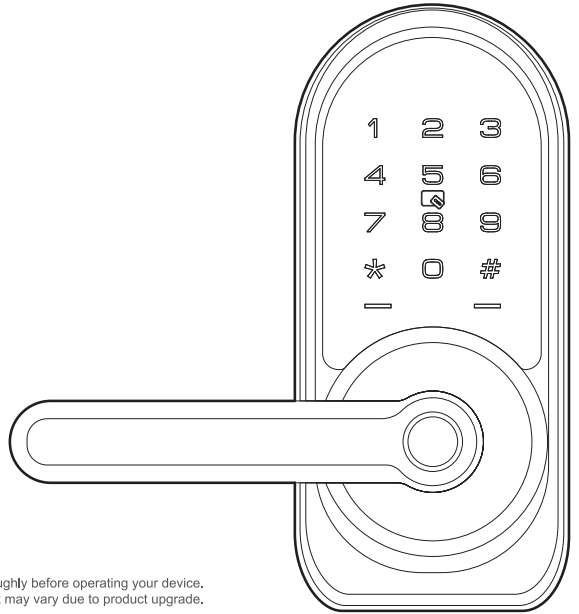
RZ09
Smart Lock

Installation Instruction / User Guide



Thank you for purchasing our products. Please review this manual thoroughly before operating your device.
All pictures in this manual are for illustration purpose only. Actual product may vary due to product upgrade.

Installation Instruction

⚠Read this manual carefully before installing and operating!

P 3 STEP 1: Prepare the door and check dimensions

P 4 STEP 2: Install the latch and strike

P 6 STEP 3: Install exterior assembly

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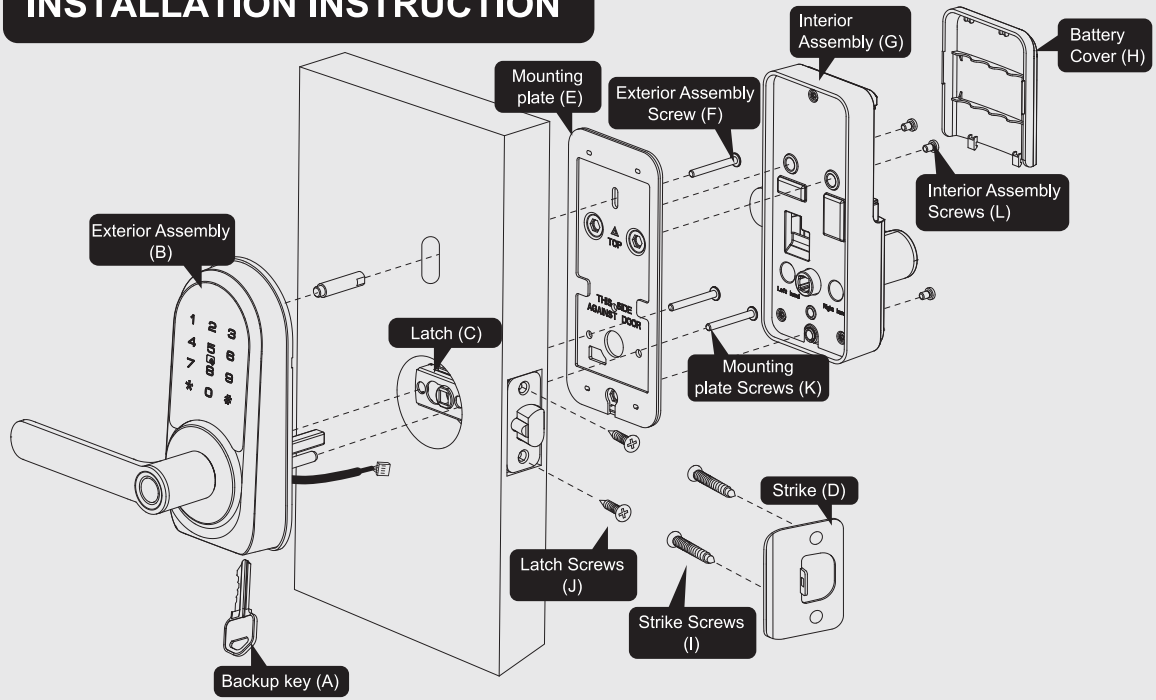
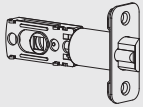
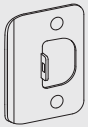
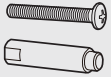
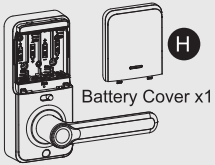
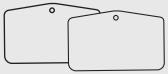
TOOL REQUIRED:

