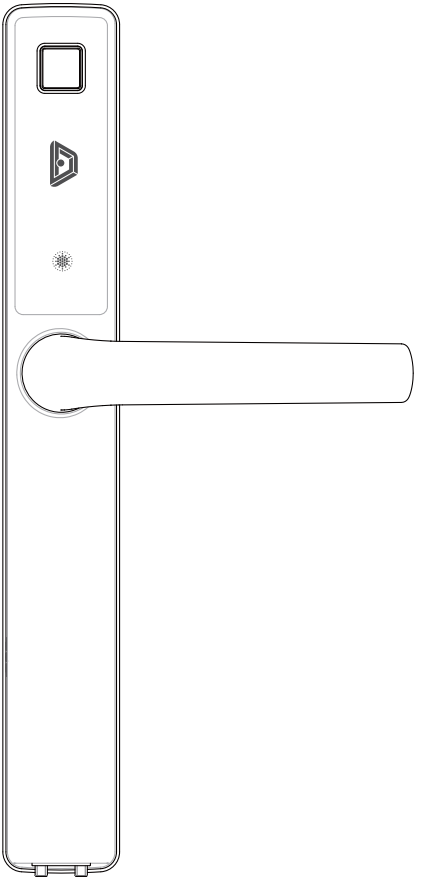
Blusafe
Origin Smart

User Manual

v1.1



Blusafe

Please scan the QR to get newest manuals on Blusafe Products

Table of Contents

1 APPLICATION DOWNLOAD AND USER REGISTRATION — **P 00**
1.1 APPLICATION DOWNLOAD — P 01
1.2 USER REGISTRATION — P 02

2 MANAGING HOME ACCESS AND ACCESS LEVELS — **P 06**
2.1 INTRODUCTION — P 07
2.2 CREATE HOME — P 08
2.3 ADDING HOMEOWNER — P 10
2.4 ADDING AN ADMINISTRATOR — P 11
2.5 ADDING A COMMON MEMBER — P 14
2.6 CHANGING / TRANSFERING THE "HOMEOWNER" — P 17
2.7 REMOVE MEMBER — P 20

3 PAIRING AND NAMING YOUR LOCK — **P 23**
3.1 PAIRING YOUR LOCK WITH THE APP — P 24
3.2 NAMING YOUR LOCK — P 29

4 SETTING DOOR HANDLE/LOCK ORIENTATION — **P 31**

5 PAIRING YOUR ORIGIN SMART WITH AN EXTERNAL KEYPAD — **P 32**
5.1 BINDING THE KEYPAD WITH YOUR ORIGIN SMART LOCK — P 33
5.2 UNBIND THE KEYPAD WITH YOUR ORIGIN SMART LOCK — P 37

6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE — **P 40**

7 MANAGING LOCKING AND UNLOCKING METHODS — **P 45**
7.1 INTRODUCTION — P 46
7.2 ADDING/REMOVING USER FINGERPRINTS — P 47
7.3 ADDING/REMOVING KEYCARDS — P 57
7.4 ADDING/REMOVING AN E-KEY — P 66
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD — P 71

8 LOCKING AND UNLOCKING YOUR ORIGIN SMART LOCK — **P 96**
8.1 UNLOCKING VIA THE FINGERPRINT SCANNER — P 97
8.2 UNLOCKING VIA KEYCARD — P 98
8.3 UNLOCKING VIA THE APPLICATION — P 99
8.4 UNLOCKING VIA KEYPAD — P 101
8.5 OTHER UNLOCKING / LOCKING METHODS — P 102

9 OTHER FUNCTIONS — **P 104**
9.1 CHANGE VOLUME — P 105
9.2 BACKUP POWER — P 106
9.3 SEARCH RECORDS — P 107
9.4 CLEAR USER DATA VIA THE 'SET' BUTTON — P 109

10 MANAGING SYSTEM LOCKOUT, RECOVERY, FIRMWARE UPGRADE, AND RESET — **P 111**
10.1 SYSTEM LOCKOUT — P 111
10.2 SYSTEM RECOVERY — P 111
10.3 FIRMWARE UPGRADE — P 112
10.4 UNBIND AND FACTORY RESET — P 114

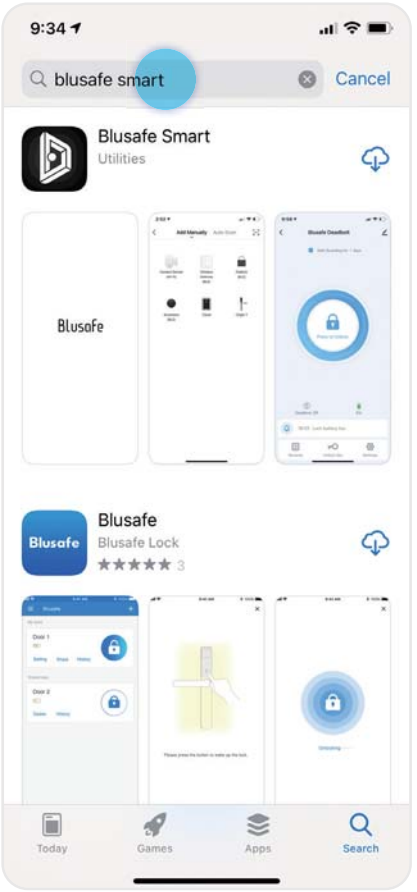
11 DELETING YOUR BLUSAFE SMART APP ACCOUNT — **P 118**

APPLICATION DOWNLOAD AND USER REGISTRATION

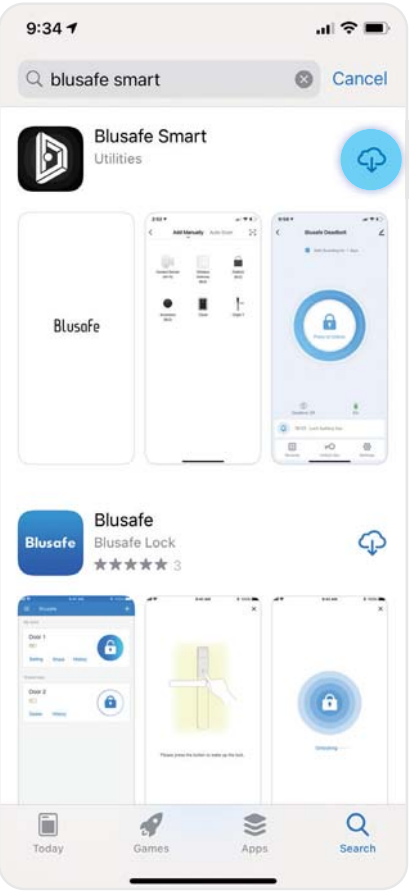
To get the most out of your new Blusafe Smart Lock, you will need to download the "Blusafe Smart" App from either the App Store or Google Play Store depending on the type of smart device you own. After the Application is downloaded, you will need to register your new lock in the Application.

1.1 APPLICATION DOWNLOAD

① In the App Store or Google Play, search "Blusafe Smart".



② Once you have found the "Blusafe Smart" App, click "Download".



Important!

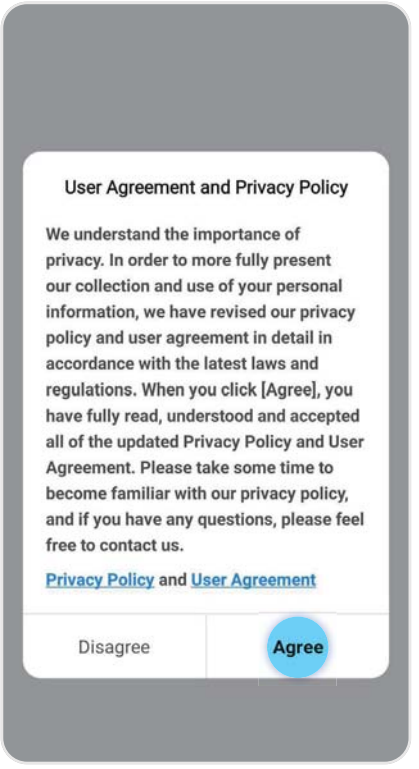
- When searching for the "Blusafe Smart" App, you may also find the "Blusafe" App. Please make sure you download the "Blusafe Smart" App as the normal "Blusafe" App is not compatible with this lock.
- If you have already downloaded the "Blusafe Smart" App and registered an account, you can click "Open" and skip the user registration step.
- Even if you are using Google Home, Amazon Alexa, or another Smart Home Device Manager, you will still need to complete the App Download and User Registration steps.

1.2 USER REGISTRATION

Important!

- If you have already registered an account, you can skip the user registration step and proceed directly to Managing Home Access and Access Levels.

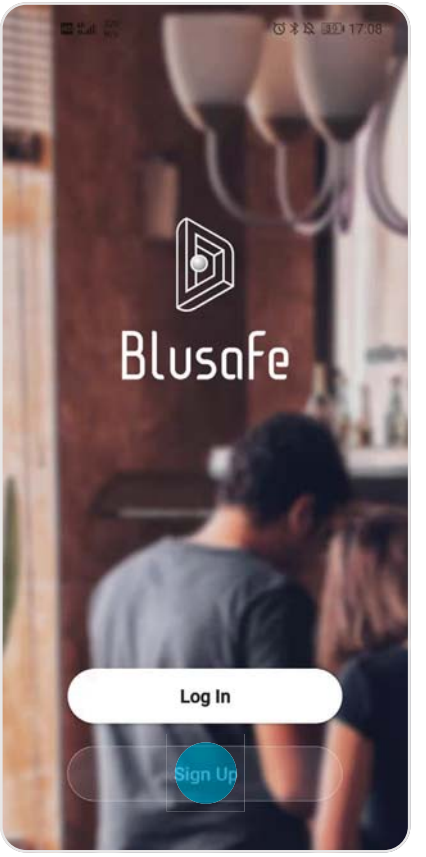
① When you open the Blusafe Smart App, a popup box will appear with the User Agreement and Privacy Policy. Please read and click "Agree".



Important!

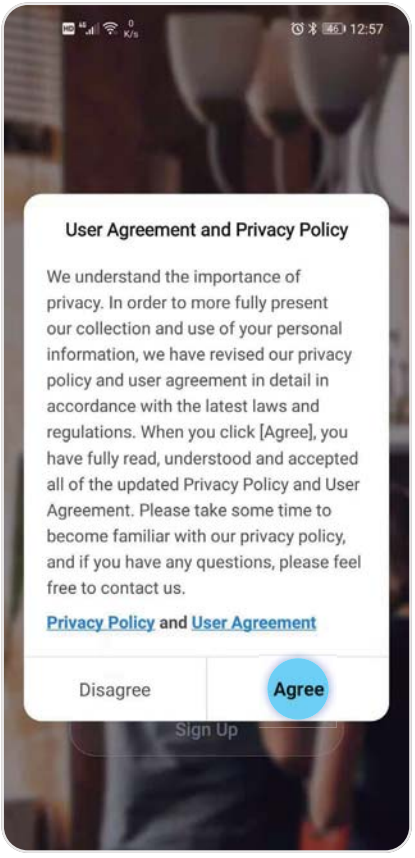
- You must click "Agree" to use the Blusafe Smart App.

② Once you click Agree, you will be taken to the Entrance Page. Click "Sign Up".

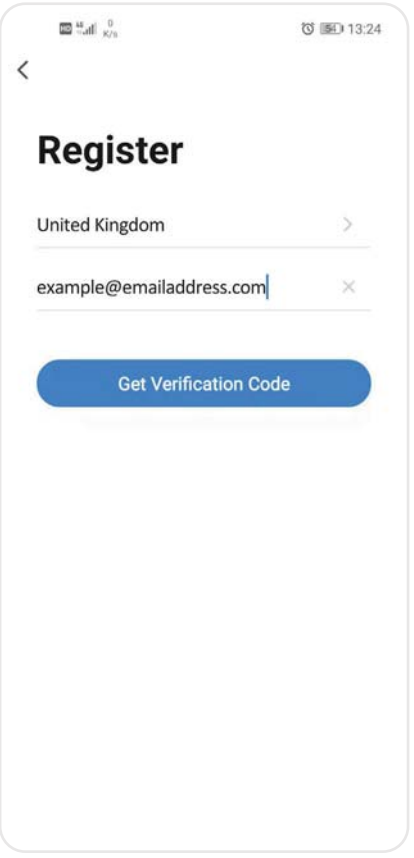


1.2 USER REGISTRATION

③ Another popup box will appear with the User Agreement and Privacy Policy. Please read and click "Agree".



④ Now you will be taken to the Registration Page, where you will be asked to enter your country of residence and email address.

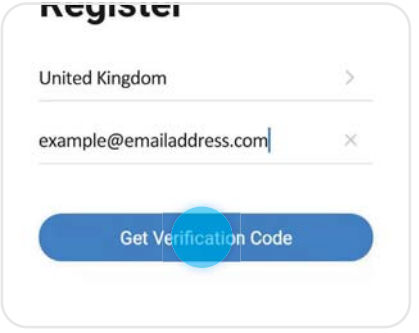


Important!

- Your email address is used for account recovery and notifications of important information. You should use a main email address with a secure password for account registration.

1.2 USER REGISTRATION

⑤ After you enter your email address, the "Get Verification Code" icon will turn blue. Click "Get Verification Code". A code will be sent to your email address.



Important!

- If you already have an account registered, the App will notify you and ask you to log into your account.

⑥ Open your email and go to your Inbox. You will receive an email from [Blusafe Smart]. The email subject is "Blusafe Smart Registration verification code". Please open the email and enter the verification code in the App.

Important!

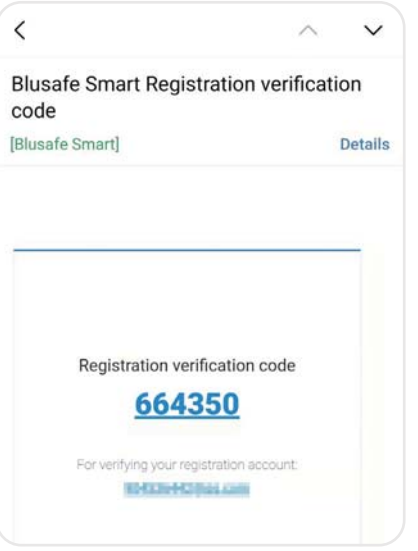
- If you do not receive the email verification code within 60 seconds, you can click "Resent". If you have not received the code after your second attempt, please check your "Junk box".

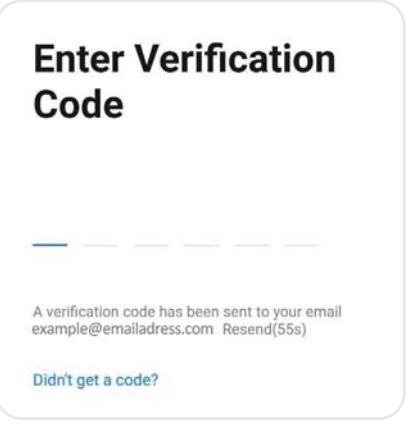
Fix — No Email Received

- After checking your Junk Box for the verification email and it still does not appear, please click "Didn't get a code?". You will then be taken to a page with known issues and fixes.

Important!

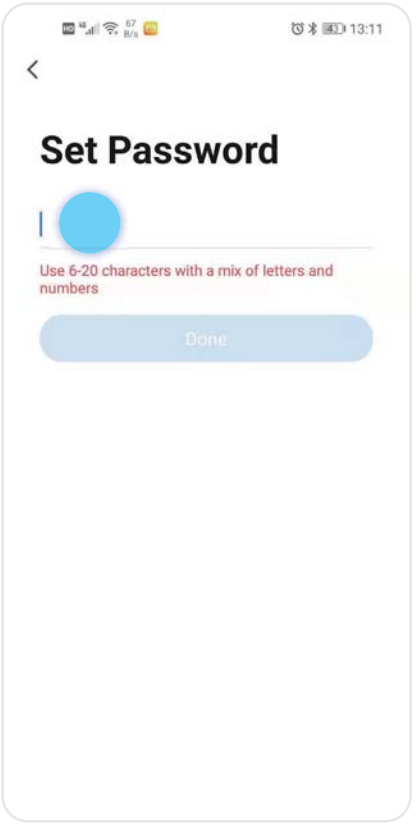
- The verification code is valid for only 30 minutes. Please enter the verification code within the allotted timeframe. If the time frame is exceeded, you will need to request a new code.





1.2 USER REGISTRATION

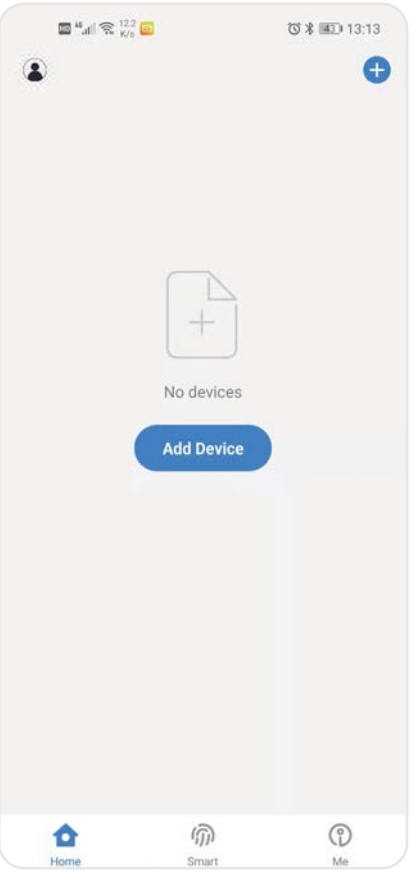
⑦ After you successfully enter the verification code, you will be asked to set your password. Please set your password.



Tip

- The App requires that the password be a mix of both letters and numbers. However, we suggest using a password of at least 8 characters. If the password is too simple, the App will ask you to enter a new password. If you need suggestions on how to create a strong password, please visit us at www.blusafesolutions.com.

⑧ After you have successfully entered a password, registration is complete, and you will be taken to the page to the page to add your new device. Please proceed to the next step, Managing Home Access and Access Levels.



MANAGING HOME ACCESS AND ACCESS LEVELS

2.1 INTRODUCTION

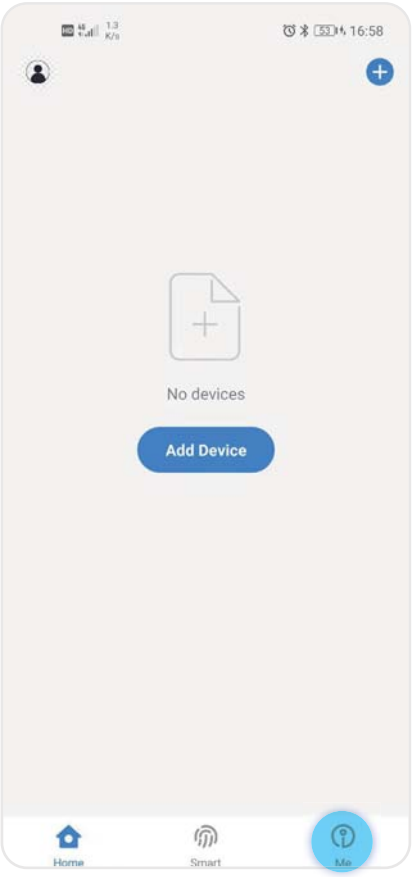
Before adding smart devices into the Blusafe Smart App, a 'Smart Home' must first be created; different levels of access to different home members will be generated.

There are three levels of access for your new smart home. Each access level has different levels of authority for accessing the smart lock and other smart devices, and adding / removing users. The table below provides an explanation of the different access levels.

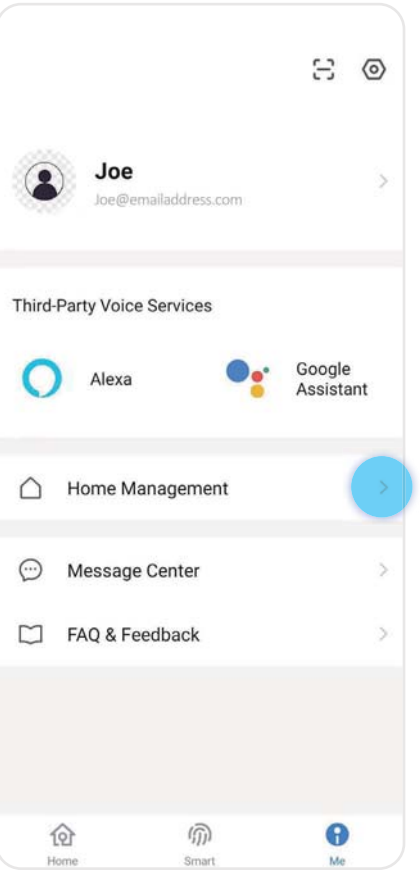
Access Level	# Allowed	Authority	Authority Description	Comments
Homeowner	1	Highest	Control of device setting and operations and can add / edit / delete all administrators and common members.	This is the first account created. Please see below for instructions on how to change the "Homeowner".
Administrator	Unlimited	High	Has control of device settings and operations and can add / edit / delete common members.	Typically, Administrators are other family members or residents who live in the home or unit.
Common Member	Unlimited	Low	Can operate the device and can add / modify / delete their own fingerprint or keycard.	Common Level access is typically granted to individuals who need short-term or limited access, such as a housekeeper, handyman, guest, and so on.

2.2 CREATE HOME

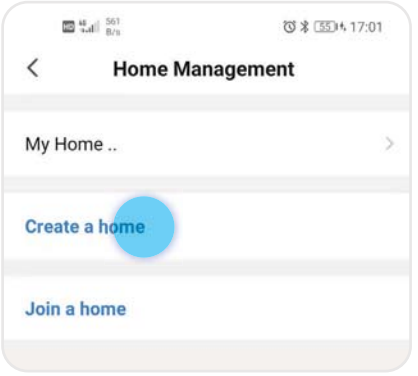
① Enter the Blusafe Smart Application on your smart device.

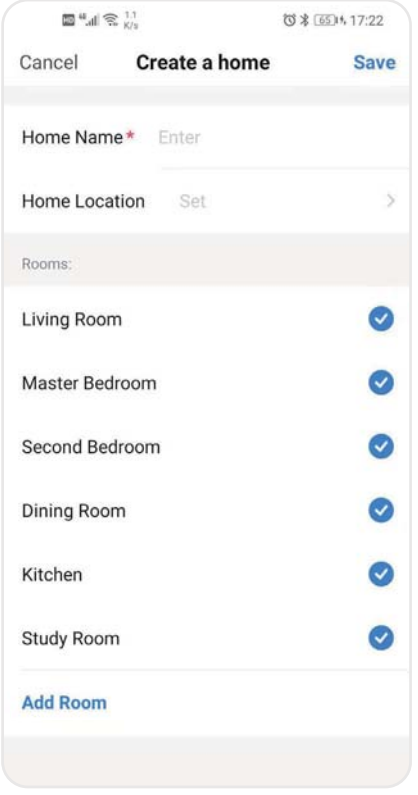


② Click "Me" in the App homepage
a. Click "Home Management"
b. Click "Create a Home"

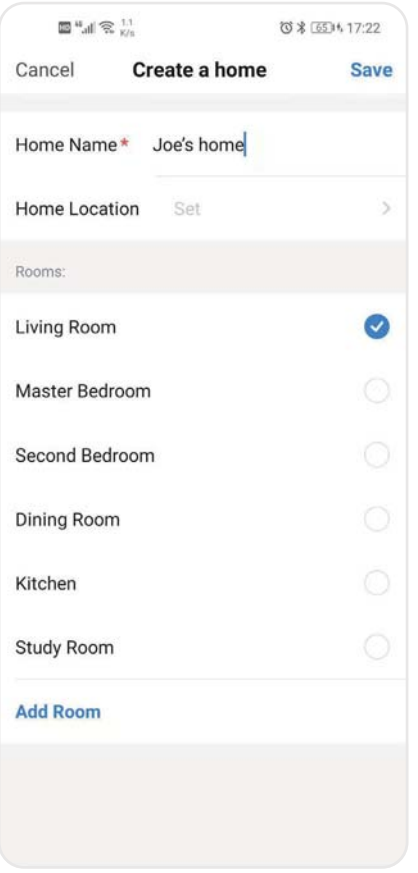


2.2 CREATE HOME



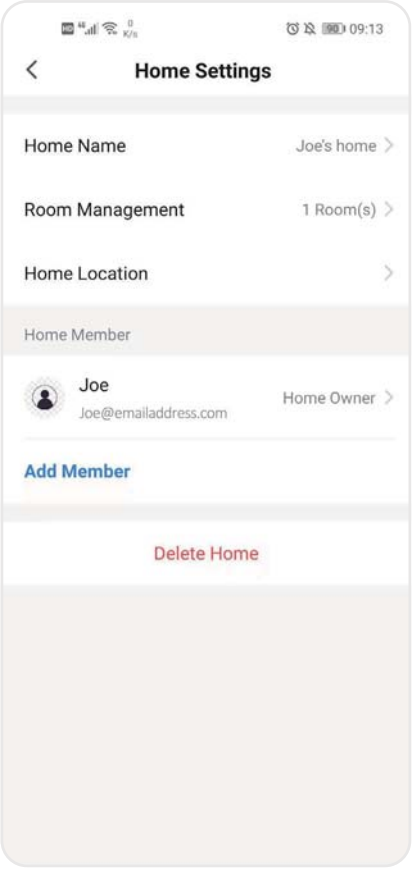


③ Enter the Homes name (e.g., Joe's home), location, and rooms. Click "Save".



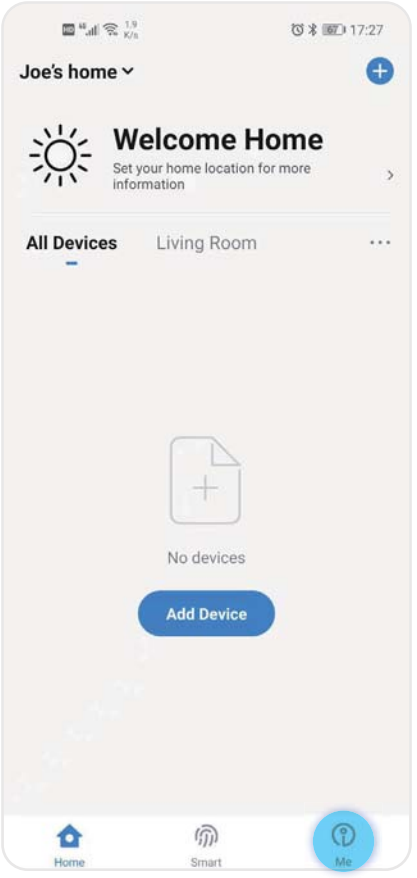
2.3 ADDING HOMEOWNER

The first person who creates the home is automatically the Homeowner.

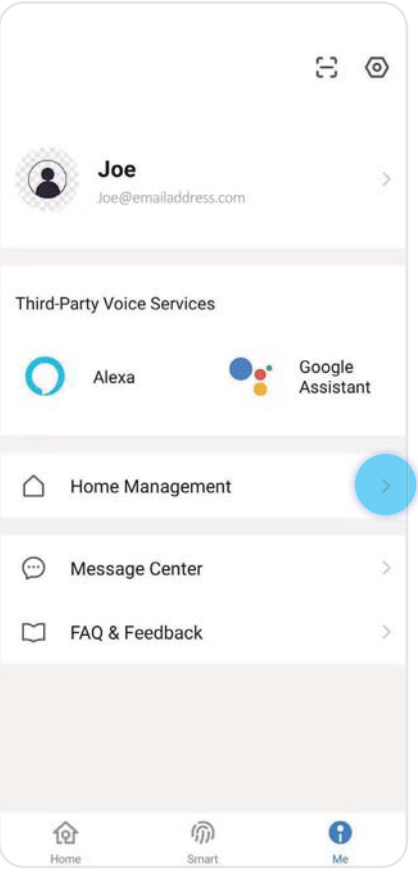


2.4 ADDING AN ADMINISTRATOR

① Enter the Blusafe Smart Application on your smart device.
② Click "Me" in the App homepage.

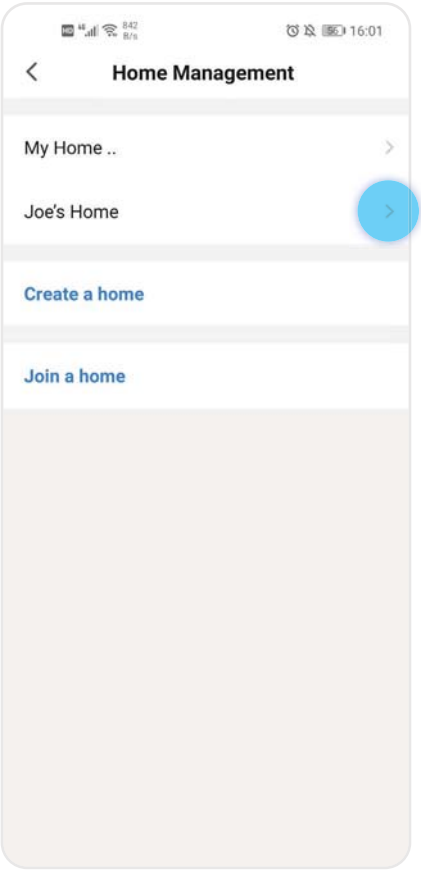


③ Click "Home Management".

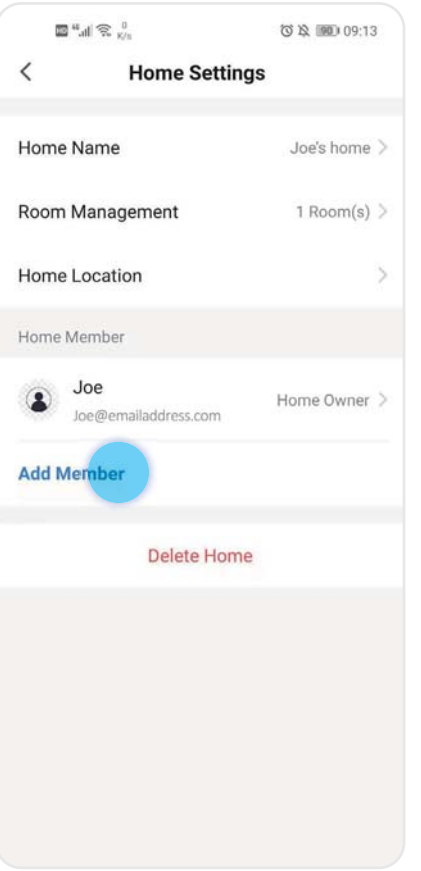


2.4 ADDING AN ADMINISTRATOR

④ Select the home (Joe's Home) in "Home Management" to enter "Home Settings"

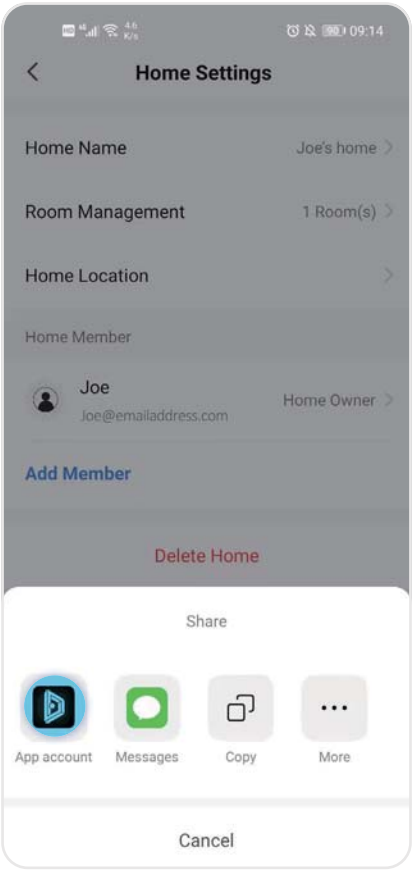


⑤ Click "Add Member" under the Home Member.



