



# TT Lock



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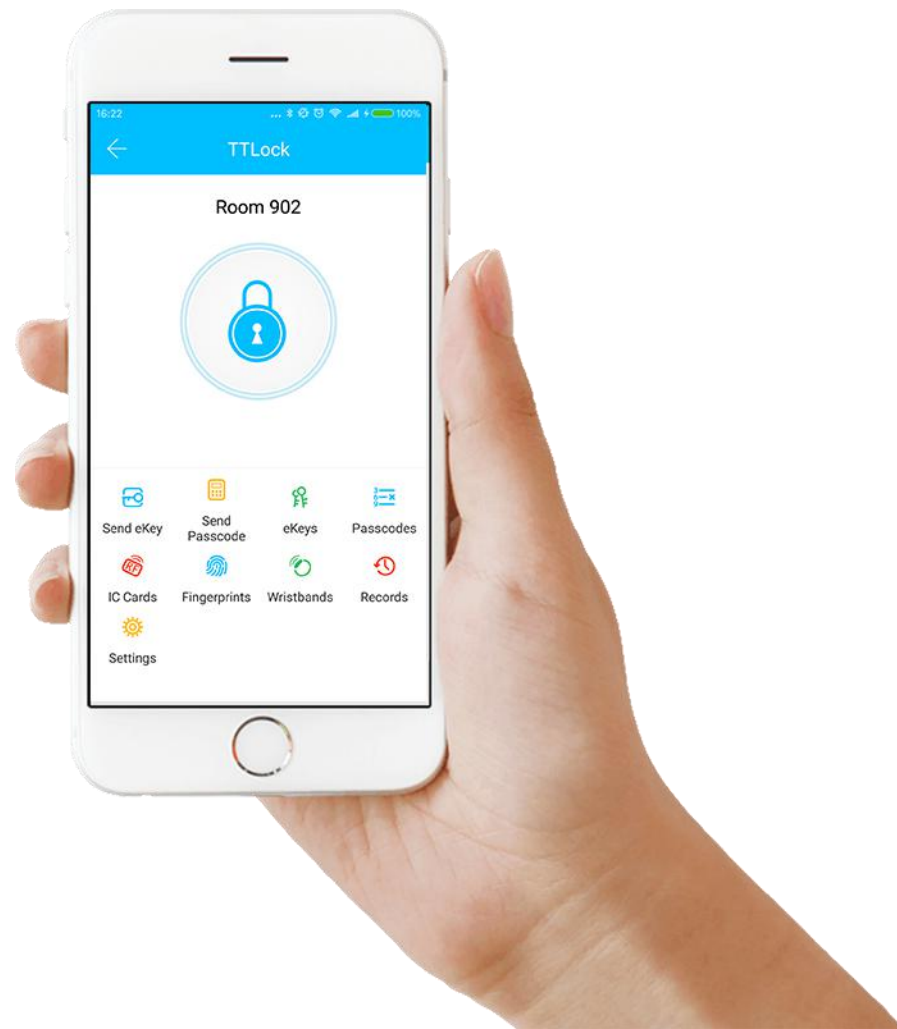
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# Introduction

TT Lock App is a management software for smart lock . This APP can be used to manage various types of smart locks, including door locks, parking locks, safe locks, bicycle locks, and so on. The App and the lock communicate via Bluetooth to unlock, lock, hardware upgrade, read operation record, etc. on the App. The Bluetooth key can also help open the door lock through the AI watch.

Currently, the App supports Simplified Chinese, Traditional Chinese, English, Spanish, French, German, Italian, Russian, Portuguese, Serbian, Malay, Japanese, Vietnamese.



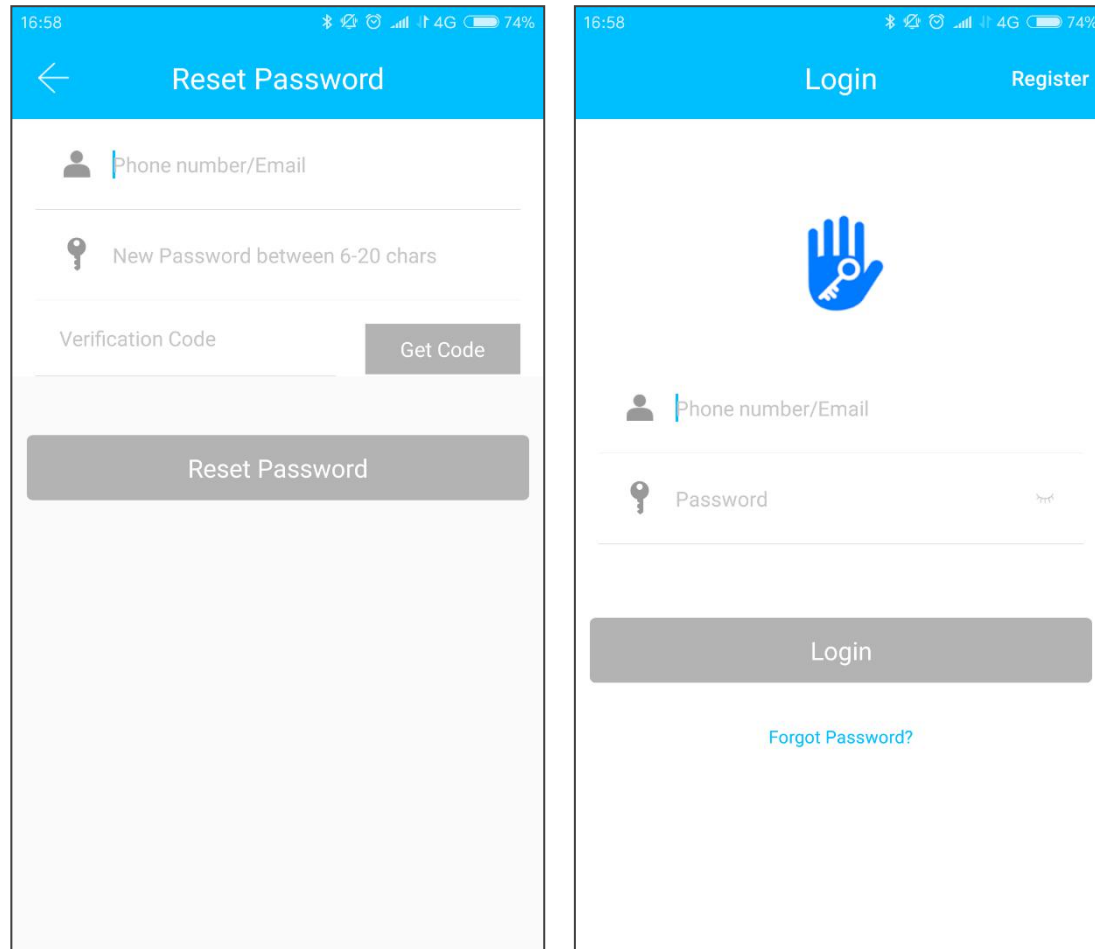
# Software installation



SMARTPHONE APP  
Download the TTLock APP

DESKTOP APP  
Login <http://lock.ttlock.com>  
You must create a TTLock login before  
you can use the desktop app



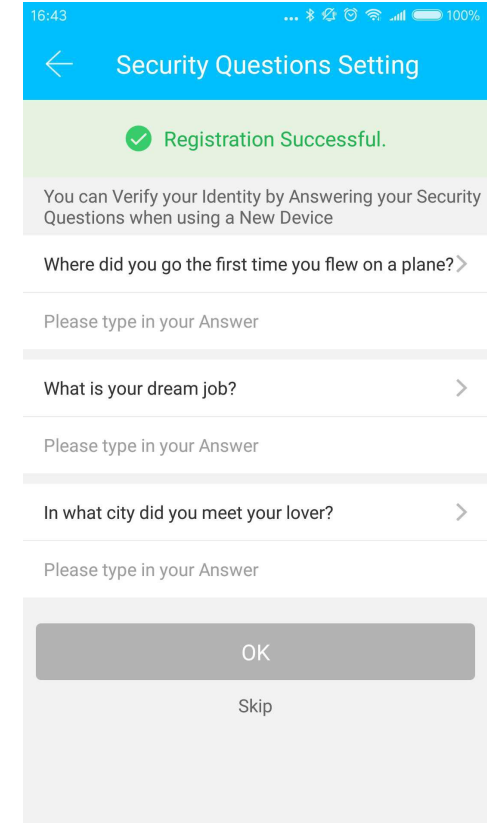
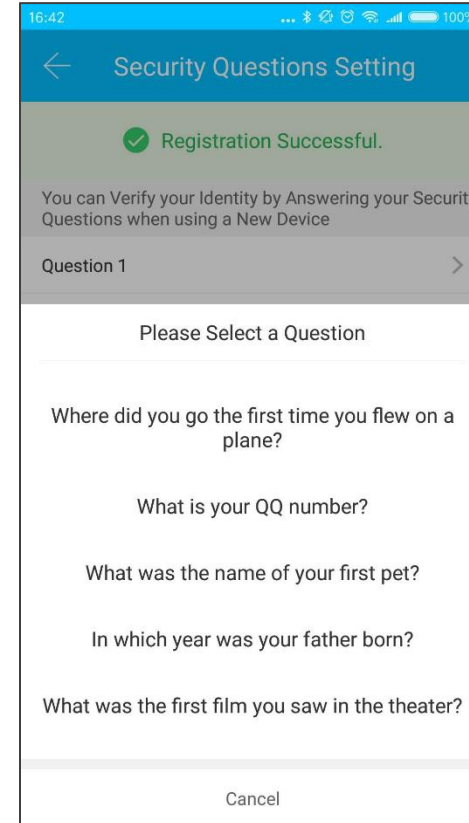
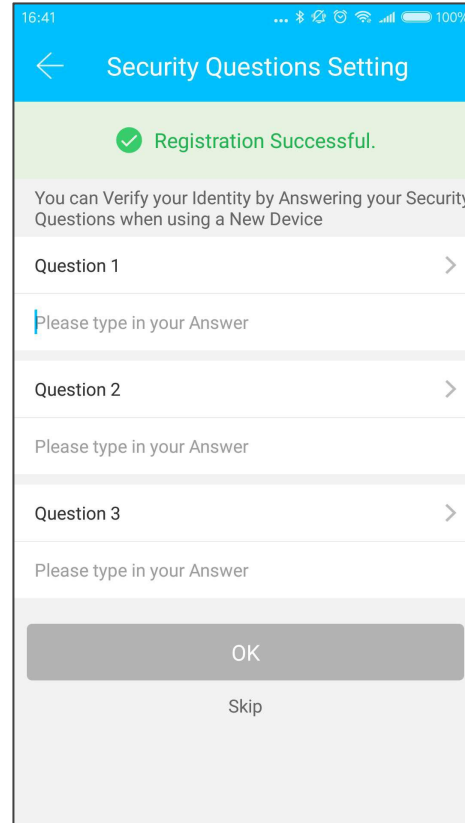


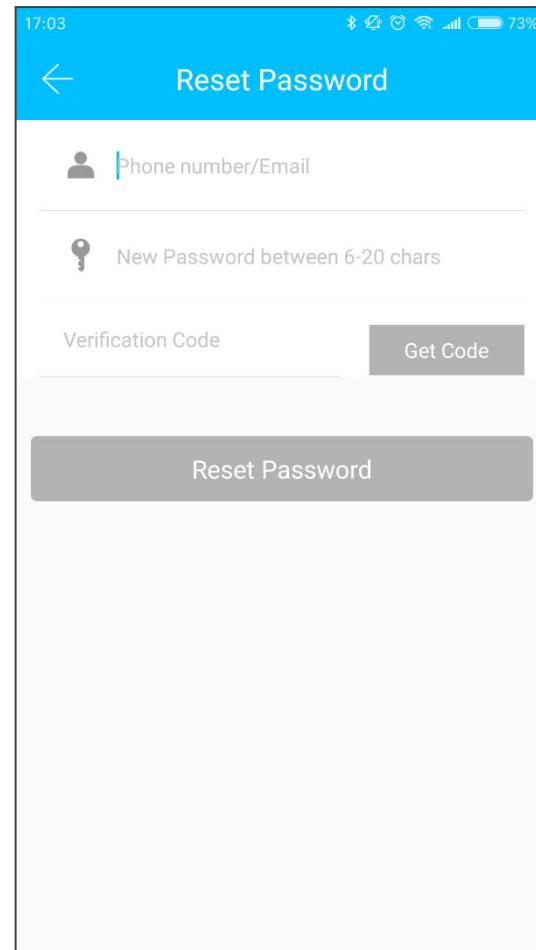
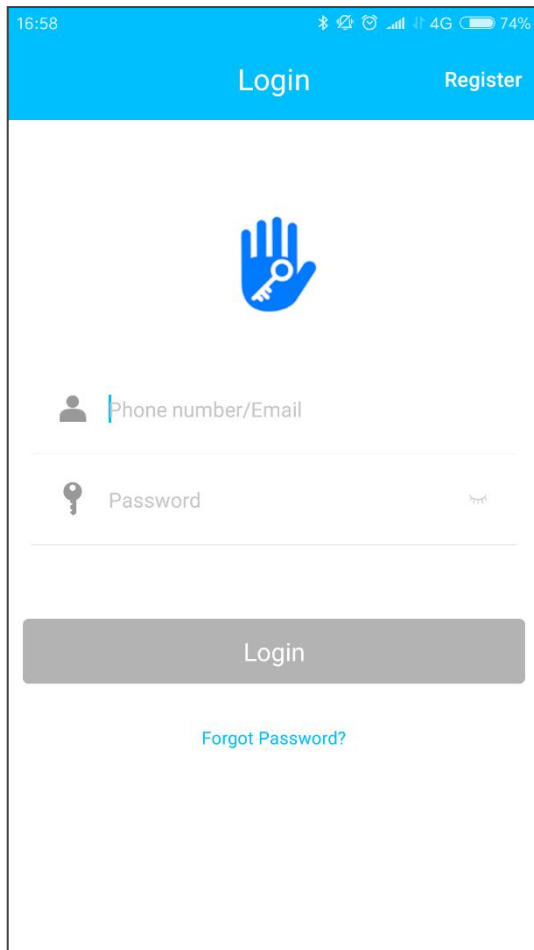
## 1. Registration and login

TT lock users can register the account by mobile phone and Email which currently support 200 countries and regions on the world. The verification code will be sent to user' s mobile phone or email, and the registration will be successful after the verification.