Do not use an electric screwdriver during installation.

INSTALLATION INSTRUCTION



Parts List

A Backup Key x2	B Exterior Assembly x1	C Latch x1 	D Strike x1 
E Mounting Plate x1	F Exterior Assembly Screw (Optional) 	G Interior Assembly x1  H Battery Cover x1	I Strike Screws x2 J Latch Screws x2
K Mounting Plate Screws x2	L Interior Assembly Screws x3 M Reset Tool x1	N Drive-In Collar (Optional)	O IC Card x2 

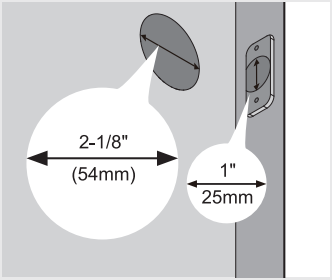
If any parts are missing or damaged, please contact Customer Support.

STEP

1 Prepare the door and check dimensions

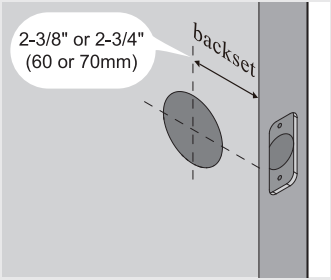
A

Measure to confirm that the hole in the door is 2-1/8" (54mm)
Measure to confirm that the hole in the door edge is 1" (25mm).



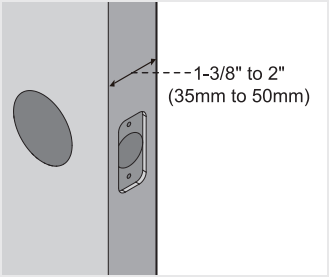
B

Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70mm)



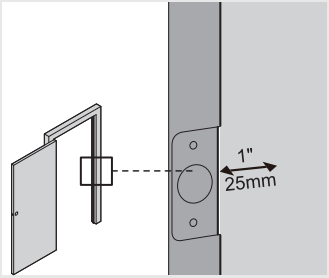
C

Measure to confirm that the door is 1-3/8" to 2" (35mm to 50mm) thick.



D

Make sure the hole in the door frame is drilled a minimum of 1'' (25mm) deep, to leave enough space for the latch to extend into the door frame when the door is locked.

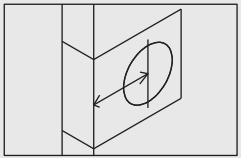


Notes: Make sure the door frame is aligned with the door.
There are no obstructions stuck in the door frame.

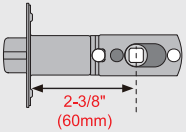
STEP

2 Install the latch and strike

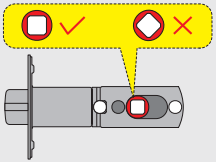
A Latch backset adjustment



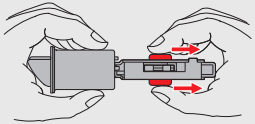
Backset is the distance from the door edge to the center of the hole in the door. The latch is provided with adjustable design which can fit either 2-3/8''(60mm) or 2-3/4''(70mm) backset.

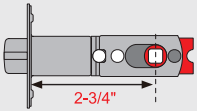


If the backset of your door is 2-3/8"(60mm), no need to adjust the latch.

