PHILIPS

User manual

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7000 series / DDL720-FVP-7HWSE

Facial recognition smart door lock

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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.

◆ 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

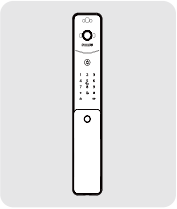
◆ You can have your products taken back at authorized Philips service centers. You may receive appropriate compensation if your products meet our refund conditions.

◆ 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.

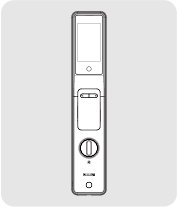
2 Assembly

Packing list

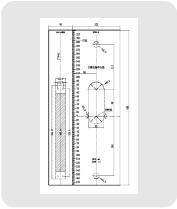
This packing list is for reference only. Please refer to the actual included items.



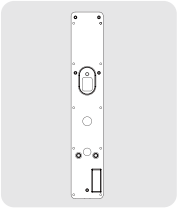
① Exterior assembly with silicon pad



② Interior assembly with silicon pad



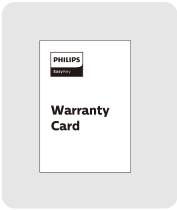
③ Drilling template



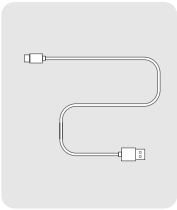
④ Mounting plate



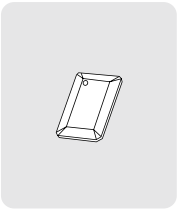
⑤ QSG



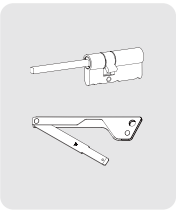
⑥ Warranty card



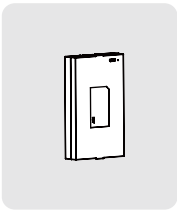
⑦ Charging cable



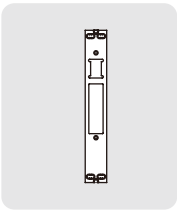
⑧ Key tag



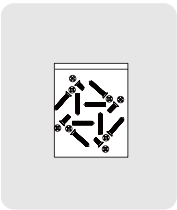
⑨ Mechanical key



⑩ Li-polymer battery

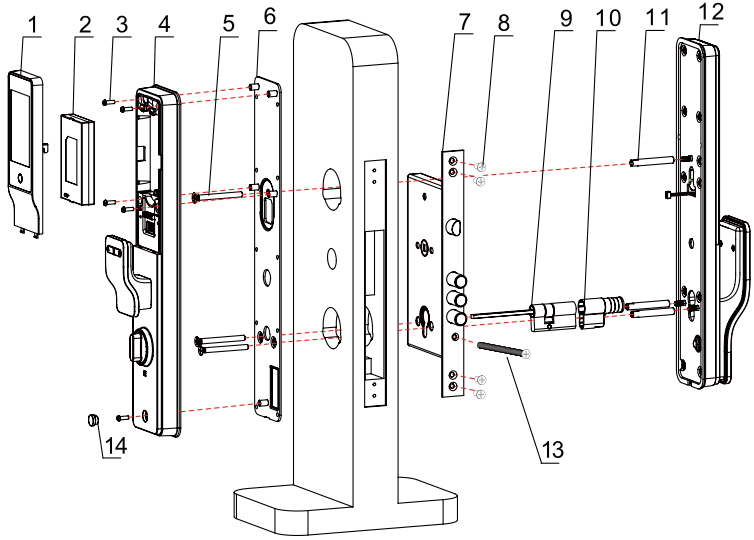


⑪ Strike plate



⑫ Installation kit

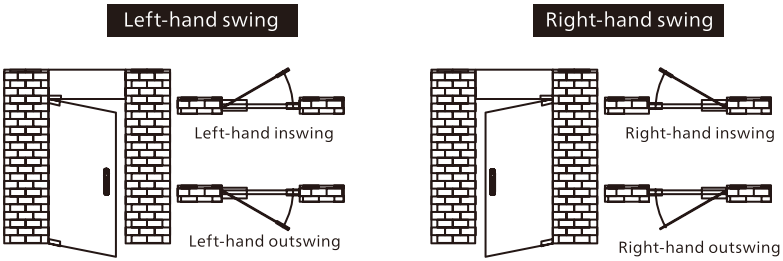
Exploded views



1.Display × 1
2. Li-polymer battery × 1
3.M4 anchor screw × 6
4. Interior assembly × 1
