

GET SMART

THE CONNECTED SHOP



SMART DOOR LOCK
USER MANUAL

Your step-by-step guide for installing, configuring, and connecting your Smart Door Lock Thick.

This device is engineered for ease of use and is compatible with various modern door types, including main entry doors, bedroom doors, sliding doors, and traditional swing doors.

This lock is designed to seamlessly replace existing door handles, ensuring both convenience and security.



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I. BEFORE INSTALLATION






a) Packaging List

1. Handles		The smart door handles that will replace your current door handles on your door.
2. Mortise		The lock mechanism to fit in the pocket cutout into your door's edge. This is paired with the smart door lock handles
3. Strike Plate		The metal plate on the doorjamb for the lock bolt to engage in. This comes with the mortise.
4. Cylinder Lock		The lock cylinder for the physical backup key to unlock the smart door lock.
5. Metal Rod/Spindle		The metal rod connecting the door handles to the lock mechanism inside the door.

I. BEFORE INSTALLATION



a) Packaging List

6. Screws		The screws hold the lock handles firm on the door and the mortise in position inside the door.
7. Mechanical Keys		Physical backup keys to open the lock in case of low battery.
8. Key Cards		The plastic cards with magnetic data used as a door key.

I. BEFORE INSTALLATION



b) Device Details



I. BEFORE INSTALLATION



c) Handle Direction (Optional)

To adjust the handle direction on the Smart Lock based on your door's opening or orientation, ensure the handle is properly aligned before securing the screws.

Please refer to the video below:



Important Note:

Verify that the handle returns to its correct position after adjustment; otherwise, it may become misaligned or too loose.

I. BEFORE INSTALLATION



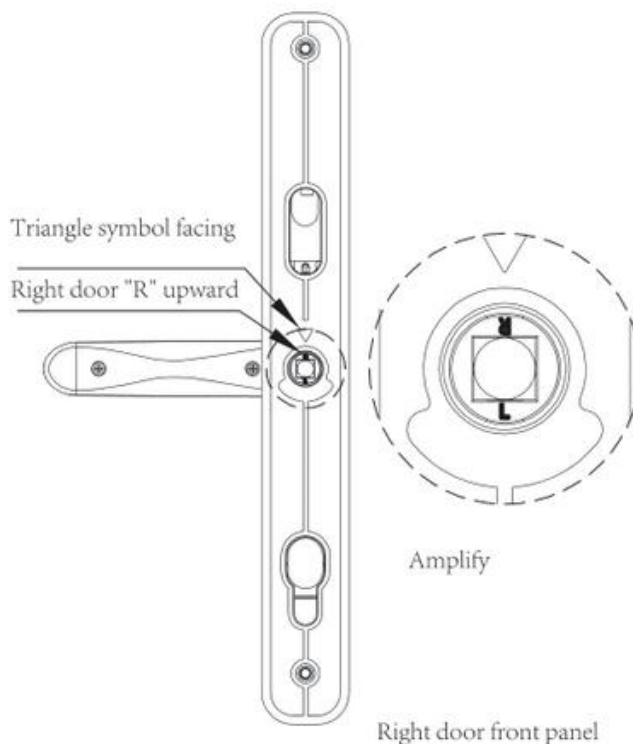
d) Clutch Direction (Required)

Before installing the lock, it's crucial to correctly set the clutch to ensure proper functionality of the locking mechanism.

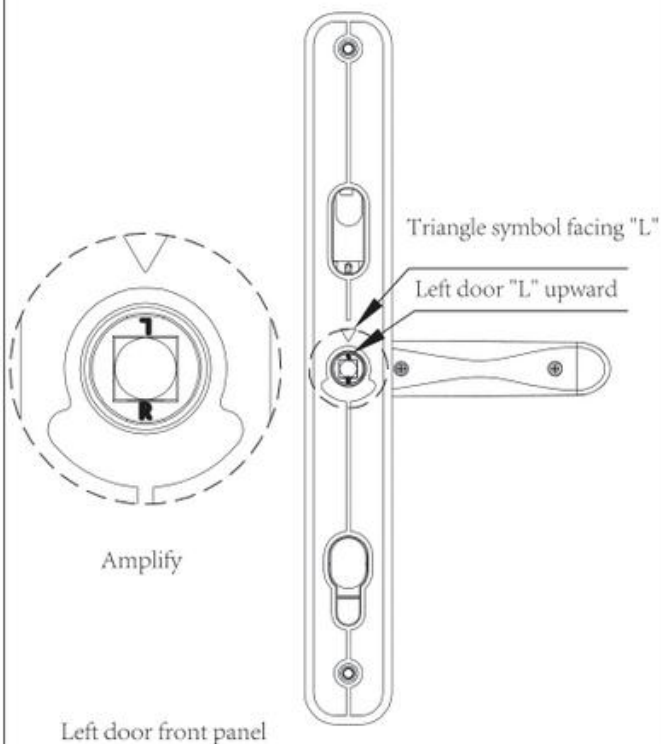
If your door handle faces left, align the letter "L" with the arrow. If the door handle faces right, align the letter "R" with the arrow. This alignment is essential for the lock to operate smoothly.

The clutch is located behind the center of the door handle. Refer to the diagram below:

Right door clutch direction adjustment:



Left door clutch direction adjustment:



Once the clutch is adjusted correctly, the smart door lock will be secure, and entry will only be possible using a fingerprint, passcode, or keycard.

Important Note:

If the clutch direction is not set correctly, the smart lock will not function properly, even though the system may indicate it is "locked."

