



TCL

Worldwide Smart Door Lock Partner



TCL

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Customer Service

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United states: 1-(833)838-3931

Monday to Friday: 9:00 AM - 9:00 PM(PT)

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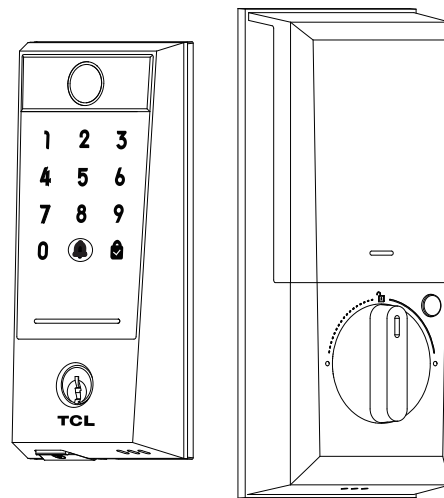
Email Us

Customer support: cs-smarthome@tcl.com

Shenzhen TCL Smart Home Technology Co., Ltd.

7/F,TCL G1 Building. TCL International E City, No.1001

Zhongshan Yuan Road,Nanshan District,Shenzhen.



User Manual

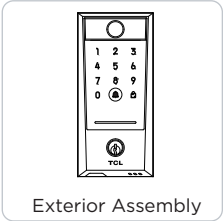
Wi-Fi Smart Lock

Model: D2Pro

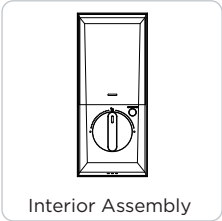
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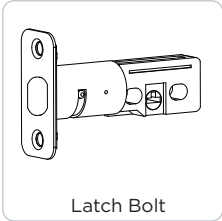
1/Parts List



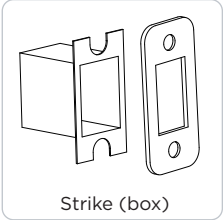
Exterior Assembly



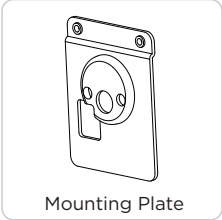
Interior Assembly



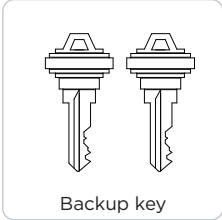
Latch Bolt



Strike (box)



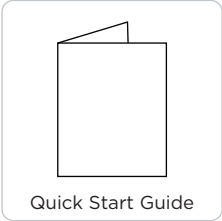
Mounting Plate



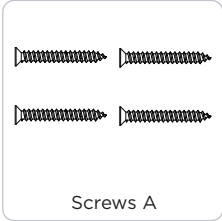
Backup key



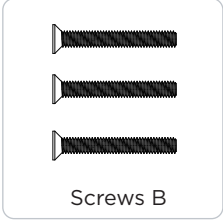
Lithium Battery



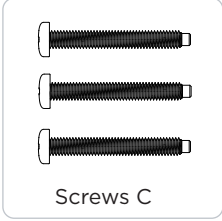
Quick Start Guide



Screws A



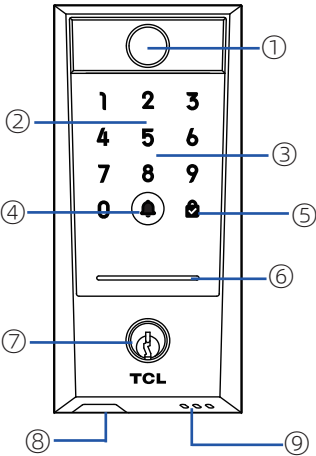
Screws B



Screws C

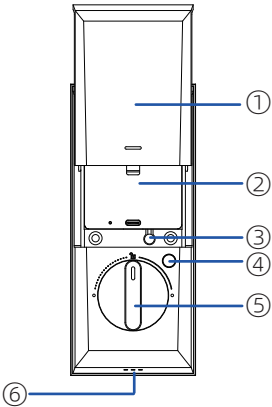
2/Product Overview

Exterior



①	Palm vein scanner
②	Touch keypad
③	Card recognition area
④	Doorbell
⑤	One-touch: confirm Long-press: Lock the door
⑥	Indicator light: Green: successfully Red: failed Flash white: operating
⑦	Cylinder
⑧	Type-C port: Emergency Power Support
⑨	Loudspeaker