2.4 ADDING AN ADMINISTRATOR

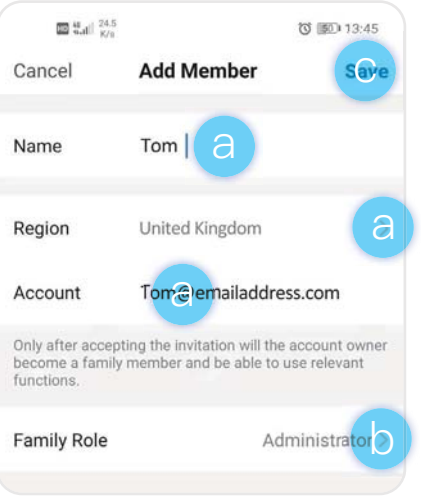
⑥ Select "App account" and input the required fields.

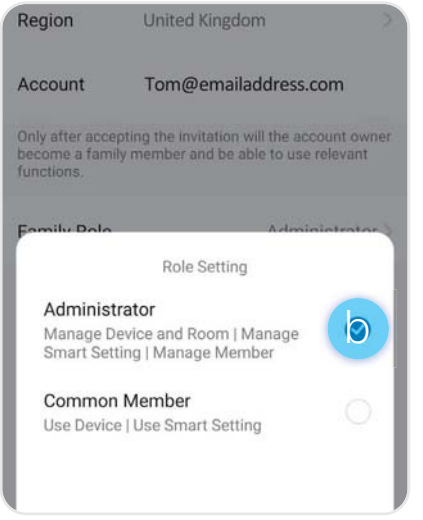


Important!

- The member account must be registered with the Blusafe Smart App prior to adding them as an Administrator.

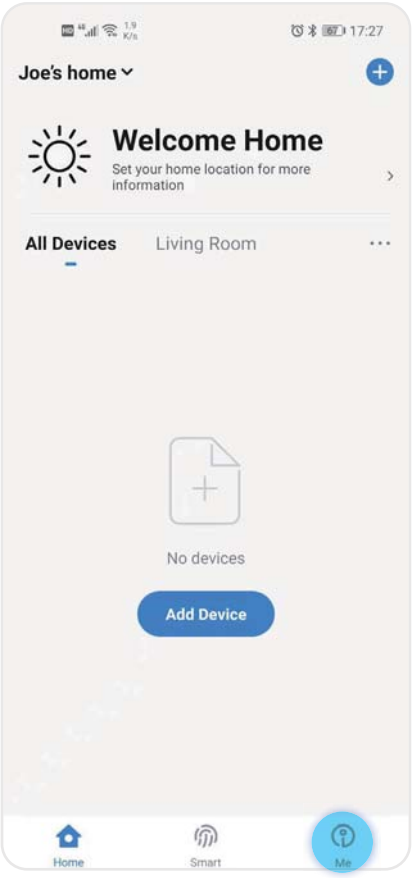
a. Input name, region, and account (this has to be an email address)
b. Select "Administrator" in the "Family Role" screen.
c. Click "Save" at the top right corner of your screen.



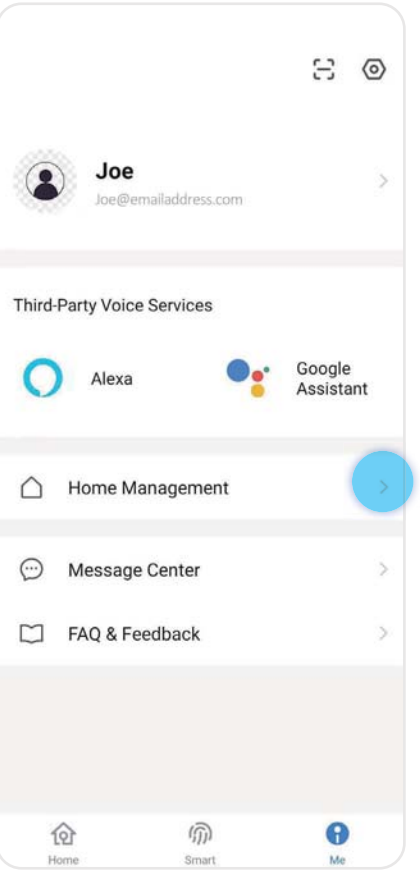


2.5 ADDING A COMMON MEMBER

① Enter the Blusafe Smart Application on your smart device.
② Click "Me" in the App homepage.

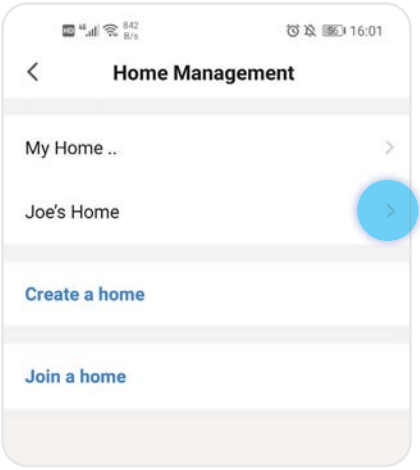


③ Click "Home Management".

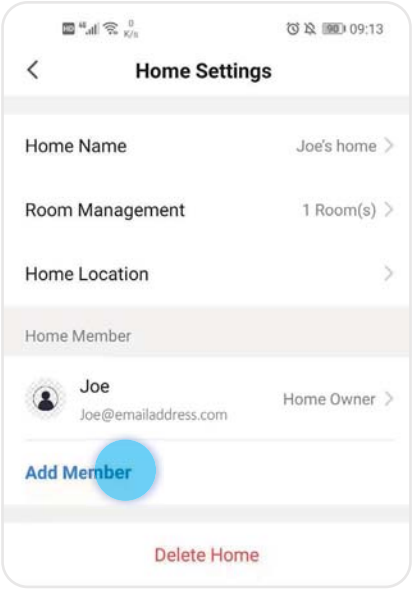


2.5 ADDING A COMMON MEMBER

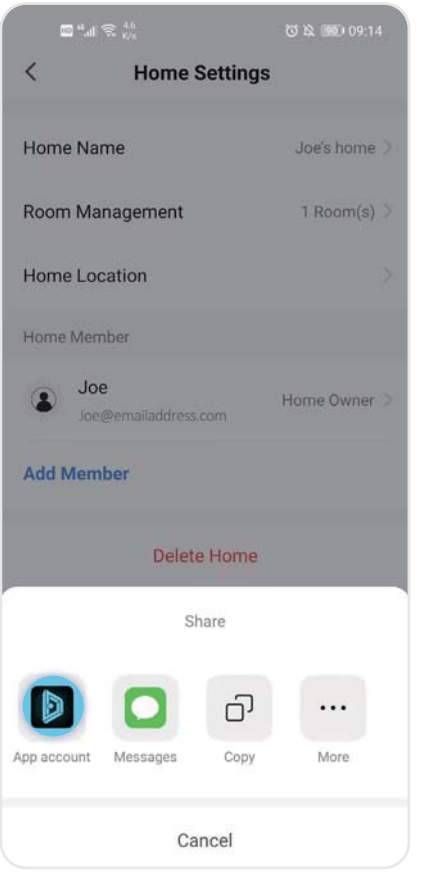
④ Select the home (Joe's Home) in "Home Management" to enter "Home Settings"



⑤ Click "Add Member" under the Home Member.

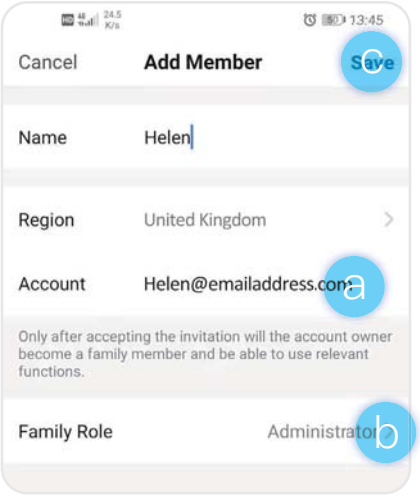


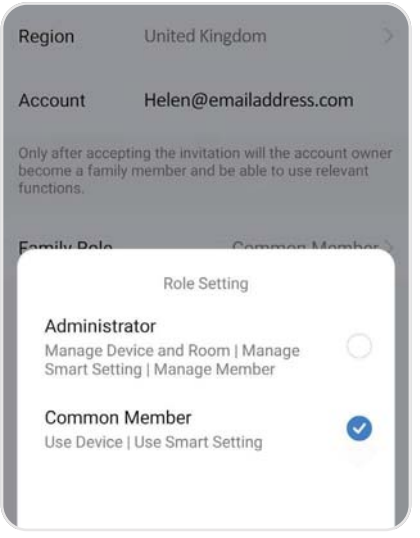
⑥ Select "App account" and input the required fields.



2.5 ADDING A COMMON MEMBER

a Input name, region, and account (this has to be an email address)
b Select "Common Member" in the "Family Role" screen.
c Click "Save" at the top right corner of your screen.

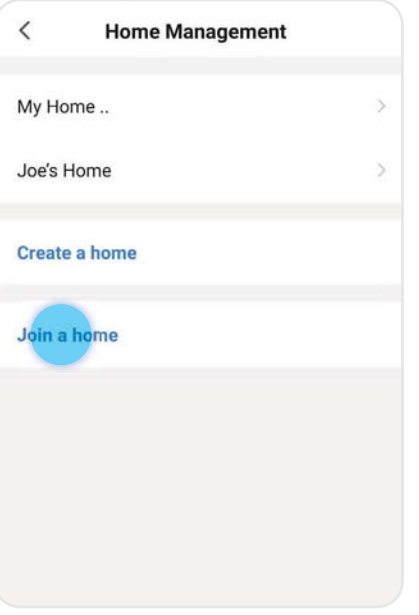




Alternative — Inviting Individual with unregistered email account

The homeowner may invite an individual with an unregistered email account to join the home. To do this, instead of selecting "App Account" in "Add Member" (Step 6 above), select "Copy", and send the copied invitation to an invitee via email or SMS.

- The Invitee will receive the invitation. The invitee should follow the instructions in the email / message to download the Blusafe Smart App and register.
- The Invitee must now select "Join a Home" in the "Home Management" and enter the invitation code.
- Once joined, the invitee will become a "Common Member" automatically. The homeowner can change the invitee's family role under the Home Member in "Home Settings" page.



2.6 CHANGING / TRANSFERING THE "HOMEOWNER"

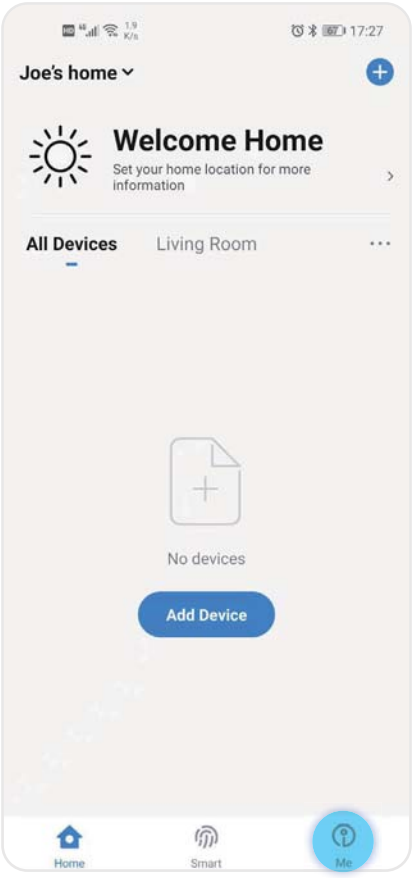
Important!

- Only the current "Homeowner" can use this function.

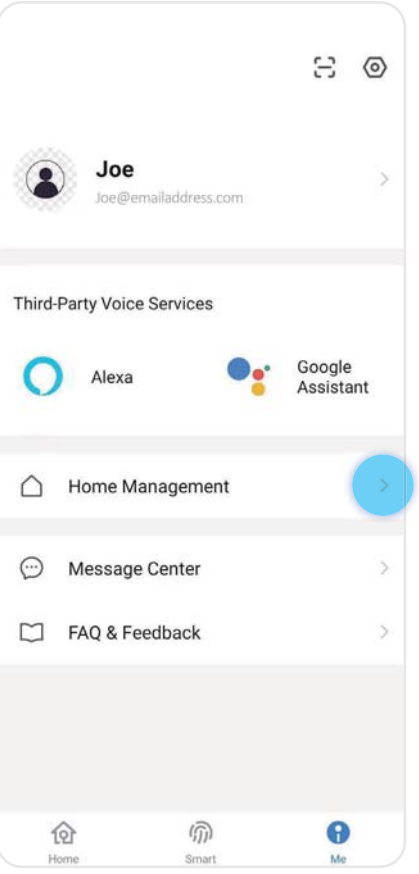
Warning!

- Once transferred, the previous "Homeowner" will lose the highest level of authority.

① Enter the Blusafe Smart Application on your smart device.

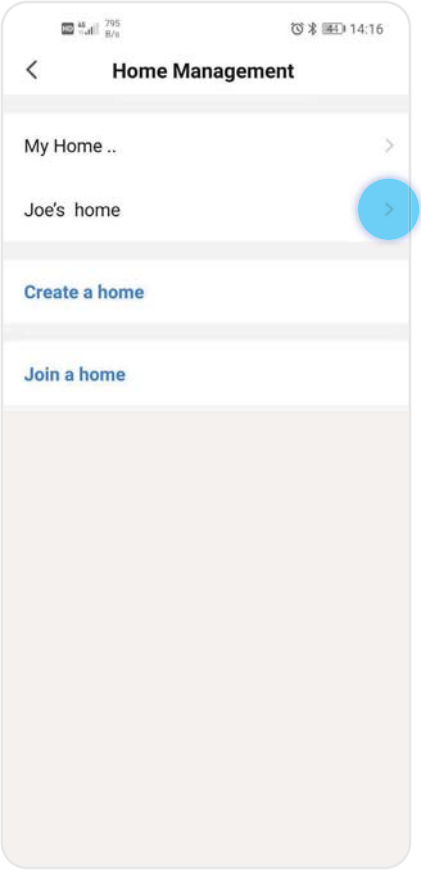


② Click "Me" followed by "Home Management".

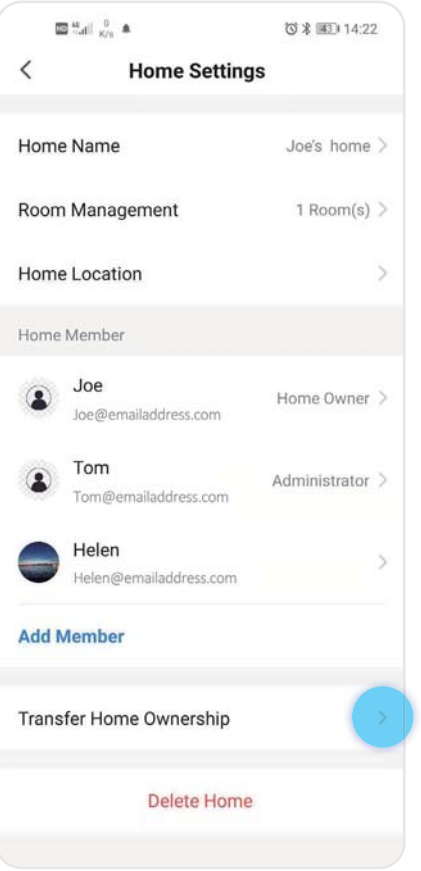


2.6 CHANGING / TRANSFERING THE "HOMEOWNER"

③ Select the Home icon and enter "Home Settings".

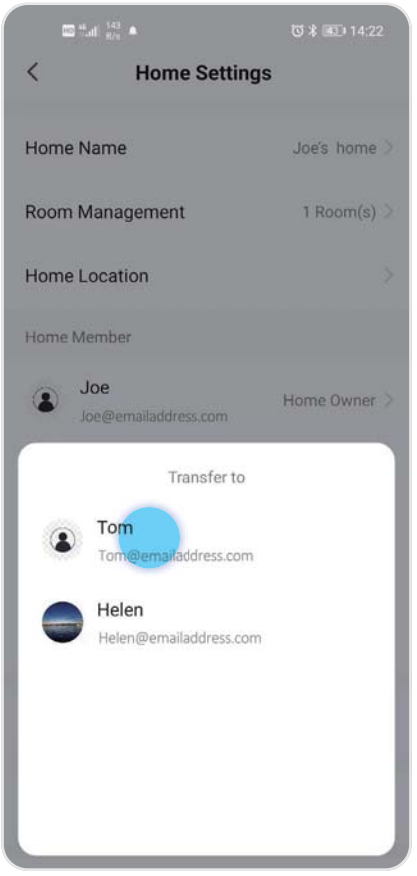


④ Click "Transfer Home Ownership" at the bottom of the screen.

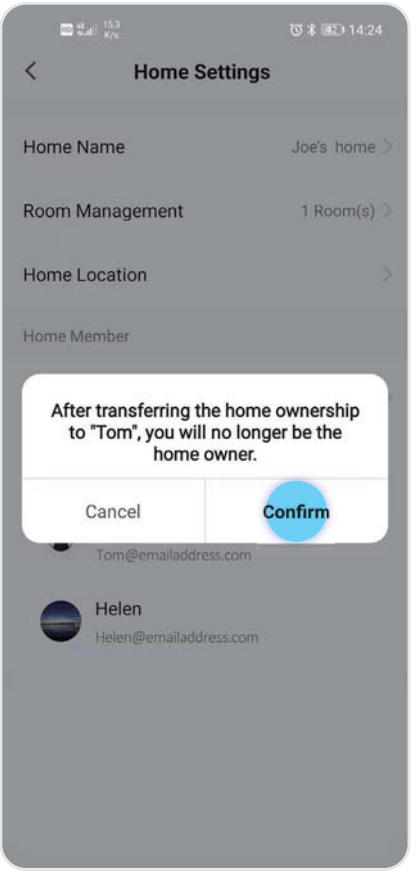


2.6 CHANGING / TRANSFERING THE "HOMEOWNER"

⑤ Select the member to whom homeownership will be transferred. The member must be an existing member.



⑥ Click "Confirm".

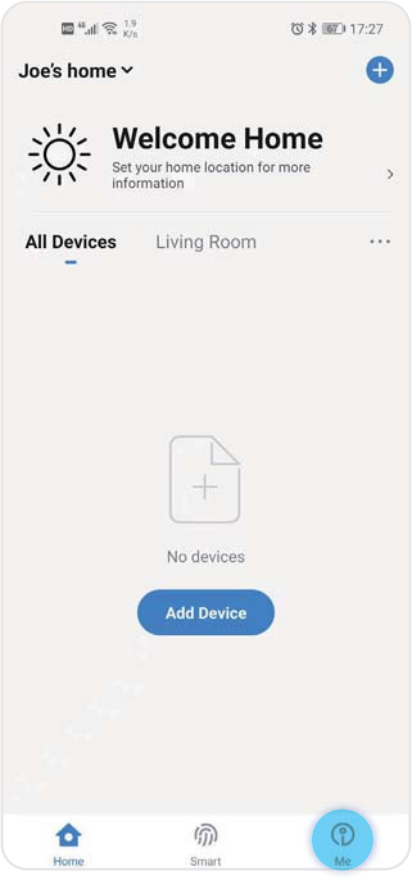


2.7 REMOVE MEMBER

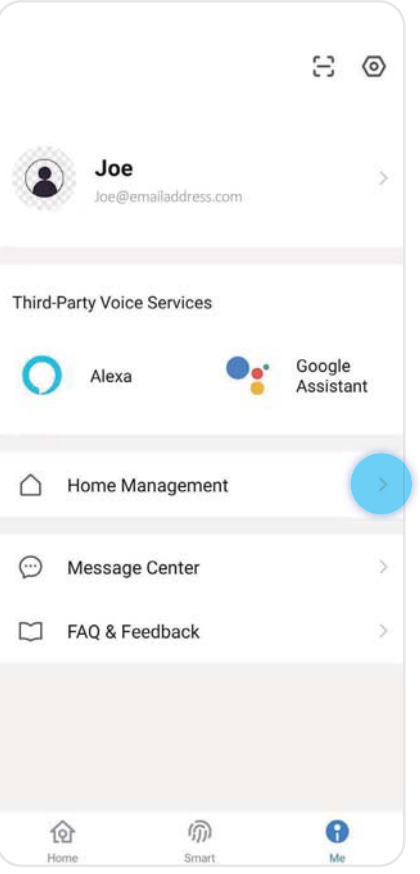
Important!

- The removal of a member can only be done by the Homeowner or an Administrator. The exception is that a normal Administrator cannot remove a Homeowner.
- If a fingerprint / key card is added via the 'SET' button and then bound to a member on the App, delete the fingerprint / key card on the App before removing the member. Please refer to instructions for adding fingerprint / key card via the SET button.

① Enter the Blusafe Smart Application on your smart device.
② Click "Me" in the App homepage.

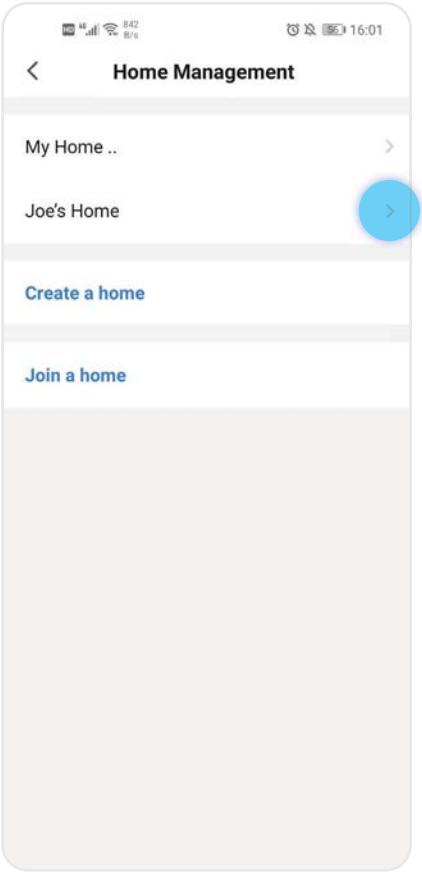


③ Click "Home Management".

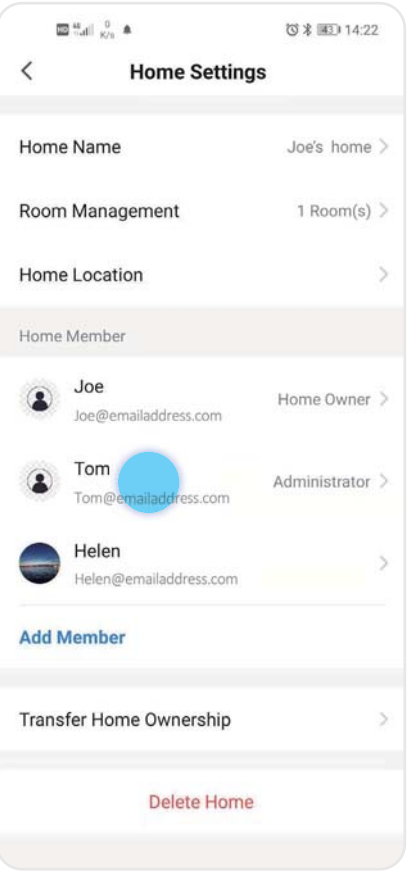


2.7 REMOVE MEMBER

④ Select the home (Joe's Home) in "Home Management" to enter "Home Settings".

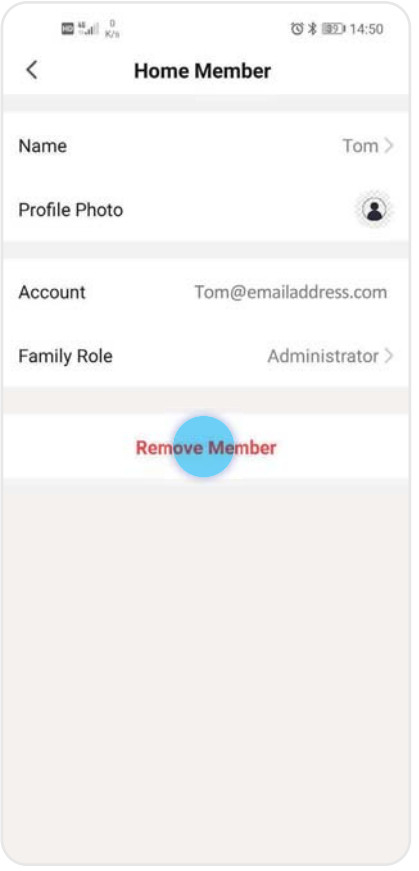


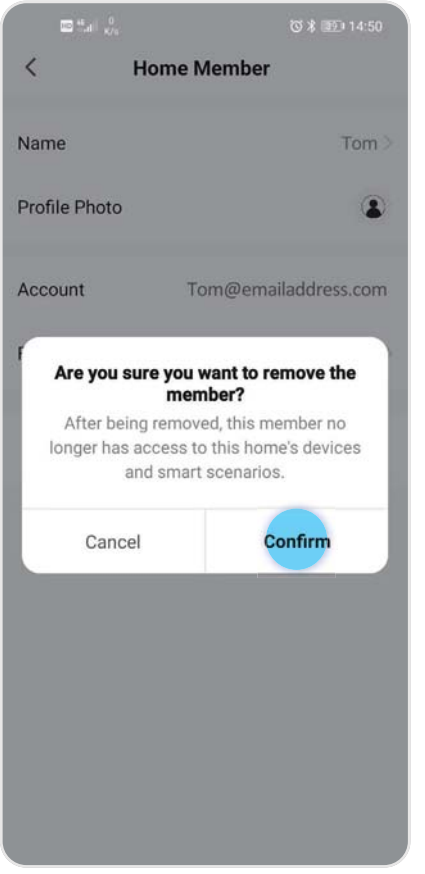
⑤ Select the designated member under "Home Member".



2.7 REMOVE MEMBER

⑥ You will be on the "Home Member" page.
a. Click "Remove Member".
b. Click "Confirm".





Important!

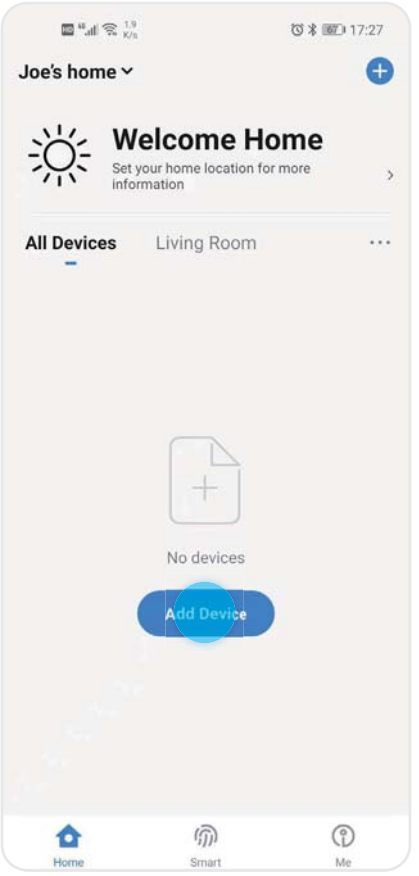
- Once removed, all fingerprints / passcodes / key cards related to this member will be cleared.

PAIRING AND NAMING YOUR LOCK

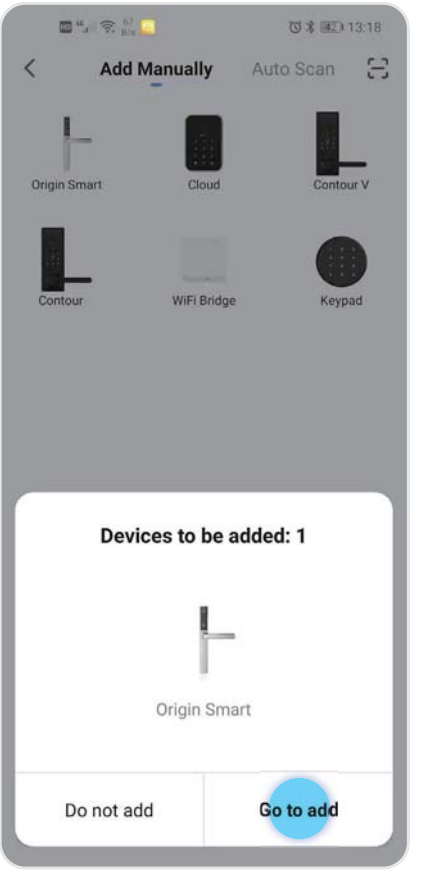
This section involves adding and pairing your new Blusafe smart lock to the Blusafe Smart Application. It is important to follow the steps carefully. This section must be completed before you can setup and fully use your new smart lock.

3.1 PAIRING YOUR LOCK WITH THE APP

① In the Blusafe Smart App, click "Add Device".

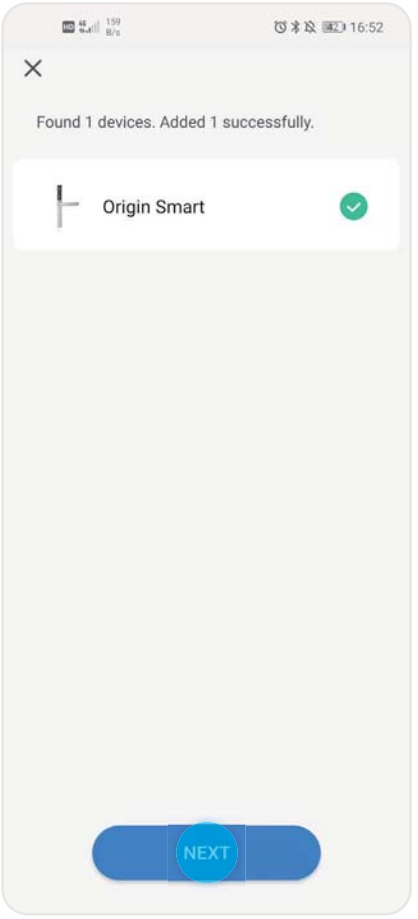


② A "Device to be added" window will pop up automatically. Click "Go to add", the lock will begin pairing with the App.

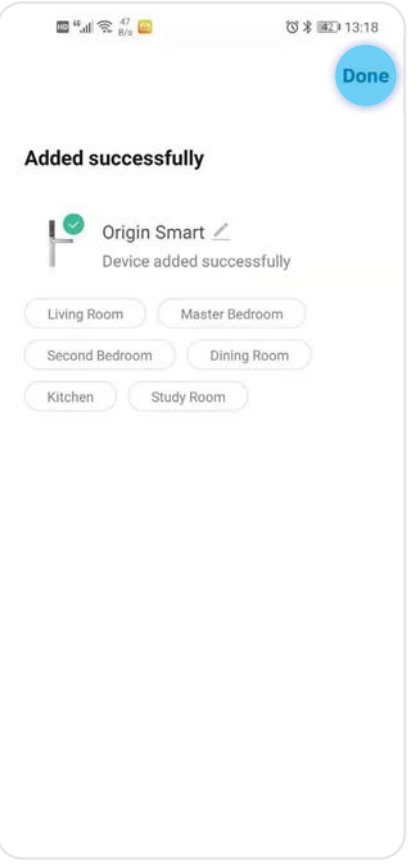


3.1 PAIRING YOUR LOCK WITH THE APP

③ Once pairing is completed, a green tick will appear, and the "Next" button at bottom will become blue. Click "Next".



④ A popup will appear "Added successfully". Click "Done".

