

APP

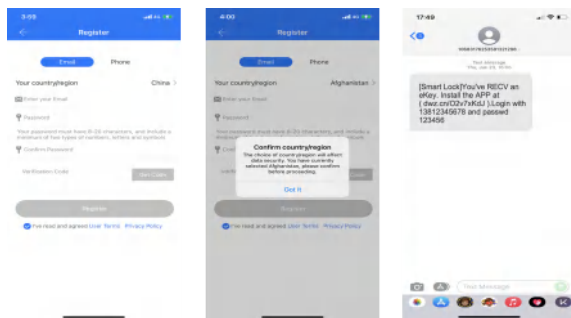
Register

Please register an account before using App.

- Register: You can register with your phone number or email.

*Please select your country/region based on your actual situation before registering and confirm it is correct.

- Auto register: When you send an ekey to a phone number or email, and this phone number or email hasn't been registered yet.

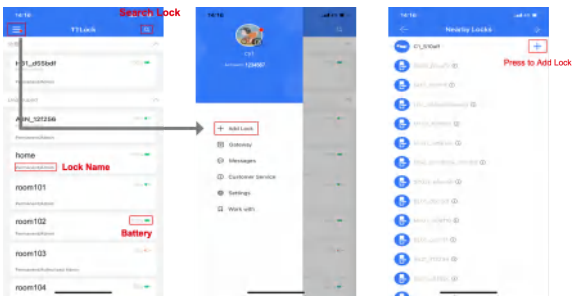


Add Lock

The home page is the lock list. It is empty if you are a new user. You can add a lock from here.

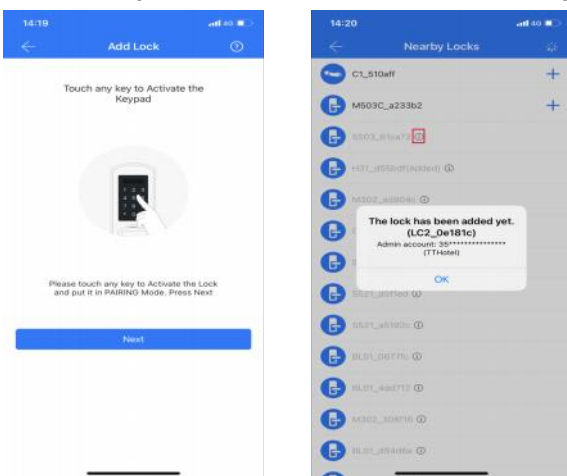
1.Steps

- Click the "≡" button at the top left, and click "Add Lock" option to add a lock.
- In the "Nearby Locks" page, you will see the locks detected by bluetooth.
Press "+" button to add the lock.
- The added lock will be shown in the lock list, together with lock name and battery level.



2. Notice

- To add a lock, please wake it up first by touching the keypad, or swiping card.
- If the lock has been woken up but still not in setting mode, it may have been added by others yet. Please reset it first then try again.

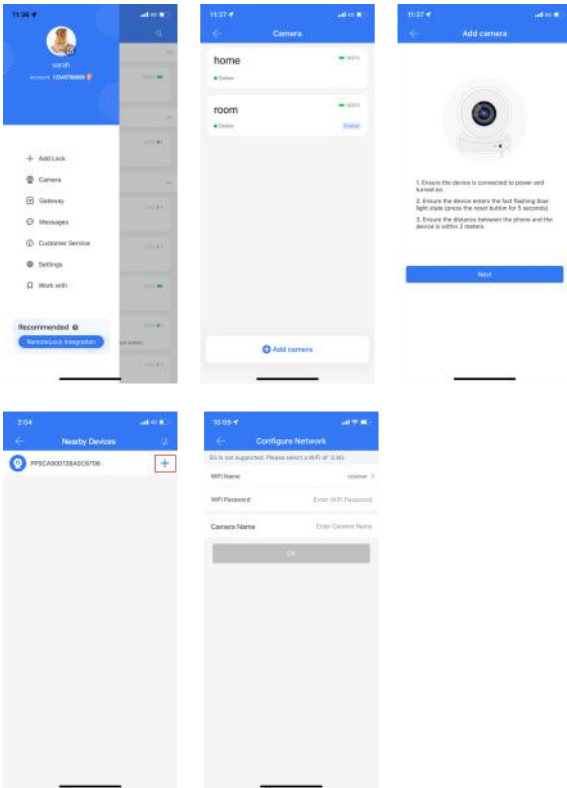


Add camera

The App supports adding and managing cameras, and the operation steps are as follows:

1. Add camera

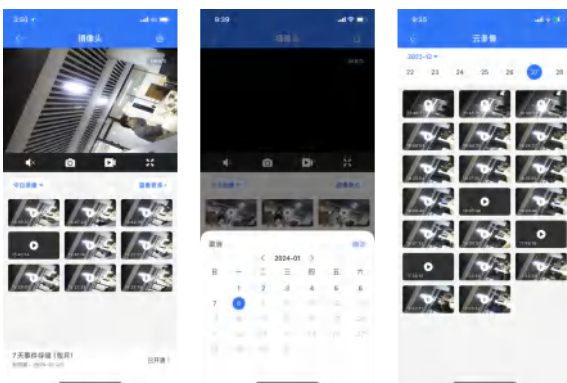
- Click on "☰" - "Camera" to enter the camera list. You can see the cameras that have been added or the ones shared with you by others.
- To add a new camera, click on the "Add Camera" button at the bottom, follow the prompts to activate the device, then click "Next" and select the camera to be added. Finally, set up the device's network connection.



2. *The Current Live Feed*: Once you enter the camera page, you can view the current live feed. You can adjust the volume, take screenshots, record videos, and perform other operations.

3. *Cloud Recording*

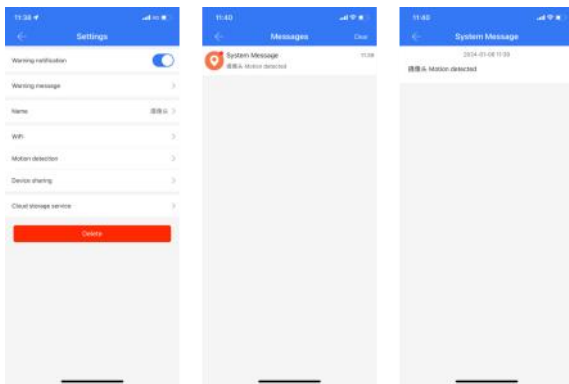
- The camera has motion detection function, which allows you to save the captured videos for later viewing. To view the videos, you need to subscribe to the cloud storage service.
- The page displays the latest 9 cloud recordings for today. If you want to view past recordings, you can select the date in the upper left corner. To view all recordings, click the "View More" button.



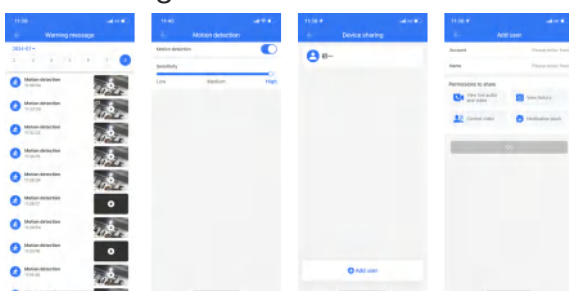
4. *Settings*: The settings include enabling/disabling alarm push notifications, viewing alarm messages, modifying device names, viewing WiFi information, enabling/disabling

motion detection, adjusting sensitivity, sharing devices, and subscribing to cloud storage service. Only the person who added the device can operate these settings.

- **Warning notification:** By enabling this function, you will receive push notifications from the app when there is a motion detection event. Please note that the message push notifications in the app settings must also be turned on, otherwise you will not receive the notifications.

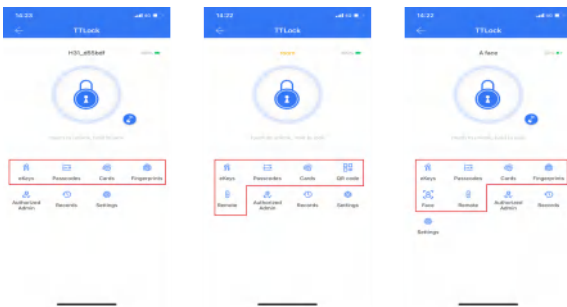


- **Warning message:** All motion detection events are displayed here. If you haven't subscribed to the cloud storage service, you can only see the time when the events occurred, but not the pictures and videos.
- **Motion detection:** You can enable/disable the motion detection feature. When it is enabled, you can also adjust the sensitivity. The higher the sensitivity, the shorter the time interval between camera captures.
- **Device sharing:** You can share the device with your family members by entering their account and name. The recipients will be able to view the live feed and cloud recordings.



Access Permission

After adding lock, you can grant access permissions to others, including ekey, passcode, card, fingerprint, face, and etc.



1. Ekeys

- You can see all ekeys here. Press "Reset" at the top right to delete all of them.
- In the ekey's detail page, you can view, change, freeze, and delete it.
- Click "Send eKey" to send ekey to someone else.

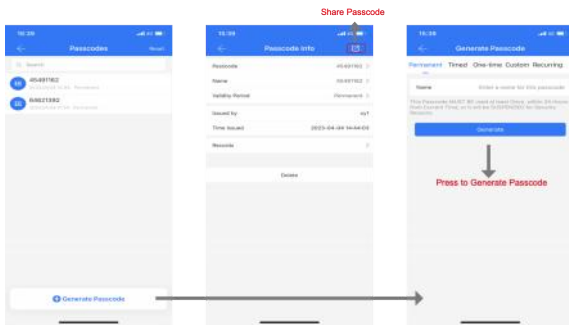


• Notice

- If the recipient's phone number is not registered, after sending the ekey to the unregistered user, the system will generate an app login account and password. You can send them to the recipient via SMS.
- Remote unlock: Gateway is needed to do remote unlock.
- Identity verification: (It only works in China).
- Reset: Do it near to the lock via bluetooth.

2. Passcodes

- You can see all passcodes here. Press "Reset" at the top right to delete all of them.
- In the passcode's detail page, you can view, change, share, and delete it.
- You can also create an "Erase" passcode to delete all other passcodes. Or create a custom passcode.
 - Erase: When you input "Erase" passcode on lock, all other passcodes will be disabled.
 - Custom: You can Configure the Customized Pin Code via Bluetooth or Remotely via a Gateway.

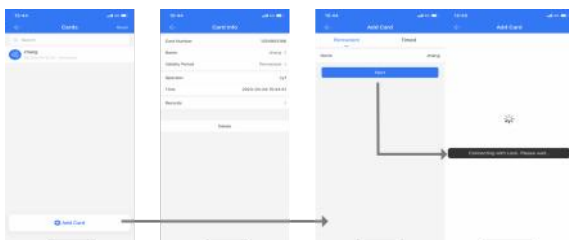


• Notice

- Only passcodes have been used on lock can be changed.
- The passcodes with type permanent, timed, and recurring should be used at least once after their "start time". Or they will be invalidated.
- One-time passcode only works within 6 hours.

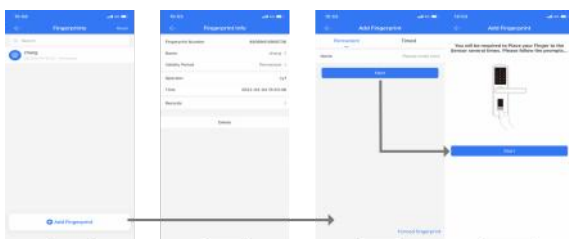
3.Cards

- All cards of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the card's detail page, you can view, change, or delete it.
- Selete validity period type and enter the name, then place the card on the lock to be added.



