

Installation Guide

Smart Door Locks Australia

SDL-G2



V 2.0.0

Precautions for Installation

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN DAMAGE TO THE PRODUCT AND COULD LEAD TO FAILURE OF THE PRODUCT TO PROVIDE ACCESS

- For your safety, be careful when operating tools or heavy machinery during installation.
- For best results, avoid installing the product in a saline environment (e.g. coastal area), or a place exposed to direct sunlight for a long period of time.
- You must not repair this product without authorisation.
- Install the product while the **door is open**. Even after completing the installation, **do not close the door** until you check if the product is operating properly.
- While installing the product, do not let it **fall to the ground**. If the product falls or is dropped during installation, you may be injured or the product may be damaged.
- Do not install the batteries until you complete the installation.

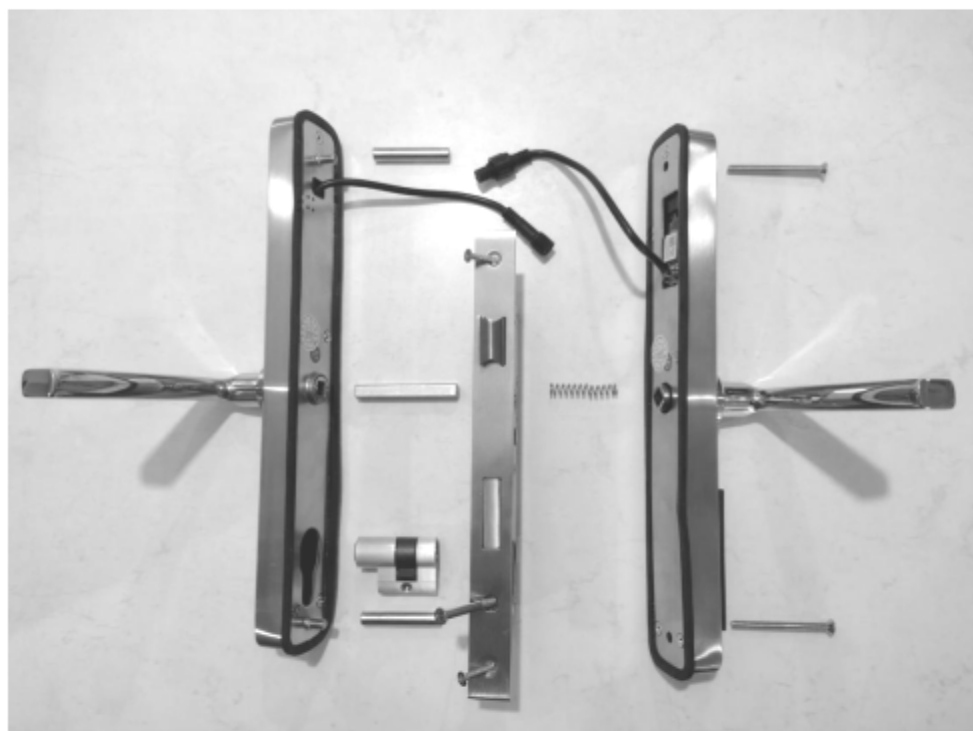
Packing List

| Item | Qty | Item | Qty |
|---------------------|-----|--|-----|
| Exterior Assembly | 1 | Rechargeable Battery | 1 |
| Interior Assembly | 1 | Battery Charge Cable | 1 |
| Mortise | 1 | Mortise Screws: 10*5 mm (For Aluminium Door) | 4 |
| Strike Plate | 1 | Mortise Screws: 25*4mm (For Wooden Door) | 4 |
| Optional Strike Box | 1 | 35mm Screw Cylinders | 2 |
| Key Cylinder | 1 | M5*55mm Security Torx Screws for the door thickness of 40mm-70mm | 2 |
| Key cylinder screw | 1 | M5*75mm Security Torx Screws for the door thickness of 70-90mm | 2 |
| Key Fobs | 2 | 80mm Square shaft for door thickness of 40mm-70mm | 1 |
| Mechanical Keys | 2 | 100mm Square shaft for door thickness of 70mm-90mm | 1 |
| Torx key | 1 | User Manual | 1 |

Note:

The images provided are for illustrative purposes only and may not accurately reflect the appearance of the actual product.

Installation Overview



Installation Guide

1. Preparing the door

1.1. If you are installing the SDL-G2 smart door lock on an existing door, start by removing any existing door hardware, latch, or bolts before installing the new lock.

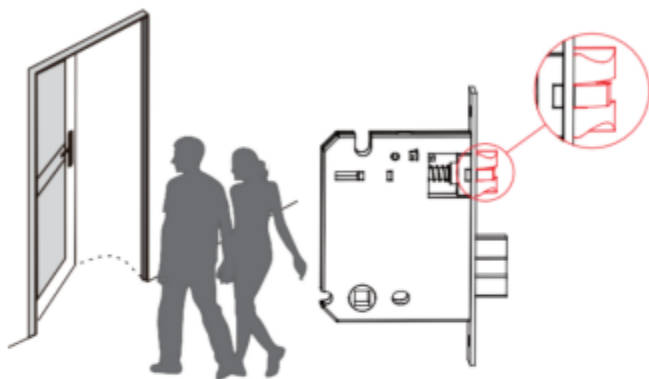
You can use a screwdriver to remove most existing door locks.

If you are having problems removing your existing door lock or unsure if what you are doing can damage the existing door, please contact a locksmith or the current door hardware manufacturer for assistance.

1.2. After removing the existing lock, ensure that your door is properly prepared. If you need to drill holes in your door, use the supplied drill template to assist you in correctly positioning the lock.

2. Installing the mortise

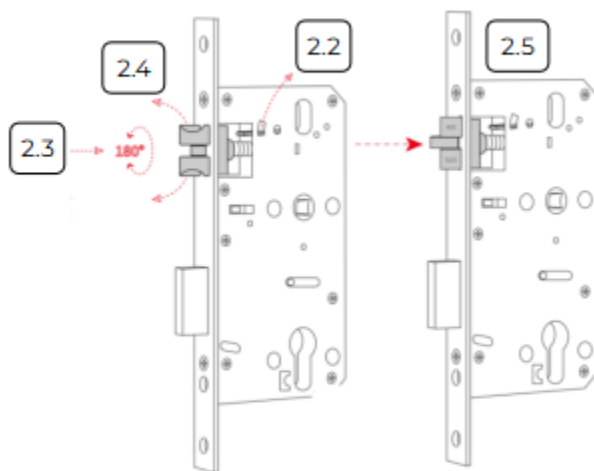
Determine the door opening direction



Determine the door opening direction and orient the slanted side of the latch throw accordingly.

The slanted side should face towards the closing direction of the door. If your door closing direction matches the slanted side of the latch throw, you can skip this step.

Adjust the latch throw



2.1 Move the metal barrier upwards.

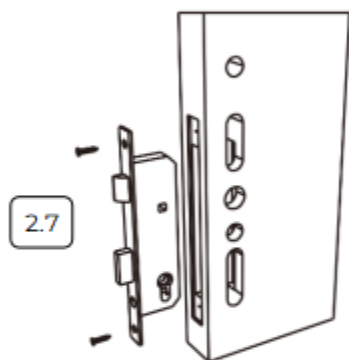
2.2 Push the latch-throw completely into the mortise.

2.3 While the latch is inside the mortise, rotate it 180°.

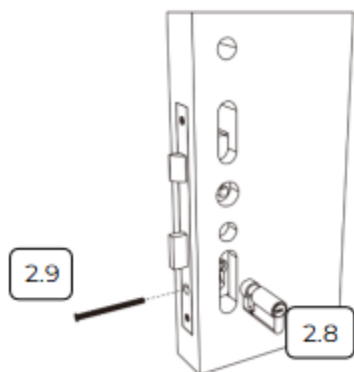
2.4 Release the latch, and it will come out of the mortise.