5.M6 anchor screw × 3
6. Mounting plate × 1
7. Mortise × 1
8. Mortise anchor screw × 4
9.Lock cylinder × 1
10.Plastic cover × 1
11. M6 screw tube × 3
12. Exterior assembly × 1
13. Lock cylinder anchor × 1
14.Silicone Plugs

Notice before assembling

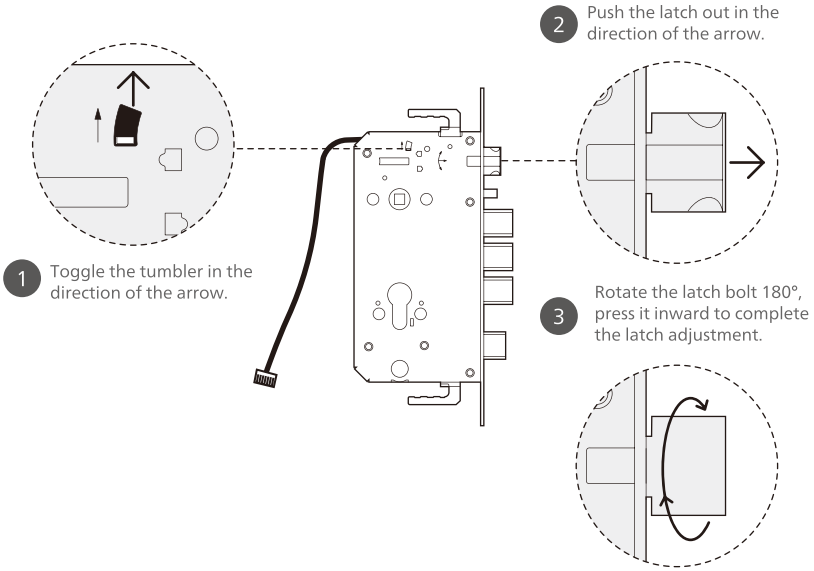
This product applies to doors with swing directions as follows left-hand inswing, left-hand outswing, right-hand inswing, and right-hand outswing.



⚠ Attention

1. Please select the appropriate installation kit based on the door thickness.
2. The product supports door thickness ranging from 38 to 120mm. For thicknesses out of this range, please consult your local dealer.

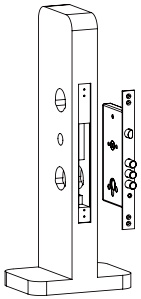
Adjustable latch instructions



Assembly procedure

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.

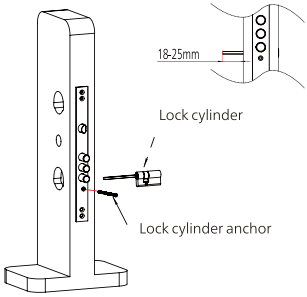
1 To drill holes in the door according to the drilling template, mount the mortise into the jamb, and secure the four anchor screws.



⚠ Attention

Please make sure the dead bolt are retracted during assembly.

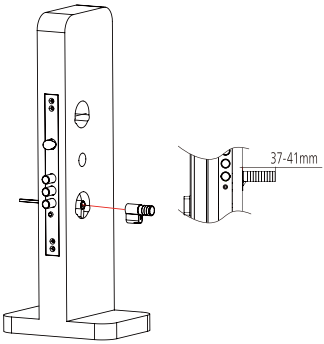
2 Insert the lock cylinder into the corresponding position in the mortise, then tighten the anchor screws to secure the lock cylinder.



⚠ Attention

1.Trim the tumbler to an appropriate length as per the door thickness.
2.Trimming requirement: insert the lock cylinder into the mortise, trim the tumbler when it protrudes from the door surface at a position between 18-25mm. After trimming, align it with the mortise and insert the lock cylinder.

