

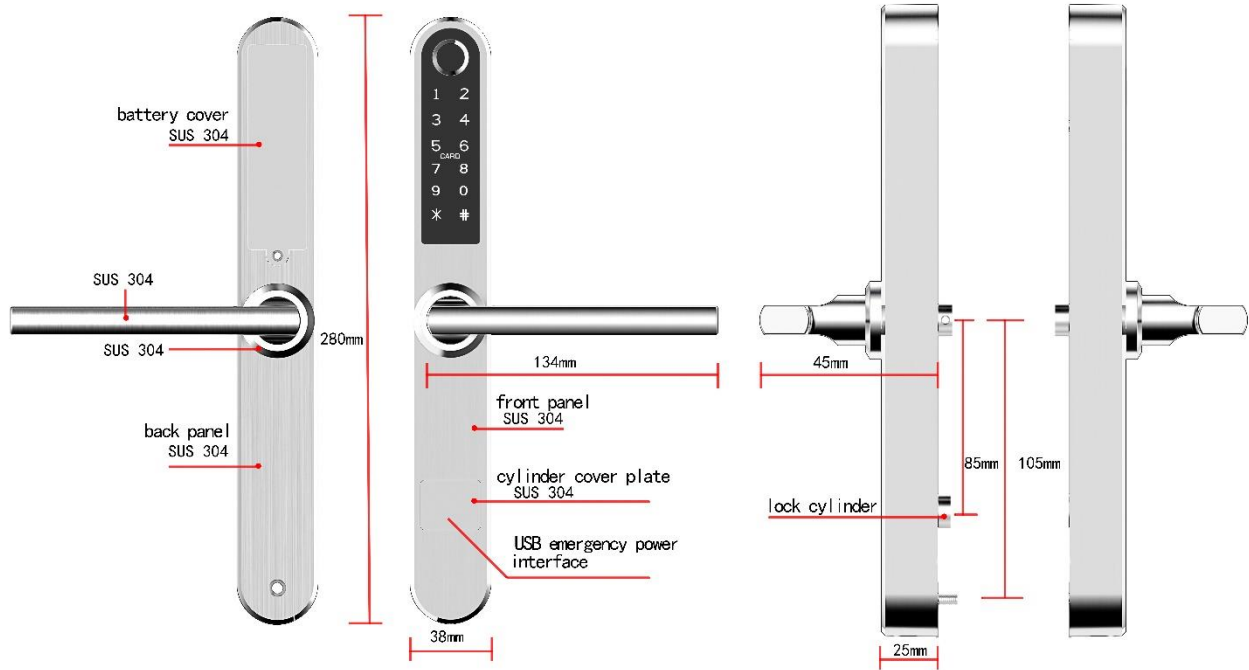
Smart Lock User Manual



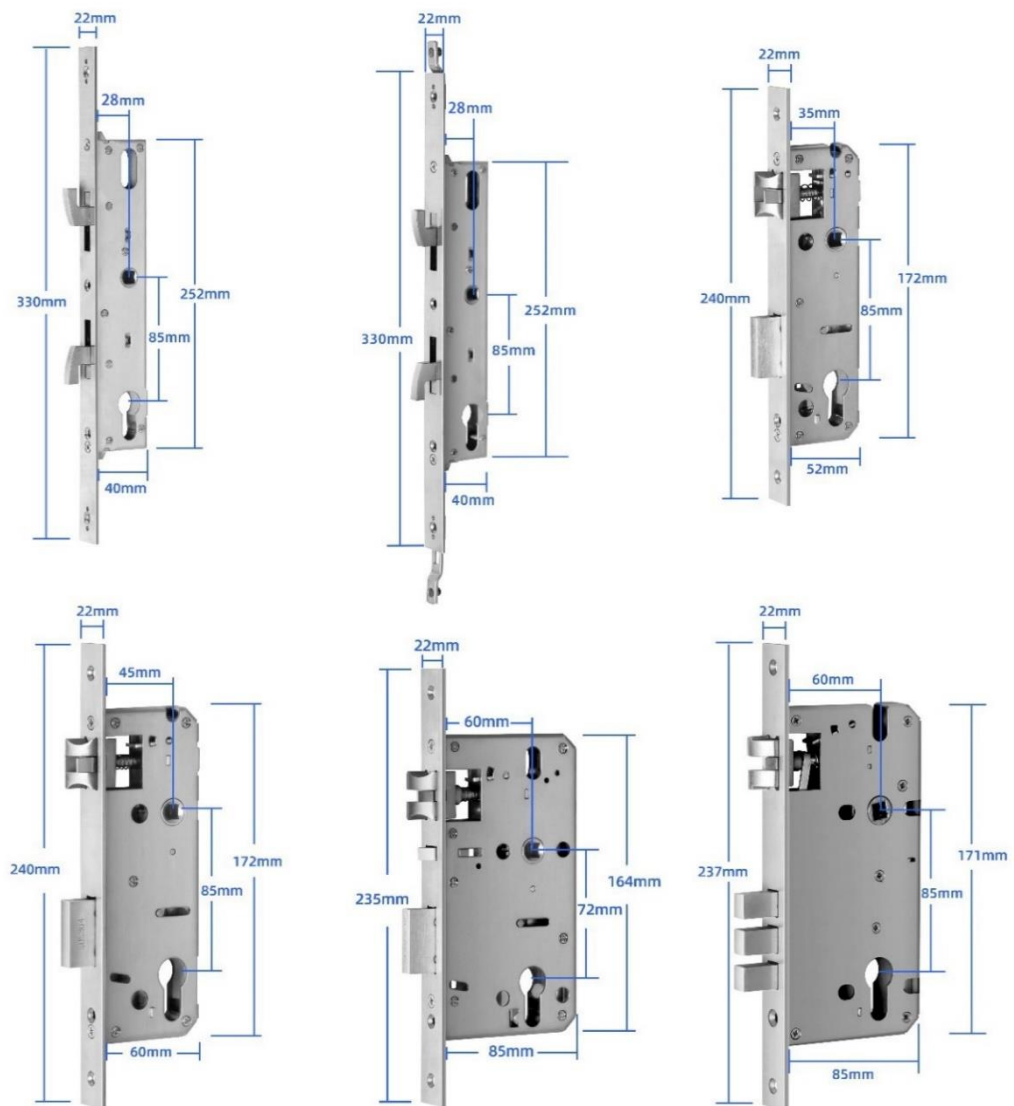
Special Attention:

1. Mechanical keys please keep outdoor, just in case keys lock in doors.
2. Please charge for the battery when low wattage alarm.
3. Reading this manual carefully before installation, and keep it for future reference.