2.5 Move the metal barrier back to its default position.

Install the mortise and key cylinder



2.6 Begin by installing the mortise into the mortise pocket in the door. Use the provided mortise screws to secure it firmly in place.



2.7 Insert the key cylinder into the mortise.

2.8 To secure the key cylinder in place, insert the key cylinder screw horizontally through the mortise faceplate and fix it to the key cylinder. This will hold the cylinder firmly in place.

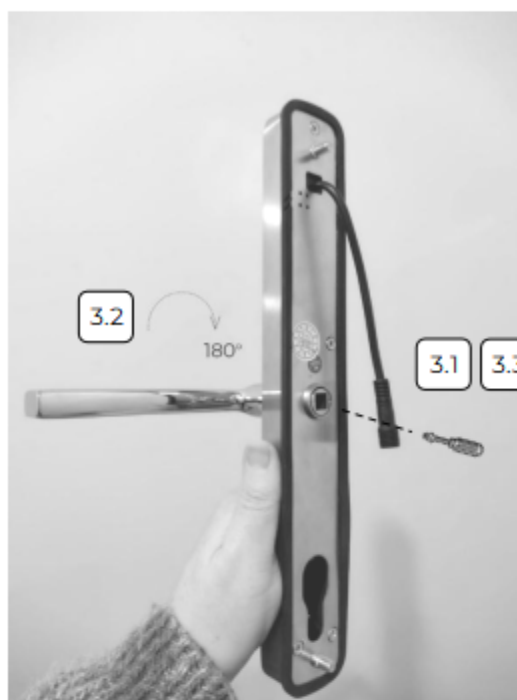
3. Changing handle orientation for right or left swing doors

How to check if your door is a Right Swing or Left Swing door?

While facing the door from the *secure* side of the door (i.e. from outside of the house for a front door), if the door hinges are on the right side of the door, you have a Right Swing Door. If the hinges are on the left side of the door, you have a Left Swing Door.

You may skip this step if your door matches the factory default handle orientation. To change your door handle orientation, please continue reading.

Changing the exterior handle orientation

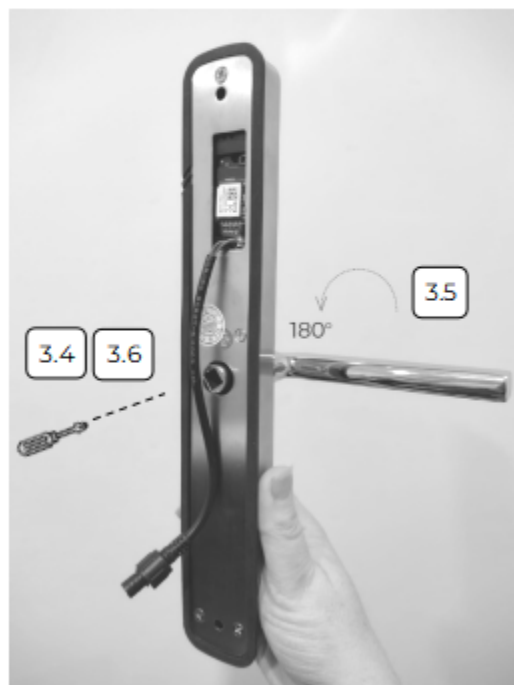


3.1 Remove the handle using a screwdriver, turning anticlockwise.

3.2 Rotate the handle 180° to face the opposite direction.

3.3 Re-attach the handle by turning the screwdriver clockwise to secure the new handle orientation.

Changing the interior handle orientation

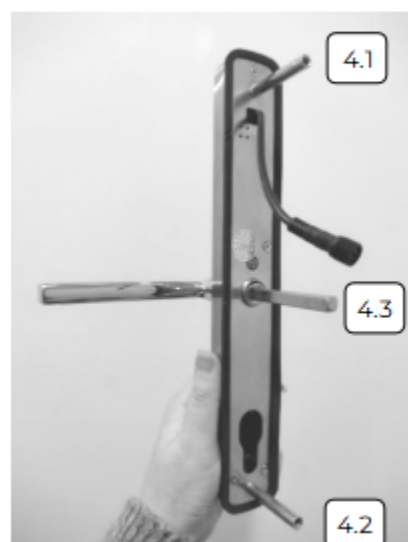


3.4 Remove the handle using a screwdriver, turning anticlockwise.

3.5 Rotate the handle 180 degrees to face the opposite direction.

3.6 Re-attach the handle by turning the screwdriver clockwise to secure the new handle orientation.

4. Installing the exterior assembly



4.1 Attach the top screw cylinder.

4.2 Attach the bottom screw cylinder.

4.3 Insert the square spindle.

4.4 Turn the spindle to the handle direction.

4.4.1 If the handle is on your left-hand side, turn the spindle all the way to the left.

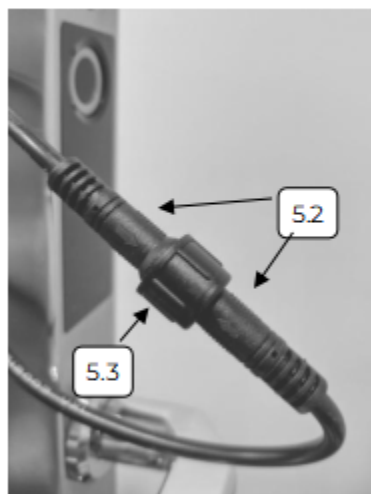
4.4.2 If the handle is on your right-hand side, turn the spindle all the way to the right.

Important: If the spindle is not turned to the handle direction, the lock mechanism will fail to unlock.

4.5 Install the exterior lock by aligning the lock straight and holding it flush against the door while passing the spindle through the round hole in the mortise. Make sure that the connection cable passes through the door also.

4.6 Secure the external handle to the door using a small double-sided tape or hold it until the internal handle is fixed.

5. Installing the interior assembly



5.1 Remove the battery cover and keep it aside.

5.2 Plug the two black connection cables together by lining up the arrows on each cable to make sure that you match the direction of the plug correctly. Note: The notch inside the exterior connector cable should line up with the groove inside the interior connector cable.

5.3 Secure the cables by tightening the screw press water-proof connector.

5.4 Turn the spindle to the handle direction.

5.4.1 If the handle is on your left-hand side, turn the spindle all the way to the left.

5.4.2 If the handle is on your right-hand side, turn the spindle all the way to the right.

Important: If the spindle is not turned to the handle direction, the lock mechanism will fail to unlock.

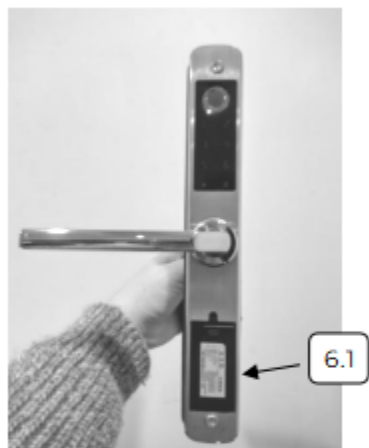
5.5 Place the spring inside the spindle hole of the internal panel.

5.6 As you insert the spindle, place the interior assembly against the door. While you are doing so, gently push the excess cable through the hole into the door cavity.

5.7 Once the Interior lock is flush against the door frame, secure the lock at the top and bottom with the Torx key provided, using the security Torx screws supplied. (Do not overtighten the screws. Over tightening can lead to damage or misalignment of the components.)



