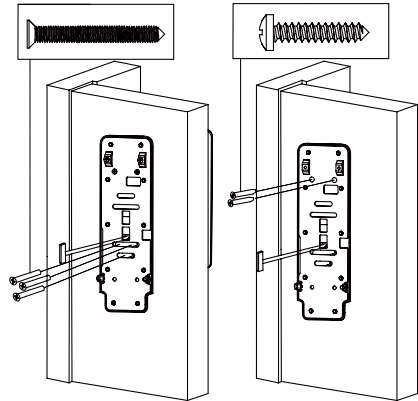
## Assembly procedures

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.

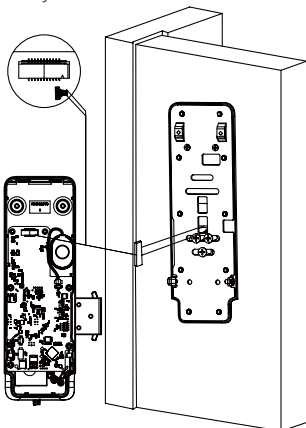
- ① Pass the front assembly cable through the door hole.



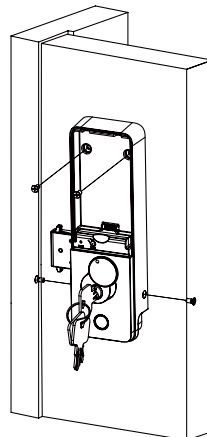
- ② Secure the mounting plate with screws.



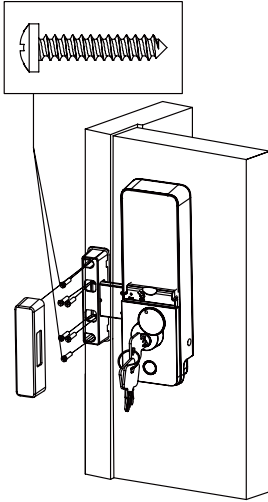
- ③ Insert the connecting cable of the exterior assembly into the interior assembly.



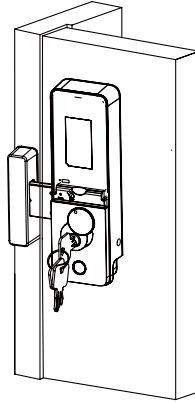
- ④ Install the interior assembly and secure it with screws.



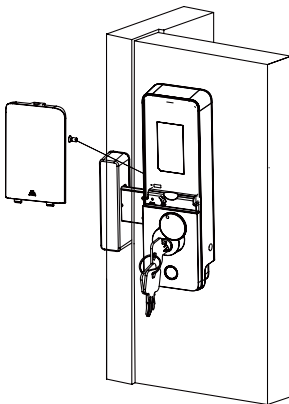
⑤ Based on the lock's assembly height, select the appropriate strike shim and attach them to the strike after assembling the strike, secure the strike cover with the screws.



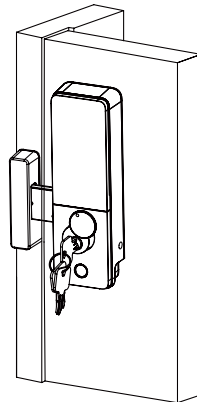
⑥ Insert the battery pack.



⑦ Fasten the battery cover and secure it with screws.



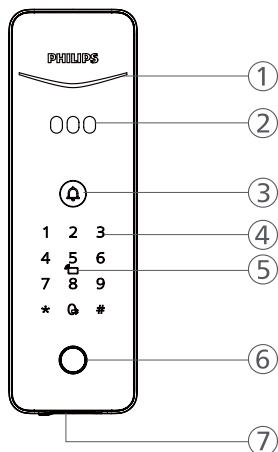
⑧ Installation complete.



# 3 Get to know your lock

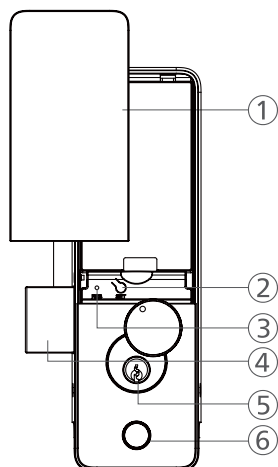
This packing list is for reference only. Please refer to the actual packing items.

