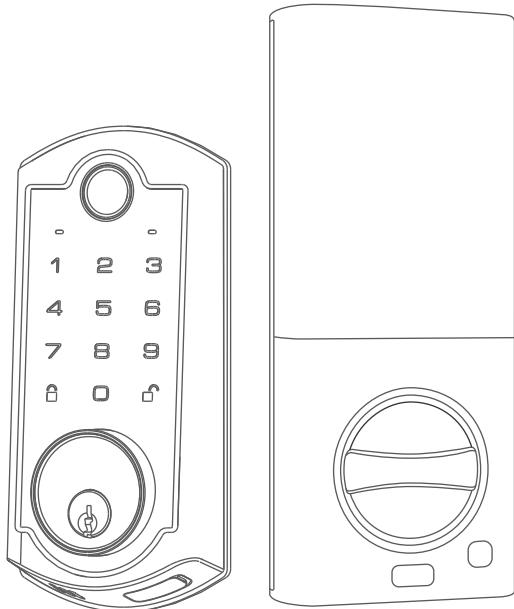


# Model: ST380

材质:128克铜板纸,4C印刷 骑马订

展开尺寸:240x170mm(成型尺寸120x170mm)



# User Manual

Smart Lock

## Customer Service

-Email Us

Customer Support: support@arpha.com

Dongguan Lingdu Electronic Technology Co.,Ltd  
No.1, Longcheng Street, Qingxi Town, Dongguan City,  
Guangdong Province, China

Model: ST380

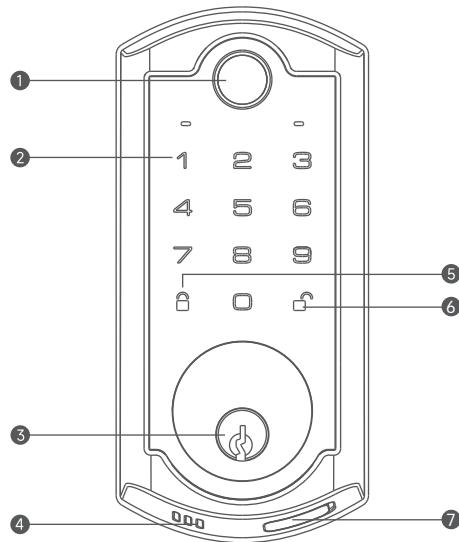
## Contents

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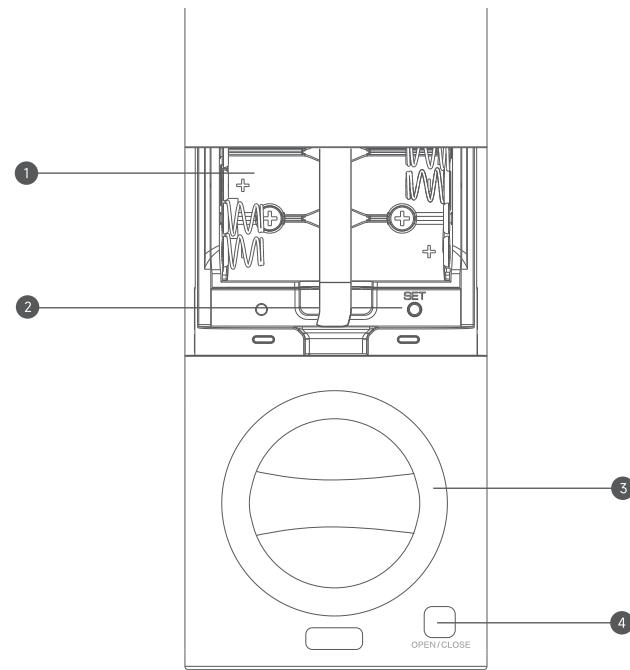
1. Hardware introduction .....	01
2. Prepare the door and check dimensions .....	03
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# 1/ Hardware introduction

## Overview



- ① Fingerprint Scanner
- ② Lock Button
- ③ Keyhole
- ④ The loudspeaker
- ⑤ lock button
- ⑥ unlock button
- ⑦ Emergency Power Support Port

