Works with Samsung SmartThings

HX-AI01

User guide

SENSE AI touchscreen smart lock
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For an installed HX-AI01 lock: administrator setup, daily entry, app access, power and support.



Find your task: administrator setup • credentials • daily locking • app • voice • power • recovery • support.

Before first use

Factory mode is not secure. The initial PIN is 123456 and unregistered credentials may open the lock. Adding the first administrator disables this initial access immediately; no restart is required.

Have an installer confirm the door, lock body, drilling template, opening direction and wiring. This user guide does not replace the installation drawing. Check the supplied panels, specified battery, keys, cards and order-specific accessories. Use the credential types and menu options available on your supplied lock.

Keep the door open during first-time setup. Keep a mechanical key in a secure place accessible from outside. Ask the installer to demonstrate inside mechanical opening and the key cylinder before everyday use.

Install in a sheltered location protected from direct rain and prolonged direct sunlight. Keep the lock and its connectors dry.

Find your task

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Use the separate Network Setup Guide for Wi-Fi setup. Keep both guides with the lock and pass them to the next authorised owner.

Create and manage users

Create the first administrator

01 Wake the touchscreen. Tap the green arrow on the main screen to open the verification screen.

02 Tap the blue person icon to the left of the 0 key. In factory mode, administrator verification is not required. Once configured, use an enrolled administrator credential.

03 Open Key manage > Add Key. Select a user profile, such as Grandpa or Grandma, and select Admin at the top where shown. Confirm with OK.

04 Select the credential type and complete enrolment as described in the credential enrolment section. Wait for the success prompt.

Before closing the door, test a registered credential and confirm that the initial PIN and an unregistered credential are rejected. If unregistered access still works, stop using the lock and contact your seller.

Add an ordinary user

After at least one administrator exists, enter management using administrator access. Open Key manage > Add Key, choose the profile and select User instead of Admin. Enrol the intended credential and test it.

Remove a user

Enter management, open Key manage and select the correct user ID. Check its Admin/User label, then select Delete Key > OK. The lock announces success. Confirm that the removed credential no longer works. The administrator ID used to enter the current session cannot be deleted; the system does not allow all administrators to be removed.

User permissions

Administrators can enter management; ordinary users cannot. In dual-verification mode, ordinary users must provide two user credentials as prompted. Administrators can unlock with their own enrolled credential.

Setting	Use
PIN length	6-10 digits
Administrator	Manage users and lock settings. Keep access private.
Ordinary user	Unlock using the credentials assigned by an administrator.
Dual verification	Ordinary users provide two user credentials as prompted.

Keep administrator credentials private. Give each person their own access and remove credentials when access is no longer needed.

Enrol credentials and use the lock

Credential	Enrolment procedure
PIN	Choose Add fp pswd card. Enter a private 6–10 digit PIN, tap the check mark, and enter it again to confirm.
Fingerprint	Choose Add fp pswd card. Touch and lift the same finger on the sensor five times as prompted.
Card	Choose Add fp pswd card. Present the card to the exterior doorbell/NFC-marked area until enrolment succeeds.
Face	Choose Add face. Face the camera at about 40–80 cm (16–31 in) and follow the prompts.
Palm vein	Choose Add palmprint as displayed. Present the palm 15–30 cm (6–12 in) from the recognition module, with the four fingers pointing upward and the palm facing the sensor.

Wait for the success prompt before moving to the next credential. Use the distances above to begin enrolment, then adjust your position as prompted. For daily unlocking, face the sensor and follow the on-screen prompts.

Terminology on the screen

Select Add palmprint to enrol your palm. This guide refers to that access method as palm-vein recognition.

Everyday unlocking

Use an enrolled PIN, fingerprint, card, face or palm vein. Wait for the unlock confirmation before opening the door. Keep the recognition area clean with a soft, dry cloth. If recognition fails, adjust your position or use another enrolled method before the lockout threshold is reached.

Repeated failed verification

Five consecutive failed attempts within 30 minutes trigger a 90-second lockout across electronic access methods. Face and palm attempts share one counter; fingerprint, PIN and card attempts share another. Wait 90 seconds before trying again.

Keep a mechanical key accessible from outside. If electronic access remains unavailable after the lockout period, contact support.

Everyday locking

Lock from outside

Close the door fully. Wake the touchscreen and tap the lock control. Check that the door is secured before leaving; do not rely only on a sound or app message.

Open and lock from inside

The inside open button is on the right beneath the security knob; the lock button is on the left. Use the inside mechanical handle in the direction demonstrated by your installer to open the door if electronic power is unavailable. Have the installer demonstrate the security knob and explain which access methods it restricts.

Automatic locking

Automatic locking is off by default. Ask your installer to enable it and set a delay of 10, 15 or 20 seconds. Have the installer demonstrate the complete open-close-lock sequence and confirm the selected setting before use. After opening with the mechanical handle, close the door and check that it is locked.

The bolt does not extend while the door remains open. After installation, check the complete open-close-lock sequence before using automatic locking. Always check that the door is secured after closing.

Opening direction and motor settings

Left/right opening references use the view from outside. Direction setup controls motor rotation; it is not a command to swing the door leaf. Have the installer verify the correct setting with the door open. Leave Motor Setting, Torque Setting and motor timing adjustments to the installer. Never compensate for a misaligned door by repeatedly increasing motor force.

If the bolt binds

Stop repeated locking attempts. Check for an obstruction without dismantling the lock. Have the installer inspect door alignment, the strike plate and bolt clearance.

Mechanical access

Use the supplied mechanical key as demonstrated by your installer when electronic access is unavailable. Open the cylinder cover without forcing it. Confirm the key location and inside mechanical opening before normal use.