# 1.1 Security question settings

You will be taken to the security question settings page when registration is successful. When log in on a new device, the user can authenticate himself by answering the above questions.

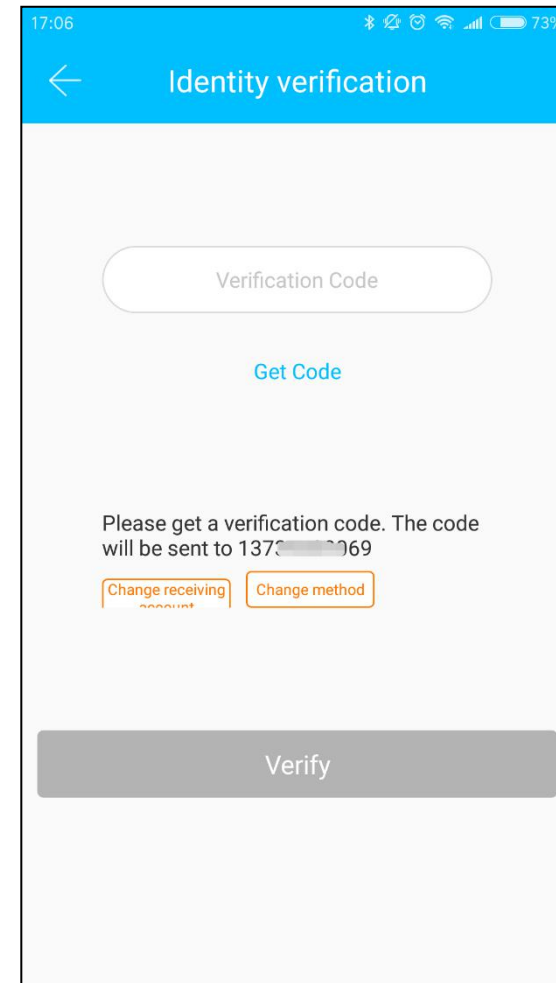




## 1.2 Login authentication

Log in with your mobile phone number or email account on the login page. The mobile phone number is automatically recognized by the system and does not input the country code. If you forget your password, you can go to the password page to reset your password. When reset the password, you will receive a verification code from your mobile phone and email address.

Verification is needed when the account is logged in on a new mobile phone. Once the verification is done, you can log in on the new mobile phone. All the data can be viewed and used on the new mobile phone.

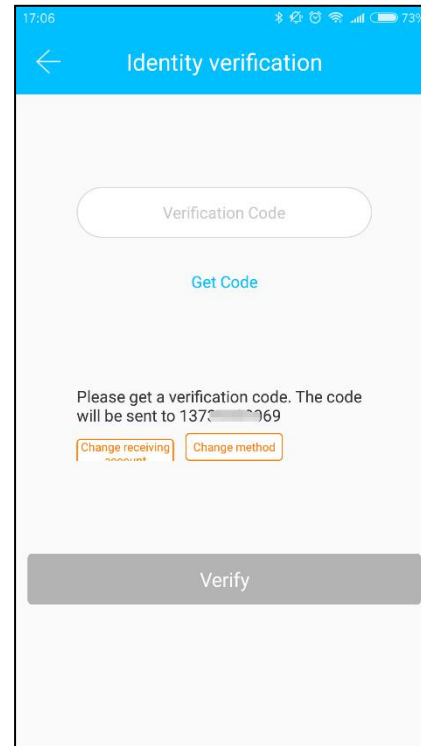




### 1.3 Verification mode

There are two ways of security verification. One is the way to get the verification code via the account number, and the other is the way to answer the question. If the current account verification is set as "answer the question" verification, when logged in, on a new device, "answer the question verification" option will be prompted.

verify with verification code  
as shown :

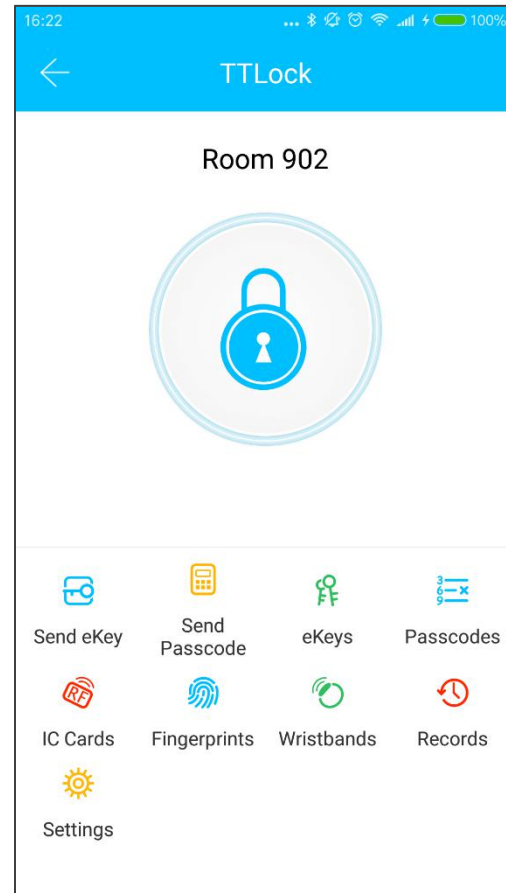


verify by answering questions  
as shown :





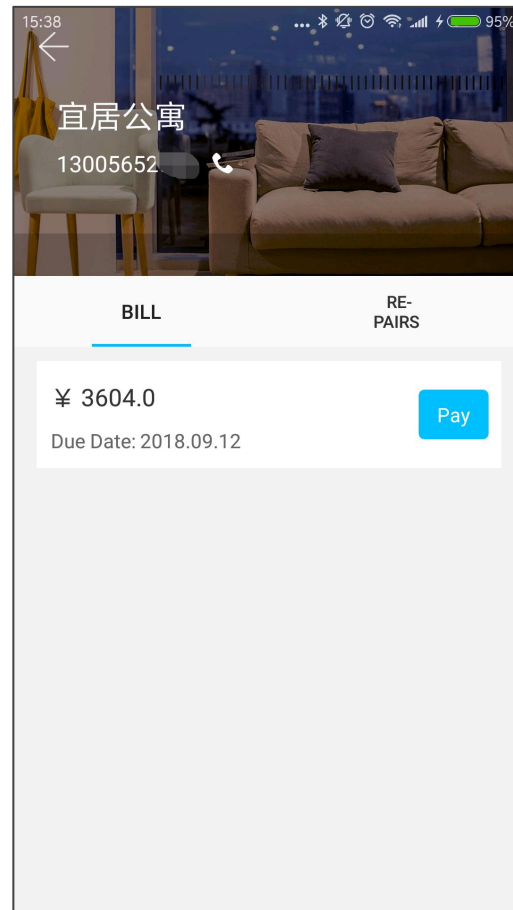
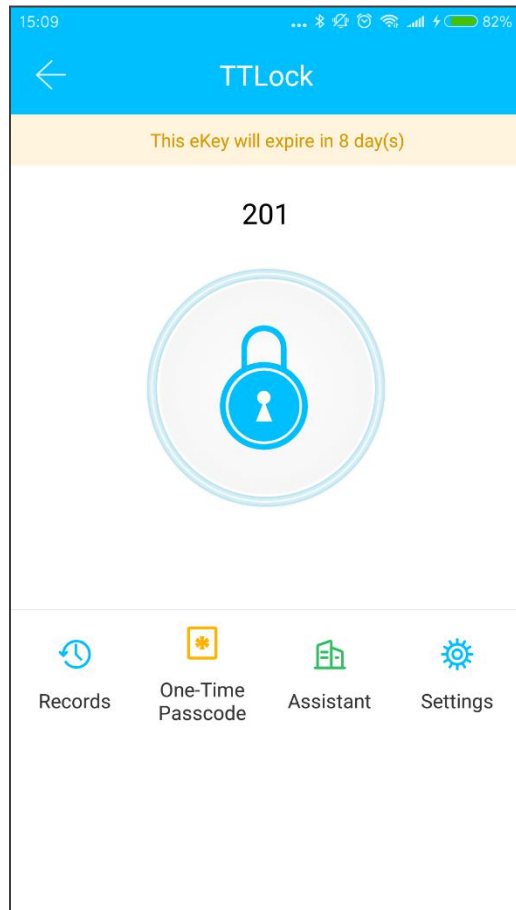
no lock adding



the account with lock

## 1.4 Login successful

The first time you use the app, if there is no lock or key data in the account, the home page will display the button to add a lock. If there is already a lock or key in the account, the lock information will be displayed.



### Apartment assistant

The apartment assistant module can be seen in the lock app only when the key comes from the apartment.

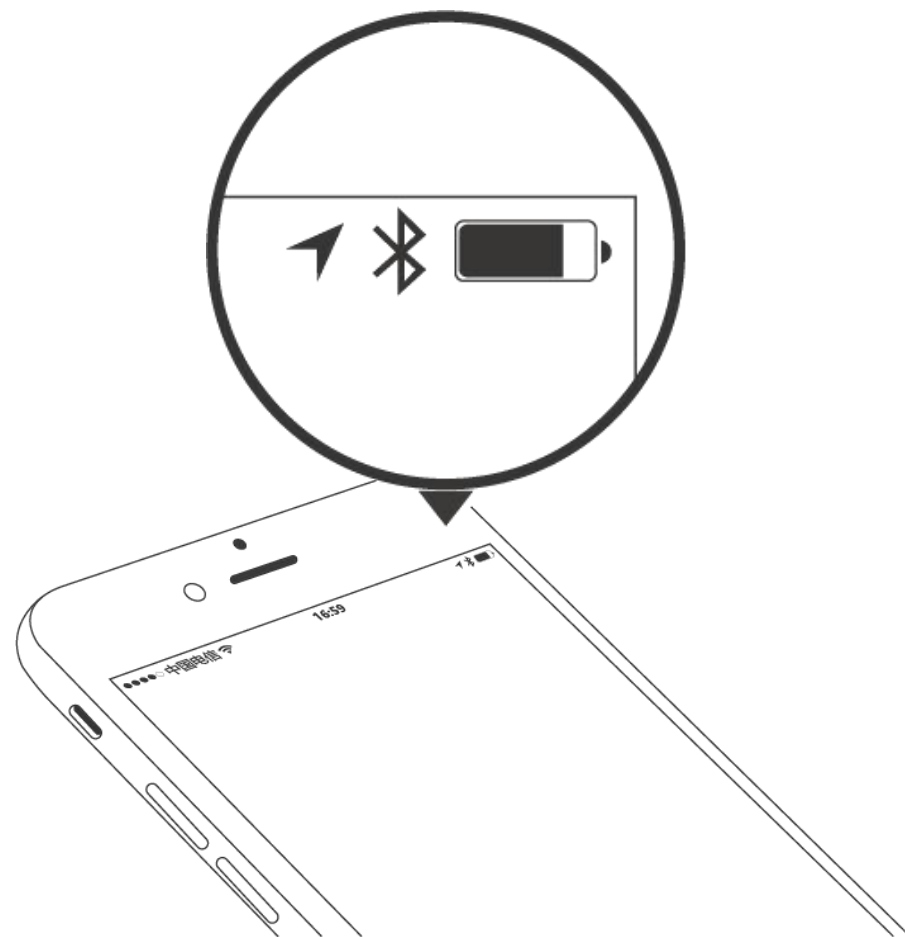
In the apartment assistant module, you can pay rent and repair. The landlord collects the rent from the Room Master APP and sends the rent bill to the tenant. According to actual usage, the bill includes rent, water and electricity, gas, property, broadband, etc.

# 2. Lock management

The lock must be added on the app before it can be used. The addition of a lock refers to the initialization of the lock by communicating with the lock via Bluetooth. Please stand beside the lock. Once the lock is added successful, you can manage the lock with the app including sending a key, sending a password, and so on.