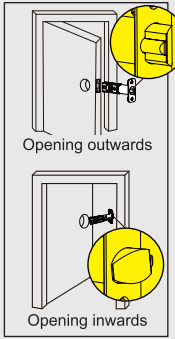


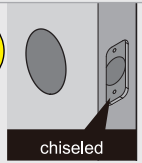
If the backset of your door is 2-3/4"(70mm), please adjust the latch.

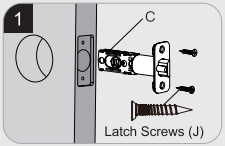


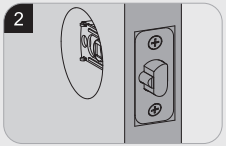


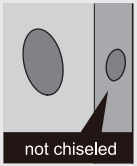
B Install the latch

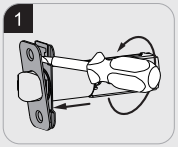


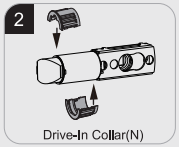


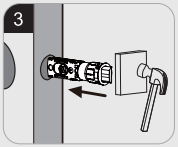


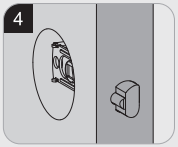




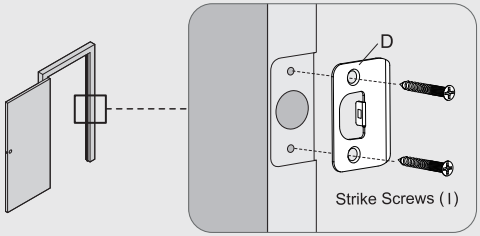








C Install strike on the door frame.

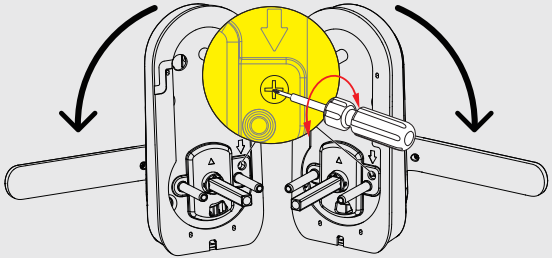


⚠ IMPORTANT:
Make sure the hole in door frame is drilled a minimum of 1" (25mm) deep.

D Change Handle Direction (Optional)

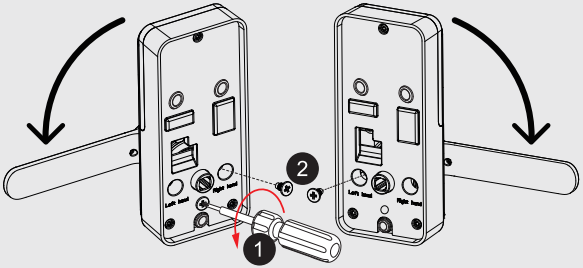
Notes: The handle direction can be changed for compatible with both right handed and left handed doors.

Change the Handle direction of exterior assembly.



Loosen the reversing screw by using a screwdriver. Rotate the lever to the other end and keep it horizontal. Tighten the reversing screw.

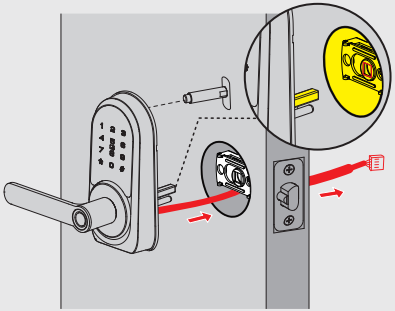
Change the Handle direction of interior assembly.