## Exterior assembly



①	Status indicator
②	Facial recognition & Video module
③	Doorbell
④	Keypad
⑤	Key tag scanner
⑥	Fingerprint recognition area
⑦	Charging port

## Interior assembly



①	Battery cover
②	SET button
③	RES button
④	Bolt
⑤	Keyway hole
⑥	Fingerprint recognition area

# 4 Settings

## Instructions before setting

◆ The system mode is divided into general mode and dual-verification mode.

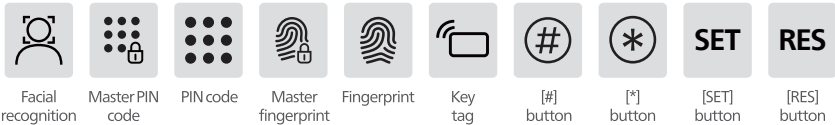
General mode	Door can be opened using any enrolled access method
Dual-verification mode	Door can be opened using any two combinations of fingerprint, PIN code, key tag, or face ID

### ◆ 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
00					
01					
02					
03					
04					
05					
06					
07					
08					
09					

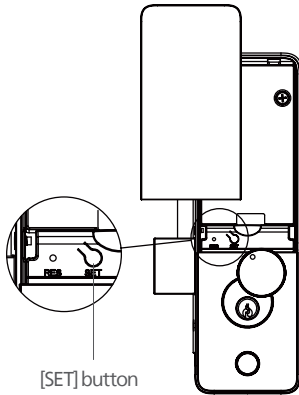
### ◆ Icon annotation



#### ⚠ Attention

1. When navigating the menu, to return to the previous menu, press the [\*] key
2. The default PIN code is 12345678.
3. Capacity: 1 master PIN code, 100 fingerprints (including 1 master fingerprint), 20 user PIN codes, 100 key tags, and 50 facial recognition.

## Master mode



### Master PIN code

Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

### Master fingerprint

Double press the [SET] key, enter the master fingerprint to enter Master Mode.

### ⚠ Attention

Enroll admin fingerprint prior to operation.

## Settings

### Add/Modify master users



Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

**2**

Press [2] to modify master users;

**1** Or **2**

Translate within the modify master user mode:

Press[1]to modify master PIN code

Press[2]to modify master fingerprint

Follow voice instructions to complete user enrollment, then press [\*] to return to upper menu.

### Add a normal user



Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

**1**

Press[1]to add a normal user.

**1** Or **2** Or **3** Or **4**

Translate within the normal user mode:

Press[1]to add a PIN code.

Press[2]to add a fingerprint.

Press[3]to add a key tag.

Press[4]to add a facial recognition.

Follow voice instructions to complete user enrollment, then press [\*] to return to upper menu.

### Delete a normal user



Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

**3**

Press [3] to delete a normal user.

**1** Or **2**

Translate within the normal user delete mode:

Press [1] to delete single normal user.

Press [2] to delete all normal user.

Follow voice instructions to complete user delete, then press [\*] to return to upper menu.

## System settings

Auto mode

**SET****SET**

Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

**4****5**

Press [4] to enter system settings, then press [5] to enable or disable auto mode.

## More settings

Linked unlock

**SET****SET**

Double press the [SET] key, enter the master PIN code followed by the [#] key to enter Master Mode.

**5**

Press [5] to enter more settings.

**1** Or **2**

Translate within the more setting mode:

Press [1] to create linked unlock;

Press [2] to join linked unlock.

## Network settings

Download the official App

Please scan the QR code or go to the corresponding App Store to search and download "Philips Home Access".



Add a door lock

1. Open the "Home Access" APP and tap the [+] button to access the "Add Device" page.
2. Select the target product to initiate pairing, then follow in-app instructions to join the network.