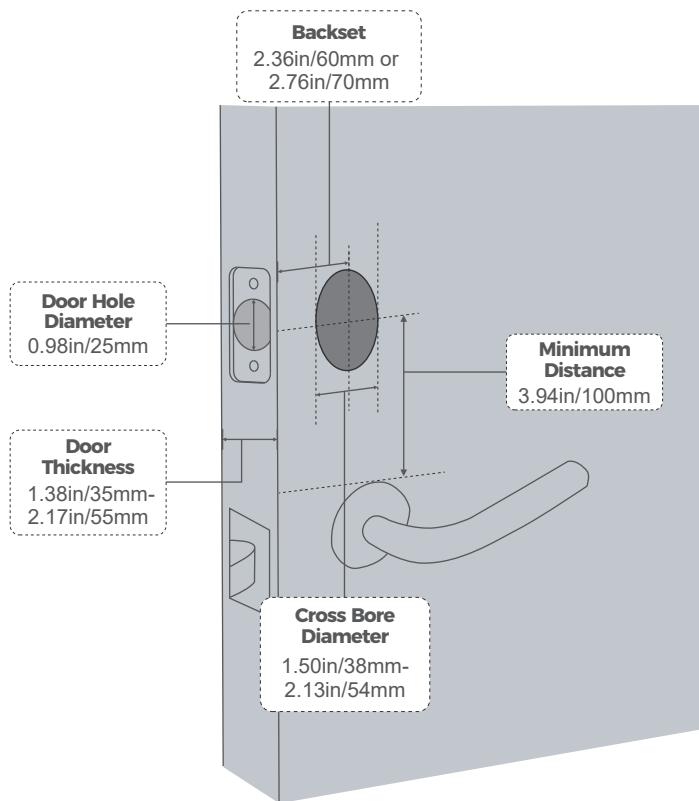


- ① 8 Units of AA Batteries
- ② Set Button
- ③ Manual Lock/Unlock Knob
- ④ Open & Close Button

Note: The “Emergency Power Supply Port” is not for battery charging purpose and can only be used for emergency power supply to the lock.

## 2/Prepare the door and check dimensions

### Compatible Doors



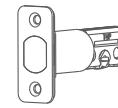
## 3/Parts List



Exterior Assemble



Interior Assemble



Latch



Strike Box



Strike



1.50in/38mm



Keys (x2)



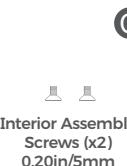
Strike Screws (x4)  
0.98in/25mm



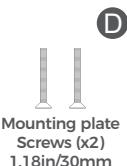
Mounting plate  
Screws (x2)  
1.57in/40mm



Interior Assembly  
Screws (x2)  
0.71in/18mm



Interior Assembly  
Screws (x2)  
0.20in/5mm



Mounting plate  
Screws (x2)  
1.18in/30mm



#### TOOL REQUIRED

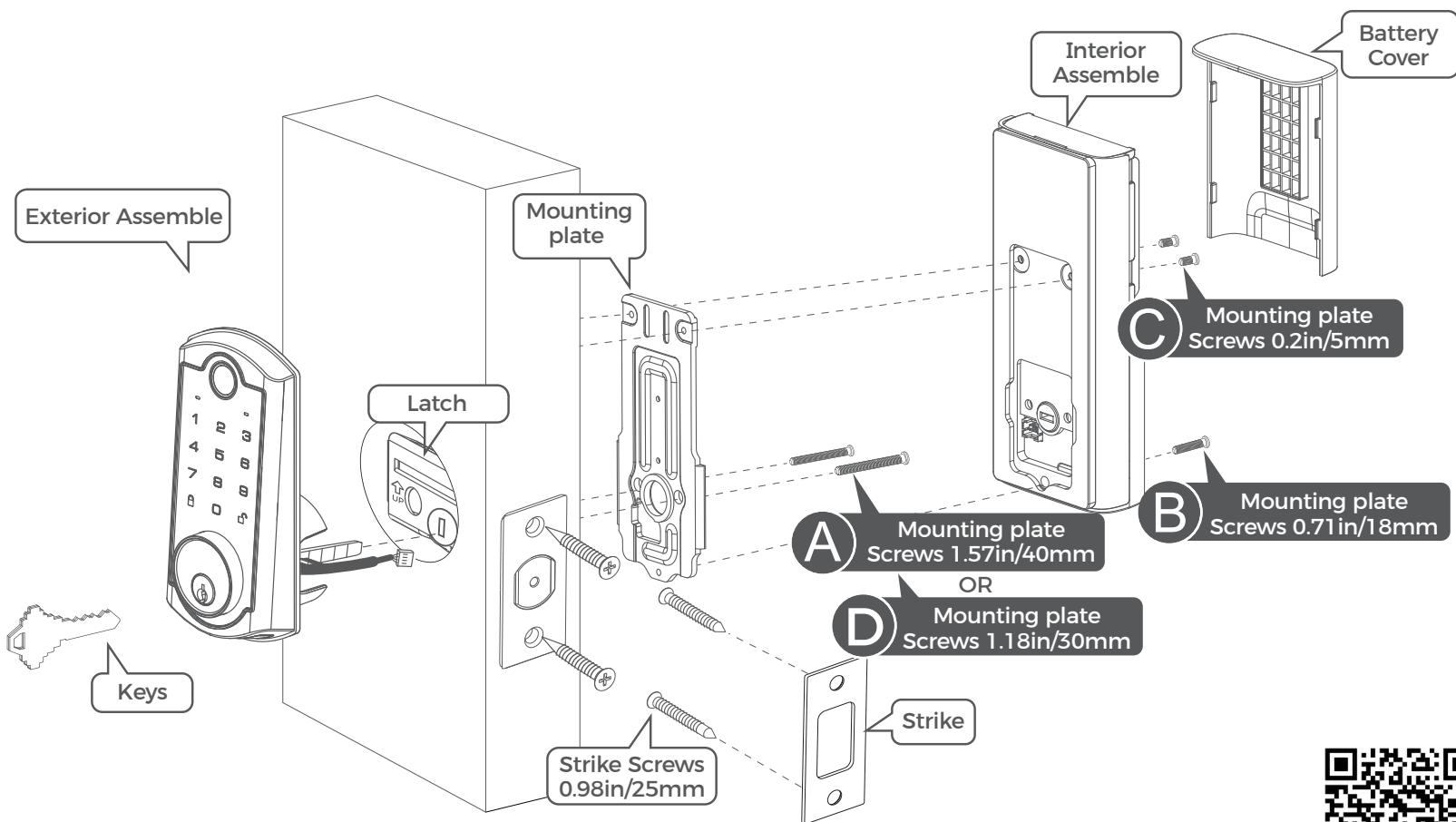
All you need is a manual screwdriver or an electronic screwdriver.