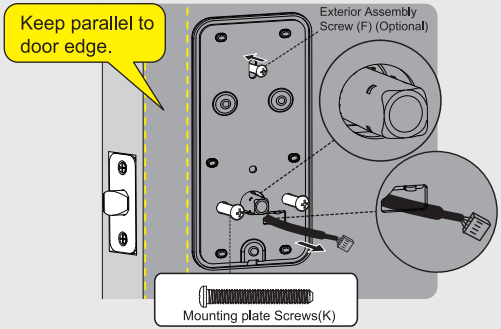
Loosen the screw completely and remove the screw by using a screwdriver. Rotate the handle to the other side and keep the handle horizontal. Tighten the screw in the Left-hand or Right-hand screw holes according to the actual handle direction.

STEP

3 Install exterior assembly



A Route the cable below the latch, and insert the torque blade through the slot in the latch.



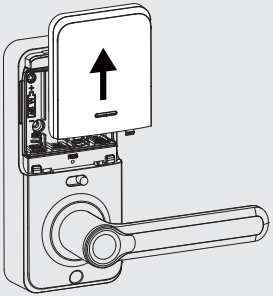
B Secure the mounting plate with the supplied screws. Do not overtighten screws.

STEP

4 Install interior assembly

A

Push the battery cover out in the direction as illustrated.

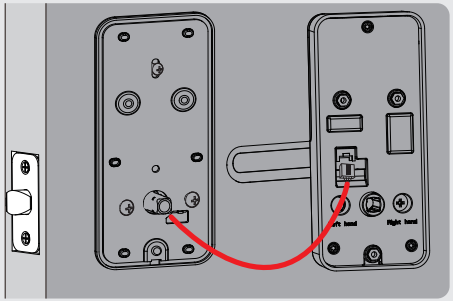


IMPORTANT:

Do not load batteries until lock is completely installed.

B

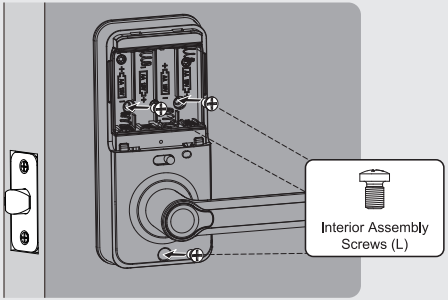
Insert the cable connector to the socket. Push the connector in firmly until it is completely attached.



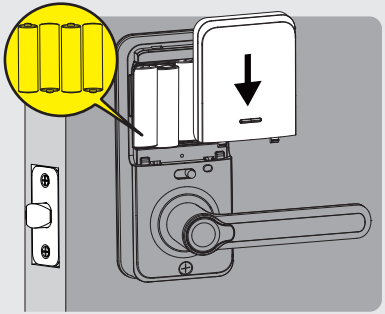
STEP

4 Install interior assembly

C Attach Interior Assembly to Mounting Plate and tighten 3 Screws.

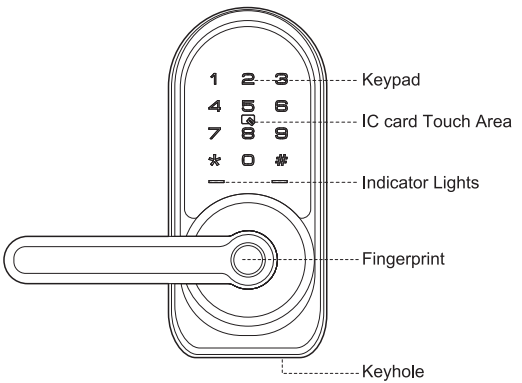


D Insert 4 AA Alkaline batteries and put on the battery cover.