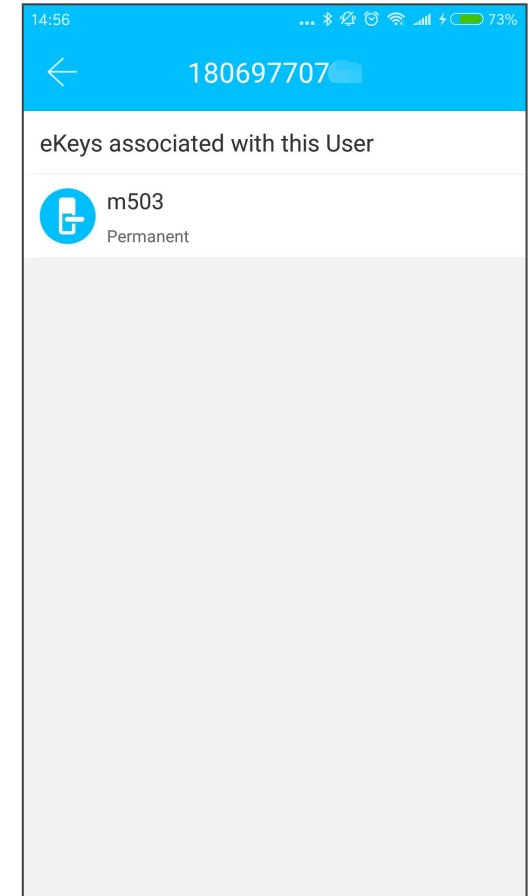
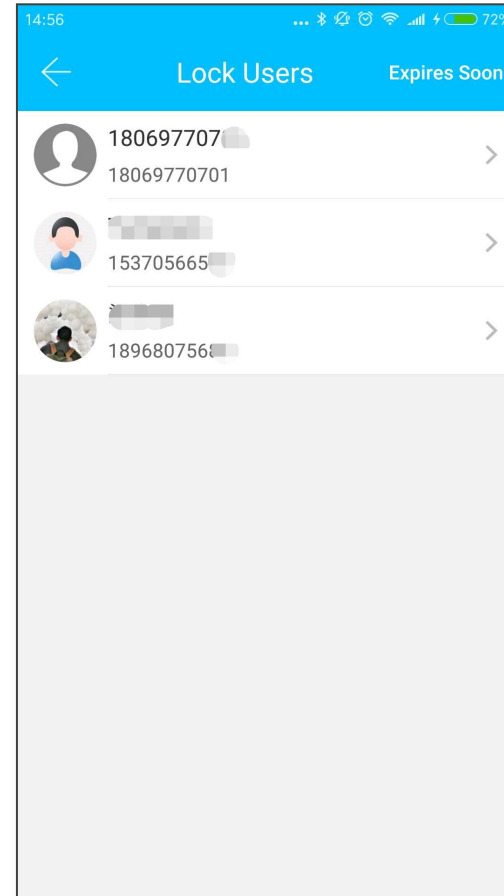


When the lock is added, the adder becomes the administrator of the lock. At the same time, the lock cannot enter the setup mode by touching the keyboard. This lock can only be re-added after the current administrator has deleted the lock. The operation of deleting the lock needs to be done by Bluetooth beside the lock.



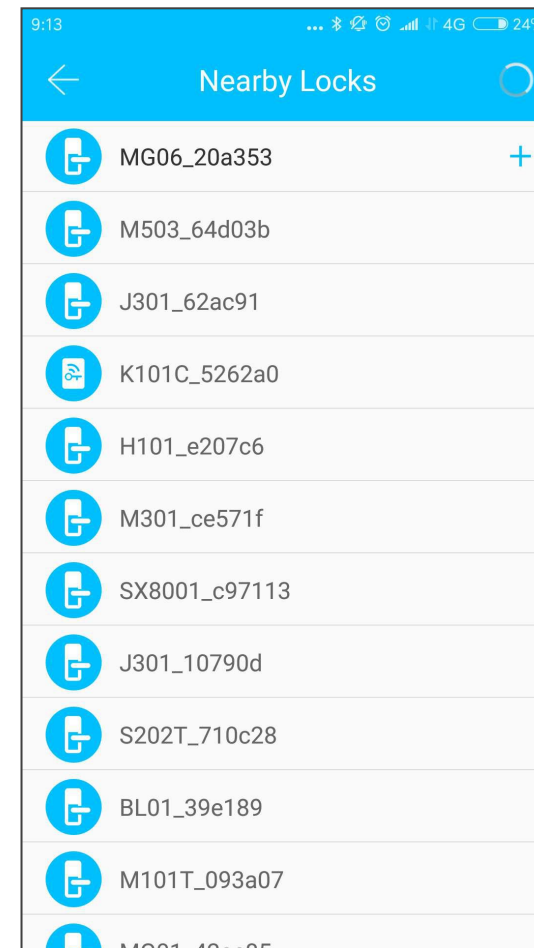
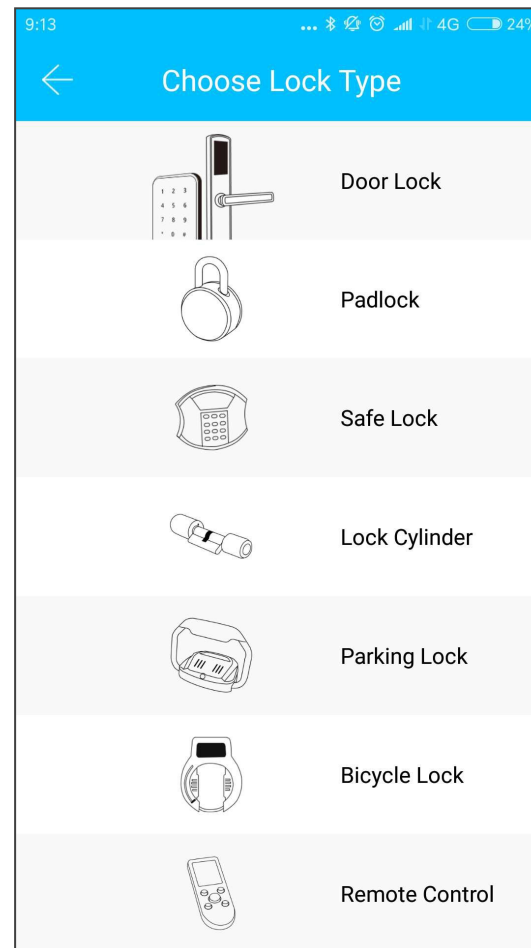
### User management

You can see the customer's name and phone number in the lock user list. Click on the customer you need, then it will display the door lock information and room number.



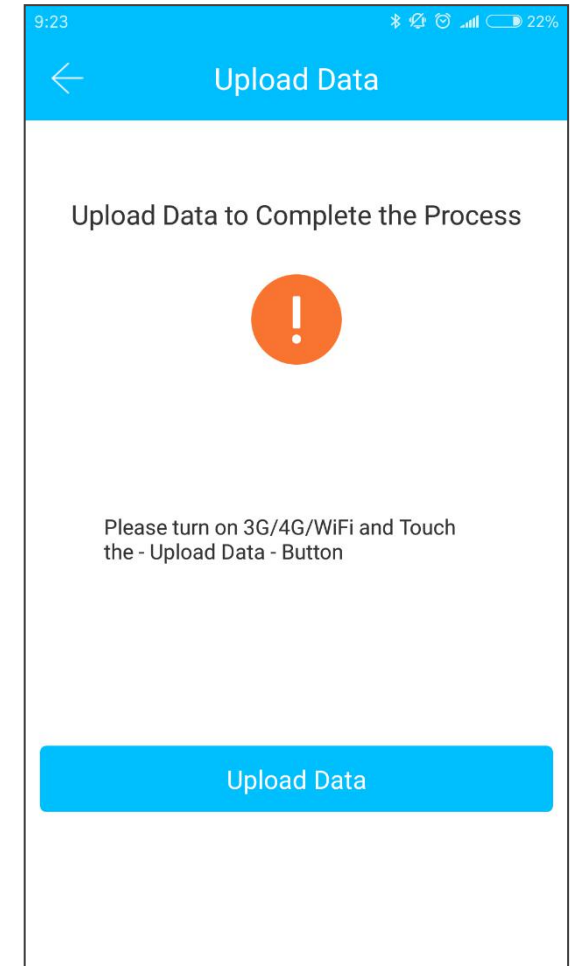
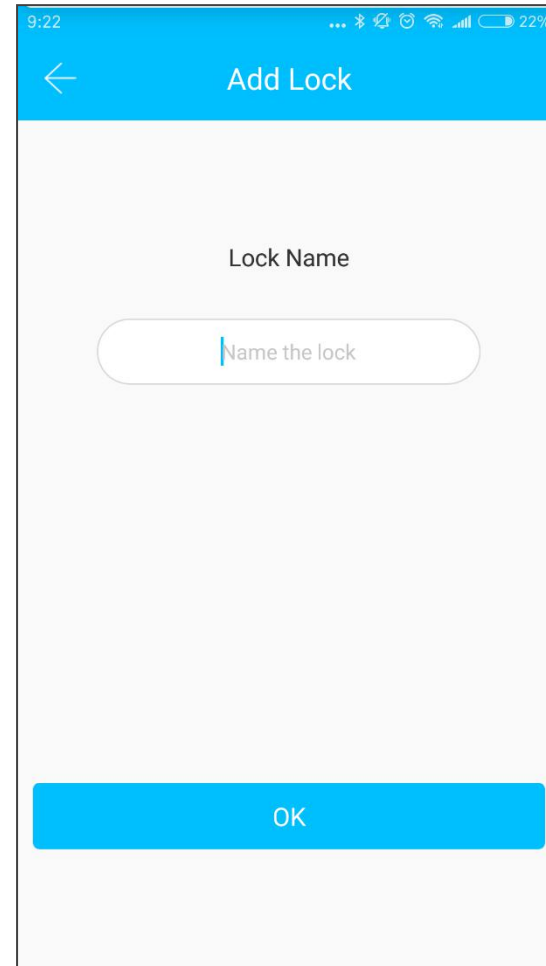
## 2.1 Supported Locks

The App supports multiple types of lock, including door locks, padlocks, safe locks, smart lock cylinders, parking locks, and bicycle locks. When adding a device, please first select the appropriate lock type. The lock needs to be added to the app after entering the setting mode. A lock that has not been added will enter the setting mode as long as the lock keyboard is touched. The lock that has been added needs to be deleted on the App first.



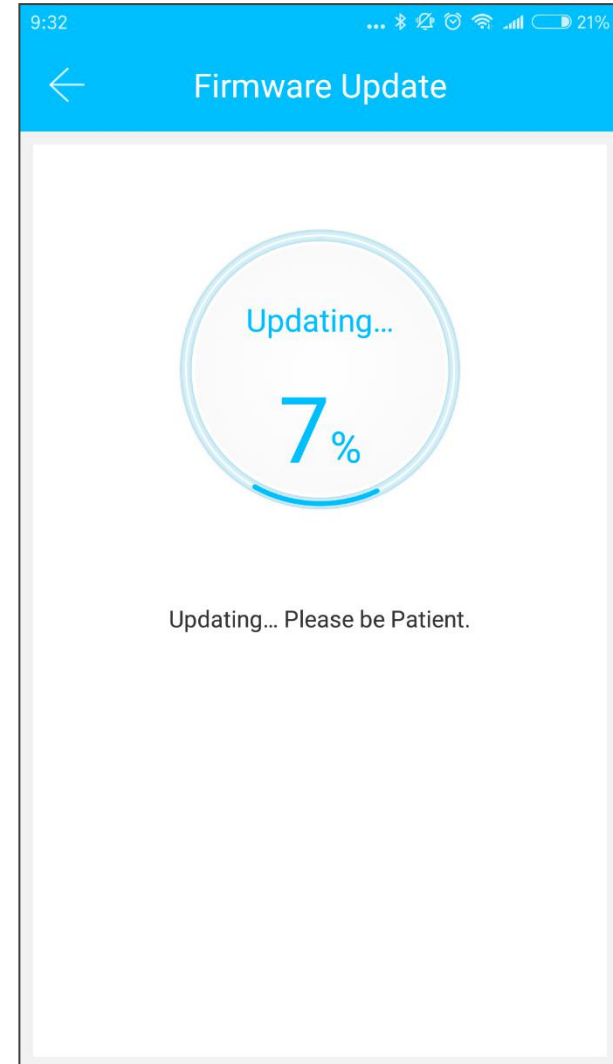
## 2.2 Lock adding

The initialization data of the lock needs to be uploaded to the network. The data needs to be uploaded when the network is available to complete the entire whole adding process.



## 2.3 Lock upgrade

User can upgrade the lock firmware on the TT lock APP. The upgrade needs to be done via Bluetooth near the lock. When the upgrade is successful, the original key, password, IC card, and fingerprint can continue to be used.