1. Lock Structure



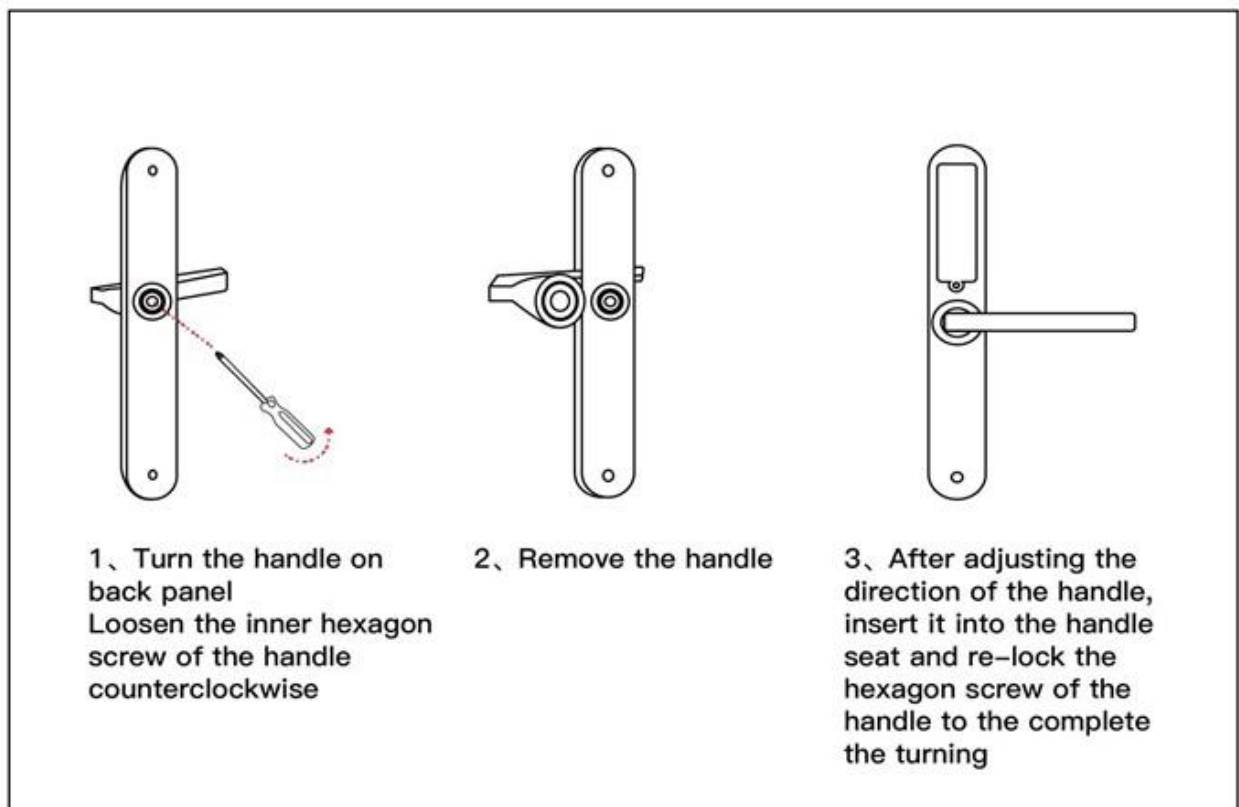
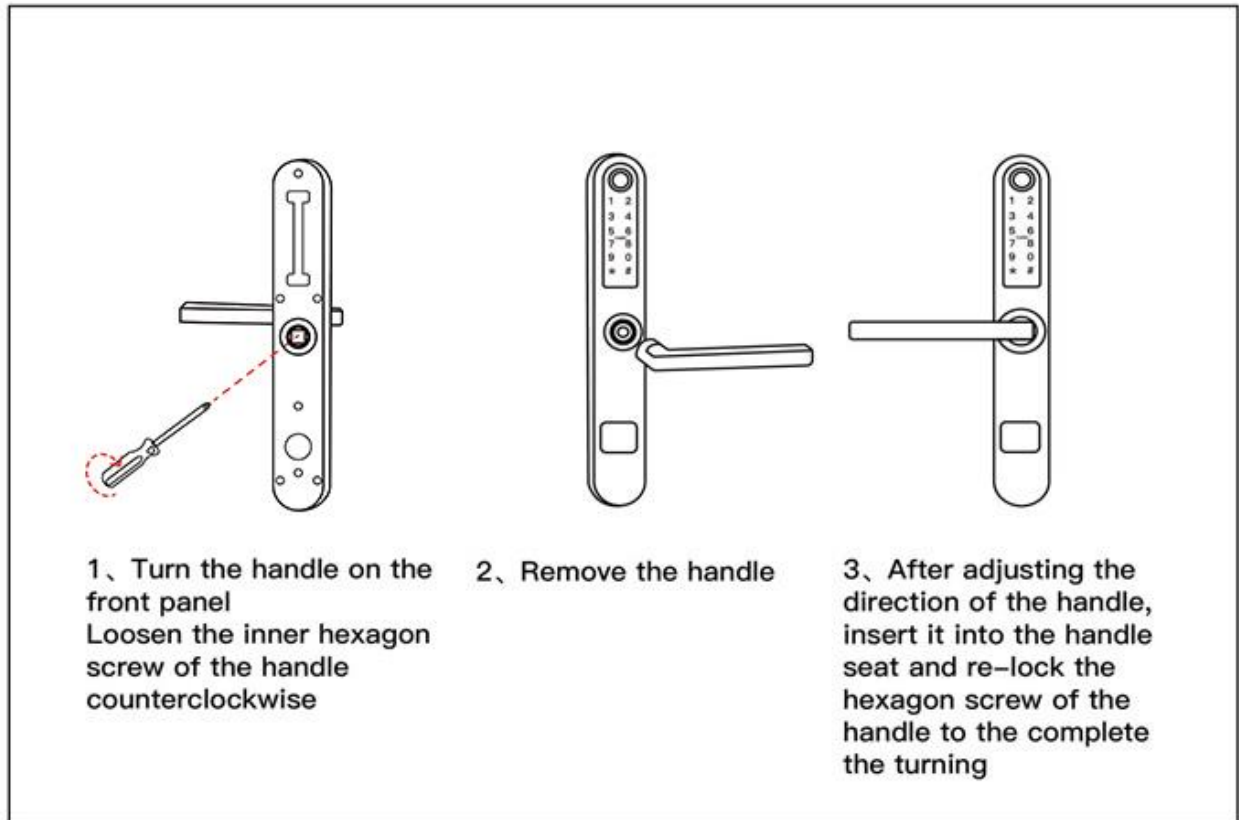
2. Mortise



