

Smart Lock User Manual

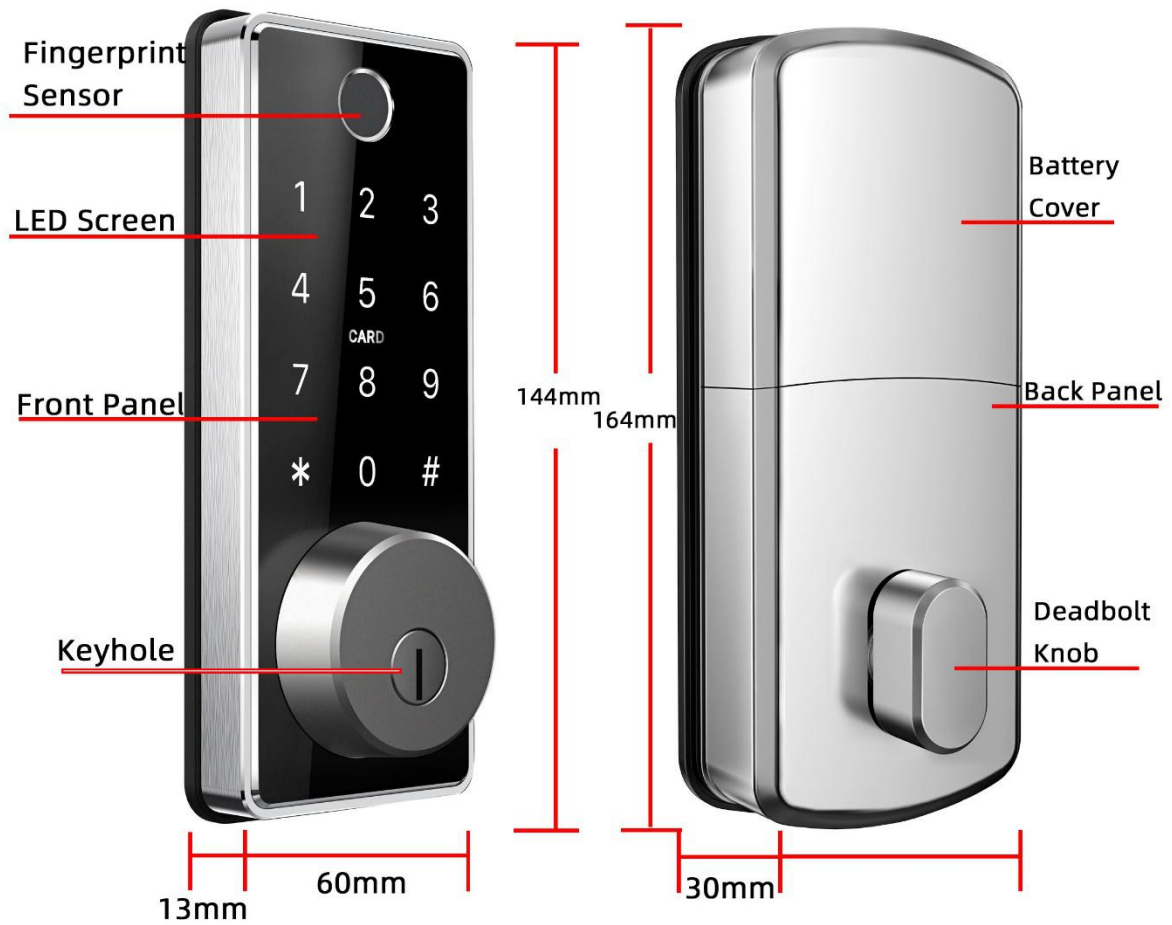
Model: T13B



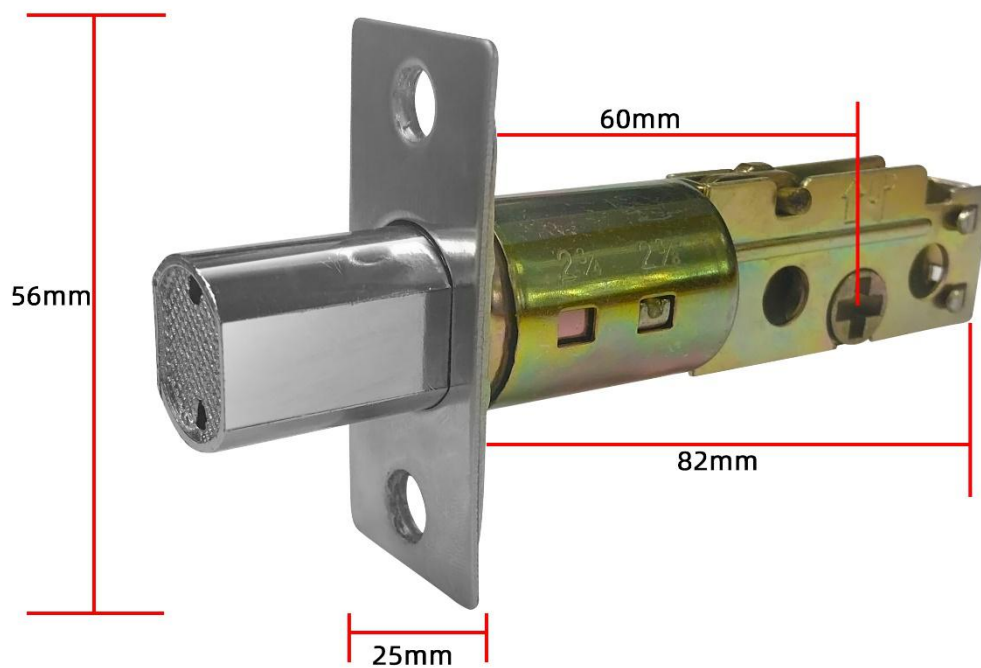
Special Attention:

1. Mechanical keys please keep outdoor, just in case keys lock in doors.
2. Please charge for the battery when low wattage alarm.
3. Reading this manual carefully before installation, and keep it for future reference.

1. Lock Structure



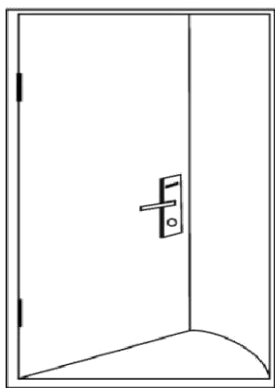
2. Mortise



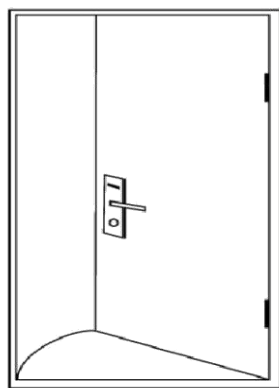
3. Installation

3.1 Confirm opening direction

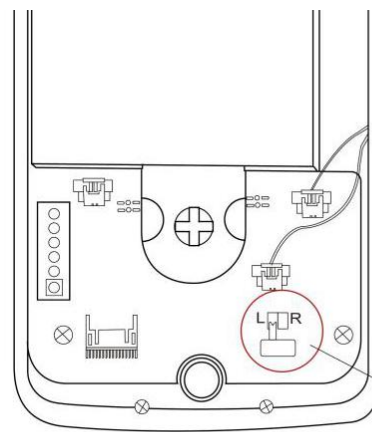
- To install the lock for left-open, ensure the toggle button on the back assembly is set to L.
- To install the lock for right-open, ensure the toggle button on the back assembly is set to R.