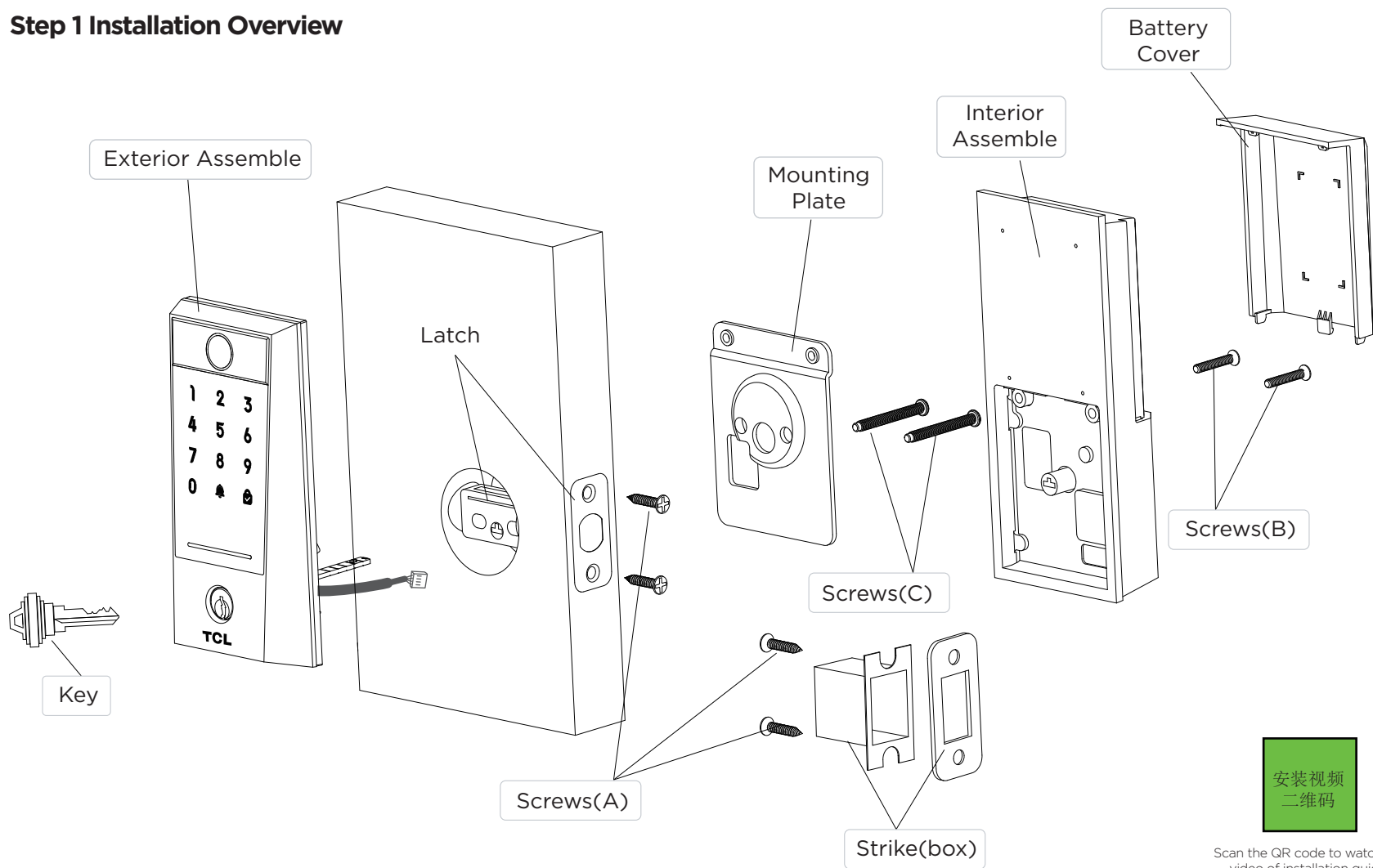
Interior



①	Battery Cover
②	10000mAh Lithium Battery
③	Setup Button
④	One-tap Unlock/Lock
⑤	Knob
⑥	Loudspeaker