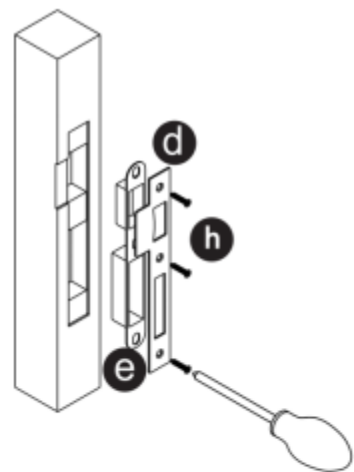
6. Installing batteries



6.1 Insert the rechargeable battery into the battery chamber, lining up the pins and pushing the battery up inside the chamber. You should hear a sound.

6.2 Secure the battery cover.

7. Installing the door strike



7.1 Make sure the slanted side of the mortise latch is closing against the slanted part of the strike plate before fixing it on to door frame.

7.2 Fix the door strike to the door frame.

You're all done!

Now that you have completed the physical lock installation, you are now ready to get the lock set up.

Power and Test

1. Activate the lock

1. Ensure that the rechargeable battery is fully charged and properly installed.
2. Place your palm on the keypad, applying gentle pressure.
3. This action will activate the keypad, causing it to illuminate.

2. Test Lock and Unlock

Important:

- It is important to have the door in an open position during these operations.
- Do not close the door until you have completed the programming and verified the proper functioning of the product.
- Only after completing the programming and ensuring that the product is operating correctly, should you proceed to close the door.

1. Raise the outside handle to activate the locking mechanism, resulting in the secure locking of the bolt.
2. Lower the outside handle, ensuring that **neither** the bolt nor the latch unlocks, maintaining a locked state.

2.1 Initialising the lock

Note:

- You only have to initialise outside panel. Once initialised, the same settings will work on both panels.

Using the outside panel keypad

1. Press *# to initiate the process.
2. Enter a 6-digit master administrator passcode. Listen for the voice prompt saying 'Please do again.'
3. Re-enter the 6-digit master passcode. You will hear the 'successful' voice prompt upon successful entry.
4. Press * to exit the settings and complete the process.

Testing the master passcode

1. Enter the 6-digit master passcode.
1. Rotate the handle down. This action should result in the unlocking of both the bolt and the latch.

Notes:

You must record the master passcode somewhere safe as you will not be able to access settings without it.

Tips:

- Use a passcode that is easy to remember and key in such as "135246" because you need to enter it every time you want to access settings.
- You may record the master passcode in the space below and keep this user manual in a secure file storage.

3. Next Steps

After successfully completing all the preceding steps, you are now ready to proceed with the programming of the SDL-G2. To initiate the programming process, refer to the dedicated Programming Guide for detailed instructions and steps.

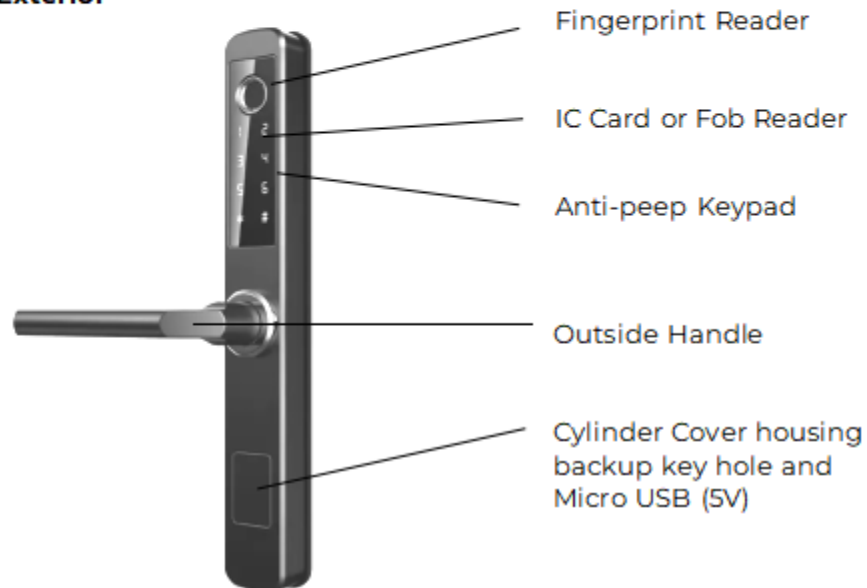
However, if any of the previous steps were unsuccessful, it is recommended to carefully re-install the SDL-G2 following the instructions provided in the 'Installation Guide' section. Ensure that each step is followed accurately to avoid any issues.

Before beginning the programming process, it is advisable to review the **'User Guide'** to familiarise yourself with the lock's functionality. This will provide you with a better understanding of its features and operation. Once you have become familiar with the lock's functionality, you can proceed with the programming as per the instructions in the Programming Guide.

User Guide

1. Product Overview

1.1. Exterior



Anti-peep Keypad

Used to enter the code and unlock from the outside.

Fingerprint Reader

Used to verify your fingerprint and unlock from the outside.

Key Fob/IC Card Reader

Used to verify your key fob and unlock from the outside.

Micro USB (5V)

Used to connect a power bank to activate the lock when it runs out of battery.

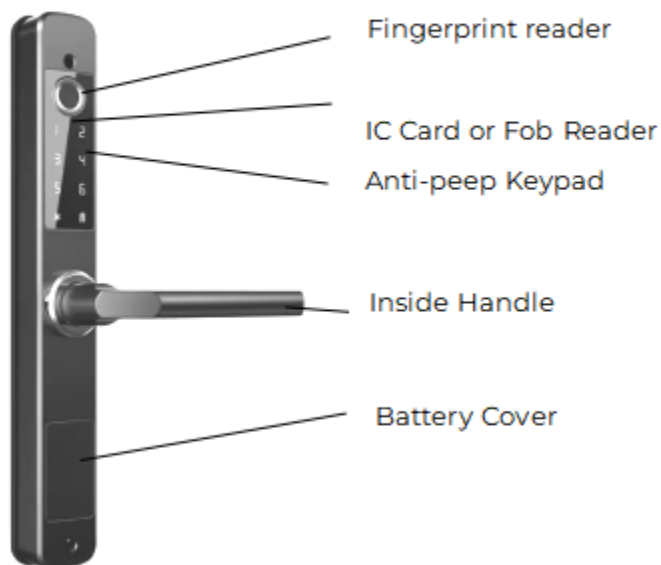
Backup Key Hole

Used to insert the key to unlock.

Outside Handle

Used to lock or unlock SDL-G2 from the outside.

1.2. Interior



Anti-peep Keypad

Used to enter the code and unlock from the outside.

Fingerprint Reader

Used to verify your fingerprint and unlock from the outside.

Key Fob/IC Card Reader

Used to verify your key fob and unlock from the outside.

Battery Cover

Used to cover the battery.

Inside Handle

Used to lock or unlock SDL-G2 from inside.

2. Basic operation

2.1. Cleaning the Keypad and Finger Reader

To maintain optimal performance, use a microfiber cloth to gently wipe the Anti-peep Keypad, Fingerprint Reader, and Key Fob Reader. Ensure you cover all surfaces.

2.2. Lock Activation

To activate the lock, place your palm on the Keypad.

2.3. Unlocking

Unlocking refers to the process of gaining access through a locked door or gate. It allows you to open the lock and enter the desired area. The unlocking process remains the same whether you are trying to unlock the door from outside or inside.

2.3.1. Unlock by Code

1. Activate SDL-G2 by placing a palm on the Anti-peep Keypad.
2. Enter the 6 or 7-digit code assigned to a registered user, followed by #.
3. Rotate the handle down to unlock SDL-G2.

2.3.2. Unlock by Fingerprint

2. Press the finger of a registered user on the middle of the Fingerprint Reader.
3. Rotate the handle down to unlock SDL-G2.