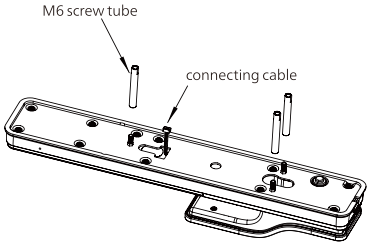
3 Install the plastic cover.



⚠ Attention

1. Trim the plastic cover to an appropriate length according to the actual door thickness.
2. Trimming requirement after inserting the plastic cover into the lock cylinder, trim it when it protrudes from the door surface at a position between 37-41mm. After trimming, align it with the lock cylinder and insert the plastic cover.

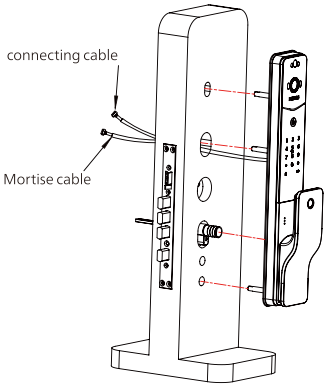
4 Install the M6 screw tube on the exterior assembly.



⚠ Attention

Select the appropriate length of screw tube based on the actual door thickness.

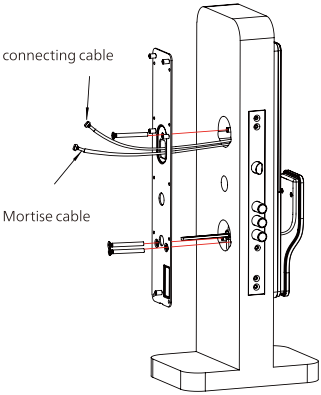
5 Pass the connecting cable through the hole on the door. Align the keyway hole and the plastic cover, inserting them to closely fit against the exterior side of the door.



⚠ Attention

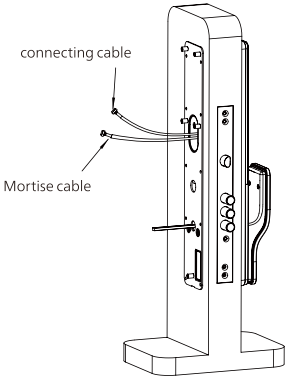
Mortises without detection switch do not have mortise cables.

6 Closely align the mounting plate against the interior side of the door, and secure it tightly with the M6 anchor screw.

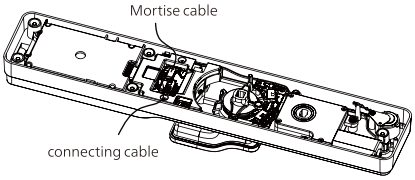


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7 Installation of the exterior assembly and mounting plate assembly is complete.



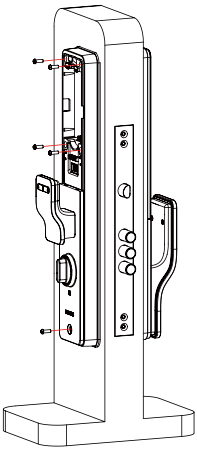
8 Spring and plugs the outer panel connecting wire and the lock connecting wire into the corresponding sockets on the inner panel.



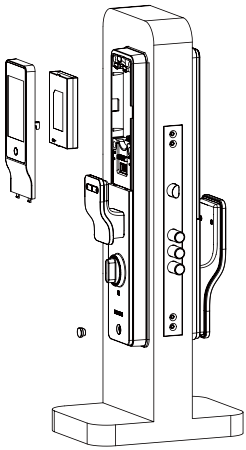
⚠ Attention

Trim the deadlock latch to an appropriate length, ensuring that the remaining length of the deadlock latch is approximately 1cm shorter than the door thickness.