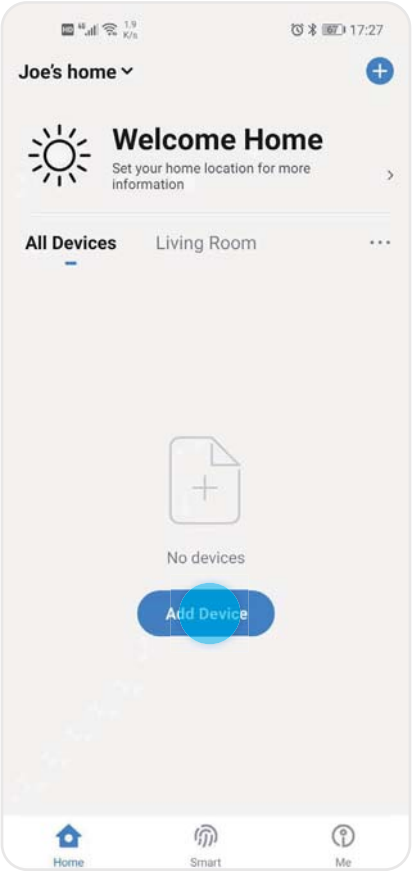


3.1 PAIRING YOUR LOCK WITH THE APP

Alternative

You may also add the lock by following the "Add Manually" steps below.

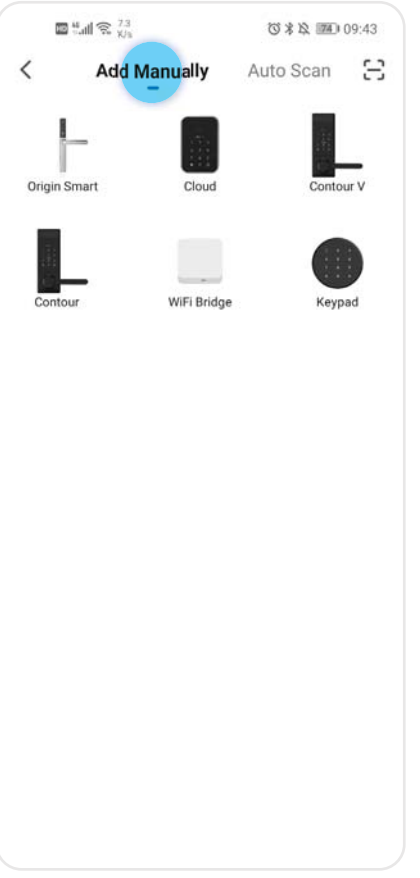
① In the Blusafe Smart App, click "Add Device".



② At the top of the page, there will be two options:

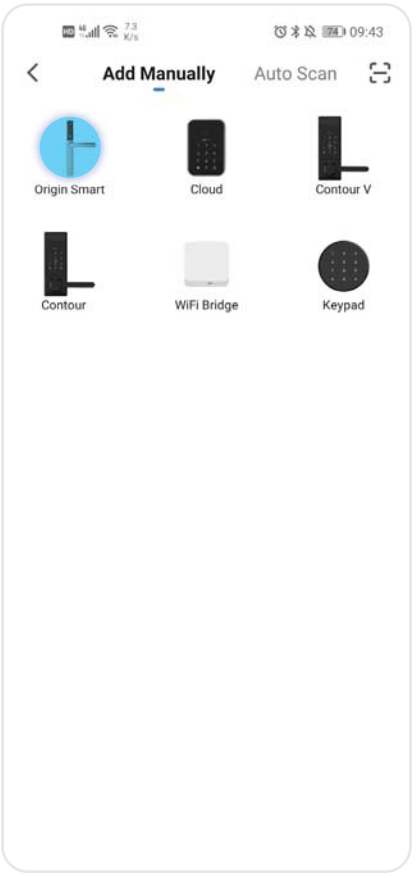
1. Add Manually, and
2. Auto Scan.

Please make sure that "Add Manually" is selected.



3.1 PAIRING YOUR LOCK WITH THE APP

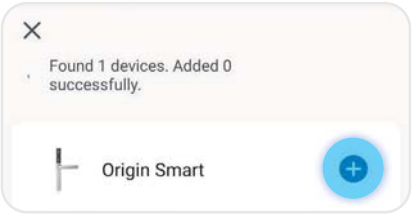
③ There are several Blusafe products listed on the page, please select correct lock from the selection.



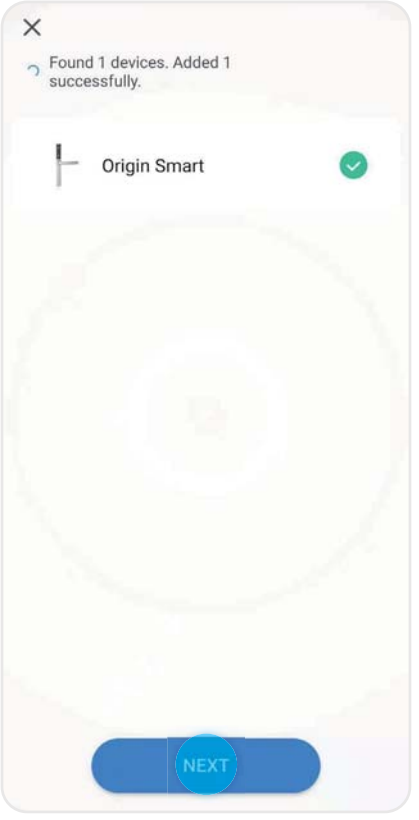
④ Click "Enable Bluetooth network distribution", then click "Next".

3.1 PAIRING YOUR LOCK WITH THE APP

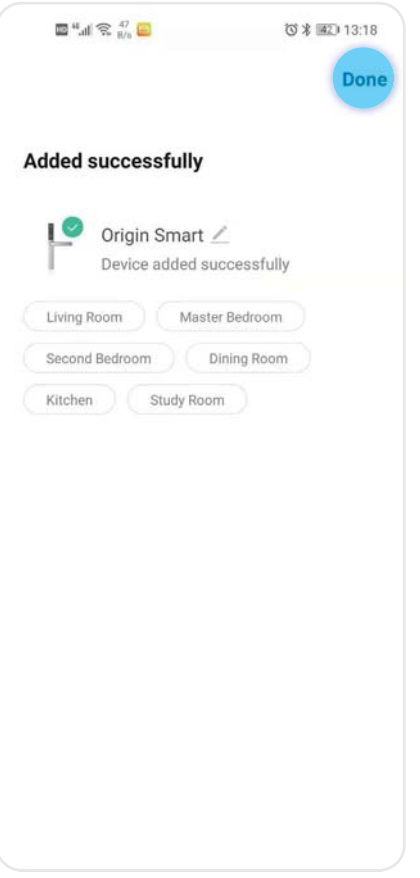
⑤ Click "+", the lock will begin pairing with the App.



⑥ Once pairing is completed, a green tick will appear, and the "Next" button at bottom will become blue. Click "Next".



⑦ A popup will appear "Added successfully". Click "Done".

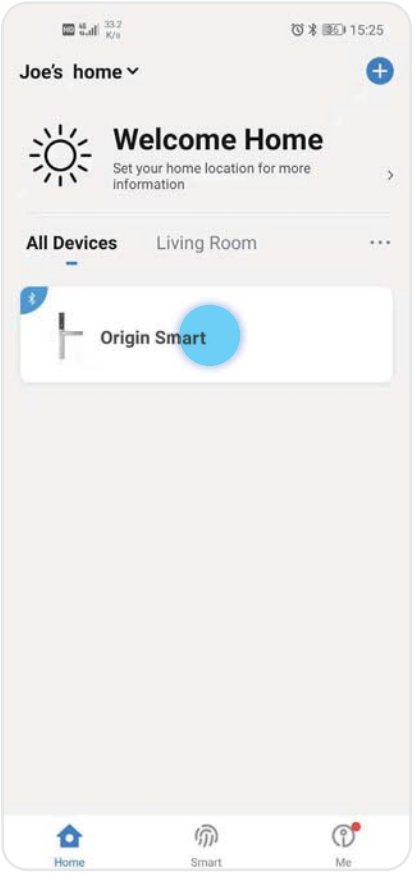


3.2 NAMING YOUR LOCK

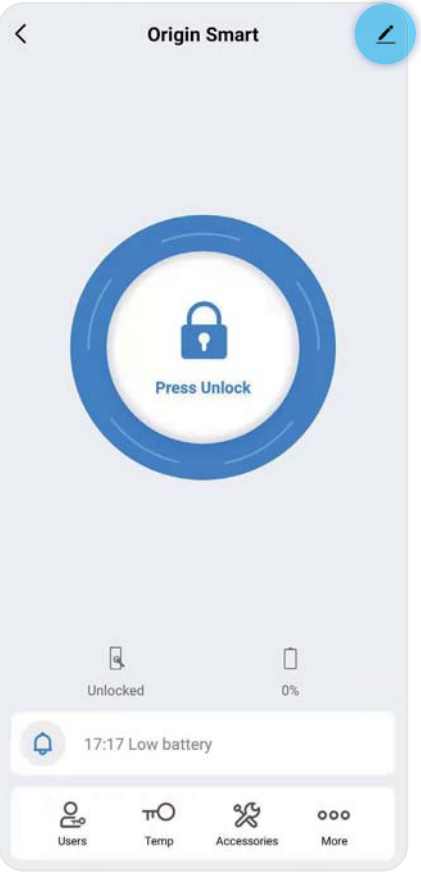
Tip

- The default name of your lock is the model of the lock. You can skip this step if you do not want to change the name of your lock. However, we do suggest you change the name of the lock to correspond to its function, such as "Front Door Lock", to limit any potential confusion with other IoT devices.

① In the application's main page, click the lock icon that represents your new smart lock.

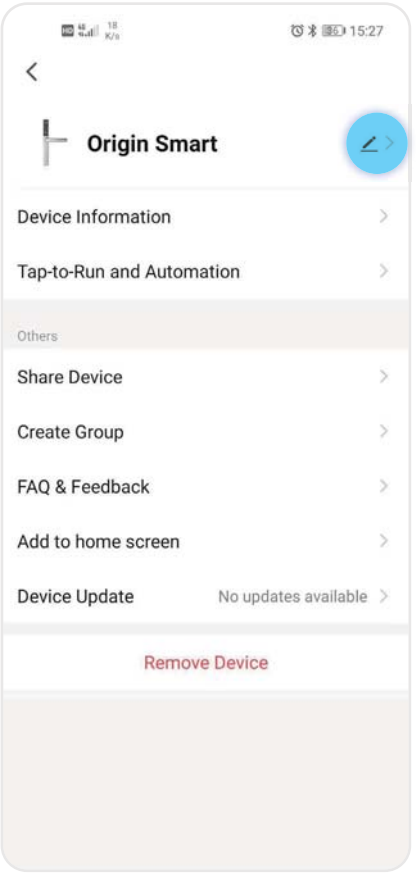


② Now, click the pencil icon at the top right corner of your screen and enter the device information.

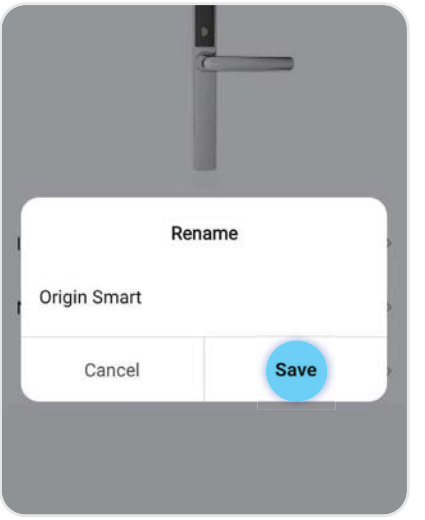


3.2 NAMING YOUR LOCK

③ Click the pencil icon, at the top right corner of your screen.



④ Click "Name", to edit the name of your new smart lock.



4 SETTING DOOR HANDLE/LOCK ORIENTATION

Doors have either a right–handed or left–handed orientation. To determine the orientation of your door, stand on the outside of your door. If the door hinge is on your right–hand side, then it is a Right–Hand Orientation door. If the door hinge is on your left–hand side, then it is a Left–Hand Orientation door. The handle is set as Right–Hand by default.

Important!

- Ensure the handle/lock is installed in the correct orientation prior to operating the lock or adding any fingerprints. This will impact the operation of the locking/unlocking mechanism.

1. The first time the lock is powered on or reset to default, you will hear a voice prompt to help you complete Origin Smart handle/lock orientation, which will be either a right–hand orientation, or a left–hand orientation.
2. Once you have set the door orientation, please test the lock by using the door handle to open the lock.

Fix – Handle Not Moving

- If the handle cannot be pushed down, unlock the smart lock using the thumb turn knob on the internal panel of the lock, then push the handle down.

3. After the door handle orientation is complete and you have successfully tested the lock, the lock will enter "Installation Mode" and you will be able to add fingerprints and key cards.

Important!

- The default setting of the lock is "Installation Mode". While in "Installation Mode", any fingerprint or key card can be used to unlock the smart lock. Once a fingerprint or key card has been added, the lock will no longer be in "Installation Mode" and only those fingerprints and cards added will unlock the smart lock.

5

PAIRING YOUR ORIGIN SMART WITH AN EXTERNAL KEYPAD

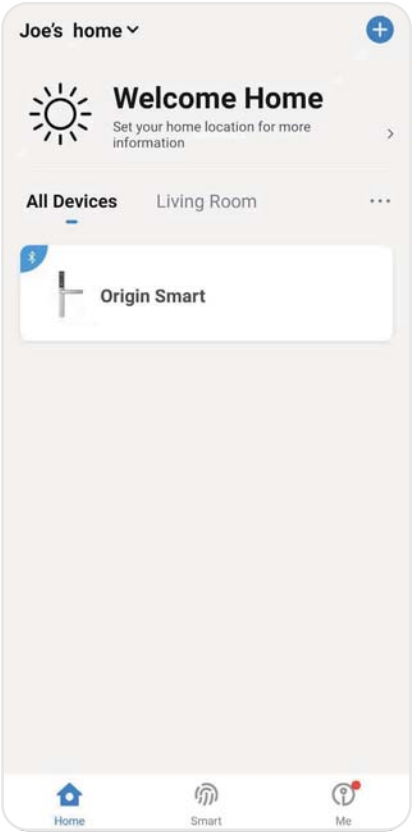
If you do not have a Blusafe External Keypad for your Origin Smart, you may skip this step.

Important!

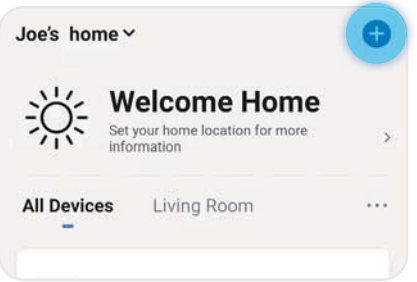
- It is important to follow the installation instructions for the keypad properly. Failure to do so may result in communication errors between the keypad and the lock.
- The Homeowner account must be setup on a smart device before the Keypad can be paired with the lock.

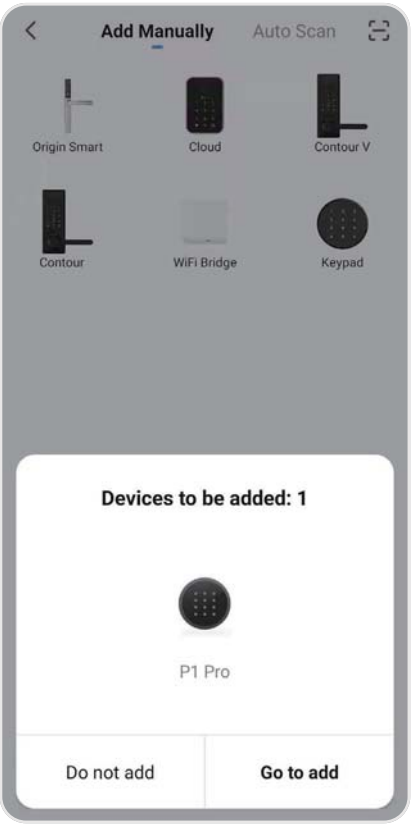
5.1 BINDING THE KEYPAD WITH YOUR ORIGIN SMART LOCK

① Enter the Blusafe Smart Application on your smart device.



② Click "+" at the top right corner of your screen. A keypad window will popup.

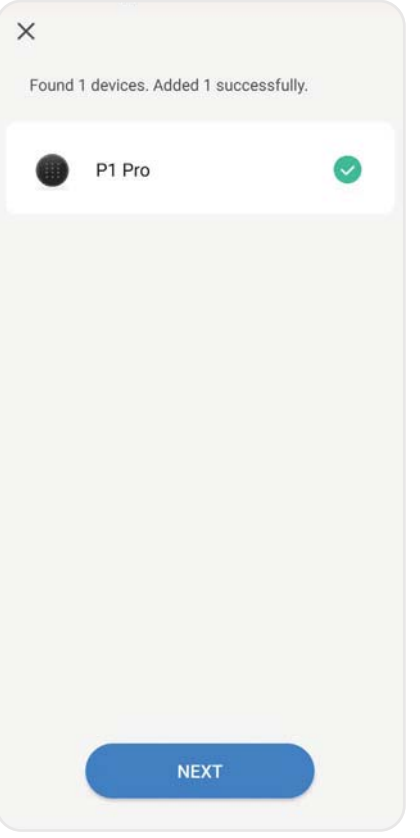




5.1 BINDING THE KEYPAD WITH YOUR ORIGIN SMART LOCK

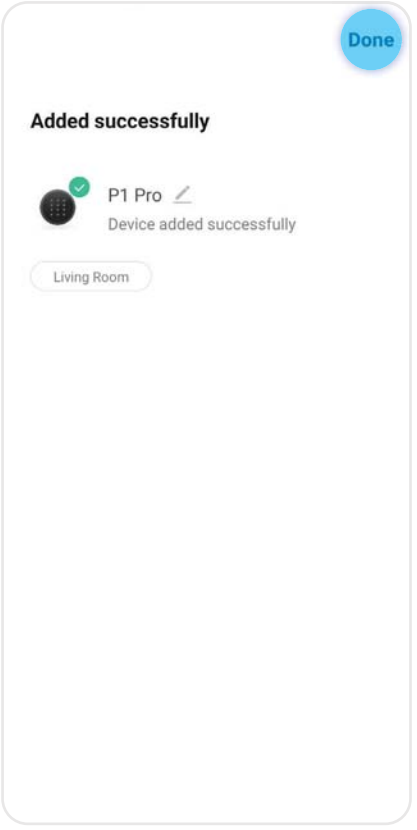
③ Click "Go to add". The keypad will now begin to pair with the smart device and App.

④ Once pairing is completed, a green tick will appear, and the "Next" button at bottom will become blue. Click "Next".



5.1 BINDING THE KEYPAD WITH YOUR ORIGIN SMART LOCK

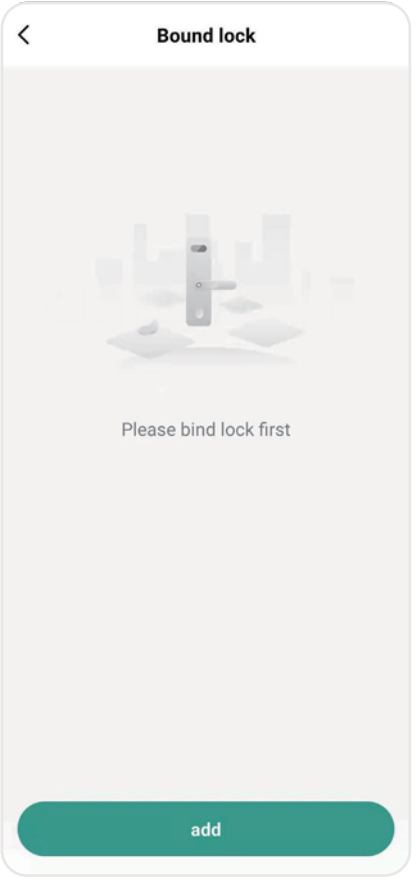
⑤ A popup will appear "Added successfully". Click "Done".



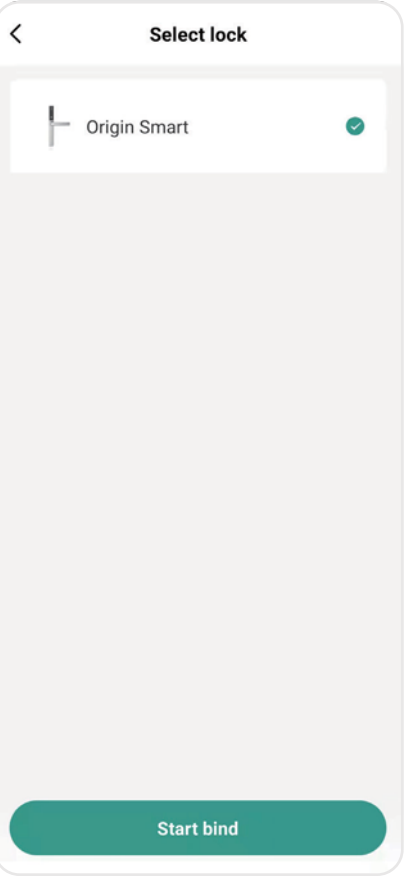
⑥ Click the lock icon at the bottom of your screen and enter the lock pairing page.

5.1 BINDING THE KEYPAD WITH YOUR ORIGIN SMART LOCK

⑦ Click "Add".



⑧ Select the lock to which you want to pair the keypad, for example, Origin Smart. Click "Start bind".

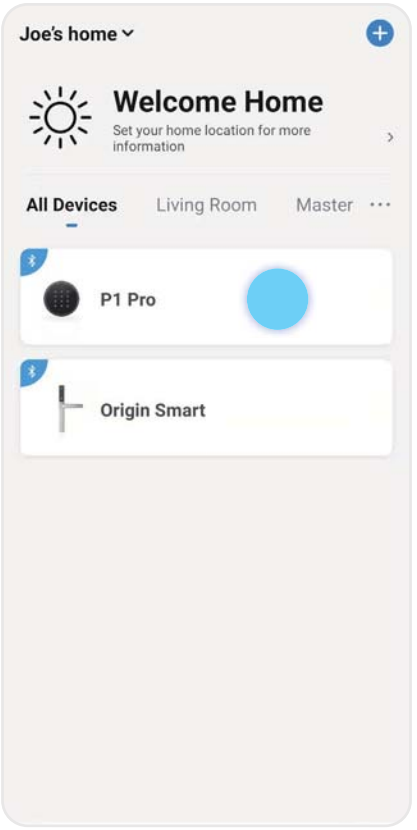


5.2 UNBIND THE KEYPAD WITH YOUR ORIGIN SMART LOCK

Important!

- Only a keypad that is bound to the smart device App can be unbound.

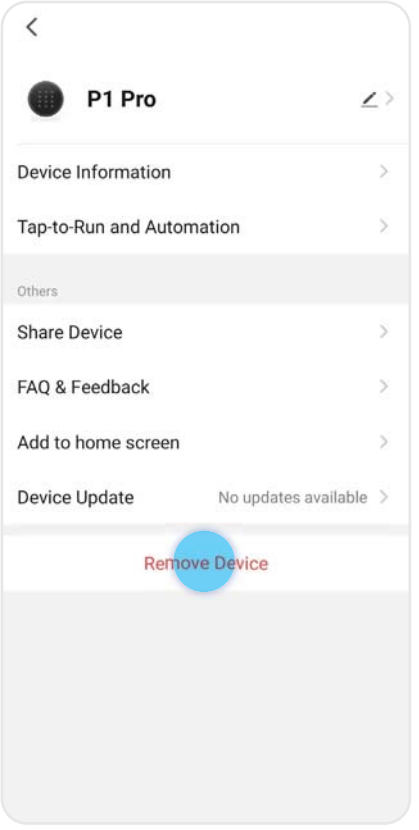
① Enter the Blusafe Smart Application on your smart device and then enter the Keypad interface.



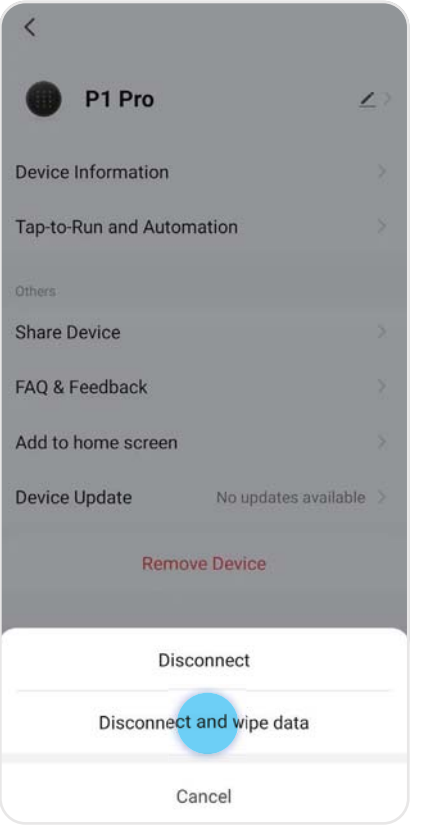
② Click the pencil icon at the top right corner of the App.

5.2 UNBIND THE KEYPAD WITH YOUR ORIGIN SMART LOCK

③ Click "Remove Device".

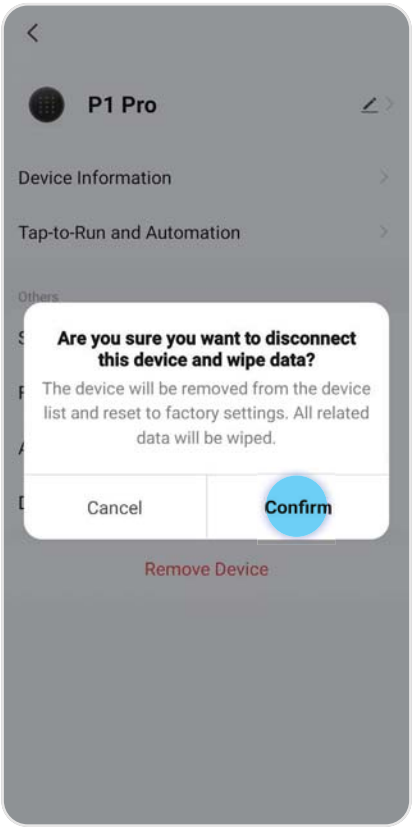


④ Click "Disconnect and wipe data".



5.2 UNBIND THE KEYPAD WITH YOUR ORIGIN SMART LOCK

⑤ Click "Confirm".



⑥ After you have clicked "Confirm" the unbinding of the keypad is complete.

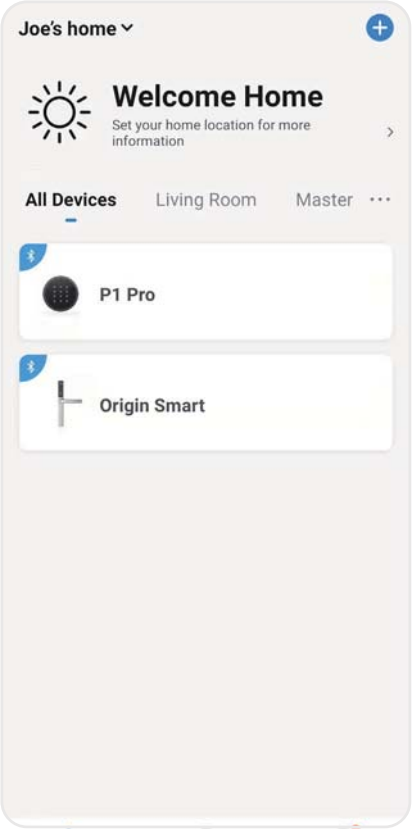
6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE

If you do not have a Blusafe Wi-Fi bridge, you may skip this step.

Important!

- The Homeowner account must be setup on the smart device being used to pair the Connect Wi-Fi bridge and the lock / keypad.
- The Connect Wi-Fi bridge should be plugged in and be within approximately 1 metre (4 feet) of the lock / keypad during pairing.
- The smart device and the Wi-Fi bridge must be connected to the same Wi-Fi network during the pairing.
- Please make sure any VPN on your smart device is turned OFF during the pairing.

① Enter the Blusafe Smart Application on your smart device.



② When you open the App, a popup window will appear titled "Device to be added". Select "Go to add".

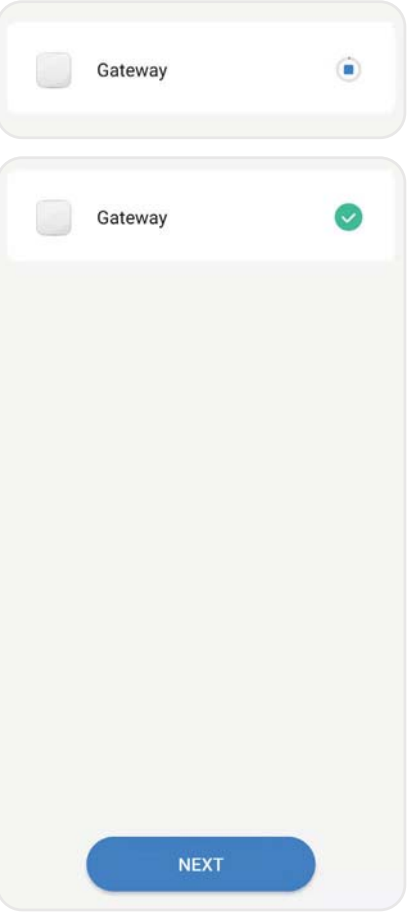
6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE

Fix — Popup not Appearing

- If the popup window does not appear when you open the App, please close the Application, and unplug the Wi-Fi bridge. Once the App is closed and Wi-Fi is unplugged, plug in the Wi-Fi bridge first and then open the App on your smart device.
- Alternatively, stand close to the bridge, and click "+" at top right corner in the App main page, followed by "Add Manually". You will see a Wi-Fi bridge/gateway icon display. Select the Wi-Fi bridge you want to add.

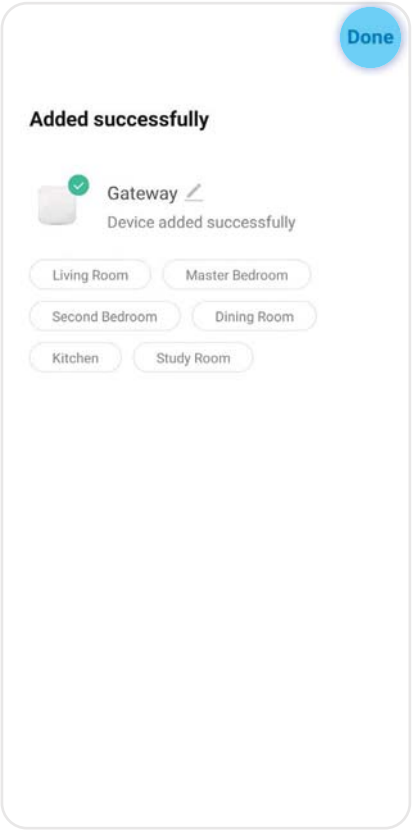
③ Enter the bridge interface, select Wi-Fi, and enter the Wi-Fi password. Click "Next". After you click "Next", the Wi-Fi bridge will start pairing with the App.

④ Wait until the pairing is complete, and then click "Next" at the bottom of your screen.

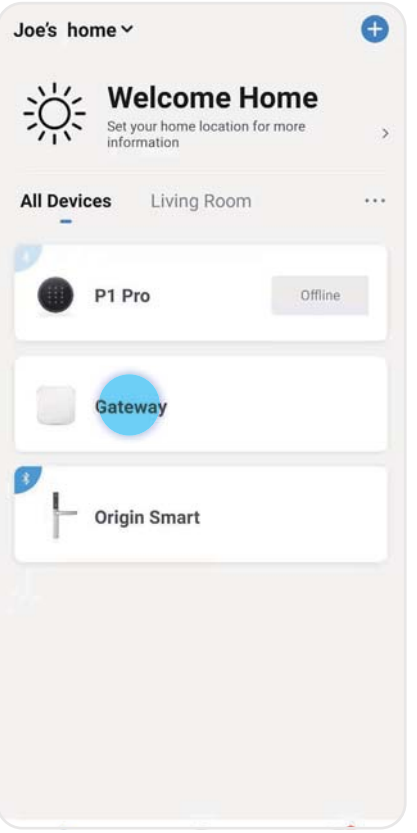


6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE

⑤ Edit the name of bridge or click "Done" at the top right corner.



