

# How can we help you?

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## HomeKit FAQ

### Related Products:

[Wi-Fi Smart Lock \(https://august.com/products/august-wi-fi-smart-lock\)](https://august.com/products/august-wi-fi-smart-lock)  
[August Smart Lock Pro \(https://august.com/products/august-smart-lock-pro\)](https://august.com/products/august-smart-lock-pro)  
[Smart Locks work with Apple HomeKit here \(https://august.com/pages/homekit\).](https://august.com/pages/homekit)

### Which August Smart Locks are compatible with HomeKit?

The following August Smart Locks are compatible with HomeKit:

- August Wi-Fi Smart Lock
- August Smart Lock Pro
- August Smart Lock, 2nd Gen
- Connected by August Smart Locks

PLEASE NOTE: An Apple Home bridge such as iPad, AppleTV, 4th Gen, or HomePod is required to access the lock remotely.

### How do I install my HomeKit Enabled August Smart Lock?

Installation and set up steps for the HomeKit Enabled August Smart Lock are here (https://support.august.com/august-smart-lock-installation-guide-Syw11wLk0\_f). Setup in the August app to enable HomeKit.

### Where do I find the code to set up HomeKit?

The code needed to set up the integration between the August Smart Lock and Apple HomeKit is found under the August app.

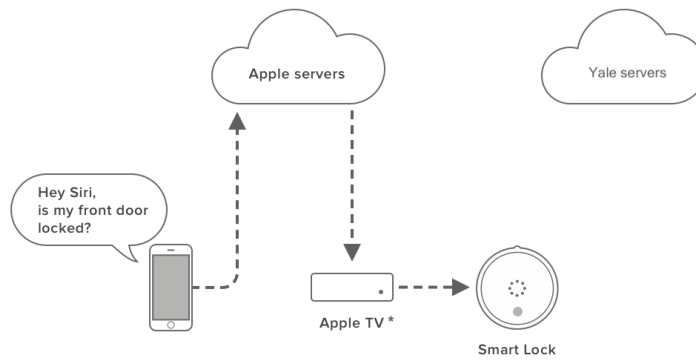
### Does Siri work remotely?

Yes, if you have a compatible Apple bridge within Bluetooth range of your August Smart Lock that is setup to work with HomeKit. You can then use Siri to lock or unlock the door remotely or operate remotely through the August app.

PLEASE NOTE: An Apple bridge (i.e.: AppleTV, HomePod, etc.) is required to operate HomeKit remotely for every version of August Smart Lock.

The diagram below explains how the integration works:

### How Does HomeKit Communicate with My Lock Remotely?



\*An Apple Home Bridge such as iPad, AppleTV 4th Gen, or a HomePod is required to access the lock remotely using HomeKit

For more info on setting up your apple TV, this resource (<https://support.apple.com/en-us/HT204893>) should help.

### Where can I find troubleshooting help?

If you experience technical issues with your HomeKit enabled lock, review the following articles for help:

- Home App shows "No Response" from my August Smart Lock (<https://support.august.com/home-app-shows-no-response-ByThxZSRv>)
- HomeKit - General Troubleshooting (<https://support.august.com/troubleshooting-home-app-and-august-smart-lock-BySexP8kAdz>)

### How do I physically reset HomeKit?

If you experience technical issues with your HomeKit enabled lock, you may wish to perform a HomeKit reset. Follow HomeKit reset directions found in this article (<https://support.august.com/reset-homekit-r1h6O5QAv>).

### Related Articles

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#### Troubleshooting the Home App and August Smart Lock

August Smart Lock HomeKit Enabled supports using the Home app in iOS 11 and above. This article contains troubleshooting tips for issues you may experience.

View more articles (<https://support.august.com/troubleshooting-home-app-and-august-smart-lock-BySexP8kAdz>)

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