## System query

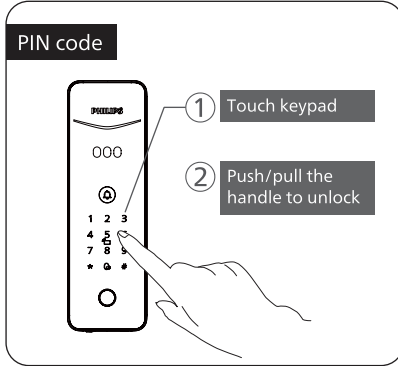
400# Query door lock serial number

115# Query door lock network configuration code

# 5 Get to use your lock

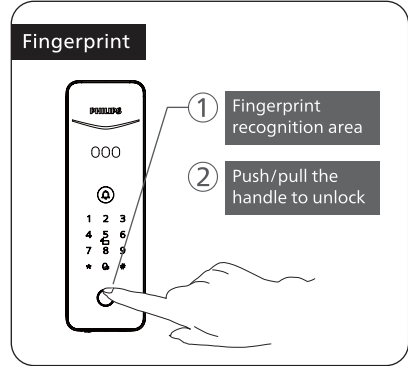
## Outdoor/ indoor unlock

### Outdoor unlock



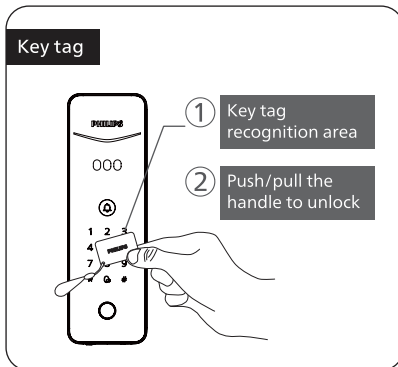
Step1: Touch to wake up the keypad, enter the pre-set PIN code, then press the [#] key to confirm.

Step2: After the voice prompt "Door opened", push or pull the handle to open the door.



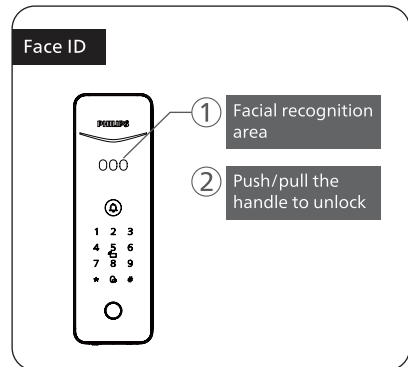
Step1: Place the finger with the pre-enrolled fingerprint correctly on the fingerprint scanner on the back of the handle.

Step2: After the voice prompt "Door opened", push or pull the handle to open the door.



Step1: Place the enrolled key tag properly on the key tag recognition area.

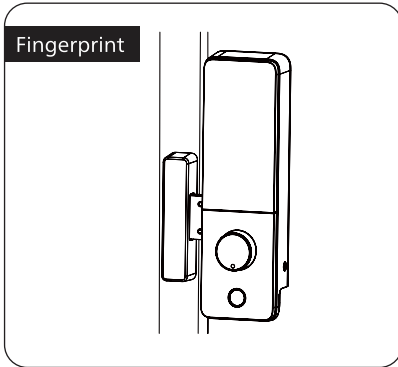
Step2: After the voice prompt "Door opened", push or pull the handle to open the door.



Step1: Face the camera squarely with the enrolled face.

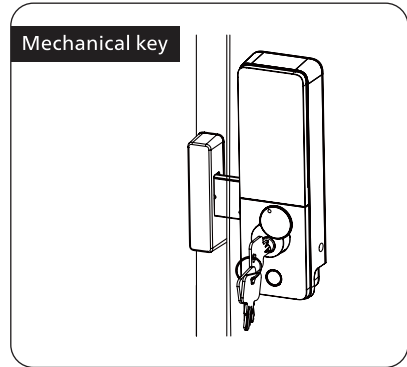
Step2: After the voice prompt "Door opened", push or pull the handle to open the door.

## Indoor unlock



Step1: Place the finger with the preenrolled fingerprint correctly on the fingerprint scanner on the back of the handle.

Step2: After the voice prompt "Door opened", push or pull the handle to open the door.



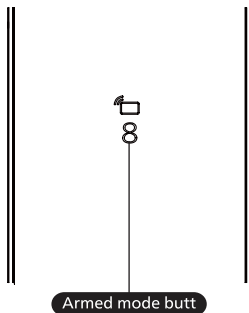
Insert the mechanical key into the keyway hole and rotate to unlock after inserting firmly.