II. DEVICE INSTALLATION

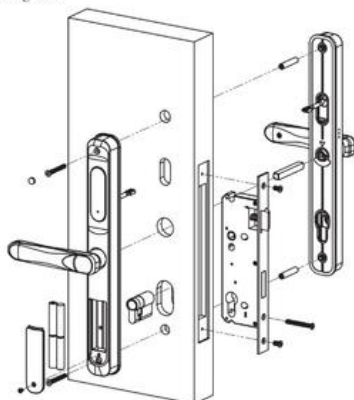


a) Remove Existing Lock

Begin by unscrewing the bolts that secure your current door knob. Carefully pull out the existing lock.

Smart Lock Installation:

Installation exploded diagram:



b) Insert New Mortise

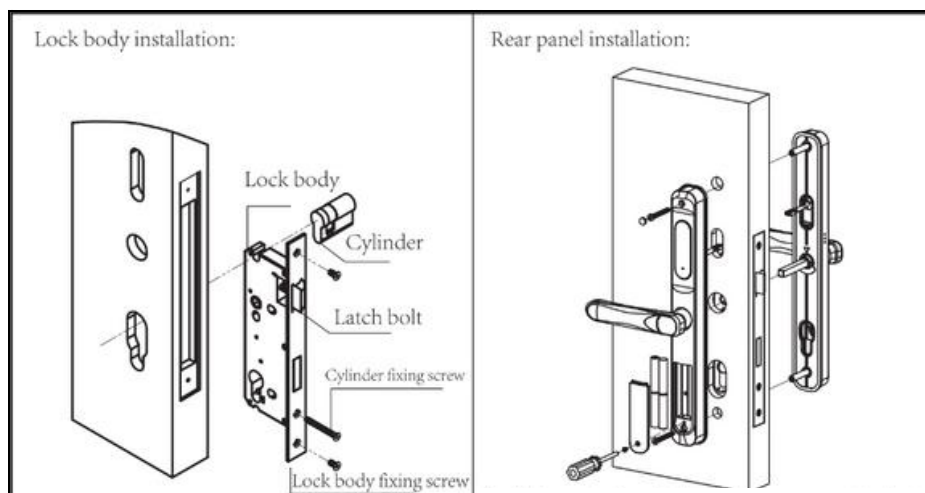
- Insert the new Mortise and Strike Plate into the door frame.
- Secure them by tightening the screws on the top and bottom sides.
- Ensure that the latch bolt is positioned at the top side of the lock.

c) Install Cylinder Lock

Position the Cylinder Lock using the Cylinder Fixing Screws as indicated in the diagram below.

d) Adjust Keyhole

- Make sure the keyhole is facing the exterior of the door.
- Insert the key and rotate it to ensure the bolt retracts smoothly.
- Once confirmed, securely fasten the screw.



II. DEVICE INSTALLATION



e) Install Lock Handles

Secure the Front Handle to the door by inserting the Metal Rod into the middle hole behind the handle. Ensure the positioning pin pops out and holds the handle in place. Use the Lock Body Screws to pass the Metal Rod through the door, securing the handle firmly.

f) Insert Cable Cord

Insert the power cord from the Front Handle through the door to connect it to the Back Door Handle.



g) Install New Batteries

After fixing both handles with screws, insert the batteries into the designated compartment. Close the compartment by placing the cover on top and securing it with screws.

III. DEVICE PROGRAMMING





a) Reset & Keypad Legend

To ensure that your smart lock is in its initial state before programming, perform a reset.

Locate the small hole on the battery compartment cover of the inside lock panel, which serves as the reset button. Using a pin or similar object, press and hold this button for 5 seconds until you hear the voice prompt, "Initialization Successful."

Alternatively, you can reset the lock on the mobile app by going to Settings and deleting the lock after entering your user information.

* /  = to go back or return.

/  = to enter or confirm everytime you input a code

123456 = the default administrator information.

Note:

Under the initial state, any fingerprint, keycard, and password can unlock or open the smart lock.

III. DEVICE PROGRAMMING



b) Access Door Lock Settings

- To begin programming the lock, touch the keypad, and you'll hear a "Hello" prompt.
- Then, press * followed by #, and the voice prompt will say, "Please enter Administrator Authorization." If no code, fingerprint, or card has been added yet, the default administrator code is 123456.
- Press # to confirm.
- Once successfully entered, you'll hear a voice command confirming the operation.
 - "Press 1 - Create New User"
 - "Press 2 - Delete User"
 - "Press 3 - System Settings"
 - "Press 4 - Factory Reset"

III. DEVICE PROGRAMMING



c) Add Administrator

Make sure to reset the lock before adding an administrator for the first time. The Administrator will be User 00 and can be set up using a passcode, fingerprint, or card through the mobile app.

To add an Administrator for the first time:

- Access settings by pressing * and #, then enter 123456 followed by #.
- Press 1 to "Add User."
- A voice prompt will say, "User 00, please enter the secret key." This is your cue to add a 6-8 digit passcode, your fingerprint, or a key fob/card as the administrator.

Instructions for Input:

- Fingerprint: Place your finger on the sensor 4 times.
- Passcode: Enter a 6-8 digit passcode twice.
- Keycard: Swipe the card once.

You'll be prompted to "please enter again" after each input. Follow the instructions until you hear "Operation Succeed," which confirms successful registration.