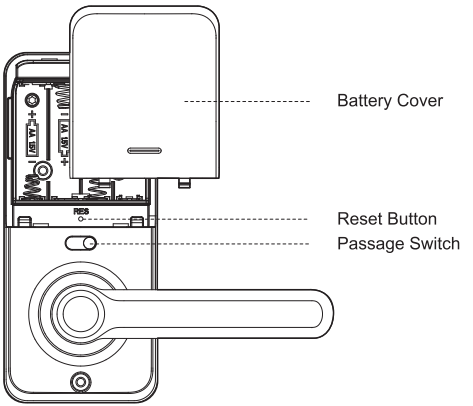


At a Glance

Exterior Assembly

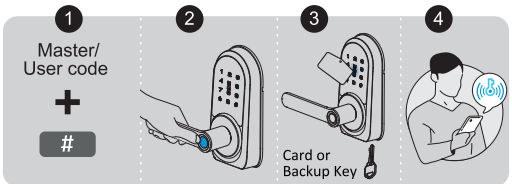


Interior Assembly

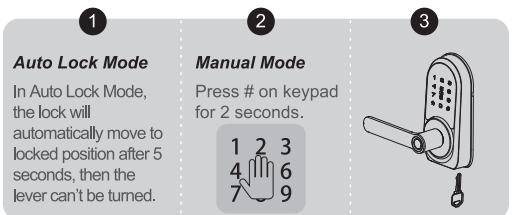


How to Lock / Unlock

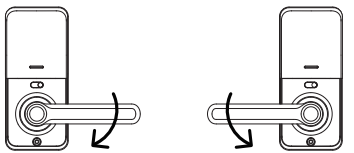
UNLOCK the door from outside



LOCK the door from outside



UNLOCK the door from inside



LOCK the door from inside

Auto Lock Mode

In Auto Lock Mode, the lock will automatically move to locked position after 5 seconds, then the lever can't be turned.

Tap and hold Lock icon in App to lock.

Definitions

• Master Code

Required for programming user codes, fingerprints and IC card. The default master code needs to be changed before programming.

After pairing DDLock App successfully, the master code will be changed to a random 7 digit number, and you can change it to your own master code in App.

• Auto Lock & One-touch Lock

Automatically locks the latch after the door closed in 5 seconds. Auto Lock is disabled by default. The Auto Lock time can be customized between 1 and 900 seconds.

One-touch Lock is pressing and holding "#" on the touch keypad for 2 seconds to lock from outside.

• Wrong Entry Limit

After 5 times unsuccessful attempts at entering an invalid password, the device will shut down for 2 minutes.

• Passage Mode

Move the Passage Switch to enable and disable the Passage Mode.

Enable Passage Mode, the lock will stay Unlocked until it's locked manually.

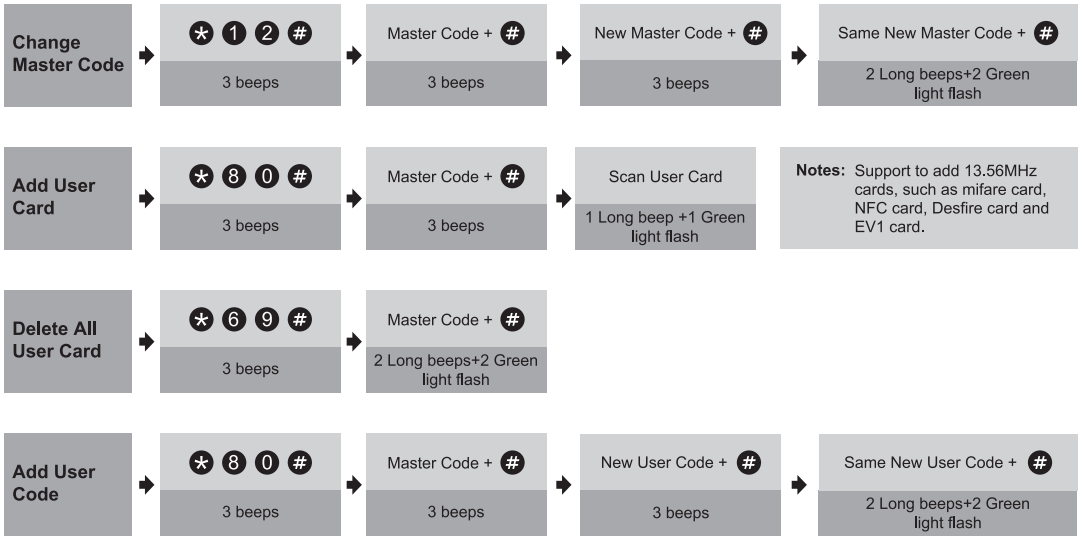
In Passage Mode, Auto-lock will be disabled.

