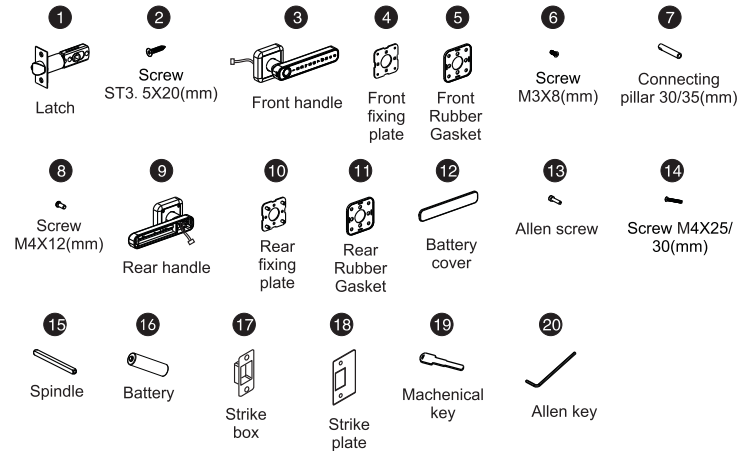# Smart lock manual

Note：
1. This lock is equipped with mechanical keys for manual unlocking. Remove mechanical keys from the package and keep them in a safe place and always have access to them.
2. To power on the lock, four alkaline AAA batteries(not included) are required. Non-alkaline and rechargeable batteries ARE NOT RECOMMENDED.
3. This lock is not designed to be exposed to direct sunlight or rain. It is not waterproof IP rated
4. The operation of setting lock has a stand-by time limit of 10 seconds; Without any activity, lock will shut after 10 seconds.
5. Keep your fingers clean when using this lock.

Please read this manual before operating your Smart Lock, and keep it for further reference.
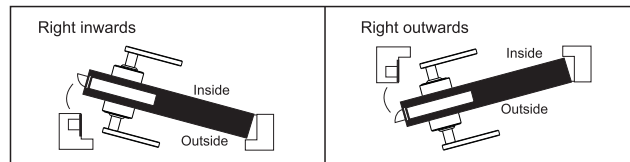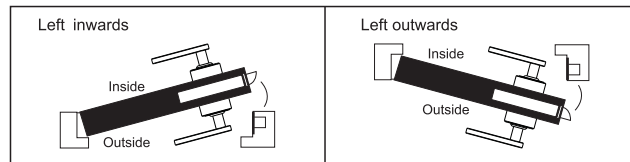
T3 INSTALLATION GUIDE

1. Accessory

❶ Latch	❷ Screw ST3. 5X20(mm)	❸ Front handle
❹ Front fixing plate	❺ Front Rubber Gasket	❻ Screw M3X8(mm)
❼ Connecting pillar 30/35(mm)		

❽ Screw M4X12(mm)
❾ Rear handle
❿ Rear fixing plate
⓫ Rear Rubber Gasket
⓬ Battery cover
⓭ Allen screw
⓮ Screw M4X25/30(mm)

⓯ Spindle
⓰ Battery
⓱ Strike box
⓲ Strike plate
⓳ Machenical key
⓴ Allen key

2. Door opening direction

① Right handle opening

Right inwards	Right outwards
Inside / Outside	Inside / Outside

② Left handle opening

| Left inwards	Left outwards
Inside / Outside	Inside / Outside

3. Accessories for sorts of door thickness

Available door thickness 35mm-50mm. If the door is over this range, please contact us for more information.
Please select the correct accessories according to your door thickness.

Code and name	Specifications(mm)	door thickness ranges & QTY	
		35–40(mm)	40–50(mm)
⓮ Screw M4X25/30（mm）	25 ▭ M4	2	
	30 ▭ M4		2
❼ Connecting pillar 30/35(mm)	30	2	
	35		2

4. Caution before installation

① Do not be a strong force when installation, avoid to damaging the lock.

② Use correct installation tools.

