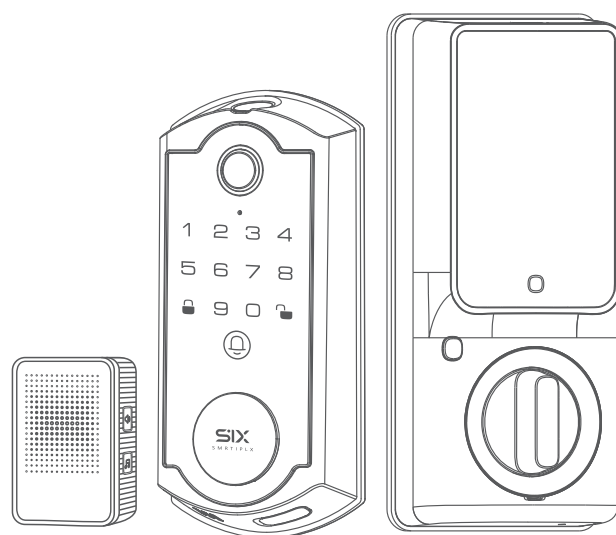


# Model: S398

材质:128克铜板纸,4C印刷 骑马订  
展开尺寸:240x170mm(成型尺寸120x170mm)



## Customer Support

Email: [support@smrtiplx.com](mailto:support@smrtiplx.com)  
Website: [www.smrtiplx.com](http://www.smrtiplx.com)

Zhangjie Technology Co., Limited  
Rm.1801, Easey Comm. Bldg., 253-261 Hennessy Road, Wanchai, Hong Kong



# User Manual

Video smart lock

Model: S398

**Contents**

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2. Prepare the door and check dimensions ..... 03

3. Parts list ..... 04

4. Installation overview ..... 05

5. Programming instructions ..... 17

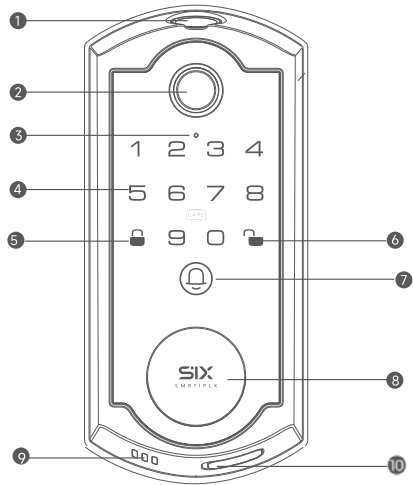
6. Q&A ..... 21

7. Disclaimer ..... 22

Read this manual carefully before use and keep it for future reference.

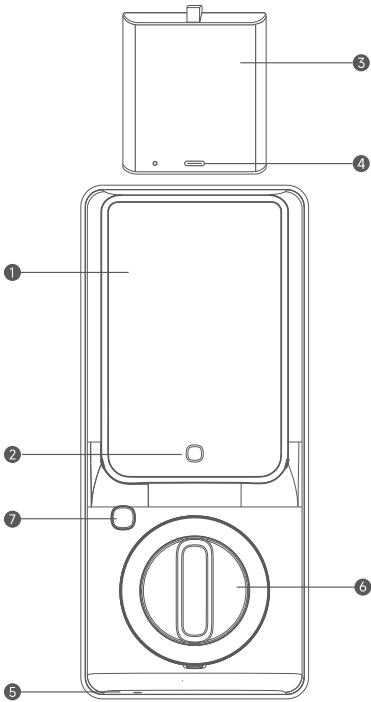
# 1/ Hardware introduction

## Overview



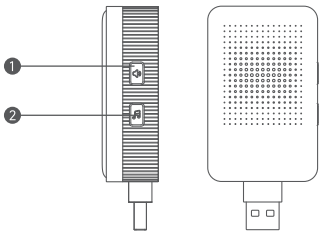
- 1 Fingerprint Sensor
- 2 Camera Module
- 3 IR Illuminator
- 4 Touch Keypad
- 5 Lock Button
- 6 Unlock Button
- 7 Doorbell Button
- 8 Key Cover
- 9 Speaker
- 10 Emergency Power Supply Port  
(For emergency power only; not for battery charging)