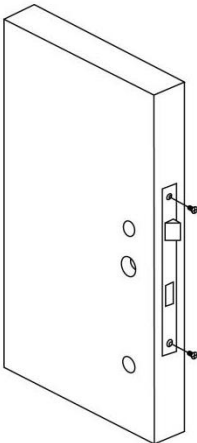
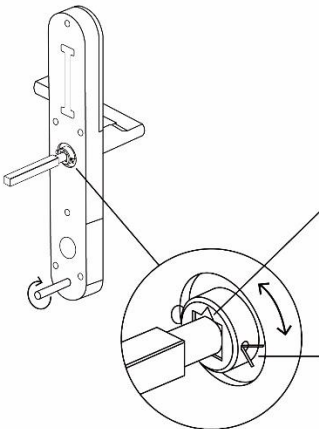
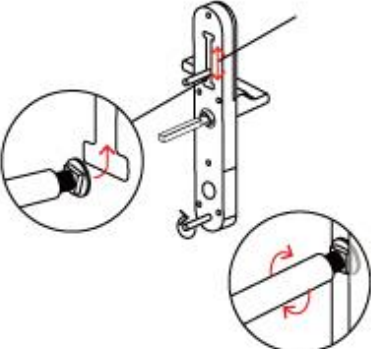
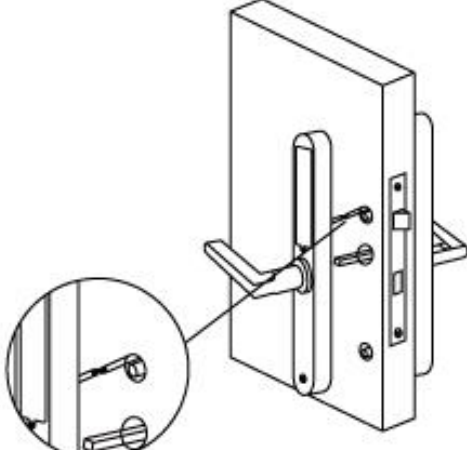
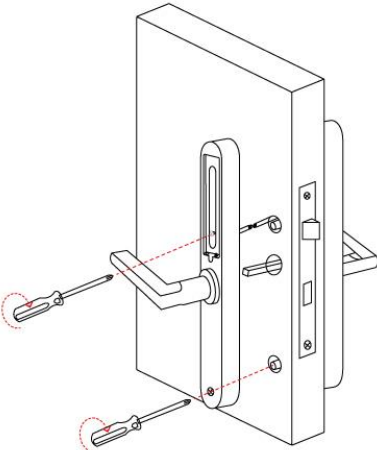
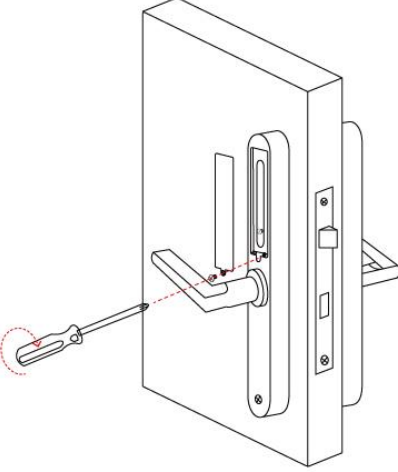
3. Installation

3.1 Turn the handle (Adjust as needed)

Notice: Adjust the handle according to door opening direction, **The arrow must keep point to the same direction of the handle.**



3.2 Installation Diagram

Step 1 Install Mortise	Step 2 Install Square Shaft
	 <p data-bbox="1204 459 1476 571">If the handle point to left, turn the triangle point to left If the handle point to right, turn the triangle point to right</p> <p data-bbox="1204 616 1476 683">Insert the bolt into the hole and bend it's front end to fix the square shaft</p>
Step 3 Install Sliding Screw Casing	Step 4 Connect Front and Back Panels Wires
 <p data-bbox="523 840 774 974">The screw casing place is adjustable from 55mm to 100mm far from the square shaft.</p> <p data-bbox="523 996 774 1108">Depending on the location of the hole-drilling or the old door hole..</p>	
Step 5 Install Back Panel	Step 6 Install the Battery
	

4. Specifications

Suitable for Models	E 31
Materials	SS304
Front Panel Lock Size	280*38*25mm
Back Panel Lock Size	280*38*25mm
Lock Weight	2.5KG
Unlocking way	Bluetooth Password Card Mechanical key
Color	Silver Black Golden Gray
Doors Applicable	Aluminum Door Wooden Door Sliding Door Swing Door
Working Voltage	6V/4x AAA Batteries
Door Thickness to Fit	35-75mm
Data Capacity	Passcode 150 pcs IC Card 200 pcs
Working Temperature	-30°C-60°C
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.5V

Device Reset

Open lock back panel battery cover plate >>>Press the "Reset" button for 5 seconds, than enter "000#". A prompt will be place once it's reset successfully.