③ Wear glass to protect your eyes when drilling holes.
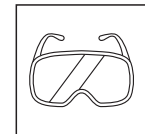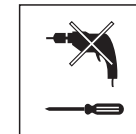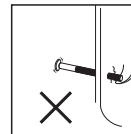
④ Drilling the door holes on both side of the door avoiding to damaging the door plate.
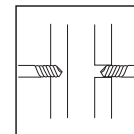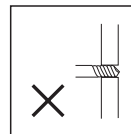
5. Installation

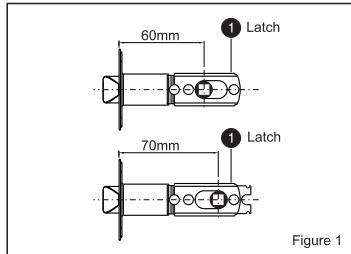Please follow the below steps to install the lock

60mm
① Latch

70mm
① Latch

Figure 1

(1) As Figure 1:
① Adjust the backset of the lock body (60mm or 70mm) if required. When adjusting the backset, the square hole must be pulled to the edge of the chute, and the front and rear square holes must be horizontal.
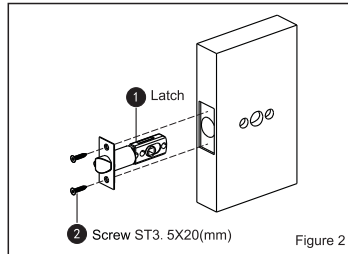
① Latch

② Screw ST3. 5X20(mm)

Figure 2

(2) As Figure 2:
① Fix the latch with 2 screws.

⑫ Battery cover
⑬ Allen screw
⑳ Allen key
Rear handle
⑨ Rear handle
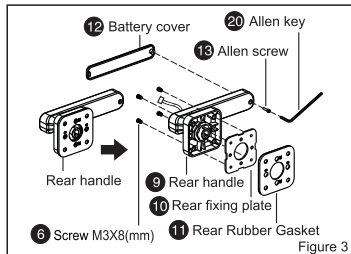⑩ Rear fixing plate
⑥ Screw M3X8(mm)
⑪ Rear Rubber Gasket

Figure 3

(3) As Figure 3:
① Loosen the 4 screws on the rear handle and remove it, Remove the rear rubber gasket and rear fixing plate.
② Loosen the screws and tighten the bolts on the rear panel and remove the battery cover.

Front handle
③ Front handle
③ Front handle
38mm or 40mm adaptor
Front handle

The adaptor fixing plate is 41mm on the factory setting, if you want to change to 38mm, please check the below figures.

④ Front fixing plate
⑤ Front Rubber Gasket
⑥ Screw M3X8(mm)
⑧ Screw M4X12(mm)
④ Front fixing plate
⑤ Front Rubber Gasket
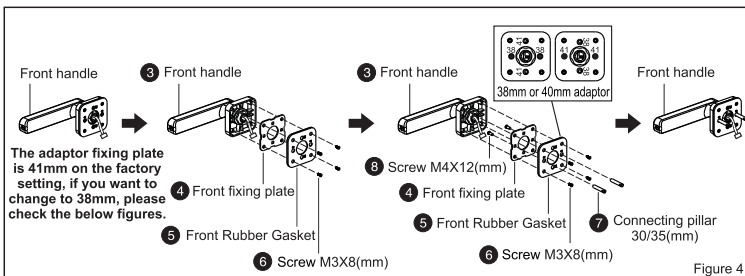⑥ Screw M3X8(mm)
⑦ Connecting pillar 30/35(mm)

Figure 4

(4) As Figure 4:
① loosen the 4 screws on the front handle and remove the front rubber gasket and front fixing plate.
   (the factory default stud center distance is 41mm)
② According to your needs to adjust the connecting cylinder position (38mm or 41mm). If it needs to be adjusted, rotate the front rubber gasket and the front fixing plate by 90 degrees.
③ Use two screws to pass through the hole (38mm or 41mm)on the front fixing plate and the front rubber gasket, and then fix it with two connecting cylinders(select the correct accessories according to the actual door thickness).
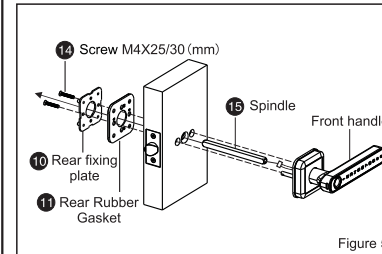④ Finally, fix the fixed front rubber gasket and front fixing plate on the front handle with four m3x8 screws.