Left-Open



Right-Open



Left/Right Open Set Switch





3.2 Confirm before installation

Left Open

1







Spindle always keep horizontal

<p>2</p>		<p>Deadbolt always keep pull in</p>
<p>3</p>		<p>This direction always Keep UP</p>
<p>4</p>		<p>What is left open? This we called "left open"(show as image)</p>
<p>5</p>		<p>Change to "L" position in the PCB of back panel</p>

6		Deadbolt knob always horizontal(not vertical)
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Attention: Any of above is improper set, will cause problem ! ! !

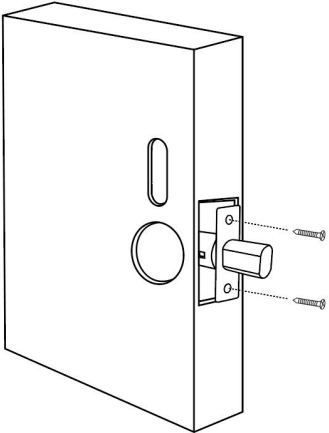
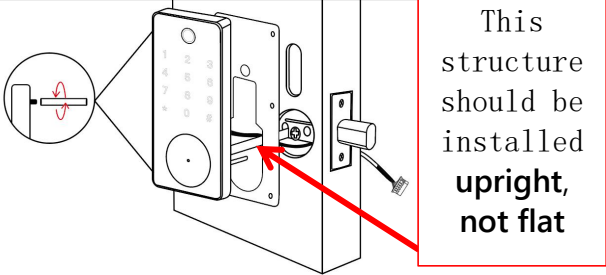
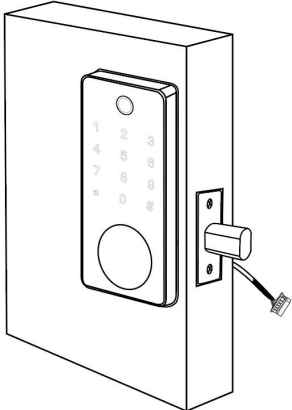
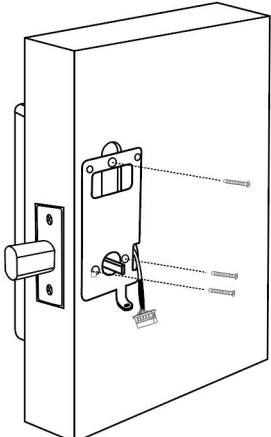
<i>Right Open</i>		
1		Spindle always keep horizontal
2		Deadbolt always keep pull in

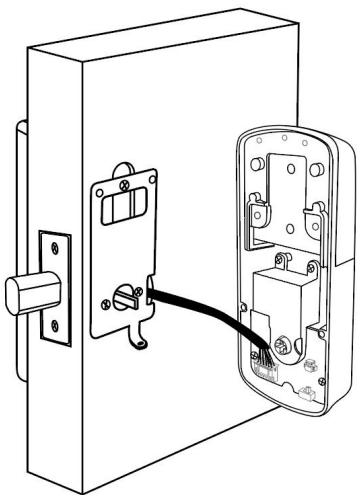
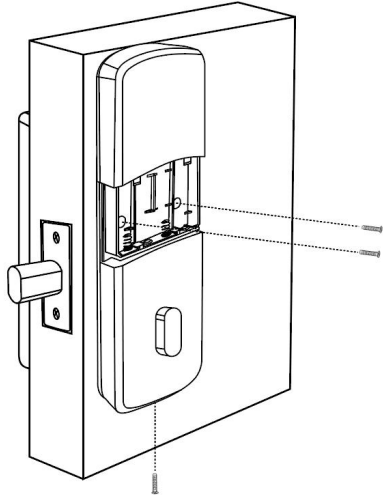
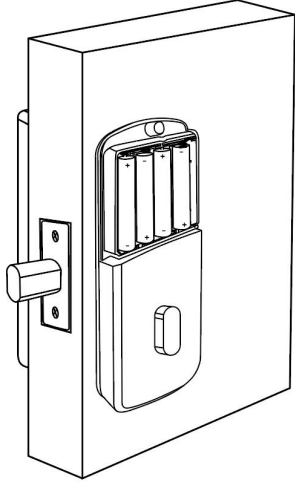
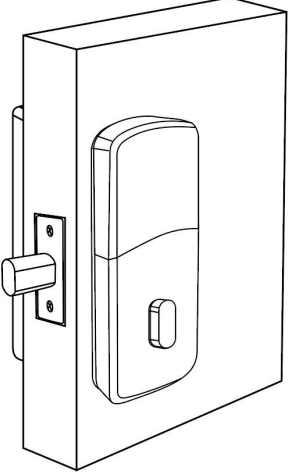
3		This direction always UP
4		What is right open? This we called "right open"(show as image)
5		Change to "R" position in the PCB of back panel



Attention: Any of above is improper set, will cause problem ! ! !

3.3 Installation Steps

<p>Step1 Install Mortise</p>	<p>Step2 Install Screws Casing and Water Rubber Plate</p>
	 <div data-bbox="1171 1099 1362 1375" style="border: 1px solid red; padding: 5px;"> <p>This structure should be installed upright, not flat</p> </div>
<p>Step3 Install Front Panel</p>	<p>Step4 Fixed Front Panel</p>
	

<p>Step5 Connecting Front and Back Panels</p>	<p>Step6 Fixed Back Panel</p>
	
<p>Step7 Install Batteries</p>	<p>Step8 Cover the battery box</p>
	

4.Specifications

Suitable for Models	T13B
Materials	Zinc Alloy
Lock Size	144*60mm
Lock Weight	1.5 KG
Unlocking way	Bluetooth Gateway (Option) Fingerprint

	Card Password Mechanical Key
Color	Silver Black
Doors Applicable	Wooden Door
Working Voltage	6V/4x AA Batteries
Door Thickness to Fit	35-60mm
Working Temperature	-25°C-60°C
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.8V
Communication mode	Bluetooth 4.0
Support System	Android 4.3 / IOS 7.0 above
Static current	≤30uA
Working current	≤200m A

Initialization

Long press the reset button on the back of the front panel for about 3s, input "000000#", the initialization is successful when the buzzer short beep twice.