5. Registration



5.1 Connect lock to the phone

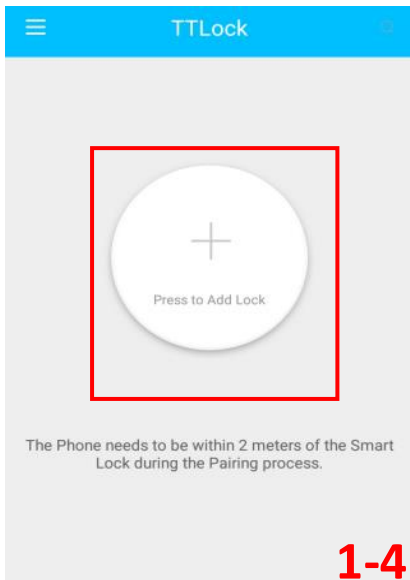
- 1) Android mobile phone, please scan the left QR code as above
- 2) Apple mobile phone, please scan the right QR code as above
- 3) You can also search for TLock in the APP store(Google Play)to download
- 4) Register a new account (phone number or email) or login with an existing account.
- 5) Touch the lock screen to light, click "+ Add Lock"
- 6) The lock nearby will appear on the phone screen, Click "+"
- 7) Re-name the lock
- 8) The lock added successfully

1-1

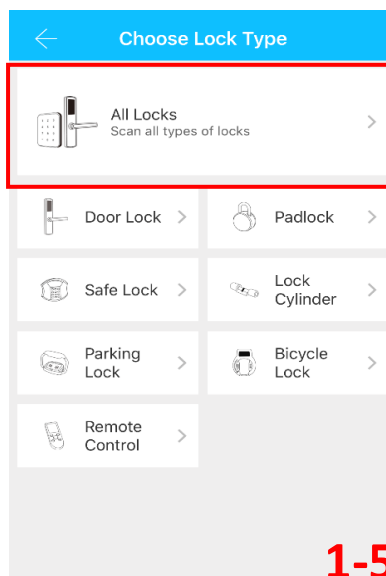
1-2

1-3

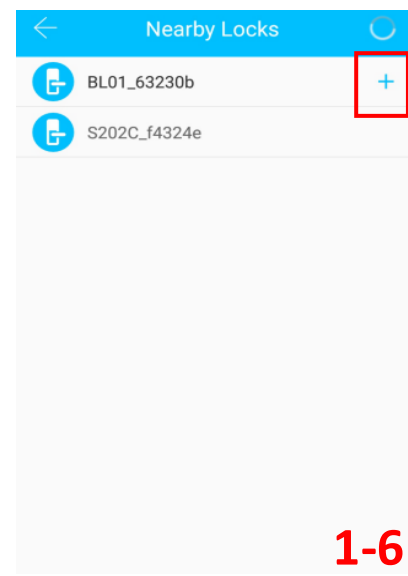
NOTE: TLock supports multiple types of lock devices. You must first select the lock type. The lock needs to be added by the app after entering the add mode. Generally, a lock that has not been added, as long as the lock keyboard is touched, it will enter the add mode. Locks that have already been added need to be deleted on the app before they can be added to the add mode by touching.



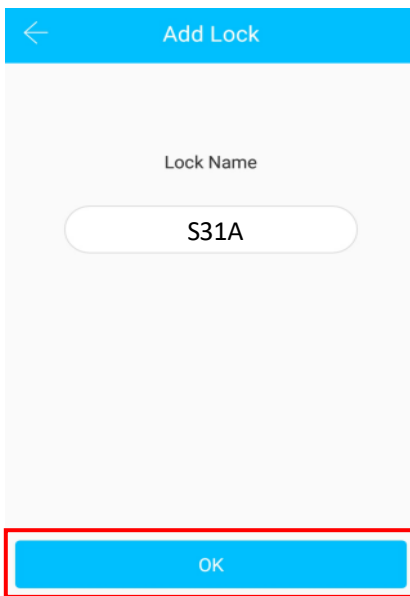
1-4



1-5



1-6



1-7


Features:-

- ✓ Passage mode function
- ✓ Stainless steel handle
- ✓ Smart APP operation & Unlock Remotely & User unlock records
- ✓ Voice guided operation
- ✓ Auto secure & break-in alarm
- ✓ Voice setting function
- ✓ Auto locking time setting function
- ✓ Screen locking
- ✓ Anti-theft Password
- ✓ Smart freeze
- ✓ Emergency power supply through USB
- ✓ Material of Lock Body
- ✓ Material of Lock
- ✓ SS304
- ✓ Zinc Alloy

Note : The lock can be opened using default code 123456 followed by # in trial mode


5.2 User Management

5.2.1 Bluetooth management

Make sure there is no problem with Bluetooth communication. After connecting the phone to the door lock as above, Click "  " as show as figure2-1 to unlock.(the phone is within 5meters from the door lock)