2.3.3. Unlock by Key Fob

1. Activate SDL-G2 by placing a palm on the Anti-peep Keypad.
2. Scan the Key Fob assigned to a registered user on the Key Fob Reader.
3. Rotate the handle down to unlock SDL-G2.

2.3.4. Unlock by Smartphone

See Programming Guide section 'Remote unlock request'.

2.3.5. Backup Key (only from outside)

1. Press on the top of the cylinder cover located at the bottom of SDL-G2's exterior assembly.
2. Lift and rotate the cylinder cover clockwise to reveal the keyhole.
3. Insert the backup key horizontally and rotate it 360° clockwise to unlock the deadbolt. Rotate an additional 50° clockwise to release the latch.
4. Rotate the handle down to unlock SDL-G2.

2.4. Locking

Locking refers to the process of securing a door or gate by engaging the lock mechanism to prevent unauthorised access. The locking process remains the same whether you are locking the door from outside or inside.

2.4.1. Lock Latch

By default, SDL-G2 automatically locks the latch 5 seconds after the last unlock. (See the 'Lock Status' section for disabling auto lock)

2.4.2. Lock Bolt

Lift the Handle up to lock the Bolt.

2.5. Doorbell Function

Press the # key to activate the doorbell and produce a chime sound.

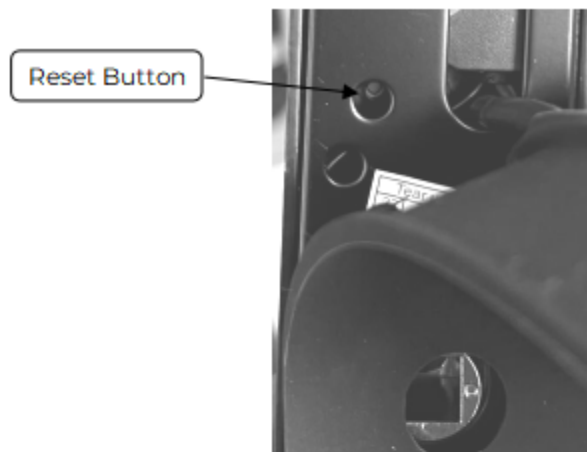
2.6. Factory Reset

Important: All data will be erased if you reset SDL-G2 to factory default settings.

Using Keypad

1. Press "*"#" on the keypad to trigger the voice prompt, which will request administrator verification.
2. Enter the master administrator passcode to access the setting menu.
3. Select 'System settings' by pressing 4.
4. Proceed by pressing 5.
5. Confirm the Factory Reset by pressing '#'.

Using Reset Button



1. Locate the Reset button located on the back of the Exterior Panel.
2. Use a paper clip to press and hold the Reset button for 5 seconds.
3. Once you hear the voice prompt stating "Reset confirmation," press the '#' key.

2.7. 5V Emergency Power

Note: 5V Emergency Power is only for temporary power or not being able to charge the lock.

1. Press on the top of the cylinder cover located at the bottom of SDL-G2's exterior assembly.
2. Lift and rotate the cylinder cover clockwise to reveal the Micro USB port.
3. Use a regular 5V power bank to provide power.

2.8. Anti-peep Keypad

The lock supports 6-7 digit passcodes. You can enter any 12-digit code as long as a correct code is included within the sequence.

Example User Code: **123456**

Example Valid Keypad Input: 045**123456**794

2.9. Finger Placement

- Cover the Fingerprint Reader completely with some pressure, ensuring your finger touches the surrounding metal ring.
- Ensure your finger and the Fingerprint Reader are clean and dry. Use a clean microfibre cloth to remove any dirt or debris.
- Avoid tapping too quickly or moving your finger around while scanning.
- If enrolling one finger proves difficult, try using another finger.

2.10. Using the Key Fob

- When using the Key Fob for access, place it at the centre to cover the reader.
- Approach the sensor with medium speed instead of sudden motion. If it doesn't work, move the Key Fob away and retry.

2.11. Temporary Lockout

After 5 consecutive failed passcode attempts, the keypad will be locked for 2 minutes, and the lock will not respond to any operation during this time.

2.12. Low Battery Alarm

When the lock is being used and the battery charge drops to a certain threshold, the alarm will be activated after each unlocking operation. This serves as a reminder to the user that the battery needs to be recharged or replaced soon.

It is recommended to charge the battery as soon as possible to avoid any potential lockouts.

Programming Guide

Important

- All **permanent access methods** should be programmed using the lock keypad. This includes:
 - adding permanent codes, fingerprints and fobs
 - deleting codes, fingerprints and fobs
 - enabling and disabling autolock
 - enabling and disabling sound
- If the keypad is idle for a few seconds the settings mode will exit and you will have re-start the process.
- Pairing the Tuya Smart app (see Programming Guide - Tuya App) is **optional**. It is only needed for advanced functions including:
 - remote unlock
 - generating temporary passcodes
 - transferring the lock to another 'Home Owner'
 - adding 'family' members to Tuya Smart app, whereby they can also access advanced functions.
 - accessing log records

1. Adding permanent Passcode, Fingerprint or Fob

Important

- Make sure you only provide permanent unlock methods to family members and trusted members.

Notes:

- You can add up to 9 administrators and 280 general users.

1. Press "*"#" on the keypad to trigger the voice prompt, which will request administrator verification.
2. Enter the master administrator passcode to access the setting menu.
3. Press "1" to add an administrator or "2" to add a normal user.
4. Follow the steps below to add the desired unlock method.
 - 4.1. **To add a new passcode:**
 - 4.1.1. Enter the desired new 6-digit passcode and press "#".
 - 4.1.2. Repeat the process to confirm the new 6-digit passcode.
 - 4.2. **To add a new Fob:**
 - 4.2.1. Place the Fob on the card reader to initiate the enrolment process.
 - 4.3. **To add a new Fingerprint:**
 - 4.3.1. Place your fingerprint on the fingerprint reader to begin the enrolment process.
 - 4.3.2. Repeat the same finger placement two more times.

2. Deleting permanent Passcode, Fingerprint or Fob

1. Press "*"#" on the keypad to trigger the voice prompt, which will request administrator verification.
2. Enter the master administrator passcode to access the setting menu.
3. Press "3" to initiate the user deletion process.
4. Now, depending on the method you wish to use for deletion, follow one of the steps below:
 - 4.1. **To delete a fingerprint:**
 - 4.1.1. Scan the fingerprint that you wish to remove on the fingerprint reader.
 - 4.2. **To delete a passcode:**
 - 4.2.1. Enter the passcode that you wish to delete using the keypad.
 - 4.2.2. Press "#".
 - 4.3. **To delete a fob:**
 - 4.3.1. Tap the fob on the card reader to begin the deletion process.

3. Lock Status

Normal Mode

This is the default mode. Users must pass the fingerprint, code, fob or App access verification to unlock SDL-G2 from inside and outside.

Always Open Mode

You can disable the auto locking feature to keep a space open.

1. Press "*"#" on the keypad to trigger the voice prompt, which will request administrator verification.
2. Enter the master administrator passcode to access the setting menu.
3. Press "4" to navigate to the system settings.
4. Press "4" to enable (or disable) Always Open Mode.

Note: To disable the 'Always Open' - (a) Use the same steps above or (b) just enter any valid unlock method (i.e. fingerprint, fob, code, etc.)

4. Adjust Volume

1. Press "*"#" on the keypad to trigger the voice prompt, which will request administrator verification.
2. Enter the master administrator passcode to access the setting menu.
3. Press "4" to navigate to the system settings.
4. Select "2" to enter the volume settings.
5. Press "4" to decrease the volume or "6" to increase the volume.
6. Press "#" to confirm the selected volume adjustment.