3/ Installation

Step 1 Installation Overview

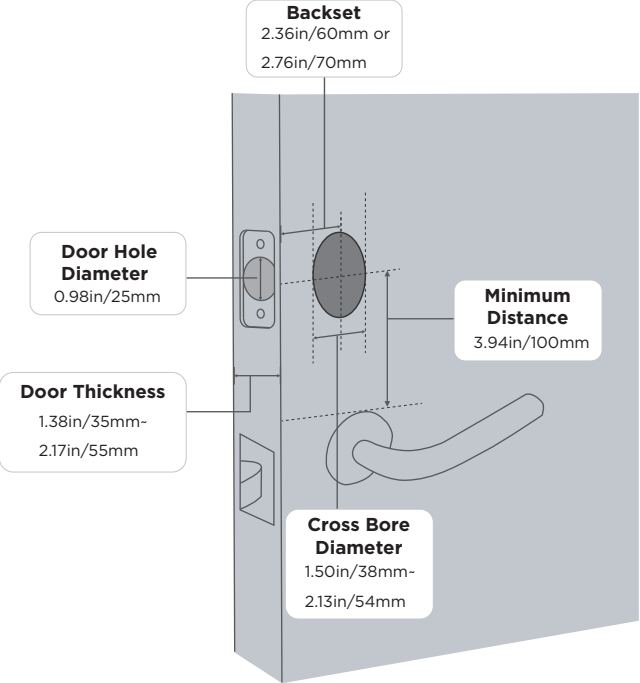


安装视频
二维码

Scan the QR code to watch the
video of installation guide

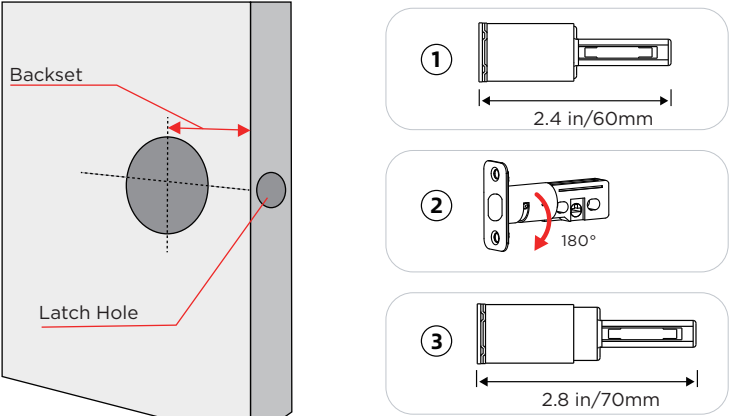
Step 2 Check the door's dimensions

- ①Check if your door has holes like the one below, Standard US doors are already compatible.
- ②If you have a new door, please drill the holes according to Drill Template.

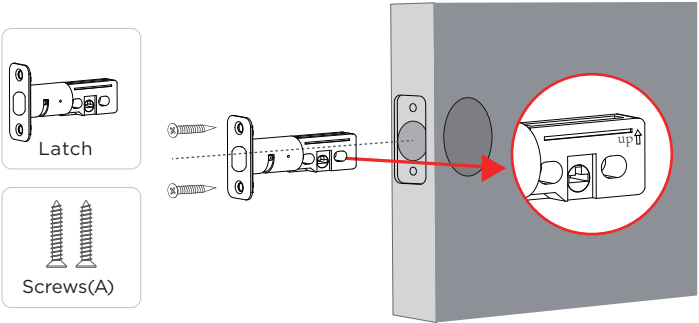


Step 3 Install Bolt

- 1.Check your door to see if the deadbolt requires adjustment.
If the backset is 2.8in/70mm, turn the faceplate180° to extend the length.