#### IMPORTANT

Do not load batteries until lock is completely installed.

# 4 / Installation Overview



\* 1.77-2.13in/45-55mm door thickness use **A**

\* 1.34-1.77in/35-45mm door thickness use **D**

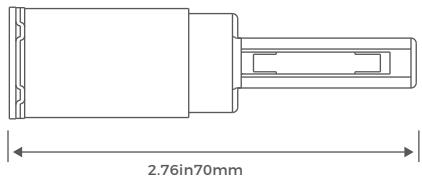
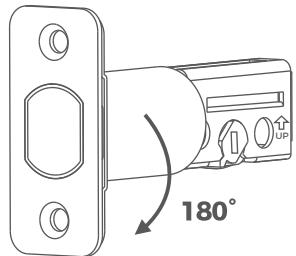
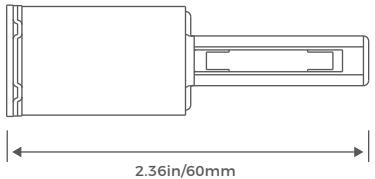


Scan the QR code to watch  
the video of installation guide

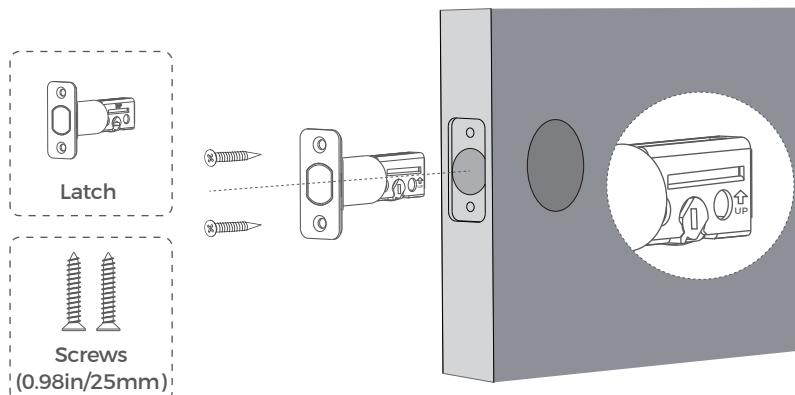
## Step 1. Install Deadbolt

1. Check your door to see if the deadbolt requires adjustment.

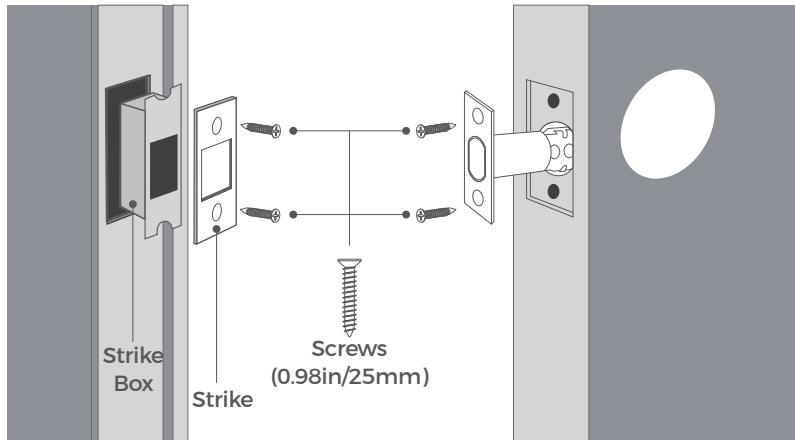
If the backset is 2.76in/70mm, turn the faceplate 180° to extend the length.