- 1 LCD Display
- 2 Screen Wake Button
- 3 Rechargeable Lithium Battery
- 4 Charging Port
- 5 Set Button
- 6 Manual Lock/Unlock Knob
- 7 open & Close Button



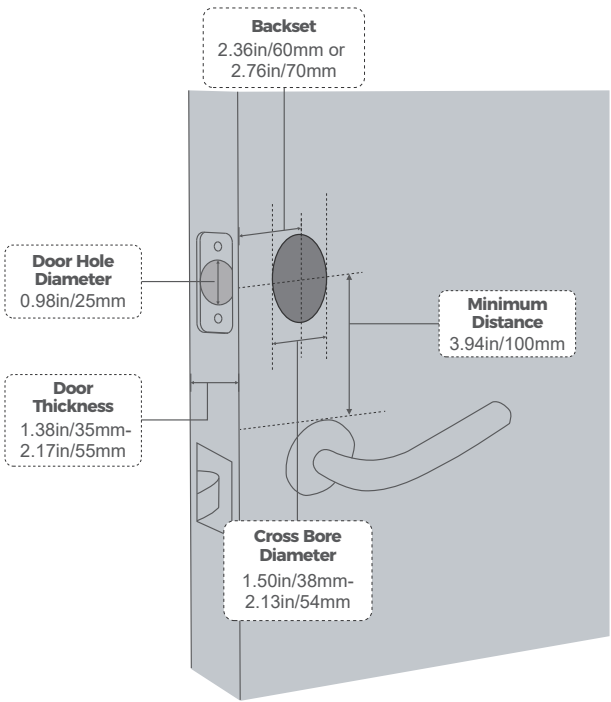
- 1 Doorbell Volume Setting Button
- 2 Doorbell Ringtone Selection Button

Chime accessory pairing guide:  
 1. Press and hold the chime volume setting button for more than 5 seconds, and release when you hear the tone.  
 2. Press the "Doorbell Button" of external lock at least three times until the chime rings simultaneously.


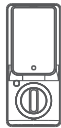

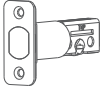

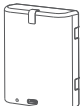










## 2 / Preparing the Door and Checking Dimensions


### Compatible Doors



## 3 / Parts List

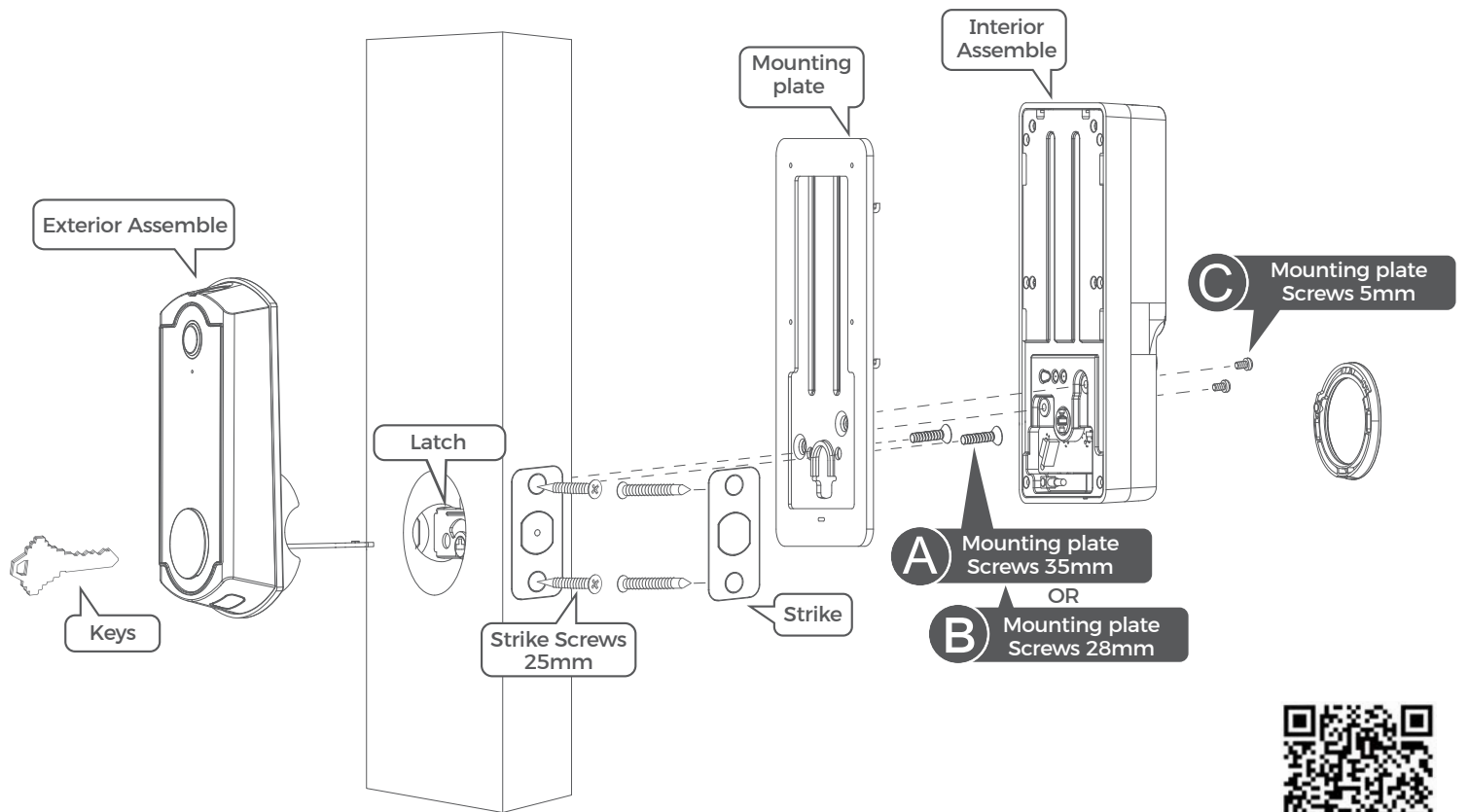
 Exterior Assemble	 Interior Assemble	 Doorbell Chime	 Latch
 Strike	 Battery	 Strike Box	
 Mounting plate Screws (x2) 35mm	 Mounting plate Screws (x2) 28mm	 Interior Assembly Screws (x2) 5mm	 Strike Screws (x4) 0.98in/25mm
 Keys (x2)	 User Manual		

