



Calibration FAQs

Why should I calibrate my device?

The calibration process is needed to enable Kevo's inside-outside security feature. When enabled, Kevo's sensor helps prevent your door from being unlocked by unauthorized users while your device is inside your home.

Why might calibration take multiple attempts?

During calibration, Kevo is learning its surroundings and where you normally keep your device. Multiple attempts are important to give Kevo an accurate reading. If you get an unsuccessful calibration, it is recommended that you change your position on the next attempt.

What are the recommended positions to help achieve a successful calibration?

During calibration, always make sure to stand at an extended arm's reach from Kevo and make sure your phone or fob has a clear line of sight to your lock. For best results, calibrate your device while it is in the empty front pocket of your pants. If calibration is unsuccessful in this position, try the following:

- Try repositioning your device within your pocket
- Take a step back or step to the side
- Put your device in a different pocket (like your front shirt pocket)
- Hold your device in front of your pocket
- Turn slightly towards your door to give your device a more direct line of sight to your lock
- If your entryway is at the top of a staircase, hold your device up so it aligns with the height of the lock

Why shouldn't I calibrate my device while it is directly next to the lock?

Calibrating in this position can make the process even more difficult to obtain a calibration success. If you do complete calibration successfully in this close position, it will reduce your activation range and you will need to put your device directly next to Kevo when unlocking the door.

If Kevo takes multiple attempts to calibrate, will it take multiple attempts to unlock the door?

Calibration is a one-time process for each device in your system, which enables Kevo's inside-outside security feature. Once Kevo learns about your entryway and where you keep your device through calibration, locking and unlocking the door only takes one touch.

Will Kevo work if I can't successfully calibrate my device?

Kevo will still work with your device if you can't calibrate it, but accepting an unsuccessful calibration is not recommended for security reasons. Your inside-outside security feature will remain disabled for your device, and your device's activation range will be set to the approximate distance of your last calibration attempt. If you choose to skip calibration entirely, your device's range will remain set at the default distance, which may extend both inside and outside your home. Skipping calibration will limit Kevo's ability to prevent your door from being unlocked by an unauthorized user while your device is active and in motion* inside your home.

*For additional security, your phones and fobs must be in motion to communicate with your Kevo lock. Each device will automatically go to sleep after approximately 30 seconds of being still and inactive. Phones must be running the Kevo app in the background in order to automatically return to sleep mode.

If you have questions, please contact Kevo Support.

USA: 1-800-677-5625
Canada: 1-800-501-9471