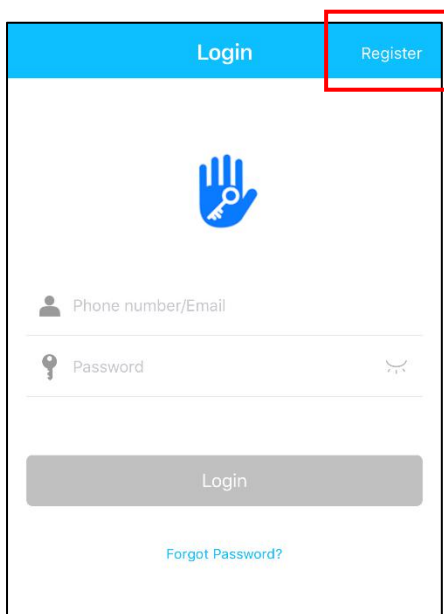
Reset Button

5.Registration

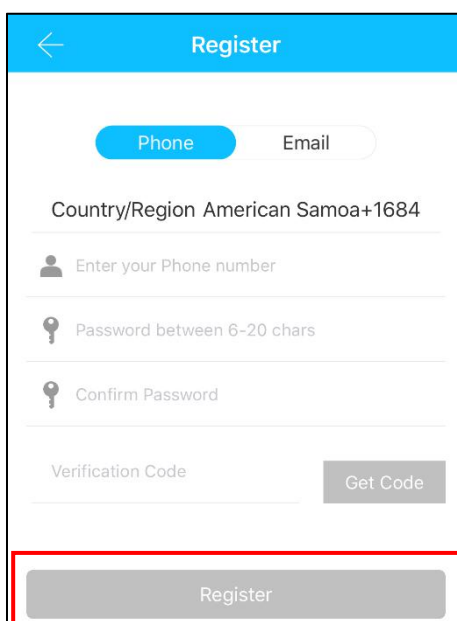


5.1 Connect lock to the phone

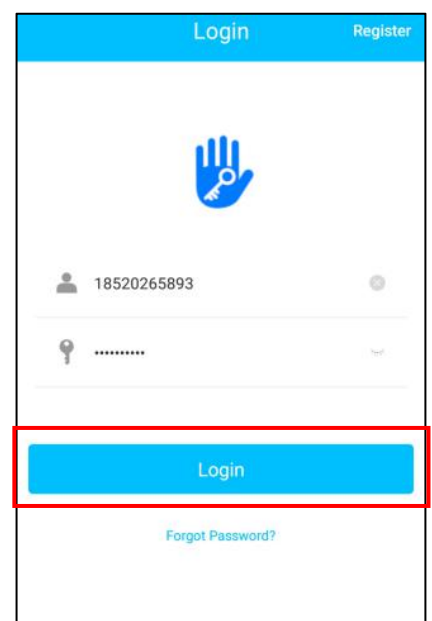
- 1) Android mobile phone, please scan the left QR code as above
- 2) Apple mobile phone, please scan the right QR code as above
- 3) You can also search for TTLock in the APP store(or Google Play) for download
- 4) Register a new account (phone number or email) or login with an existing account.
- 5) Touch the lock screen to light, click "+ Add Lock"
- 6) The lock nearby will appear on the phone screen, Click "+"
- 7) Re-name the lock
- 8) The lock added successfully