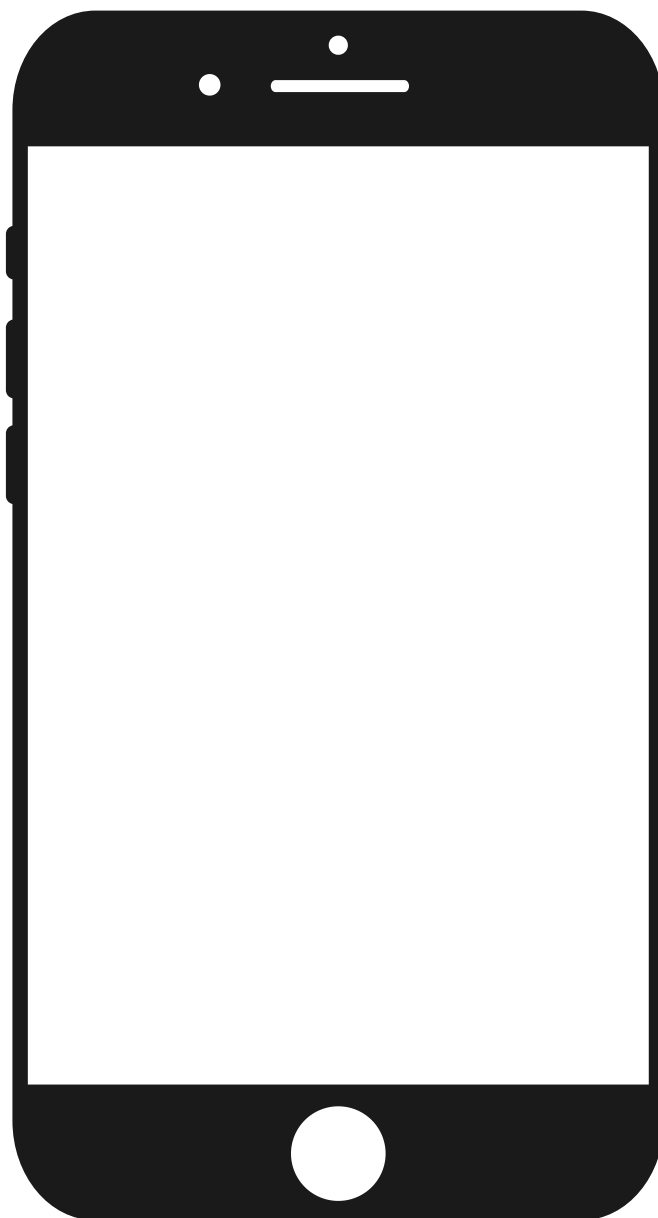
III. DEVICE PROGRAMMING



d) Delete Administrator

To remove an administrator, please follow these steps:

- Activate your Smart Lock and input your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to Passcodes, Cards, or Fingerprints to find the Administrator you wish to delete.
- Long press on the selected Administrator until the delete option appears.
- Click 'Delete' to confirm your action.



III. DEVICE PROGRAMMING



e) Add User

To remove add a user, please follow these steps:

- Activate your Smart Lock and provide your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to the 'Passcodes' or 'IC Cards' settings, depending on what you wish to input.
- To create a new passcode, select Custom and set it to permanent.
 - Enter a 4 or 6-digit password.
 - Assign a name to the new password.

To add a key card, click 'Add IC Card' and configure it as permanent.

- Give the new key card a name.



III. DEVICE PROGRAMMING



f) Delete User

To remove a user, please follow these steps:

- Activate your Smart Lock and input your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to either Passcodes, Cards, or Fingerprints to find the User you wish to delete.
- Long press on the User you want to remove until the delete option appears.
- Click 'Delete' to confirm your choice.