## 6 Other features

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### Armed mode

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**Function:**

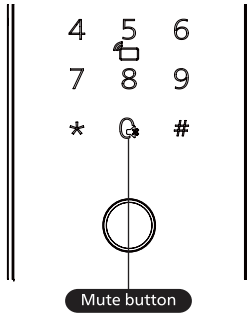
Once the door lock is opened from the inside, it will trigger an alert.

**How to use:**

After locking the door, press [8] key to enter the armed mode.

## Mute button

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### 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.

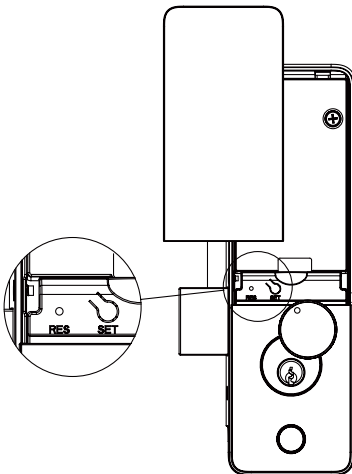
### How to use:

1. Switching voice mode to mute mode: while the system is awake, press the "Mute" button for 2 seconds to enter mute mode. The voice prompt will say "Mute mode".

2. Switching mute mode to voice mode: while the system is awake, press the "Mute" button for 2 seconds to return to voice mode. The voice prompt will say "Voice mode".

## Factory reset

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### Function:

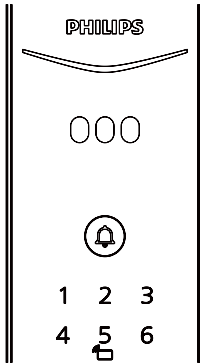
Empty all user data and restore to factory default settings.

### How to use:

Press the [RES] button twice with a sharp object to reset the lock, which will erase all user information.

## Doorbell

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### Function:

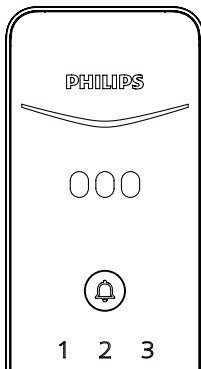
The indoor speaker plays a dingdong sound, informing that someone is at the door.

### How to use:

When the doorbell is pressed, the indoor chime will sound. At the same time, the door lock's camera will capture video of the visitor and send it to the linked app. Users can then remotely view their doorway in real time upon receiving the push notification on the app.

## Video and intercom

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### Function:

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

### How to use:

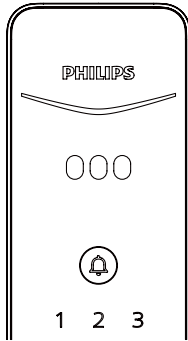
Once the door lock is connected to the app, you can use the video viewing feature to monitor the doorway in real-time and engage in two-way communication.

# 7 Indicators

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## Status indicator

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**Blue:**

when the system wakes up, the indicator turns blue, indicating that the door lock is ready for operation.

**Green:**

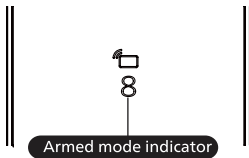
when the door lock is unlocked, the indicator turns green, indicating that the door has opened.

**Red:**

when the door lock is locked, the indicator turns red, indicating that the door has closed.that the door has opened.

## Armed mode indicator

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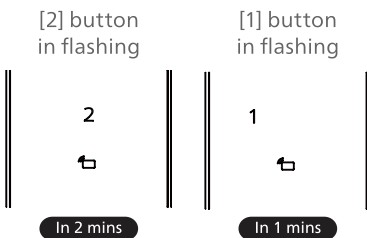


**White:**

when the door lock is in the locked state, the [8] key illuminates, indicating that the Armed mode can be activated.

## System lock-out indicator

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

**⚠ Attention**

Prompts will only appear upon touching to wake up the keypad or verifying access methods.