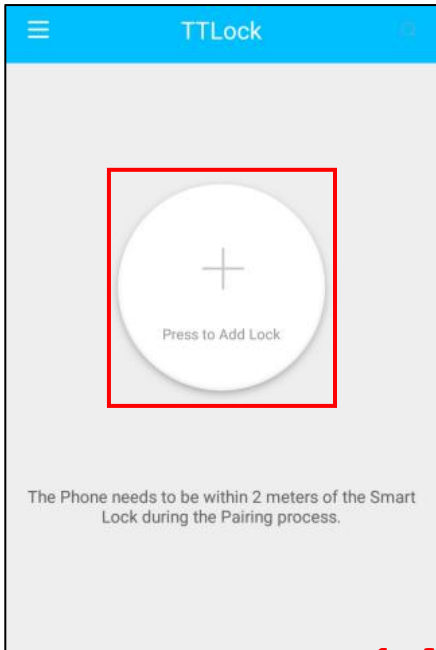
1-1



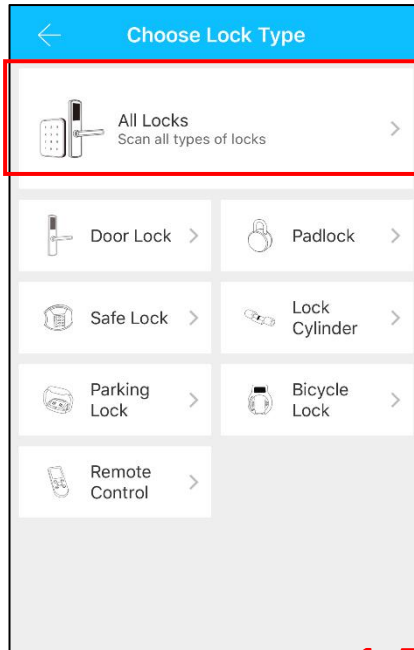
1-2



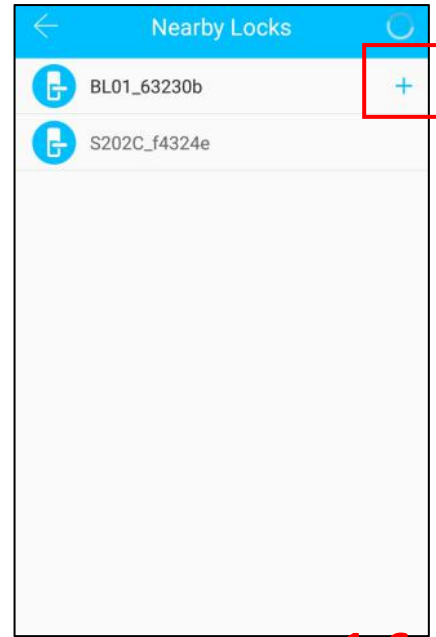
1-3



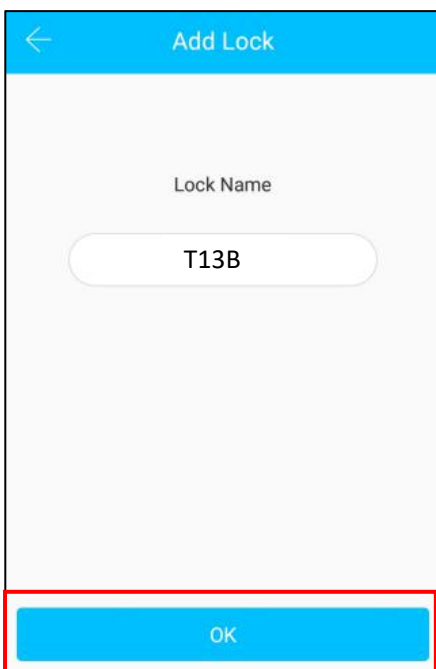
1-4



1-5



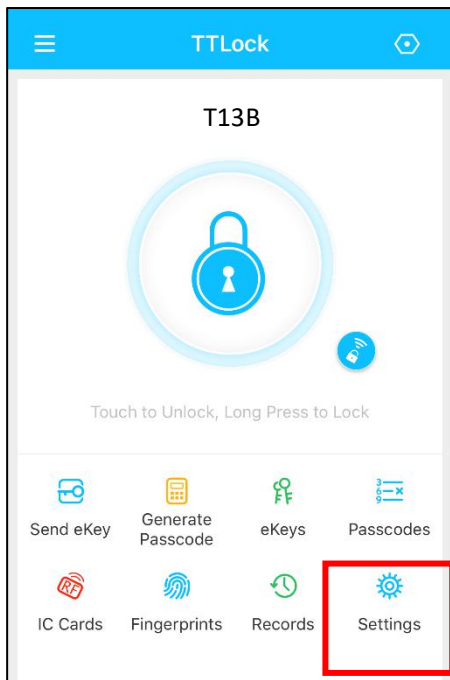
1-6



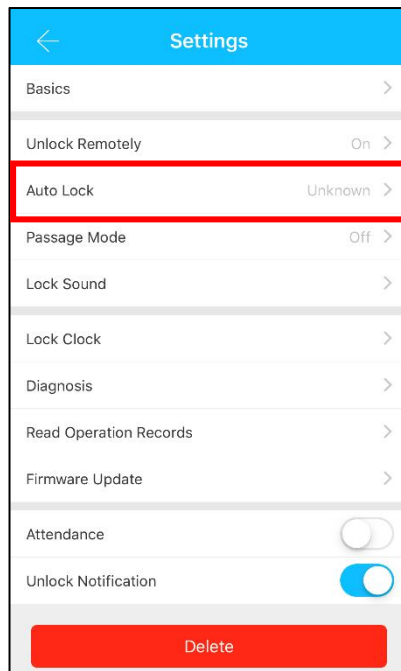
1-7

Attention:

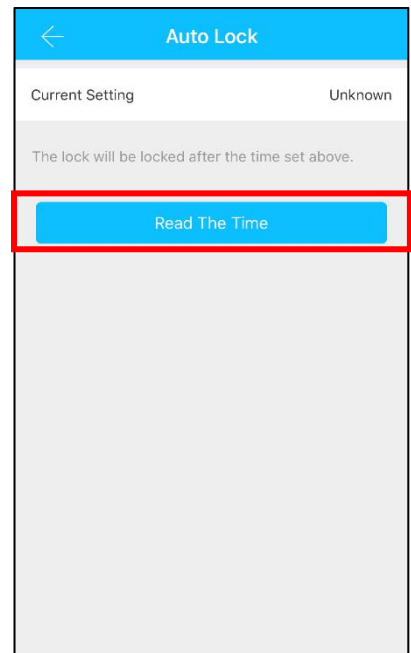
This lock doesn't have the automatic lockout turned on in the factory settings. If you need it, you can set it in the APP. Specific steps are as follows:



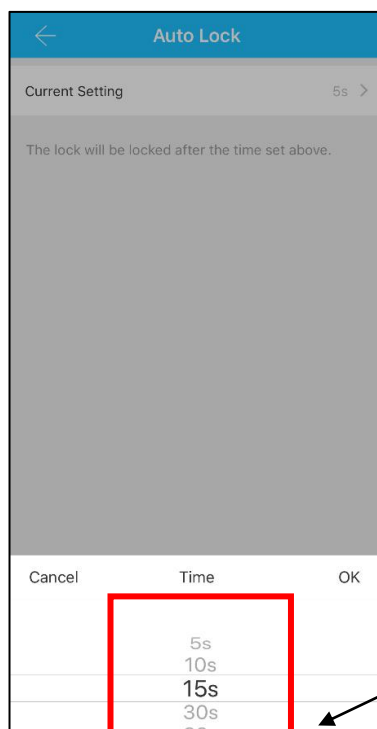
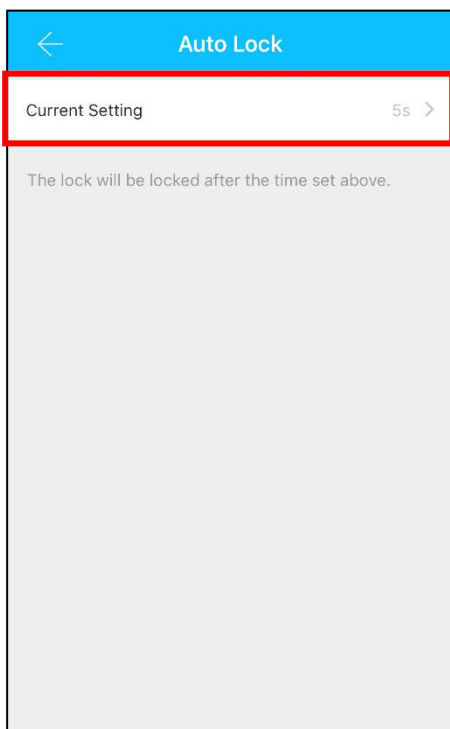
1



2



3



Choose the time of Auto Lock


Features:-

- ✓ Semiconductor fingerprint sensor(508dpi)
- ✓ Passage mode function
- ✓ Stainless steel handle
- ✓ Smart APP operation & Unlock Remotely & User unlock records
- ✓ Voice guided operation
- ✓ Auto secure & break-in alarm
- ✓ Voice setting function
- ✓ Auto locking time setting function
- ✓ Screen locking
- ✓ Anti-theft Password
- ✓ Smart freeze
- ✓ Emergency power supply through USB
- ✓ Material of Lock Body
- ✓ Material of Lock
- ✓ SS304
- ✓ Zinc Alloy

Note : The lock can be opened using default code 123456 followed by # in trial mode

5.2 User Management


5.2.1 Bluetooth management

Make sure there is no problem with Bluetooth communication. After connecting the phone to the door lock as above, Click "  " as show as figure2-1 to unlock.(the phone is within 5meters from the door lock)