9 Install the interior assembly and lock the 6 M4 screws.



10 Install the battery,put on the battery cover and silicone plugs to complete the assembly.

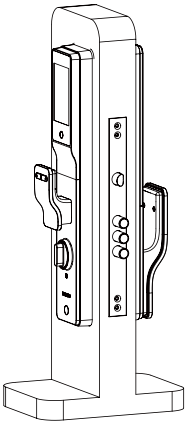


⚠ Attention

Insert the battery into the compartment according to the orientation indicated on the battery

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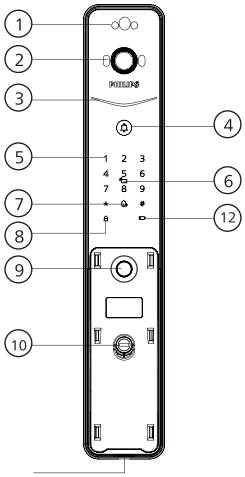
11 Check the thumb turn, mechanical keys, and all components to ensure they are securely connected.



3 Get to know your lock

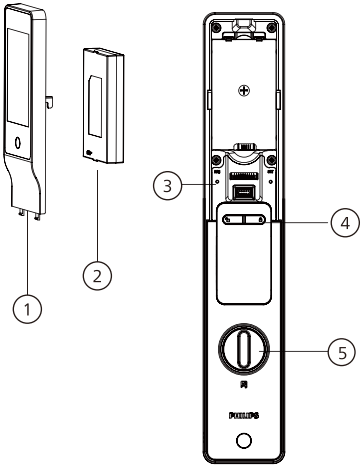
This packing list is for reference only. Please refer to the actual packing items.

Exterior assembly



①	Facial recognition
②	Video module
③	Lock status indicator
④	Doorbell
⑤	Keypad
⑥	Key tag scanner
⑦	Mute button
⑧	Lock button
⑨	Fingerprint recognition area
⑩	Keyway hole
⑪	Charging port
⑫	Low battery indicator

Inside escutcheon



①	Display
②	Li-polymer battery
③	RES button
④	[OPEN/CLOSE] button
⑤	Unlock rotary knob

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 offingerprint, PIN code, key tag, or Facial recognition .

◆ User code

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	Facial recognition
00					
01					
02					
03					
04					
05					
06					
07					
08					
09					

◆ Icon annotation



Facial recognition | Master PIN code | One-time code | PIN code | No. 00-99 | Master fingerprint | Fingerprint | Key tag | [#] button

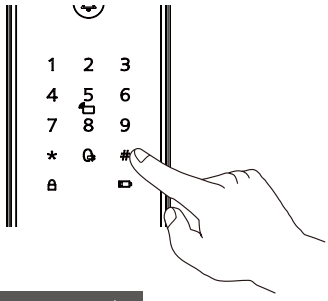
⚠ Attention

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



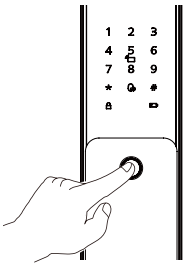
Master PIN code

After illuminating the keypad, without inputting any other numbers, press the [*] key twice, then enter the master PIN code, and press [#] to confirm to enter master mode.

⚠ Attention

If the master PIN code is set to the default PIN code, you must change the master PIN code in master mode before proceeding with other operations.

Master fingerprint



After illuminating the keypad, without entering any other numbers, press the [*] key twice. Then, place the enrolled finger on the fingerprint sensor to enter master mode.

⚠ Attention

1. The door lock does not have a master fingerprint by default. Please enroll a master fingerprint before use.
2.Do not enroll the master fingerprint to be the same as any user fingerprint.

Settings

Add a user PIN code



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [1] to enter settings, then press [1] again to add a user. The door lock will automatically detect and add PIN codes, fingerprints, and key tags. Users can simply add the desired access method.



Add a PIN code: Enter a new user PIN code, press [#] to confirm, then re-enter the PIN code and press [#] again. After the successful addition prompt, press [*] to return to the previous menu until exiting master mode.

Add a fingerprint: Place your finger on the fingerprint scanner. When prompted to "Please remove your finger and try again," lift and then re-place your finger on the scanner. Repeat this process several times. After hearing the successful addition prompt, press the [*] key to return to the previous menu until exiting master mode.

Add a key tag: Enroll a new key tag. After the successful addition prompt, press the [*] key to return to the previous menu until exiting master mode.

Add a one-time PIN code



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [1] to enter settings, then press [2] to add a one-time code.



Enter a 6-12 digit one-time code and press the [#] key to confirm. Re-enter the code and press the [#] key to confirm. After the voice prompts successful addition, press the [*] key to return to the previous menu until exiting master mode.