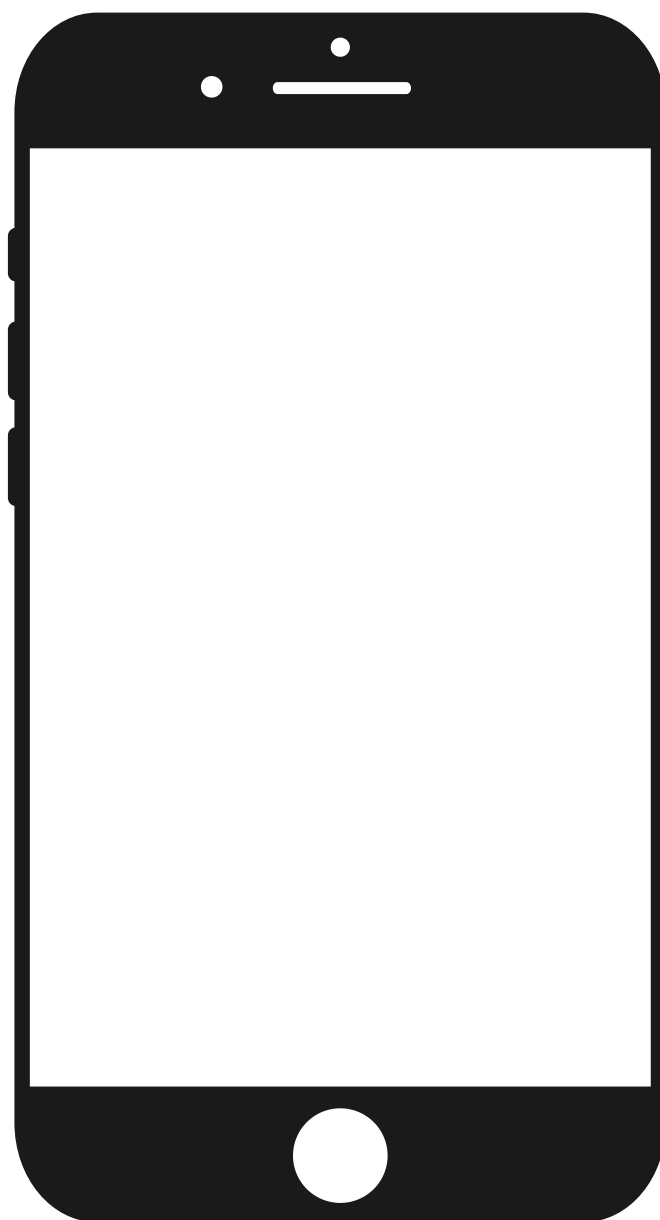
III. DEVICE PROGRAMMING



g) Date and Time Settings

To schedule the time and date on your Smart Lock, follow these simple steps:

- Power on your Smart Lock and input your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to Settings and choose 'Lock Clock'.
- Press the 'Calibrate Time' button to set the time and date accordingly.



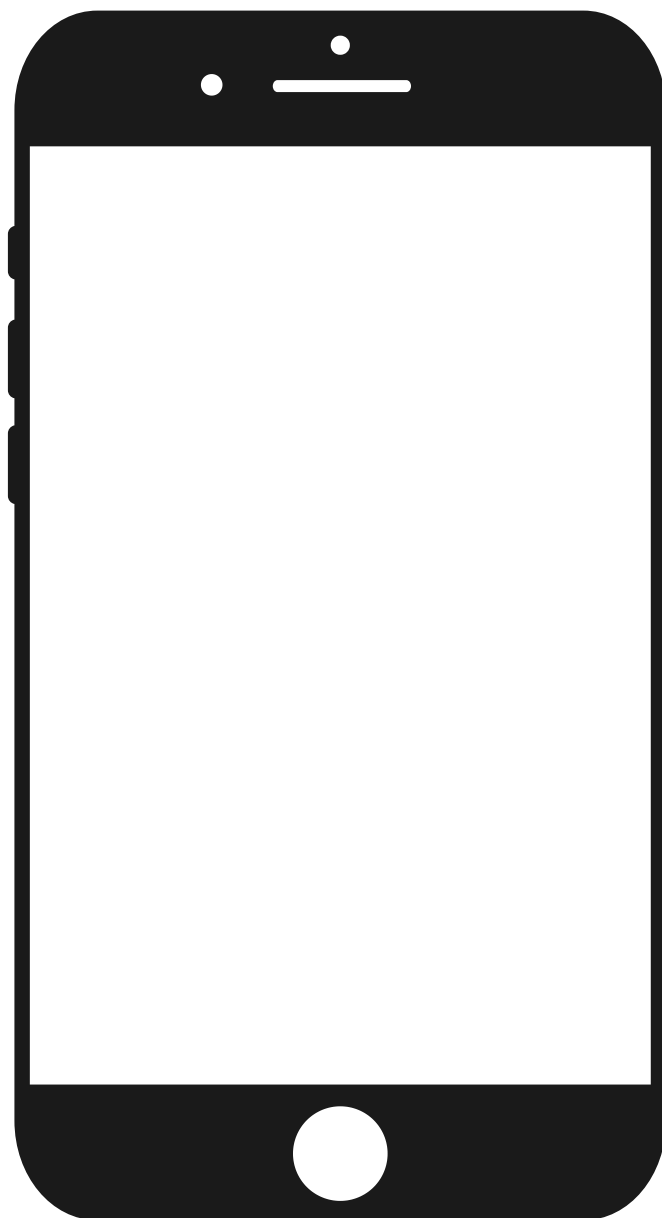
III. DEVICE PROGRAMMING



h) Volume Adjustment

To adjust the volume on your Smart Lock, kindly follow these steps:

- Activate your Smart Lock and input your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to Settings and choose 'Lock Sound'.
- Pick your preferred volume and hit Save.