5.2.2 Remote control management(Optional)

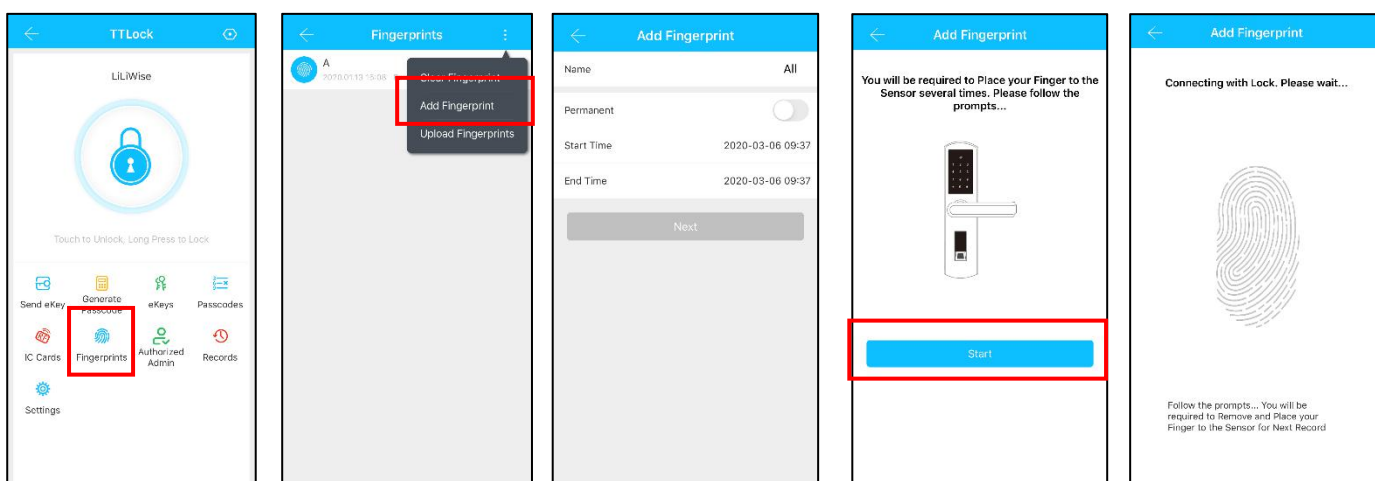
TTLock is directly connected via Bluetooth and is not connected to the network itself, which is why it is not vulnerable to network attacks. The gateway is an accessory of the smart lock, it is the bridge connecting

the smart lock and the home wifi network. Through the gateway, users can remotely view and calibrate the lock clock, read the unlocking records of passwords, ICs, fingerprints, etc. in a timely manner, and remotely delete and modify passwords.

After confirming that your phone and door lock are connected to the gateway, Click "  " as show as figure 2-1 to unlock. You can unlock it anywhere you have a network.(How to set up the gateway to connect to your phone refer to step 5.3)

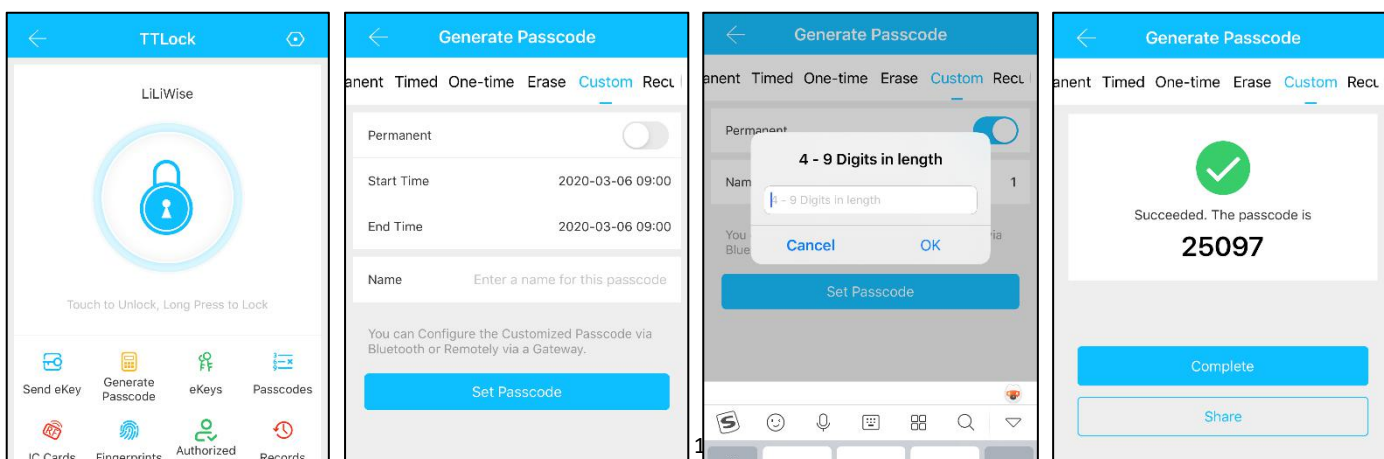
5.2.2.1 Add fingerprint

The premise that a fingerprint can be used to open a door is that it needs to be added first. The adding process needs to be performed by the APP beside the lock. The fingerprint expiration data can be set, it can be permanent, or it can be limited. After setting ,you can modify its validity period.



5.2.2.2 Setting Passcode


Passcodes are also a way to unlock. After entering the passcode on the locked keyboard, press the unlock button in the lower right corner to unlock. Passcodes are divided into permanent, time-limited, single, clear, cycle, and custom.

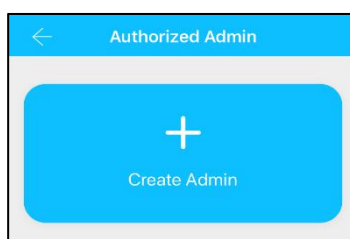
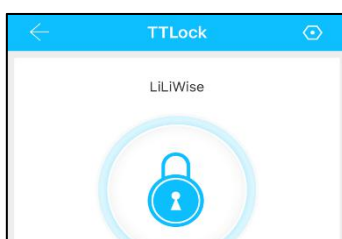
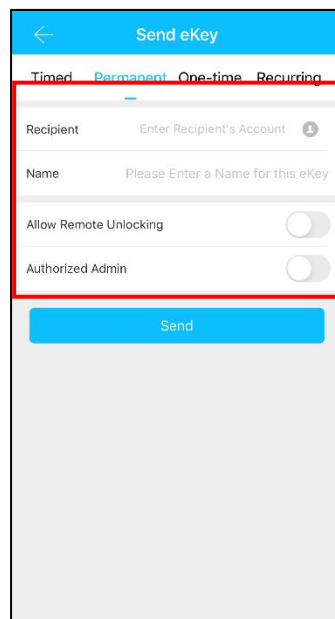
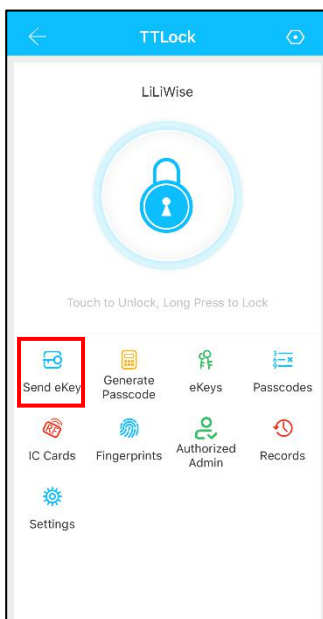