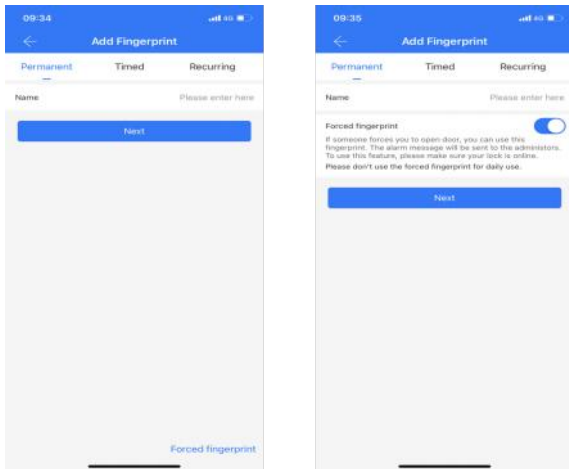
4.Fingerprints

- All fingerprints of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the fingerprint's detail page, you can view, change, and delete it.
- Selete validity period type and enter the name, then put your finger on the lock to be added.



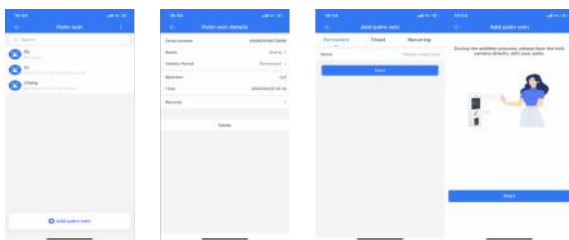
*Forced fingerprint: Click the ***"Forced fingerprint" to add a forced fingerprint.If someone forces you to open door, you can use this fingerprint. The alarm message will be

sent to the administrators. To use this feature, please make sure your lock is online.



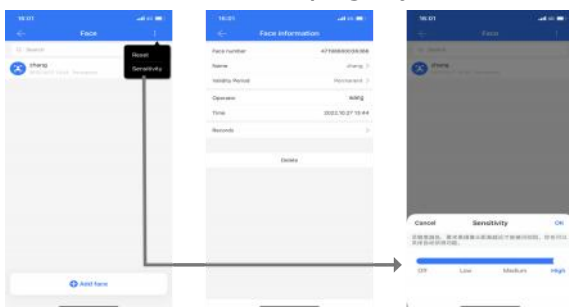
5. Palm vein

- You can see the palm vein that has been added here. There are "Reset" and "Sensitivity" in the menu. Click "Reset" to delete all palm vein data; click "Sensitivity" to adjust the camera's recognition sensitivity.
- You can enter the palm vein details page from the list to view, modify, and delete.
- Select the type, enter the name, follow the prompts to align your palm with the lock's camera, and record the palm vein.

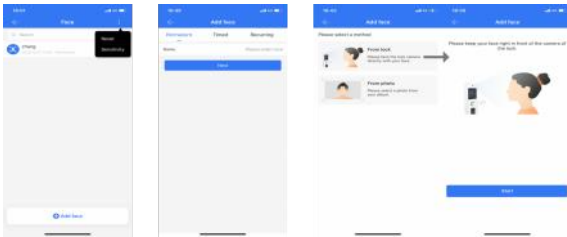


6.Face

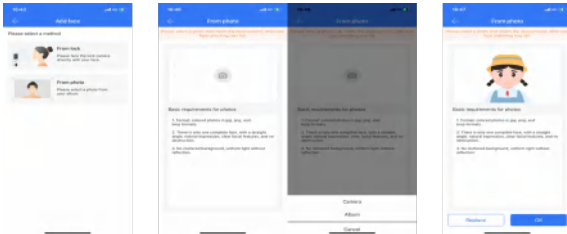
- All faces of this lock will be listed here. Click "Reset" at the top right delete all of them. Click "Sensitivity" to set the sensitivity of the camera on the lock.
- In the face's detail page, you can view, change, and delete it.



- There are two ways to add a face.
 - Select the type, enter the name, and select "From lock" as the add method. Follow the prompts to align the face with the lock's camera.



- Select "From photo" as the add method. Select a photo that meets the requirements and preview the effect. If you are not satisfied, you can "Replace". Click "OK" to complete the addition.



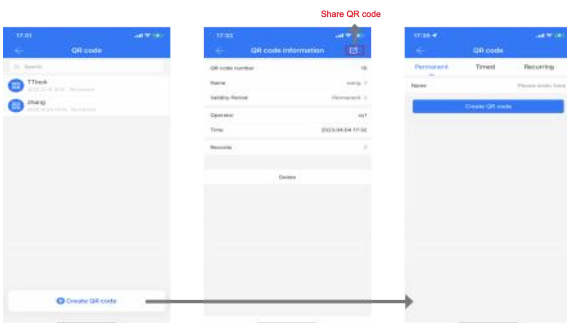
7.Remote

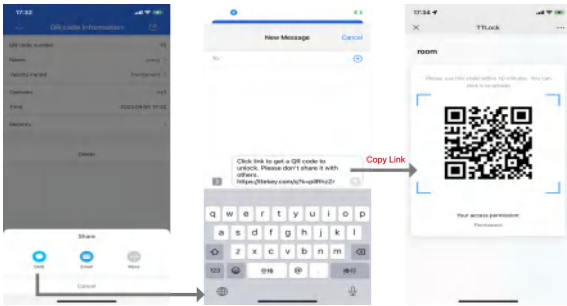
- All remote control of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the remote control's detail page, you can view, change, and delete it.
- Selete validity period type and enter the name, then make the device into setting mode and add it with app.



8.QR code

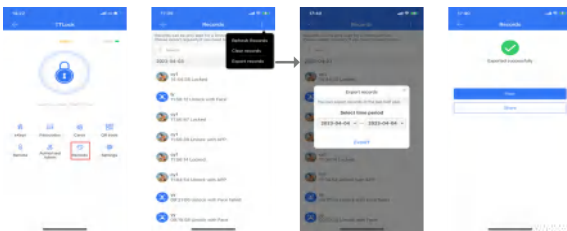
- All the generated QR codes will be listed here.
- In the QR code's detail page, you can view, change, share, and delete it.
- Selete validity period type and enter the name to create a QR code. The QR code link can be send to others via SMS, email, and etc.





9.Records

- Look up all operations in the "Records" page. You can check the operator and time of unlock in the "Records" on the main page. You can also view the specific reason for the failure, and delete or export the records.
- The administrator can clear all the records.
- Click "Export records" at the top right menu. You can export the records of last half year.



Manage Access

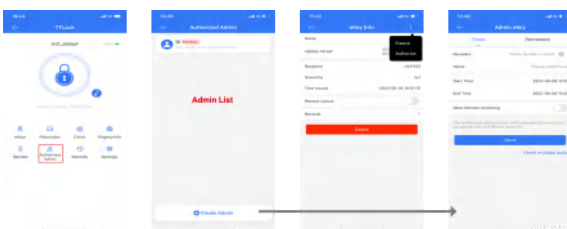
There are three user levels: administrator, authorized administrator, and user.

When you add a lock with App, you will be the administrator of this lock. The

administrator can add others as the authorized administrators. Both the administrator and authorized administrator can grant access permission to others. Users have the permission to unlock with App.

1.How to add authorized administrator

- First, select a lock and run into the console page.
- Click "Authorized admin", you can see all current authorized administrators of this lock.
- Click "Create admin", enter the account and validity period, then click "Send".



2.Permission

The authorized administrator has almost the same permission as the administrator, except for some special functions.

Permission/Identity	administrator	authorized administrator
Manage the Reset key	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Export records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create authorized administrator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subscribe the advance function	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transfer or delete lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Get the administrator's passcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Import data from another lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure Alexa and Google home	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure unlock notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure ""locks requiring phone online	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Device

The gateway and door sensor are the two main accessories of locks.

1. Gateway

- Gateway Type



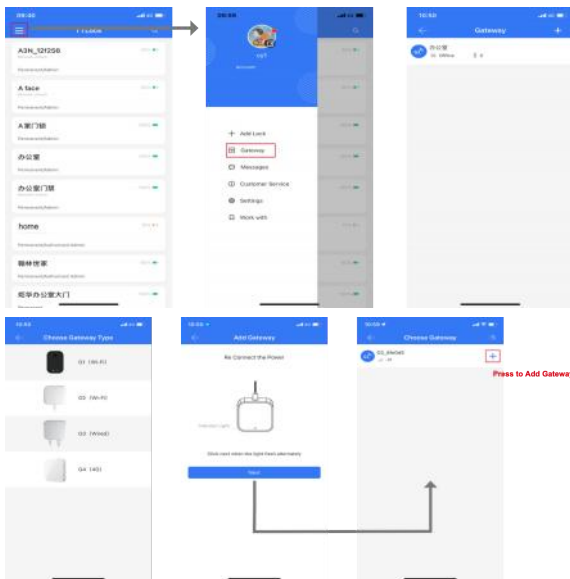
- Gateway functions

The gateway is an accessory of lock. It connects the lock to network. With a gateway, you can manage locks from remote, like open door, delete passcode.

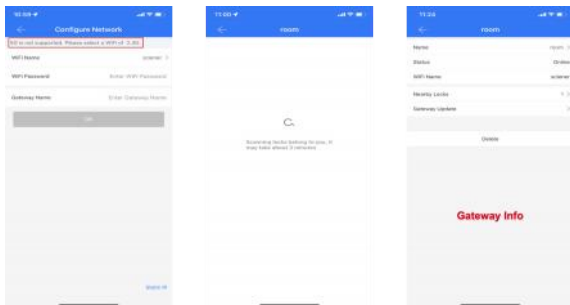
functions/Gateway	Gateway	No gateway
Remote unlock	<input checked="" type="checkbox"/>	✘
Edit/Delete passcode remotely	<input checked="" type="checkbox"/>	✘
Create custom passcode remotely	<input checked="" type="checkbox"/>	✘
Create/Edit/Delete card remotely	<input checked="" type="checkbox"/>	✘
Create/Edit/Delete fingerprint remotely	<input checked="" type="checkbox"/>	✘
Upload records automatically	<input checked="" type="checkbox"/>	✘
Configure the lock remotely	<input checked="" type="checkbox"/>	✘
Look up the lock time and status remotely	<input checked="" type="checkbox"/>	✘

- Add Gateway

- Click "≡" -> "Gateway" to enter the gateway page. Click "+" at the top right to add a new gateway.



- G2 is a WiFi gateway. It will search for nearby locks automatically. In the gateway page, you can see its type, status, and amount of nearby locks.



- If a lock connects to gateway, you can find gateway information in the lock's setting menu.

- Notice

Please re power the gateway if failed to add it; Gateway range: 10 meters (no shelter).

2. Door Sensor

- Door Sensor functions

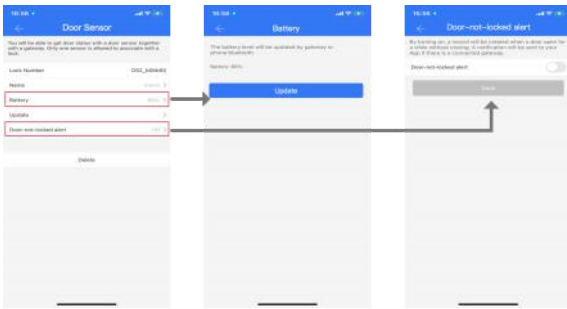
You will be able to get door status with a door sensor together with a gateway. Only one sensor is allowed to associate with a lock.

- Add Door Sensor

- In the lock's setting menu, Click "Door Sensor", you will see this lock's door sensor, or you can add a door sensor here.