Add a Face ID



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [1] to enter settings, then press [3] to add a face ID.



Stand in front of the camera and follow the voice prompts to enroll your facial features. After successful enrollment, press the [*] key to return to the previous menu and exit master mode.

Add or modify the master fingerprint



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [1] to enter settings, then press [4] to enter the option for adding or modifying the master fingerprint.



No master fingerprint set :Input a new user fingerprint, which will automatically become the master fingerprint. After hearing the successful addition prompt, press the [*] key to return to the previous menu until exiting master mode.
Master fingerprint already set :Input a new user fingerprint, which will replace the existing master fingerprint. After hearing the successful addition prompt, press the [*] key to return to the previous menu until exiting master mode.

Modify the master PIN code



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [1] to enter settings, then press [5] to modify the master PIN code.



Enter a new master PIN code, press [#] to confirm, then re-enter the PIN code, and press [#] to confirm. After the successful setting prompt, press the [*] key to return to the previous menu until exiting master mode.

Delete a user



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.

1 6

Press [1] to enter settings, then press [6] to delete a user.

1 or 2 or 3 or 4 or 5 

Select the access method to delete Press [1] to delete a PIN code; Press [2] to delete a fingerprint; Press [3] to delete a key tag. Press [4] to delete a palm vein. Press [5] to delete all users.Follow the voice prompts for specific deletion instructions. After successful deletion, press the [*] key to return to the previous menu until exiting master mode.

System settings

Language settings



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.

2 1

Press [2] to enter system settings, then press [1] to enter language settings.

1 or 2 

Select your preferred language: For Chinese, press [1]; For English, press [2]. After hearing the successful prompt, press [*] to return to the previous menu until exiting master mode.

⚠ Attention

The default language is English.

Volume settings



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.

2 2

Press [2] to enter system settings, then press [2] again to enter volume settings.

1 or 2 or 3 

Select your preferred volume: For high volume, press [1]; For low volume, press [2]; For mute mode, press [3]. After setting the volume successfully, press [*] to return to the previous menu until exiting master mode.

⚠ Attention

The default volume is high.

ECO settings



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.

2 3

Press [2] to enter system settings, then press [3] to enter ECO settings.

1 or 2 or 3 

Select【1】to enable or disable the video function;
Select【2】to enable or disable the palm vein function;
Select【3】to adjust sensor sensitivity. After the voice prompt confirms the settings, press【*】to exit master mode.

⚠ Attention

ECO mode is off by default.

Dual verification



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [2] to enter system settings, then press [4] to enable or disable dual verification. After successful setup, press [*] to return to the previous menu until exiting master mode.

⚠ Attention

The default system mode is 'General Mode'.

Auto mode



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [2] to enter system settings, then press [6] to enable or disable auto mode.

⚠ Attention

1. Auto mode settings are disabled when the mortise includes a detection switch.
2. If a mechanical mortise without a detection switch is used, it defaults to manual mode, and users should then proceed to set it to auto mode.
3. After successfully setting to auto mode, you can adjust the latch bolt rebound duration based on the voice prompts, with the default rebound duration set to 3 seconds.

Network settings

Join a network



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [4] to enter network settings, after successful setup, the master mode will automatically exit.

Assembly settings

Door-swing settings



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [5] to enter assembly settings, then press [1] to enter door-swing settings. After successful setup, press [*] to return to the previous menu until exiting master mode.

⚠ Attention

1. The default latch bolt rebound duration is 300 milliseconds.

Torque settings



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [5] to enter assembly settings, select [2] to enter torque settings. After successful setup, press [*] to return to the previous menu until exiting master mode.

Latch bolt rebound duration



Press the [*] key twice, enter the master PIN code, and then press the [#] key to confirm.



Press [5] to enter assembly settings, then press [3] to set latch bolt rebound duration. After successful setup, press [*] to return to the previous menu until exiting master mode.

⚠ Attention

1. The default latch bolt rebound duration is 300 milliseconds.
2. The latch bolt rebound duration can be adjusted within the range of 200 to 500 milliseconds, with increments of 100 milliseconds per adjustment.