2. Insert and screw the deadbolt into the doorframe. Make sure the word "UP" on the deadbolt faces up.

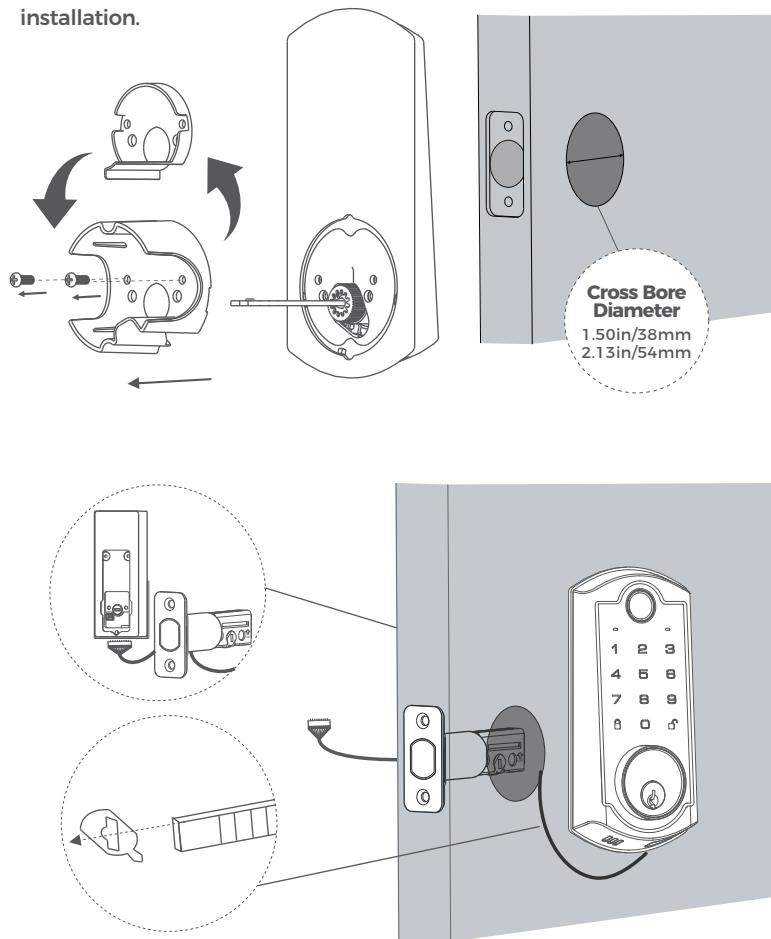


## Step 2. Install Strike Plate



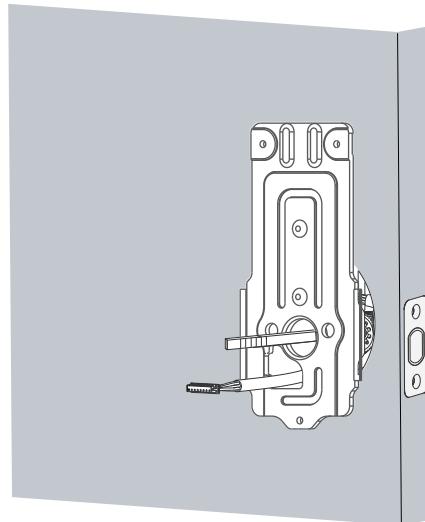
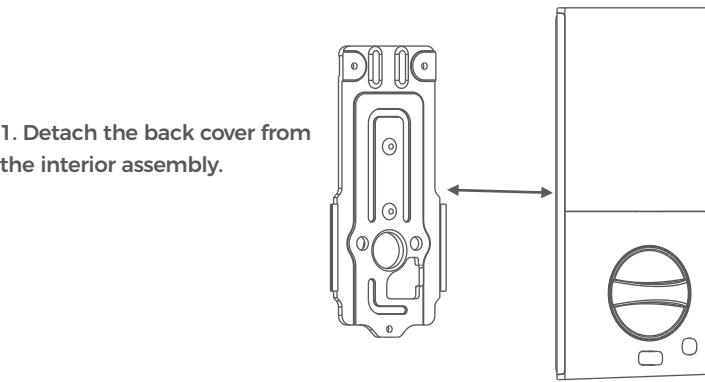
## Step 3. Install Exterior Assembly

If you have a 1.50in-/38mm cross bore, replace the spacer before installation.



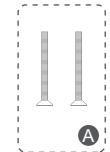
## Step 4. Install Interior Assembly

1. Detach the back cover from the interior assembly.

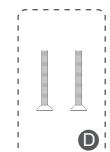


2. Run the wires through the back cover.

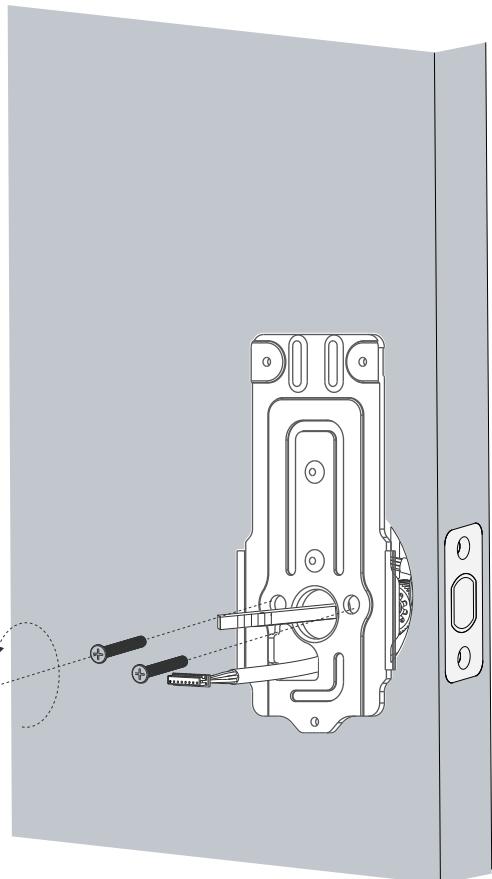
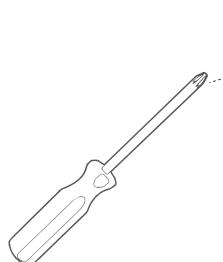
3. Secure the back cover with screws.