• Anti-peeping password

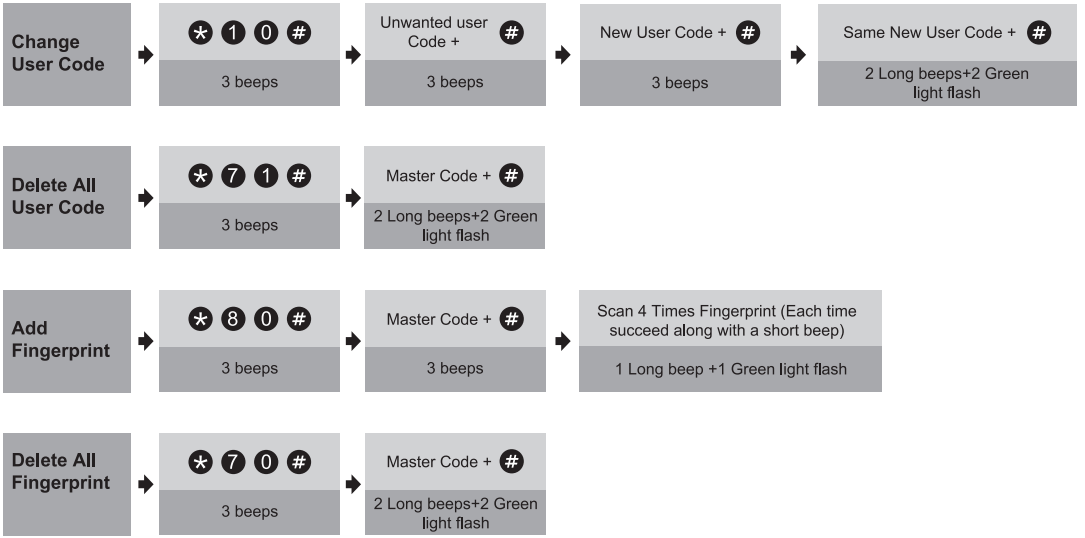
Entering random numbers before or after correct password will also unlock the door, which can prevent the password being exposed.The length of anti-peeping password should be within 16 digits.

Programming Guide

IMPORTANT: The default Master Code is **123456**. It is required that you change it to a code of your own before programming.



Programming Guide

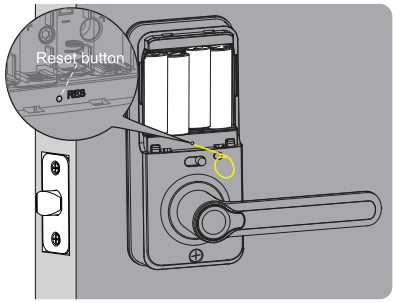


Factory Default Settings

How to Reset?

Press and hold the Reset button on the interior assembly for 5 seconds by using the Reset tool, until you hear a short beep and Green light flashes once.

IMPORTANT: The Reset Button must be turned on in DDLock App before resetting.



Settings	Factory Defaut
Master Code	123456
Auto Lock	5S
Passage Mode	Off
Reset Button	On
Lock Sound	On
Wrong Code Entry Limit	5 times
Shutdown Time	2 minutes

DDLOCK GUIDE

HOW TO REGISTER

STEP **1** Download “DDLock” App in Google Play or App Store.

Scan QR code to download DDLock App

GET IT ON Google Play

Download on the App Store

STEP **2**

Tap on register to get started.

STEP **3**

Fill out the information and tap “Get Code”.
The email inbox you registered will be sent a verification code to verify your account.
Put the code you received, tap on “Register” to complete.

Notes:

The DDLock App is required to operate the lock. After the lock is properly installed, make sure this step is performed by the lock owner.