You can share the Passcode to other user via WeChat/SMS/Email/Messenger/WhatsApp

5.2.2.3 Send e-Key

Click on the "  " as shown in figure, you can send the eKey to other users of TTlock to authorize the unlock(the receiver must be download the APP and set up an account) → Select e-key format (Timed, permanent, One-time, Recurring) → Enter recipient's account of TTlock,set the name and effective time of the eKey, Can choose to allow remote unlocking or disallowing, authorized administrator or not authorized, as shown in figure →Send→The recipient's account has Bluetooth unlock permission (Only the administrator can authorize the ordinary key. After the authorization is successful, the authorized key is the same as the administrator's interface. You can send keys, passwords, etc. to others. However, the authorized administrator can no longer authorize others.)



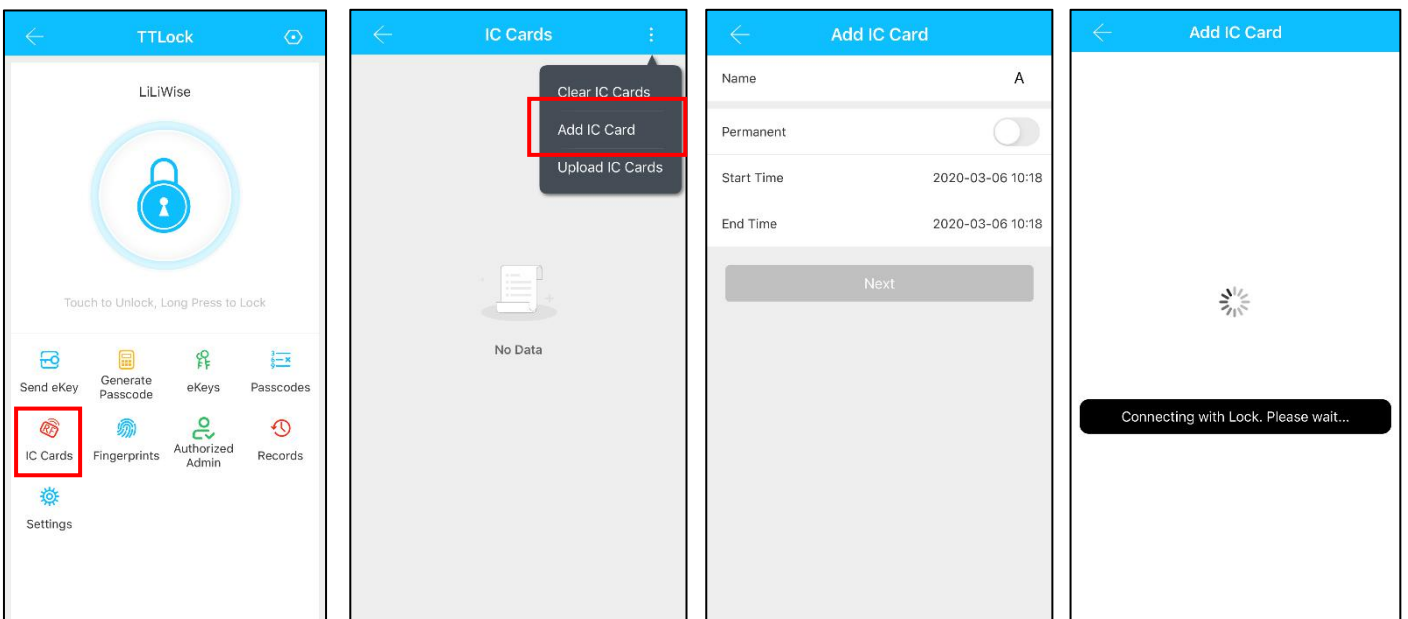
← ← You can authorized admin to other user