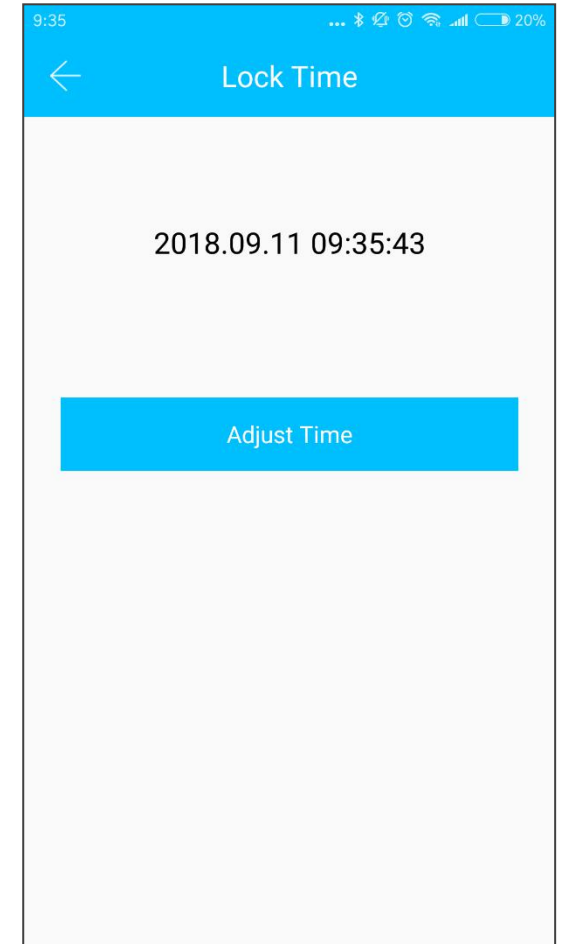
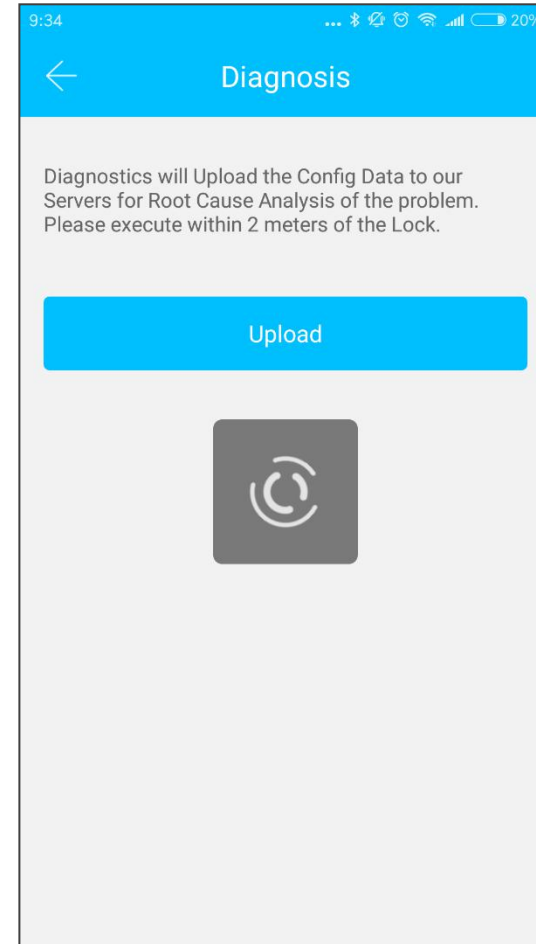




## 2.4 Error diagnosis and time calibration

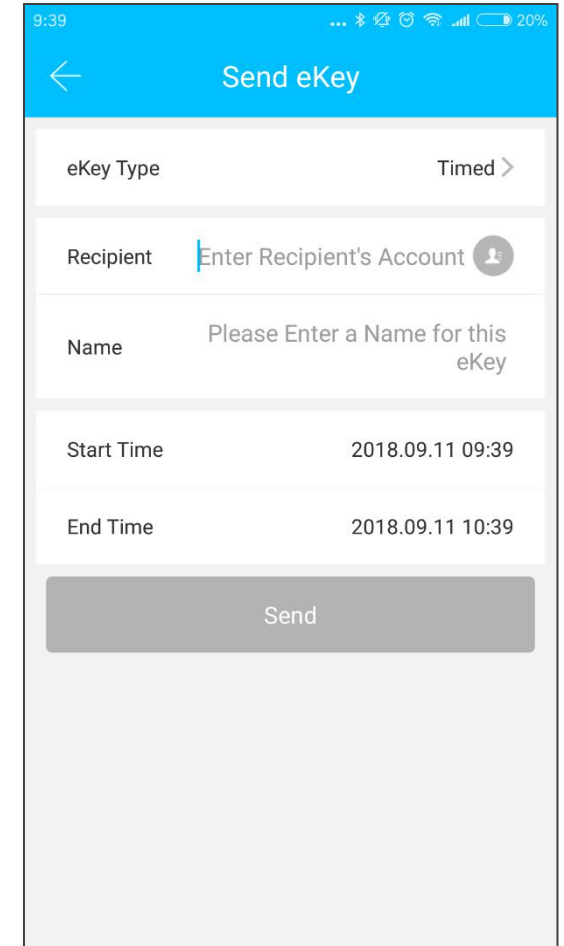
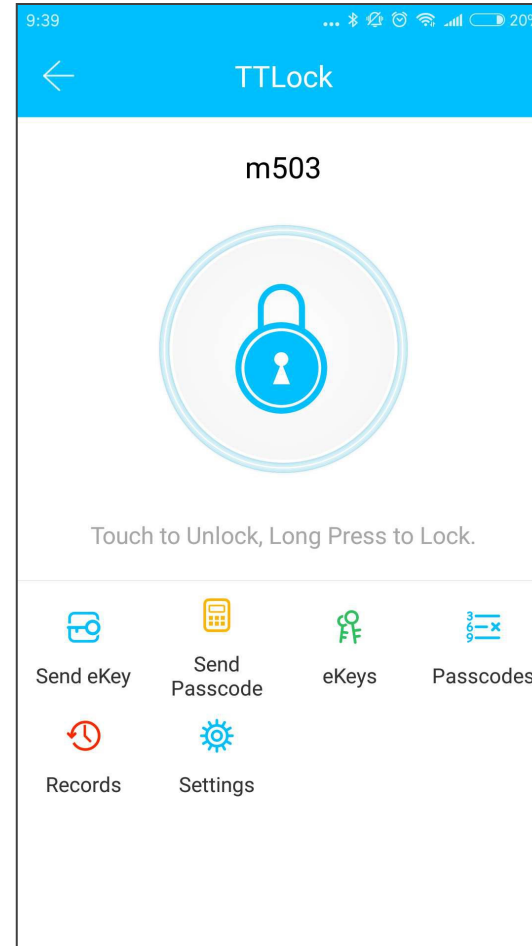
Error diagnosis aims to help analyse the system problems. It needs to be done via Bluetooth beside the lock.

If there is a gateway, the clock will be calibrated firstly through the gateway. If there is no gateway, it needs to be calibrated by the mobile phone Bluetooth.



### 3. Ekey management

After the administrator successfully adds the lock, he owns the highest administrative rights to the lock. He can send eKeys to others and manage them on the App.

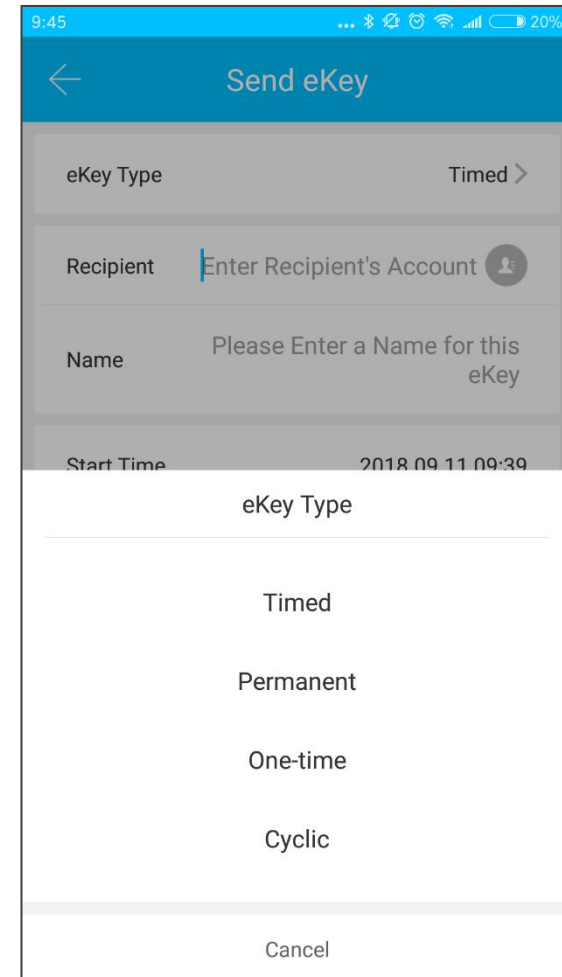


Click on “Send ekey” and it will show the time-limited ekey, one-time ekey and permanent ekey.

Time-limited ekey: The ekey is valid for the specified time.

Permanent ekey: The ekey can be used permanently.

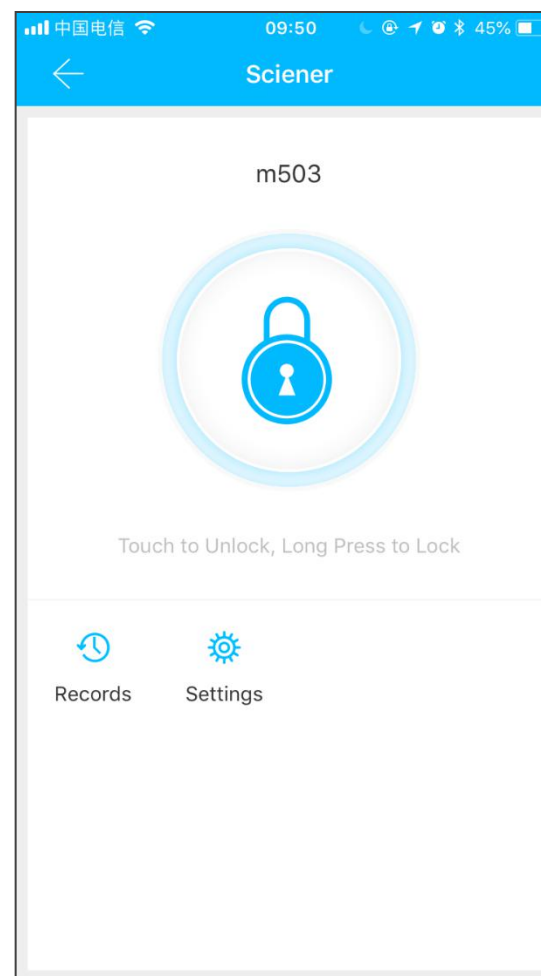
One-time ekey: the ekey will be automatically deleted once it has been used.



## 3.1 One-time passcode

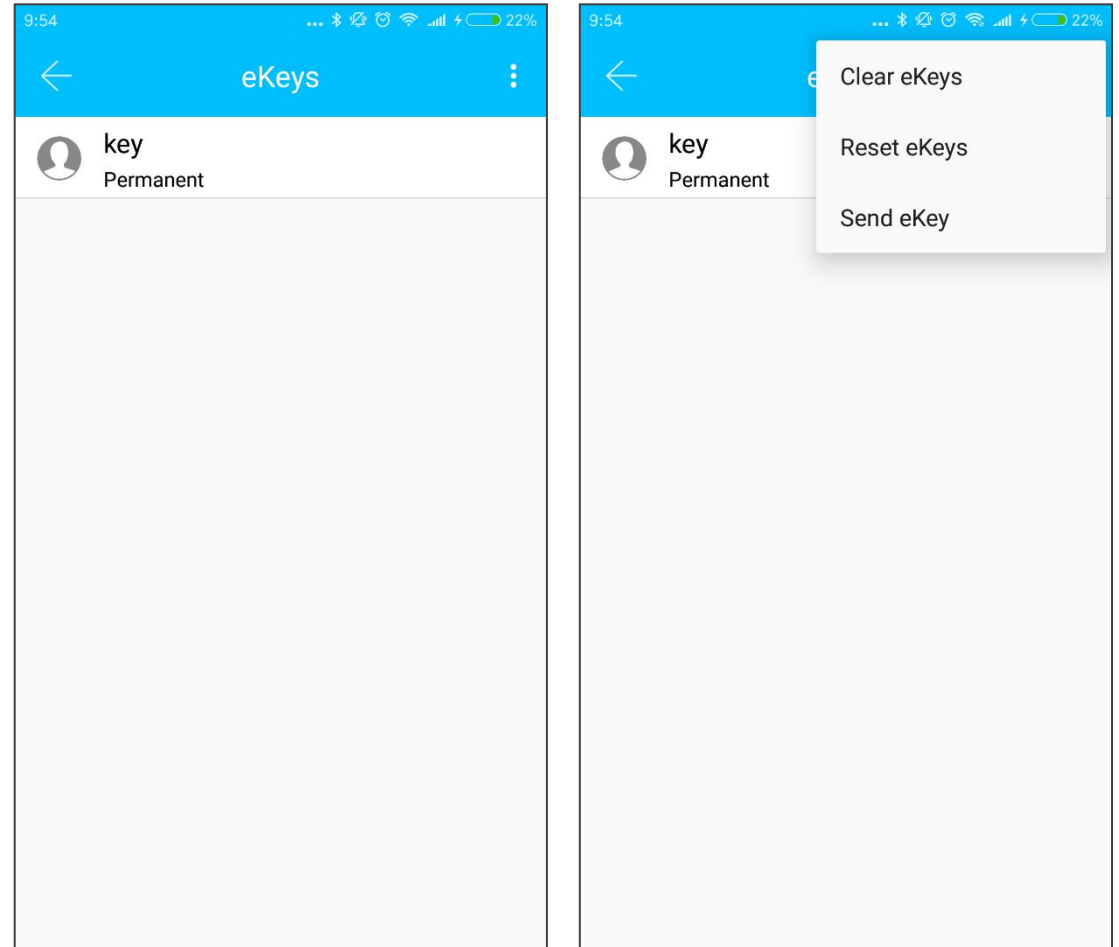
The ekey sent from the Room Master APP has the function of obtaining a one-time passcode.