**TOOL REQUIRED**  
All you need is a manual screwdriver or an electronic screwdriver.

**IMPORTANT**  
Do not load batteries until lock is completely installed.

Note: Illustrations of product and accessories in the user manual are for reference purposes only. Actual product and functions may vary due to product enhancements.

## 4/ Installation Overview



\* 1.77-2.13in/45-55mm door thickness use **A**  
 \* 1.34-1.77in/35-45mm door thickness use **B**

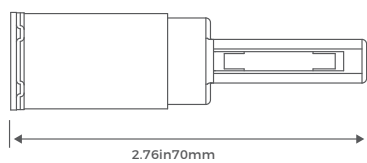
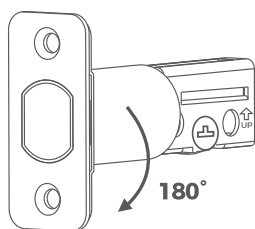
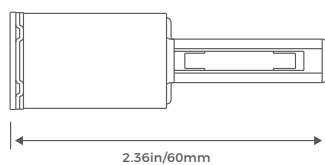


Scan the QR code to watch the video of installation guide

## Step 1. Install Deadbolt

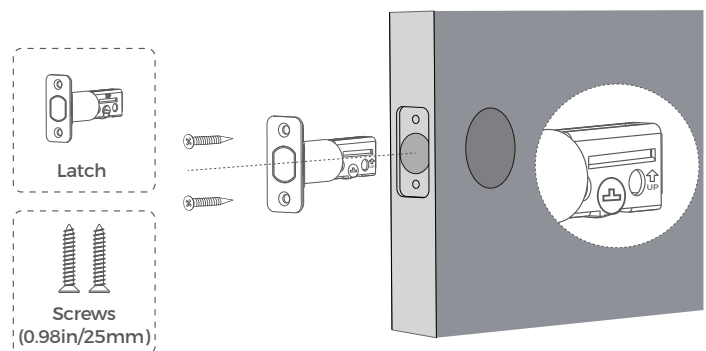
1. Check your door to see if the deadbolt requires adjustment.