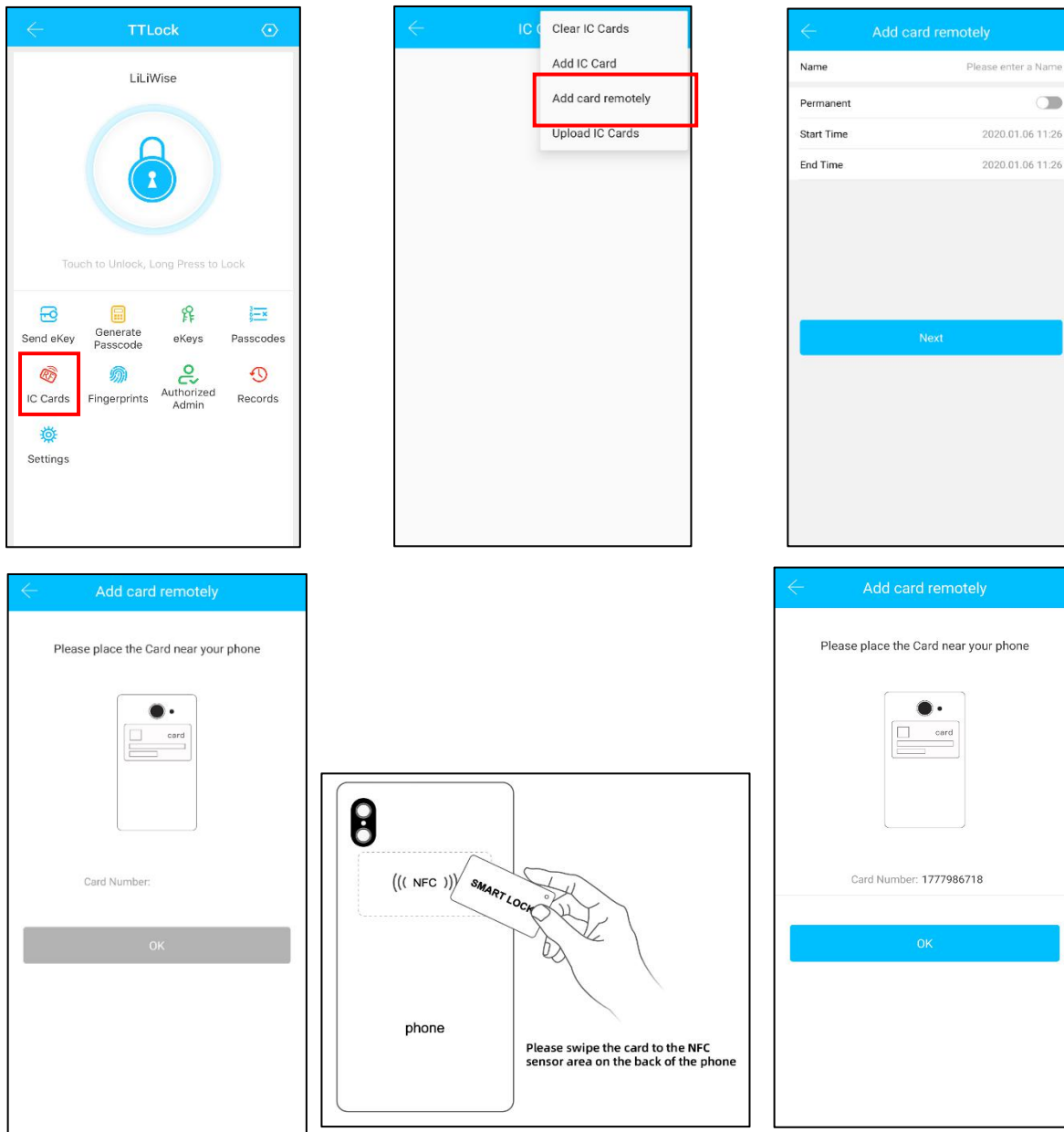
5.2.2.4 Add card and add card remotely

Supports opening doors through various IC cards. Before an IC card is used to open the door, it needs to be added first. The adding process needs to be performed by the app beside the lock. The validity period of the IC can be set, it can be permanent, or it can be limited in time. After setting, you can also modify its validity period.


a) Add Card




b) Add card remotely (You must add gateway first!)



5.2.3 The Admin password management


Click "  " as shown in figure 2-1 → Basics → See Admin Passcode as shown in finger 2-2 → input Passcode on the keypad of lock → "#" to unlock.

5.2.4 e-Key management


Click "  " as show in figure 2-1 → figure 2-3 to manage the eKeys you send, The key management here refers to the Bluetooth key management. After the administrator has successfully added the lock, the administrator will have the highest management rights of the lock. He can send keys to other people, specify the time limit, and select time-limited, permanent or single-time Bluetooth key permissions. Add

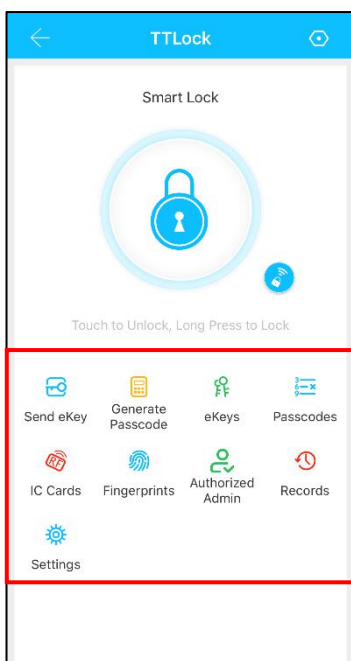
management of expiring keys, that is, reminders of expired keys. The administrator can manage all the keys issued by him, including clearing the keys, resetting the keys, sending the keys, adjusting the validity period of the keys, and viewing the unlock records of the keys. For keys that are about to expire (non-administrator users), lock users are about to expire (yellow shows the number of days remaining) and expiration reminders (red font).

5.2.5 Passcode management

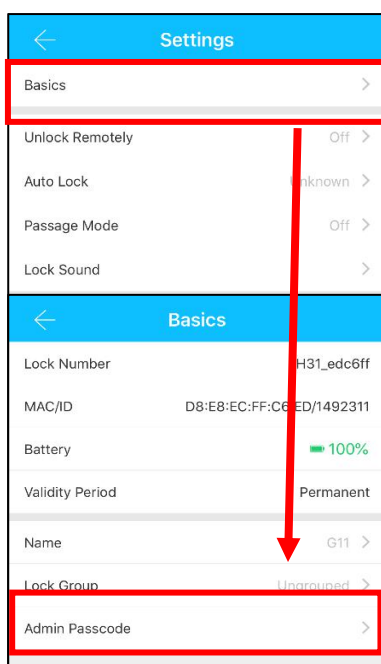
Click "  "as shown in figure 2-1→figure 2-4.All generated passwords can be viewed and managed in the password management module. This includes a password change, password deletion, password reset, and password unlock record.

5.2.6 Unlock records

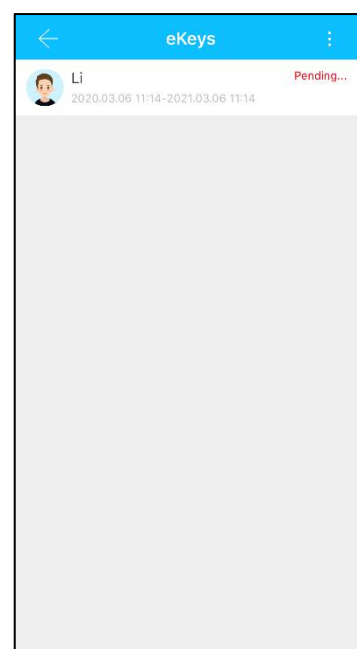
Click "  "as shown in figure 2-1→figure 2-5you can query your unlock record as shown in figure



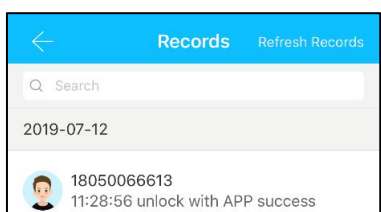
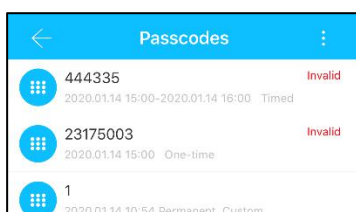
2-1



2-2



2-3



2-4

2-5

Precautions:

1. Before entering fingerprints, please ensure that the fingerprint path of the hand is clear and free of abrasion, and that the fingerprint recognition area and the surface of the finger are clean and free of objections (water, oil, sweat, dust, etc.)
2. The maximum number of fingerprints that can be entered for this product is 200. It is recommended that users enter two fingerprints (to reduce the risk of unrecognizable fingerprints due to wear and tear after entry).
3. When entering a fingerprint, you must use the same finger 3 times (multi-angle, which is helpful to judge the sensitivity) to align the fingerprint recognition area and press it. Keep the pressure for a certain amount of time and force. Responsible for the entry failure
4. When the fingerprint power is too low, any fingerprint will trigger a reminder when it touches the recognition area. After passing the verification of the handle light, the blue light keeps flashing fast and the light is a bit weak; charge it in time to prevent the battery from being too low and unable to unlock.