Programming Guide - Tuya App

Important:

- Pairing the Tuya Smart app with the lock is **optional**. It is only needed for advanced functions.
- All the operations related to configuring the new smart lock should be performed within one meter radius to the lock.

1. Download the App

Go to your application store and search for the 'Tuya Smart' application and download this to your device.

This section shows you the basic configurations of the smart lock using the Tuya Smart application to get you started using the smart door lock.

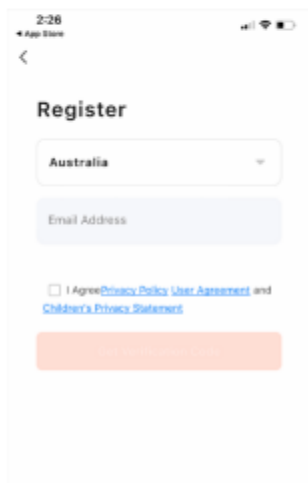
For a **complete guide** of the Tuya Smart application functions, scan the QR code below.



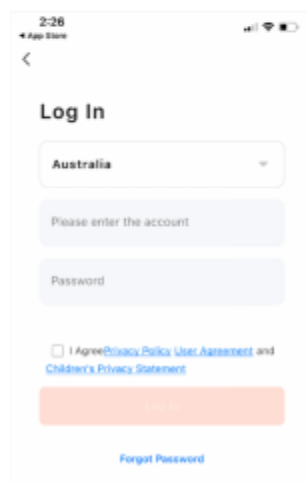
2. Login to Tuya Smart Account

If this is your first time using the Tuya Smart app, you need to register a new user account. Once an account has been created, you can use the same account to manage all your locks.

If you already have an account, you can skip the registration and login to the app with your account credentials.



The screenshot shows the 'Register' screen. At the top, the time is 2:26 and the status bar shows 'App Store', signal strength, Wi-Fi, and battery. A back arrow is in the top left. The title 'Register' is centered. Below it is a dropdown menu with 'Australia' selected. Underneath is a light blue input field for 'Email Address'. A checkbox is followed by the text 'I Agree [Privacy Policy](#), [User Agreement](#) and [Children's Privacy Statement](#)'. At the bottom is a large orange button.



The screenshot shows the 'Log In' screen. At the top, the time is 2:26 and the status bar shows 'App Store', signal strength, Wi-Fi, and battery. A back arrow is in the top left. The title 'Log In' is centered. Below it is a dropdown menu with 'Australia' selected. Underneath is a light blue input field with the placeholder text 'Please enter the account'. Below that is another light blue input field for 'Password'. A checkbox is followed by the text 'I Agree [Privacy Policy](#), [User Agreement](#) and [Children's Privacy Statement](#)'. At the bottom is a large orange button and a blue link that says 'Forgot Password'.

Registering a new account

1. Open the Tuya Smart app
2. Tap 'Sign In'
3. Enter country, email address and agree to privacy statements.
4. Tap 'Get verification code'.
5. Enter the verification code that is sent to the email you registered with.

Login Successful

Once you are logged into the app you will be taken to the Home page of the Tuya Smart app.

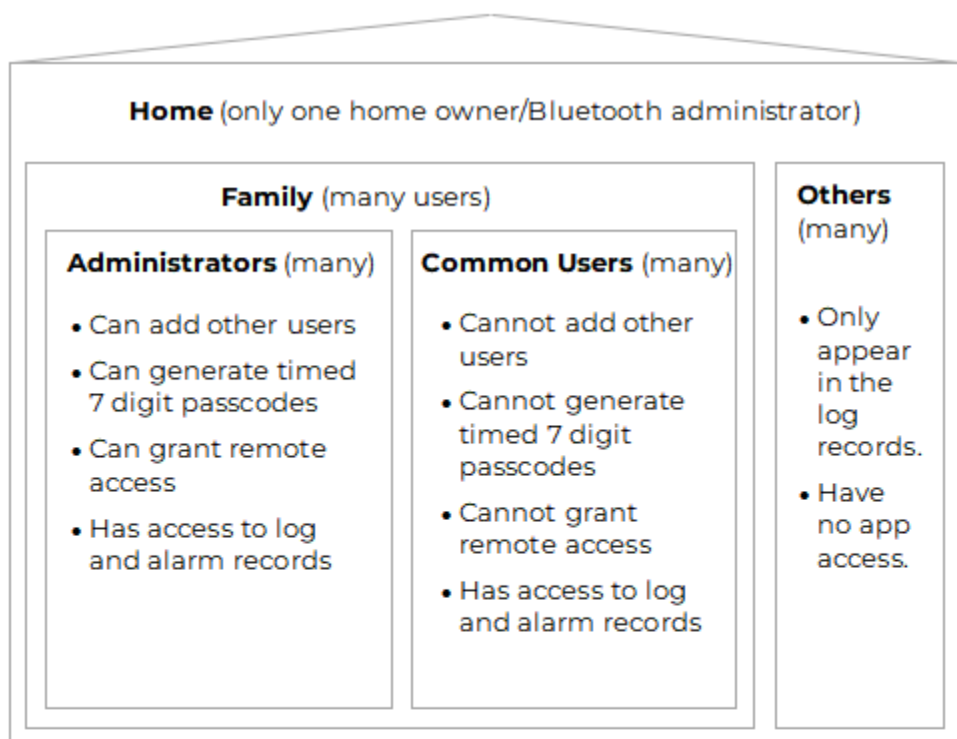
Login to the account

1. Login to your account with your user name and password and agree to the privacy statements.
2. Tap 'Get verification code'.
3. Enter the verification code that is sent to the email you registered with.

3. Sharing Tuya Smart App access

- Access to the Tuya Smart App can be shared with others. To do this you need to create a **Home** in the app and add members to this home.
- You **only** need to create a home if you want to **share** App access with other people. If you don't want to share App access with anyone, please go to section 4 – adding the lock to the Tuya Smart App.
- Once a new lock is added to a home, all family members will get App access to the lock. Reversely, if the 'home owner' removes a lock from a home, all users inside the home lose App access to the lock.

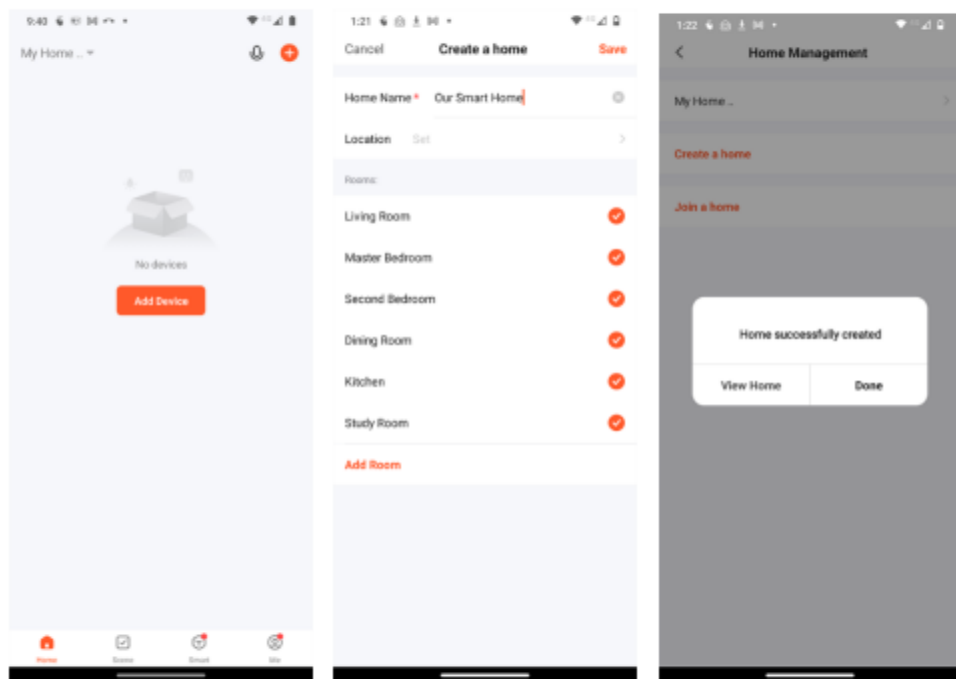
User hierarchy and permissions in the App



Creating a Home in the Tuya Smart App

To add a lock to the Tuya Smart App, you first need to create a home and then add the lock to that home.