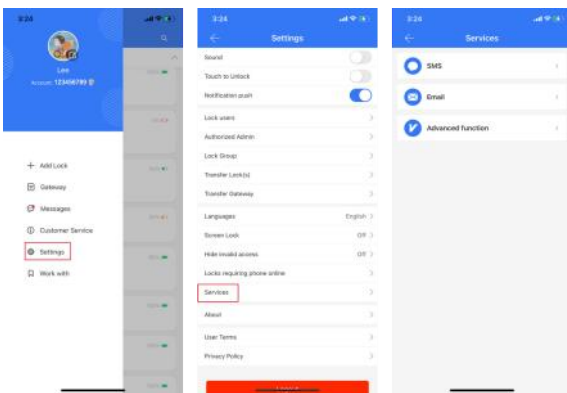


- In the door sensor page, you can see all its information, like battery level.



Services

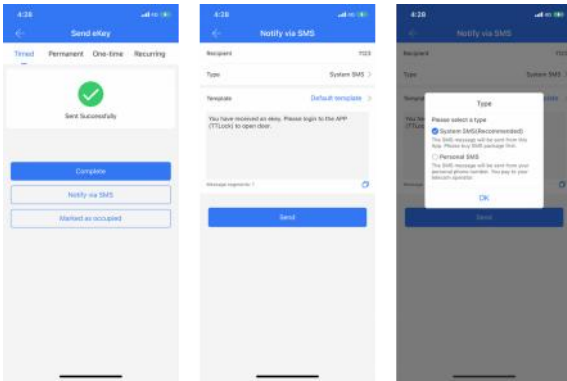
There are also value added functions. You can find "Services" in the App's "settings" menu. It includes SMS, email, and advanced functions.



1. SMS&Email

- functions: You can send information of ekey or passcode to someone else via SMS or email.
- Steps (Take SMS for example) : After sending the ekey, click "Notify via SMS", choose either System SMS or Personal SMS.
 - Personal SMS: Send from your phone, and charge from your phone number.
 - System SMS: Send from the software system. You should buy SMS package first.

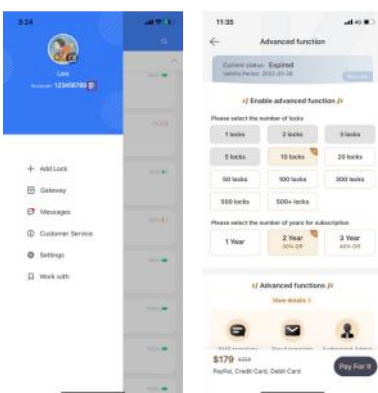
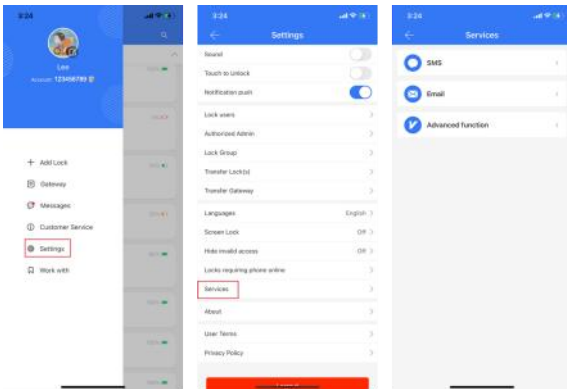
*You can also click the copy icon in the bottom right to copy the content and send it to others.



2. Advanced Functions

The advanced functions include customization of SMS and email message, add authorized admin in batch, group locks in batch, send multiple ekeys, Room status, Card encoder, Scenario reminder, Unlock all and Passage Mode.

Alternatively, click on the icon behind the account in the app's menu to access the "Advanced Function" page. If you are unfamiliar with the advanced function, you can click on "View details" to see relevant information.



- Customization of SMS and Email Message
 - functions: Customise the SMS and email message.
 - Steps (Take ①SMS for example) :

①. Find the "SMS template" at App settings -> Services -> SMS menu. You can view and create your templates here.

②. Click "Create template" button at the bottom to create message template for ekey and passcode.

③. Then you can select the template to send the ekey or passcode message.



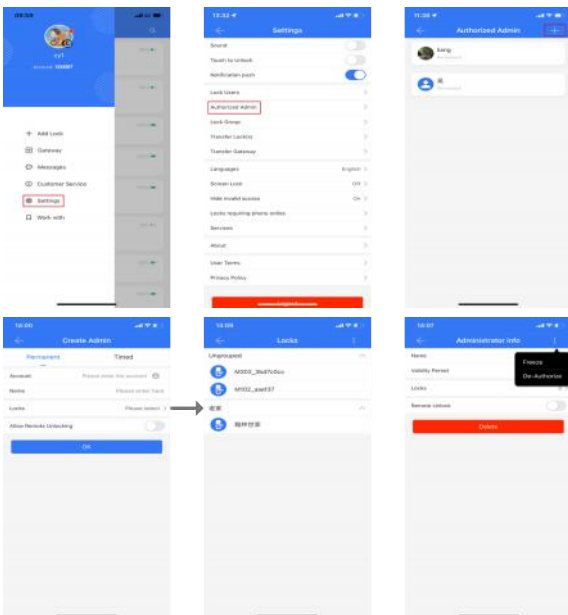
- Add Authorized Admin

- functions: Authorize someone as the administrator of selected multiple locks.

- Steps:

①. Find the "Authorized Admin" in the App "settings" menu. You will see current authorized administrators.

②. Click the "+" icon at the top right to create a new admin.



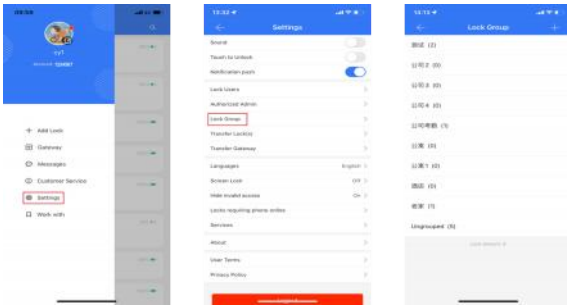
③. In the authorized admin's detail page, you can freeze or de-authorize him, change the validity period, or change locks.

- Lock Group

- functions: Make the management easier when there are lots of locks.

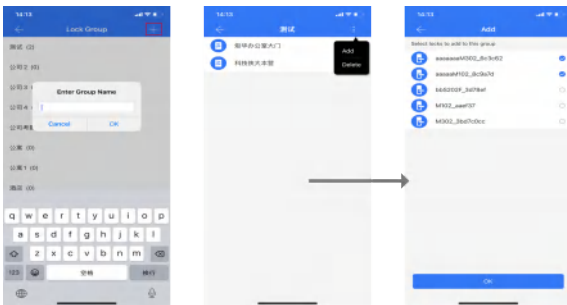
- Steps:

①. Find "Lock Group" in the App settings menu. You will see current groups.



②. Click the "+" icon at the top right to create a new group.

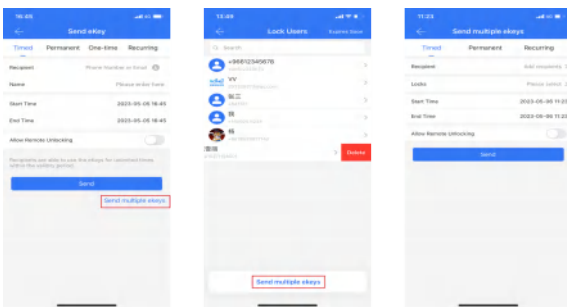
③. Click the new created group, then you can "add" locks to it.



• Send Multiple Ekeys

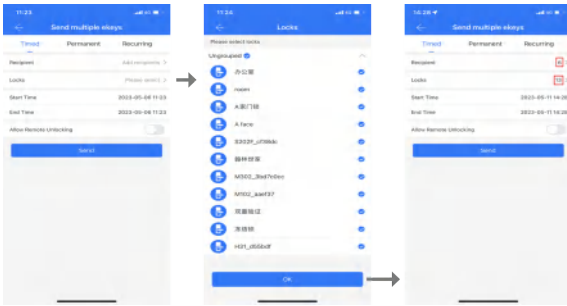
- functions: Send ekeys to multiple users.
- Steps:

①. There are two entry to send ekeys to multiple users: the bottom right of the "Send eKey" page and the "Lock Users" in the App "settings" menu.

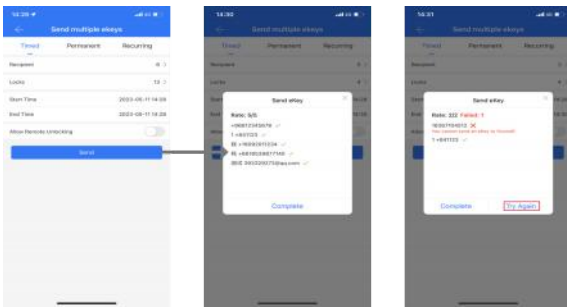


②. You can add multiple recipients and multiple locks. All these locks' ekeys will be sent to these recipients.





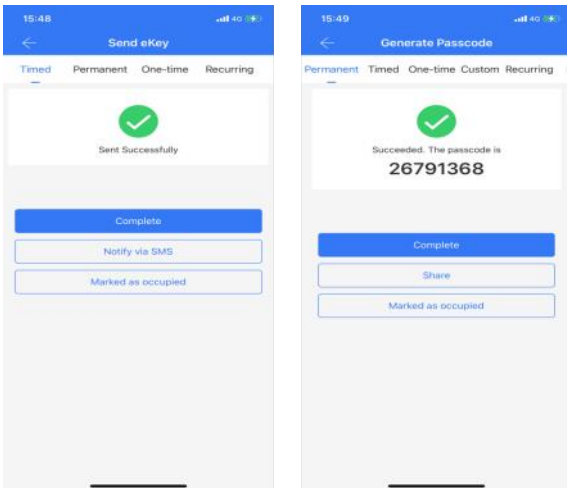
③. The ekeys will be sent one by one. You can retry if failed.



- Room status

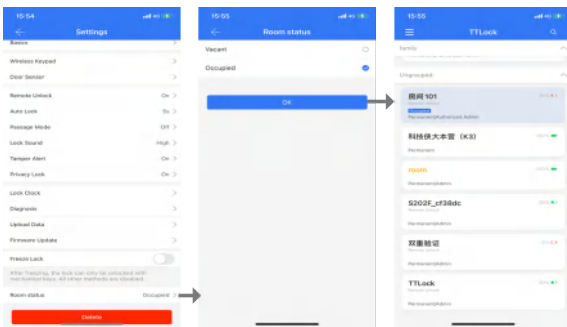
- functions: Mark the room as vacant or occupied
- Steps:

①. You can use the quick button "Mark as Occupied" located at the bottom after sending ekey or creating passcode.



②. To mark the room status again, go to the lock settings and select "Room status" to set the room status.

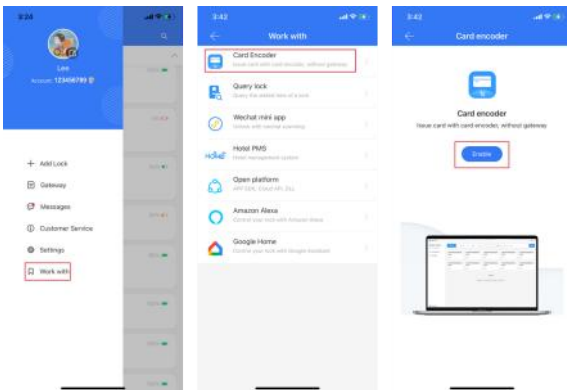
③. Once the room status is marked, go back to the homepage where the "Occupied" status is displayed, differentiated by a visually distinct color. This will reduce the time to find a currently vacant room.