as shown:



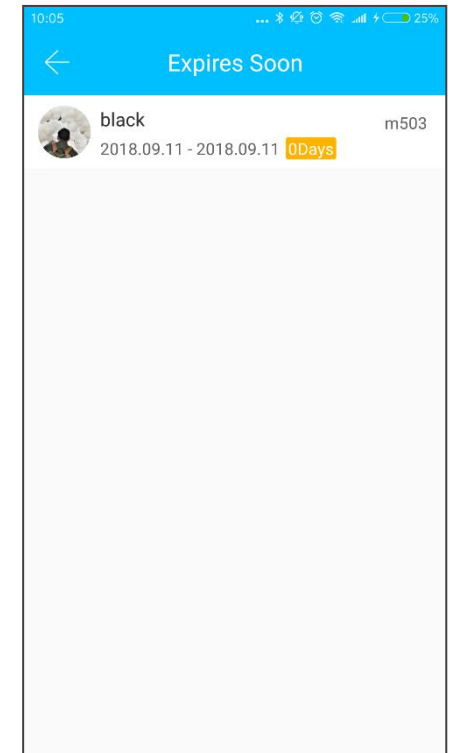
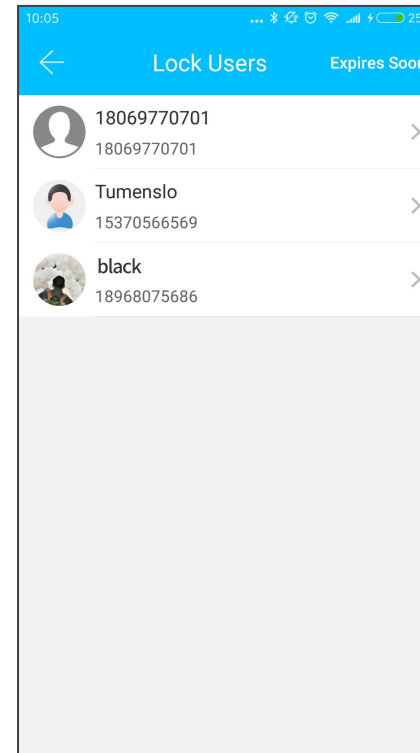
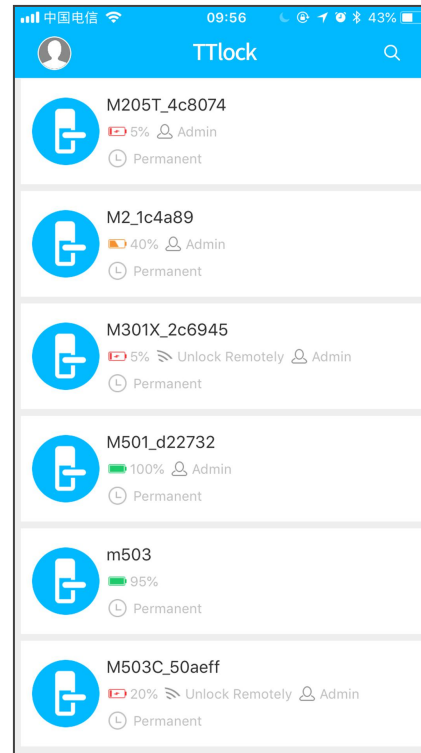
## 3.2 Ekey management

The manager can delete ekey, reset ekey, send and adjust the ekey, meanwhile he can search the lock record.



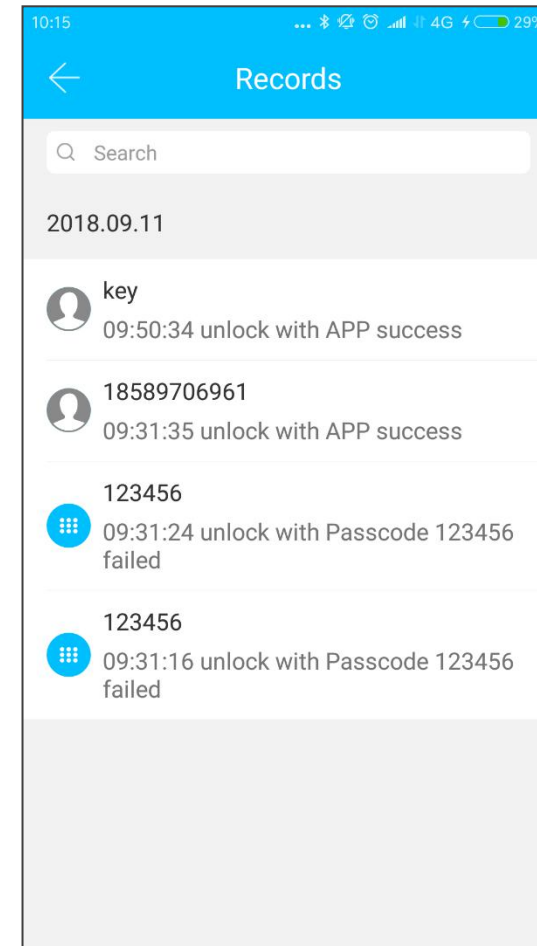
### 3.3 Deadline warning

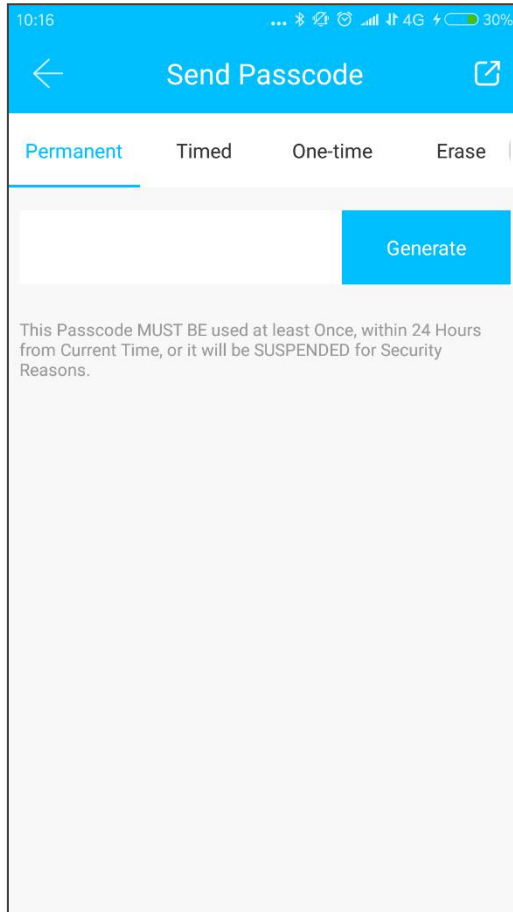
System will show two colors for deadline warning. The yellow means close to expiring and the red means it has expired.



## 3.4 Search lock record

The administrator can query the unlock records of each key.





## 4. Type of passcode

Passcodes are classified into permanent, time-limited, one-time, empty, loop, custom, etc. Users can unlock by inputting passcode on the keypad of the lock.

### 4.1 Permanent passcode

The permanent passcode must be used within 24 hours after it is generated, otherwise it will automatically expire.

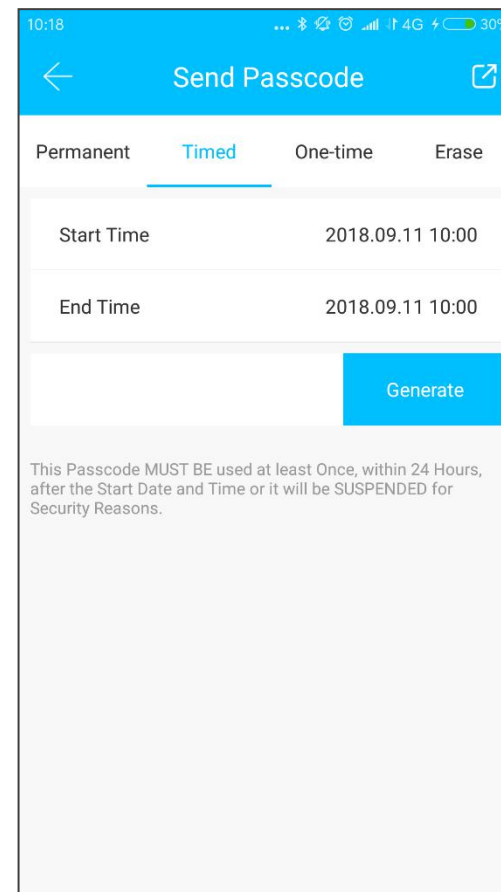


# 4.2 Time-limited passcode

The time-limited passcode expires on designated date and time. Its validity period varies from one hour to three years. If the validity period is within one year, the time can be accurate to the hour; if the validity period is more than one year, the accuracy is month. When the time-limited passcode is valid, it should be used within 24 hours, otherwise it will automatically expire.

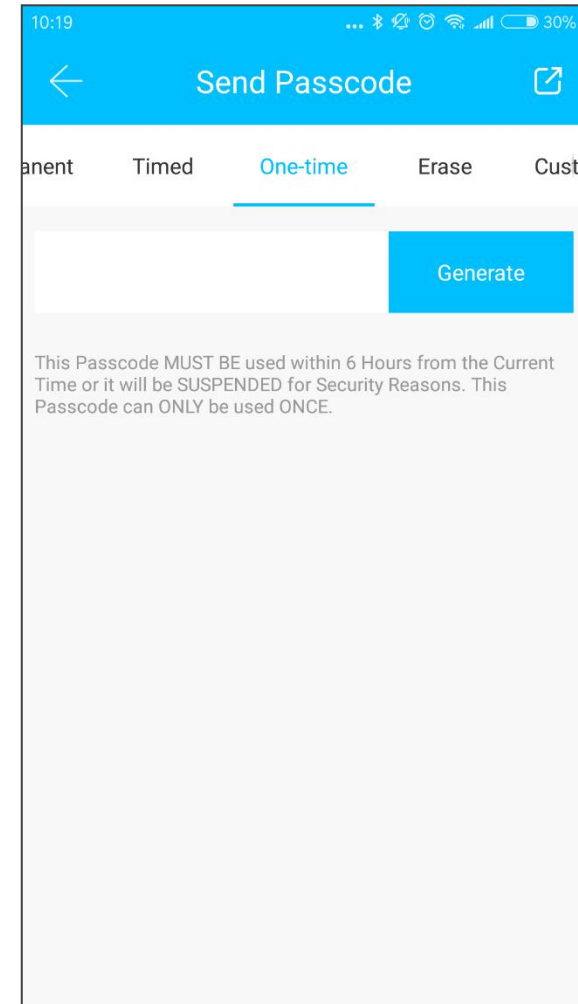
After inputting the passcode, please press # on the right corner to unlock the door.

To change the passcode on the lock: input the original passcode to unlock, then input **\*10 # original passcode # new passcode (between 4 numbers and 6 numbers) # new passcode#**.



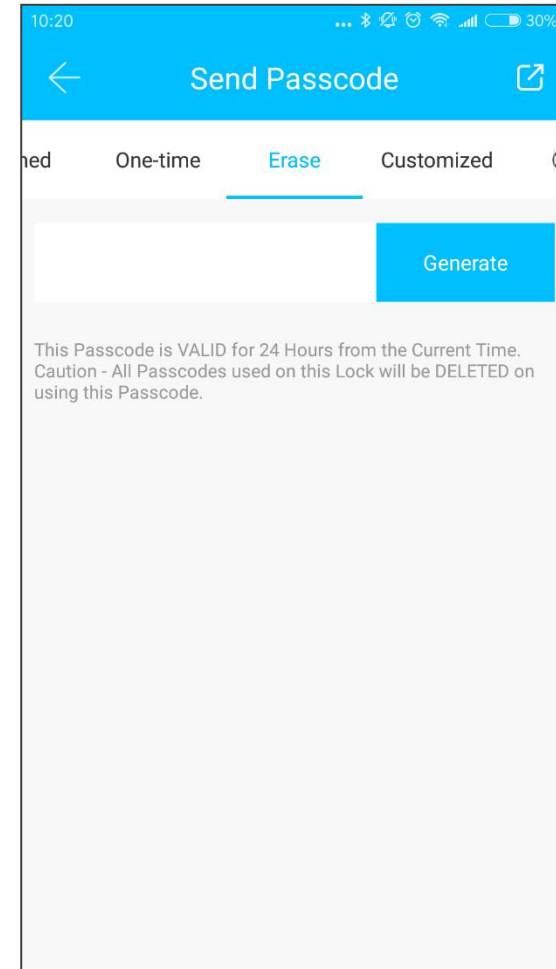
## 4.3 One-time passcode

One-time passcode can only be used for one time,  
and is valid for 6 hours.