Creating a home is necessary if you want to share app access with other users or members.



1. Tap on 'My Home..' located in the top left corner of the home screen.
2. Navigate to 'Home Management'.
3. Tap on 'Create a home'.
4. Once you have entered the required information, you will see a prompt confirming that the home has been successfully created.
5. Tap 'Done' to complete the process.

4. Adding the lock to the Tuya Smart App

Important:

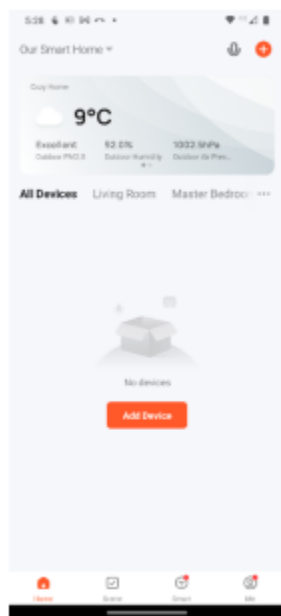
- Ensure that you have already performed one of the following actions before proceeding: (a) initialised the lock (refer to Power and Test section) or (b) performed a factory reset (refer to Factory Reset section).
- Upon completing this step, you will assume the role of the main administrator for the lock. As the main administrator, you will have the same privileges as the Home Owner if you have a Home configured (refer to section 7, Sharing Tuya Smart App Access).
- While you have the option to add additional users with administrator privileges, please note that the main administrator will always have the highest level of access.

If you have created a Home (e.g. Our Smart Home), first select the Home, then add the lock inside that Home.

6. Tap 'My Home..' located in the top left corner of the home screen.

7. Navigate to 'Home Management'.

8. Select the desired Home to which you want to add the lock.



9. Tap the 'Add Device' button or click on the '+' symbol.

10. Proceed to 'Security and Video Surveillance' (or 'Camera & Lock').

11. Choose 'Lock (Wi-Fi)' from the options provided.

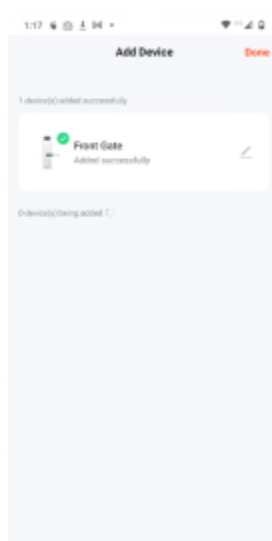
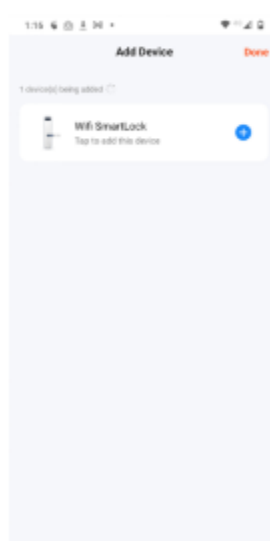
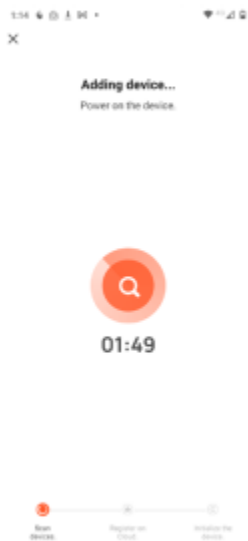
12. Select the appropriate 2.4GHz Wi-Fi network, enter the Wi-Fi password, and tap 'Next'. Set aside the device and focus on the lock itself.

13. On the lock's internal panel, press "2#" on the keypad to trigger the voice prompt, which will request administrator verification.

14. Enter the master administrator passcode to enable network search mode. The '1' key on the keypad will start blinking.

15. On your device, tap 'Confirm the indicator is blinking rapidly.'

16. Tap 'EZ Mode' to initiate the scanning process for the smart lock.



17. Allow a few minutes for the lock to be added. The progress will be indicated on the lock keypad as the digits 2, 3, and 4 progressively blink.

18. Once the lock is recognised in the app, tap the blue '+' icon to add the device.

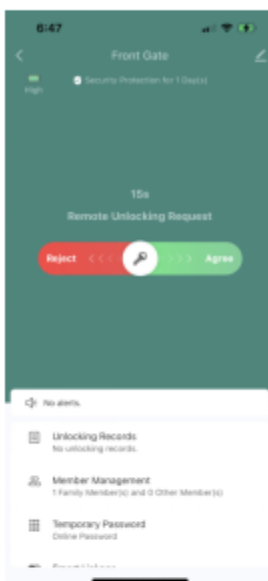
19. To customise the lock name, tap on the pen icon and enter a suitable name (e.g., Front Gate).

20. Finally, tap 'Done' to complete the process.

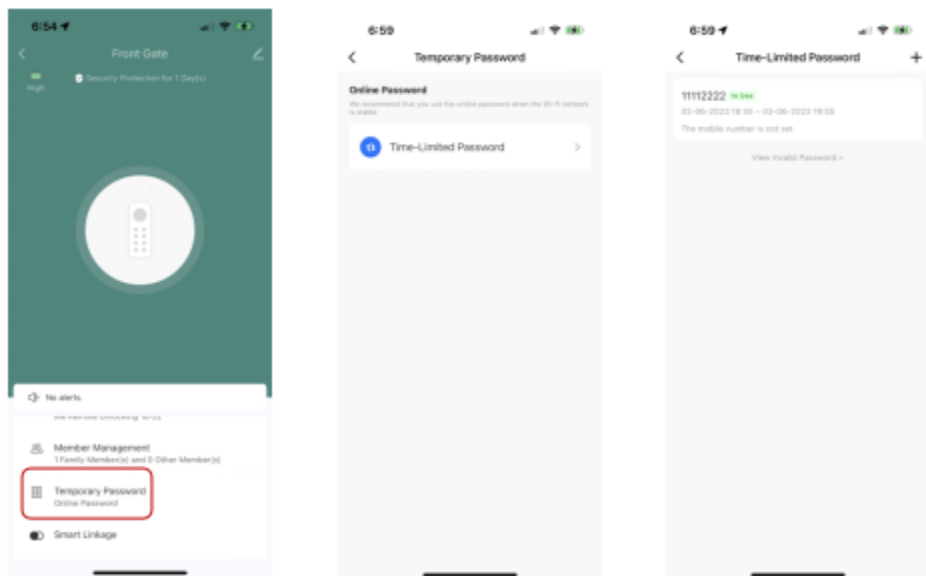
5. Remote unlock request

To initiate a remote unlock request, please follow these steps:

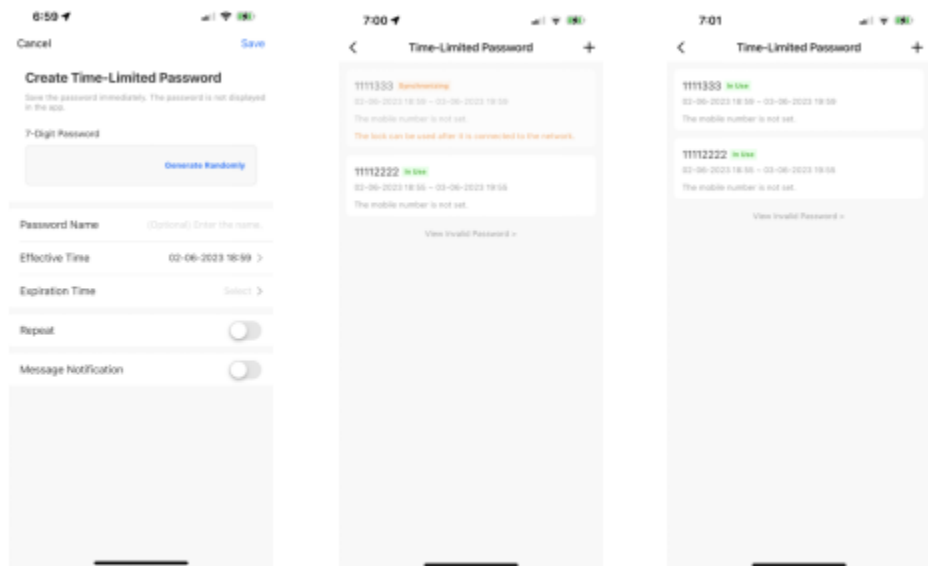
1. When a person wishes to enter through the door/gate, they can send a request to the administrator device by pressing '4#' on the lock keypad.
2. The administrator device will receive a push notification indicating the 'Remote Unlock Request'.
3. The administrator must confirm whether the remote opening is allowed.
4. Once the administrator confirms the request, the lock will be unlocked, granting access to the person making the request.



6. Generate timed passcodes using the app



1. Open the app and navigate to the lock home screen.
2. Locate and tap on the 'Temporary Password' option.
3. From the available options, select 'Time-Limited Passcode'.
4. Tap the '+' symbol to begin the process of creating a new time-limited passcode.



5. Enter a 7-digit passcode using only digits between 1 and 6. (Avoid selecting 'Get Randomly' as it may include digits 7-9, which are not on the keypad).

6. Provide a name for the passcode.

Password Name Tips: Enter the passcode as the name so you can remember it easily OR write the number down and give it a different name e.g. John Smith, then send the passcode to John Smith.

7. Set the start date and time for the passcode. Tap 'Done' when finished.

8. Set the end date and time for the passcode. Tap 'Done' to confirm.

9. Tap 'Save' located in the top right corner of the screen to save the passcode settings.

10. You will now find the newly created passcode listed under 'Time-Limited Passcodes' with a status of 'Synchronizing'.

11. To synchronise the newly created passcode with the lock, press '#' on the keypad. This synchronisation process should only be performed once before the initial use of the new passcode.

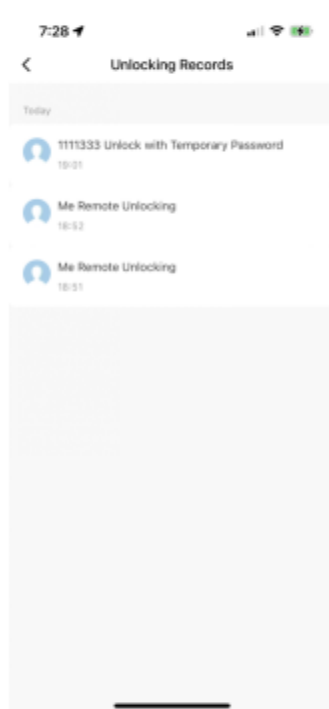
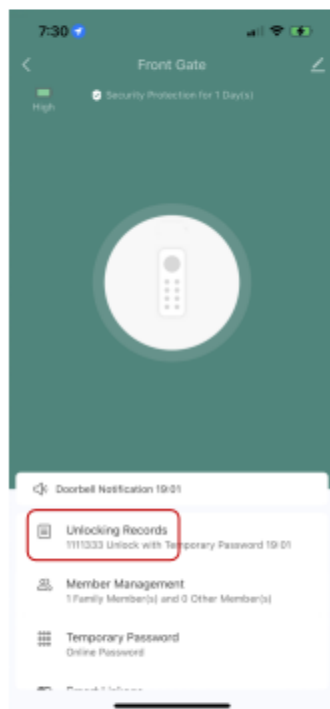
12. When you refresh the passcode list in the app, the password will be displayed as 'In Use', indicating that it is currently active.

13. From now on, during the specified time period, simply enter the passcode on the keypad followed by the '#' key to unlock the gate.

7. Check log record

To check the log record of the lock, including the date, time, and details of unlocking events, follow these steps:

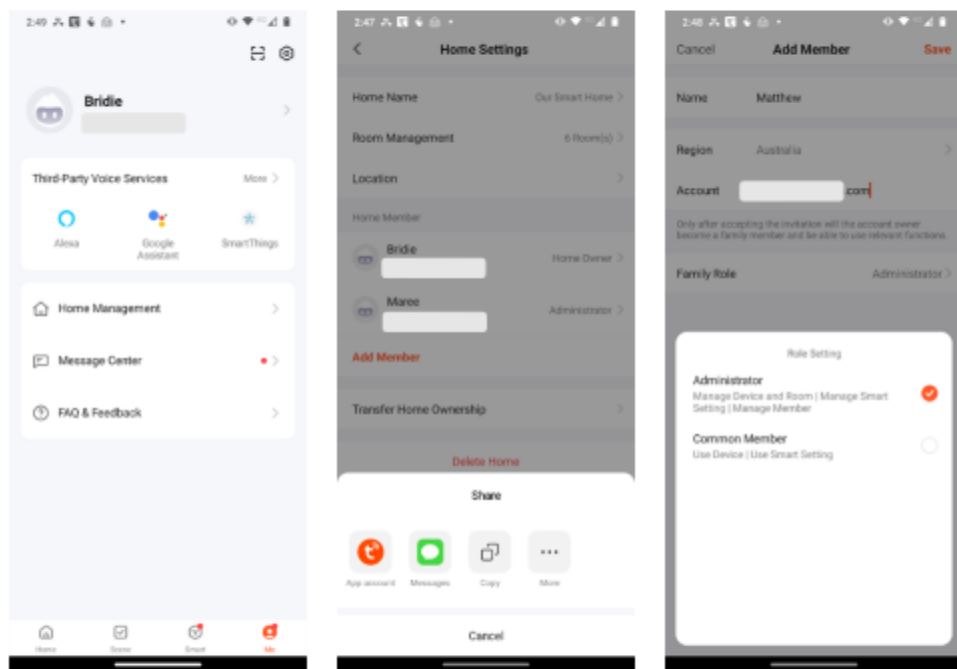
1. Open the app and navigate to the lock home screen.
2. Tap on 'Unlocking Records' to access the log records screen.



8. Adding Family members/users

Important: Family members must first download the Tuya Smart App to their device and register.

Adding a new family member



1. Go to the 'Me' section in the app and navigate to 'Home Management'. Alternatively, you can access 'Home Management' directly from the home screen by tapping on 'My Home..' and then selecting 'Home Management'.
2. Choose the desired home (e.g., Our Smart Home) where you want to add the new family member.
3. Tap on 'Add Member' to initiate the process.
4. Select the Tuya Smart App icon and provide the new family member's name and email account. Alternatively, you can share an invitation code that will expire in 3 days.