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

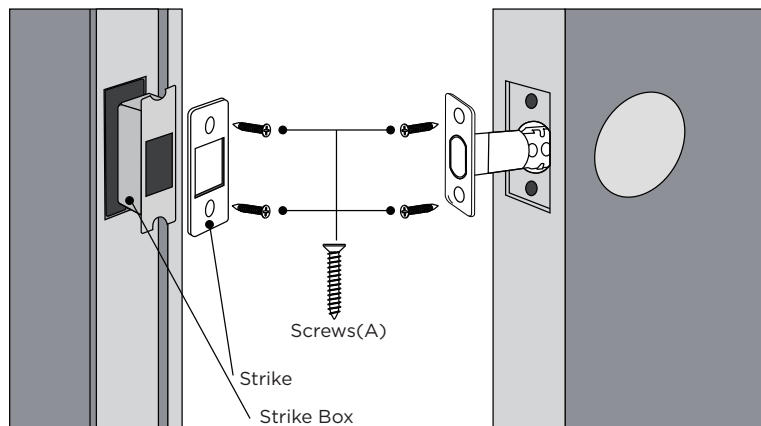


Step 4 Install Bolt

If you have an existing strike plate installed, skip this step.

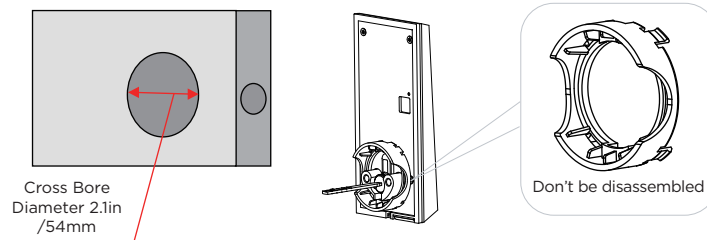
To install the strike plate:

- 1.Align the strike plate with the center hole of the deadbolt.
- 2.Secure the strike plate with screws A. Make sure the plate is placed in the correct direction.

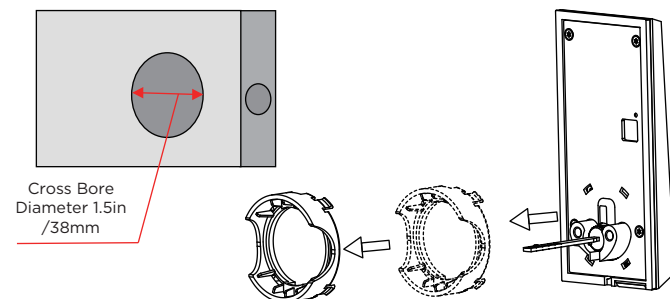


Step 5 Installing Exterior Assembly

If you have a 2.1 in / 54mm cross bore, you can go with installation directly.

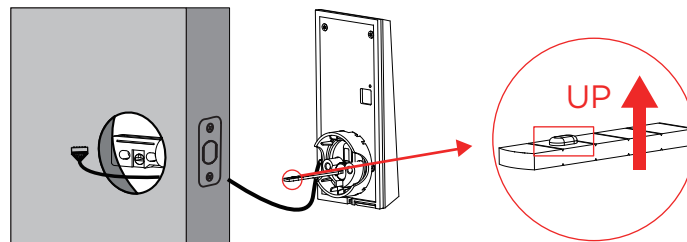


If you have a 1.5in/38mm cross bore,remove the spacer before installation.