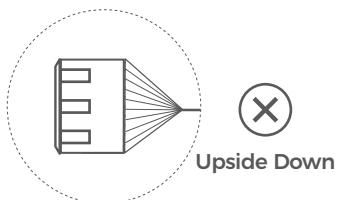
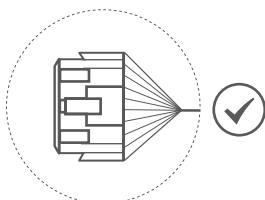
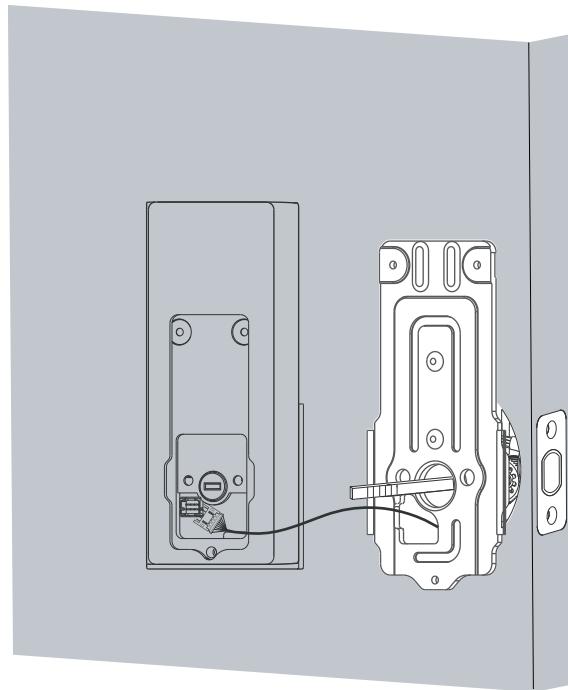
1.77-2.13in/45-55mm  
door thickness use A