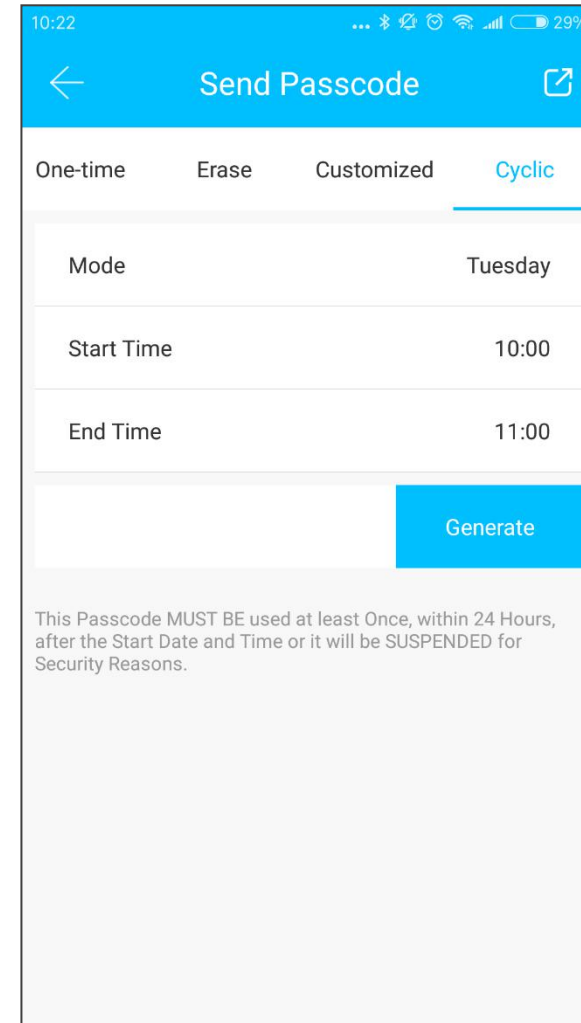
## 4.4 Clear code

Clear code is used to delete all the passcodes the lock has set, and is valid for 24 hours.



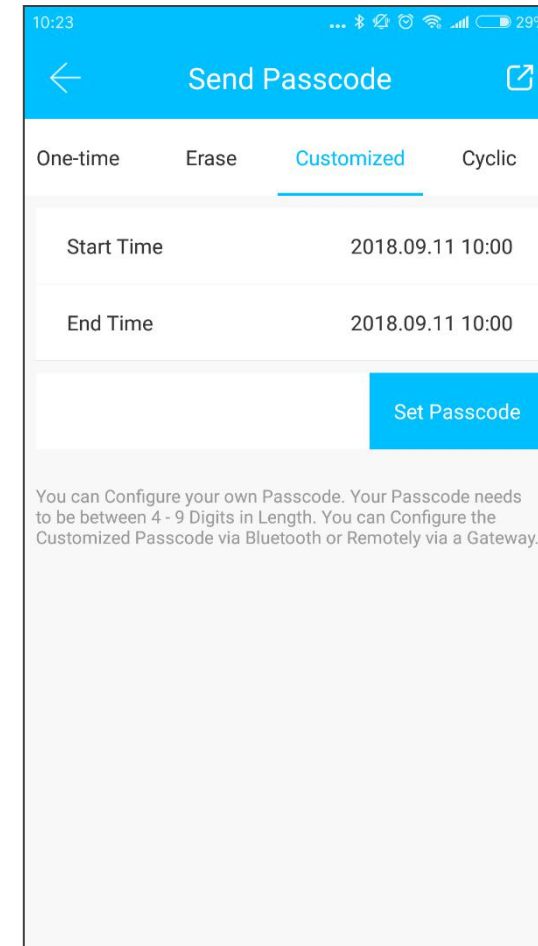
## 4.5 Cyclic passcode

The cyclic passcode can be reused within a specified time period, including daily type, weekday type, weekend type, etc.



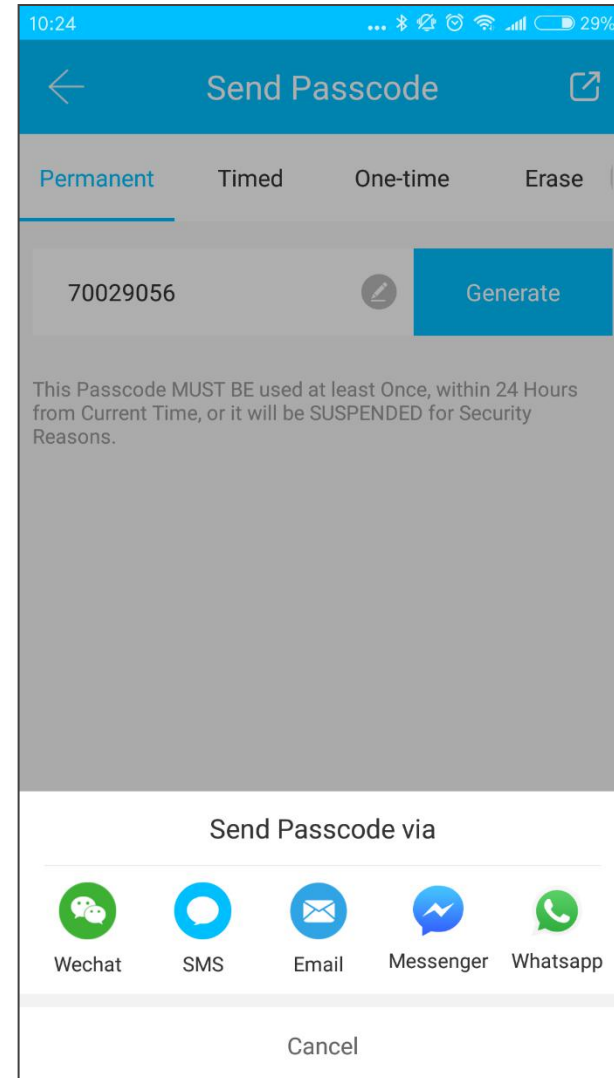
## 4.6 Customized passcode

User can set any passcodes and validity period he wants.



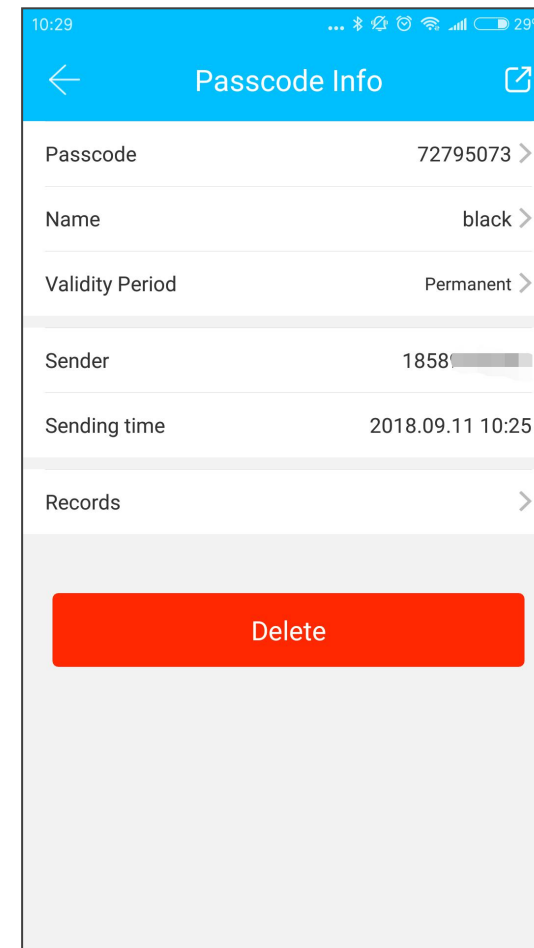
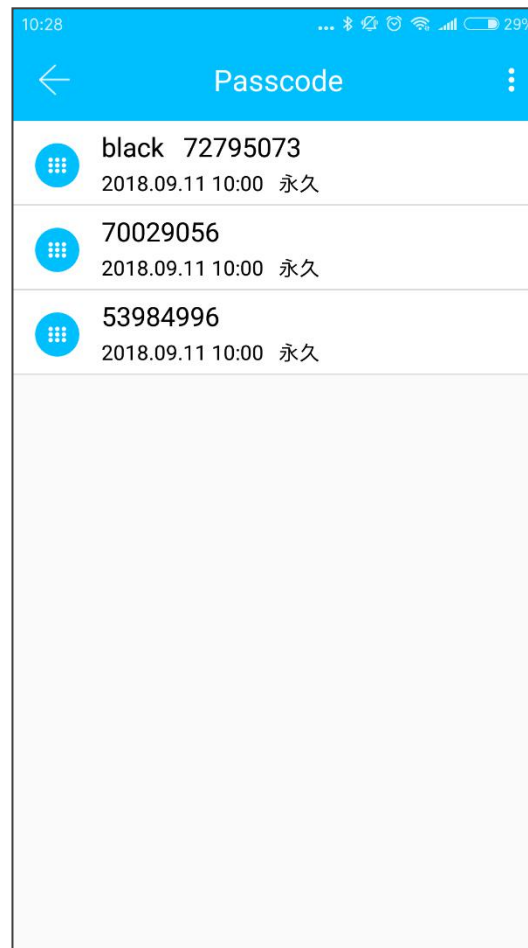
## 4.7 Passcode sharing

Use can share the passcodes via Facebook, Messenger  
Whatsapp and other social media Apps



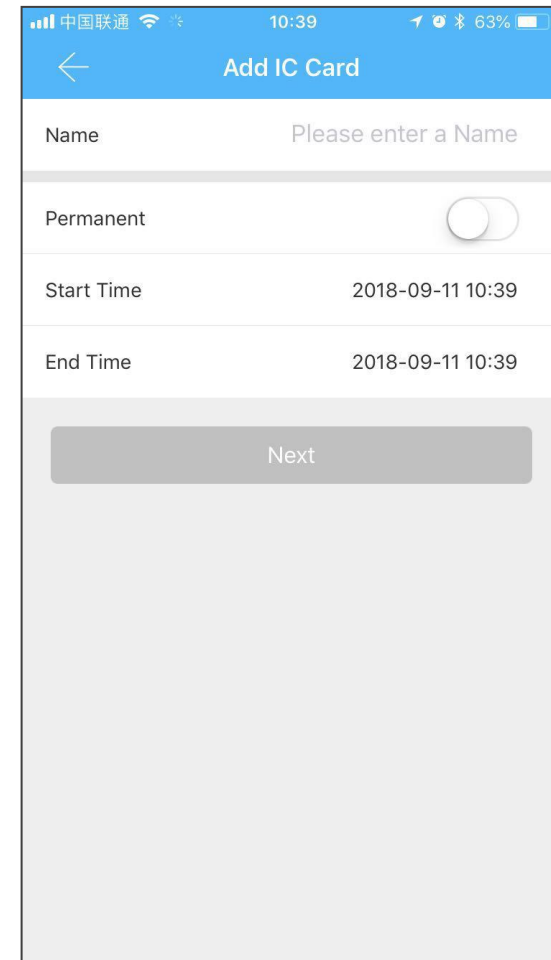
## 4.8 Passcode view and management

All generated passcodes can be viewed and managed in the passcode management module. This includes the authority to change the passcode, delete the passcode, reset the passcode, freeze and unfreeze the passcode.



## 5. Card management

You need to add the IC card first. The whole process needs to be done via the app near the lock. The validity period of the IC card can be set, either permanent or time-limited.

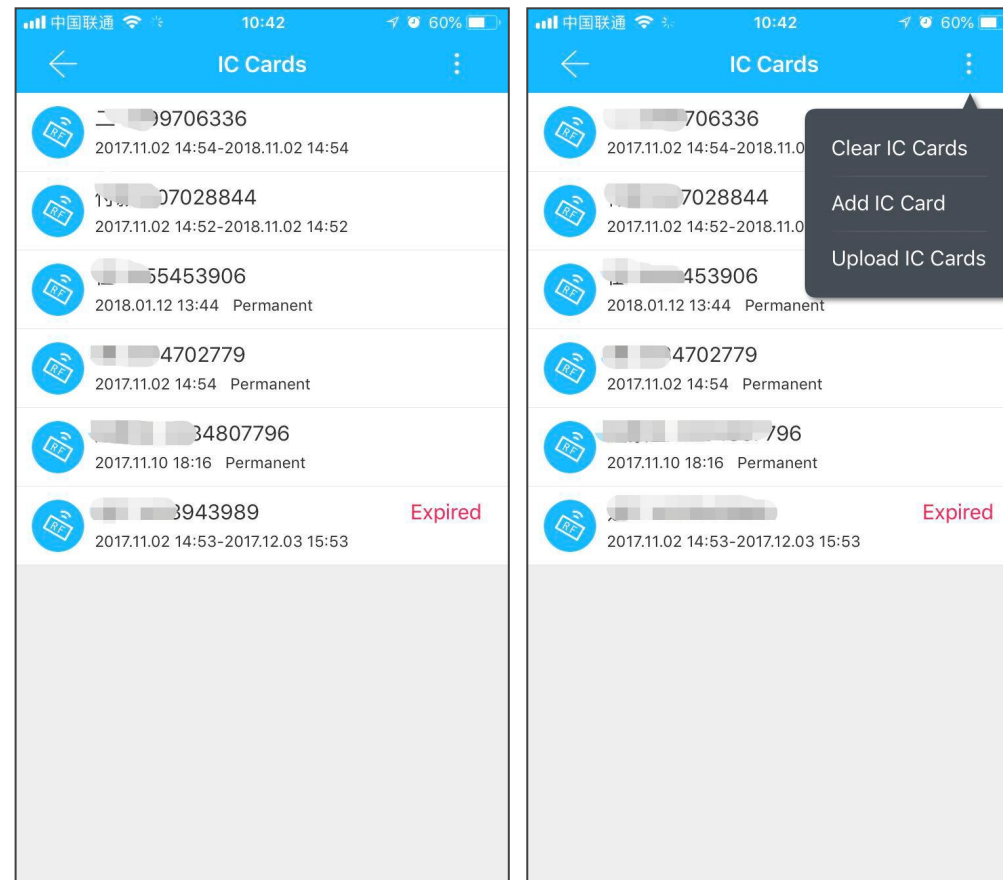




## 5.1 Card view and management

All IC cards can be queried and managed through the IC card management module.