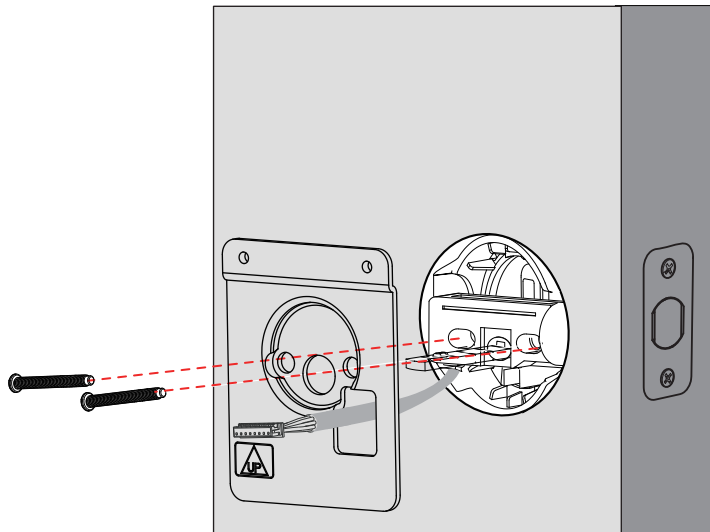
1.Keep Bolt retracted and the cylinder tailpiece horizontal.

2.Install Exterior Assembly.Please do not insert the mechanical key during installation.The cable goes through the hole below Bolt.



Step 6 Install the Mounting

- 1.Route the cable through the hole on Mounting Plate.
- 2.Secure Interior Assembly Mounting Plate to Exterior Assembly using Screws C.

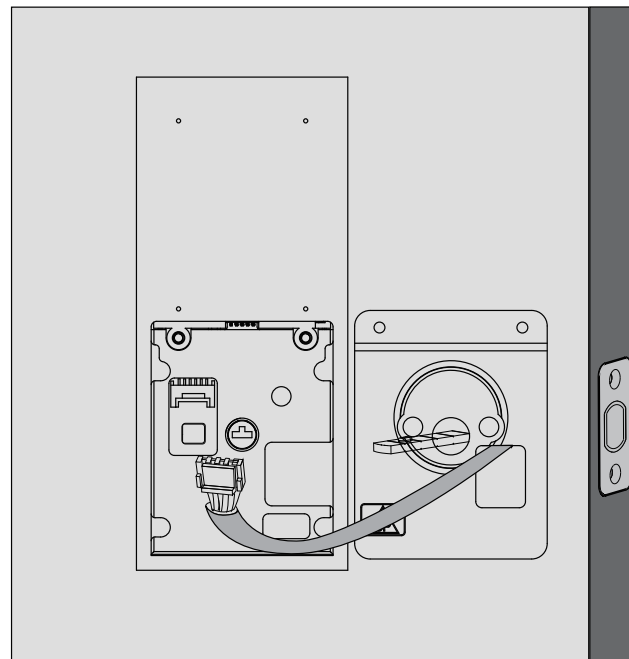


Tool required:
All you need is a manual screwdriver or an electronic screwdriver.

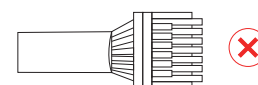
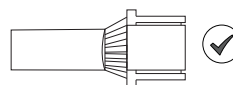


Step 7 Install the Interior Assembly

- 1.Wire to the interior assembly

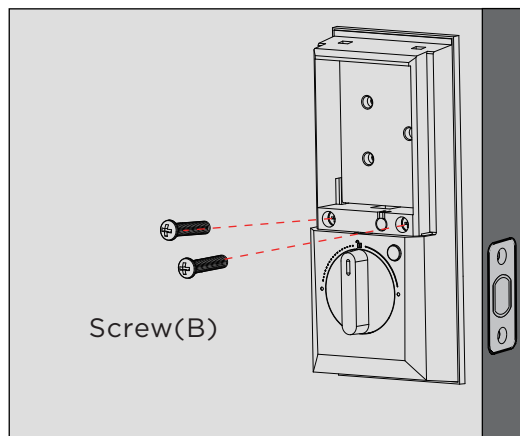
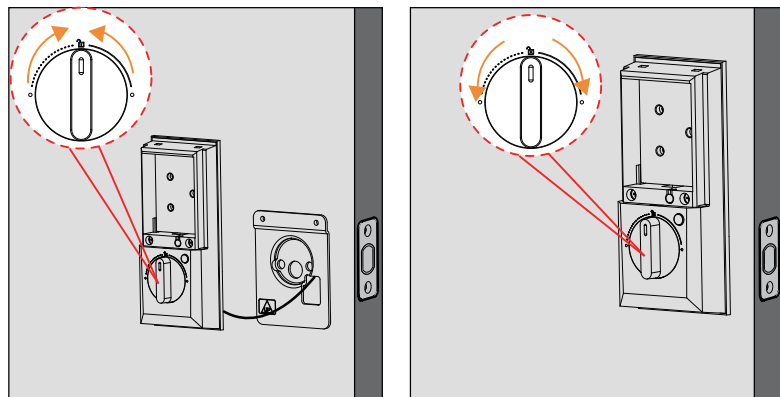