1.34-1.77in/35-45mm  
door thickness use D

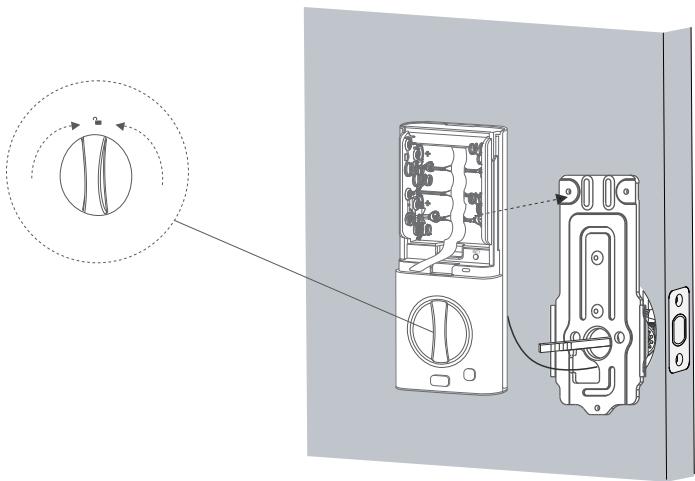


4. Wire to the interior assembly.

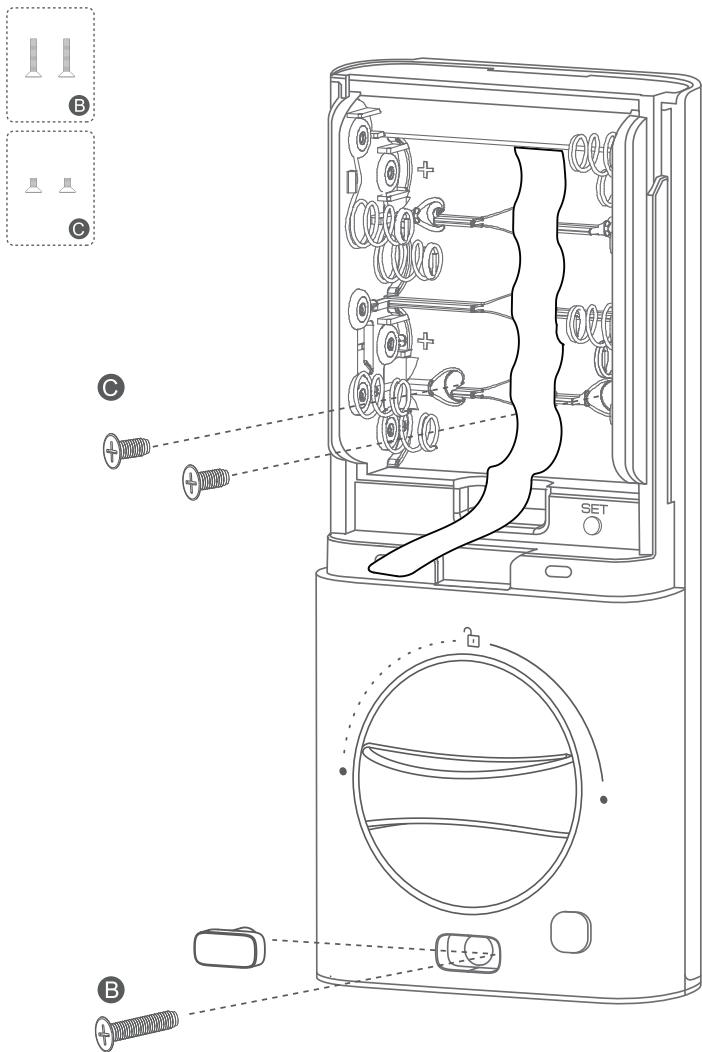
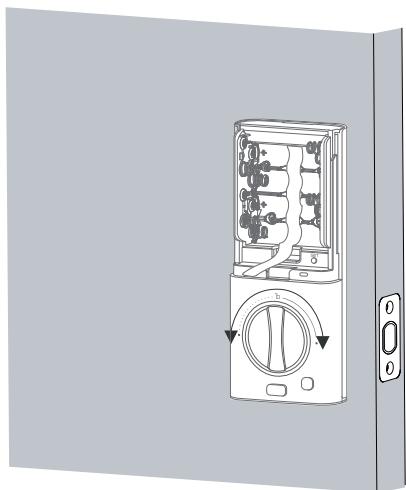


Upside Down

5. Mount the interior assembly. Make sure both wires are tucked into the cabin on the back of the interior assembly.

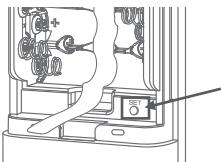


6. Check if the deadbolt retracts by turning the thumbturn.



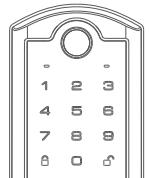
# Operation Instructions

## 1. Restore Factory Settings



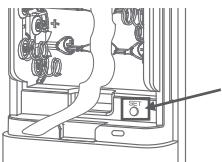
**Step1:** Press and hold "setting" button, and after 4 seconds, the lock will start emitting a "beep" sound ( 7 times ).

**Step2:** Hold the button until you hear the voice prompt: To confirm, Please press the "●" button.



**Step3:** Press the unlock button within 4 seconds, you will hear the voice prompt: Factory reset succeeded.

## 2. Set Administrator Password

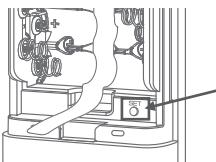


**Step1:** Press the set button. If no administrator password has been set before, you will hear a voice prompt: Please set the administrator password.

**Step2:** After input the administrator password ,press the "●" button to confirm.

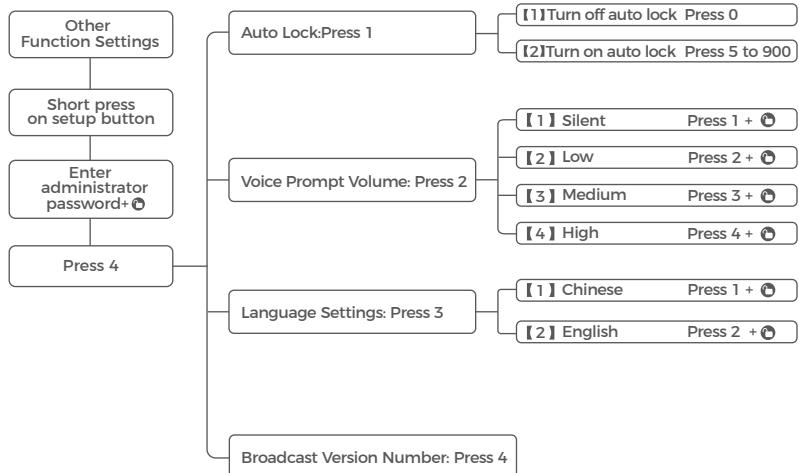
**Step3:** Follow the voice prompt instructions, enter the administrator password again, and press the "●" button to confirm.

## 3. Enter The Function Settings Mode



**Step1:** Press the "Settings" button. You will hear a voice prompt saying, "Please verify administrator user." Enter the correct administrator password, then press the "●" button to confirm. If the password verification is successful, you will enter the setting mode.