⑥ Enter the bridge interface in your Blusafe Smart Application.



Fix – App Freezes During Pairing

- Exit the App completely and re-start the pairing process.

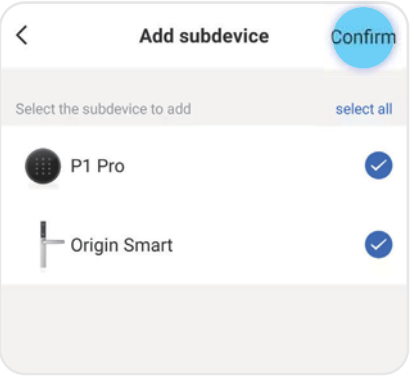
6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE

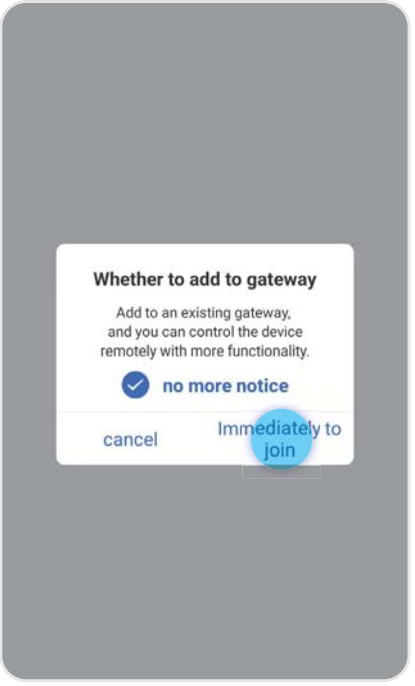
⑦ Click "add device by list" at the bottom left corner of the App.

Fix — Lock / Keypad Not Appearing in the App

- If the lock / keypad does not appear in the window, click "search new device" instead, which is located at the bottom right corner of the App.

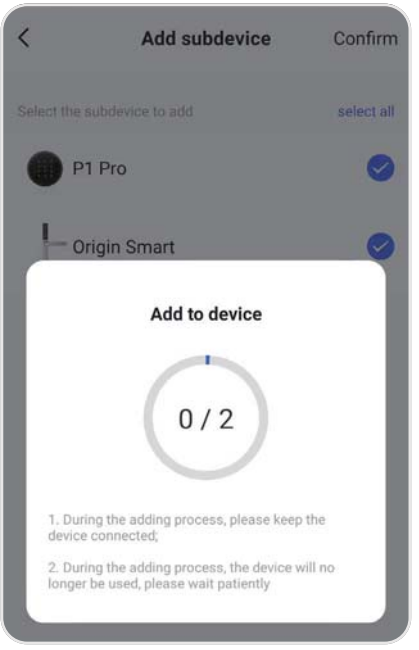
⑧ Find the lock / keypad which the Wi-Fi bridge is to be paired, click the icon and select "Confirm", followed by "Immediately to join".

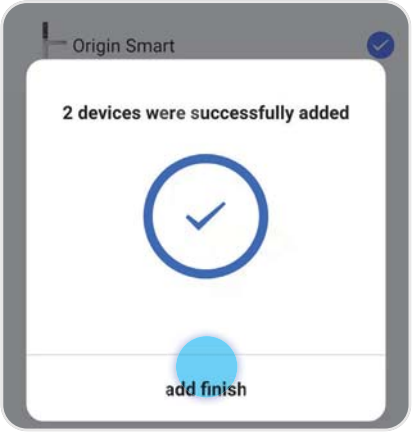




6 PAIRING YOUR ORIGIN SMART / KEYPAD WITH A WI-FI BRIDGE

⑨ The lock / keypad and the Wi-Fi bridge will start pairing. Once finished, click "add finish". The pairing between the Wi-Fi bridge and lock / keypad is now complete.





Note

- After the pairing is complete, users with Administrator access can now remotely manage and control the lock / keypad. For example, remotely unlock the lock using the App, add e-keys; remotely add / manage / delete passcodes on keypad and so on.

MANAGING LOCKING AND UNLOCKING METHODS

7.1 INTRODUCTION

Your new Origin Smart lock has several means by which it can be unlocked, which include:

- Fingerprint
- Smart Device Application (Bluetooth or Wi-Fi with the Wi-Fi bridge)
- Key Pad (if Blusafe keypad is paired with the lock)
- Key Card
- Manually

There are also several temporary e-keys and codes that can be provided to individuals. Instructions on setting up and operating each locking/unlocking method are in the below sections.

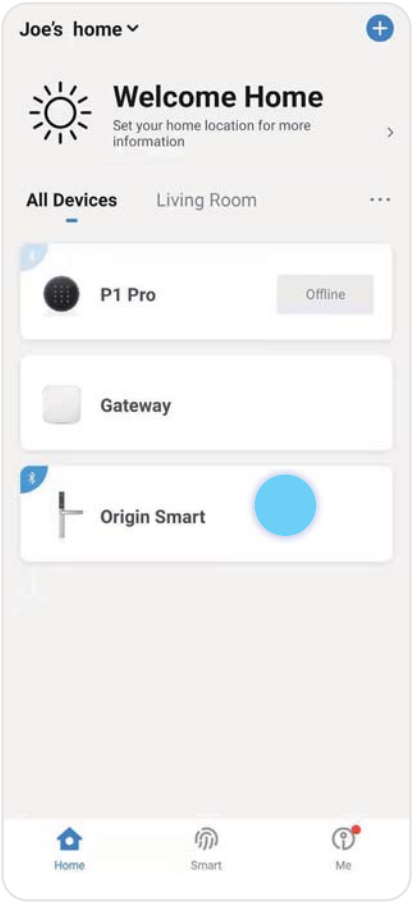
7.2 ADDING/REMOVING USER FINGERPRINTS

ADDING FINGERPRINTS VIA THE APPLICATION

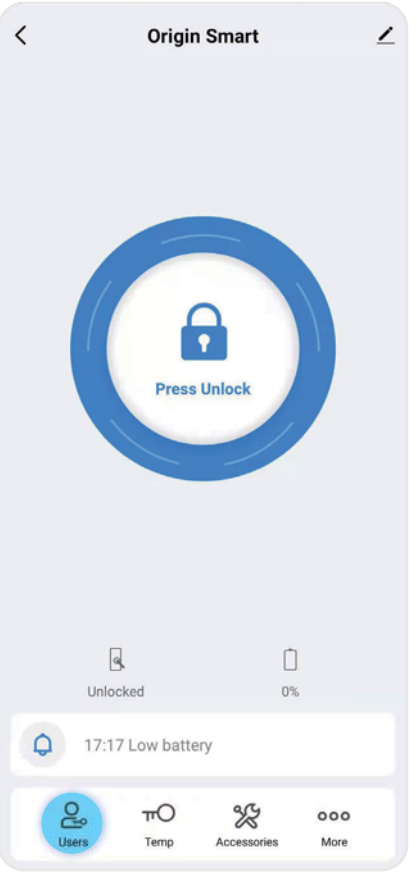
Important!

- The Homeowner or an Administrator can add fingerprints for all members;
- The Common Member can only add own fingerprints.

① Enter the Blusafe Smart Application on your smart device, and enter the lock interface.

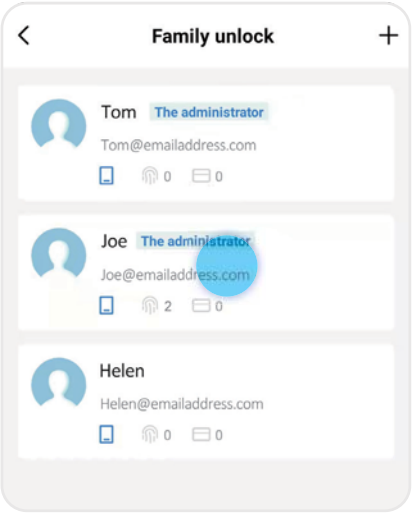


② Click "Users" at the bottom of the screen.

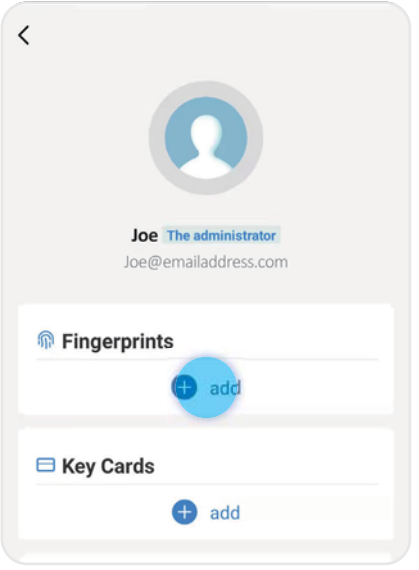


7.2 ADDING/REMOVING USER FINGERPRINTS

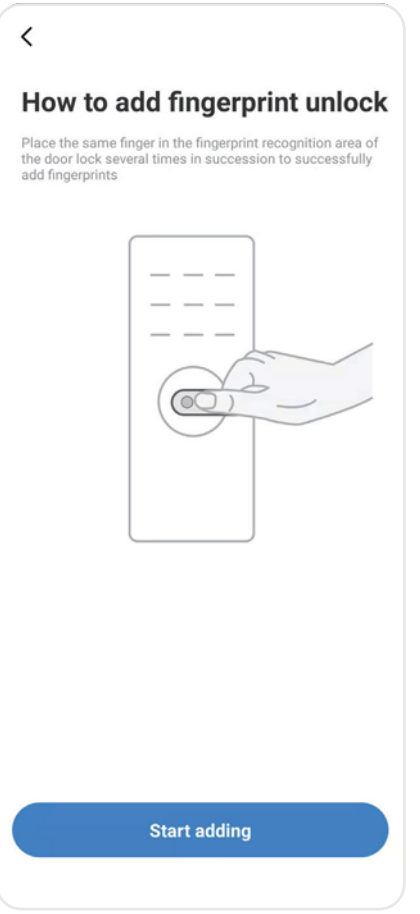
③ Select the designated member in the "Users" screen.



④ Click "+" on "Fingerprints".



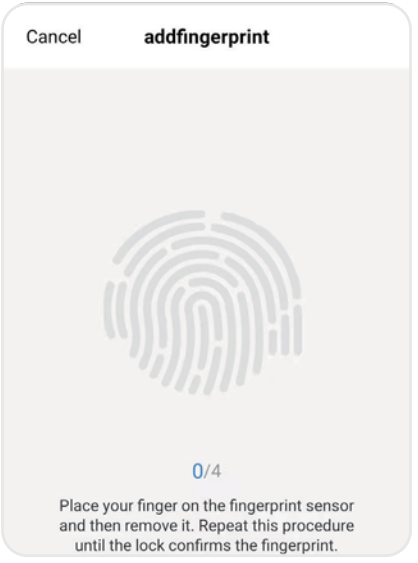
⑤ Click "Start adding". Follow the App navigation or voice prompts from your Origin Smart lock to add a fingerprint.

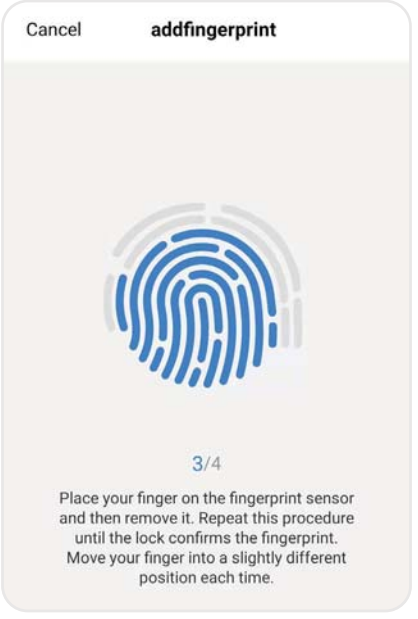


Tip

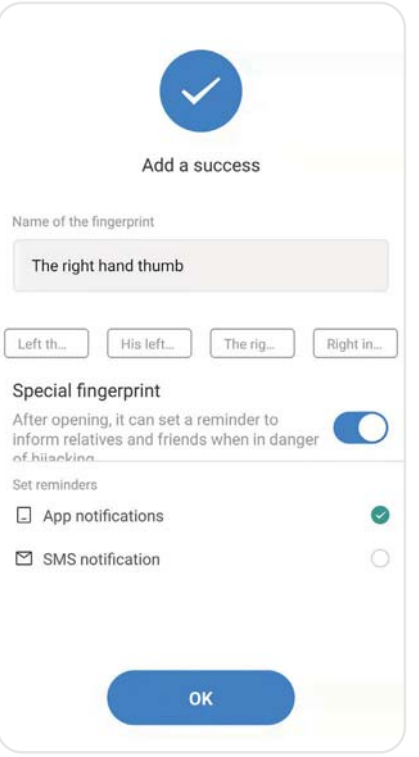
- The fingerprint sensor will need to take several scans of your fingerprint. We suggest that you change the position of your finger during scans when adding a new fingerprint.

7.2 ADDING/REMOVING USER FINGERPRINTS





⑥ After the scans are complete, you can edit the name of the fingerprint, or set it as a "Special Fingerprint" in the App.



Important!

- Once set as a "Special Fingerprint", an administrator can choose to receive notifications via the App each time the "Special Fingerprint" is used.

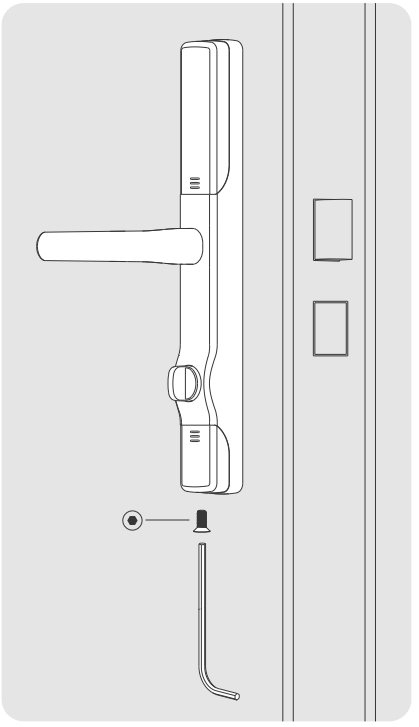
Tip

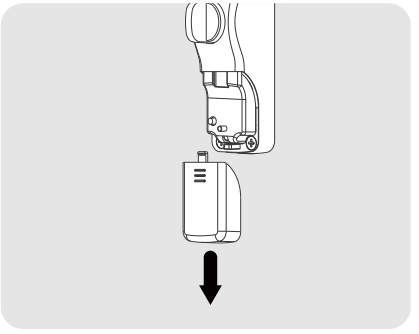
- We suggest that each user adds at least 3 fingerprints.

7.2 ADDING/REMOVING USER FINGERPRINTS

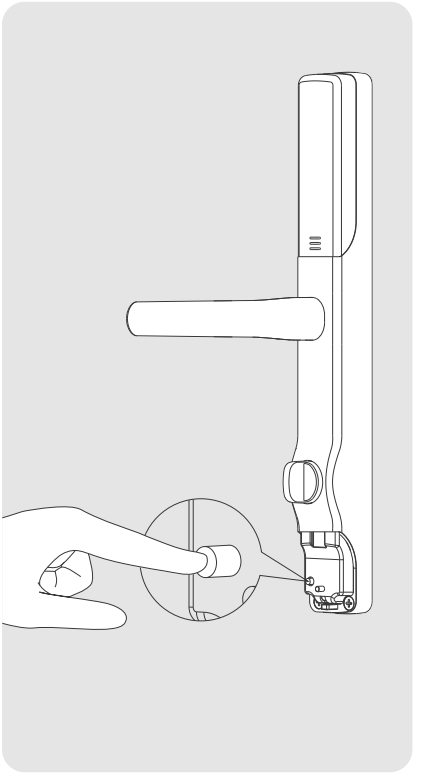
ADDING FINGERPRINTS VIA THE "SET" BUTTON

① Remove the SET button cover from the bottom of the lock's internal handle.





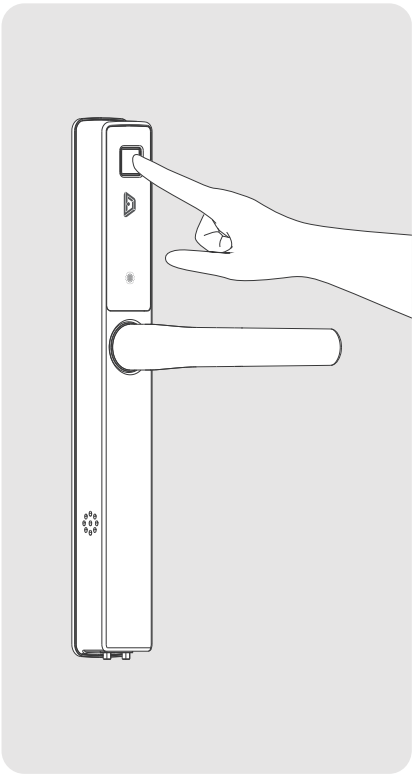
② Press the SET button once.



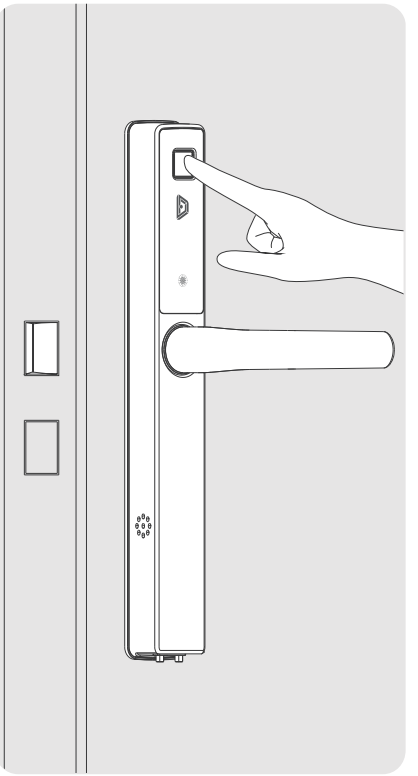
7.2 ADDING/REMOVING USER FINGERPRINTS

ADDING FINGERPRINTS VIA THE "SET" BUTTON

③ Follow the voice prompts to add a fingerprint to the lock.



④ Use the newly added fingerprint to unlock your Origin Smart lock.



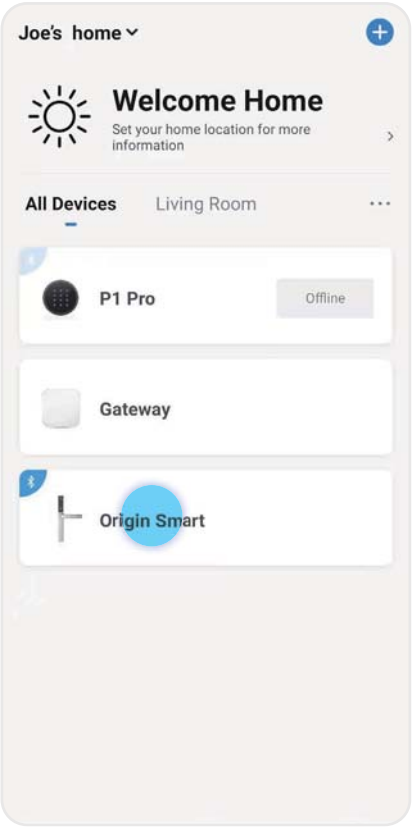
Tip

- The fingerprint sensor will need to take several scans of your fingerprint. We suggest that you change the position of your finger during scans when adding a new fingerprint.

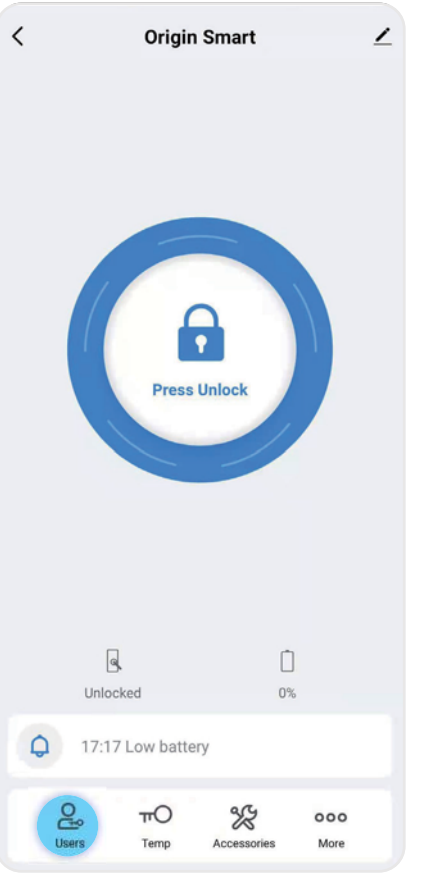
7.2 ADDING/REMOVING USER FINGERPRINTS

ADDING FINGERPRINTS VIA THE "SET" BUTTON

⑤ Enter the Blusafe Smart Application on your smart device, and enter the lock interface.



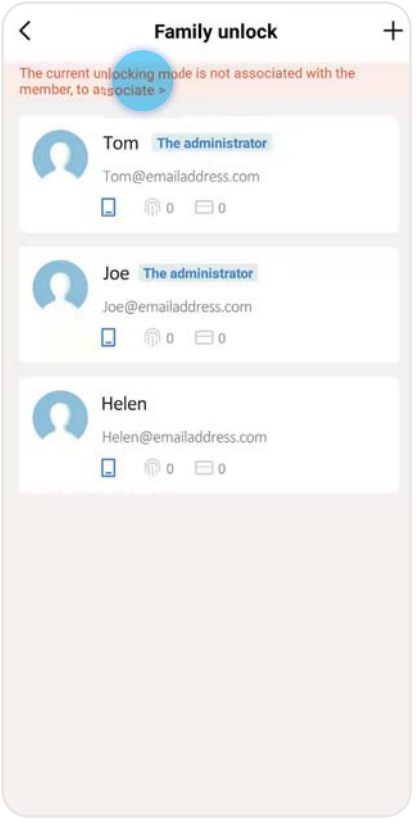
⑥ Click "Users" at the bottom of the screen.



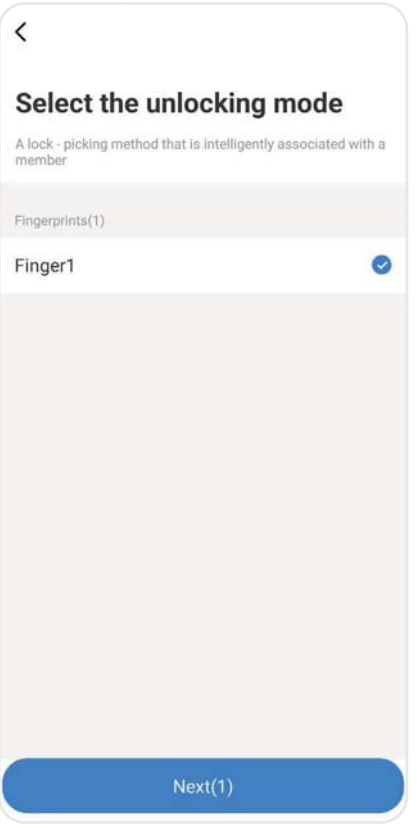
7.2 ADDING/REMOVING USER FINGERPRINTS

ADDING FINGERPRINTS VIA THE "SET" BUTTON

⑦ Click the notification "The current unlocking mode is not associated with the member, to associate", display at the top of the App interface.



⑧ Select the fingerprint at the Unlock interface. Click "Next".



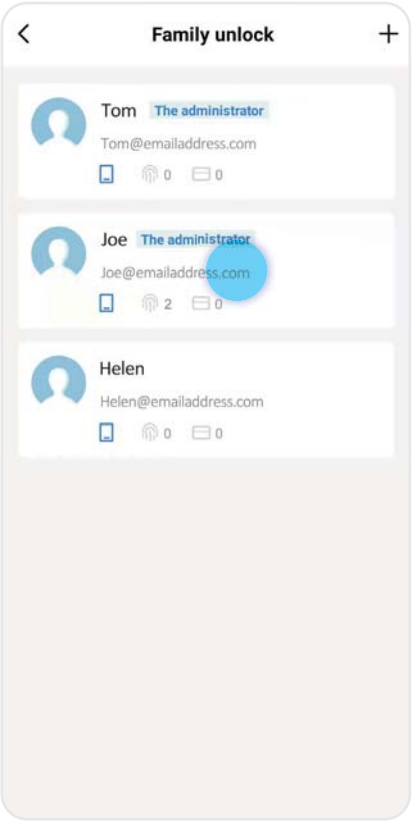
Note

- It may take a few minutes for this to update on the App and give you the notification.

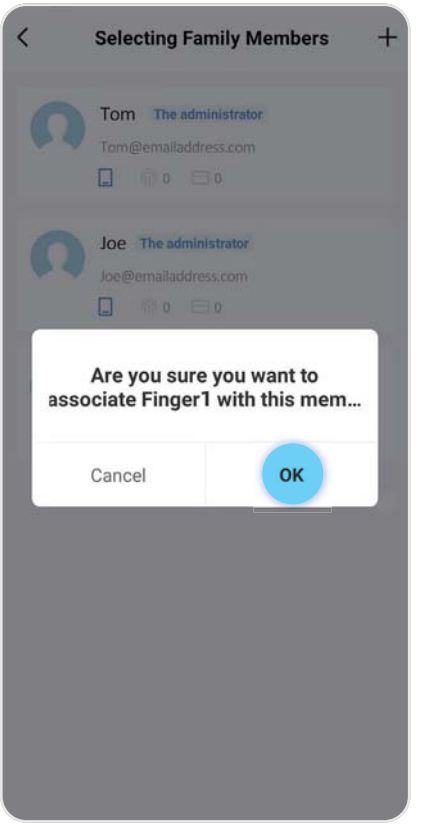
7.2 ADDING/REMOVING USER FINGERPRINTS

ADDING FINGERPRINTS VIA THE "SET" BUTTON

⑨ Select the designated member in "Users".



⑩ Click "OK". The fingerprint is now bound to the designated member.



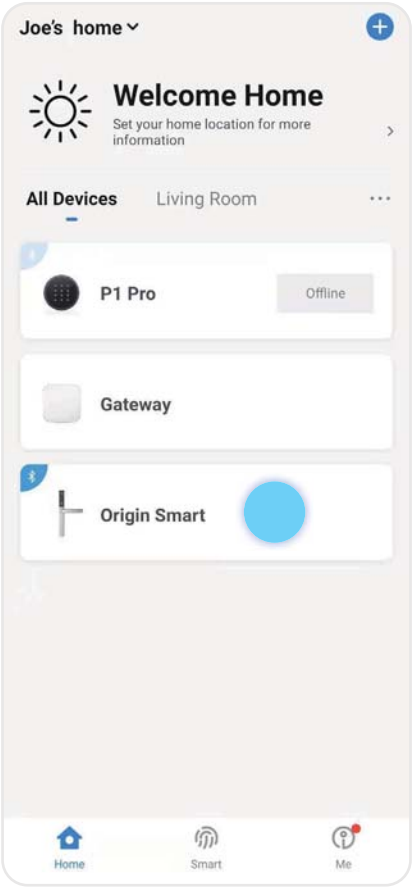
7.2 ADDING/REMOVING USER FINGERPRINTS

DELETING A FINGERPRINT VIA THE APPLICATION

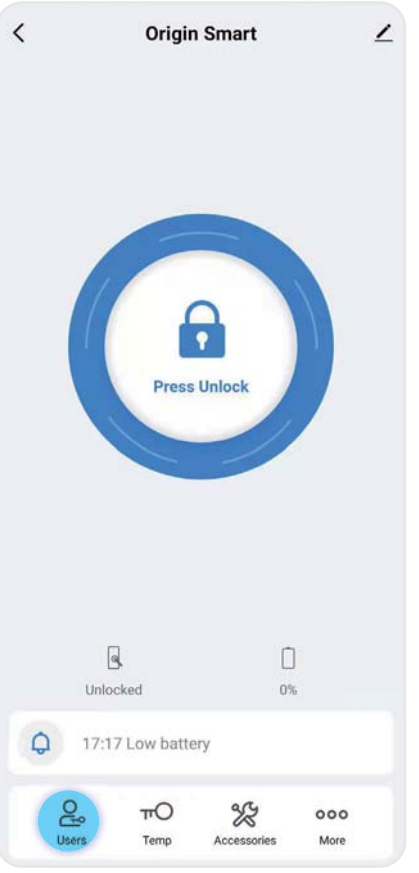
Important!

- The Homeowner and the Administrator can delete fingerprints of all members;
- The Common Member can only delete own fingerprints.

① Enter the Blusafe Smart Application on your smart device, and enter the lock interface.



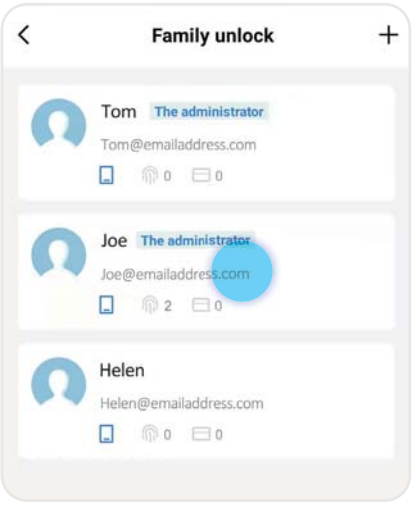
② Click "Users" at the bottom of the screen.



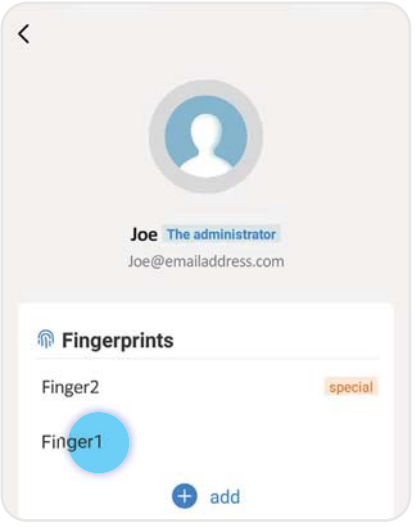
7.2 ADDING/REMOVING USER FINGERPRINTS

DELETING A FINGERPRINT VIA THE APPLICATION

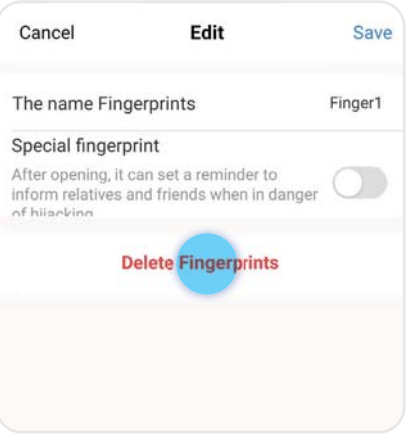
③ Select the designated member in the "Users" screen.



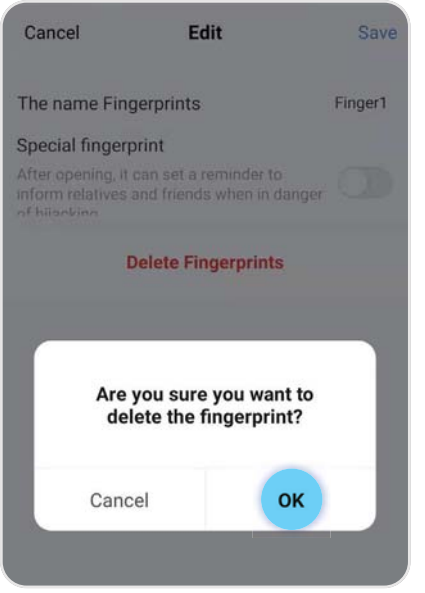
④ Click the designated fingerprint name.



⑤ Click "Delete Fingerprints".



