Works with Samsung SmartThings

HX-AI01

Network setup

SENSE AI touchscreen smart lock
English edition November 2026

Follow the lock-to-phone sequence, then test alerts and remote access at your door.



Prepare and pair on page 2. Connect and test on page 3. Recover the connection on page 4.

HX-AI01 Network Setup

SENSE AI | Tuya Smart | English edition
November 2026

Use this guide after creating an administrator on the lock. It covers first connection, tests, recovery and network changes. Keep the door open and a mechanical key available during setup.

Prepare the app and network

01 Install Tuya Smart using the official store links below. Publisher: Tuya Smart Inc.
Apple App Store | Google Play

02 Sign in or create your own account using the country/region applicable to you.

03 Connect the phone to a working 2.4 GHz Wi-Fi network and have its password ready. The lock does not connect on 5 GHz. No gateway is required.

04 Enable Bluetooth and allow the permissions requested for discovery. Enable notifications for doorbell alerts.

Allow Bluetooth or Nearby devices access for discovery. Your phone may also request Location or Local Network access. Enable microphone access when using intercom.

Put the lock into pairing mode

01 Wake the screen and tap the green arrow on the main screen.

02 Tap the blue person icon to the left of 0 and verify an enrolled administrator credential.

03 Swipe left three times or right once to find Network Setting.

04 Tap Smart Link. The lock displays “smartlink now” and prompts you to configure Wi-Fi on the phone.

Use an enrolled administrator credential to enter management, then select Smart Link.

Changing the lock's network through re-pairing erases stored data. Read the recovery section before removing the device, unbinding or resetting it.

Add the lock and test access

Complete pairing in Tuya Smart

01 Tap Add Device or the + control in Tuya Smart.

02 Select the detected lock from Bluetooth discovery.

03 Enter the 2.4 GHz network name and password when prompted. Keep the phone close to the lock.

04 Wait for completion. The lock announces connection success. Check that the correct device appears in the app and give it a recognisable name.

If pairing times out, check the items in the recovery section, re-enter Smart Link and try again. Keep the phone close to the lock during setup.

Verify the installation

☐ The device page responds while the lock and phone are online.

☐ Doorbell notification arrives; complete any requested gesture check and answer the call.

☐ Live video and phone-to-exterior intercom work.

☐ Identify the visitor before approving unlock; check the physical lock result.

☐ Without a doorbell request, test Video Monitoring and press-and-hold unlock. Check the result at the door.

An unanswered doorbell request lasts approximately 25 seconds. Ask the visitor to ring again if it expires. Enter your gesture password when prompted.

Keep a trusted person at the door during tests. Review shared-member permissions. Remote unlocking can be disabled in device settings.

Understand connection and fees

Keep both the lock and phone online for app access. If the connection fails, follow the checks on page 4 and contact support if the problem persists.

Basic app functions are free. Tuya bills separately for optional cloud storage and other paid services. Check the in-app price, retention period and subscription terms before purchasing.

Complete the checks above at the installed door before relying on remote access.

Connection recovery and ownership

Symptom	Check before resetting
No device found	Power and pairing mode; phone proximity; Bluetooth/Nearby devices and other discovery permissions.
Connection fails	2.4 GHz network, correct password and working internet. Re-enter Smart Link after a timeout.
Dual-band or unusual network	Use a clearly identified 2.4 GHz connection for diagnosis. Ask the network administrator about WPA/security and guest-network restrictions; do not disable security.
No alerts	Phone/app notification permissions, device alert settings and battery restrictions. Repeat a doorbell test.
Device already bound	Record the error and contact your seller for the matching ownership procedure. Do not repeatedly reset the lock.

Changing Wi-Fi or transferring ownership

Unbinding, resetting and re-pairing erase stored data, including enrolled access credentials. Arrange physical access and time to set up all users again.

01 Keep the door open, a key available and an authorised person onsite.

02 Remove the device from the existing owner's app account. Read the deletion warnings before confirming. If you cannot access that account, contact your seller for help.

03 If a factory reset is needed, follow the inside-button procedure in the User Guide.

04 Immediately create a new administrator. Enter Smart Link and add the device to the intended account and network.

05 Re-enrol intended users. Test accepted and rejected credentials, app connection and door security.

If the app reports that the lock is already bound to another account, contact your seller before resetting again. A reset at the lock may not complete the app account transfer.

Information to give support

Provide HX-AI01, the phone/OS and app versions, country/account region, router band and security mode, exact error text and steps already attempted. Share screenshots with personal details hidden. Never send your Wi-Fi password, access PIN or account password.

HAOVEX support: sales@haovexgroup.com | haovexgroup.com/contact.html