The remote card issuance function is displayed in the case of a gateway. If there is no gateway, the feature is hidden.



## 6. Fingerprint management

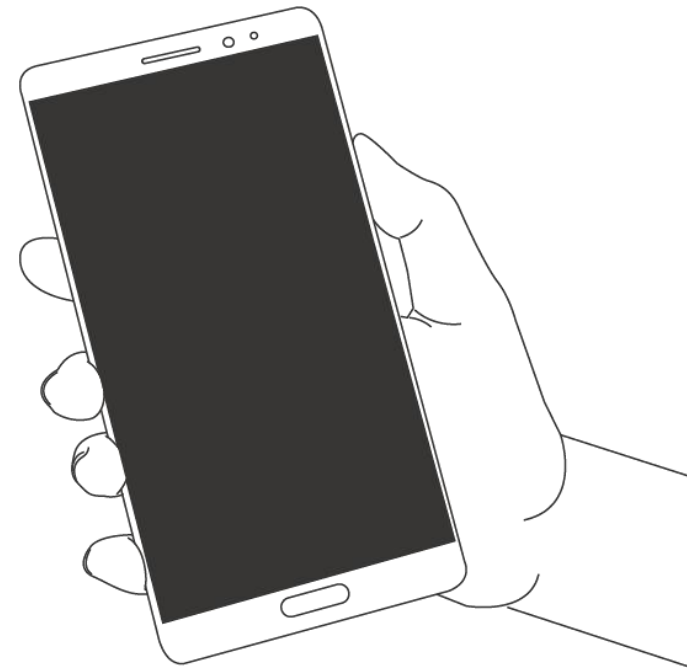
Fingerprint management is similar to IC card management. After adding a fingerprint, you can use the fingerprint to unlock the door.

## 7. Unlock via Bluetooth

User can lock the door via Bluetooth and can also send the Bluetooth ekey to other users.



Two ways of unlocking the door: A. press the unlock button on the APP; B. touch and activate the lock panel.



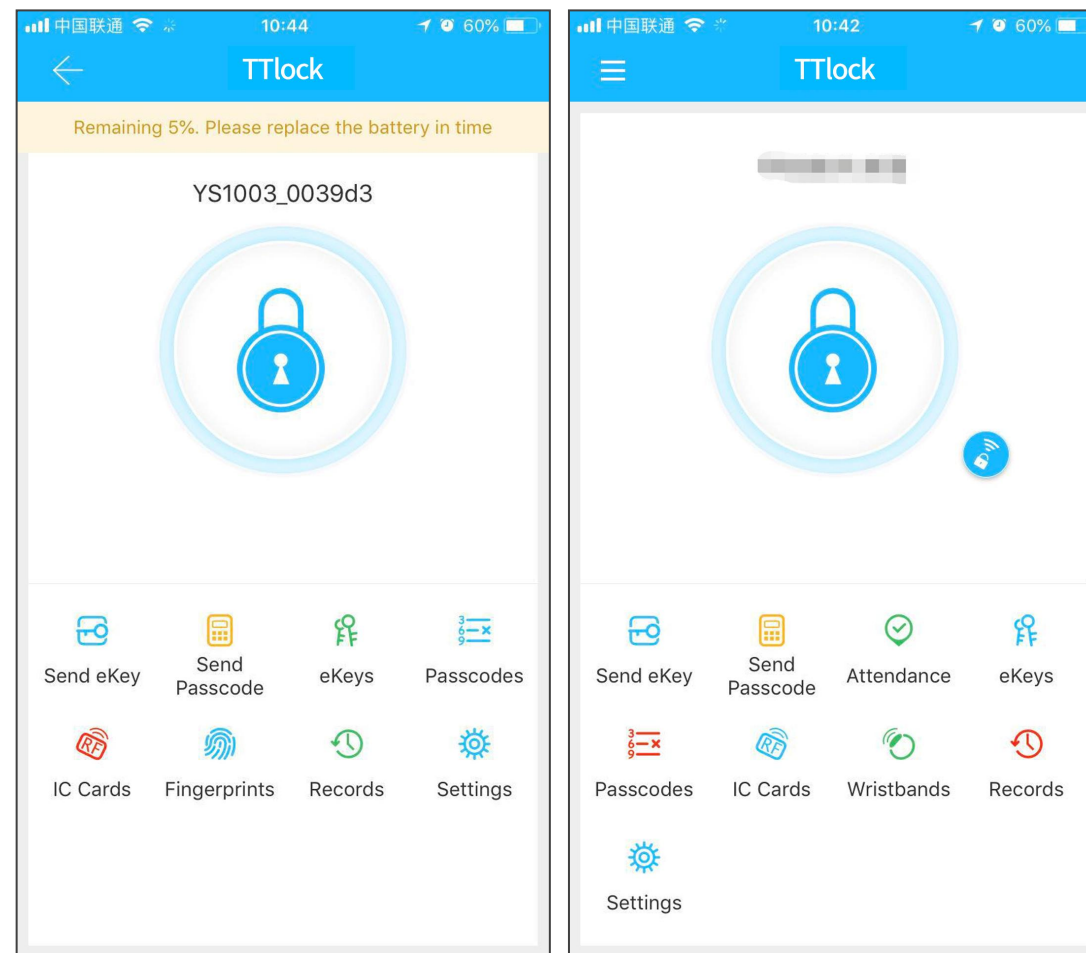
### Use APP to unlock

Click the unlock button to unlock the door. Since the Bluetooth signal has a certain coverage, please use the APP within the range of Bluetooth signal.

### Touch to unlock

You can Open the app and touch the keyboard to unlock the door.

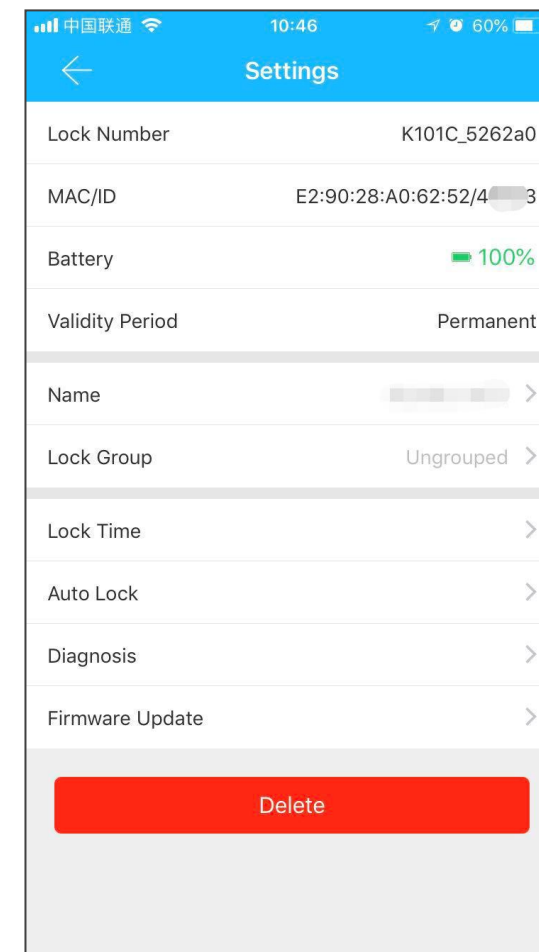
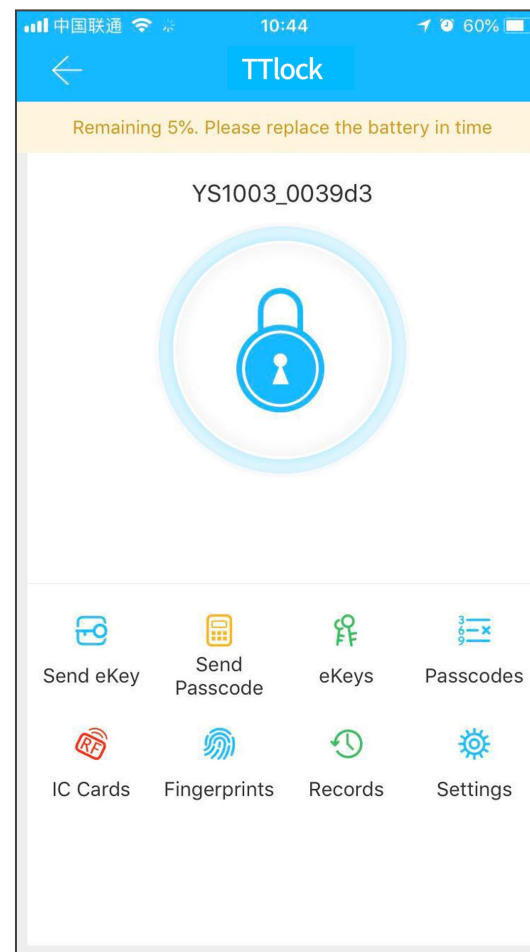
Click the small icon to the right of the unlock button to unlock remotely if the lock is paired with a gateway.



## 8. Attendance management

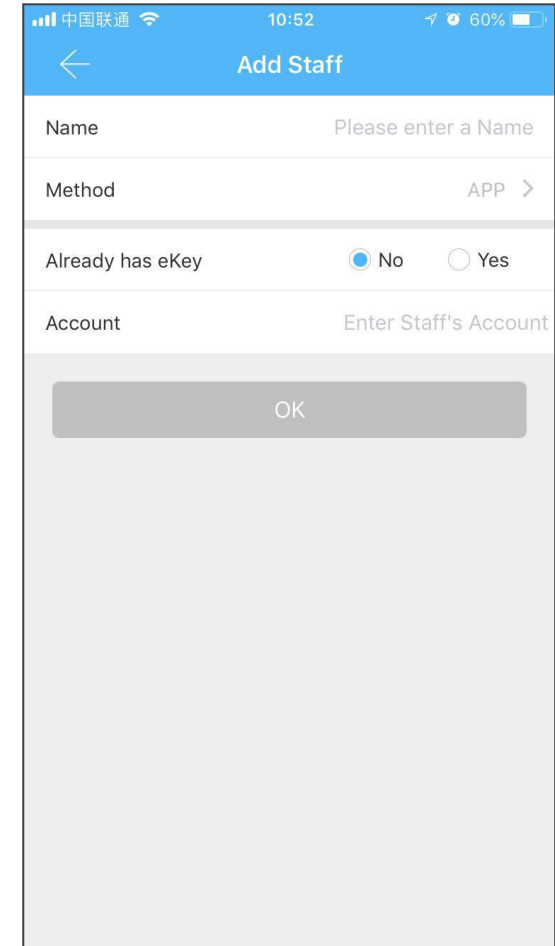
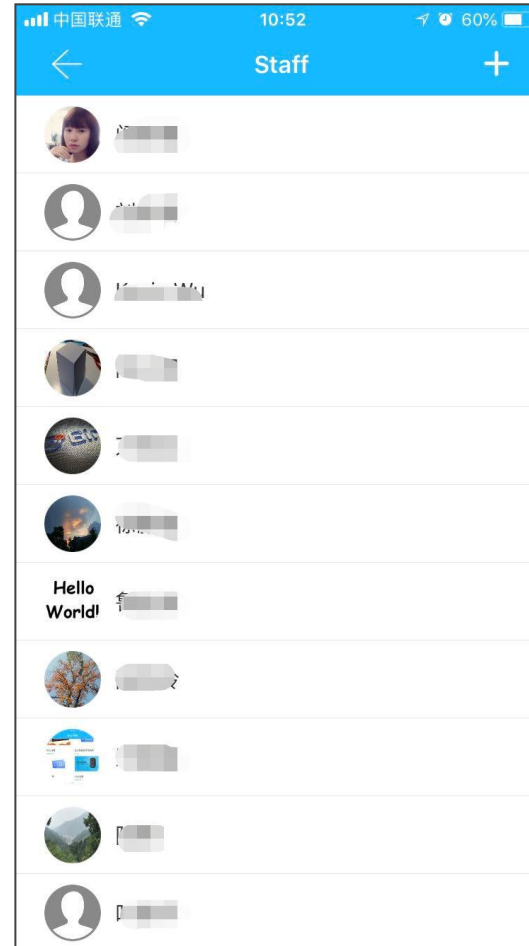
All door locks support attendance check feature, which can be used for company attendance management. The app contains functions of employee management, attendance statistics and so on.