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

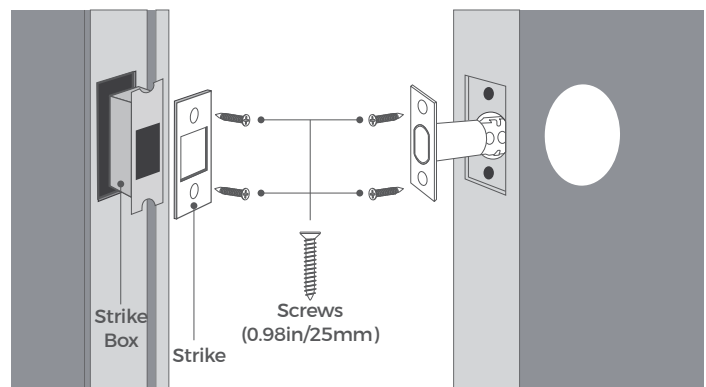


07

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



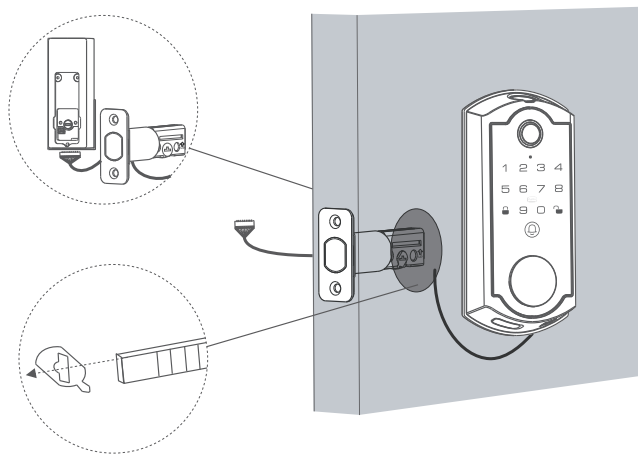
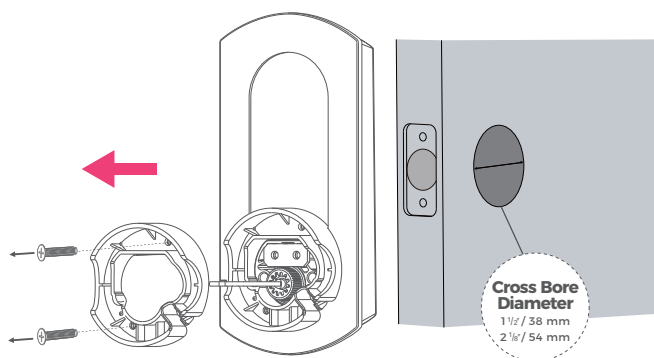
## Step 2. Install Strike Plate



08

### Step 3. Install Exterior Assembly

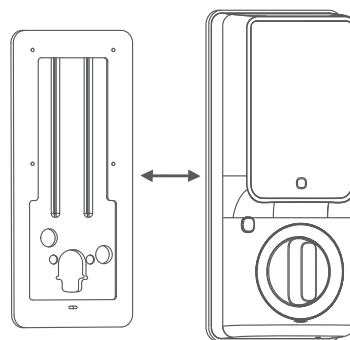
If you have a 38mm cross bore, Remove the positioner before installation.



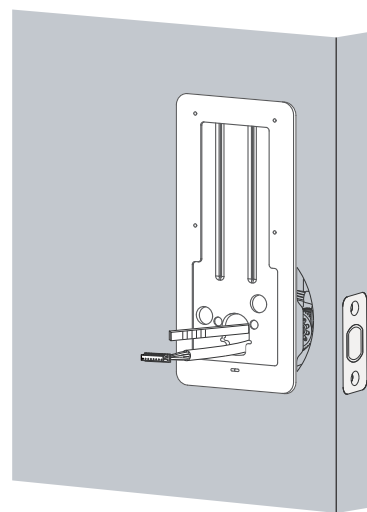
09

### Step 4. Install Interior Assembly

1. Detach the back cover from the interior assembly.



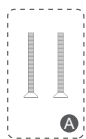
2. Run the wires through the back cover.