• Card encoder

- functions: Add building and floor information to locks using the app for card issuing with a card encoder.
- Steps:

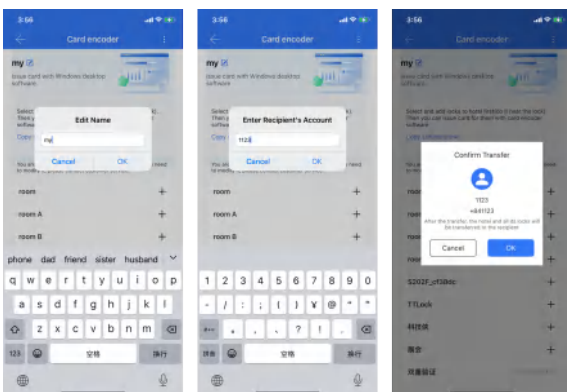
①. Click "≡" -> "Work with" -> "Card Encoder", and create a hotel.



*To change the hotel name, click on the edit icon next to the hotel name and enter the new name in the pop-up box.

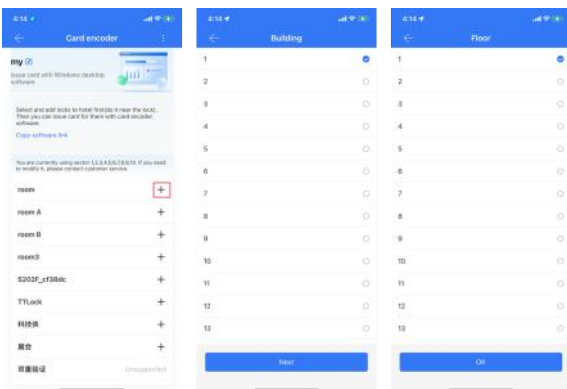
*To transfer the hotel, click on the ":" icon in the top right corner, then select "Transfer Hotel" enter the recipient's account, verify the information, and complete the transfer after identity verification.

*To delete the hotel, click on the ":" icon in the top right corner and select "Delete Hotel".

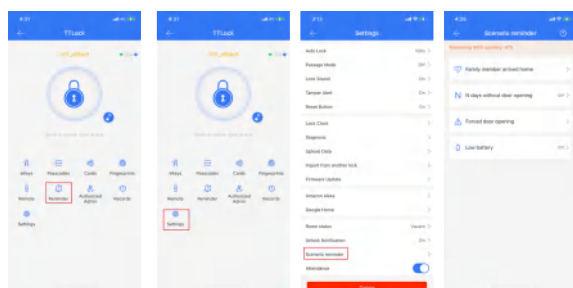


②. Click on the "+" button to add the lock to the hotel and select the building and floor information.

③.Copy the download link and install the software on your computer. Then you can issue cards with it.

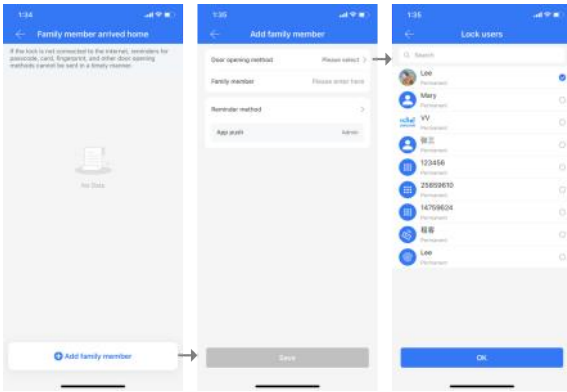


- Scenario reminder
- functions: When specific scenes are triggered, the system will send reminder messages to designated recipients.
- Steps:Click on the "Reminder" button on the main page, or click on the "Settings" option on the main page, then go to "Scenario Reminder" to see four scenarios: Family member arrived home, N days without door opening, Forced door opening, and Low battery.



a.Family Member arrived Home

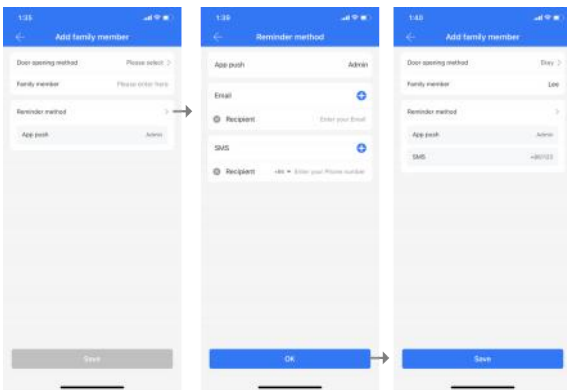
- functions:To receive reminder messages when family members arrive.
- Steps:
 - ①.Click on "Add family member" at the bottom of the "Family member arrived home"page, select the door opening method (ekey, passcode, card, fingerprint, etc.). (If you choose a method other than the ekey, the lock needs to be connected to the network to receive notifications.)



②. Select a reminder method. By default, the app will send reminder messages to the administrator. You can also choose to receive SMS or email reminders, with a maximum of three additional recipients. (App push and email reminders are free, while SMS reminders require purchasing SMS credits.)

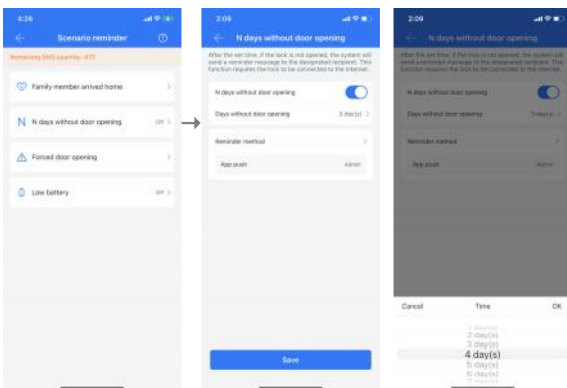
③. After filling in the information, click on "Save" to activate this feature.

④. If you need to modify the information, you can do so on the family member's "Details" page.



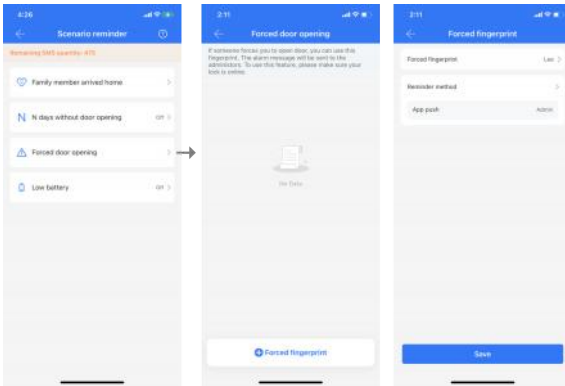
b. N Days Without Door Opening

- functions: If there is an elderly person living alone at home and no door is opened within a set time, a reminder message will be received.
- Steps: Turn on "N days without door opening", set the duration of no opening, add reminder method, and click on "Save".



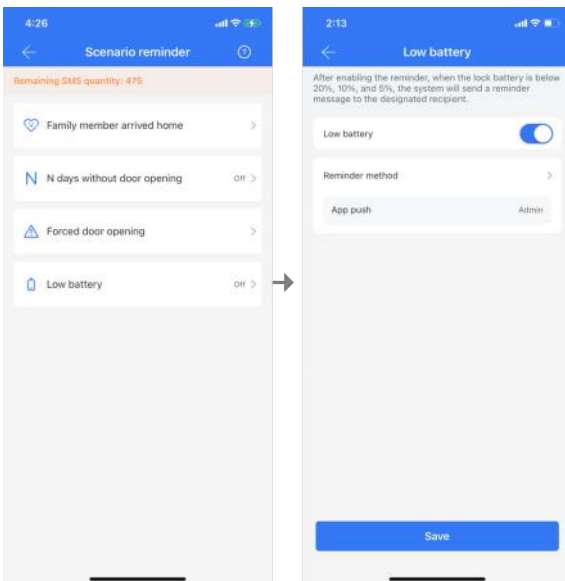
c. Forced Door Opening

- functions: When forced to unlock under duress, a reminder message will be received.
- Steps: On the "Forced door opening" page, add fingerprint, select from the existing fingerprint list, set the selected fingerprint as a forced fingerprint, add reminder method, and click "Save".



d. Low Battery

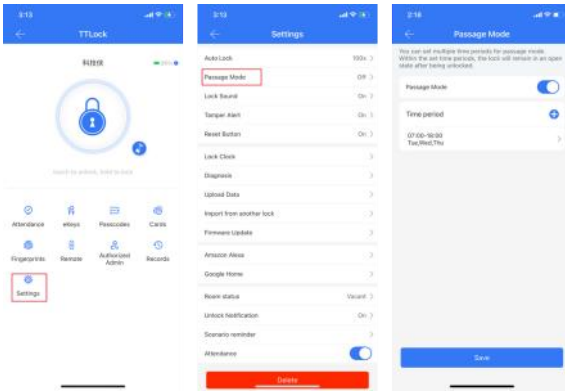
- functions: To receive a reminder message when the lock battery is low and needs to be replaced.
- Steps: Turn on the reminder for "Low battery", add reminder method, and click "Save". The system will send reminder messages when the lock battery is below 20%, 10%, and 5% to the designated recipients.



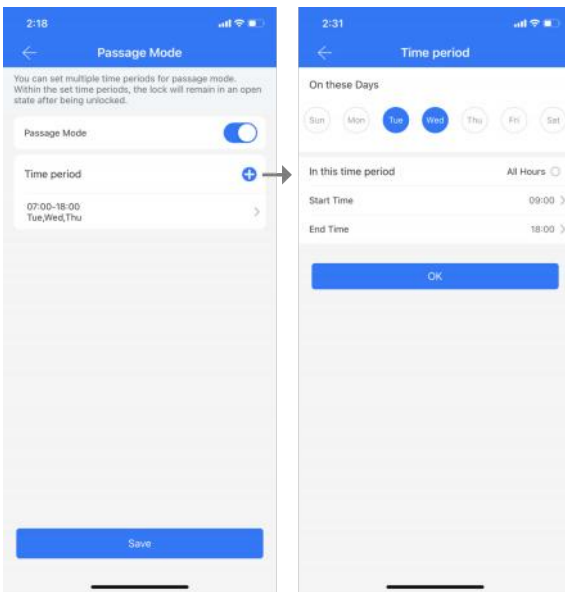
• Passage Mode

- functions: Passage mode with multiple time periods
- Steps:

①. Click on "Settings" on the main page, find "Passage mode" and enable this feature.



②. Set the time periods for passage mode by clicking on the "+" icon, go to the time period setting page, select the days and time, and click on "OK". Up to 5 constant opening time periods can be set.

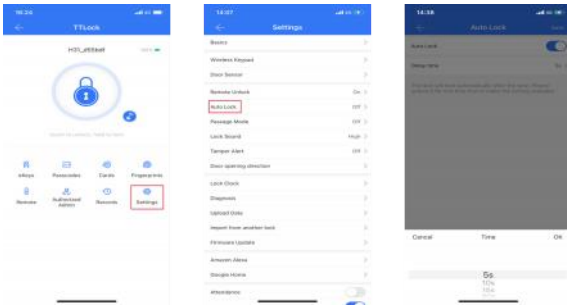


Special Scene

There are some useful features.

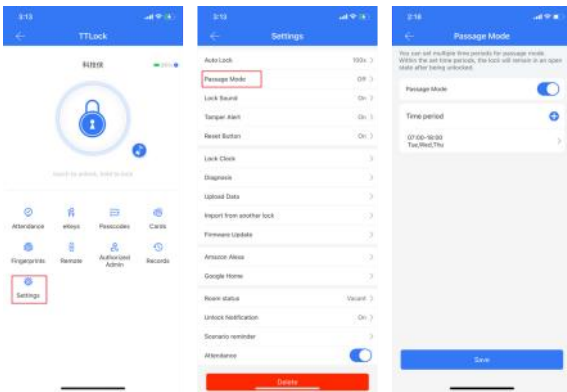
1. Auto Lock

- Scene: Auto lock. When this feature enabled, the lock will lock automatically after the set time.
- Steps: Find "Auto Lock" in the lock's "setting" menu. Enable this feature by setting a time.