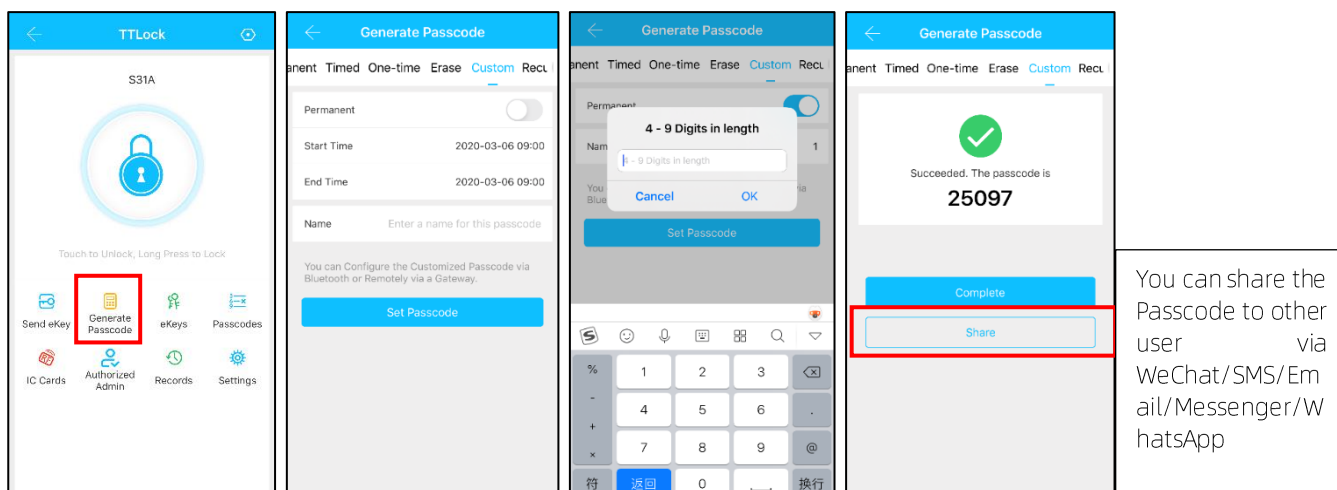
5.2.2 Remote control management(Optional)

TTLock is directly connected via Bluetooth and is not connected to the network itself, which is why it is not vulnerable to network attacks. The gateway is an accessory of the smart lock, it is the bridge connecting the smart lock and the home wifi network. Through the gateway, users can remotely view and calibrate the lock clock, read the unlocking records of passwords, ICs, fingerprints, etc. in a timely manner, and remotely delete and modify passwords.


After confirming that your phone and door lock are connected to the gateway, Click "  " as show as figure 2-1 to unlock. You can unlock it anywhere you have a network.(How to set up the gateway to connect to your phone refer to step 5.3)

5.2.2.1 Setting Passcode

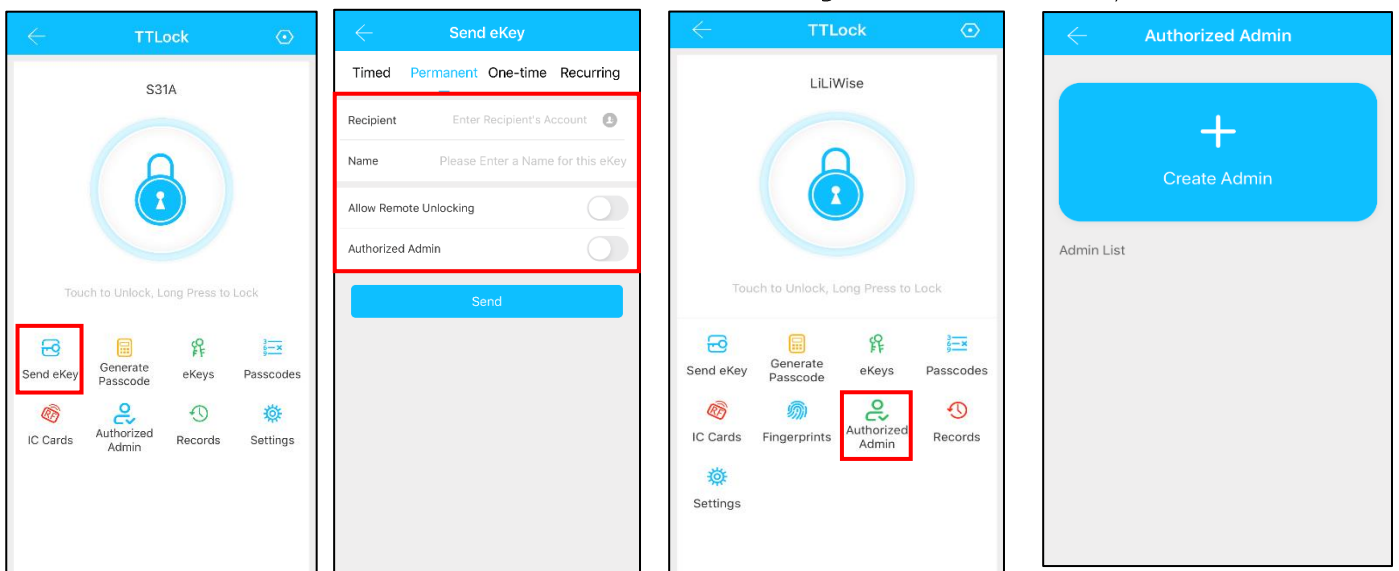
Passcodes are also a way to unlock. After entering the passcode on the locked keyboard, press the unlock button in the lower right corner to unlock. Passcodes are divided into permanent, time-limited, single, clear, cycle, and custom.



5.2.2.2 Send e-Key

Click on the "  " as shown in figure, you can send the eKey to other users of TTlock to authorize the unlock (the receiver must be download the APP and set up an account) → Select e-key format (Timed, permanent, One-time, Recurring) → Enter recipient's account of TTlock, set the name and effective time of the eKey, Can choose to allow remote unlocking or disallowing, authorized administrator or not authorized, as shown in figure → Send → The recipient's account has Bluetooth unlock permission

(Only the administrator can authorize the ordinary key. After the authorization is successful, the authorized key is the same as the administrator's interface. You can send keys, passwords, etc. to others. However, the authorized administrator can no longer authorize others.)