⑭ Screw M4X25/30(mm)
⑮ Spindle
Front handle
⑩ Rear fixing plate
⑪ Rear Rubber Gasket

Figure 5

⑳ Allen key
⑬ Allen screw
⑯ Battery
⑫ Battery cover
⑥ ScrewM3X8
⑨ Rear handle

Figure 6

(5) As Figure 5:
① Install the spindle onto the latch, and get the cables through the middle of spindle,rear rubber gasket, rear fixing plate.
② Fix the rear fixing plate, rear rubber gasket, front handle with two screws on the door.
⚠ **Note: the 41mm or 38mm installation position of rear fixing plate and rear rubber gasket must match with the front handle.**
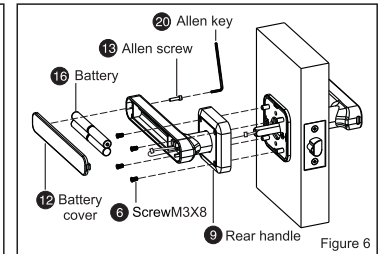
(6) As Figure 6:
① Connect the cables as the figure shows, please make sure the cable will not be pressed.
② Fix the the handle with four screws, and check if it works fine.
③ Install the batteries, and cover the battery cover, fix the cover with allen key.
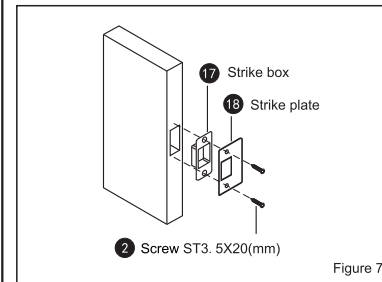
⑰ Strike box
⑱ Strike plate
② Screw ST3. 5X20(mm)

Figure 7

Setup button

Figure 8

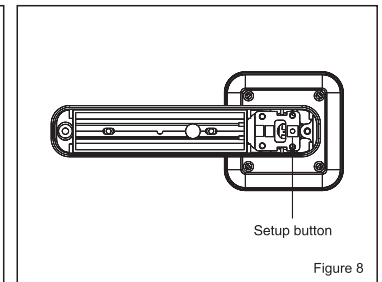(7) As Figure 7:
① Fix the strike plate with 2 screws on the door frame.

(8) As Figure 8:
a) Restore the lock: Press the reset key for 5 seconds and release it when hear the sound like "didi" to finish.

6. Check points after installation

① The face plate is horizontal with the door.

② The Latch bolt must works smoothly and flexibly.

③ The Front lock is vertical and stable.

④ Front handle works smoothly and flexibly.

1.registration and login

Users can register the account by mobile phone and Email which currently support 200 countries and regions on the world. The verification code will be sent to user's mobile phone or email, and the registration will be successful after the verification.

1.1 security question settings

You will be taken to the security question settings page when registration is successful. When log in on a new device, the user can authenticate himself by answering the above questions.

1.2 login authentication

Log in with your mobile phone number or email account on the login page. The mobile phone number is automatically recognized by the system and does not input the country code. If you have forgotten your password, you can go to the passward page to reset your password. When reset the password, you can receive a verification code from your mobile phone and email address.

When the account is logged in on the new mobile phone, it needs to be verified. When it is passed, you can log in on the new mobile phone. All the data can be viewed and used on the new mobile phone.