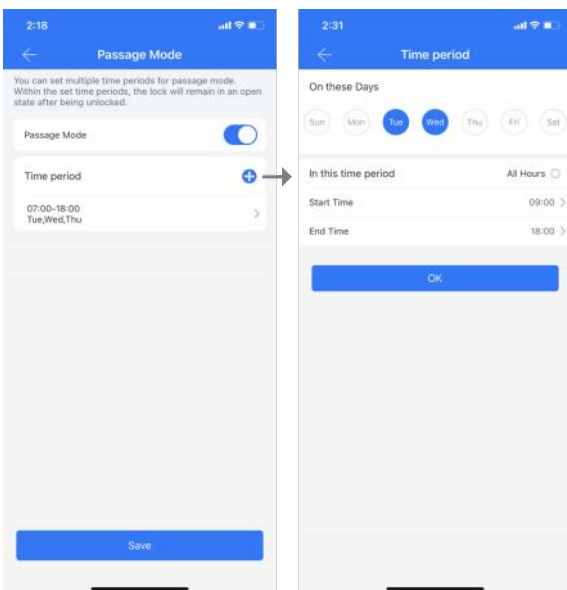


2. Passage Mode

- Scene: In passage mode, the lock will keep unlock during the configured time period, and Passage mode with multiple time periods
- Steps:
- Click on "Settings" on the main page, find "Passage mode" and enable this feature.



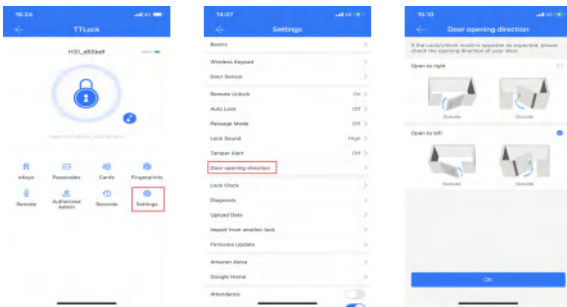
- Set the time periods for passage mode by clicking on the "+" icon, go to the time period setting page, select the days and time, and click on "OK". Up to 5 constant opening time periods can be set.



3. Door opening direction

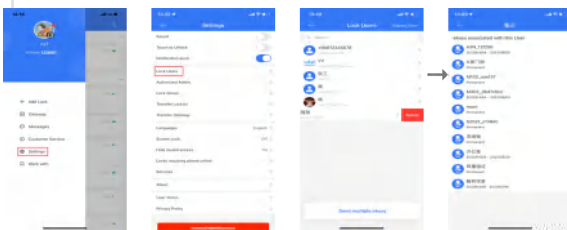
- Scene: Set the opening direction according to your door.

- Steps: You will be asked to set the door opening direction when add a new lock. The Lock/Unlock result may be opposite as expected if you skip this step. You can do it in lock's "setting" menu later.

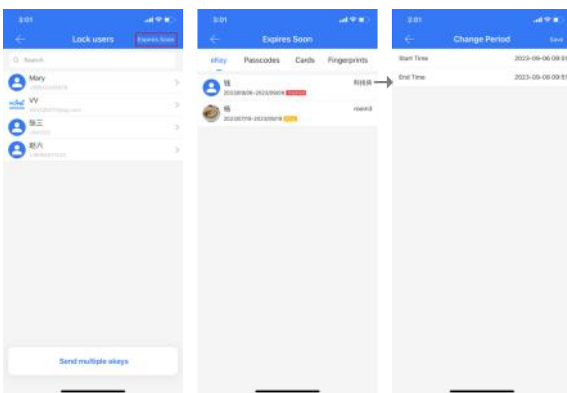


4.Lock Users

- Scene: You have many locks and lots of ekey users, and want to manage them in one place.
- Steps:
 - Go to the App "Settings" menu, and find "Lock Users". In the lock users' page, you will see all you locks' users. You can delete them from the user list.



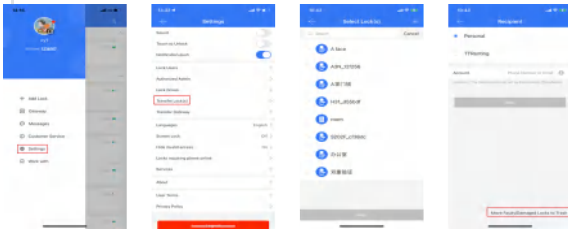
- Select a user to see or delete his ekeys. Click "Expires Soon" at the top right to see ekeys、 passcodes、 cards and fingerprints which expire soon.



5.Transfer Lock

- Scene: Transfer devices to someone else.
- Steps:
 - Go to the App "Settings" menu, and find "Transfer Lock". Select locks and enter the recipient account, the selected locks will be transferred to him.

- If you just want to remove some damaged locks from your account, please click "*Move Faulty/Damaged Locks to Trash*" at the bottom right.



6. Import from another lock

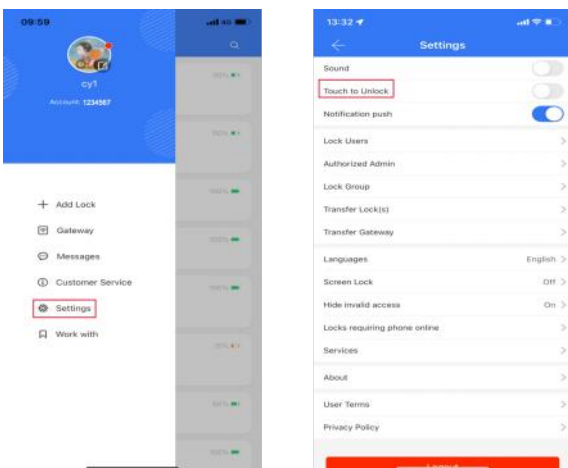
- Scene: Replace old lock with a new one, and want the permissions on the old lock work on new lock.
- Steps: Click "*Import from another lock*" in the lock's "*Settings*" menu, select the old lock and start to import.



- Notice:
 - It is done via bluetooth, so make sure you are near to the new lock.
 - Import valid ekeys, passcodes, cards from another lock (no fingerprints).

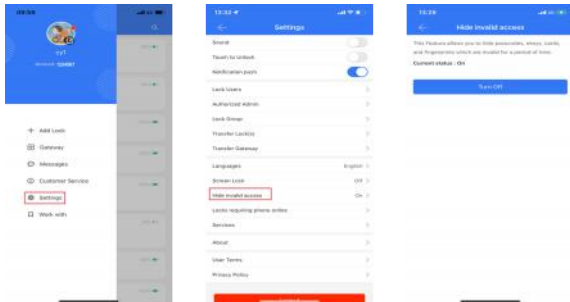
7. Touch to Unlock

- Scene: There are lots of locks in your account, and you don't want to search for a lock to open everytime.
- Steps: Turn on the "*Touch to Unlock*" in the App "*Settings*" menu. With this option on, you can open door by just touching the lock to wake up it.



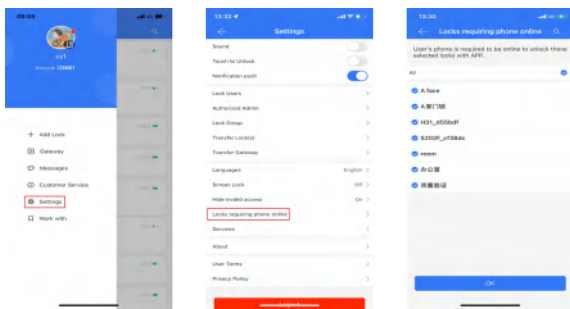
8. Hide invalid access

- Scene: There are lots of expired permissions and you don't want to delete them one by one.
- Steps: Turn on the "Hide invalid access" in the App "Settings" menu. All permissions having expired for more than 3 days will not be shown in permission list anymore.



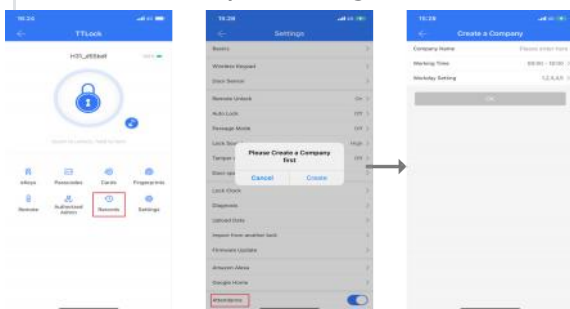
9. Locks requiring phone online

- Scene: The ekey cannot be deleted if the phone is offline. You want to avoid this risk.
- Steps: Find "Locks requiring phone online" in the App "Settings" menu. When users try to unlock the selected locks, their phone must be online.

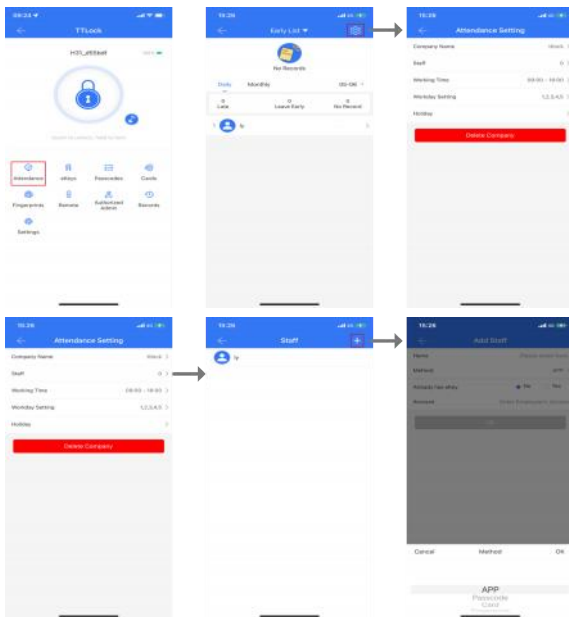


10. Attendance

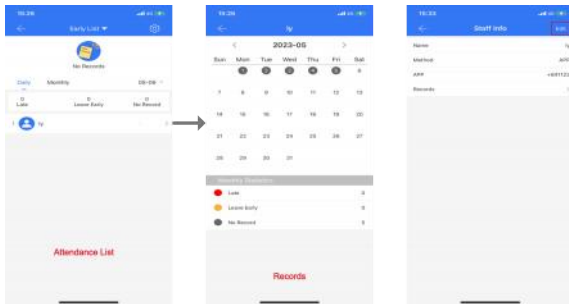
- Scene: Want to look up staff's attendance records.
- Steps:
 - Enable the "Attendance" option in the lock's "Settings" menu, create a company and setup working time.



- You will see the "Attendance" entry in the lock's page. Click the setting icon at the top right to setup attendance and add staff.



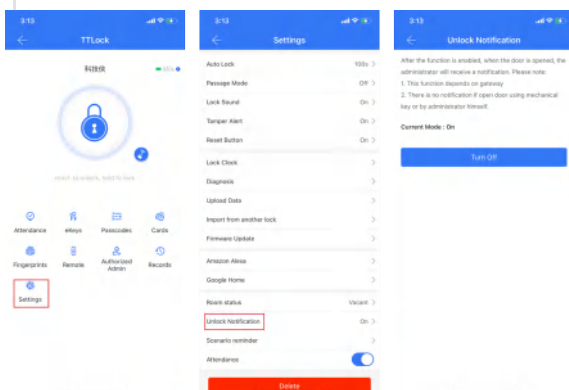
- You can view the attendance records of staff and edit staff information.