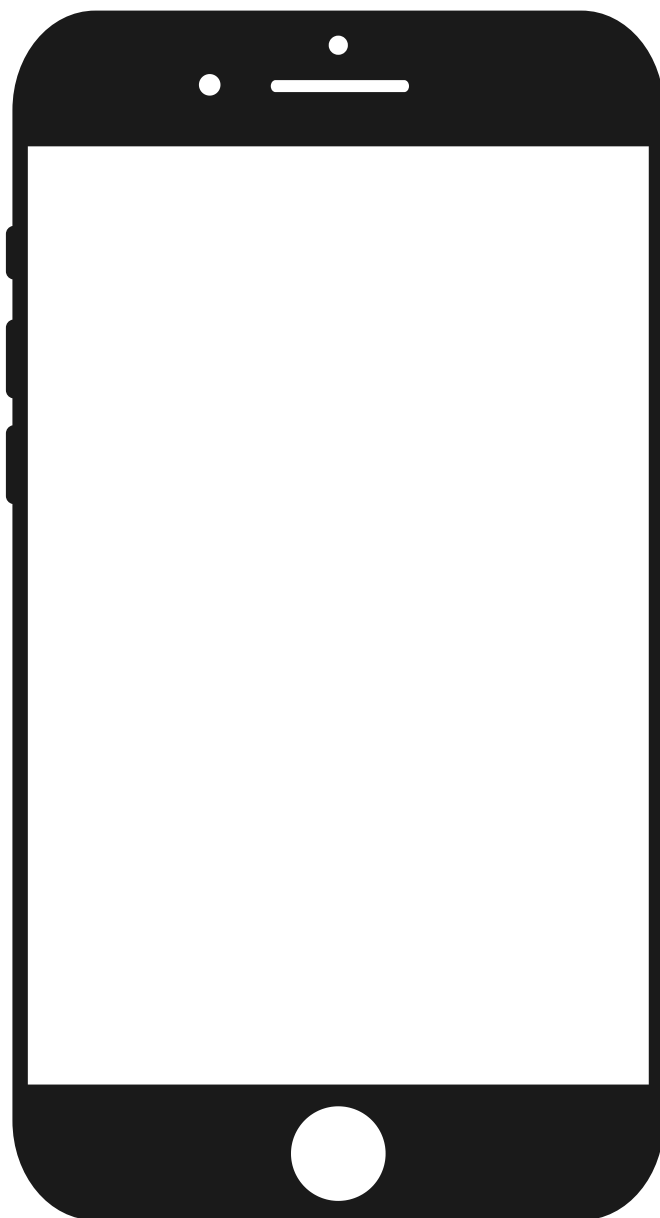
III. DEVICE PROGRAMMING



i) Language Setting

To set the correct language on your Smart Lock, kindly follow these steps:

- Activate your Smart Lock and input your Administration Information (if necessary).
- Launch the mobile app.
- Navigate to Settings and look for language.
- Choose English and hit Save.



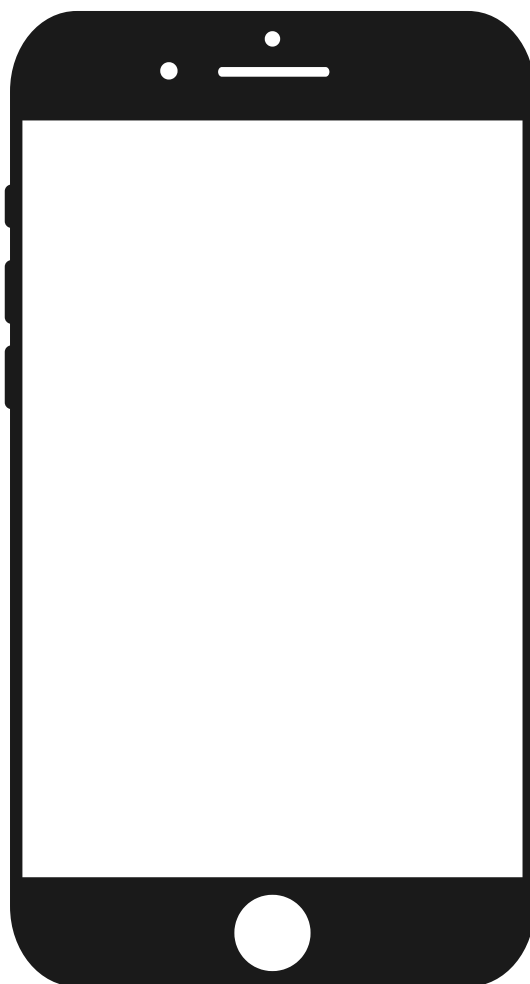
III. DEVICE PROGRAMMING



j) Passage Mode

To activate Passage Mode on your Smart Lock, which allows it to stay unlocked for a designated period, follow these steps:

- Open the mobile app, navigate to Settings, and select Passage Mode.
- Switch the toggle to the right and set the time frame for when you want the lock to remain unlocked.
- After that, save your preset settings.
- To deactivate it, toggle the switch again and hit Save.
- Alternatively, you can activate your Smart Lock and input your Administration Information. Press "123#" to turn on Passage Mode. Once enabled, the lock will stay unlocked even if the door is closed. To turn it off, simply enter your Administration Information after activating the Smart Lock.



IV. MOBILE APP CONNECTION



a) Download The Mobile App

Download the app from the Google Play Store or Apple App Store by searching for “TTLock” or by scanning the provided QR code.

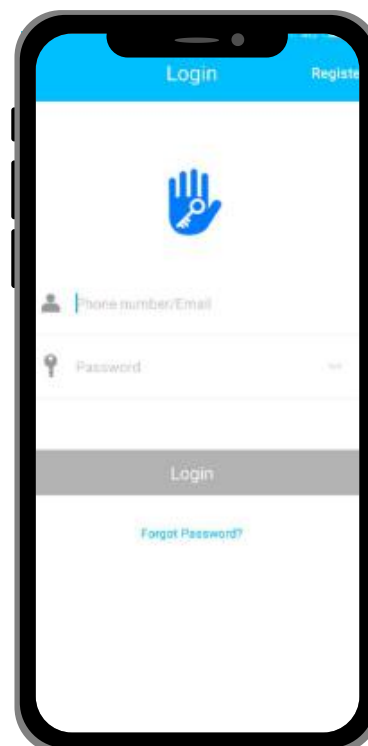


Look for the TTLock Logo



b) Log In and Register

- Should you be an existing user to the TTLock app, log in using your email and password from the login page.
- Otherwise, you may register a new email address and password to proceed.