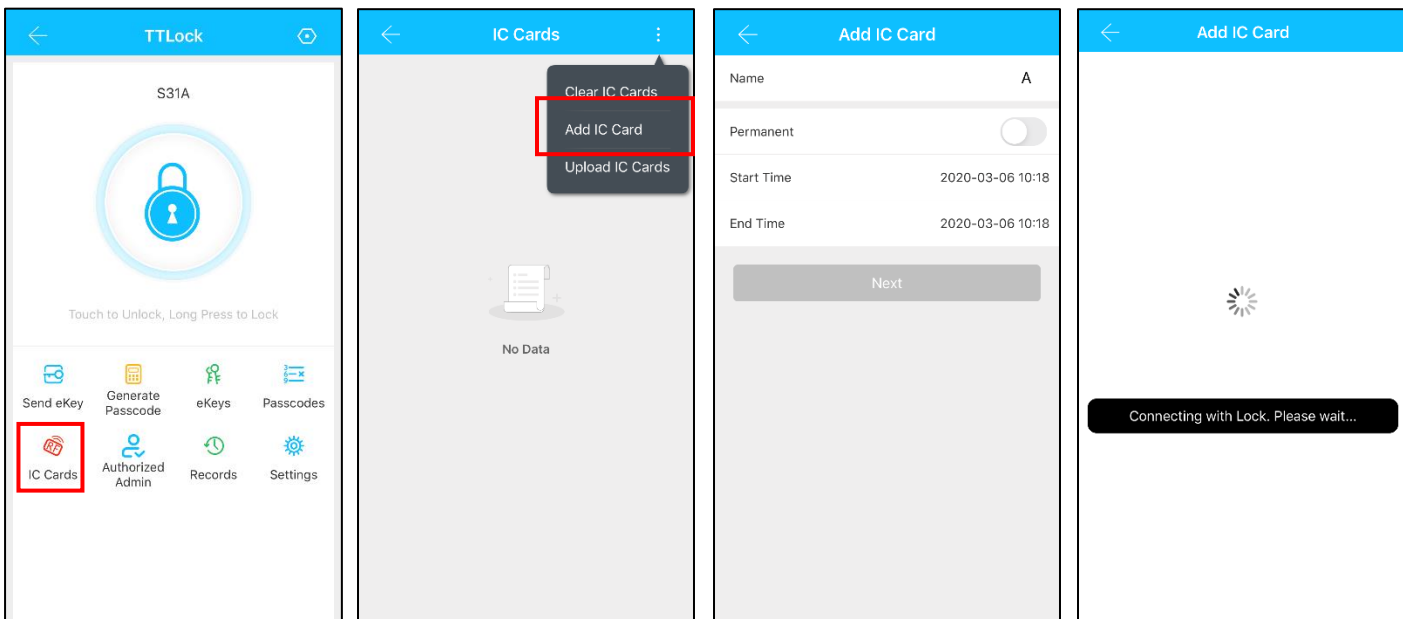


You can authorize admin to other user

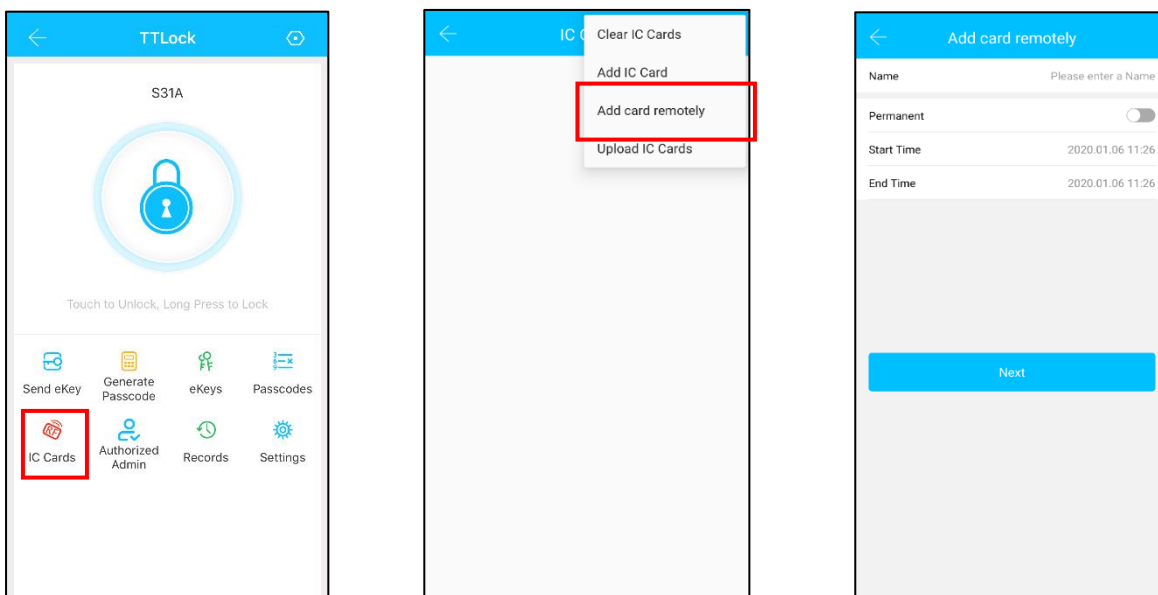
5.2.2.4 Add card and add card remotely

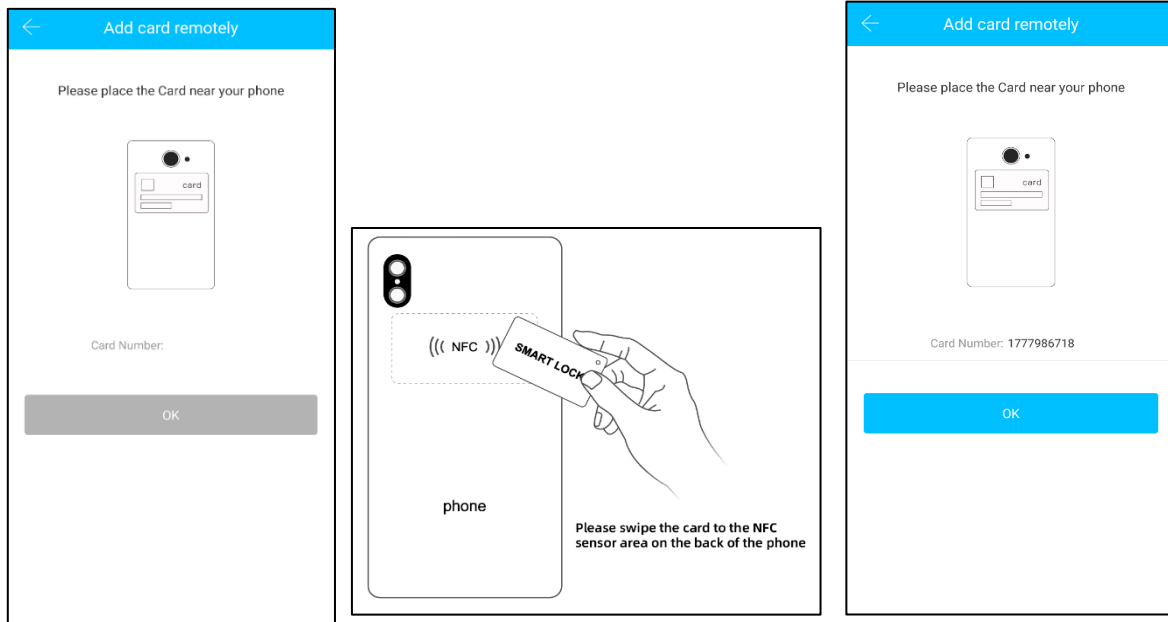
Supports opening doors through various IC cards. Before an IC card is used to open the door, it needs to be added first. The adding process needs to be performed by the app beside the lock. The validity period of the IC can be set, it can be permanent, or it can be limited in time. After setting, you can also. Modify its validity period.

a) Add Card




b) Add card remotely (You must add gateway first!)







5.2.3 The Admin password management

Click "  " as shown in figure 2-1 → Basics → See Admin Passcode as shown in figure 2-2 → input Passcode on the keypad of lock → "#" to unlock.

5.2.4 e-Key management


Click "  " as show in figure 2-1 → figure 2-3 to manage the eKeys you send, The key management here refers to the Bluetooth key management. After the administrator has successfully added the lock, the administrator will have the highest management rights of the lock. He