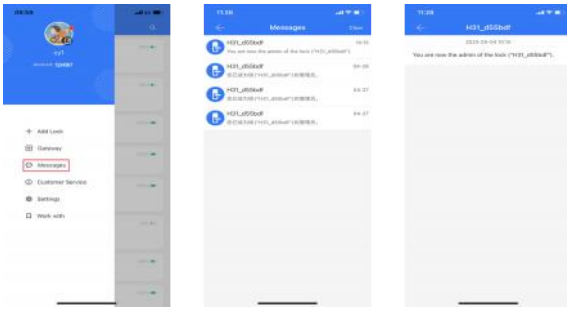
11.Unlock Notification

- Scene: Receive the notification when someone open door.
- Steps:

- Enable the "Unlock Notification" option in the lock's "Settings" menu. Then the administrator will receive notification when someone open door. Note: Except for the ekey, all other door opening methods require the gateway to push notification. Opening the lock using the button on the lock panel or by the administrator will not receive notifications.

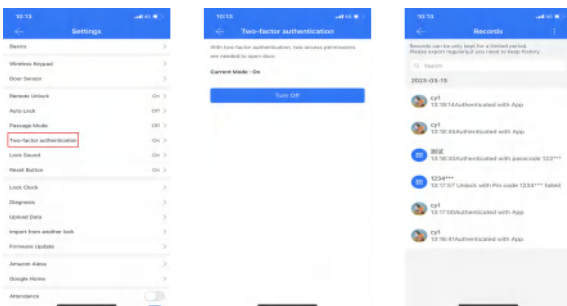


- You can view all the notification in the App's "Message" menu. The messages can be deleted or cleared.



12. Two-factor authentication

- Scene: If you think that using only one unlocking method is not secure enough, you can improve the security by using a combination of unlocking methods.
- Steps: Click on the "Settings" on the main page and turn on the "Two-factor authentication" feature. After this feature is enabled, you can use any two unlocking methods to unlock. When unlocking in Two-factor authentication mode, two operation records will be generated.

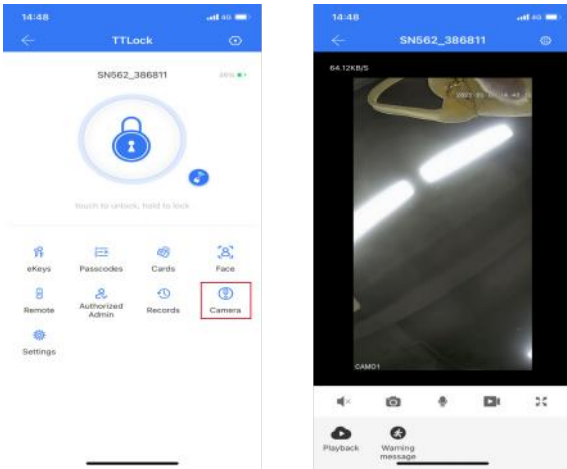


Visual intercom Lock

1. Brief: Visual intercom lock is a door lock that improves home security and has the following core functions.

- Real-time monitoring, check anytime.
- Linger detection, video capture.
- Visitor calls, visual intercom.

2. Functions: After adding and pairing the lock, there will be a "Camera" menu on the main page. Click to enter the camera page to view real-time monitoring. There are function icons and quick entrances below the monitoring screen.

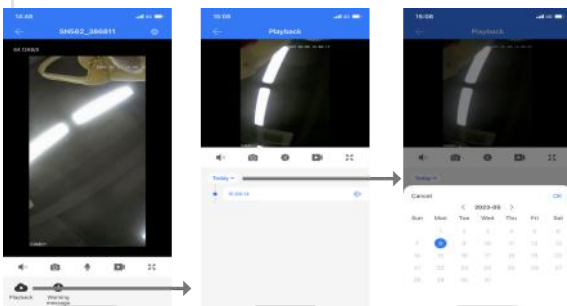


- function icons

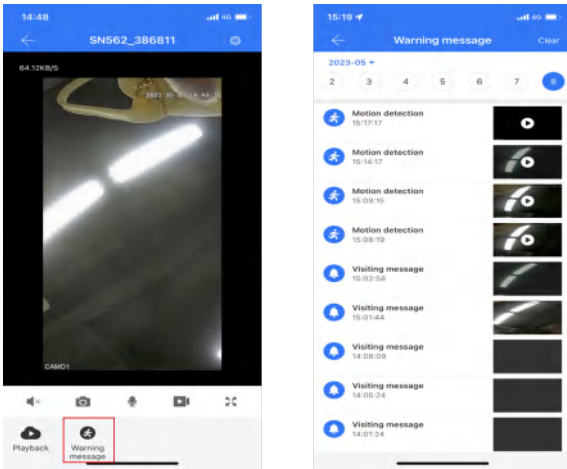
- volume: Turn on or off the volume.
- picture: Support one-button screenshot, you can view the picture in the system album.
- microphone: Turn on the microphone, support two-way voice intercom.
- video: Click to view the monitoring screen in full screen.
- full screen: Click to start recording, click again to end recording, you can view the recording in the system album.

- quick entrances

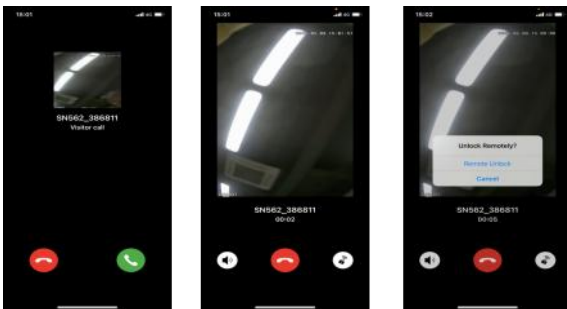
- Click to enter the "*Playback*" page, where you can view the detected video, play it in chronological order, and support screenshots, recordings, pause, and full-screen playback.



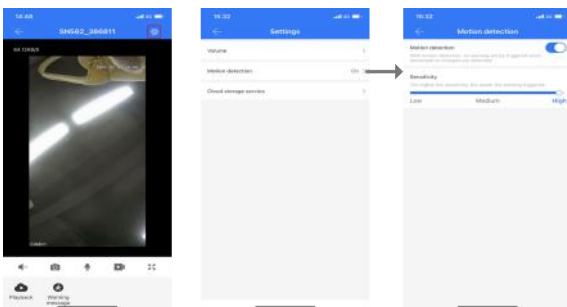
- Click to enter the "*Warning message*" page, where you can view the warning messages of that day, support selecting the date, playing back the video, and clicking the "Clear" button in the upper right corner to clear the warning messages of a certain day.



- visitor calls: In addition to storing detection videos and pushing warning messages, the visual intercom lock also has a convenient feature: visitor calls. When a visitor rings the doorbell, the homeowner will receive the call in the app and can talk to the visitor and remotely unlock the door.

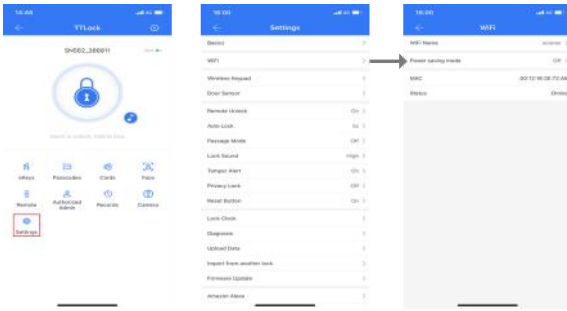


3.Settings: Click to enter the "Settings" page, where you can adjust the intercom volume, turn on/off motion detection, adjust sensitivity, and purchase cloud storage service.

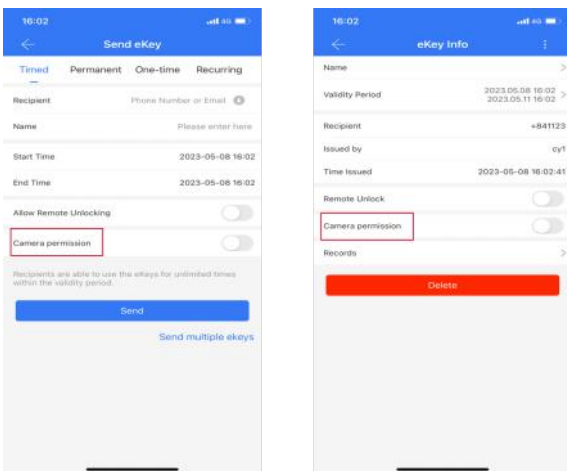


4.Others

- Configure Wi-Fi: Click on the "Settings" on the main page, find "Wi-Fi"-"Wi-Fi Name", and you can reconfigure it.
- Power saving mode: If you want to turn it on, click on the "Settings" on the main page, find "Wi-Fi"-"Power saving mode", turn it on, and the motion detection function will still be on but you cannot view real-time monitoring or remotely unlock the door.



- Camera permissions: When sending authorization/standard ekeys, select the "Camera" permission. You can also open this permission in the "eKey Info" that have already been sent. After opening, the recipient's main page will also have a "Camera" entrance to view and set the camera.



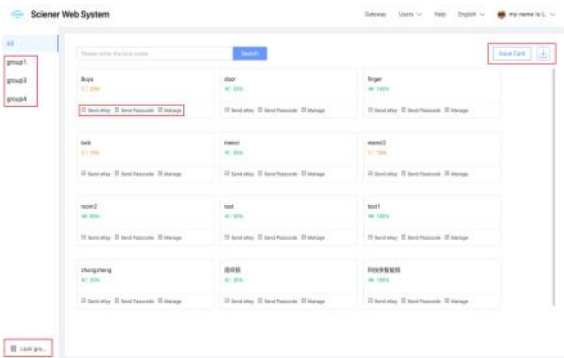
WEB

Home

The URL: <https://lock.ttlock.com>

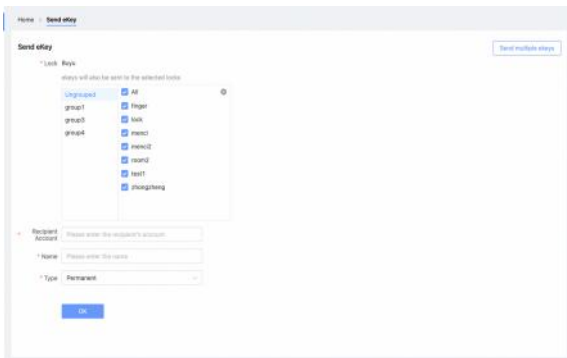
The home page contains lock list and some useful shortcuts.

The locks can be managed in groups. You can "Send ekey" or "Send passcode" directly from the lock list. You can "issue cards" by clicking the button at the top right, and you can also export locks.



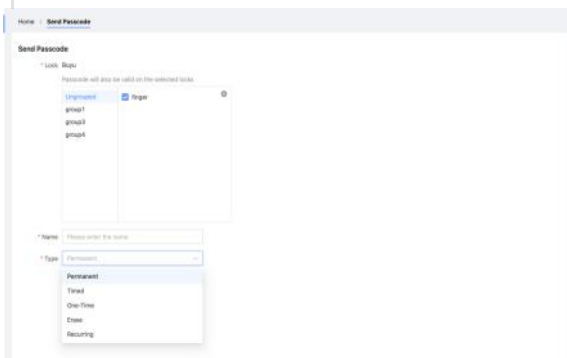
1. Send Ekey

- Click "Send ekey", you can grant someone the permission to unlock via App.