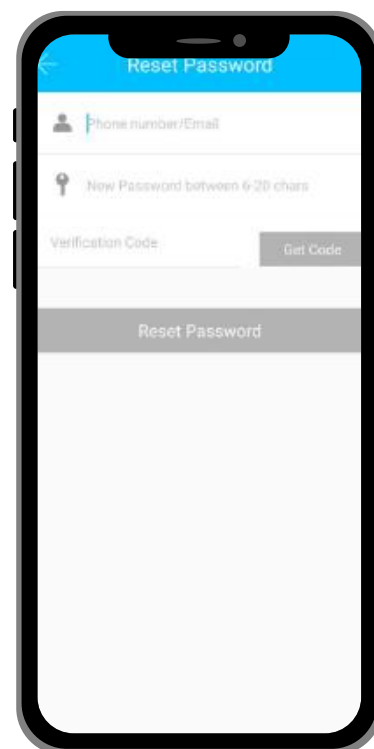


IV. MOBILE APP CONNECTION



c) Reset Password

- On the login page, click the “Forgot Password” button located below the “Login” button.
- Select your country, which the app will usually detect automatically, and proceed with the password reset process.
- Enter your email address to receive a verification code.
- Once you receive the code, enter it into the app within the allotted time.
- You will then be prompted to set a new password, giving you full access to the TTLock app.



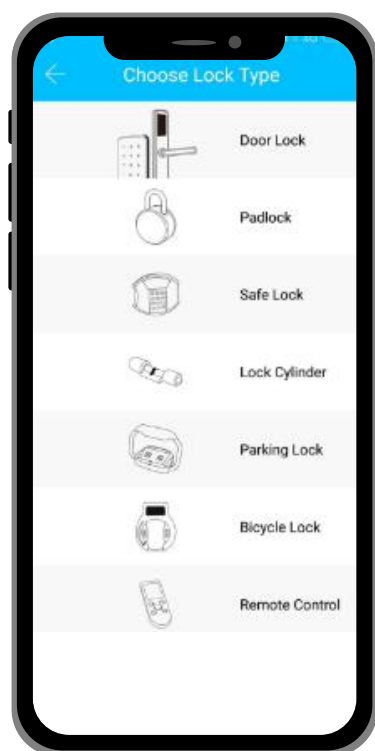
NOTE: Once logged in and you already have a connected device/lock, you should see a home page such as the sample picture on the right with the lock name and all the available settings. Otherwise, you will see a main home page like the one on the left with only a '+' button found on the screen.

IV. MOBILE APP CONNECTION



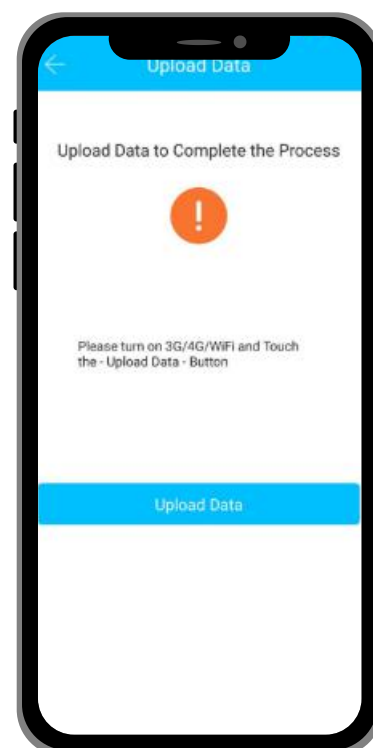
d) Adding Devices

To include devices in the app, please adhere to the following instructions. Ensure that both your devices and phone are connected to the same 2.4 GHz Wi-Fi network for this process to be successful.



- Turn on your mobile Bluetooth and location.
- To add the device, choose the appropriate device type.
- Then, initiate the search for any nearby devices. Remember to keep your phone near your device in order for this to work.

- Once detected, choose the correct nearby device and name it.
- Press 'Upload Data' button to complete the process.



IV. MOBILE APP CONNECTION



e) Connect To Network

To pair your Smart Lock with the mobile app:

- Open the mobile app and tap the menu in the top-left corner.
- Choose "Add Lock," then click on "All Locks" to activate your Smart Lock. The app will detect a nearby lock and display it on your screen. Select the lock.
- Give the new lock a name and press the 'OK' button.
- The device will start searching for the network automatically.
- Keep the mobile app open and close to the device for successful pairing.

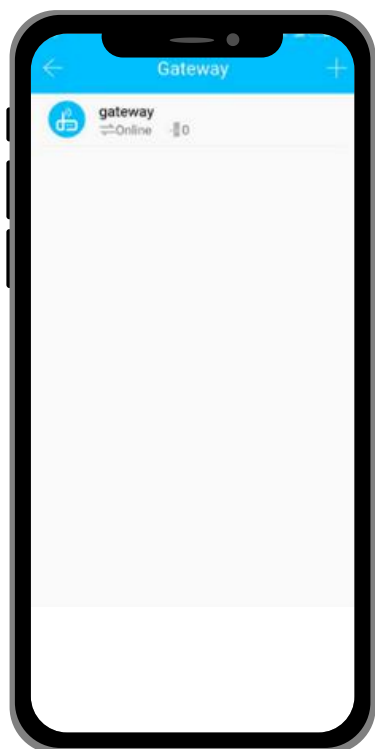


V. MOBILE APP FEATURES



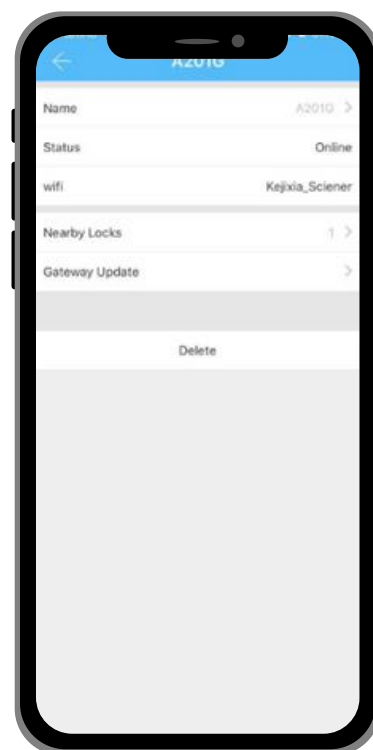
a) Connect to WiFi Gateway

The device is connected via Bluetooth and it is not connected to the network itself. Thus, the gateway serves as a bridge between the device and the Wi-Fi network. When paired, the user can remotely view and configure several settings of the device, access the unlock history, and delete or modify the password remotely.