5. Choose the Family Role for the new member, either Administrator or Common Member.

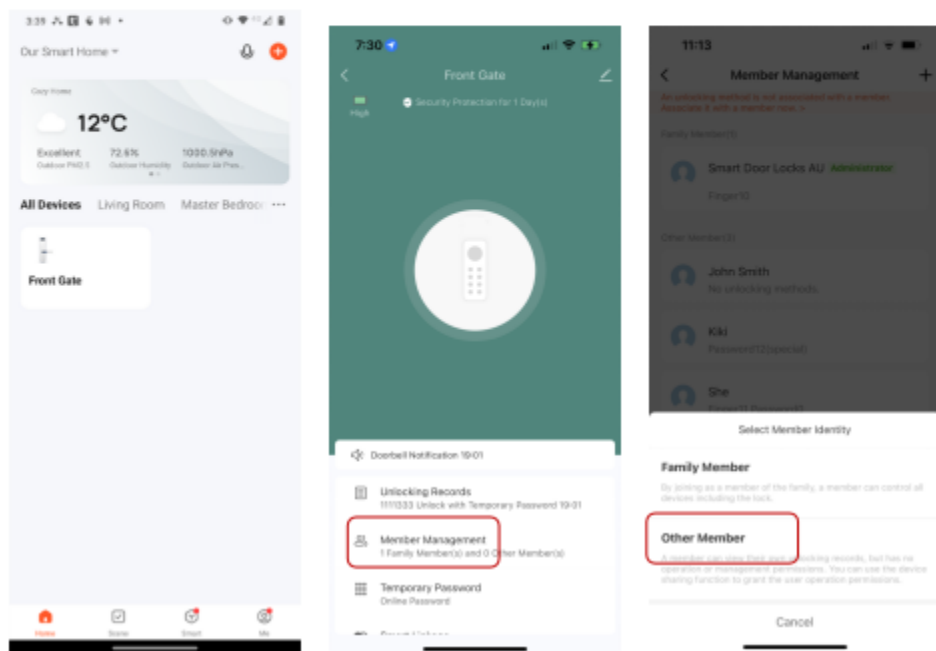
6. Tap 'Save' to complete the process. The app will now wait for the new family member's confirmation to join the home.

Accepting invitation

Once the new family member receives the invitation, they should follow these steps:

1. Open the Tuya Smart app and navigate to the 'Me' section. Then, go to 'Home Management'.
2. Click on the name of the home where it shows 'waiting to join'.
3. Accept the invitation to join the home.

9. Adding 'Other' members/users



1. Open the app and navigate to the lock home screen.
2. Tap on 'Member Management'.
3. Tap on the '+' symbol.
4. Select 'Other Member' from the available choices.
5. Enter the name of the member you wish to add using the provided text input field.

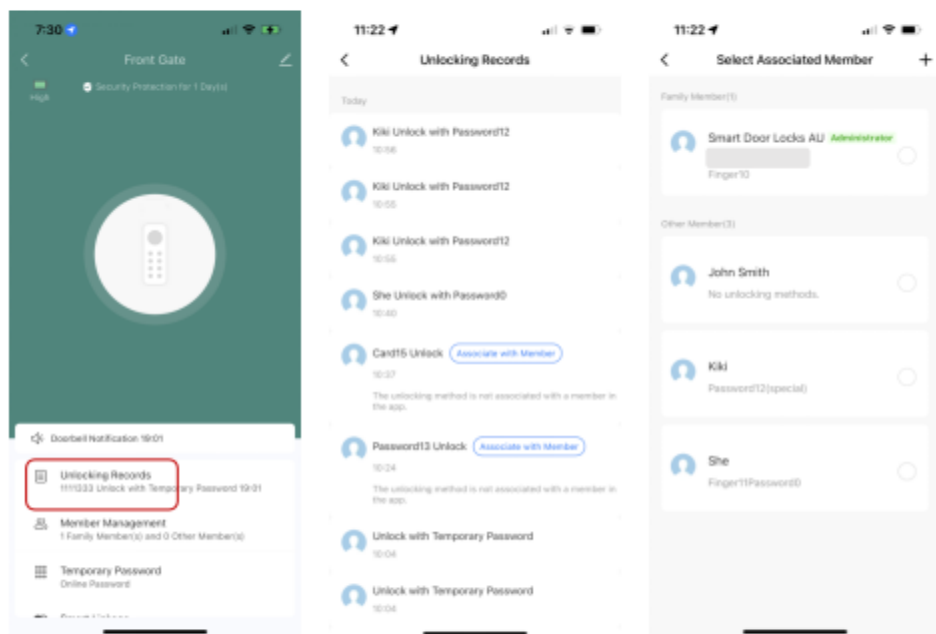
Notes:

- You can choose to add **new** unlock methods to a user from the user details screen above.
- To assign **existing** unlock methods to a user, see 'Assigning unlock methods to members'.

10. Assigning unlock methods to members

By following these steps, you can map the permanent unlock information from the lock into the Tuya App, ensuring that there is a record of the assigned user name for codes or credentials.

This will help in identifying and tracking unlock records within the app's log system, providing a comprehensive overview of lock activity and access events.

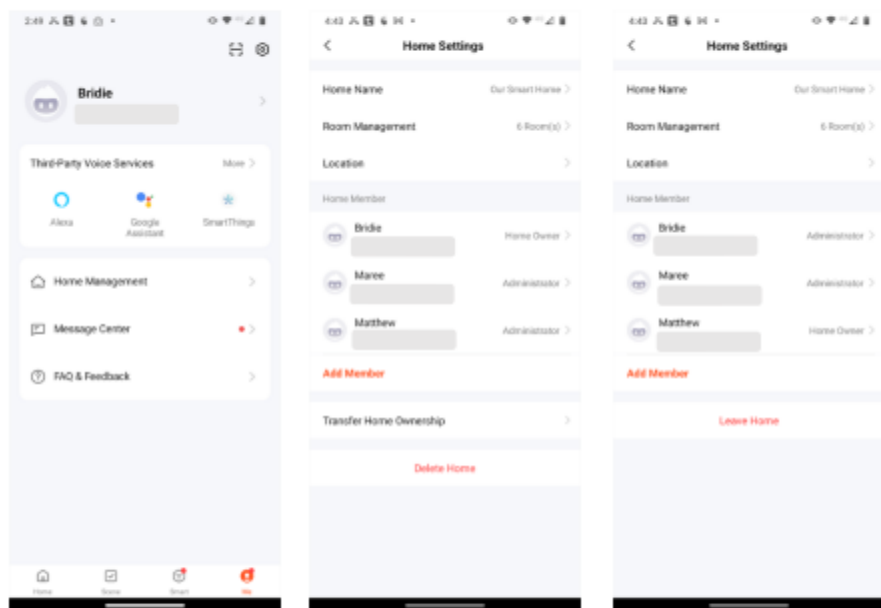


1. Open the app and navigate to the lock home screen.
2. Tap on 'Unlocking Records' to access the log records screen.
3. Locate the desired unlock record that you want to associate with a member.
4. Tap on 'Associate with Member' next to the unlock record.
5. Select the member from the list to assign the unlock method.
6. Confirm the selection by pressing 'OK' or a similar confirmation prompt.

11. Transferring lock ownership

If you have created a Home and paired the lock to it in the Tuya Smart App, you have the option to transfer lock ownership from one person to another.

This can be useful in situations where ownership needs to be transferred, such as when an installer wants to transfer ownership to a property owner.



1. Add the new recipient as an Administrator in the Home. This can be done by following the steps outlined in the section on adding family members/users.
2. Go to 'Home Management' in the app and select the desired Home.
3. Look for the option to transfer ownership and tap on it.
4. The new Administrator will now become the Home Owner and will have the highest level of access and control over the lock.
5. The previous Home Owner, who is now an administrator, can choose to leave the Home. They can do this by tapping on "Leave Home" and confirming the action. This will remove their access to the lock and any associated privileges.



We are here to help!

For additional support,
Visit <https://smartdoorlocks.com.au/pages/contact-us>
or email sales@smartdoorlocks.com.au
or contact us 1300 624 046