2. Send Passcode

- Click "Send passcode", you can create a passcode for someone.
 - You can create passcode with type of timed, permanent, one-time, and recurring, even the lock is offline.
 - If the lock is online, you can create custom passcode.



3. Issue Card

- Click "Issue Card" in the home page to issue card for someone. You can also manage current cards. If you want to query the information of a card, click "View card", and place the card on the card reader.
 - Create Card: Enter a name for the card and get card ID from card reader.
 - Share card: Share the card information with others. Then they can also issue the card to locks.

- Click the "Issue card" button above the card number list to enter the "Issuing" page when the lock is connected to the network. select lock and enter the card information. You can read card ID from card reader or from current card list. The card can be issued to multiple locks in one time. It supports selecting all locks in a group at once.



- Click "Issue" in the "Operation" column, you can issue this card to locks.

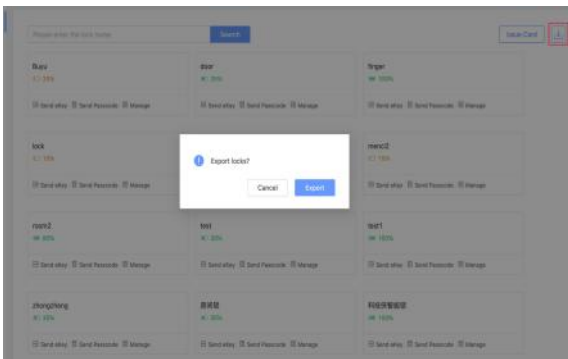


4. Manage

- Click "Manage" to enter the lock's detail page.

5. Export Locks

- Click "Export locks" button to export lock list to your local.



6. Unlock All

- Click on the "Unlock all" button, select the locks to be opened in the pop-up box (supporting group selection), then click on "Unlock all" at the bottom right corner, and finally click on "OK". The unlocking progress, number of failures, and reasons for failure can be viewed, and retrying the unlocking is supported.

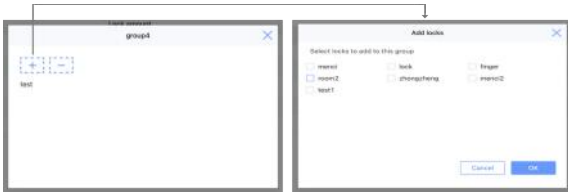


6. Lock Group

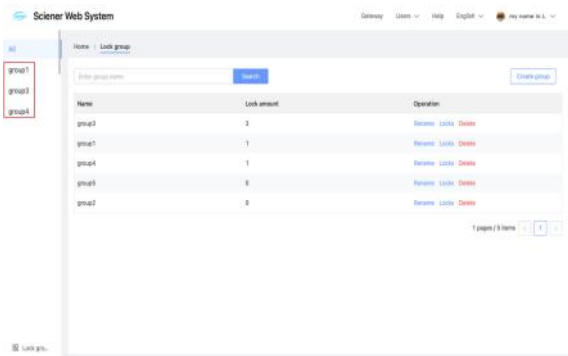
- Click "Lock group" at the bottom left to manage lock groups. Click "Create group" at the top right to create a new group.



- You can find new created group in the group list. Click "Locks" to select locks for this group.

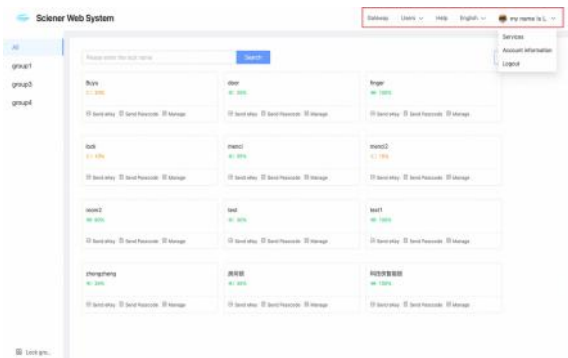


- The groups will be listed in the left column if there are locks.



Tab

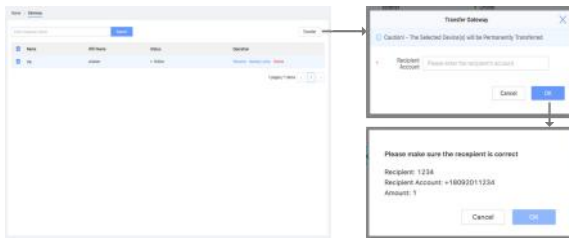
The menu includes Gateway, Users, Help, Language, and Account.



1. Gateway

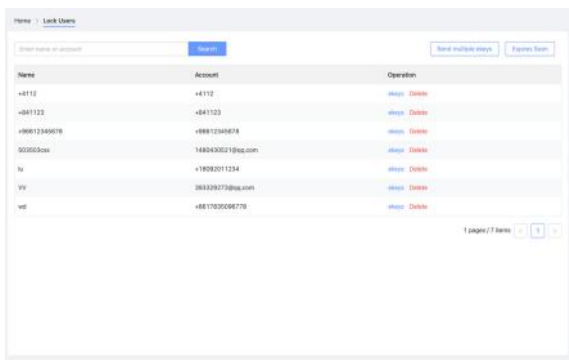
- You can see all gateways in the gateway list, including name, wifi, status, and nearby locks.

- **Transfer:** Select the gateways to be transferred. Then click "*Transfer*" to transfer the gateways to the recipient.



2. **Users:** include lock users and authorized admin.

- **Lock Users:** You can see the user information in the list, including name, account, and validity period.



- **Send Multiple Ekeys**

①. Click "*Send multiple ekeys*" to send ekeys to multiple recipients for multiple locks.

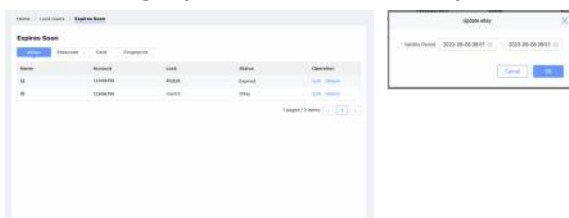
②. Click "*Add*" button to add recipients. You can select current saved users, or create new users.



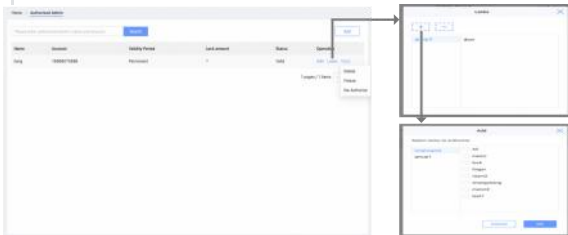
③. Then start to send ekey one by one, You can retry if failed.



- **Expires Soon:** Click "*Expires Soon*" to see ekeys, passcodes, cards and fingerprints which will expire soon or have already expired.



- Authorized Admin: You can see the information of authorized admin in the list, including name, account, validity period, lock amount.
 - Click "Edit" to change name, validity period, and remote unlock.
 - Click "Locks" to add or remove locks.



- Click "Add" at the top right to add a new authorized admin, and select locks and validity period for him.

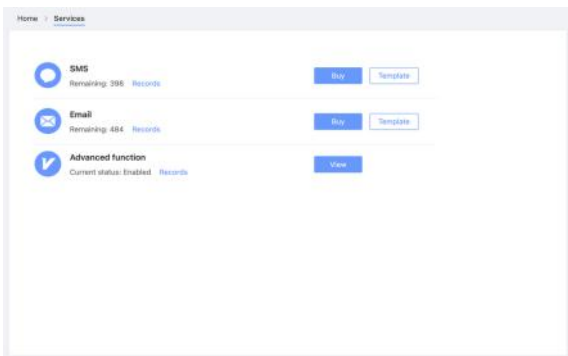


3.help:If you have any questions, please reach out to us via email.

4.Language:There are more than 12 languages supported.

5.Account:include Services and Account information.

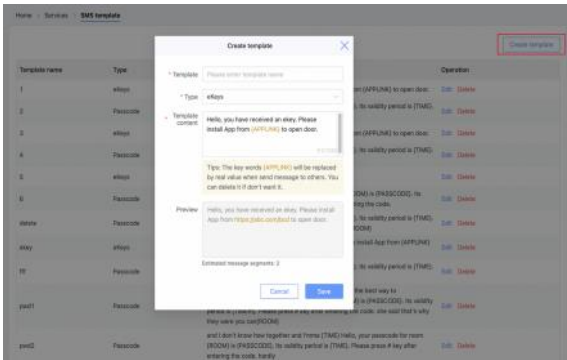
- Services:include SMS, email, and advanced function.



- SMS&Email

①.Click "Buy" to the service you need.

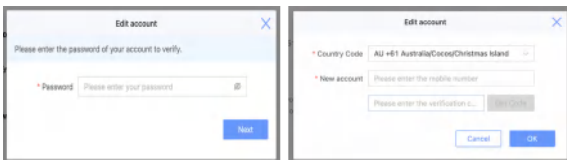
②.Click "Template" to manage current created message templates. Click "Create template" to create new template.



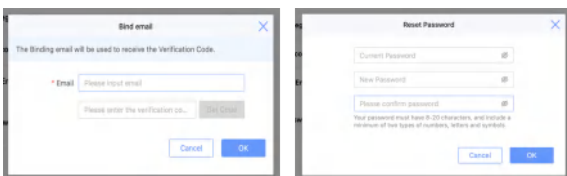
- Advanced Function: Include SMS template, email template, authorized admin, lock groups, send multiple ekeys, *Set status*, *Card encoder*, *Scenario reminder*, *Unlock all*, *Passage Mode*.
- Account Information: Include nickname, country/region, account, and password.
 - Nickname: Click "*Edit*" to set nickname.
 - Country/Region: Click "*Edit*" to set country/region.



- Account: Click "*Edit*" to edit account.

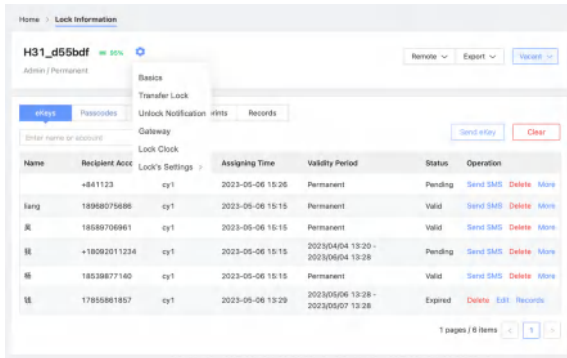


- Bind Account: Click "*Bind*" to bind an account to your current account, used to receive verification code.
- Password: Click "*Reset*" to reset your password.



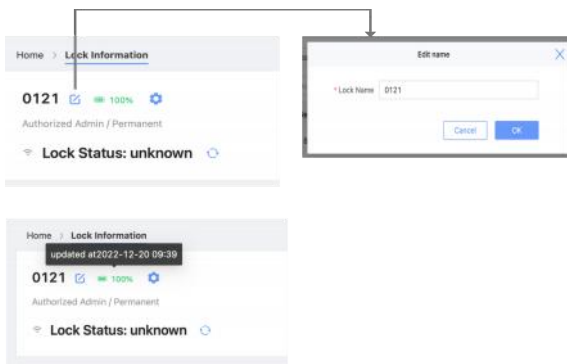
Lock Information

The lock information page includes basic information and settings, access permissions, data export, and *Room status*.

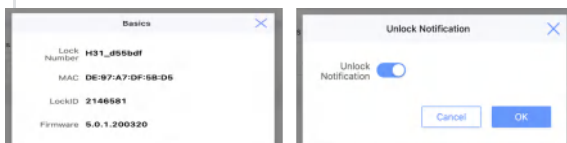


1. Basic Information and Settings

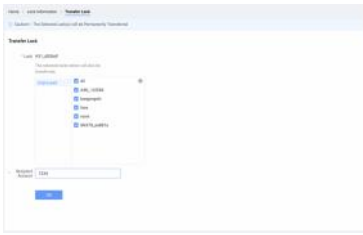
- At the top, you can see the lock name, lock battery level, Battery update time, lock status, your identity, and the lock's validity period.
- Click on the icon behind the lock name to modify the name in the pop-up box. Hovering the mouse over the battery level will display the update time of the battery level.