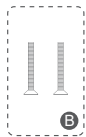
10



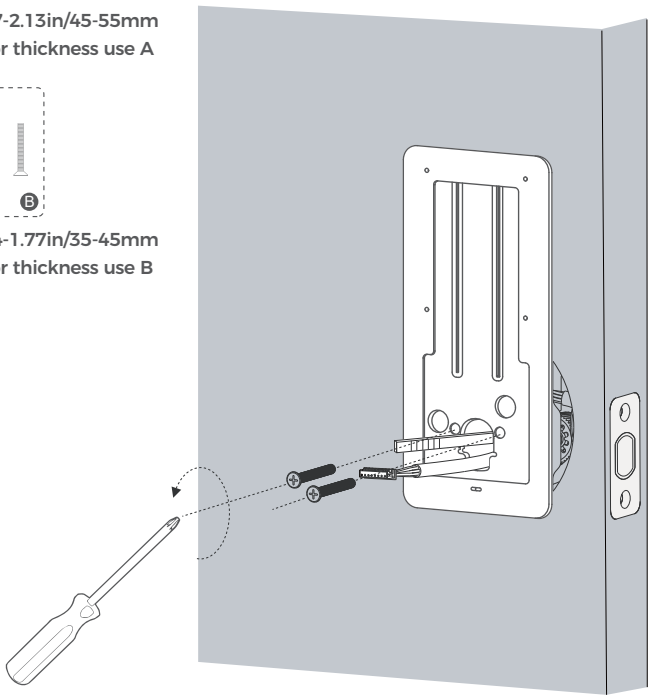
3. Secure the back cover with screws.



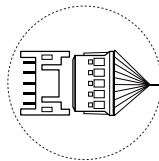
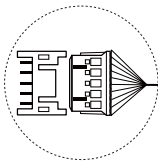
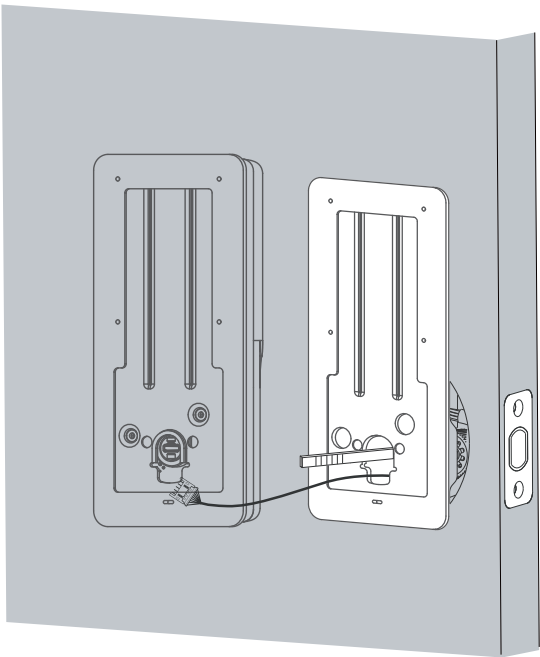
1.77-2.13in/45-55mm  
door thickness use A