1.3 ways of identifying

There are two ways of security verification. One is the way to get the verification code via the account number, and the other is the way to answer the question. If the current account is set the "answer the question" verification, then when the new device is logged in, there will be an "answer question verification" option.
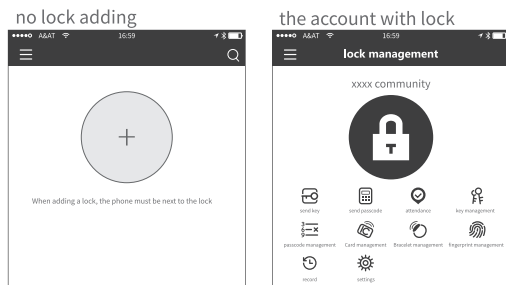
Verify with verification code   verify by answering questions

1.4 login successful

The first time you use the lock lock app, if there is no lock or key data in the account, the home page will display the button to add the lock. If there is already a lock or key in the account, the lock information will be displayed.

no lock adding

the account with lock


2. lock management

The lock must be added on the app before it can be used. The addition of a lock refers to the initialization of the lock by communicating with the lock via Bluetooth. Please stand beside the lock. Once the lock is added successful, you can manage the lock with the app including sending a key, sending a password, and so on.

When the lock is added, the adder becomes the administrator of the lock. At the same time, the lock cannot enter the setup mode by touching the keyboard. This lock can only be re-added after the current administrator has deleted the lock. The operation of deleting the lock needs to be done by Bluetooth beside the lock.
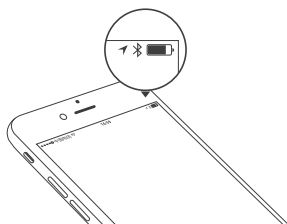

2.1 lock adding

The App supports multiple types of lock, including door locks, padlocks, safe locks, smart lock cylinders, parking locks, and bicycle locks. When adding a device, you must firstly select the lock type. The lock needs to be added to the app after entering the setting mode. A lock that has not been added will enter the setting mode as long as the lock keyboard is touched. The lock that has been added needs to be deleted on the App first.
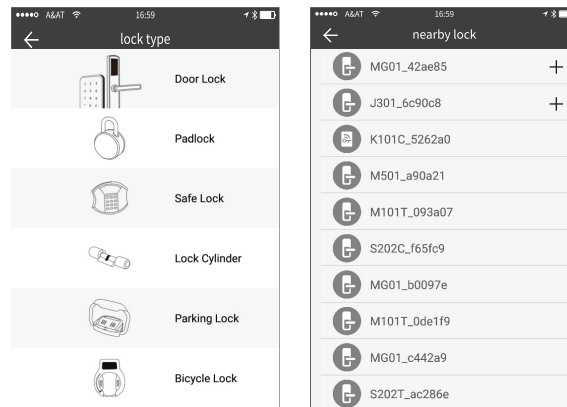
The initialization data of the lock needs to be uploaded to the network. The data needs to be uploaded when the network is available to complete the entire whole adding process.
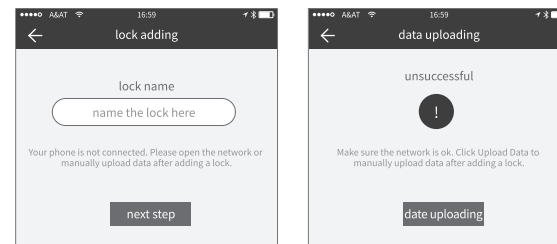

2.2 lock upgrading

User can upgrade the lock hardware on the APP. The upgrade needs to be done via Bluetooth next to the lock. When the upgrade is successful, the original key, password, IC card, and fingerprint can continue to be used.
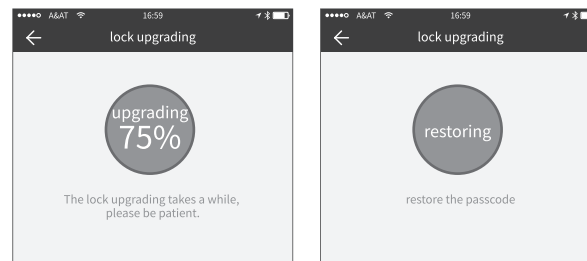
2.3 error diagnosis and time calibration

