




CL5510 - Getting Started Guide

 **Notice:** The C3 Smart App replaced the K3 Connect App on February 14, 2023. For more information on how to download, set up and use C3 Smart with your Codelocks Smart Locks, visit: c3smart.net or [contact Codelocks Support](#).

About Codelocks Smart Locks

The CL4500 and CL5500 locks can be operated and managed directly via the keypad or via a compatible smartphone by downloading the C3 Smart App. This Getting Started Guide contains the common functions to enable you to quickly program your lock.

For detailed instructions, refer to the Programming + Operating Instructions online at: codelockssupport.com/smartlocks

The Basics

Master Code

The factory set Master Code is #12345678. This should be changed immediately after installation (Program 01). The Master Code (and Sub-Master Code if set) always start with the # button. This puts the lock into Programming Mode.

Programming

Each programming sequence starts with the #Master Code or #Sub-Master Code. The singular • blue dots throughout the sequence represent an acceptance flash; the keypad will illuminate blue to confirm a correct input. At the end of a sequence, the keypad will flash twice •• confirming it's complete and programming has been successful.

Access Methods

The lock supports a maximum of 350 Clients (users): User Codes (100), User Cards (150) and User Compatible

Phones (100).

Keypad

The lock has a 12 button, backlit keypad which includes * and # buttons. The # button is only used for programming. The * button is used in some programming sequences and with NetCodes.

Code Free

Code Free can be configured via Program 04 (refer to the [Programming + Operating Instructions](#)) or via Key-in-Lever by changing the cylinder tailpiece (refer to [Installation Instructions](#)).

NetCode®

This function allows temporary access. Create time-sensitive codes via the Codelocks Connect Portal or your own application with our simple API (application programming interface). For more information about Codelocks NetCode® Technology, visit: codelocks.com/netcode

Remote Release

The lock has two sets of terminals within the front housing for remote release, labelled REM1 and REM2. REM1 is intended for push-button release where the lock will open for the normal set time. For detailed information, refer to the Programming + Operating Instructions online at: codelockssupport.com/smartlocks

The App

Manage with the C3 Smart App

The lock can be managed with the C3 Smart App by any Bluetooth compatible smartphone. The App is available on the Apple App Store for Apple devices or Google Play™ for Android™ devices by searching for C3 Smart.

Device Compatibility

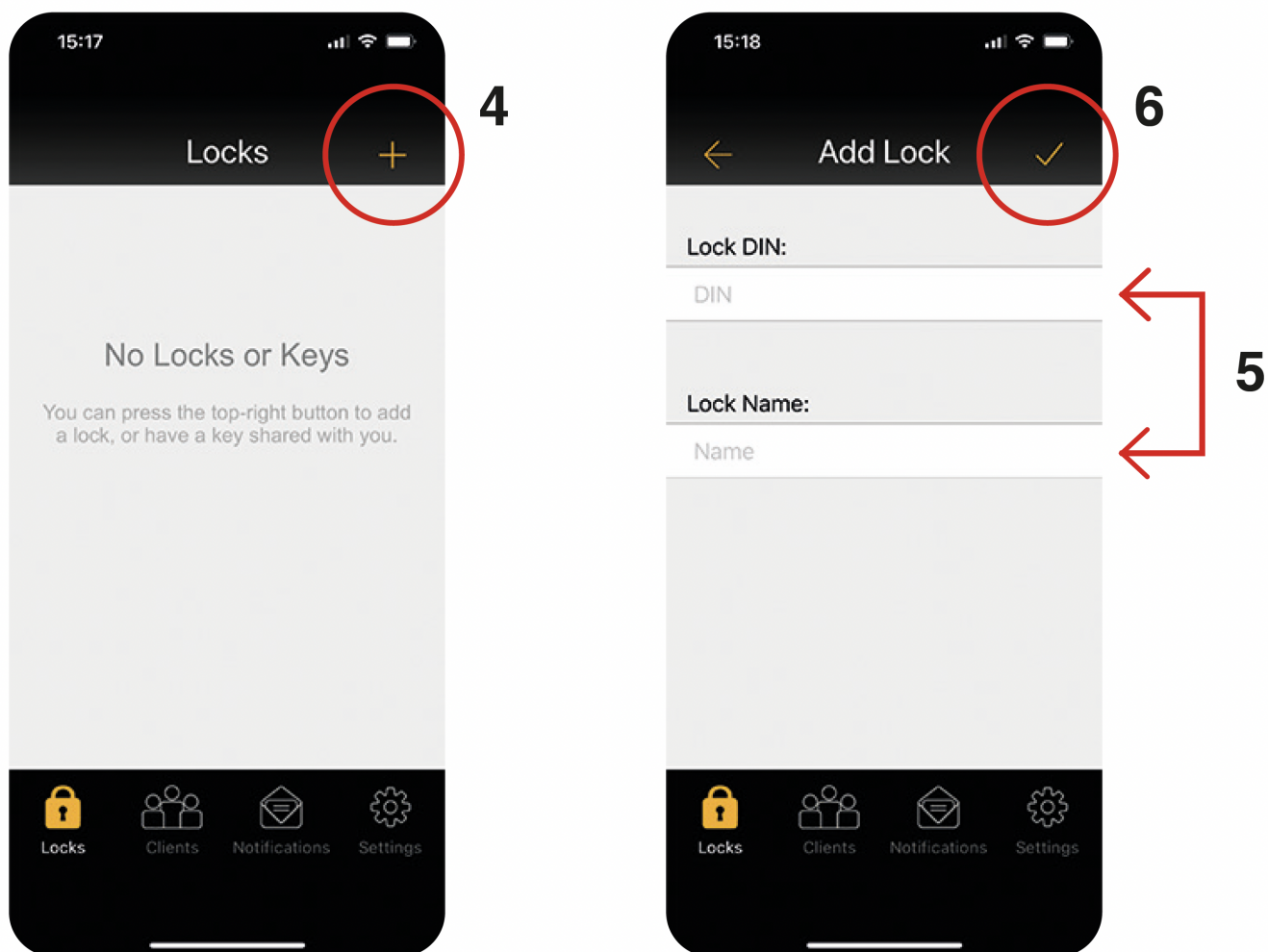
The C3 Smart App is compatible with iOS 12+ and Android OS 12+.