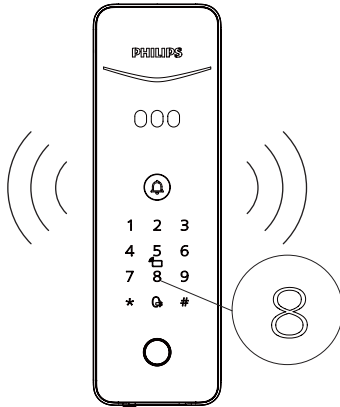
# 8 Troubleshooting

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## Alert types

### Armed mode

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**Triggering:**

when the door lock is in the armed mode, an alert will be triggered upon unlocking the lock from the inside.

**Alert method:**

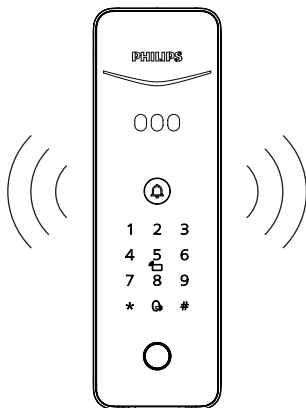
continuous, repeated alert sound.

**Off:**

the alert ends upon successful verification of any access method.inside.

### Low battery alert

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**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.

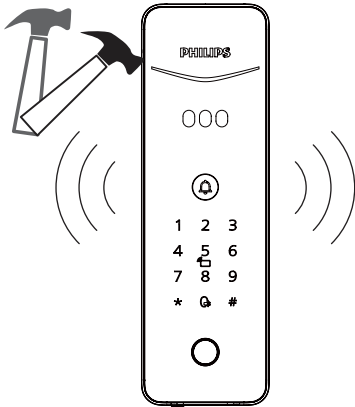
**Alert method:**

a voice prompt "Low battery, please replace the battery" upon unlocking.

**Off:**

the alert will be off automatically.

## Tamper alert



### Triggering:

exterior assembly is pried open, and not properly aligned with the door.

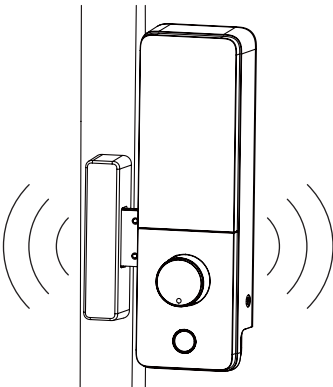
### Alert method:

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.

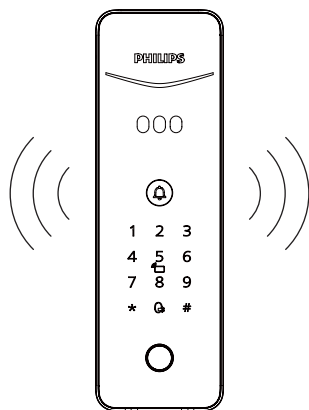
### Alert method:

continuous, repeated alert sound.

### Off:

the alert will be off automatically.

## Motion detection 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.

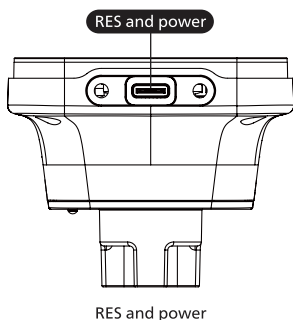
### Off:

motion detection function is off by default. To use this function, you can enable or disable it in 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. 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.

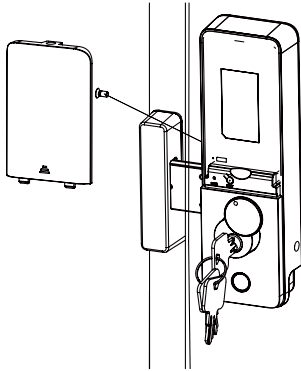
## How to apply external power source



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

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

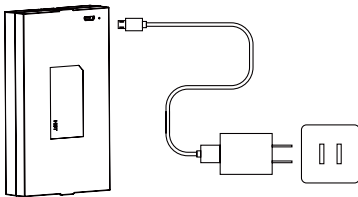
1. press and hold the lower screen location area;
2. Push up to remove the screen assembly;
3. Remove the battery to replace.

### **⚠ Attention**

Please utilize the provided battery with the product, as using alternatives may impact the functionality of the device.

## Battery charging

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Remove the battery from the door lock and charge the lithium p

### **⚠ 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.





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