Error diagnosis aims to help analyse the system problems. It needs to be done via Bluetooth beside the lock. If there is a gateway, the clock will be calibrated firstly through the gateway. If there is no gateway, it needs to be calibrated by the mobile phone Bluetooth.
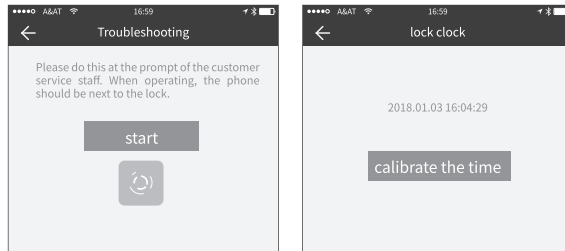

2.4 Authorized administrator

Only the administrator can authorize the key. When the authorization is successful, the authorized key is consistent with the administrator's interface. He can send keys to others, send passwords, and more. However, the authorized administrator can no longer authorize others.
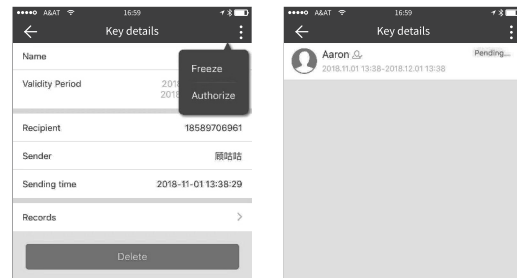
3. key management

After the administrator successfully adds the lock, he owns the highest administrative rights to the lock. He can send keys to others. Meanwhile he can increase the key management that is about to expire.
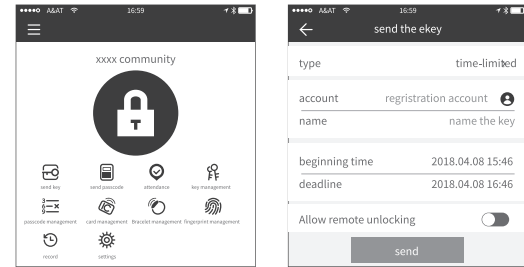
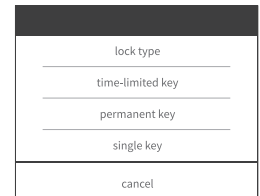Click the type of lock it will show the time-limited ekey, one-time ekey and permanent ekey.

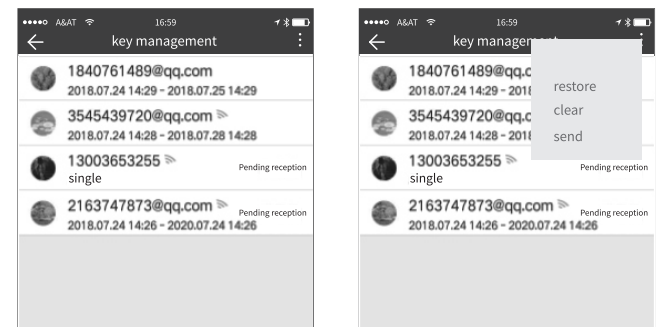Time-limited ekey: The ekey is valid for the specified time

Permanent ekey: The ekey can be used permanently.

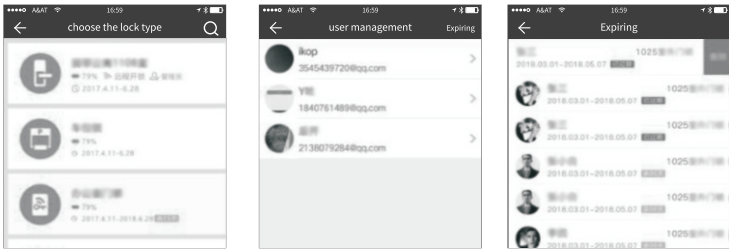One-time ekey: the ekey will be automatically deleted once it has been used.