Note:
Check carefully whether the wire is stuck or tangled. If the wire is stuck, re-install the Interior Assembly.



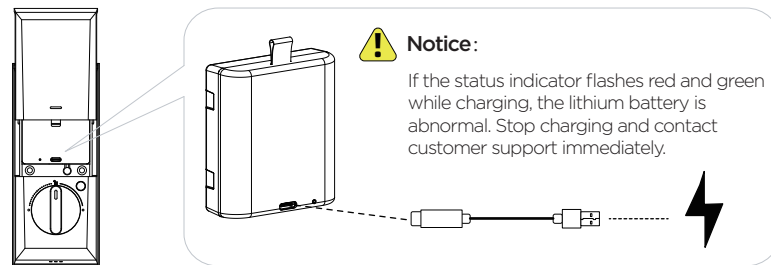
Upside Down

2. Rotate the knob and keep it in a vertical position to remain unlocked.
3. Attach the interior assembly to the mounting plate, and check if the bolt retracts by turning the knob.
4. Tighten the interior Assembly with screws B

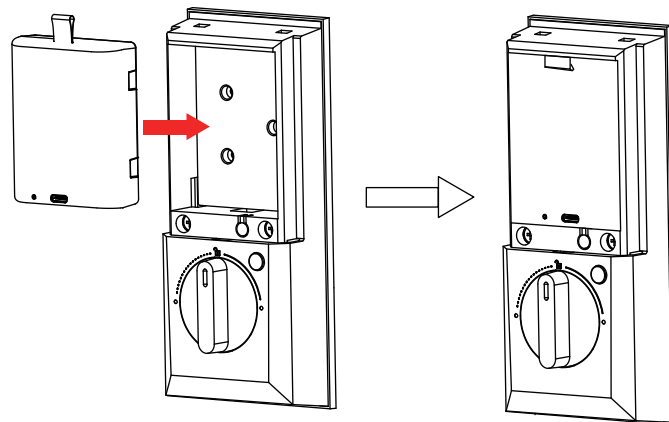


Step 8 Install the Battery

1. Fully charge the battery before first use, It might take about 6 hours.



2. Align the pin connector on the battery with the pin as illustrated below and slide the battery into the battery compartment.



4/Lock Setup

1.Download the TCL Home app from Google Play or App Store



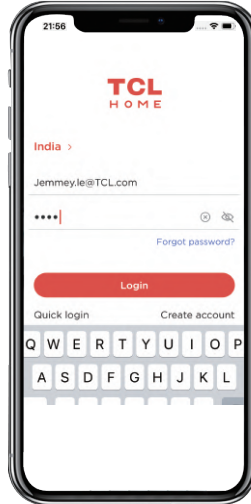
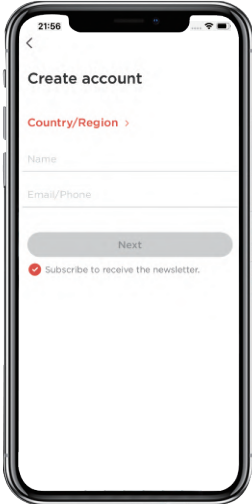
Scan QR code to download the App



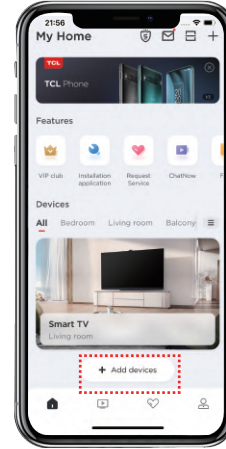
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Google Play and the Google Play logo are trademarks of Google Inc.