Install + Sign Up

- 1 Install the C3 Smart App on your device.
- 2 Once installed, open C3 Smart and select Sign Up.
- 3 The account creation process includes email confirmation. Once the account has been created and email address

verified, sign in to the App.

4 To add a new lock, select the + icon on the Locks screen.



5 Enter the lock DIN and a name for your lock. We recommend choosing a meaningful name.

Note: The lock DIN is case sensitive.

| Lock Model | DIN |
|---------------------------|--------|
| CL4500 GD, CL4510, CL4520 | CL4510 |
| CL5510 PK, CL5510, CL5520 | CL5510 |

6 In the App, touch the 'tick' icon and then immediately, on the lock, enter the following program:

#Master Code • 00 • 1 • • •

Example: #12345678 • 00 • 1 • • •

Note: If you have changed your Master Code, substitute the code used in the example with your own code.

7 The lock will now pair with your phone.

For detailed instructions, refer to the Programming + Operating Instructions at

Factory Reset

The lock can be reset to its original factory settings. You may need to do this if the Master Code is no longer known or you no longer have management access via a smartphone. To reset the lock, you must have access to the battery compartment in the rear of the lock.

- 1 Remove a battery.
- 2 Press and hold the **0** button.
- 3 Replace the battery whilst continuing to hold the **0** button.
- 4 After the double beep, release the **0** button.
- 5 Press the **0** button three times within 5 seconds.
- 6 If successful, the keypad will illuminate blue for 7 seconds.

Basic Programs

01 Change the Master Code

Note: The Master Code is 8 digits in length

#Master Code • 01 • New Master Code • New Master Code ••

Example: #12345678 • 01 • 87654321 • 87654321 ••

Result: The Master Code has been changed to 87654321.

02 Set or Change the Sub-Master Code

Note: The Sub-Master Code is 8 digits in length

#Master Code • 02 • New Sub-Master Code • New Sub-Master Code ••

Example: #12345678 • 02 • 44556677 • 44556677 ••

Result: The Sub-Master Code has been changed to 44556677.

03 Delete the Sub-Master Code

#Master Code • 03 ••

Example: #12345678 • 03 ••

Result: The Sub-Master Code has been deleted.

15.1 Enable Lockdown

Prevents the lock from being unlocked by any method except via Master Code or Sub-Master Code.

#Master Code • 15 • 1 ••

Example: #12345678 • 15 • 1 ••

Result: Lockdown is enabled - only the Master Code and Sub-Master Code can be used to open the lock.

15.2 Disable Lockdown

#Master Code • 15 • 2 ••

Example: #12345678 • 15 • 2 ••

Result: Lockdown is disabled.

Clients (Users)

20.1 Add a Code Client

#Master Code • 20 • 1 • Code ••

Example: #12345678 • 20 • 1 • 3366 ••

Result: The code 3366 can now be used to unlock the lock.

20.2 Add a One-Time Code Client

#Master Code • 20 • 2 • Code ••

Example: #12345678 • 20 • 2 • 7788 ••

Result: The code 7788 can be used to unlock the lock once only.

20.3 Add a Smart Card Client

Note: After entering the program below, the lock will wait for a MIFARE[®] based smart card to be presented over the keypad.

#Master Code • 20 • 3 •• present MIFARE[®] card

Example: #12345678 • 20 • 3 •• present MIFARE[®] card

Result: The smart card will be able to unlock the lock.

Note: Up to 150 cards can be registered.

21 Suspend a Code Client

#Master Code • 21 • Code ••

Example: #12345678 • 21 • 1199 ••

Result: The code 1199 has been suspended.

22 Restore a Code Client

#Master Code • 22 • Code ••

Example: #12345678 • 22 • 1199 ••

Result: The code 1199 has been restored.

Troubleshooting

Incorrect Code/Card

If 3 incorrect access attempts are made, the lock will suspend activity for 30 seconds.

Programming Error

If a programming mistake is made, the keypad will flash red and the lock will revert to normal operation.

Battery Failure

If the battery fails, the key override should be used to open the lock. Batteries can be replaced by opening the battery cover on the rear of the lock. Always use high quality AA batteries and ensure that the batteries are inserted correctly. Please refer to local authority recommendations for the disposal of old batteries.

Regulatory Compliance

The 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.

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.

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