5.3 Add Gateway (Option)

Please note that when adding a gateway , your smart phone and the gateway must be connected to the same Wi-Fi network.

Light Status

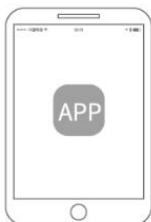


When the gateway is powered on:

- • Light flashes alternately in red and blue: Stand-by mode, ready for pairing
- Blue light: Working mode
- Red light: Network failure

Pair the Gateway with APP

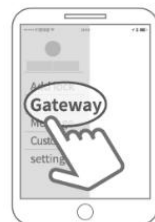
1 Activate the APP



2 Press “☰”



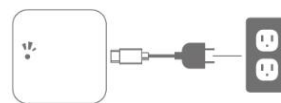
3 Select [Gateway]



4 Select [G2]



5 Plug in the gateway and power it on, while the light flashes alternately in red and blue



6 Press “+” sign



7 Add Gateway



8 Select the network and fill in the password



9 Add complete

⚠ Notice: If times out, please power off and try it again.

5.4 Trouble Shooting

5.4.1 Programming Troubleshooting

1) How to read operation records?	In the Records of the main interface. / Or in Web TTLock.
2) What is the purpose of upload fingerprint?	What is uploaded is not the fingerprint itself but just the number of the fingerprint. Because some locks don't need to go through the APP to add fingerprint, they can't be seen in the APP. You need to upload fingerprint before you manage them in the APP.
3) What is the maximum limit of e-Key?	No limit.


4) Why it shows "pending" when we send e-Key to other?	Before the receiver opens the APP to receive, the status shows Pending.
5) Unable to received OTP?	It may be due to a problem with the operator or the SMS server, or it may be due to some of the parameters being incorrect, which prevents it from receiving OTP. Please provide a mobile phone number for inspection.
6) Can be used same user name at same time on different mobile?	No, it can't. But you can authorize the admin to other user.
7) Whether to download unlock records?	Bluetooth: you can download in web Non-Bluetooth: can not download
8) Why can't I unlock it after open the passage mode	You need to perform an unlock verification in any method, than the passage mode will take effect.
9) What is the purpose of Auto Lock	You can set how long to lock after unlocking
10) Why it can not to send e-Key	Check if the account sent to the user is already registered
11) APP can add maximum limit of the locks	Not limit.
12) Is it possible to obtain passcode, add fingerprint and card remotely?	A) Non-custom passcode: can be obtain directly; Custom passcode: can be obtain remotely by adding gateway. B) Fingerprint: do not support remote addition for the time being. C) The remote add card currently only supports Android phones with NFC



5.4.2 Hardware Troubleshooting





<p>1) After installation, touch sensing keyboard, screen no respond</p>	<p>a) In this case, first check that the positive and negative electrodes of the battery have been installed upside down, whether the battery has enough power</p> <p>b) Remove the back panel and see if it's connected.</p> <p>c) To eliminate the above situation, you need to remove the lock ,check whether the wires of the lock body are squeezed, and the re-wire.</p>
<p>2) Unable to register fingerprint</p>	<p>Check the fingers for dirt or wear, check the fingerprint head on the lock for dirt and oil stains, etc.</p> <p>Check to see if the fingerprint is working properly(Press to see if there is any responds.</p>
<p>3) Fingerprint verification is successful, but the door cannot be opened.</p>	<p>The fingerprint lock has two important components: one is the fingerprint module and the other is the electronic clutch .If the verification is successful but the door does not open, you can listen carefully when the verification is successful, and if there is any sound of the motor rotating inside the lock. If there is, it is usually caused by the clutch in the handle. If not , it may be because the circuit board to the motor line has burned out. At this time, you can't solve it yourself, or the warranty is processed.</p>
<p>4) What is the reason why the smart lock consumes fast power?</p>	<p>a) Large standby power consumption</p> <p>b) Short circuit</p>
<p>5) Can you adjust the volume?</p>	<p>a) The Bluetooth system can only turn the sound On or Off, and cannot adjust the volume;</p> <p>b) The non-Bluetooth system can adjust the volume.</p>
<p>6) There is no response to pressing the handle on outside the door, and there is unlock normally on inside the door, but the verification is normal, and the motor is normal.</p>	<p>It may be the triangle direction on the clutch was error, please check correction.</p>
<p>7) The keys do not respond, and the lights are off</p>	<p>Most of this happens because the door lock is out of power</p>
<p>8) How many times will the passcode be locked? How long is it locked?</p>	<p>Bluetooth: Enter wrong 5 times and lock for 5 minutes</p> <p>Non-Bluetooth: Enter wrong 5 times, lock for 1 minute</p>





9) How many records can be kept in the lock?	Bluetooth: 500 Non-Bluetooth: 10000
10) How many locks can a card match at the same time	Not limit
11) Cannot automatically wake lock when unlocking	Change the spring wire

Packing List


Sr. No	Name	Qty	Photo
1	Front Panel (Handle: Zinc Alloy)	1	

2	Back Panel (Handle: Zinc Alloy)	1	
3	Mortise: Latch	1	
4	Plate for Fixed Front	1	
5	User Manual	1	 <p>Smart Lock User Manual</p> <p>Special Attention:</p> <ol style="list-style-type: none"> 1. When the lock is closed, please do not pull the door open. 2. Please do not use the battery when the battery is low. 3. Reading the manual carefully before installation, and keep it for future reference.

6	Mechanical Key	3	
7	IC Card	3	
8	Strike	1	
9	Strike Box	1	

10	<p>Screw Stubs:</p> <p>30*6mm for Front Panel Lower (Need 2)</p> <p>40*6mm for Front Panel Upper (Need 1)</p>	3*2	
11	<p>Mortise Screws:10*5 (For Aluminum Door)</p>	4	
12	<p>Mortise Screws:25*4mm (For Wooden Door)</p>	4	
13	<p>M4*30mm Screws For 35-55mm door thickness</p>	3	

14	M4*50mm Screw For 50-60mm door thickness	3	
15	M4*12 Screws For Fixing Back Panel	2	
16	Waterproof Rubber Plate	1 couple	
17	Screw for Cylinder M5*65	1	

18	Cylinder	1	
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Guarantee

Customer Name: _____

Customer Calls : _____

Purchase Date : _____

Product Name : _____

Product Model : _____

Note:

- 1) Please keep this card so that you can use it when you need warranty service.
- 2) We provide you with a one-year warranty from the date of purchase.
- 3) This warranty service is valid for customers in any country in the world.