- Click the '+' button on the upper-right corner of the home page on the app to enter the Wi-Fi password and gateway name on the Add page. Click 'Next' and enter your account password for authentication.
- Press and hold the settings button on the gateway for 5 seconds. Both the red and blue lights should flash alternately to indicate that the gateway has entered into pairing mode with the app.

- Once the gateway is added to the app, it will search for nearby devices. Afterwards, it should show a list of all nearby devices.
- Once the device is paired with the gateway, the device can be remotely managed through the gateway.



V. MOBILE APP FEATURES



You may refer to the video demonstration below on how to properly pair your device and app with a WiFi Gateway:

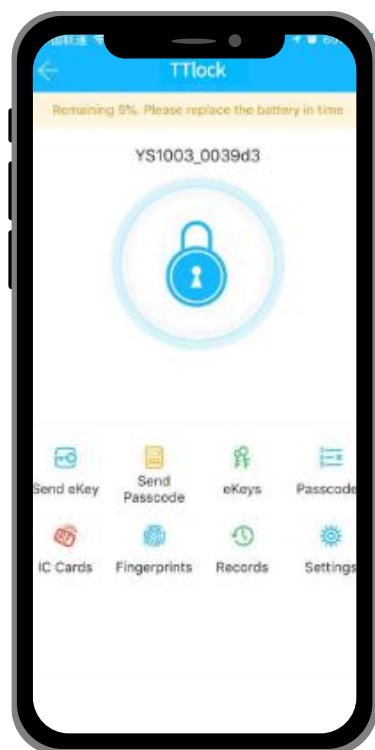


V. MOBILE APP FEATURES



b) Remote Unlock

To grant access to someone when you are away, follow these steps:



- Use the mobile app to remotely unlock or lock your device. This is only possible when the app and the device is paired with a Wi-Fi Gateway. Otherwise, the app and the device will only be connected via a Bluetooth connection; and to remotely unlock it using the app, you must remain within 5-10m from the device.
- So, on the app, click the 'lock' icon on the home page to unlock it.

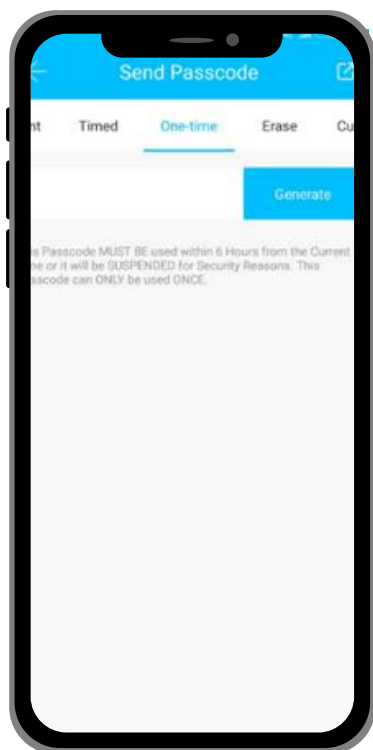
V. MOBILE APP FEATURES



To grant access to someone when you are away, ensure first that the device is paired with the WiFi Gateway and your mobile Bluetooth is enabled. Go to the app settings. Select 'Unlock Remotely' to turn it on. Go back to the home page of the app and click the "lock" icon to remotely unlock your device.



V. MOBILE APP FEATURES

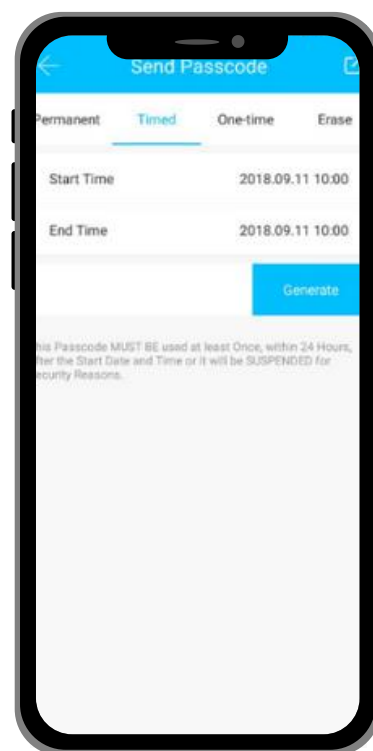


c) One-time Password (optional)

- Open the app and go to Passcodes.
- Select 'One-time' and click the 'Generate' button. Remember that this password is only valid for 6 hours from the time it was generated and can only be used once.
- This is perfect for those who has guests arriving at their homes or for those who own rental properties.

d) Timed Password (optional)

- Open the app and go to Passcodes.
- Select 'Timed'. Set your start and end time for the validity of this temporary passcode. Remember to use it once within 24 hours after the start date/time has began. Otherwise, it will automatically expire.
- This is perfect for those who has guests arriving at their homes or for those who own rental properties.