Network Connection

Download the official App

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

Add door Lock to network

Scan QR code

Step1: Connect the door lock with power supply and find the QR codeunder the rear trim of the door lock.

Step2: Open the official App, tap [+] in the upper right corner of the APP homepage,and enter into the page for QR code scanning.

Step3: After scanning the QR code, please follow the prompts on the App to finish the network configuration.

Manually add

Step1: Open the official App, tap [+] in the upper right corner of the APP homepage,and choose to add the device manually.

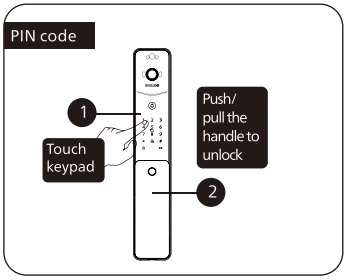
Step2: Search the current door lock's model name from the manually-add-device page and enter into the network configuration page.

Step3: Follow the prompts on the App to finish the network configuration.

5 Get to use your lock

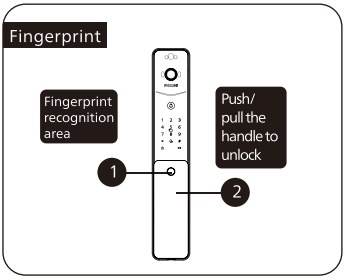
Outdoor/ indoor unlock

Outdoor unlock



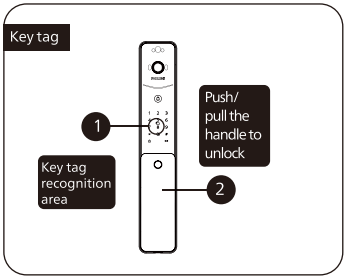
① Touch to wake up the keypad, enter the pre-set PIN code, then press the [#] key to confirm.

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



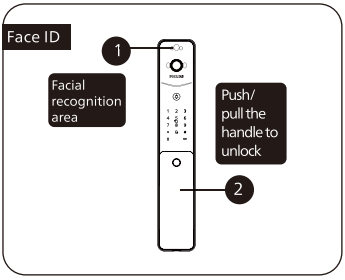
①Place the finger with the pre-enrolled fingerprint correctly on the fingerprint scanner on the back of the handle.

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



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.

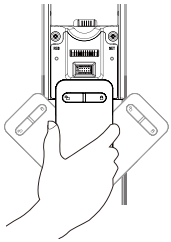


①Face the camera squarely with the enrolled face.

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

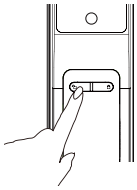
Indoor unlock

Lever



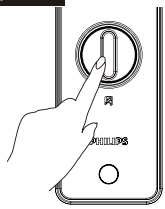
To unlock indoors, simply grip the handle and rotate it.

[OPEN] butto



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

Rotary knob

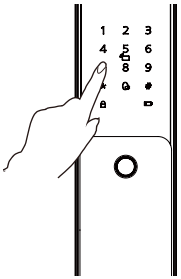


Pull the rotary knob outward and rotate it to unlock the door.

Outdoor/ indoor lock

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

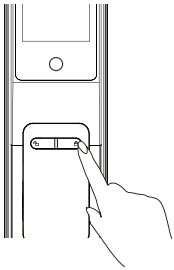
Outdoor lock



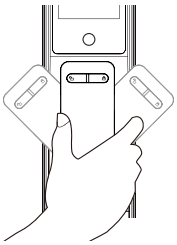
If the automatic locking fails, press the lock button on the keypad after closing it.

Indoor lock

If the automatic locking fails, press the "CLOSE" button to manually lock the door after closing it.

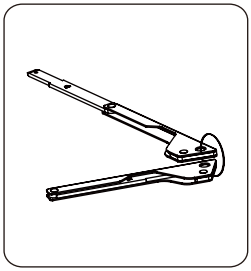


Lever

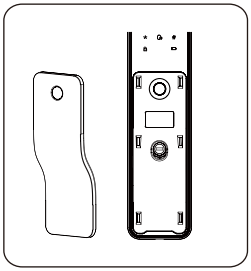


To lock indoors, simply grip the handle and rotate it.