## 4. Setting Mode Function List



## 5. Permanent Unlock Mode

Once the Permanent unlock mode is activated, the door lock will no longer automatically lock until it is manually locked or the lock button is pressed to lock it.

**Note: When manually locking or pressing the lock button to lock, the system will automatically exit the constant unlock mode.**

**Enter Path: Setting Mode → Press [4] → Press [1] →Press [0] →Press [Unlock Button]**

### Attention:

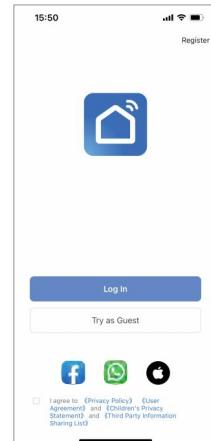
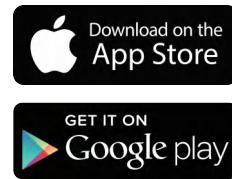
When the battery level is below 20%, we recommend charging it immediately. If you use the door lock frequently, the battery can last approximately one week; if infrequently used, it can last about a month.

# 5 / Programming instructions

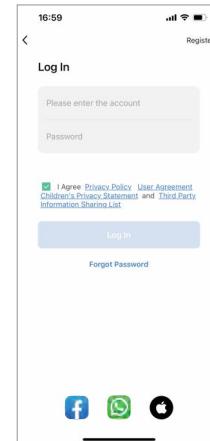
## App Connection Guide



Smart Life App

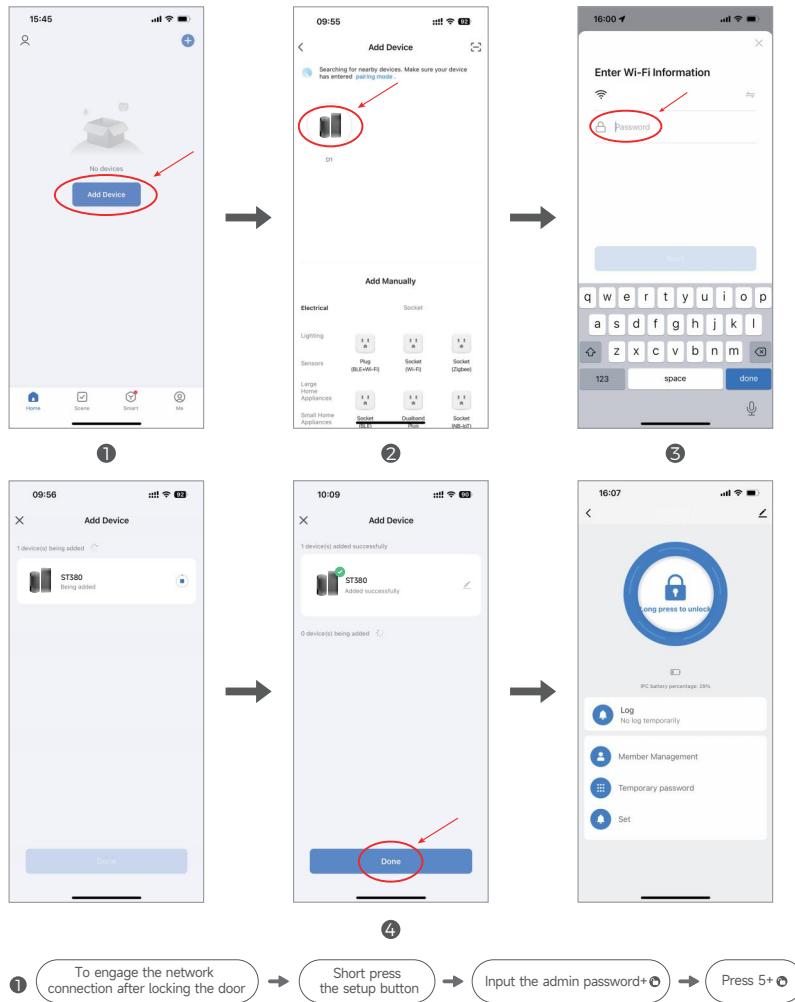


① Select the Quick Login

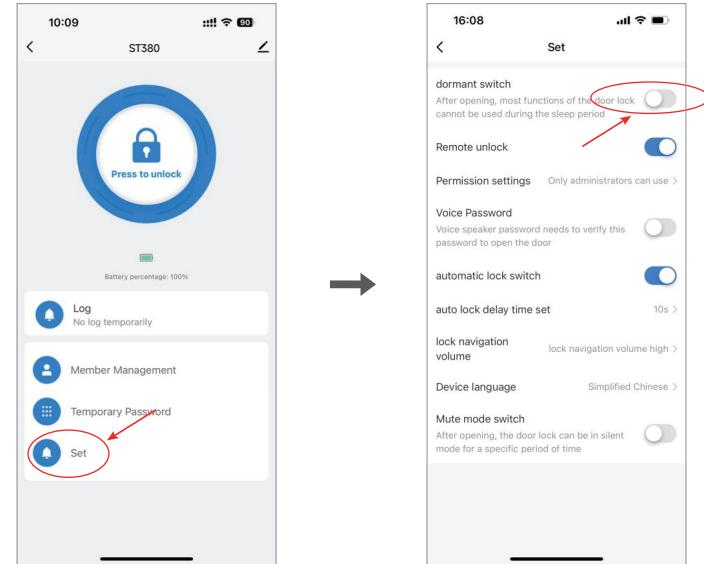


② Input the Account and the Password

# App User Guide



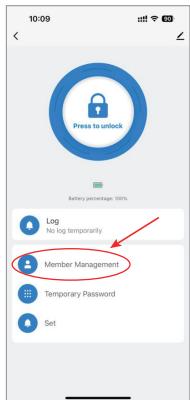
# Power-saving Mode



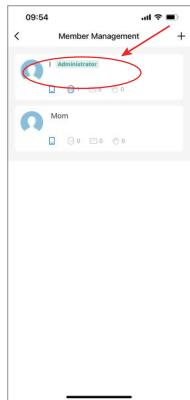
## Attention:

1. When the dormant switch is turned on to save power, functionalities of the smart lock controlled via the smartphone app will be disabled. This includes unlocking and adding passwords through the app.
2. You can only view unlock records through the app. To unlock, add passwords or register fingerprint recognition, you must use the keypad on the door lock.
3. To disable power-saving mode, you must manually wake up the door lock panel and then turn off the dormant switch in the mobile app.

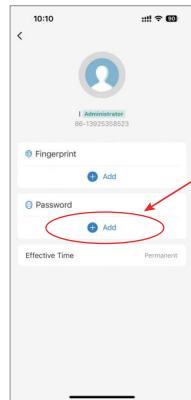
## Add Member Password



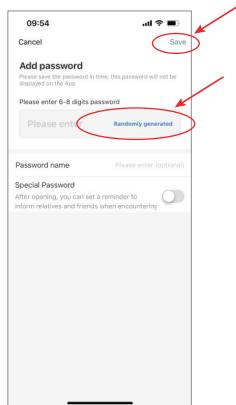
① Member Management



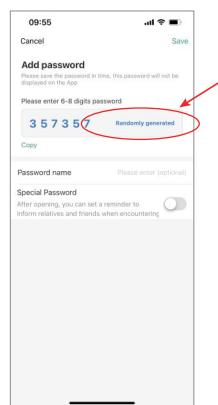
② Select the Member



③ Select 'Add' in Password



④ Select the Randomly generated,then Save



⑤ Operation successful

## 6/Q&A

### 01 Question: After the door lock is reset, what will happen?

Answer: When the door lock is reset, any password (6-8 digits) can unlock the door. If you want to change this setting, simply register an administrator password.

### 02 Question: What is the difference between installing 4 AA battery locks and filling 8 batteries?

Answer: With four batteries, the product can run normally; with eight batteries, enjoy a longer-lasting use of experience.