3.1 key management

The manager can delete ekey, reset ekey, send and adjust the ekey, meanwhile he can search the lock record
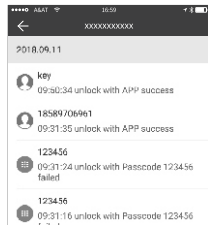
3.2 deadline warning

System will show two colors for deadline warning. The yellow means close to expiring and the red means it has expired.

3.3 search lock record

The administrator can query the unlock record of each key.

4. passcode management

After inputting the passcode on the keyboard of the lock, press the unlock button to unlock. Passcodes are classified into permanent, time-limited, one-time, empty, loop, custom, etc.

4.1 permanent passcode

The permanent passcode must be used within 24 hours after it is generated, otherwise it will automatically expire.
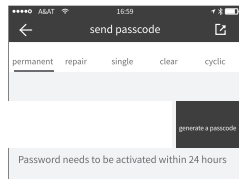
4.2 time-limited passcode

The time-limited passcode can own an expiration date, which is a minimum of one hour and a maximum of three years. If the validity period is within one year, the time can be accurate to the hour; if the validity period is more than one year, the accuracy is month. When the time-limited passcode is valid, it should be used within 24 hours, otherwise it will automatically expire.
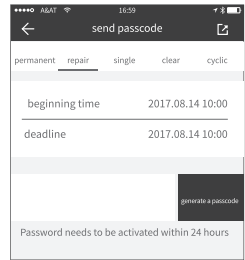
4.3 one-time passcode

One-time passcode can only be used for one time, and which is available for 6 hours.
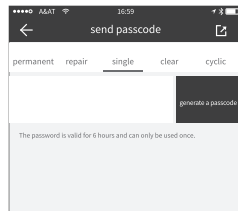
4.4 clear code

Clear code is used to delete all the passcodes the lock has set, and which is available for 24 hours.
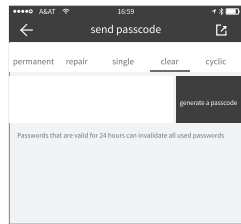
4.5 cyclic passcode

The cyclic password can be reused within a specified time period, including daily type, weekday type, weekend type, and more.

4.6 custom passcode

User can set any passcodes and validity period he wants.

4.7 passcode sharing

The system add new communication ways of Facebook Messenger and Whatsapp to help users share the passcode.

4.8 passcode management

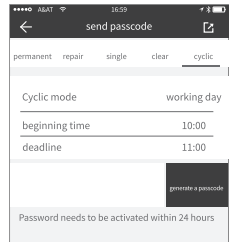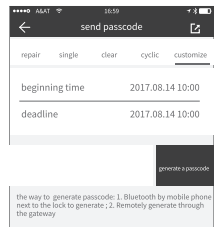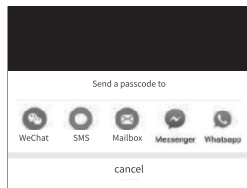All generated passcodes can be viewed and managed in the password management module. This includes the right of changing the password, deleting the password, resetting the password, and unlocking the password.
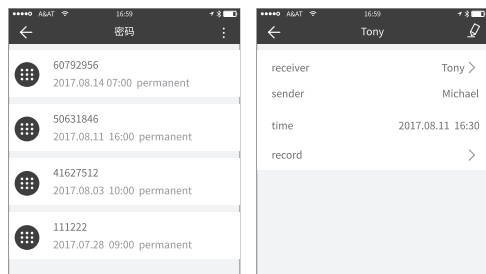
5. fingerprint management

Fingerprint management is similar to IC card management. After adding a fingerprint, you can use the fingerprint to unlock the door.