⑥ Click "OK". The fingerprint has now been deleted.



7.4 ADDING/REMOVING AN E-KEY

E-keys are used to provide individuals temporary access to lock/unlock your Origin Smart lock. There are two different types of access that can be provided, which includes:

i. **Time Range e-key:** grants access for a specific dates and times.

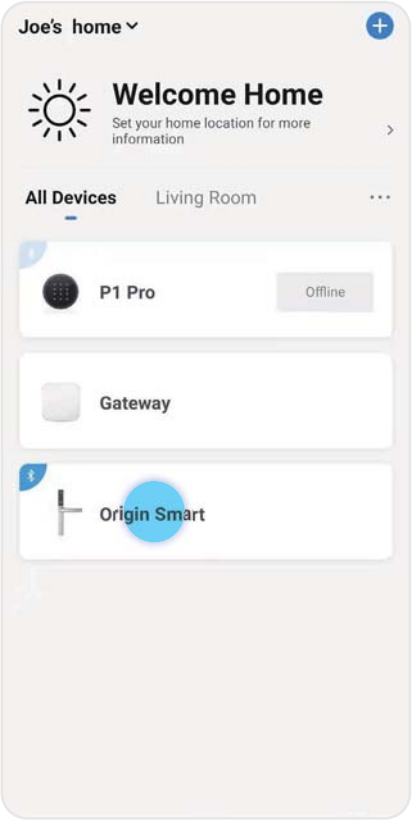
ii. **One Off e-key:** grants single access permission.

Important!

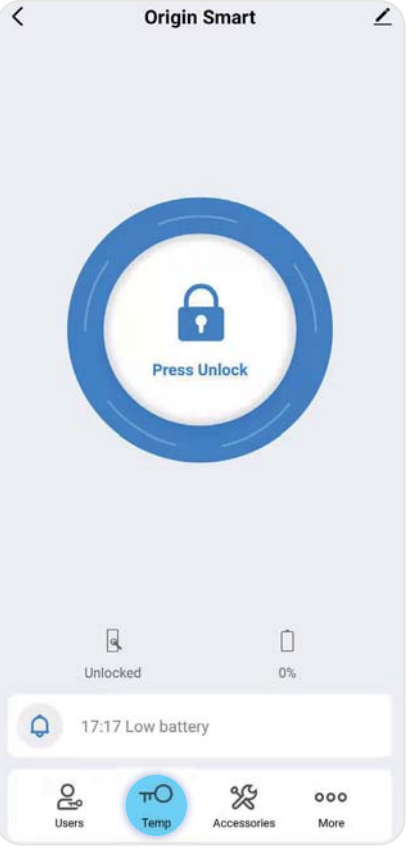
- Only the Homeowner or an Administrator can share e-keys
- The recipient of a e-key must install the Blusafe Smart app and register with their email address.

SHARING A TIME RANGE E-KEY

① Enter the Blusafe Smart Application on your smart device, and enter the lock interface.



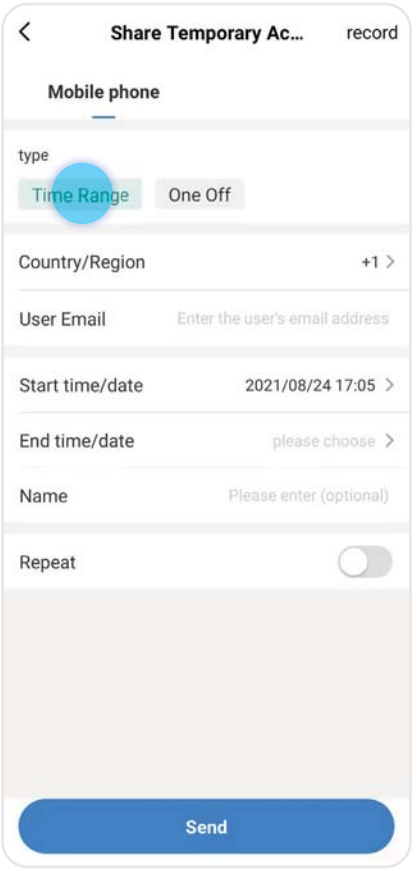
② Click "Temp" at the bottom.



7.4 ADDING/REMOVING AN E-KEY

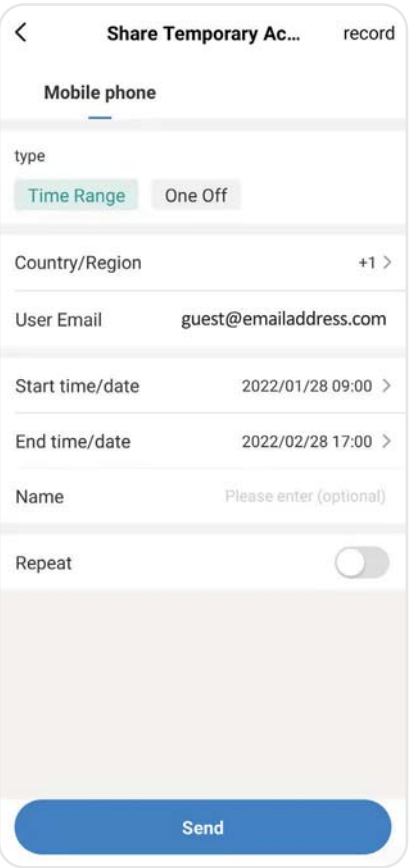
SHARING A TIME RANGE E-KEY

③ Click "Time Range" and input the receivers' Blusafe Smart account email address.



④ Select the start and end dates / time.

Example: if the selected start and end date/ time are between 28 Jan 2022 9:00AM and 28 Feb 2022 5:00PM, the Time Range e-key will be valid between the specified dates and times.

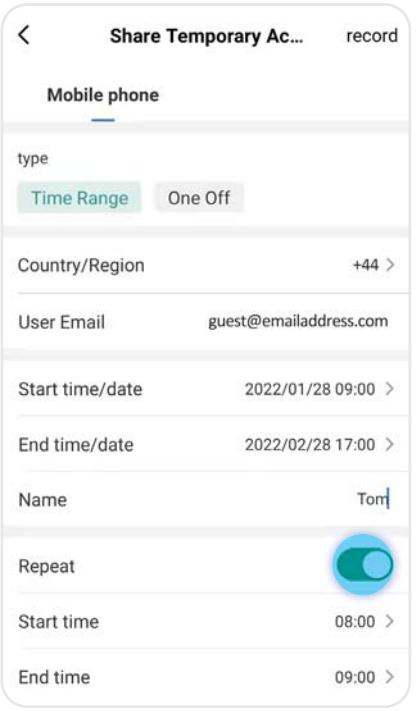


7.4 ADDING/REMOVING AN E-KEY

SHARING A TIME RANGE E-KEY

⑤ Select "Repeat" to set specific days that the e-key will be valid for each week.

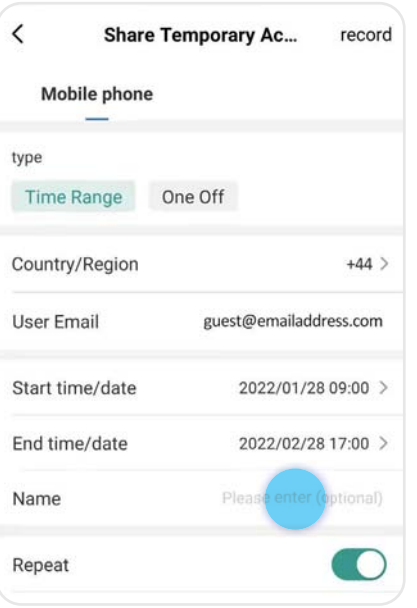
Example: if "Repeat" is set to Monday, Wednesday, and Friday using the above example's dates, the Time Range e-key will be valid between the specified dates and times but only on the specified days of the week.



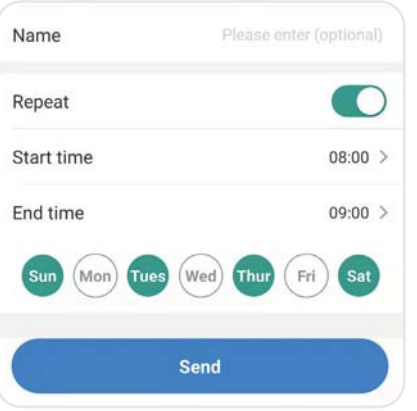
Tip

- We suggest naming the e-key with a simple name that is easy to associate with the person to whom the e-key was given. For example, "Housekeeper", or "Plumber John".

⑥ You may edit the name of the e-key



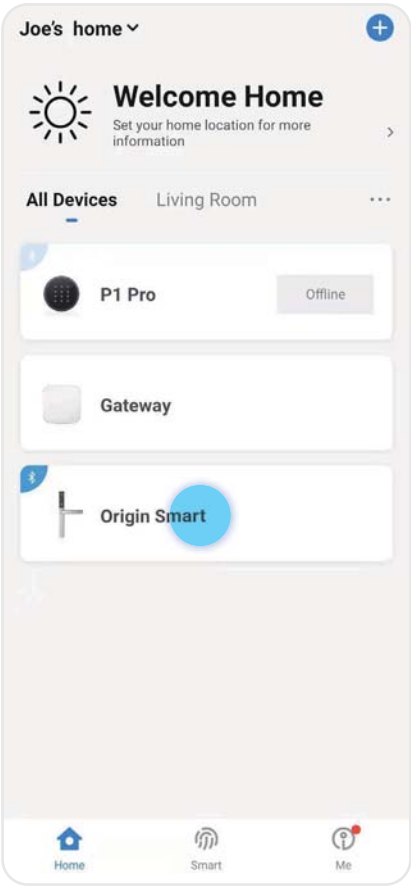
⑦ Click "Send" to send the e-key to the recipient.



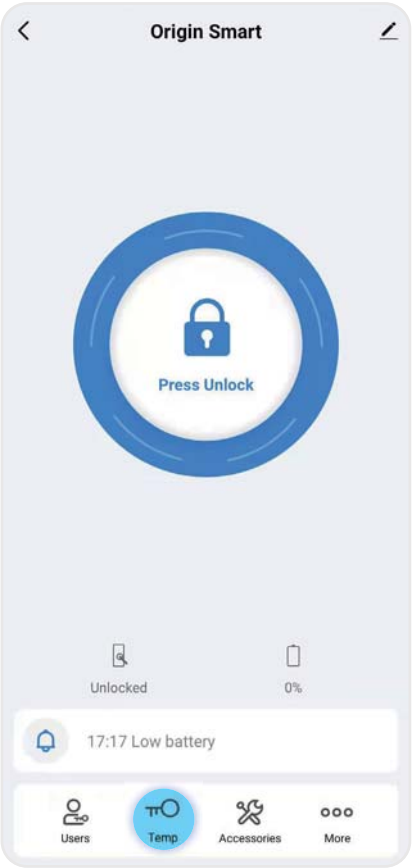
7.4 ADDING/REMOVING AN E-KEY

SHARING A ONE-OFF E-KEY

① Enter the Blusafe Smart Application on your smart device, and enter the lock interface.



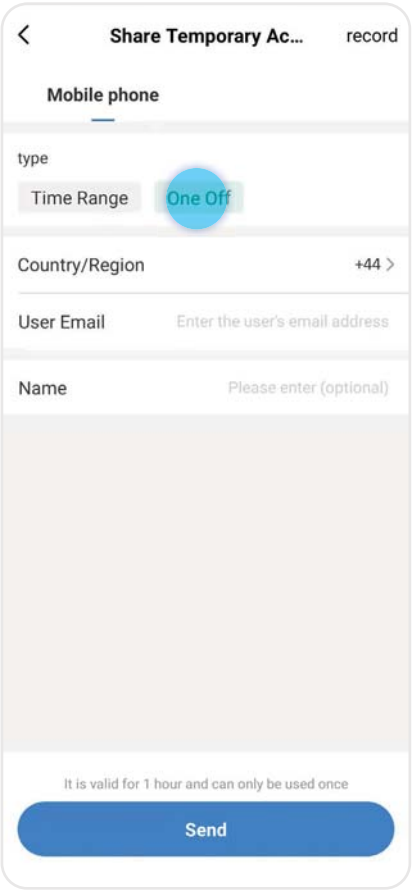
② Click "Temp" at the bottom.



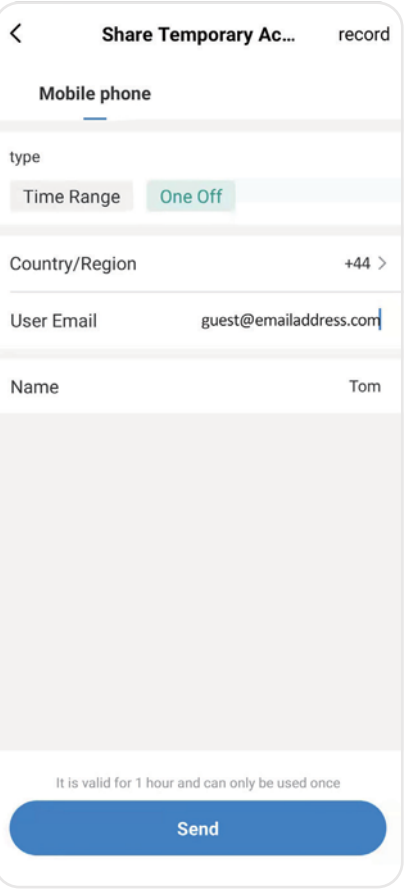
7.4 ADDING/REMOVING AN E-KEY

SHARING A ONE-OFF E-KEY

③ Click "One Off" and input the receivers' Blusafe Smart account email address.



④ You may edit the name of the One-Off e-key.
⑤ Click "Send" to send the e-key to the recipient.



Important!

- The One-Off e-key can only be used once and will expire one hour after it has been generated.

7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

If you purchased the Blusafe External Keypad for your Origin Smart, you could create both permanent and a variety of temporary passcodes depending on your needs.

You can fully access the features of your External Keypad when your smart device is connected to it through the Blusafe Smart app via the Wi-Fi (through the connected Wi-Fi bridge) or a Bluetooth connection. You can also generate temporary passcodes with your Blusafe Smart app even when your smart device is offline and unable to connect to the Wi-Fi or use Bluetooth.

Important!

- Only the Homeowner or an Administrator can create passcodes for the external keypad.
- If you do not have an External Keypad, you can skip this section.

INTRODUCTION

Blusafe Keypad – Code options:

Online Code:
These codes can be added when the keypad is connected to Bluetooth or Wi-Fi.

Permanent Code:	This passcode will be permanently available for users to unlock the door at any time.
One Time Code:	This code can only be used once, then it will expire. It can be set to work in specific timeframes.
No Limited Code:	This code can be set to work in specific timeframes and can be repeated on certain days each week, but can be used unlimited times.

Offline Code:
These codes can be created when the handle is offline (not connected by Bluetooth or Wi-Fi) so you can let people in whilst you're away. It uses codes already embedded in the keypad, which is why they need clearing manually if you have generated and sent codes to users.

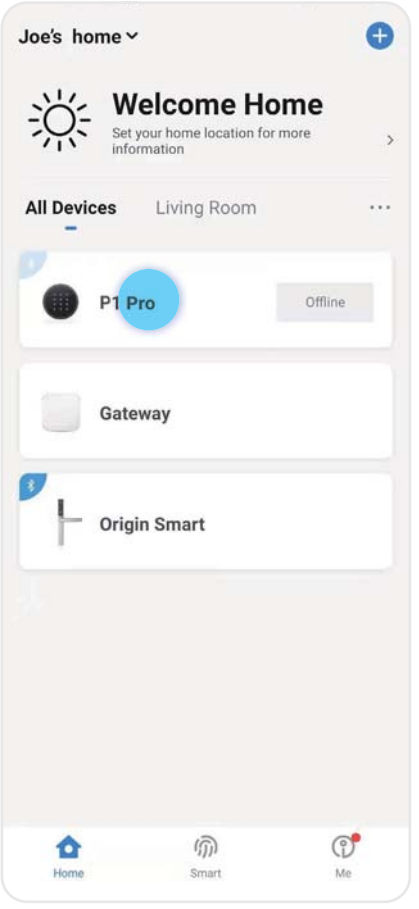
One Time Code:	This will generate a passcode that can only be used once, it is valid for 6 hours before expiring.
No Limited Code:	This will generate a passcode that works between the timeframes specified, it will expire 24 hours after being created.
Dynamic Code:	This generates a once time code that is valid for 5 minutes after creation before expiring.
Clear Code:	This clears all offline passwords that were generated and used at least once.

7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating a Permanent Passcode

When your smart device is connected to the External Keypad via the Wi-Fi or Bluetooth, you can use your Blusafe Smart app to access the full features of the External Keypad and create/delete both permanent and temporary passcodes.

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

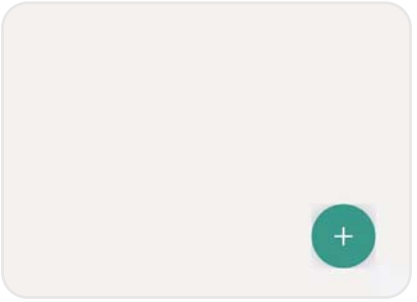


② Click the Key icon at the bottom of your screen.

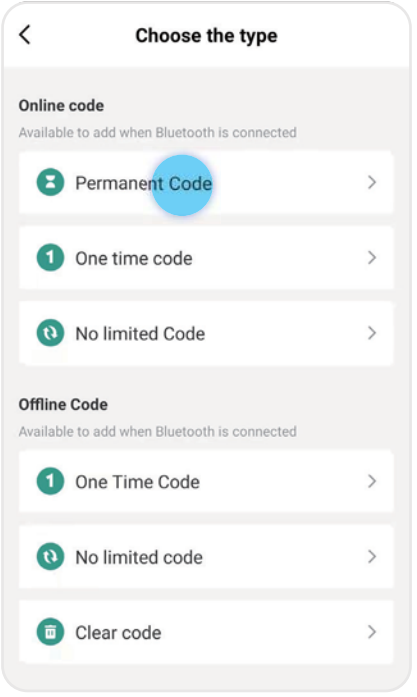
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating a Permanent Passcode

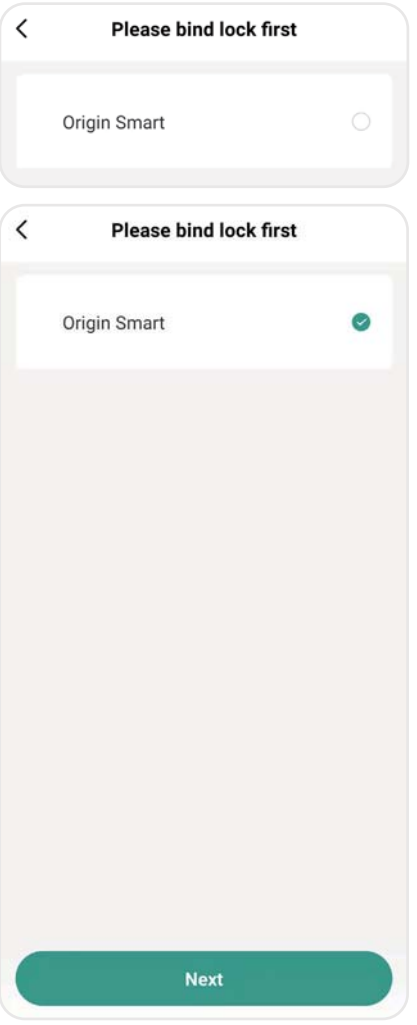
③ Click "+".



④ Select "Permanent Code" under "Online Code".

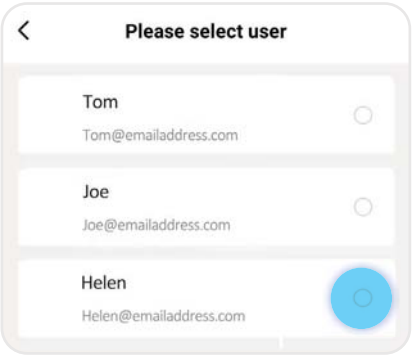


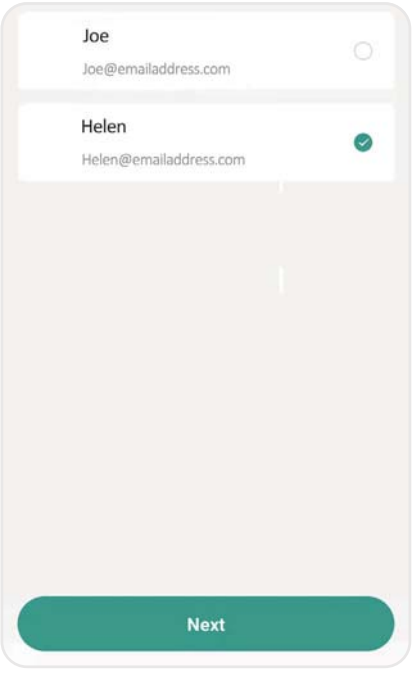
⑤ Enter the page for pairing to the lock. Select the lock which you want to pair using the tick mark and click "Next".



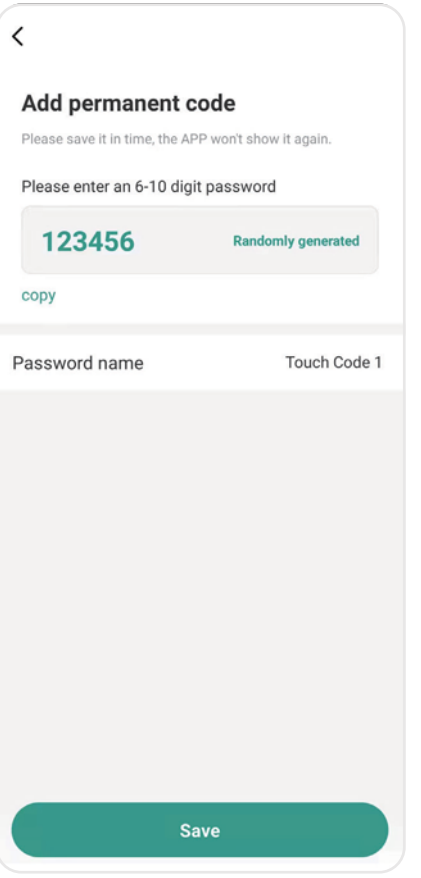
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

⑥ Select the home member to whom the password is assigned and click "Next".





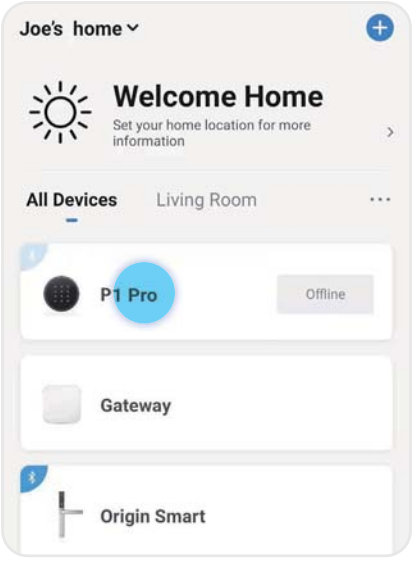
⑦ Input a 6–10–digit numerical passcode or use the random passcode generator to create one. Edit the name of the passcode, and then click "Save".



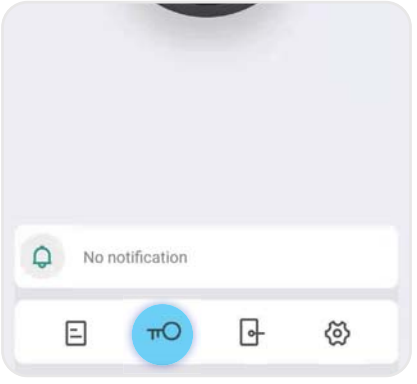
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating a One Time Passcode

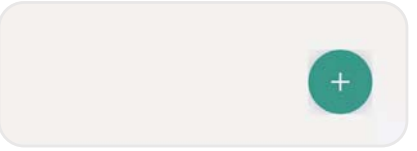
① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.



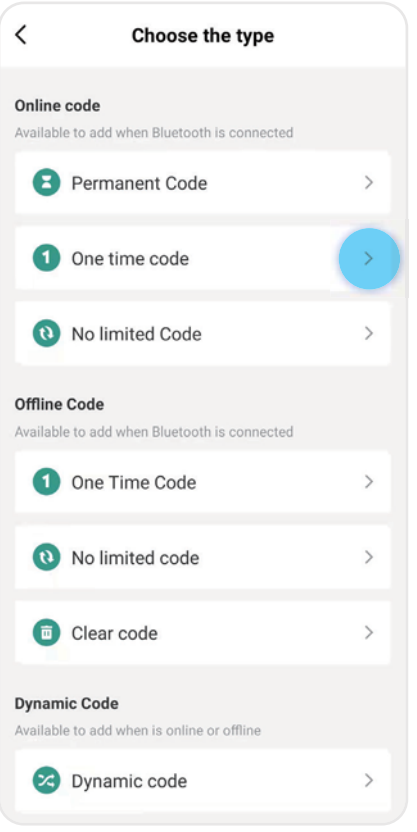
② Click the Key icon at the bottom of your screen.



③ Click "+".



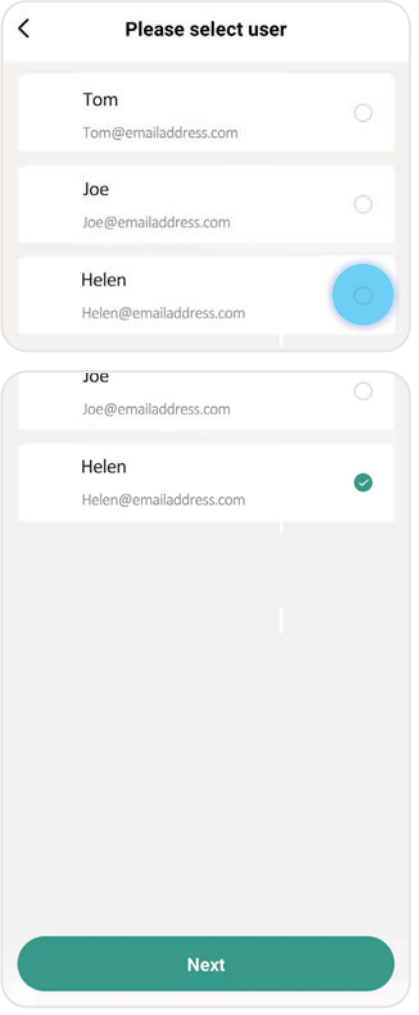
④ Select "One Time Code" under "Online Code".



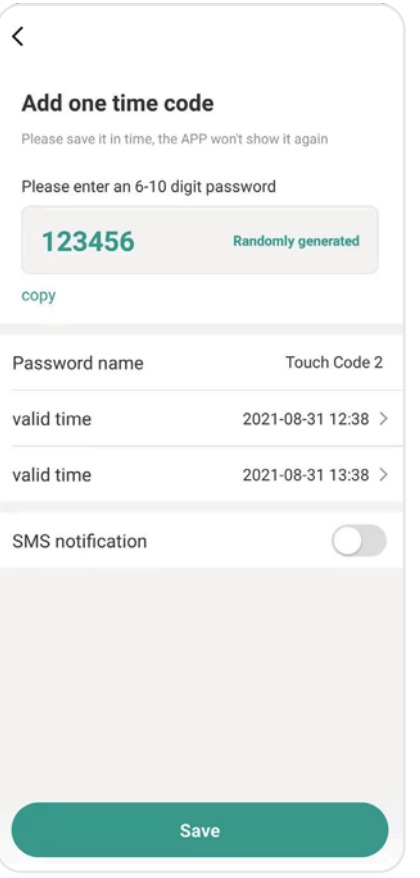
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating a One Time Passcode

⑤ Enter the page for pairing to the lock. Select the lock which you want to pair using the tick mark and click "Next".



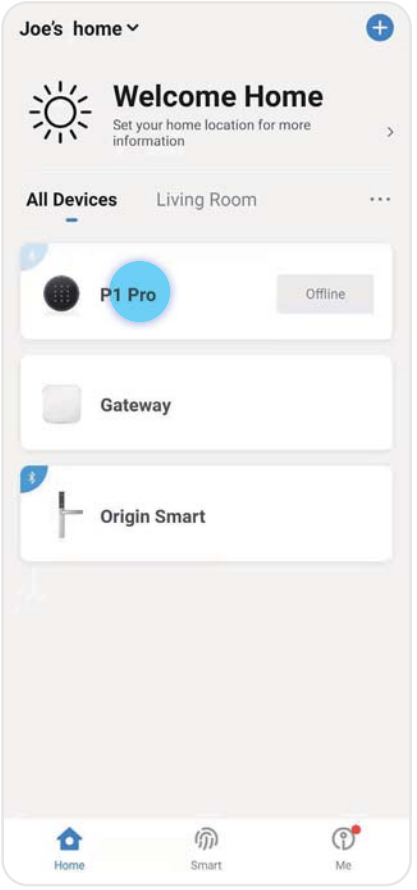
⑥ Input a 6–10–digit numerical passcode or use the random passcode generator to create one. Edit the name of the passcode, select the start and end date/time, and then click "Save".



7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating an Unlimited Passcode

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

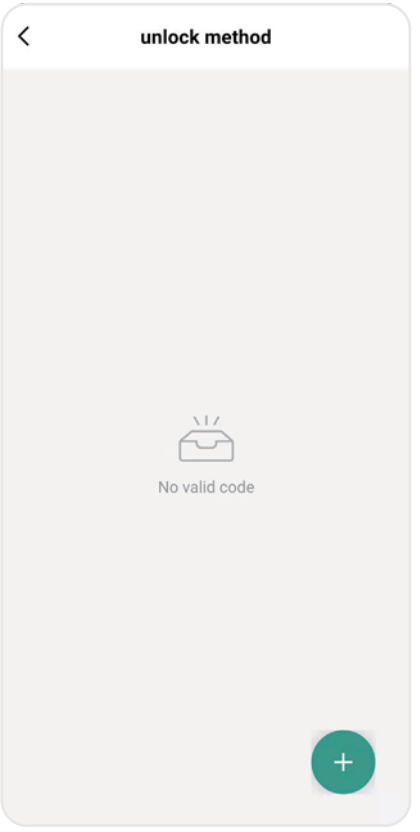


② Click the Key icon at the bottom of your screen.

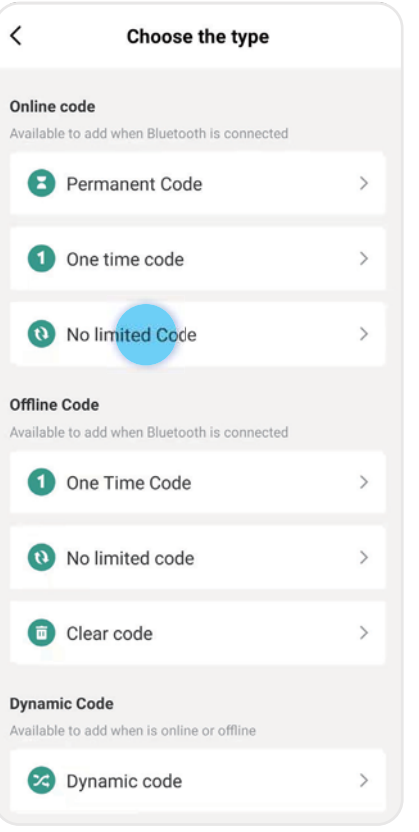
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating an Unlimited Passcode

③ Click "+".