can send keys to other people, specify the time limit, and select time-limited, permanent or single-time Bluetooth key permissions. Add management of expiring keys, that is, reminders of expired keys. The administrator can manage all the keys issued by him, including clearing the keys, resetting the keys, sending the keys, adjusting the validity period of the keys, and viewing the unlock records of the keys. For keys that are about to expire (non-administrator users), lock users are about to expire (yellow shows the number of days remaining) and expiration reminders (red font).

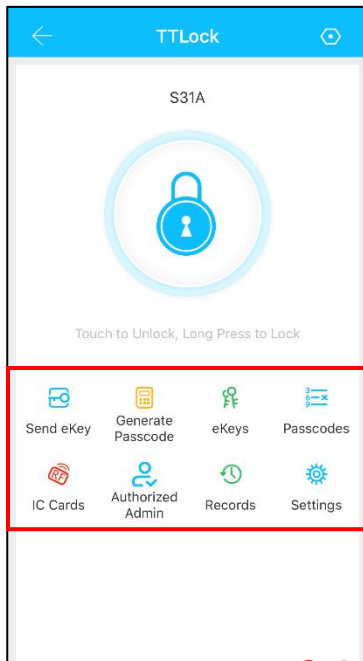
5.2.5 Passcode management

Click "  " as shown in figure 2-1 → figure 2-4. All generated passwords can be viewed and

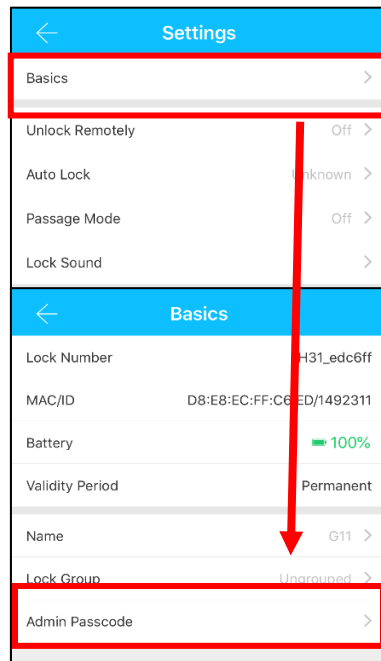
managed in the password management module. This includes a password change, password deletion, password reset, and password unlock record.

5.2.6 Unlock records

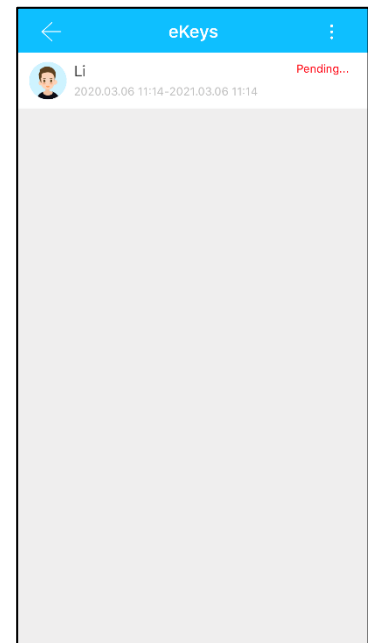
Click "  "as shown in figure 2-1 → figure 2-5 you can query your unlock record as shown in figure