6. unlock via Bluetooth

App User can lock the door via Bluetooth and can also send the Bluetooth ekey to anyone.
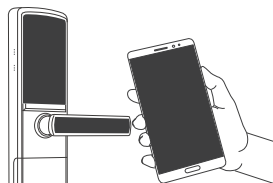
• unlock by App

Click the round button at the top of the page to unlock the door. Since the Bluetooth signal has a certain coverage, please use the APP within the certain area.
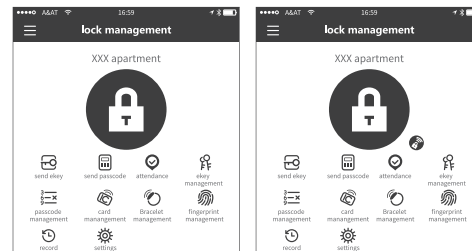
7. system setting

In the system settings, it includes touch unlock switch, group management, gateway management, security settings, reminder, transfer smart lock and so on.

Touch unlock setting determines whether you can open the door by touching the lock.
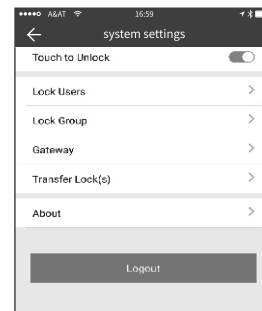
7.1 user management

The user name and phone number can be seen in the user list. Click the customer you want to view to get the door lock information

7.2 key groups management

In the case of a large number of keys, you can use group management module.

group management

group 1

group 2

7.3 transfer admin rights

The administrator can transfer the lock to other users or to the apartment (Room Master user). Only the account that manages the lock has the right to transfer the lock.

After inputting the account, you will receive a verification code. Filling in the correct number, you will transfer successfully.

The account of the apartment transfer receive must be the administrator account.

choose the lock   clear

s301_c583ee

reciver

user

room master

account   input the account

The lock will be transferred to the account you entered and you will lose management rights

next

Transfer confirmation

xxx partmen
xxxxxxx@qq.com

The verification code has been sent to xxxxxxx@qq.com

7.4 Lock recycling station

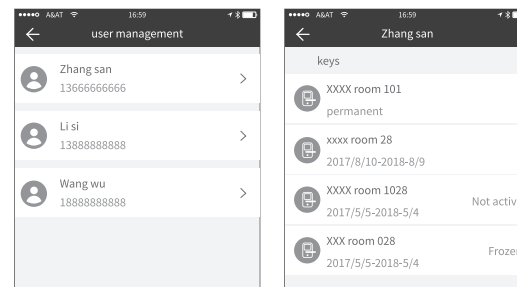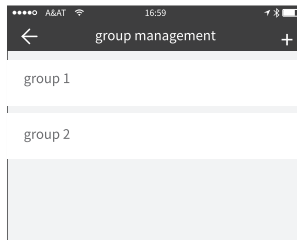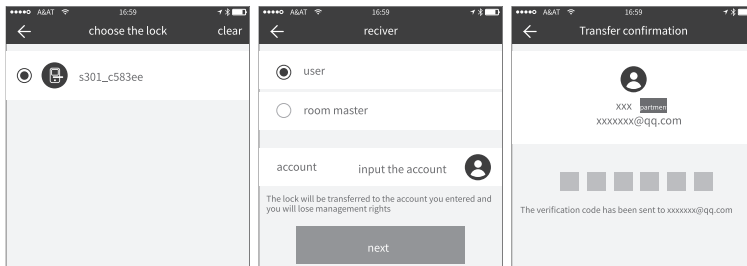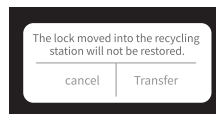If the lock is damaged and cannot be deleted, the lock can be deleted by moving it into the recycling station.

The lock moved into the recycling station will not be restored.

cancel | Transfer

7.5 Customer service

The user can consult and give feedback through the AI customer service

Customer service

FAQ   Feedback

Email   contact@ttlock.com.cn

normal problems

Lock

Introduction

How to ADD a Smart Lock?

What are the different Methods to Operate the Sma...

How do I Adjust the Clock on my Smart Lock?

Keypad

Why do the Keypad Lights go out immediately after...