Pairing Your Lock

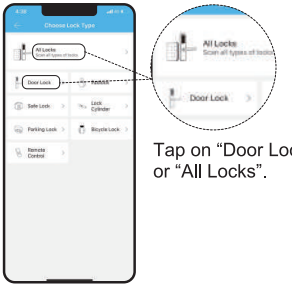
STEP 1

Tap on “≡”

STEP 2

Tap on
“+ Add Lock”.

STEP 3

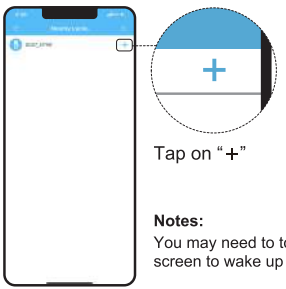


Tap on “Door Lock ”
or “All Locks”.

STEP 4

Tap on “Next”.

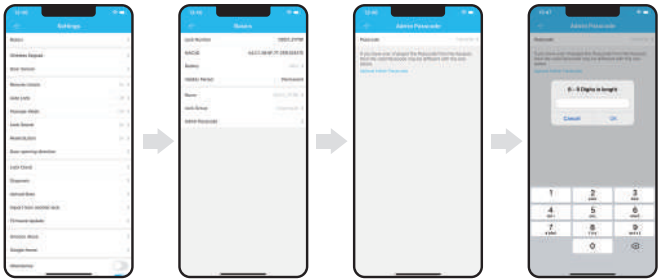
STEP 5



Tap on “+”

Notes:
You may need to touch the keypad screen to wake up the keypad.

Admin Passcode Management



After pairing the lock with DDLock, the admin passcode will be changed to a random 7 digit number, you can check the new admin passcode by following the picture guide on left. And you can change it to your own administrator password.

Lock Page Overview

Unlock/Lock
Unlock/Lock using phone's bluetooth

Passcode
Generate 6 different types of passcodes

eKey Page
View and modify current eKeys

Settings Page
View and modify settings

Authorized Admin Page
Create and edit admins

Cards
Set up your cards here

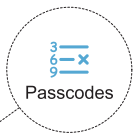
Notes: Some of these icons may not appear if the Gateway is not connected to the lock.

APP Unlock / Lock

To unlock the lock, tap this icon once.
To lock the lock, press and hold on this icon.

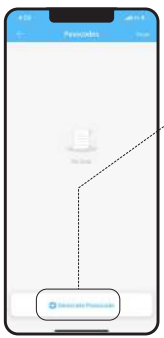
Passcode

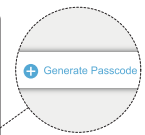
STEP 1



To access the passcode menu, tap on “ Passcode” icon.
This will take you to the passcode page.

STEP 2





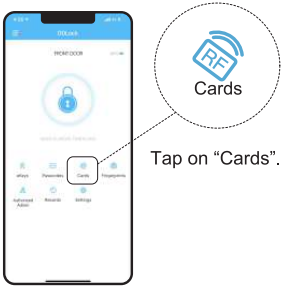
Tap on “Generate Passcode”.

STEP 3

Enter a name for this Passcode.

IC Card

STEP 1

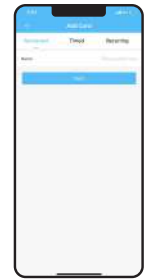


Tap on “Cards”.

STEP 2

Tap on “Add Card”.

STEP 3



Choose the validity period of the lock. Once the lock says “Please swipe your card", place the card against 5 on the keypad.
If you hear a long beep, the card can be used to unlock your lock.

Fingerprints

STEP 1

Tap on Fingerprints.

STEP 2

Tap on “Add Fingerprints”.

STEP 3

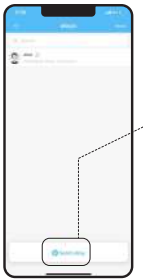
Select Fingerprint type depending on when you would like it to be valid. Follow instructions on app. You will be asked to place your finger on the sensor 4 times.

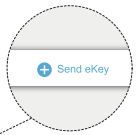
eKeys

STEP 1

eKeys work by sharing app access of your lock with another DDLock account. eKey recipients will be able to use their phone to unlock/lock the lock.