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

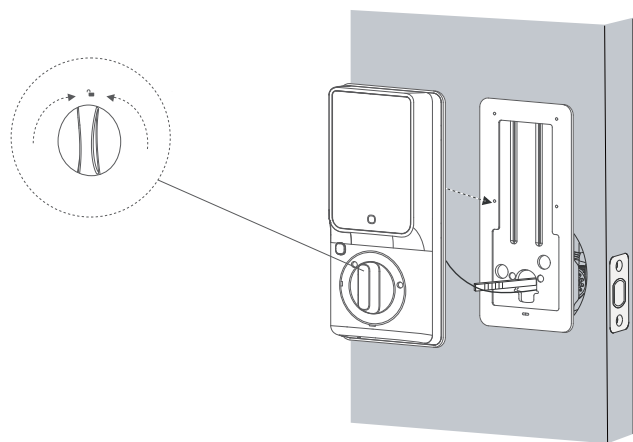


4. Wire to the interior assembly.

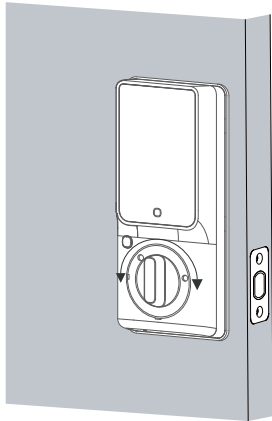


Upside Down

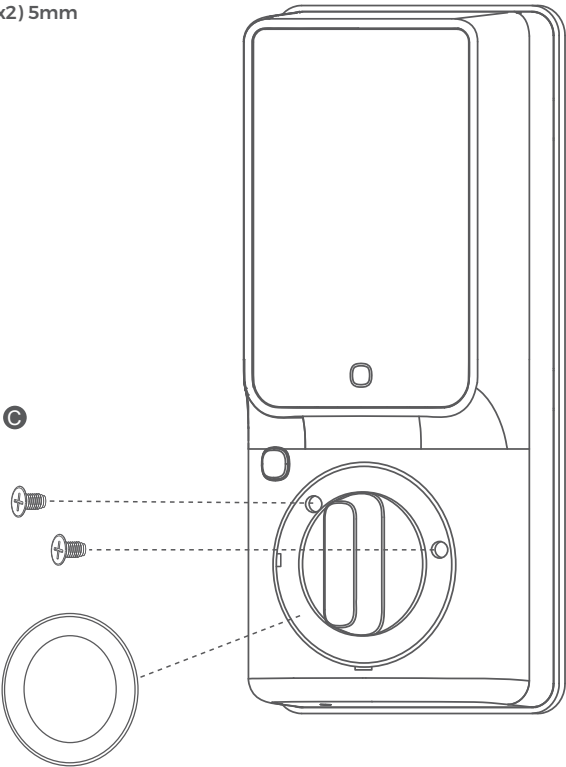
5. Mount the interior assembly. Make sure both wires are tucked into the cabin on the back of the interior assembly.



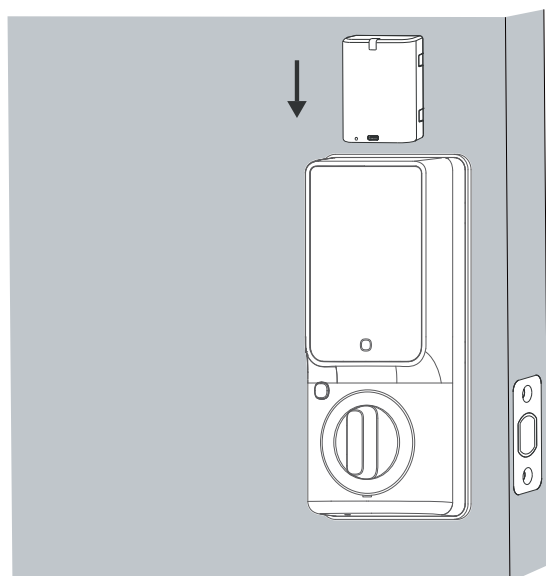
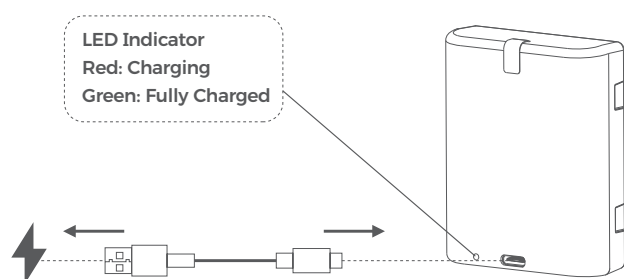
6. Check if the deadbolt retracts by turning the thumbturn.



Interior Assembly  
Screws (x2) 5mm



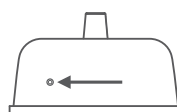
7. Fully charge the battery before first use. It might take about 6 hours.



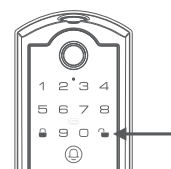
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## Operation Instructions

### 1. Restore Factory Settings



**Step1:** Press and hold the "Settings" button for 7 seconds. A prompt tone will sound each second, totaling 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.

#### 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.

Keep new and used batteries away from children.

If the battery compartment does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Risk of explosion if the battery is replaced by an incorrect type.

- replacement of a battery with an incorrect type that can defeat a safeguard
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Do not replace a battery with an incorrect type.

Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.

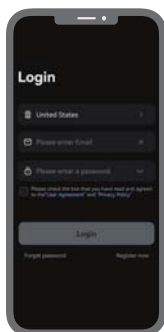
Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.