Why is the Keypad Flashing when operating the Sm...
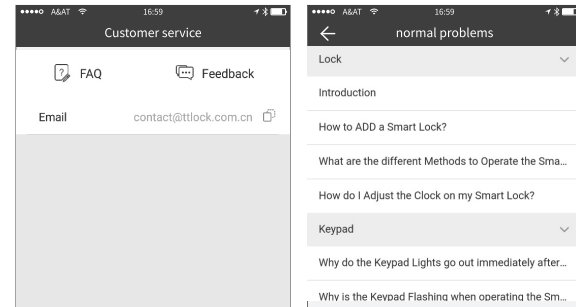
7.6 about

In this module you can check the app version number.

about

TTLock 4.8.1
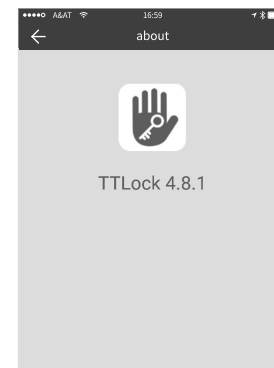
8. gateway management (optional)

The Smart lock is directly connected via Bluetooth, that is why it is not attacked by the network. The gateway is a bridge between smart locks and home WIFI networks. Through the gateway, the user can remotely view and calibrate the lock clock, read the unlock record. Meanwhile, it can remotely delete and modify the password.

8.1 gateway adding

Please add the gateway via APP：

A Connect your phone to the WIFI network which the gateway is connected to.

B Click the plus button in the upper right corner and input the WIFI passcode and gateway name. Click OK and input the passcode for authentication.

C Press and hold the setting button on the gateway for 5 seconds. The green light indicate that the gateway has entered the add-on mode.

8.2 manual

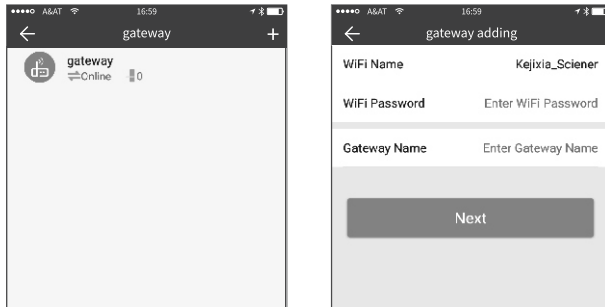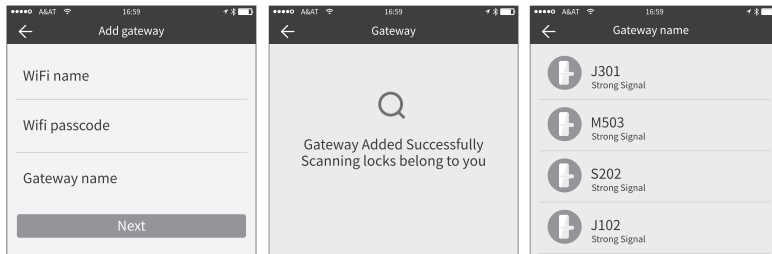After a short period of time, you can see which locks are in their coverage in the app. Once the lock is bound to the gateway, the lock can be managed through the gateway.

Technical Parameters

Technical Parameters		
Items	Parameters	Memo
1 Static current	≦50uA	
2 Dynamic current	≦200mA	
3 Administrators number	1	
4 Fingerprint number	100	
5 Password	250 sets of custom and permanent passwords, no restrictions on other dynamic passwords	
6 Fingerprint Sensor	Semiconductor	
7 Fingerprint contrast time	≦0.6Second	
8 Fingerprint identification Angle	360°	
9 False Rejection Rate	≦0.1%	
10 False Recognition Rate	≦0.0001%	
11 Reaction time	≦0.1 Second	
12 Power type	6VDC	
13 Emergency power	5VDC	
14 Working temperature	−20℃−70℃	
15 Working Relative Humidity	20%~90%RH	
16 Human voice	Buzzer	
17 Keyboard	Touch standard 11-bit keyboard	
18 Password Length	6−9 digits	
19 Phantom password	16 digits	
20 Low voltage alarm	4.6±0.2V	
21 Unlock time	≦1Second	

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.
To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).