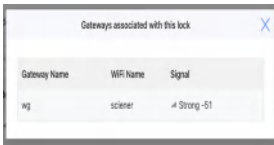
- Click "Setting" icon you can see what settings you can do, including Basics, transfer lock, Unlock notification, passage mode and Lock's settings, Lock's settings includes "Passage mode", "Auto-Lock", and "Two-factor authentication".
 - Basics: You can see lock number, MAC, LockID, and firmware version.
 - Unlock Notification: With this option on, the administrator will receive notification when someone opens the door. Note: Except for the ekey, all other door opening methods require the gateway to push notification. Opening the lock using the button on the lock panel or by the administrator will not receive notifications.



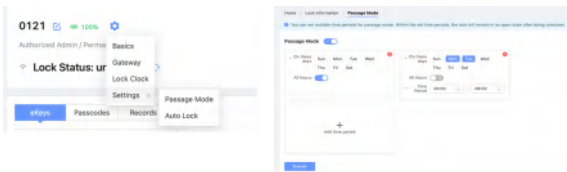
- Transfer Lock: Select locks you want to transfer.



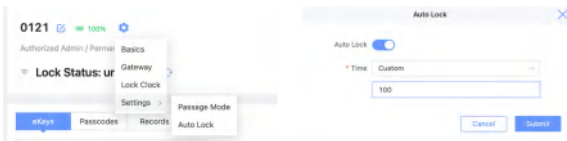
- Gateway: See gateways connected to this lock, including name, wifi, and signal.
- Lock Clock: Check and "Calibrate" the time in the lock.



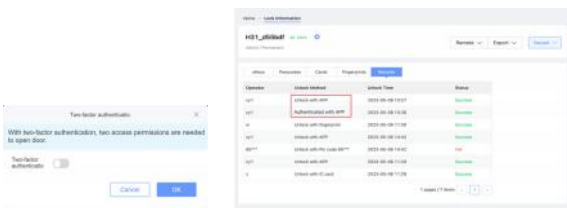
- Passage Mode: Set date and time for the passage mode. The lock will stay unlock during this period.



- Auto Lock: The lock will lock automatically after the time.

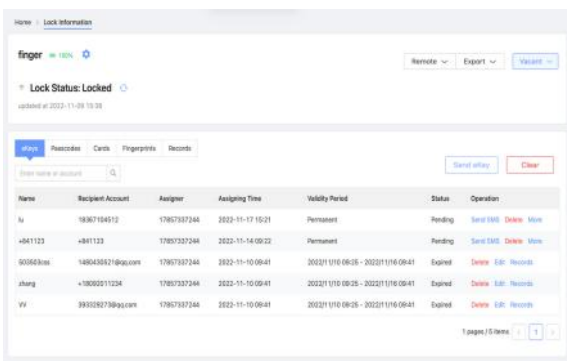


- Two-factor authentication: With two-factor authentication, two access permissions are needed to open door.

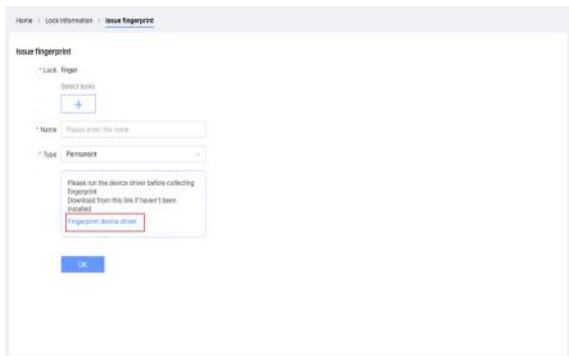


2. Access Permissions

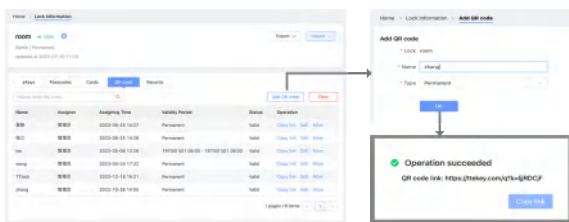
There are various unlock methods, including ekey, passcode, card, fingerprint, Add QR code*, and Add face.



- **Issue fingerprint:** Click "Issue fingerprint", select locks and set validity period and name, then you can issue the fingerprint to locks.(How to send ekey, send passcode, and issue⇒Home)



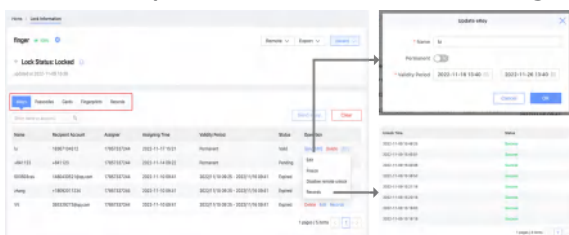
- **Add QR code:**Click on "Add QR code" and enter the name and type on the page. Copy the link to share the QR code with others.



- **Add face:**Click "Add Face", select the lock and type, enter the name. Upload your photo according to the requirements. Then click "OK" to issue the face to the lock.



- **Remote Unlock:**Once the lock connects to network, you can do remote lock and unlock.
- **Access permission:** You can manage them in the list.



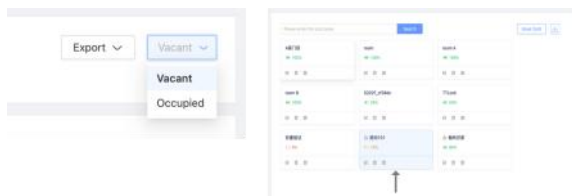
3.Data Exports

You can export records of a select period.



4.Room status

On the web platform, you can also use a quick key to mark the room status and see the current room status on the upper right corner, which allows for quick switching between statuses.



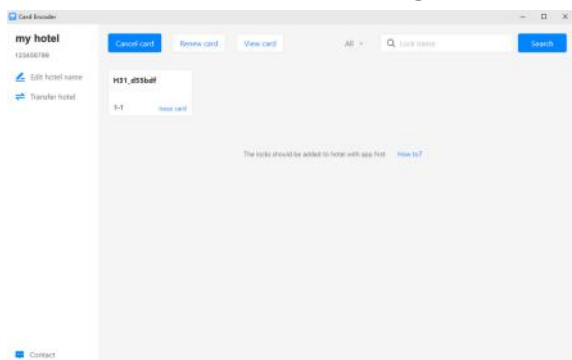
Windows application

This Windows client software is used to issue encrypted card. Here are the steps:

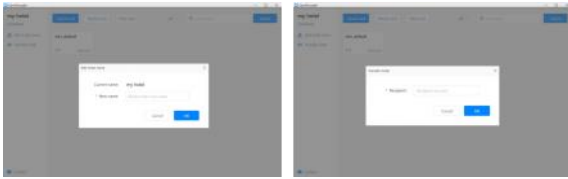
1. Click "≡" -> "Work with" -> "Card Encoder", and create a hotel.
2. Click on the "+" button to add the lock to the hotel and select the building and floor information.



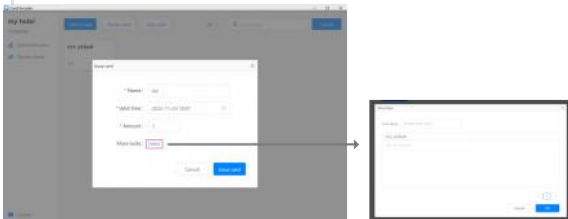
3. Copy the software link to your computer and install the software. Login with your App account, then you will see your locks. The building and floor information can also be viewed, and there are filtering and searching functions available.



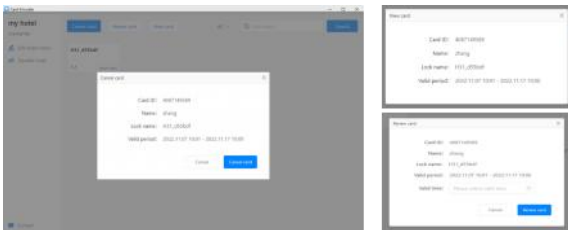
- You can change the hotel name at the top left.
- Click "Transfer hotel" to transfer hotel to another admin account.
- Please reach out to us if any questions. Click "Contact" at the bottom left to find contact email.



- You can issue card, cancel card, view card, and renew card via card encoder device.
 - Issue Card: Click "*Issue card*" button, and enter the card information to issue cards.



- Cancel Card: Click "*Cancel card*" to clear the access permission of a card.
- View Card: Click "*View card*" to see the access permission of a card.
- Renew Card: Click "*Renew card*" to change the validity period of a card.



FAQ

App

1. What is the passcode to reset lock?

- 000#

2. How to change the passcode?

- Only the passcode which has been used at least once on the lock can be changed.

There are two ways. One is change it on lock by entering the following command:

*10#current code#new code#confirm new code#. The other way is change it in app by the lock's administrator.

3. How to deal with privacy locked?

- Only the administrator's passcode or App can open door when it is in privacy mode.

You can disable this function if don't need it.

4. Why failed to add a lock?

- The lock may have been added by someone else. You can reset it first, or ask the current administrator delete it from App. Then you can add it again.

5.How to do remote unlock?

- You need a gateway to connect the lock to network, and turn the option of remote unlock on in App. Then you can unlock from remote.

6.How to transfer locks to others?

- You can find "*Transfer locks*" in App's setting menu.

7.How to change the account?

- You can change it in App's Account information page.

8.What if the battery run out?

- You can power the lock through the USB port.

9.How to reset the lock?

- There is a reset button on the lock. Long press on it will reset it. You may be asked to enter a code, it is 000#.

10.Where is the reset button?

- It varies. Some are under a small hole on the lock. Some are totally inside the lock and you need to take the housing off.

11.Why there is no unlocking notification?

- There won't be a notification when the administrator unlock by himself.
- Only unlock with app or the lock connects to a gateway, there will be notification.

Web

1.Why cannot edit or delete passcode, card, or fingerprint?

- Only when the lock connects to a gateway you can manage the access permission from remote.

2.Why cannot create custom passcode?

- Only when the lock connects to a gateway you can create a custom passcode.

3.How to issue card with web console?

- The locks should connect to gateways. And a card reader is needed.

4.How to issue fingerprint with web console?

- There are several preconditions: The locks connect to network via gateway; The locks are with special fingerprint module; There is a fingerprint scanner.

5. Why cannot I find the function of issue card and issue fingerprint?

- Your lock may not support these two functions.

Windows application

1. Why failed to issue card?

- Failed to connect to card encoder. Please connect the cable and the device firmly, and make sure the device driver has been installed.
- The card was encrypted by other hotel. Please try with a new card.
- The sector setting has been changed.

2. How to add locks to hotel?

- In App "☰" -> "Work with" -> "Card Encoder" page, click "+" icon to add current locks to hotel.

3. How to login to the Windows software?

- Login with the same credentials as the App.

4. How to issue multiple cards?

- You can enter the amount you need when issue cards for a lock.

5. What if the card lost?

- You can disable this card in App.

Federal Communications Commission (FCC) Statement.

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.

Note: 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.

Warning: Changes or modifications made to this device not expressly approved by Guangdong Mansion Intelligent Technology Co., Ltd may void the FCC authorization to operate this device. Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user ' s authority to operate the equipment.

RF exposure statement:

This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The device is installed and operated without restriction.