App access and video

Connected operation

Use Tuya Smart with the configured lock and an internet connection. See the separate Network Setup Guide. The lock uses 2.4 GHz Wi-Fi directly; no gateway is required. Bluetooth supports discovery and pairing. Keep your phone and account secure.

Answer a visitor

01 A visitor presses the doorbell. Open the phone notification and enter the app.

02 If prompted, verify your gesture password first. Then answer the live intercom and identify the visitor.

03 Press and hold the unlock control on the call screen to approve entry.

04 Confirm the door is secured after use.

An unanswered doorbell request ends after approximately 25 seconds. Ask the visitor to ring again if the request expires. Use the phone app to speak to the visitor at the exterior unit.

Open the device page directly

Open the device page and select Video Monitoring to view the live image. Press and hold the unlock control to approve entry. Remote unlocking can be disabled in device settings. Keep the lock and phone online and check the result at the door.

For an additional verification step, enable the gesture password in the app. Protect your phone and account. Grant access only to intended users and review each shared member's permissions.

Fees and connection requirements

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

App functions and cloud voice require an internet connection. If connection fails, follow the Network Setup Guide. Have your installer demonstrate the available emergency access method before everyday use.

At a new installation, test doorbell alerts, live video and remote unlocking while a trusted person remains at the door.

Cloud voice commands

Voice commands use a cloud-based service and require an internet connection. “Alexa” is the wake word only. This lock does not support Amazon Alexa integration and should not be added as an Amazon Alexa device.

Wake the lock, say “Alexa”, wait for “I'm here”, then speak the command. Complete administrator verification whenever prompted, and follow the touchscreen instructions to finish the action.

Speak voice commands in English. The touchscreen and spoken prompts support English and Chinese.

Say	Result
Add key / Add password / Add card / Add fingerprint / Add face / Add palm print	Opens the user/group selection workflow. Complete enrolment on the lock; speaking the command alone does not enrol a credential.
Network configuration / Smart link	Enters network configuration. Continue in Tuya Smart.
Open door left / Open door right	Sets motor opening direction. Installer use only; does not swing the door.
Motor settings / Torque settings	Opens motor or torque settings. Installer use only.
View messages / Add message	Opens the message settings or recording interface.
Volume settings / System settings	Opens the corresponding settings menu.
Lock door / Close door	Performs a locking action; does not physically close the door leaf.
English display	Switches to English mode.
Exit / Return	Exits voice wake mode / returns to standby.

If a command is not accepted, check the internet connection or use the touchscreen. Use the commands listed above.

Battery and emergency power





Battery charging connector (left) and exterior emergency supply (right).

Item	Specification
Battery	TQ-TA42 lithium-ion; 7.4 V; 4200 mAh
USB charging input	5 V DC; maximum charging current 2 A
Operating temperature	Whole lock: −20°C to 60°C (−4°F to 140°F)
Charging temperature	0°C to 50°C (32°F to 122°F)
Charging indicator	Red: charging; blue: full; alternating red/blue: fault

Normal charging

Recharge promptly when a low-battery alert appears. Use the specified battery and a regulated 5 V USB supply, following the battery label. The 7.4 V battery rating is not the USB charging input voltage.

Charge through the connector on the battery. Before the first charge, have your installer show you how to access the battery on your lock. Do not force the cover, disconnect internal wiring or use the exterior emergency port to charge the battery.

Keep the battery and connectors dry. Do not use swollen or damaged batteries or damaged cables. Stop charging if the fault indication appears and contact your seller. Do not charge outside the stated charging-temperature range.

Exterior Type-C emergency supply

01 Locate the Type-C socket under the exterior access cover, above the key-cylinder opening.

02 Connect a 5 V USB power bank and allow the lock to start. A USB-C to USB-C cable can be used.

03 Use an authorised credential and wait for unlocking before opening the door.

04 Restore normal battery power after entering.

The exterior port supplies emergency power only; it does not charge the battery or bypass credential verification.

Reset and transfer ownership

Reset and change the network

Re-pairing, unbinding and factory reset erase stored data, including enrolled access credentials. Before proceeding, arrange access to the property and allow time to set up the administrator and users again.

To restore factory settings, stay inside with the door open and keep a key available. Press and hold the inside open and close buttons together. Continue holding for about 10 seconds after the exterior screen lights up, until initialization begins. Wait for the success prompt and for the lock to restart automatically. This inside procedure does not require administrator verification.

After reset, the lock returns to factory/experience mode in which unregistered credentials can open it. Create an administrator immediately and test rejection of unregistered access before use.

For ownership transfer, remove the device from the previous owner's app account. If that account is inaccessible or the app reports an existing owner, contact your seller for help before resetting again. A reset at the lock may not complete the app account transfer.

Troubleshooting and support

Problem	First response
Not discovered or pairing fails	Check battery power, 2.4 GHz Wi-Fi, password, Bluetooth and requested permissions. Re-enter Smart Link and retry; do not reset as the first step.
No notification	Check phone/app notification settings, connectivity and phone battery restrictions. Test again with someone at the door.
Repeated rejection	Wait for the 90-second lockout to clear, then use an enrolled credential. Record persistent error messages.
Binding motor or bolt	Stop forcing the mechanism; have the installer inspect alignment and clearance.
Unexpected battery drain	Recharge correctly, note the pattern and contact support. Do not unplug screens or replace circuit boards yourself.

Warranty and support

Your lock has a one-year warranty from the date the original purchaser signs for receipt. The warranty is non-transferable. Contact the seller shown on your order for a claim. Contact HAOVEX or your order seller for warranty support and the terms applicable to your order.

Provide model HX-AI01, order number, firmware/app version, the exact symptom and steps already tried. A short video may help. Never send access PINs, Wi-Fi passwords, account passwords or private biometric records.

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