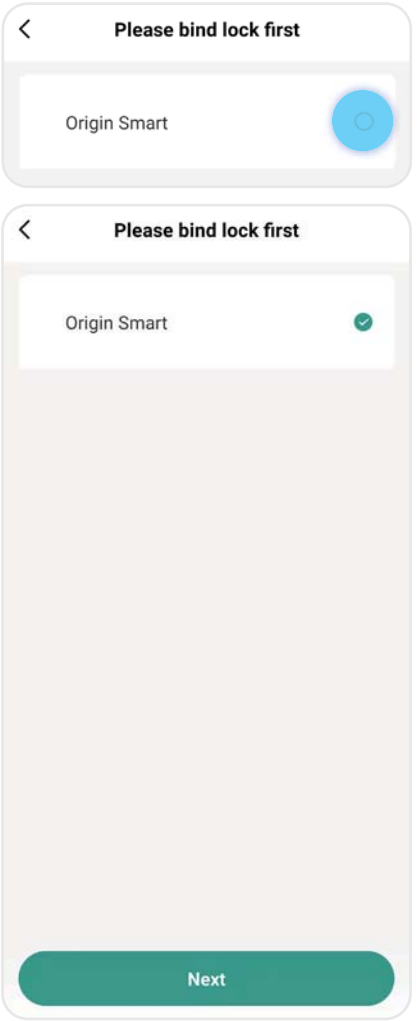
④ Select "No Limited Code" under "Online Code".



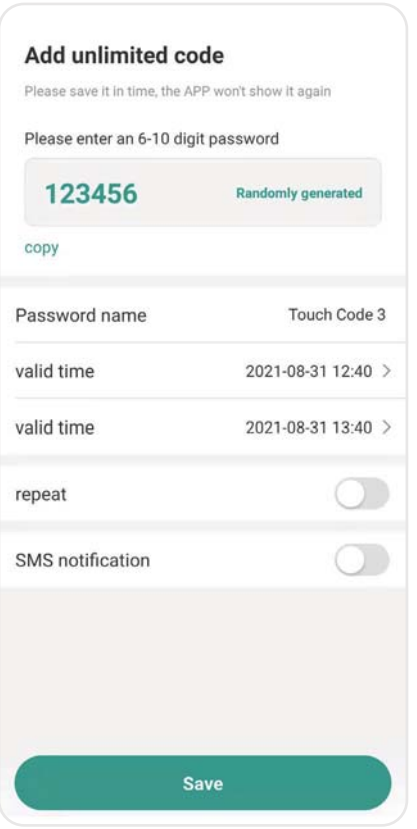
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Creating an Unlimited Passcode

⑤ Enter the page for pairing to the lock. Select the lock with which you want to pair using the tick mark and click "Next".



⑥ Input a 6–10–digit numerical passcode or use the random passcode generator to create one. Edit the name of the passcode, select the start and end date/time, and then click "Save".



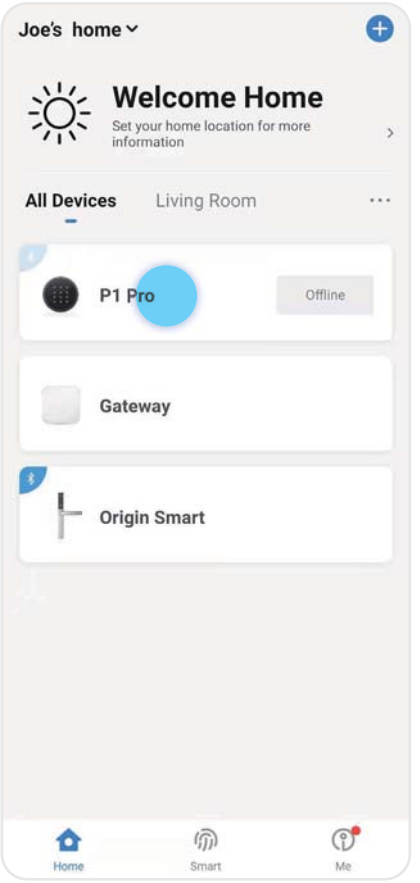
Tip

- You may choose to make the passcode repeatable, by selecting "Repeat" and selecting the start/end times and dates.

7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Editing or Deleting a Passcode

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

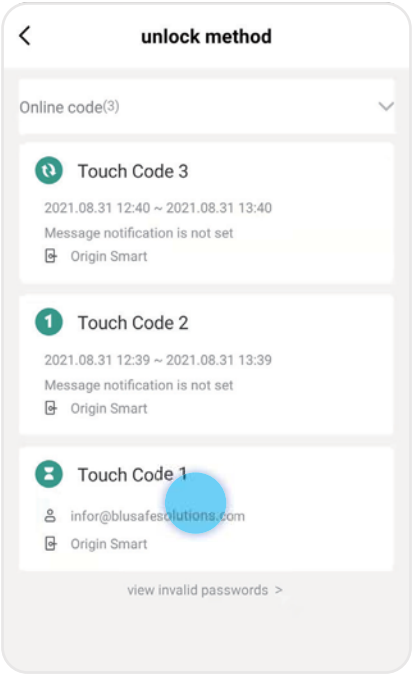


② Click the Key icon at the bottom of your screen.

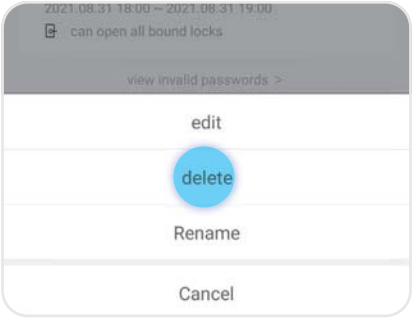
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: ONLINE STATUS
Editing or Deleting a Passcode

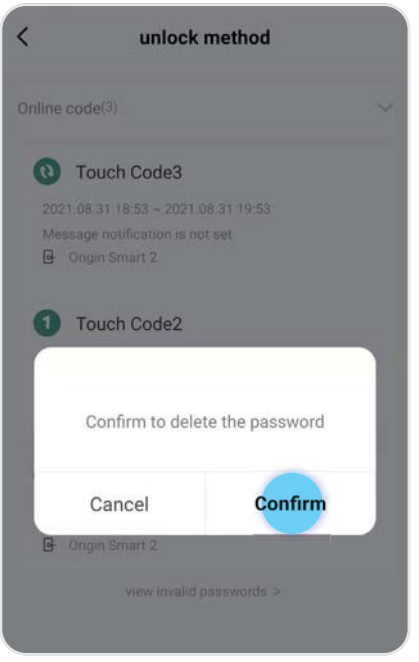
③ Select the passcode you wish to edit or delete in the "Online Code" page.



④ Click "Edit" or "Delete".



⑤ Click "Confirm".



Important!

- Passcodes can only be modified or deleted when the Homeowner or an Administrator are in Online mode and connected to the keypad via the Wi-Fi or Bluetooth connection.

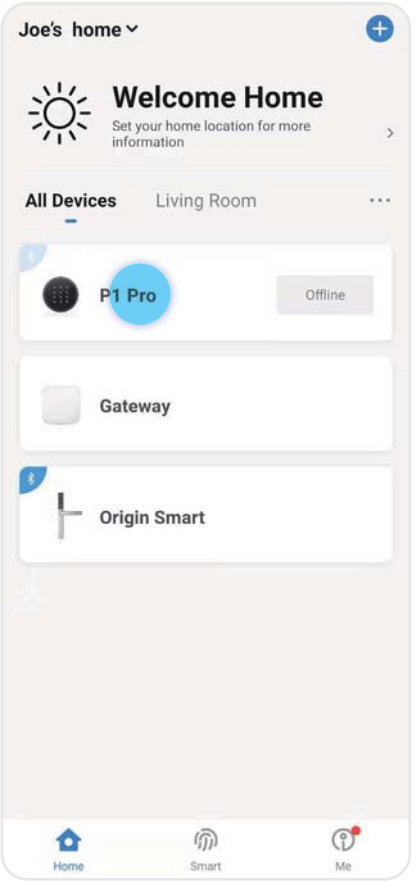
Warning!

- Once a passcode has been modified or changed, it is impossible to undo. To change a passcode again or add one back, you will need to follow the appropriate steps for modifying or adding a new passcode.

7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

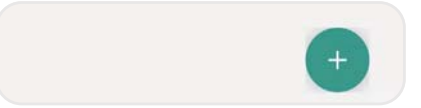
ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a One Time Passcode Offline

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.



② Click the Key icon at the bottom of your screen.

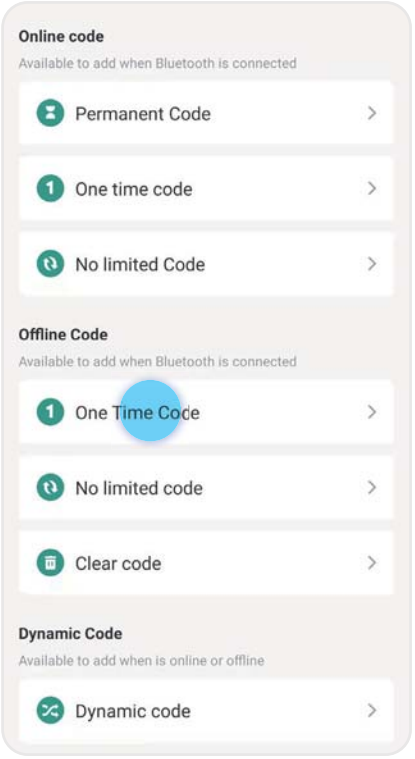
③ Click "+".



7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a One Time Passcode Offline

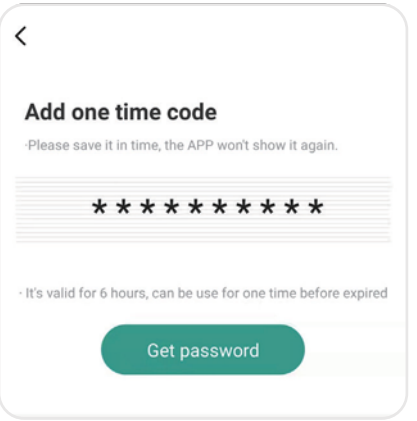
④ Select "One Time Code" under "Offline Code".



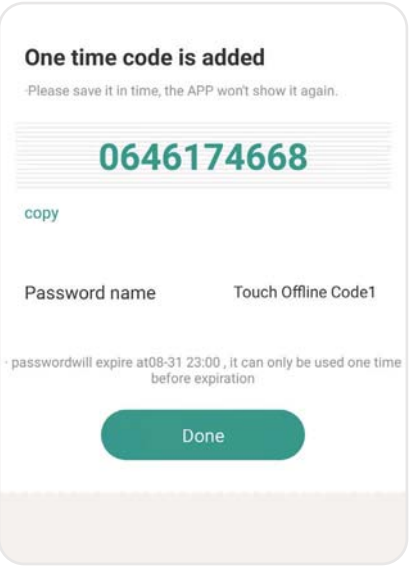
Tip

- The offline one-time passcode will not appear after you have clicked "Done". Please write it down or save it in another location, such as the NOTES application on your smart device.

⑤ Click "Get Password".



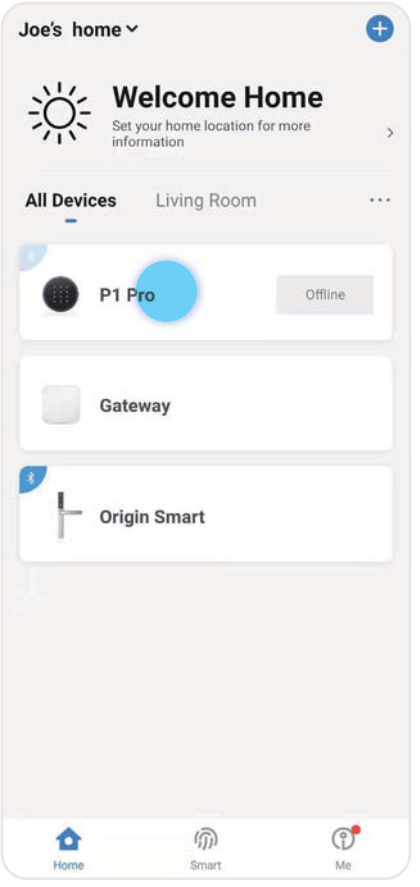
⑥ Copy the passcode and save it. Edit the passcode name and click "Done".



7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a Time Limited Passcode Offline

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

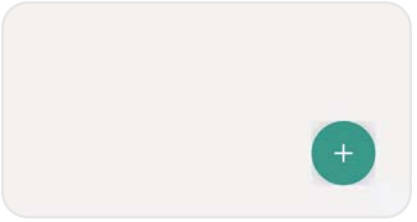


② Click the Key icon at the bottom of your screen.

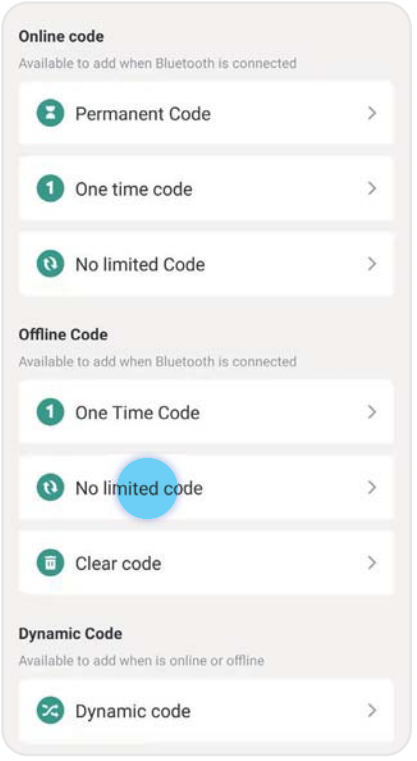
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a Time Limited Passcode Offline

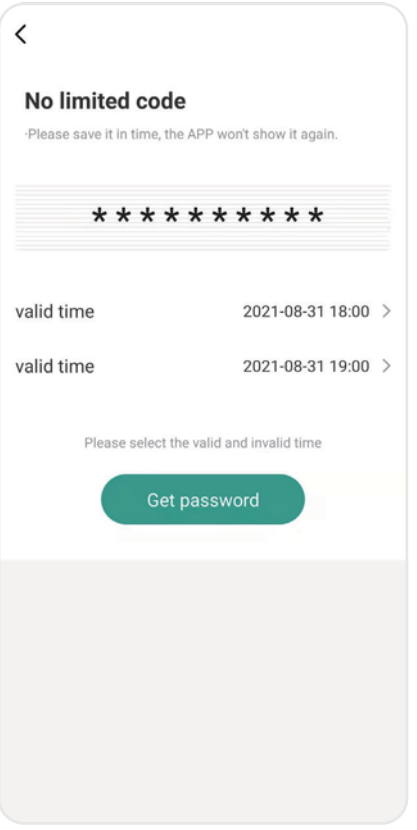
③ Click "+".



④ Select "No Limited Code" under "Offline Password".



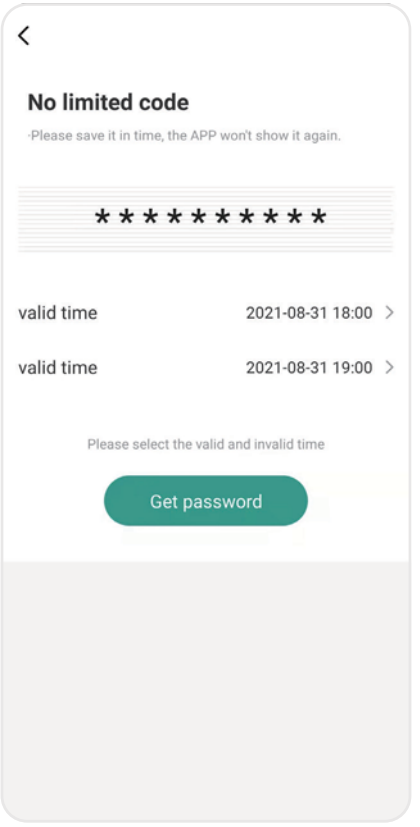
⑤ Select the start and end dates / times (Year/ Month/Date/Hour/Minute).



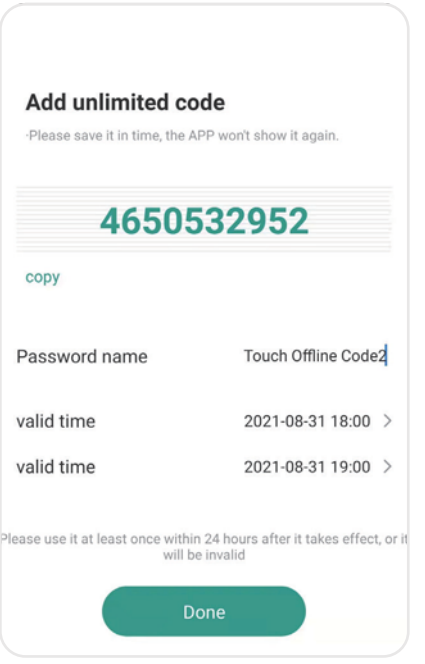
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a Time Limited Passcode Offline

⑥ Click "Get Password"



⑦ Copy the passcode and save it. Edit the passcode name and click "Done".



Important!

- The offline time limited passcode will need to be used within 24 hours after it has been created. After 24 hours, the offline time limited passcode will become invalid.

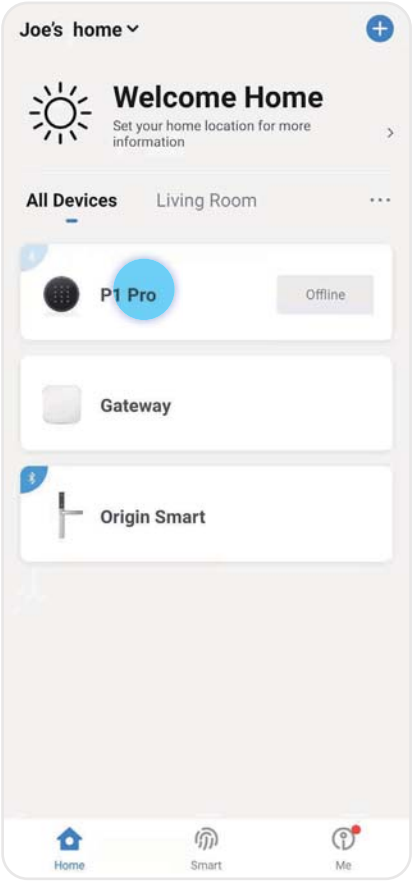
Tip

- The offline time limited passcode will not appear after you have clicked "Done". Please write it down or save it in another location, such as the NOTES application on your smart device.

7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a Dynamic Passcode Offline

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

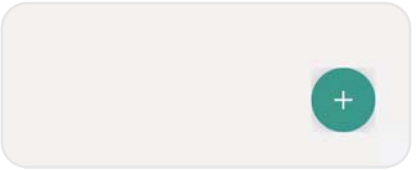


② Click the Key icon at the bottom of your screen.

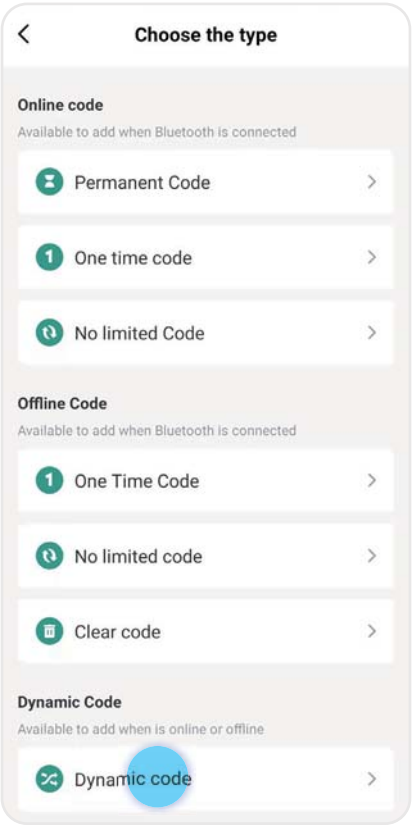
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

ADDING AND REMOVING PASSCODES: OFFLINE STATUS
Creating a Dynamic Passcode Offline

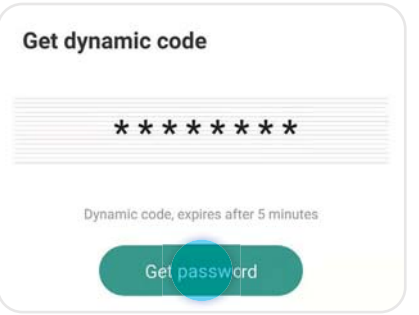
③ Click "+".



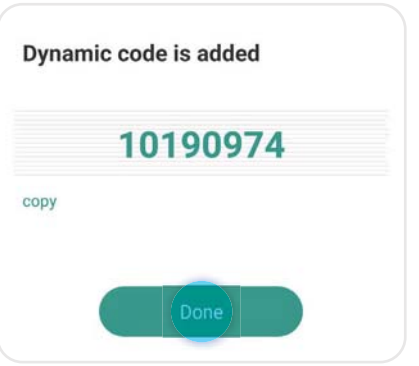
④ Select "Dynamic Code" under "Dynamic Code".



⑤ Click "Get Password"



⑥ Copy the passcode and save it. Edit the passcode name and click "Done".



Important!

- The offline Dynamic passcode is valid for only 5 minutes after it has been created.

Tip

- The offline Dynamic passcode will not appear after you have clicked "Finish". Please write it down or save it in another location, such as the NOTES application on your smart device.

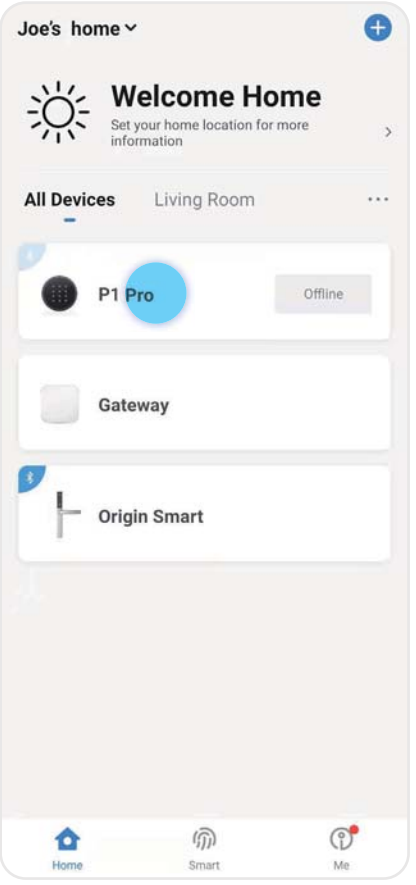
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing All Offline Passcodes

Important!

- Only the Homeowner or an Administrator can clear passcodes.
- The External Keypad must be in Online mode to clear passcodes.

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.

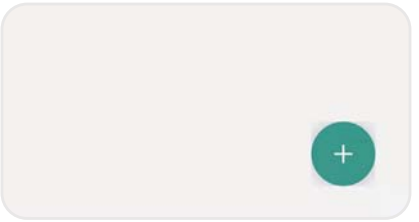


② Click the Key icon at the bottom of your screen.

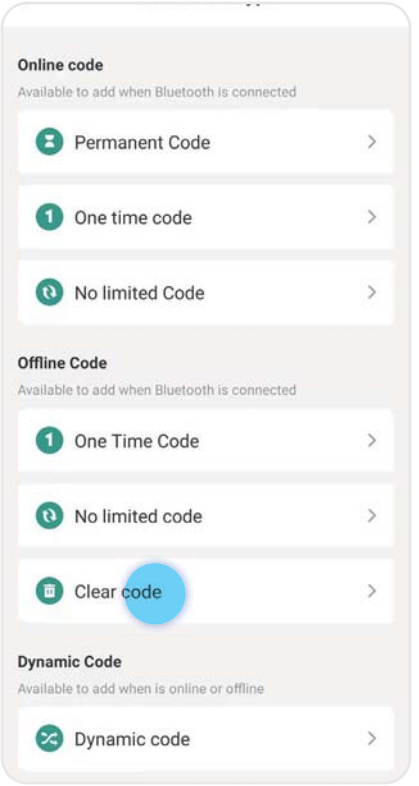
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing All Offline Passcodes

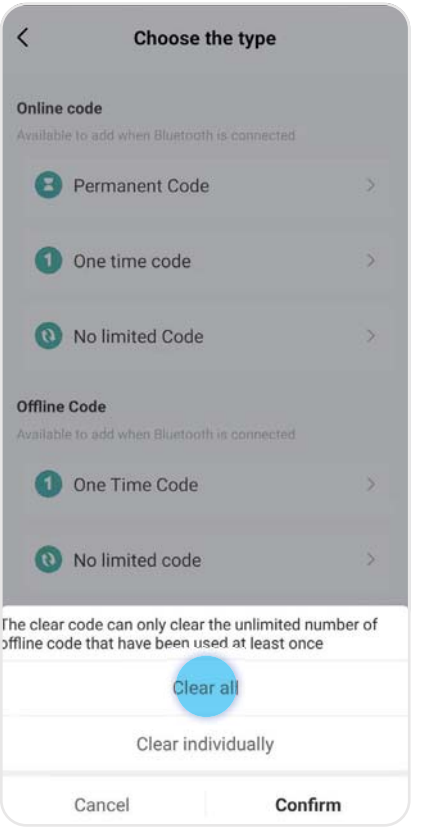
③ Click "+".



④ Select "Clear code" under "Offline Code".



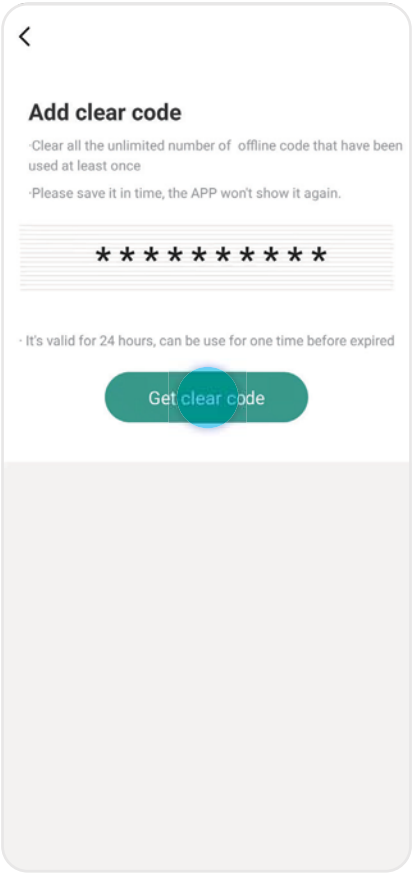
⑤ Select "Clear All". Click "Confirm".



7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing All Offline Passcodes

⑥ Click "Get Clear Code".



⑦ Copy the passcode and save it. Edit the passcode name and click "Done".

⑧ Input the clear code into the Keypad to erase all existing offline passcodes.

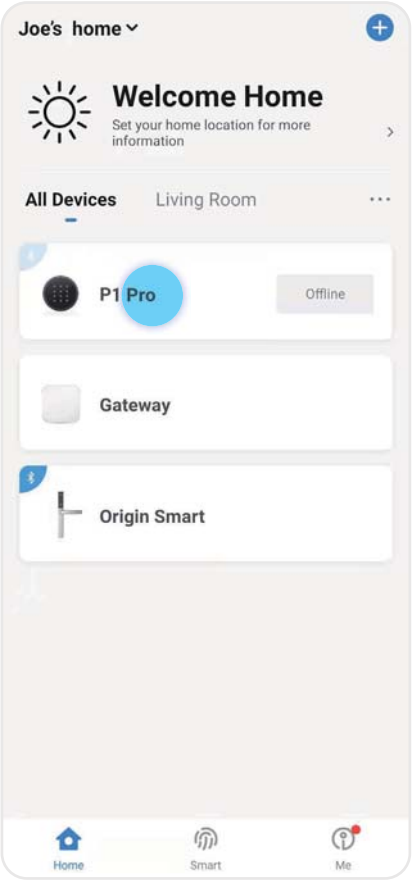
Warning!

- When Clearing All Offline Passcodes, all offline time limited passcodes that were used at least once will be deleted from the system and will not be usable again.

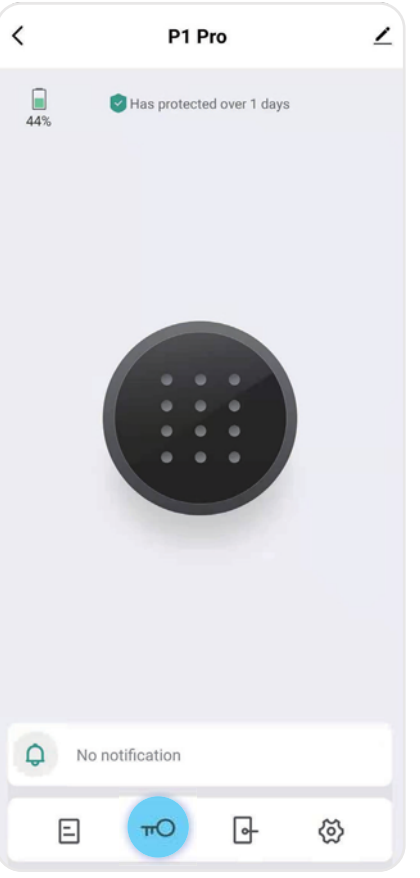
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing Selected Offline Passcodes

① Enter the Blusafe Smart Application on your smart device, and enter the Keypad interface.



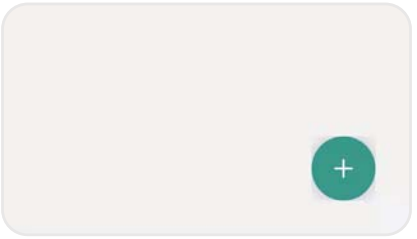
② Click the Key icon at the bottom of your screen.



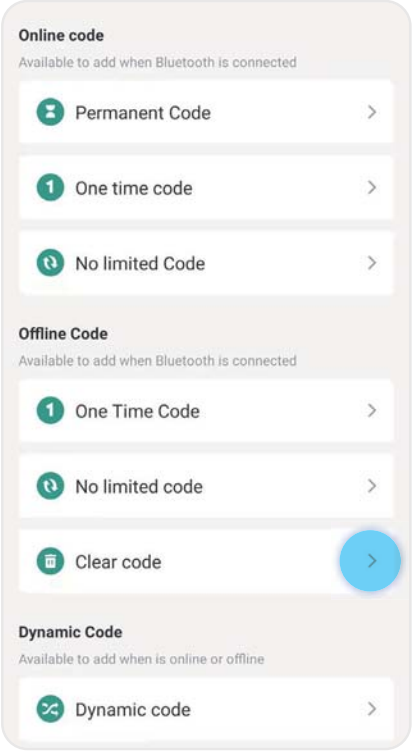
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing Selected Offline Passcodes

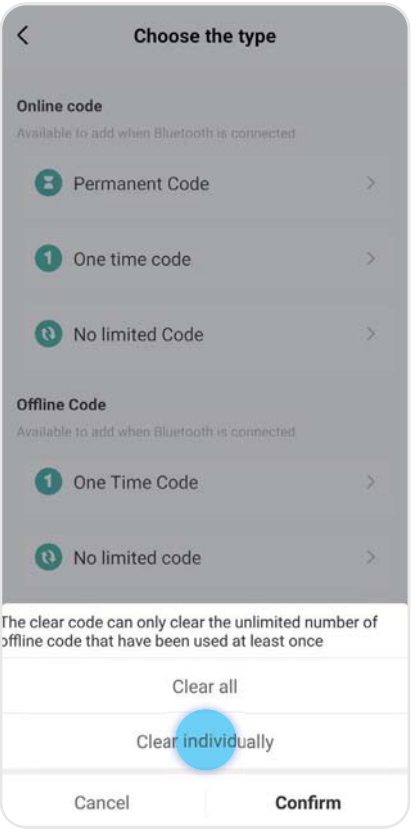
③ Click "+"



④ Select "Clear Code" under "Offline Password".