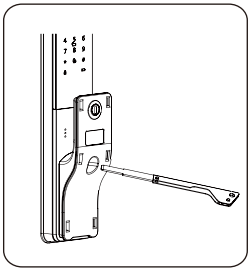
Mechanical key



① Take out the mechanical key from the packaging.



② Remove the handle cover.



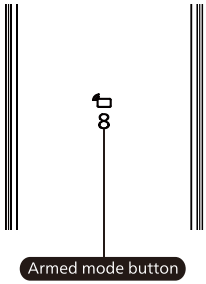
③ Insert the mechanical key into the keyway hole and rotate to unlock after inserting firmly.

⚠ 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

Armed mode

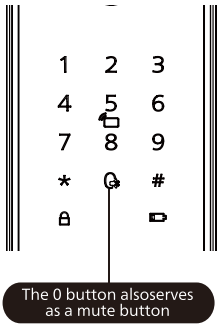


Function:
Once the door lock is opened from the inside, it will trigger an alert.
How to use:
After locking the door, press [8] key to enter the armed mode.

⚠ Attention

1. Armed mode is only available for mortise locks equipped with a detection switch; mortise locks without a detection switch do not support this feature.
2. The armed mode does not affect unlocking from the outside.

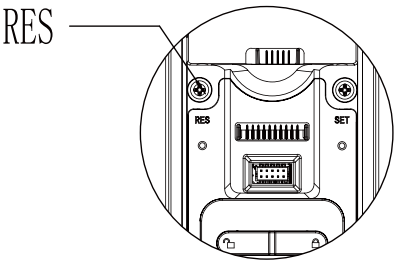
Mute button



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:
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".

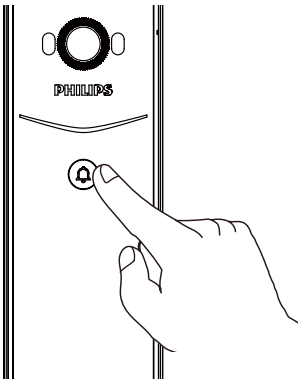
Factory reset



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



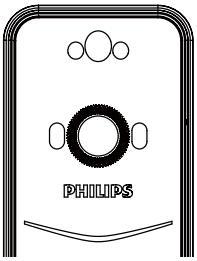
Function:
The indoor speaker plays a dingdong sound, informing that someone is at the door.

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.

⚠ Attention

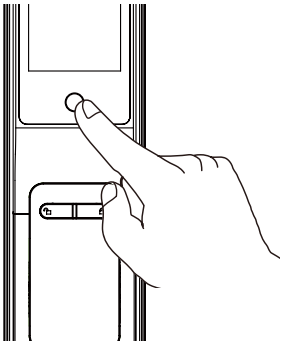
When the doorbell is pressed, the smile indicator will flash in blue.

Video and 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 doorway in real-time and engage in two-way communication.

Display

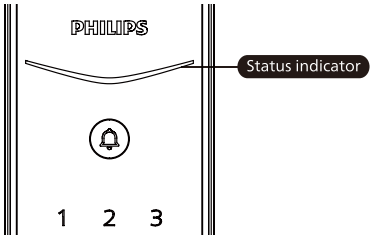


Function:
When the doorbell is pressed, users can view their doorway via the indoor display.

How to use:
1. When the doorbell is pressed, the indoor display turns on. Pressing the button below the screen or opening the door from outside can turn off the display.
2. The display time-out duration and brightness can be set via the App.

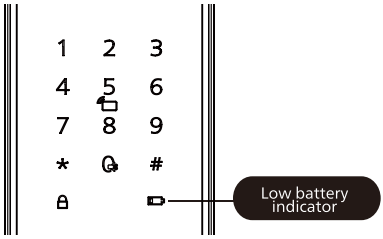
7 Indicators

Status indicator



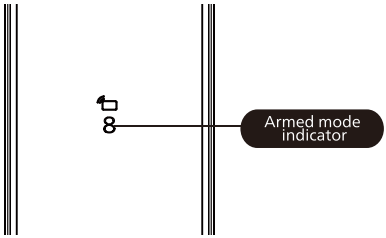
Blue: when the system wakes up, the indicator turns blue, indicating that the door lock is ready for operation.
Green: when the door lock is unlocked, the indicator turns green, indicating that the door has opened.
Red: when the door lock is locked, the indicator turns red, indicating that the door has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

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. When unlocking, a voice prompt will remind you to replace the battery.