### 03 Questions: Why do I have to replace the battery in less than 6 months?

Answer: Please use high-quality batteries such as Duracell, Energizer and so on. 8 AA batteries could support door lock unlocking more than 1800 times. If you unlock the door more than 20 times a day or the weather is cold, the battery life may be less than 3 months.

### 04 Questions: The door lock cannot be installed, what should I do?

Answer: Please refer to the door thickness and other data in the instruction manual to ensure that our lock is suitable for your door. Also please remove all accessories of the old lock before installation. Our door locks are not compatible with other door lock accessories.

### 05 Questions: The screws won't install, what happened?

Answer: Each screw installs differently. Please make sure to use the correct screws in each location.

## 06 Questions: Missing accessories, what should I do?

Answer: You can contact our customer service team to reissue accessories for you, email: cs-smarthome@tcl.com

## 07 Questions: The door lock still doesn't work after installing batteries, why?

Answer: You could check if the battery is installed correctly. Also please check whether the exterior assembly connection power cord is completely inserted into the mainboard of interior assembly. If the door lock still doesn't work, it may have been damaged during shipping. You can contact Amazon customer service to replace a new lock.

## 08 Questions: The latch is not working properly, what should I do?

Answer: 1. The latch is adjustable (2.36in/60mm or 2.76/70mm), please adjust to the appropriate length when installing.

2. Our door lock will automatically recognize the direction of opening the door after being powered on. You can restore the factory settings to make the latch work properly.

## 09 Questions: I could not manually turn the lock from inside the house, what could be wrong?

Answer: First, check the installation for errors based on the installation video.

If there is no error in the installation, the reason is the gears inside the product are not tightly fitted. You need to use Turn the knob to the open or closed position with more force, so that the gears can return to the correct position.

# 7 / DISCLAIMER

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1. Your biometric information is stored locally on the device rather than in the cloud, ensuring your personal information is safe and private.

2. IoT services are provided by Tuya, a third-party company. For information on how Tuya processes data, please refer to Tuya's privacy policy.

## FCC Statement

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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.