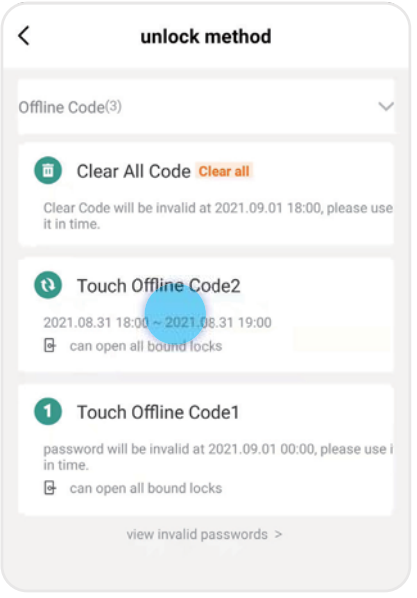
⑤ Select "Clear Individually". Click "Confirm".



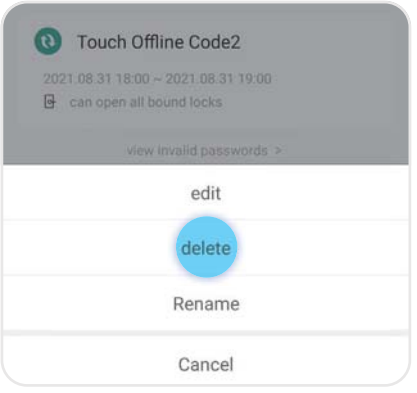
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing Selected Offline Passcodes

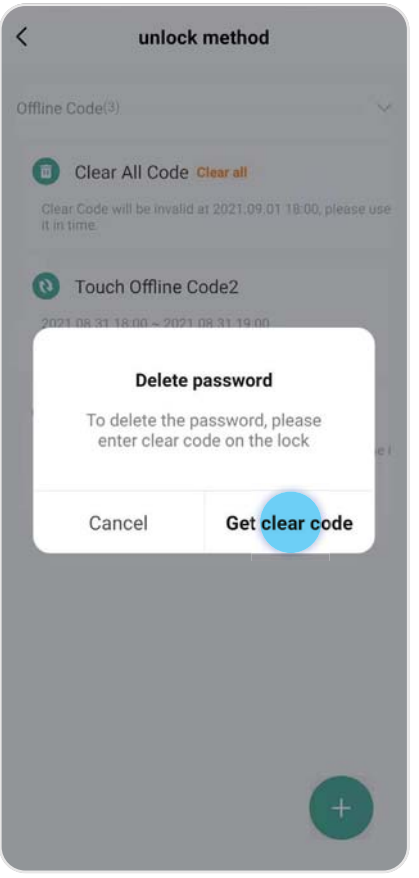
⑥ Select the passcode name you wish to remove



⑦ Click "delete".



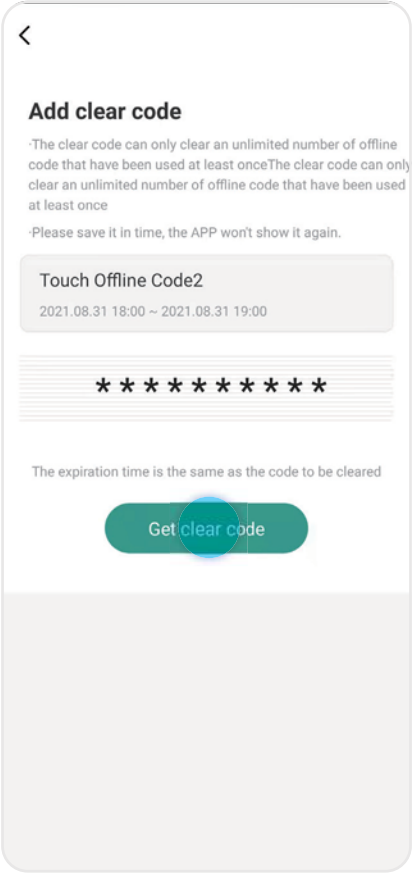
⑧ Click "Get clear code".



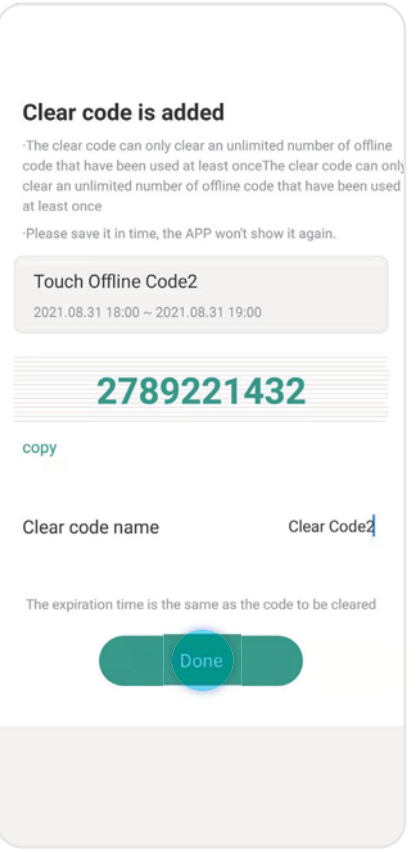
7.5 ADDING/REMOVING PASSCODES FOR EXTERNAL KEYPAD

CLEARING OFFLINE PASSCODES
Clearing Selected Offline Passcodes

⑨ Click "Get clear code".



⑩ Copy the passcode and save it. Edit the passcode name and click "Done".



⑪ Input the clear code into the Keypad to erase the selected offline passcodes.

8

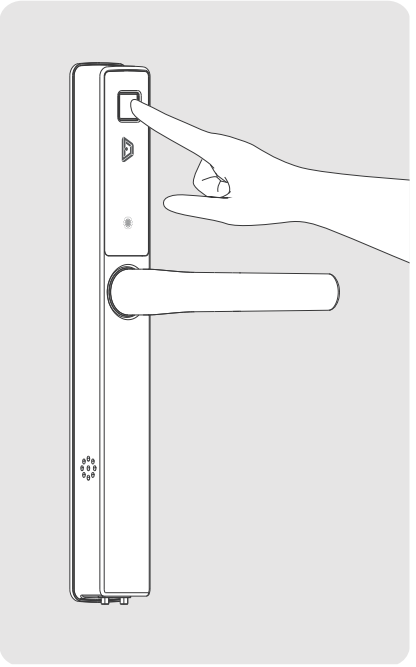
LOCKING AND UNLOCKING YOUR ORIGIN SMART LOCK

8.1 UNLOCKING VIA THE FINGERPRINT SCANNER

Important!

- Before the lock is setup, i.e., a Homeowner account is paired with the lock, the Origin Smart handle can be opened by any fingerprint.
- The fingerprints stored in the lock will remain stored even if the batteries are drained; once new batteries are inserted or backup power is used, previously stored fingerprints will still operate the lock.

① Place a finger/thumb with a registered fingerprint against the fingerprint scanner.



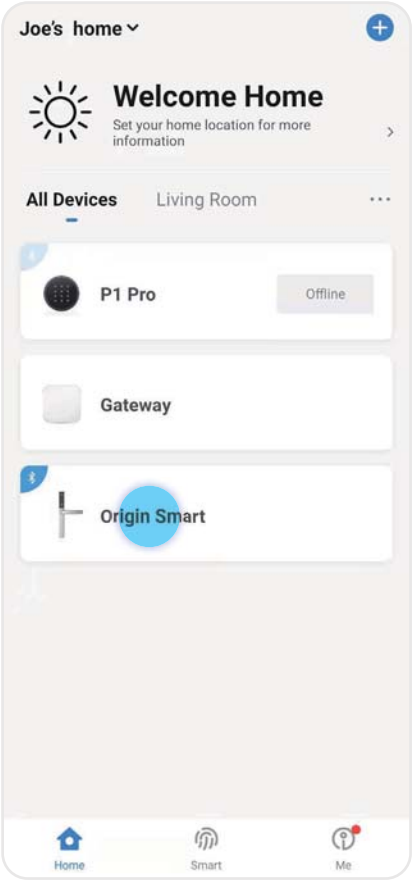
② Upon the scanner successfully reading the fingerprint, you will hear 'Door open' and push down the handle to unlock.

Fix — Fingerprint Fails to Operate the Lock

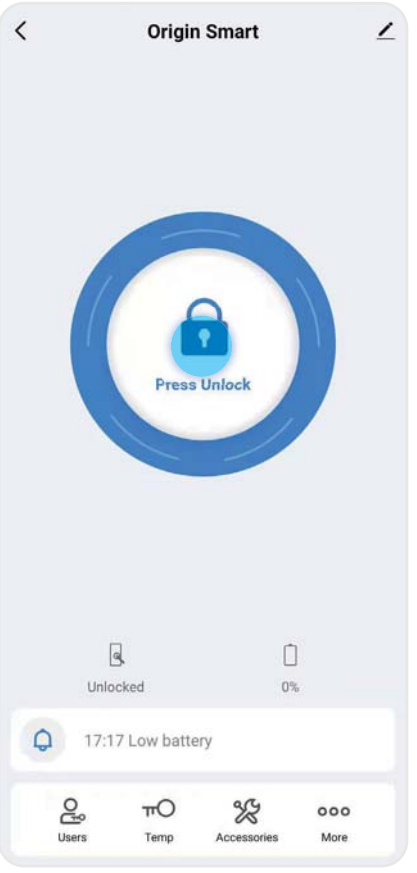
I. If a fingerprint scan fails to operate the lock, please ensure both the fingerprint sensor and finger that touches the sensor are clean, dry and free from grease, and then try again.
II. If cleaning the fingerprint sensor and the finger do not work, please try again using a different fingerprint that is registered by the member to operate the lock. You may need to delete and re-add the fingerprint of the finger that failed to operate the lock.
III. If no fingerprint is working, please use the App, key card or keypad to open the door.
IV. If no entry method is working, the batteries likely do not have power. Please try using a backup power outlet with a 9V battery, and then your fingerprint, key card, keypad or App to operate the lock.

8.3 UNLOCKING VIA THE APPLICATION

① Enter the Blusafe Smart Application on your smart device.

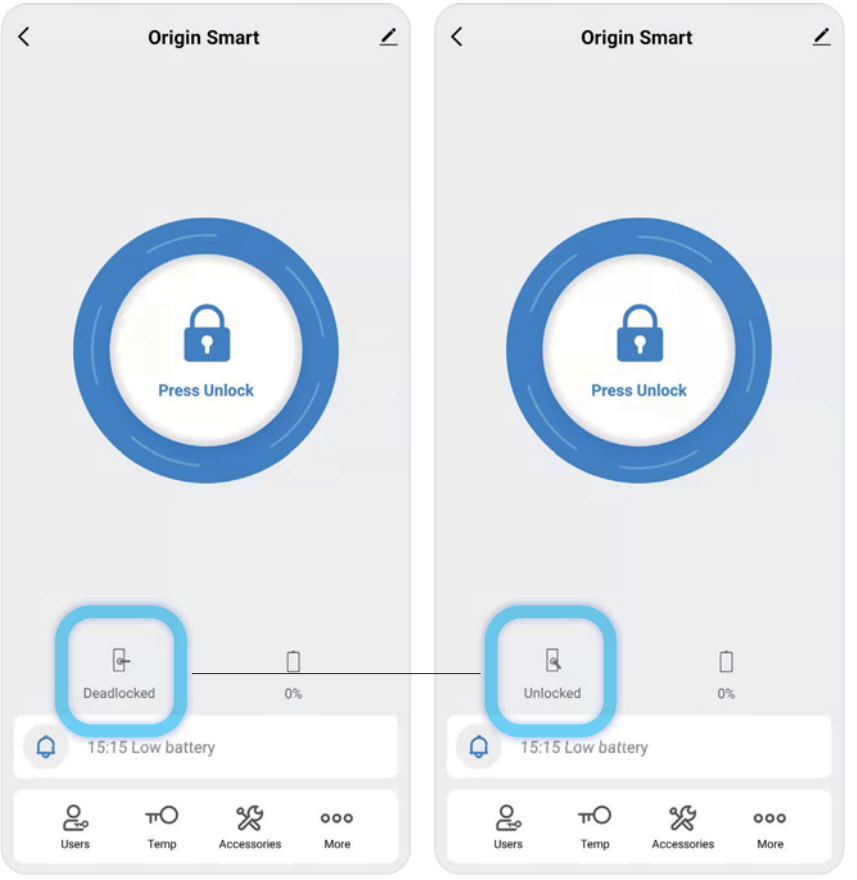


② Enter the lock interface.



8.3 UNLOCKING VIA THE APPLICATION

③ Press and hold your finger to the circle in the middle of the screen to unlock your Origin Smart lock. Hear 'Door open' and push down the handle to unlock. At the meanwhile, the status on the App will change from "Deadlocked" to "Unlocked".



Fix — Unlock Indicator Remains Grey

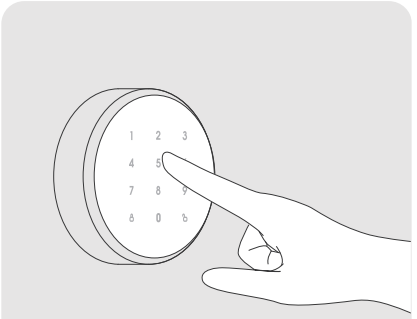
- If the circle remains grey and does not turn blue, the app is not connected to the lock and you will not be able to operate it. Ensure your Bluetooth is turned on if you are next to the lock, or if you are unlocking remotely, ensure you have a Wi-Fi signal.
- If you are unlocking remotely and you cannot connect to the lock, there may be a problem with the Wi-Fi connection at the property.
- Providing the above does not work, try completely closing the App and re-opening it again.

8.4 UNLOCKING VIA KEYPAD

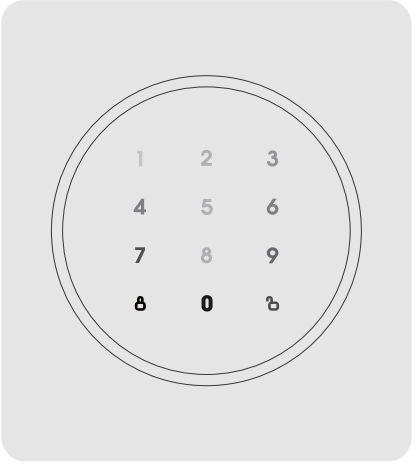
Note

- To wake the keypad up, place your hand over the face of the keypad, the numbers should light up.

① To unlock your Origin Smart, enter your 6–10–digit passcode and press the unlock icon.



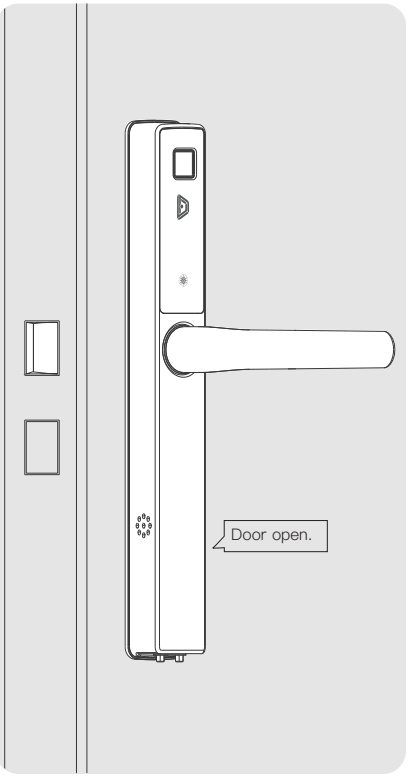
② If successful, the numbers will light up in a spiral and it will connect to the lock.



Important!

- Please allow up to 20 seconds for the keypad to connect to the handle once you enter the passcode, on some occasions it takes longer to connect.

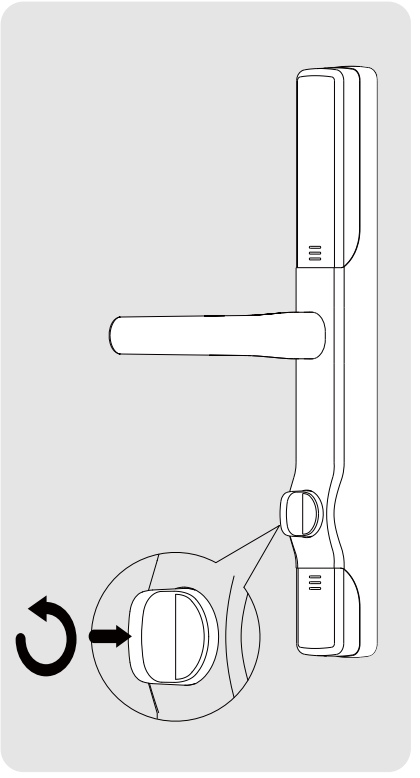
③ Upon successful connection, you will hear 'Door open' and push down the handle to unlock.



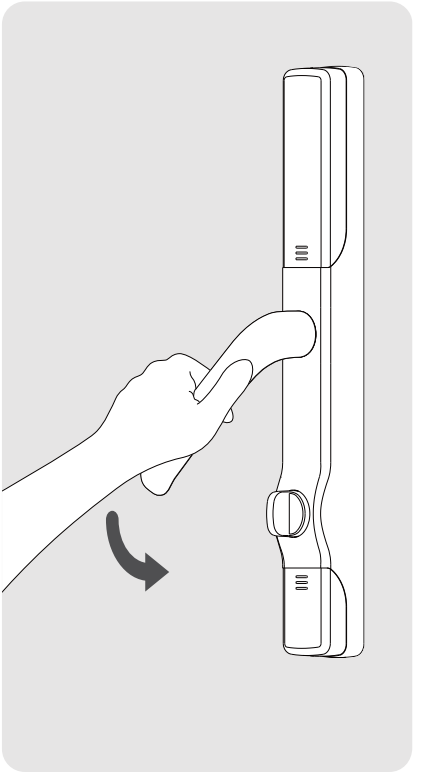
8.5 OTHER UNLOCKING / LOCKING METHODS

UNLOCKING WITH THE THUMBTURN

① Push in the thumb turn on the internal handle and turn clockwise or counterclockwise depending on the door orientation until the green LED is lit.



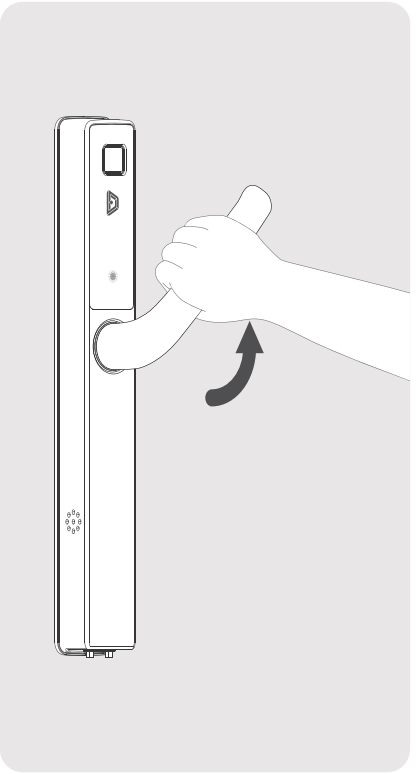
② Push down the handle to unlock.



8.5 OTHER UNLOCKING / LOCKING METHODS

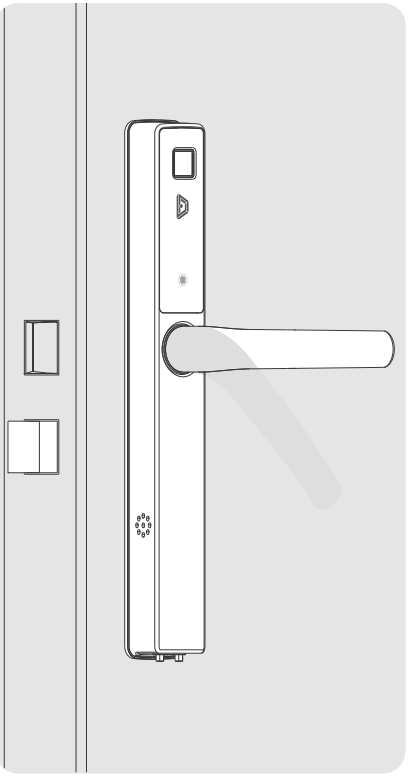
LOCKING THE DOOR — DEAD-LOCK

After entering or exiting, close the door and lift the lever handle, this will automatically lock the door.



LOCKING THE DOOR — AUTO LOCKING

If the lever handle is not depressed 30 seconds after App / Fingerprint / Key Card / Passcode unlock, the lock will re-lock itself automatically.



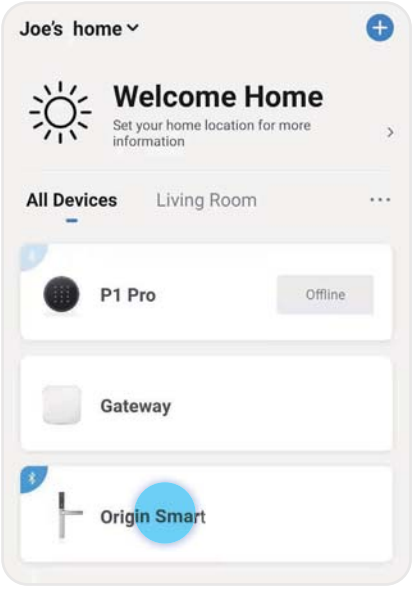
Important!

- You should hear a voice prompt 'Door locked' once the handle is lifted.
- You should feel the door locking mechanism and hear the deadbolt extend.
- If you do not hear the above, try lifting the handle again gently.

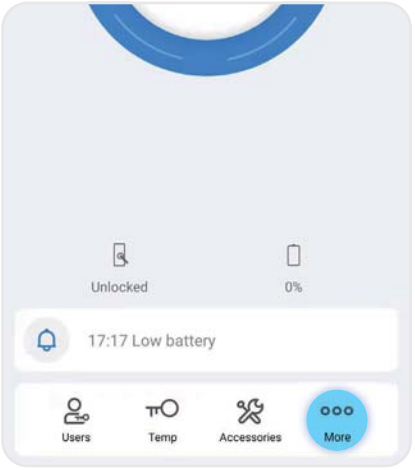
OTHER FUNCTIONS

9.1 CHANGE VOLUME

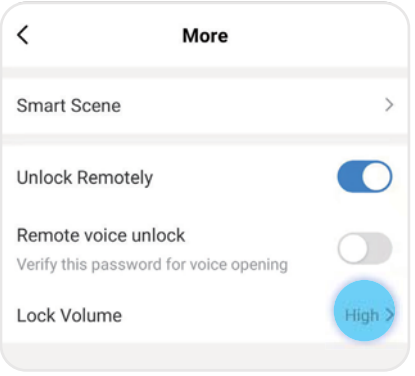
① Enter the Blusafe Smart Application on your smart device. Click on the lock interface.



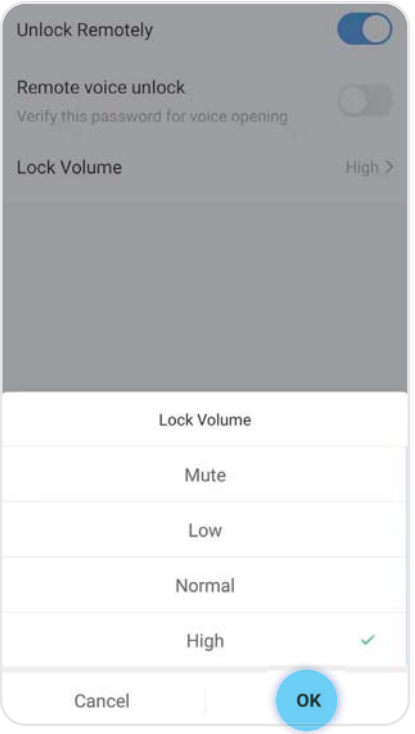
② Click "More" at the bottom right corner of your screen.



③ Click "Lock Volume".



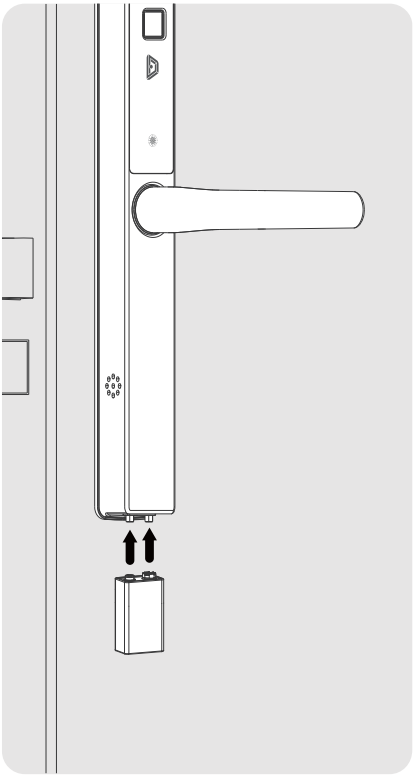
④ Select the volume/mute and click "OK".



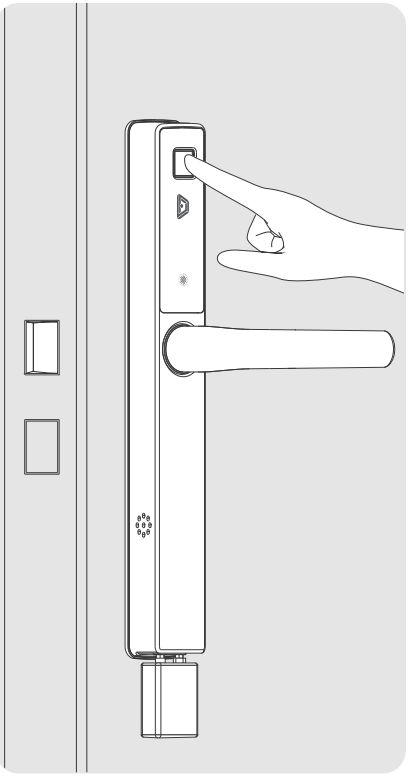
9.2 BACKUP POWER

A 9V alkaline battery can be used to provide backup power to your Origin Smart in case the installed batteries run out of power.

① Connect a 9V alkaline battery to the backup power portal located underneath the external handle.



② While the 9V alkaline battery is connected, use the fingerprint scanner, App, keypad, or key card to unlock your Origin Smart.



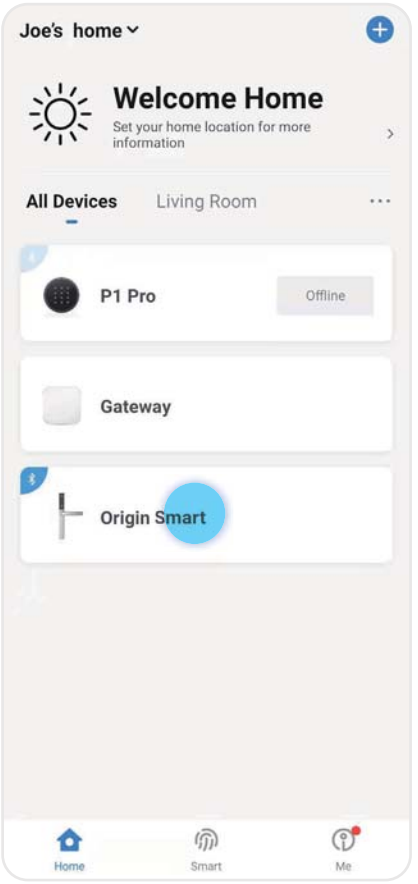
Important!

- It is important to replace the internal batteries as soon as possible.
- Please make sure you use the 9V alkaline battery instead of 9V zinc carbon battery!

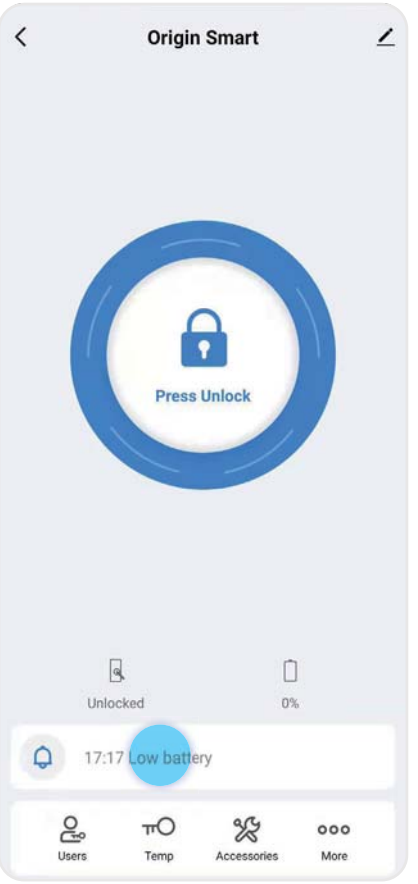
9.3 SEARCH RECORDS

The Homeowner and other members with Administrator level authority can access the unlock records/activity log. This shows a record of every time the door was unlocked, at what times it was unlocked, and by which users. (This is why it is important to name fingerprints, key cards and passcodes).

① Enter the Blusafe Smart Application on your smart device. Click on the lock interface.

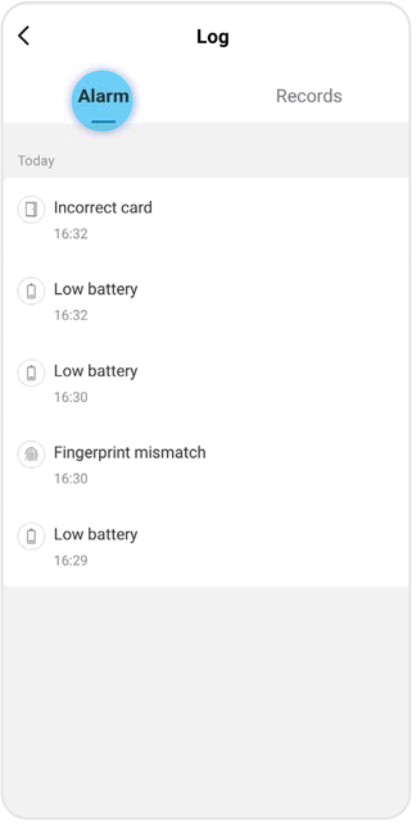


② Click the Bell icon at the bottom of your screen.

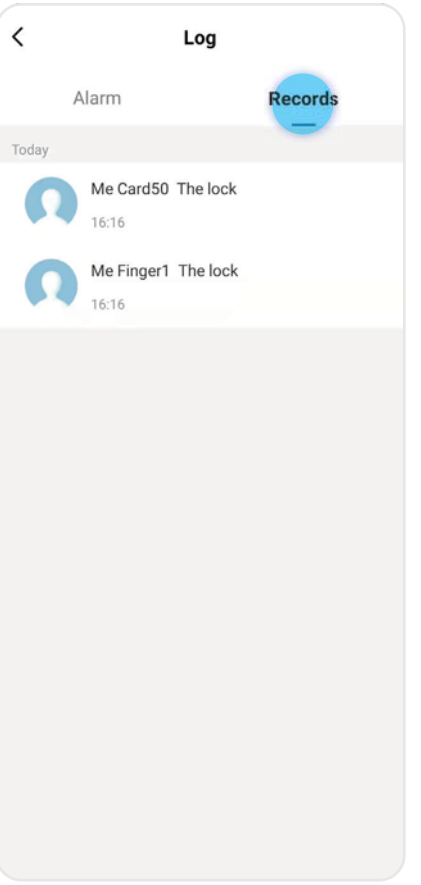


9.3 SEARCH RECORDS

③ Click "Alarm" to check all alerts such as incorrect attempts of fingerprint / key card, low battery, and special fingerprint / key card and so on.



④ Click "Records" to view all logs of unlocks.