Armed mode indicator

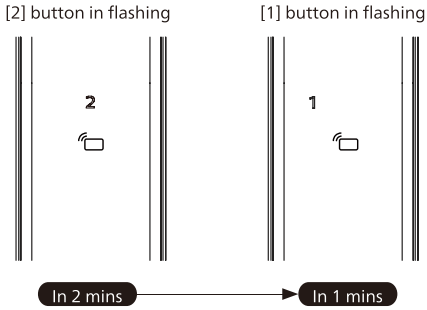


White:
when the door lock is in the locked state, the [8] key illuminates, indicating that the Armed mode can be activated.

⚠ Attention

Armed mode is only available for mortise locks equipped with a detection switch; mortise locks without a detection switch do not support this feature.

System lock-out indicator



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.

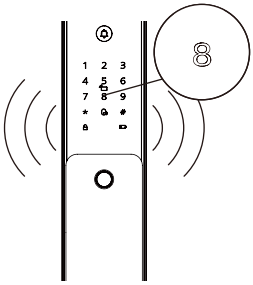
⚠ Attention

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

8 Troubleshooting

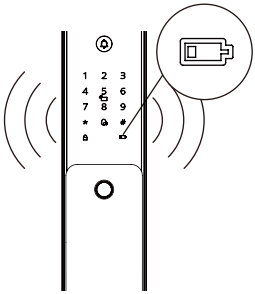
Alert types

Armed mode



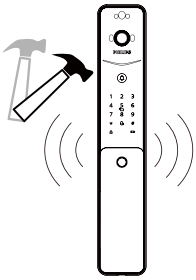
Triggering:
when the door lock is in the armed mode, an alert will be triggered upon unlocking the lock from the inside.
Alert method:
continuous, repeated alert sound.
Off:
the alert ends upon successful verification of any access method.inside.

Low battery alert



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.

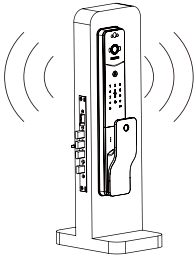
Tamper alert



Triggering1:
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.

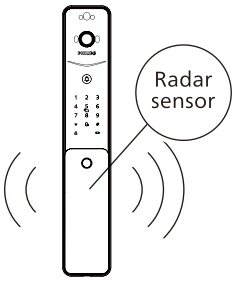
Triggering2:
exterior assembly is pried open, and not properly aligned with the door.
Alert method:
continuous, repeated alert sound.
Off:
the alert will automatically be off or upon successful verification of any access method from outside or unlocking from inside.

Latch abnormality alert



Triggering1:
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



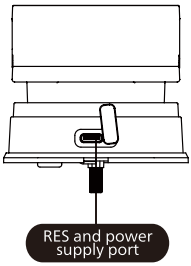
Triggering1:
if suspicious individuals linger within the view of the main camera outside the door for a duration
exceeding the preset value, it will activate a loitering alert.
Alert method:
the main camera will automatically capture video
or images and send alert notifications to the app.
Off:
motion 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.

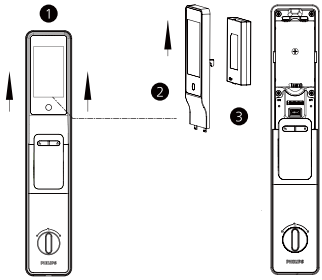
2. Frequent use of video-related features drains the battery faster. To reduce battery consumption, it's recommended to set the motion detection sensitivity to the lowest level, reducing detection frequency.

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 toprovide power to the door lock. Upon powering up, the system will automatically restart.

Battery replacement



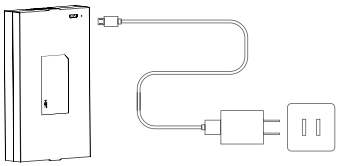
The power source for the door lock is a 5000mAh lithium polymer battery.

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



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.



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