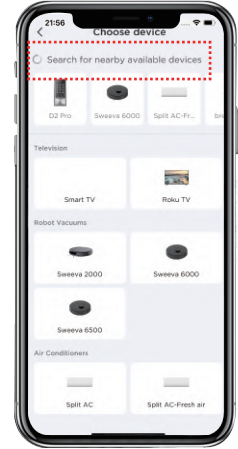
2.Create a User Account



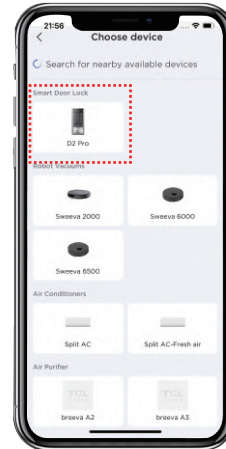
3.Add the Smart Lock



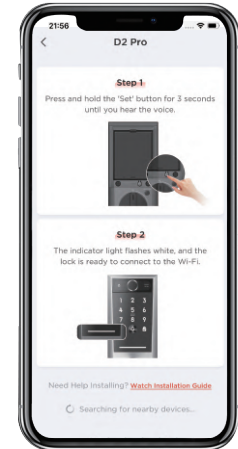
Add devices



Auto-detecting nearby devices

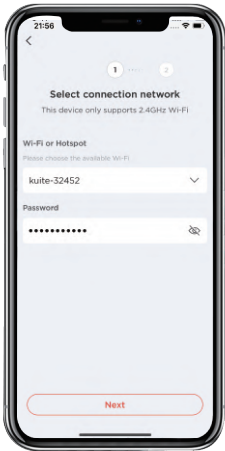


Add devices manually

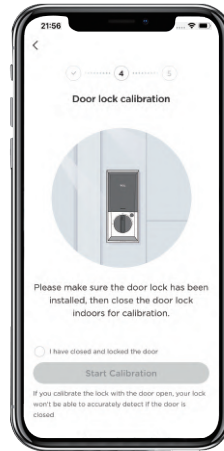


Press and hold the "Set" button for 3s to enter pairing mode.

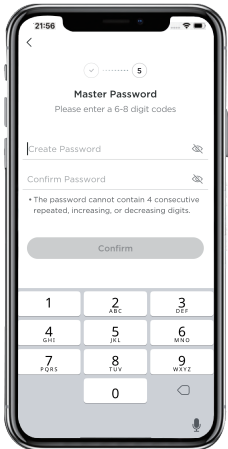
4.APP Homepage Overview



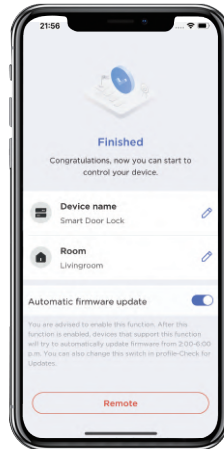
Connecting Wi-Fi



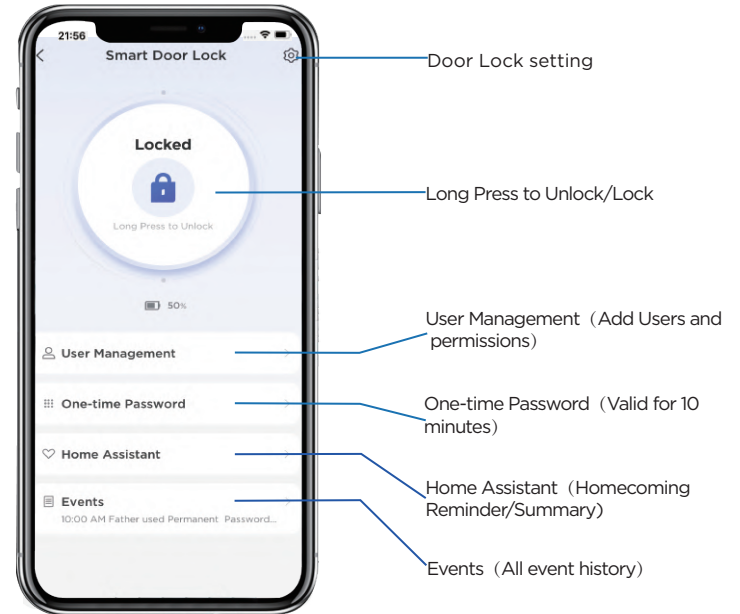
Door lock calibration
(required)