STEP 2





Tap on “Send eKey”.

STEP 3

Enter recipient’s username. It will be the phone number or email address during registration.
eKeys do not require wifi or bluetooth to be sent or revoked.

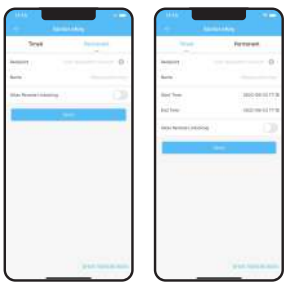
Authorized Admin

Authorized Admin is similar to eKeys. However, the Authorized Admin also have the following accesses.

STEP 1

1. Unlock/lock via the app.
2. Generate, Edit, Delete passcodes, IC cards, & fingerprints.
3. Adjust settings like passage mode, auto-lock timer, & turn on/off the lock sound.

STEP 2



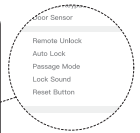
Tap on “Authorized Admin” Set Timed Admin or Permanent Admin.

Passage Mode & Auto-Lock

STEP 1

Enable Auto Lock, the lock will be locked automatically in 5 seconds by default.
The Auto Lock time can be changed in Auto Lock timer.
Go to Settings as shown in the image to get more information regarding Auto Lock.

STEP 2



Settings > Passage Mode

STEP 3

Enable Passage Mode, the lock will stay Unlocked until it's locked manually.
In Passage Mode, Auto-lock will be disabled.

Lock Settings

In Basics, you can view and change lock information such as Lock Name.

Gateway shows signal strength if Gateway is connected.

With Remote Unlock on and a Gateway connected, you can remotely unlock/lock your lock.

Lock Sound turns on or off the sound of the touch keypad.

Import from another lock allows for the transfer of passcodes and cards from one lock to another.

Delete will remove the lock from your account and clear any settings on the lock. It requires your phone close to the lock.

Troubleshooting

Why the lock won't accept any inputs after I entered a code or fingerprint incorrectly for so many times?

The lock will shut down for 2 minutes after 5 unsuccessful attempts at entering an invalid code or fingerprint.

You can unlock the lock once in the App or wait 2 minutes to continue.

How do I lock manually from outside?

Press and hold # to lock the lock from outside.

The batteries are completely dead before I replace new batteries.

When the batteries are completely dead, the physical keys are available to unlock.

How do I share access of the lock to my family members?

Go to DDLock App, in eKeys or Authorized Admin, it can share access of the lock to your family.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

ISED Statement

English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES‐3 (B)/NMB‐3(B).

French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada.

L'exploitation est soumise aux deux conditions suivantes :

(1) Cet appareil ne doit pas provoquer d'interférences.

(2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

l'appareil numérique du ciem conforme canadien peut‐3 (b) / nmb‐3 (b).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux rayonnements du Canada établies pour un environnement non contrôlé.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Information & Safety Warnings

- Protect your User Codes and Master Code.
- Restrict access to your lock's interior assembly and routinely check your settings to ensure they have not been altered without your knowledge.
- Do not use an electric screwdriver during installation.
- This manufacturer advises that no lock can provide complete security by itself.
- This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property.
- No lock can substitute for caution, awareness of your environment, and common sense.
- Care should be taken to ensure a long-lasting finish. When cleaning is required use a soft, damp cloth. Using lacquer thinner, caustic soaps, abrasive cleaners or polishes could damage the coating and result in tarnishing.
- The lock is water resistant. It can withstand water splashes; however, do not let water and liquids get into the lock.
- Avoid exposure to direct sunlight. Long-term exposure to direct sunlight may damage the lock.

物料名称:	RZ09说明书(中性)	**成品尺寸:**	166x105mm
时　　间:	2022-10-26	**材　　质:**	105g双铜纸
设　　计:		**工　　艺:**	四色双面印刷；骑马钉
料　　号:		**备　　注:**	