V. MOBILE APP FEATURES



e) Pair to Alexa/Google Home

To connect your smart lock to Alexa/Google Home:

- Stand close to the lock and activate your Smart Lock. Follow the earlier steps for setting up the network and WiFi gateway.
- Once successful, the gateway will display a flashing blue light.
- Next, power on your Echo Dot Alexa and open its app. Enter your Amazon login details. From the main menu, select Skills & Games and search for "TTLock" to enable it. Log in to your TTLock account.
- In the Alexa app, tap on Devices and click the "+" icon in the upper-right corner. Select Amazon Echo to set up your Echo Dot device.
- Press and hold the round button on the device until an orange light appears, then follow the voice prompts. Once your devices are grouped in one room/location, select the 'Locks' option to choose your paired lock.
- Finally, go to the gear icon in the upper-right corner to toggle the switch for "unlock by voice," allowing you to create your own voice code.



VI. ADDITIONAL INFORMATION



a) Auto Lock

The system will automatically exit if there is no operation for over 10 seconds.

b) Wrong Password Lockout

If an incorrect password is entered more than five times consecutively, the keypad will lock for 30 seconds and will not respond to any input during this time.

c) Low Battery Notifications

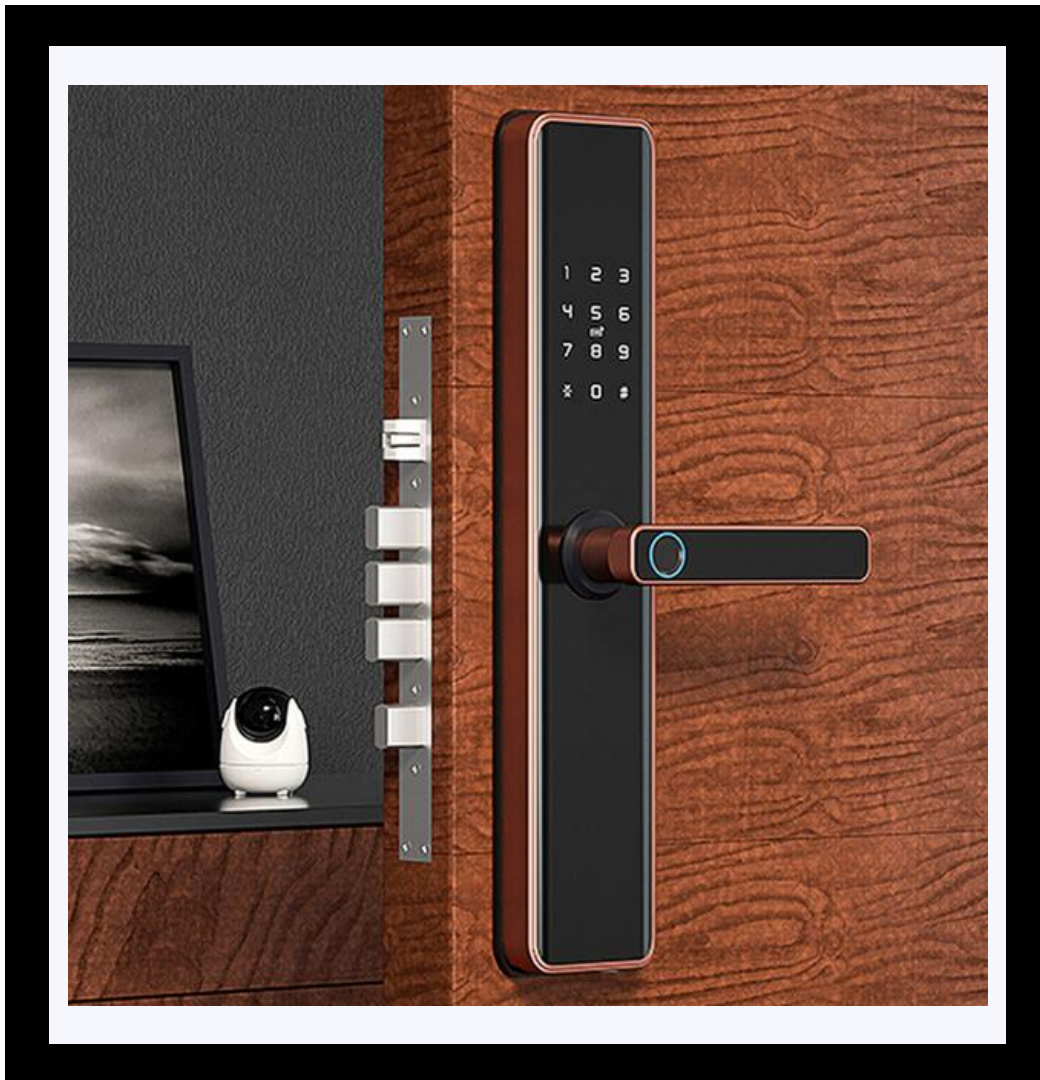
When the battery is low, the lock will emit a sound each time it is opened. After the alarm sounds, the lock can only be opened 200 more times. Once this limit is reached, each unlocking attempt will be delayed by 5 seconds. It is essential to replace the batteries before reaching the 200 unlock limit.

Congratulations!

You have successfully installed your very own Smart Door Lock
Thick.

Thank you for being a valued customer of The Connected Shop.

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