Set Master Password (required)

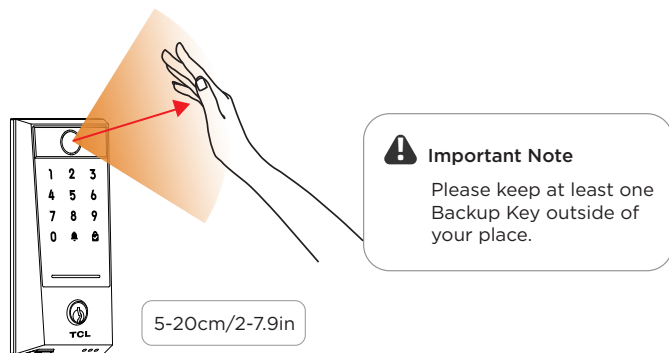


Start to Use



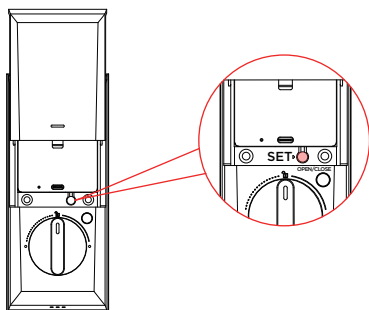
5/ Using your lock

1.Unlock by palm vein



Palm vein recognition defaults to Auto mode. Adjust sensitivity and recognition method in Settings > Human Detection.

2.How to reset the lock



Press and hold the "Set" button for 10 seconds until you hear the prompt "Please enter the master password", then input to reset. This will restore factory defaults and erase all user data.

If you are TCL Home app owner, Clicking "Remove Device" from app only removes the pairing, Existing access permissions stay active.

6/ FAQ

Q: How many passcodes and palm vein can the lock store?

A: Up to 50 palm vein and 50 passwords.

Q: What temperatures can the lock handle?

A: The exterior assembly can handle temperatures within the range of -25°C to 70°C. We do not recommend using the smart Lock outside of these conditions.

Q: What door thickness is compatible with this lock?

A: The lock is compatible with doors 1.38in/35mm to 2.13 in/55mm thick.

Q: Why can't the latch be installed?

A: Check the backset length(2.36in/60mm or 2.76in/70mm) and adjust the latch to match.

Q: Why can't the Exterior Assembly be installed?

A: If the cross bore diameter is 1.50 in/38 mm, remove the spacer before installation.

Q: What is the network requirement?

A: The lock can only work with the 2.4G Wi-Fi network(5G Wi-Fi NOT supported).

Q: Does the lock need to be paired with a Wi-Fi Bridge?

A: No, it is a smart lock with built-in Wi-Fi. No extra hub required.

Q: How to reset the lock?

A: Press and hold the "Set" button for 10 seconds until you hear the prompt "Please enter the master password", then input to reset. This will restore factory defaults and erase all user data.

If you are TCL Home app owner, Clicking "Remove Device" from app only removes the pairing, Existing access permissions stay active.

7/ Disclaimer

Do not use the Device in the environment at too high or too low temperature, never expose the Device under strong sunshine or too wet environment.

The suitable temperature for the product and accessories is -10°C to 50° (Charging temperature: 0°C to 40°C).

It is recommended to supply the device in an environment with a temperature that ranges from 5°C-25°C.

When supplying, please place the device in an environment that has a normal room temperature and good ventilation.

Your biometric data is stored locally on the device, not in the cloud, ensuring safety and privacy.

TCL Global Privacy Policy can be found in Me — About — Privacy Notice.

8/ 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.