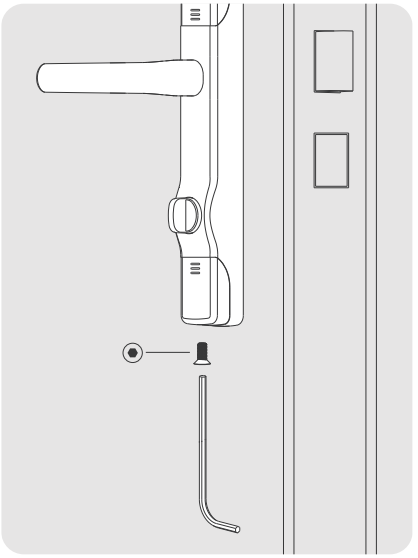


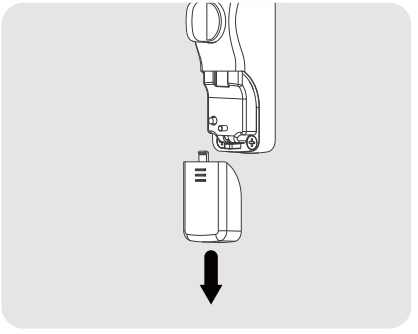
9.4 CLEAR USER DATA VIA THE 'SET' BUTTON

Warning!

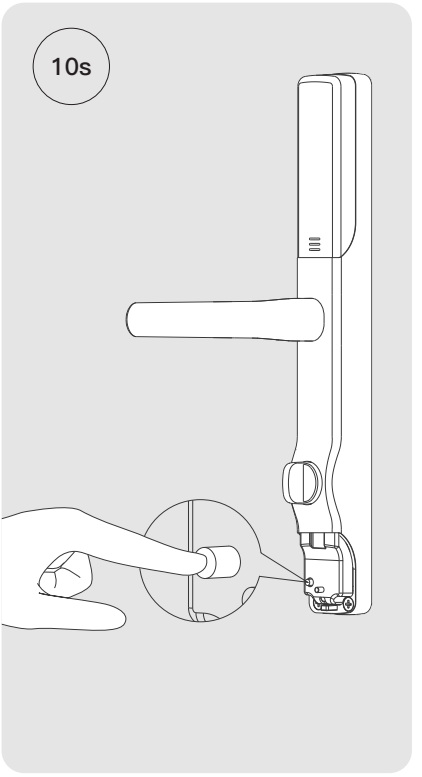
- Using the "Set" button instead of the App to clear user data will delete ALL fingerprints and key-cards data stored in the lock.
- After clearing all user data, the existing Homeowner will need to pair with the lock before other members can use the App to control the lock; if a new user pairs with the lock as Homeowner, previous home members will not be able to see or control the lock in the App.
- We recommend that you remove fingerprints and key-cards via the App for more control.

① Remove the SET button cover from the bottom of the lock's internal handle.



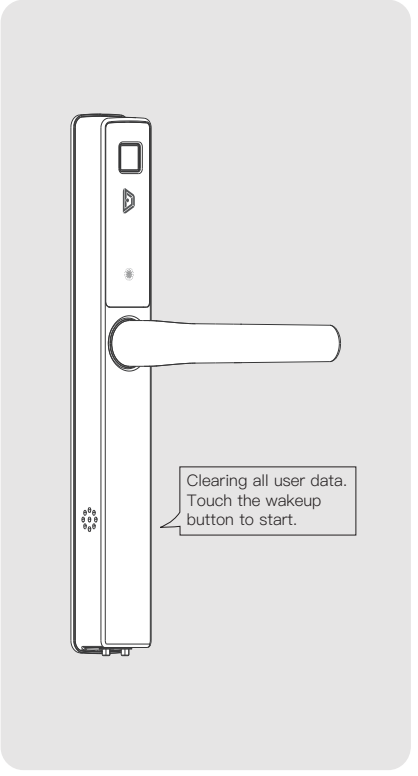


② Press and hold the SET button 10 seconds to clear all user data.

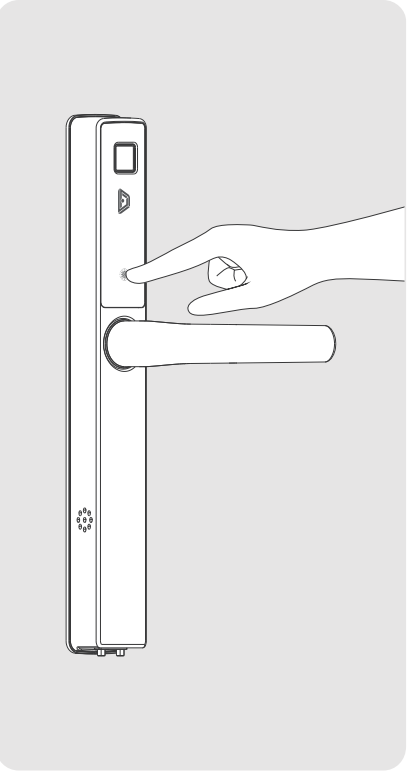


9.4 CLEAR USER DATA VIA THE 'SET' BUTTON

③ A voice prompt "Clearing all user data. Touch the wakeup button to start." will be heard.



④ Touch the "Wakeup" button located around the LED light on the external backplate.



10

MANAGING SYSTEM LOCKOUT, RECOVERY, FIRMWARE UPGRADE, AND RESET

10.1 SYSTEM LOCKOUT

After 5 consecutive failed unlock attempts using a key card or fingerprint, you will hear "Usage limit exceed. Try again later." and your Origin Smart will enter lockdown mode for 1 minute.

During lockdown mode, the key card and fingerprint scanner will be inoperative; however, your Origin Smart can still be operated by using the App.

After the 1–minute lockdown period is complete, all entry methods will work.

10.2 SYSTEM RECOVERY

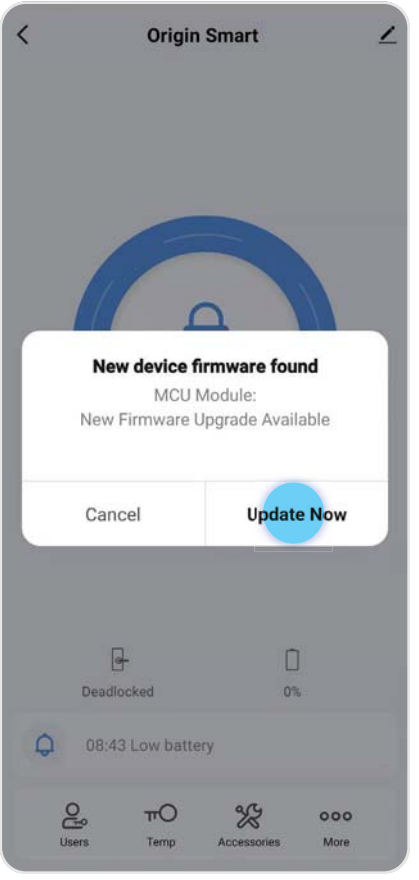
A system recovery will be triggered automatically after an unsuccessful firmware upgrade. The lock system will be recovered to a previous workable version of firmware once triggered.

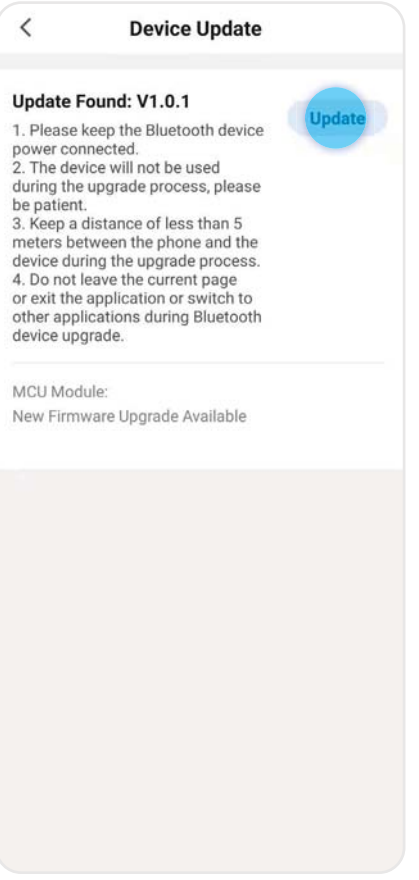
10.3 FIRMWARE UPGRADE

Important!

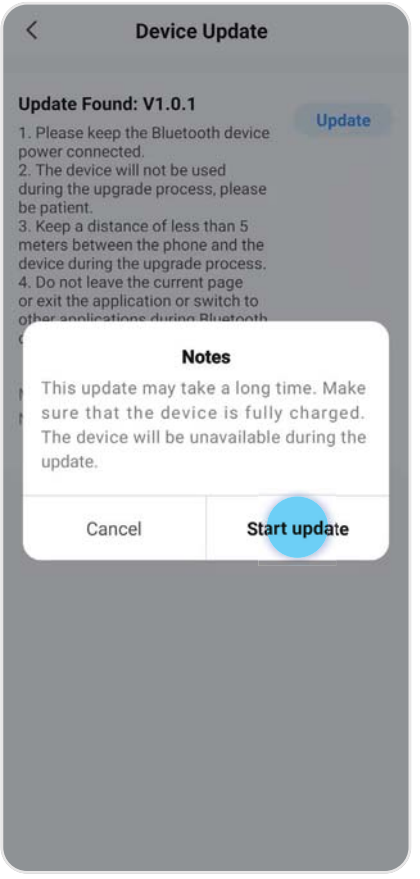
- Make sure your device is in Bluetooth range of the handle, or connected via Wi-Fi when doing the upgrade.
- Please do not exit the App before upgrade completes.

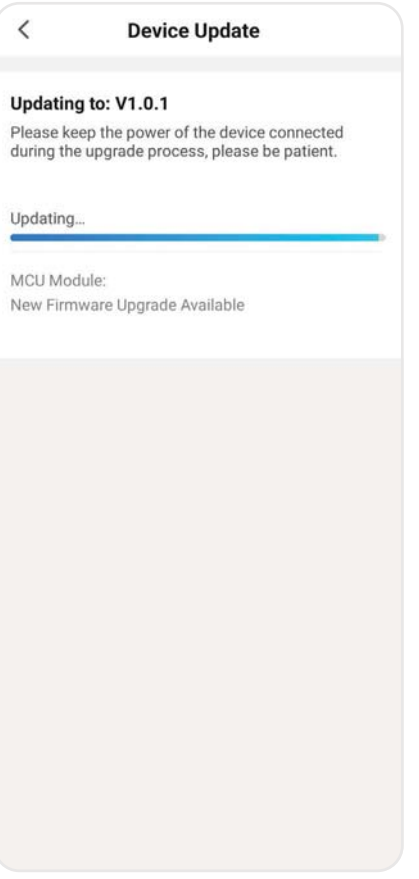
Once a firmware upgrade available, a notification will pop up automatically in device interface of the Blusafe Smart App. Click "Upgrade Now" to complete the process.





10.3 FIRMWARE UPGRADE

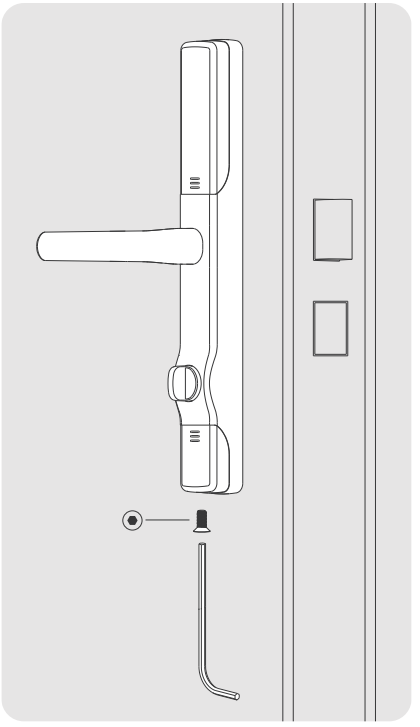


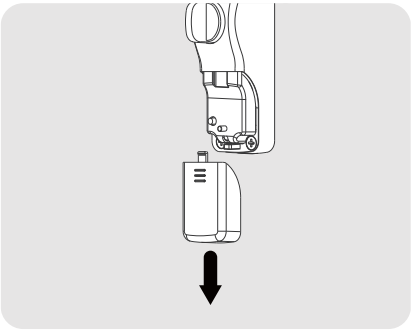


10.4 UNBIND AND FACTORY RESET

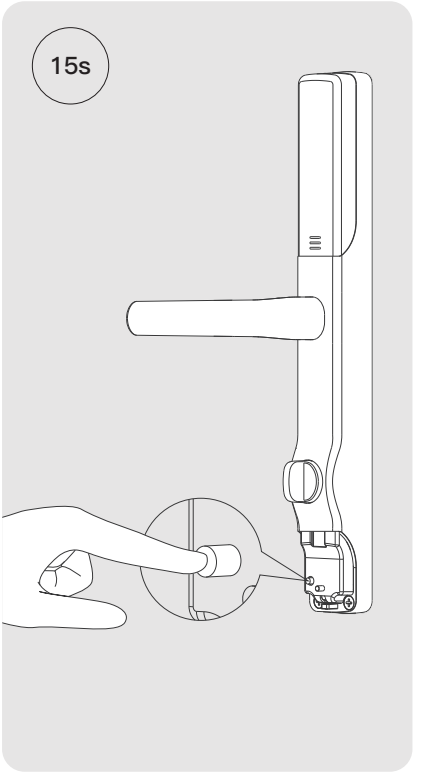
FACTORY RESET VIA 'SET' BUTTON

① Remove the SET button cover from the lock's internal backplate.





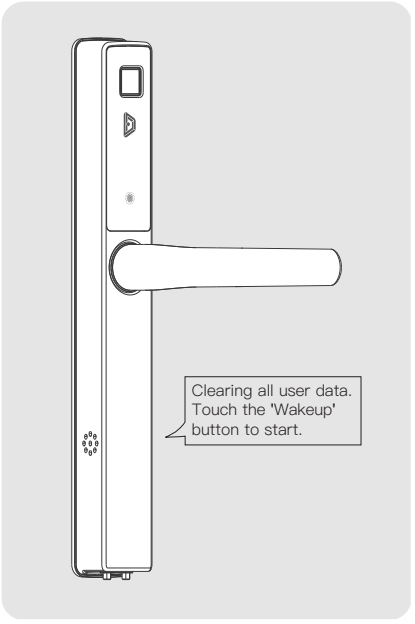
② Press and hold the SET button 15 seconds to restore your Origin Smart back to its factory settings.



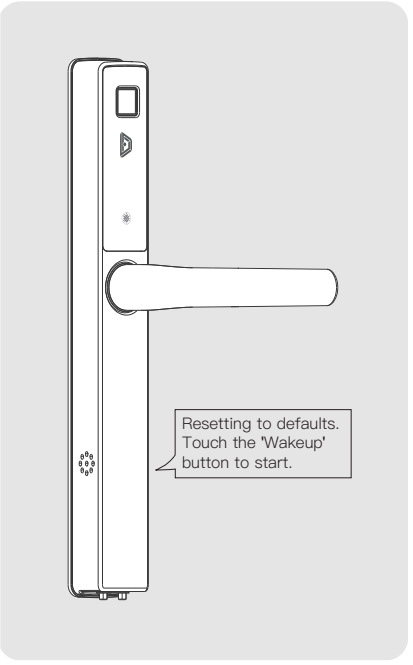
10.4 UNBIND AND FACTORY RESET

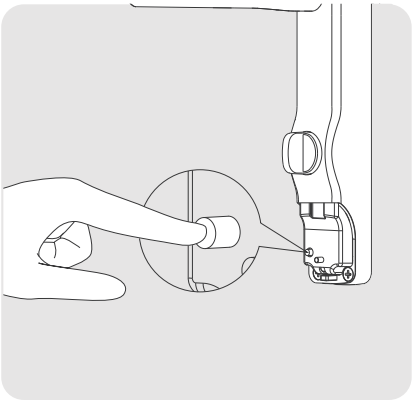
FACTORY RESET VIA 'SET' BUTTON

③ When you hear the voice prompt "Clearing all user data. Touch the 'Wakeup' button to start", keep holding the SET button.

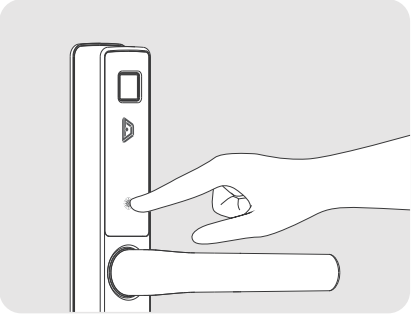


④ A voice prompt "Resetting to defaults. Touch the 'Wakeup' button to start." will be heard.





⑤ Now touch the 'Wakeup' button to begin the factory reset.



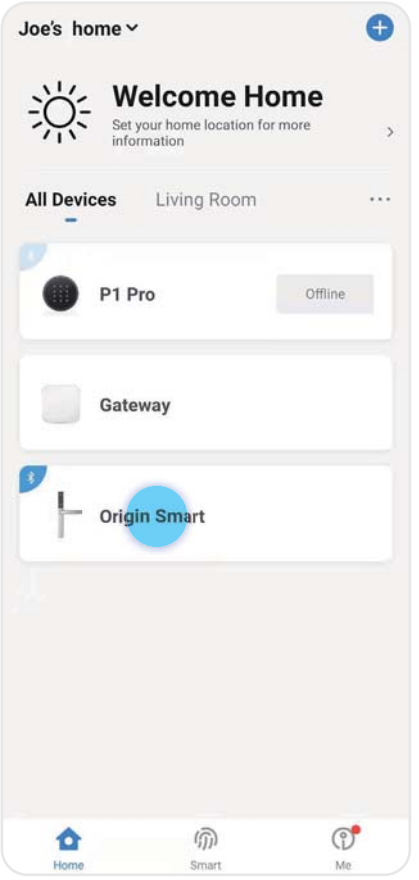
10.4 UNBIND AND FACTORY RESET

UNBIND AND FACTORY RESET VIA APPLICATION

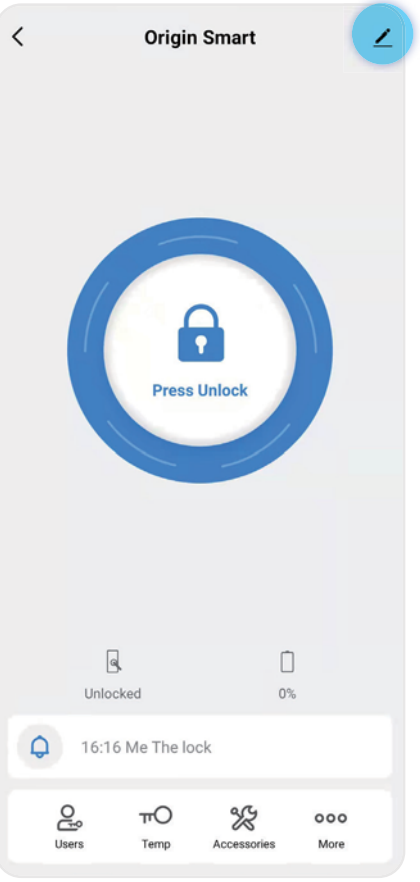
Important!

- All fingerprints and keycards added using the 'SET' button must be deleted prior to using the App for unbind or factory reset.
- The App must be connected to your Origin Smart to complete the Unbind and Factory Reset process using the App.

① Enter the Blusafe Smart Application on your smart device. Select the Origin Smart lock in the App.



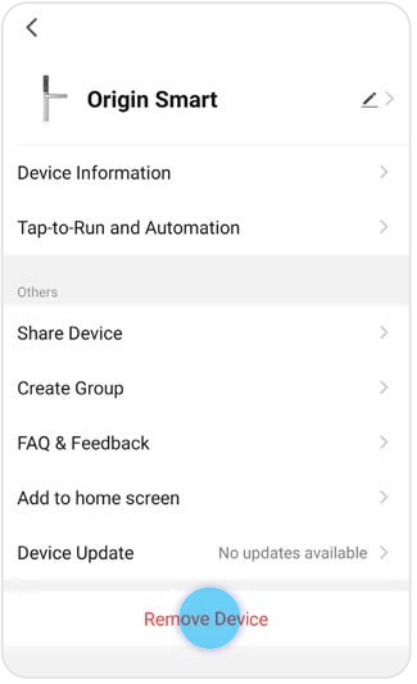
② Click the pencil icon in the top right corner of your screen.



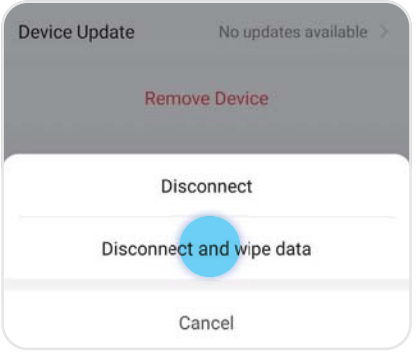
10.4 UNBIND AND FACTORY RESET

UNBIND AND FACTORY RESET VIA APPLICATION

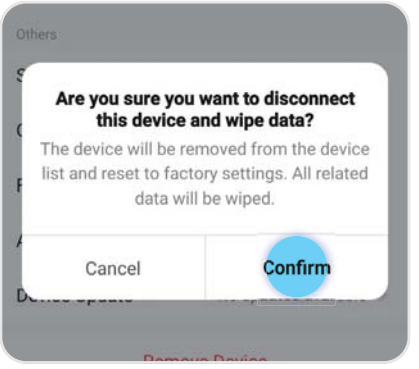
③ Click "Remove Device".



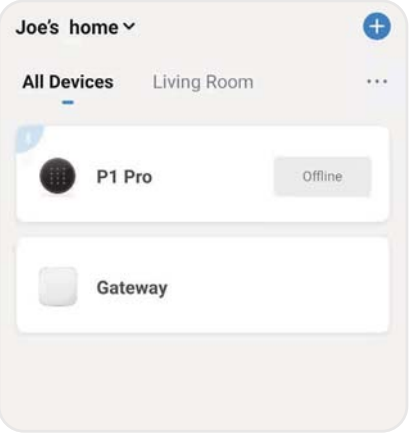
④ Click "Disconnect and wipe data".



⑤ Click "Confirm". A voice prompt "Resetting Succeeded" will be heard.



⑥ The unbinding is complete.

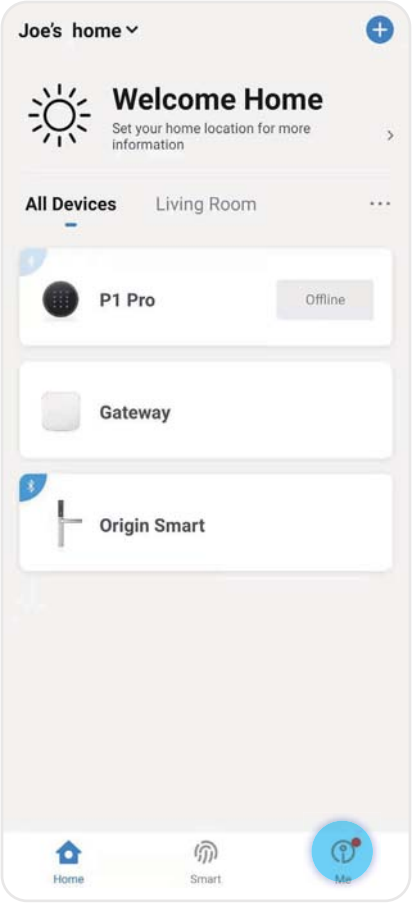


Important!

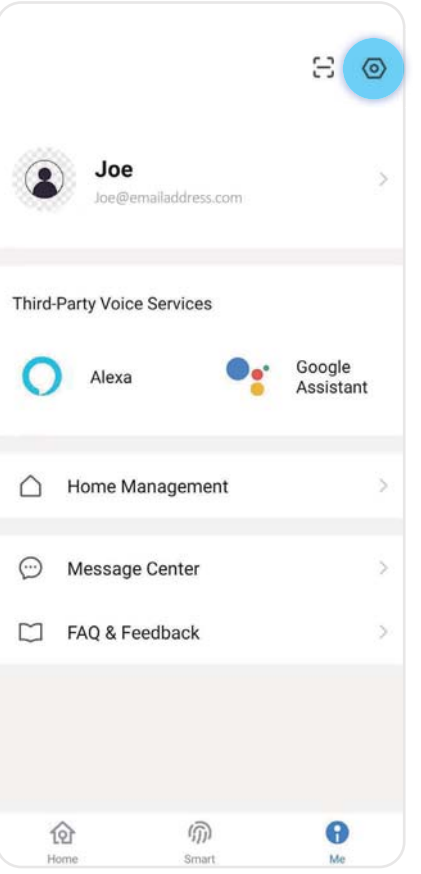
- The left-hand / right-hand setting will need to be reset after factory reset.

11 DELETING YOUR BLUSAFE SMART APP ACCOUNT

① Enter the Blusafe Smart Application on your smart device. Select "Me" at bottom right corner.

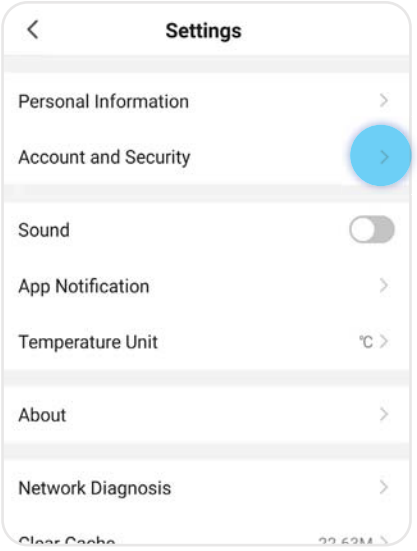


② Click "Settings".

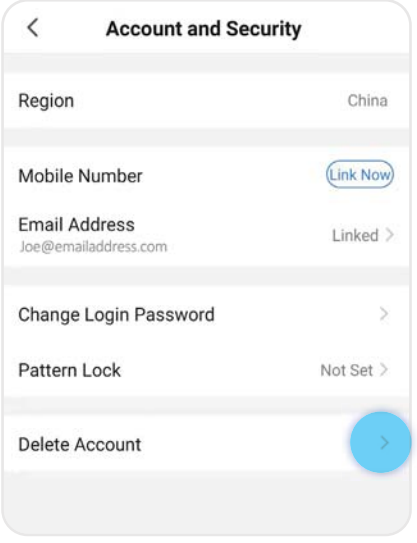


11 DELETING YOUR BLUSAFE SMART APP ACCOUNT

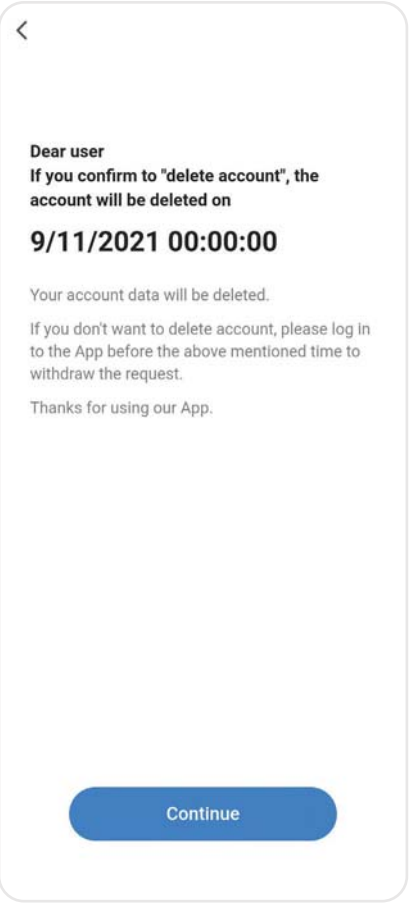
③ Click "Account and Security"



④ Select "Delete Account".

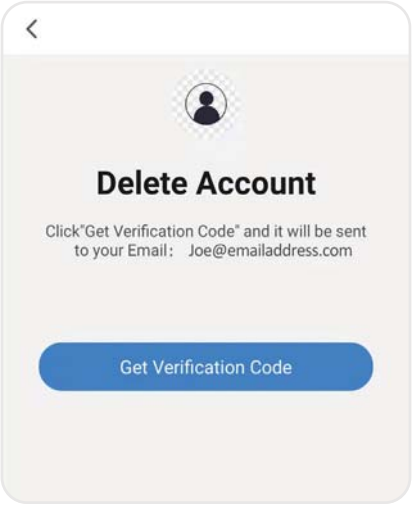


⑤ Click "Continue".

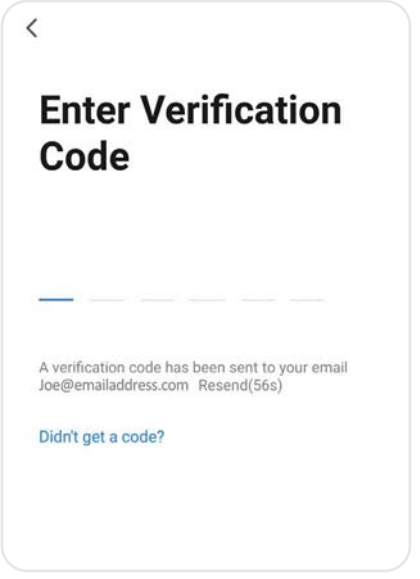


11 DELETING YOUR BLUSAFE SMART APP ACCOUNT

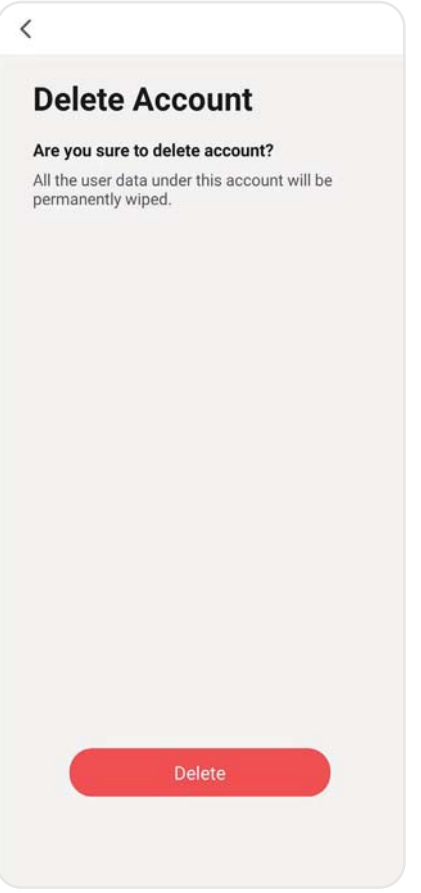
⑥ Click "Get Verification Code".

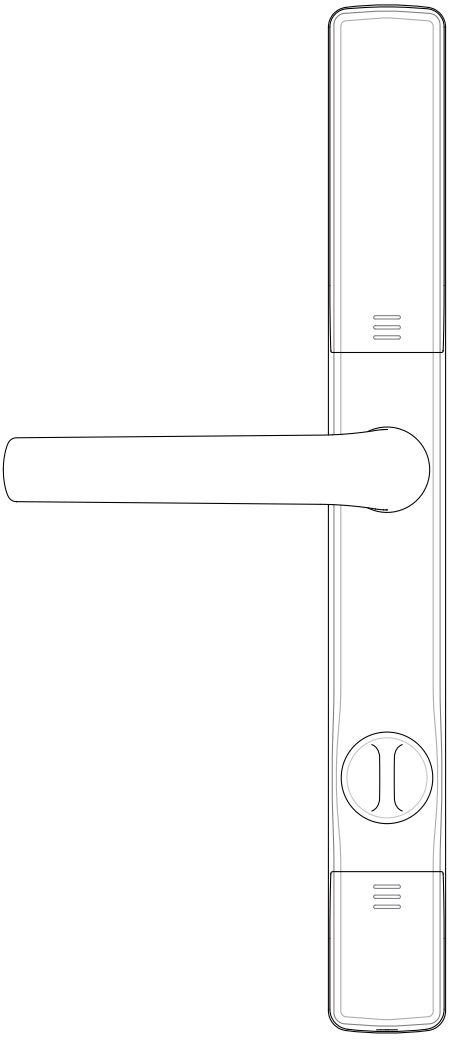


⑦ Enter the verification code that been sent to your account email address.



⑧ Click "Delete".





Blusafe

Please scan the QR to get newest
manuals on Blusafe Products