A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

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## 5/ Programming instructions

### App Connection Guide



Input the Account and the Password

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### Add device of smart lock

1. On the first page, click the + sign to add a device, select 'Video Lock' and click to continue on the next page.

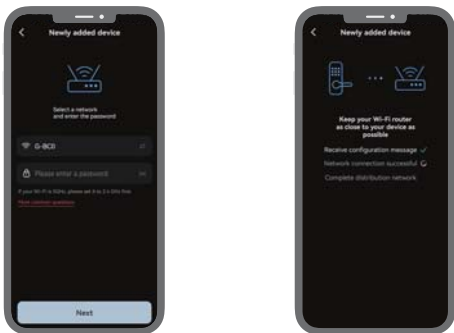


2. Scanning for nearby devices, please ensure that the device has been wakened and the password keyboard is on.



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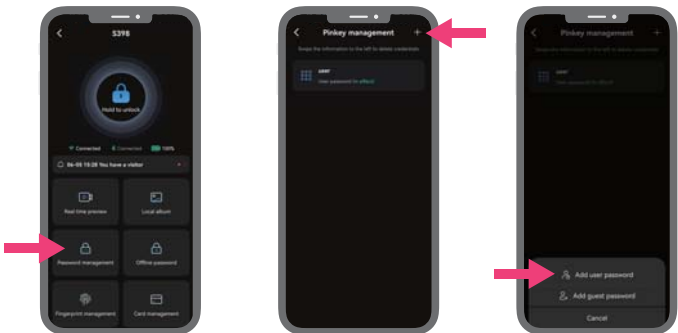
3. Select the network and enter the password (please use 2.4GWIFI), wait for the network to succeed.



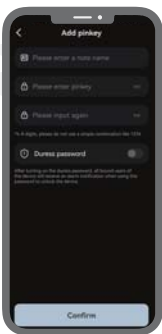
4. Now the device is being added, after the successful addition of the device, the voice will announce that the connection to WiFi is successful.



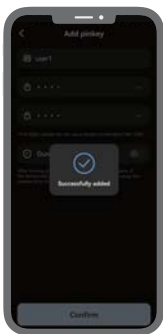
### Add Member Password



- 1 password management
- 2 Click the + sign in the top right corner
- 3 Select 'Add user password'



- 4 Enter your username and password



- 5 Operation successful

## 6/Q&A

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- 01 Q: What happens when I reset the door lock?**  
A: Any 6-8 digit password and any fob card will be able to unlock the door until reconfigured.
- 02 Q: Why does the battery drain in less than 6 months?**  
A: The 10000mAh lithium battery lasts up to 8 months with 10 daily uses. Frequent use or cold weather can reduce battery life.
- 03 Q: Why can't I install the lock?**  
A: Ensure your door meets the thickness and compatibility requirements in the manual. Remove all old lock accessories before installation.
- 04 Q: What should I do if the screws don't fit?**  
A: Verify that you are using the correct screws for each part.
- 05 Q: What should I do if an accessory is missing?**  
A: Contact [support@smrtiplx.com](mailto:support@smrtiplx.com) for assistance.
- 06 Q: The lock doesn't work after installing the battery. Why?**  
A: Check the battery installation and ensure the power cable is securely connected. If the problem persists, contact Amazon customer service for a replacement.
- 07 Q: The latch isn't working properly. What should I do?**  
A: Adjust the latch length (60mm or 70mm) as needed. If the problem persists, restore factory settings so the lock can recognize the door orientation.
- 08 Q: Why can't I manually turn the lock from inside?**  
A: Check installation for errors. If properly installed, the internal gears may need adjustment. Turn the knob firmly to reset the gears.
- 09 Q: What is the operating temperature range of the smart door lock?**  
A: Operating Temperature: -4°F to +140°F (-20°C to +60°C)
- 10 Q: What is the EIRP power of the smart door lock?**  
A: Wi-Fi Maximum Output Power: < 20 dBm  
Bluetooth Maximum Output Power: <10 dBm

## 7/Disclaimer

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**Biometric Data:** Your fingerprint data is stored locally on the device and not shared.  
**IoT Services:** Connectivity is powered by Cldbus. Refer to Cldbus's privacy policy for data handling details.  
**Product Information:** This manual is for reference only. Features may vary due to updates.  
**Manual Updates:** This document is subject to change. For the latest version, visit our website or contact customer support.

## 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.