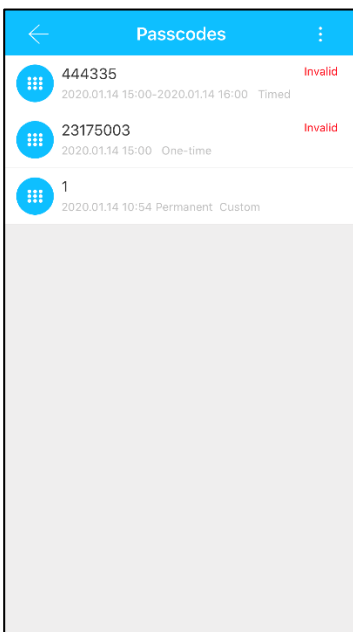
2-1



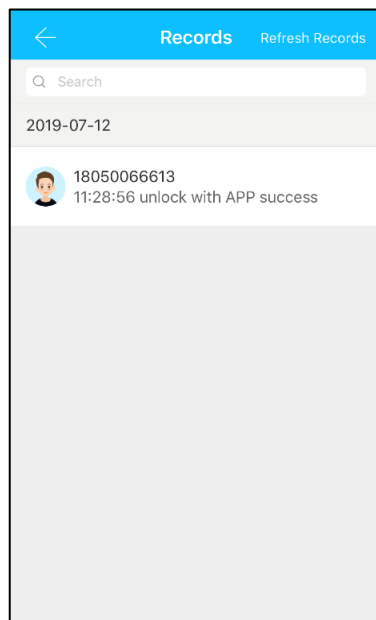
2-2



2-3



2-4



2-5




5.3 Add Gateway (Optional)

Please note that when adding a gateway, your smart phone and the gateway must be connected to the same Wi-Fi network.

Light Status

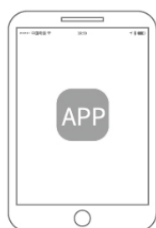


When the gateway is powered on:

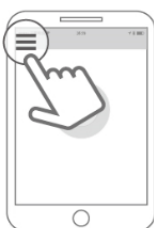
-  Light flashes alternately in red and blue: Stand-by mode, ready for pairing
-  Blue light: Working mode
-  Red light: Network failure

Pair the Gateway with APP

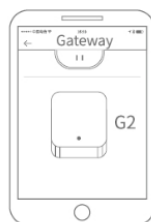
1 Activate the APP



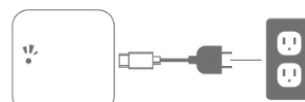
2 Press “≡”



4 Select [G2]



5 Plug in the gateway and power it on, while the light flashes alternately in red and blue



3 Select [Gateway]



6 Press “+” sign



7 Add Gateway



8 Select the network and fill in the password



9 Add complete

⚠ Notice: If times out, please power off and try it again.

5.4 Trouble Shooting

5.4.1 Programming Troubleshooting

1) How to read operation records?	In the Records of the main interface. / Or in Web TTLock.
2) What is the purpose of upload fingerprint?	What is uploaded is not the fingerprint itself but just the number of the fingerprint. Because some locks don't need to go through the APP to add fingerprint, they can't be seen in the APP. You need to upload fingerprint before you manage them in the APP.
3) What is the maximum limit of e-Key?	No limit.
4) Why it shows "pending" when we send e-Key to other?	Before the receiver opens the APP to receive, the status shows Pending.
5) Unable to received OTP?	It may be due to a problem with the operator or the SMS server, or it may be due to some of the parameters being incorrect, which prevents it from receiving OTP. Please provide a mobile phone number for inspection.
6) Can be used same user name at same time on different mobile?	No, it can't. But you can authorize the admin to other user.
7) Whether to download unlock records?	Bluetooth: you can download in web Non-Bluetooth: can not download
8) Why can't I unlock it after open the passage mode	You need to perform an unlock verification in any method, than the passage mode will take effect.
9) What is the purpose of Auto Lock	You can set how long to lock after unlocking
10) Why it can not to send e-Key	Check if the account sent to the user is already registered
11) APP can add maximum limit of the locks	Not limit.

<p>12) Is it possible to obtain passcode, add fingerprint and card remotely?</p>	<p>A) Non-custom passcode: can be obtain directly; Custom passcode: can be obtain remotely by adding gateway.</p> <p>B) Fingerprint: do not support remote addition for the time being.</p> <p>C) The remote add card currently only supports Android phones with NFC</p>
----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5.4.2 Hardware Troubleshooting

<p>1) After installation, touch sensing keyboard, screen no respond</p>	<p>a) In this case, first check that the positive and negative electrodes of the battery have been installed upside down, whether the battery has enough power</p> <p>b) Remove the back panel and see if it's connected.</p> <p>c) To eliminate the above situation, you need to remove the lock ,check whether the wires of the lock body are squeezed, and the re-wire.</p>
<p>2) Unable to register fingerprint</p>	<p>Check the fingers for dirt or wear, check the fingerprint head on the lock for dirt and oil stains, etc.</p> <p>Check to see if the fingerprint is working properly(Press to see if there is any responds.</p>
<p>3) Fingerprint verification is successful, but the door cannot be opened.</p>	<p>The fingerprint lock has two important components: one is the fingerprint module and the other is the electronic clutch .If the verification is successful but the door does not open, you can listen carefully when the verification is successful, and if there is any sound of the motor rotating inside the lock. If there is, it is usually caused by the clutch in the handle. If not , it may be because the circuit board to the motor line has burned out. At this time, you can't solve it yourself, or the warranty is processed.</p>
<p>4) What is the reason why the smart lock consumes fast power?</p>	<p>a) Large standby power consumption</p> <p>b) Short circuit</p>
<p>5) Can you adjust the volume?</p>	<p>a) The Bluetooth system can only turn the sound On or Off,</p>

	and cannot adjust the volume; b) The non-Bluetooth system can adjust the volume.
6) There is no response to pressing the handle on outside the door, and there is unlock normally on inside the door, but the verification is normal, and the motor is normal.	It may be the triangle direction on the clutch was error, please check correction.
7) The keys do not respond, and the lights are off	Most of this happens because the door lock is out of power
8) How many times will the passcode be locked? How long is it locked?	Bluetooth: Enter wrong 5 times and lock for 5 minutes Non-Bluetooth: Enter wrong 5 times, lock for 1 minute
9) How many records can be kept in the lock?	Bluetooth: 500 Non-Bluetooth: 10000
10) How many locks can a card match at the same time	Not limit
11) Cannot automatically wake lock when unlocking	Change the spring wire