This feature can be turned on/off on the lock setting page.



# 8.1 Staff management

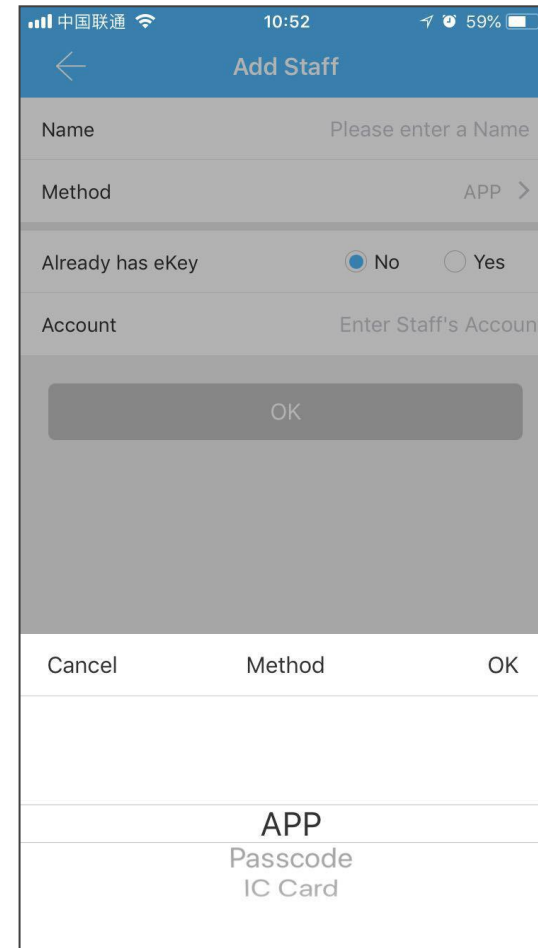
Administrator can view and manage the staff information in the staff management module.



## 8.2 Methods of Attendance

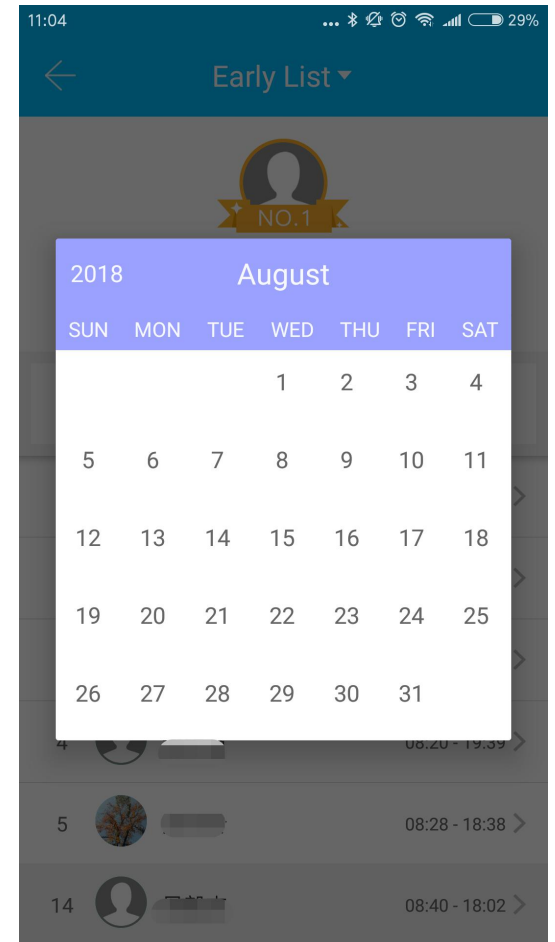
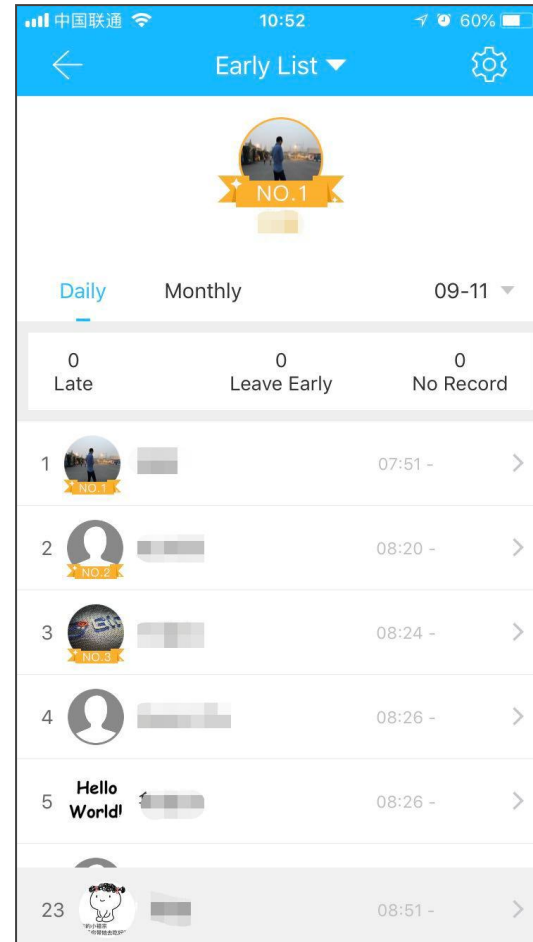
### Check

It supports staff attendance check in three ways, including App, passcode, and IC card.



## 8.3 Attendance statistic

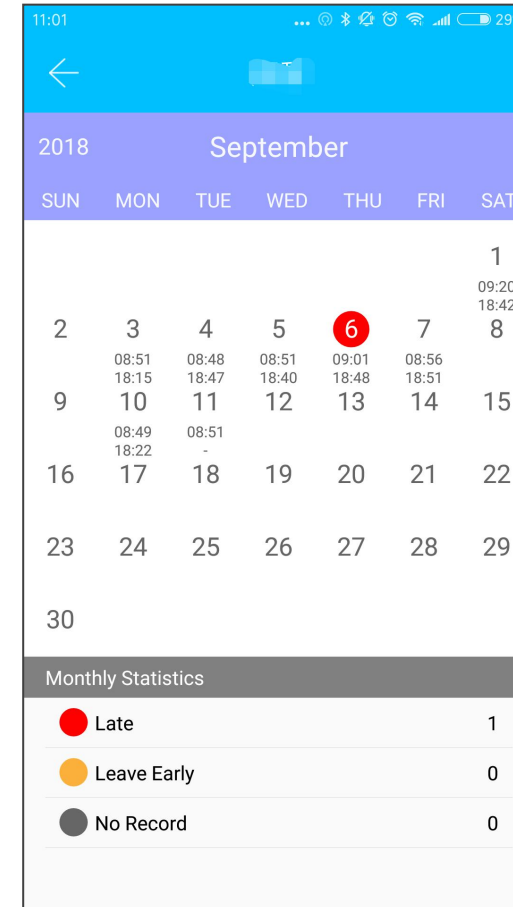
In this module, you can check the attendance of all employees on a certain day, according to the time of arrival at the company. Late arrivals, early leave, and unchecked cards are identified in three different colors.





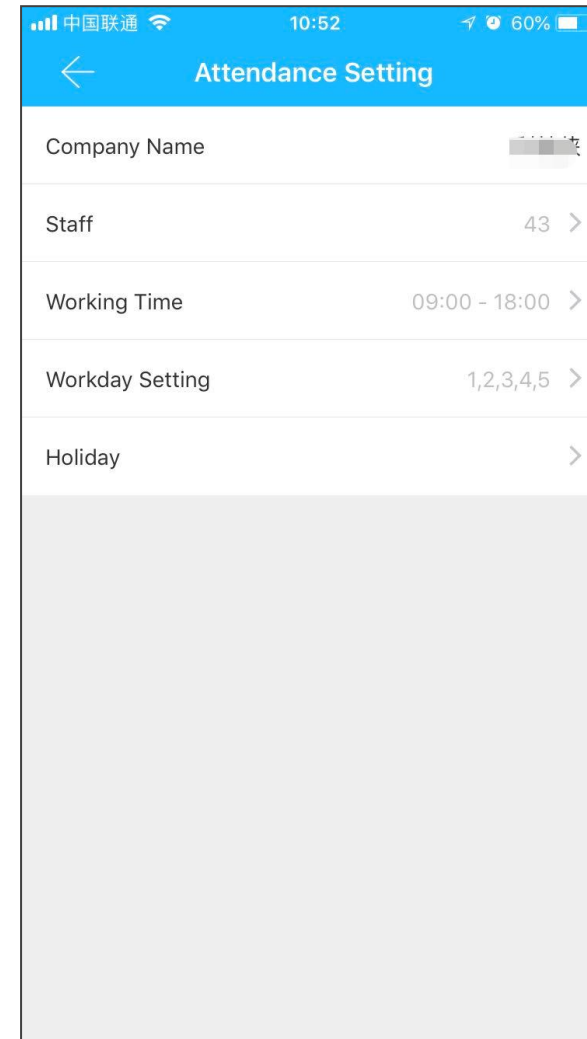
## 8.4 Attendance check

Swipe from left to right to view the staff attendance on different months.



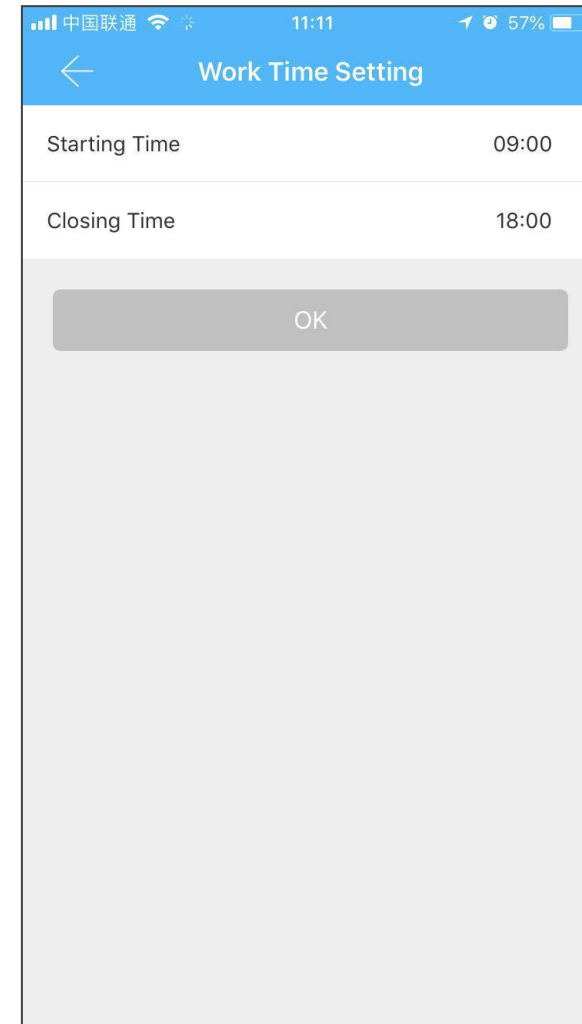
## 8.5 Attendance settings

In this module, you can set the company name, departments, working hours, working days, and holidays.



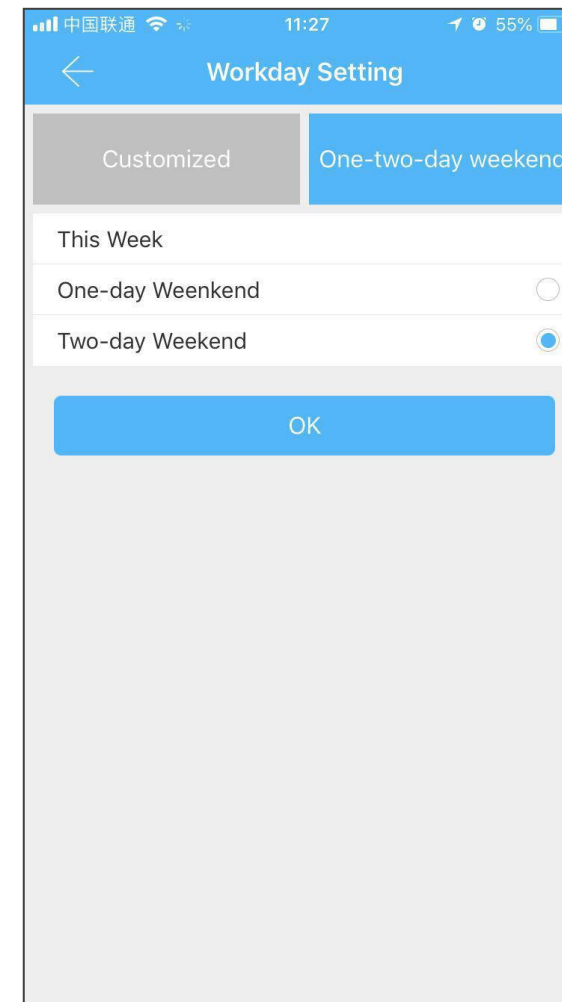
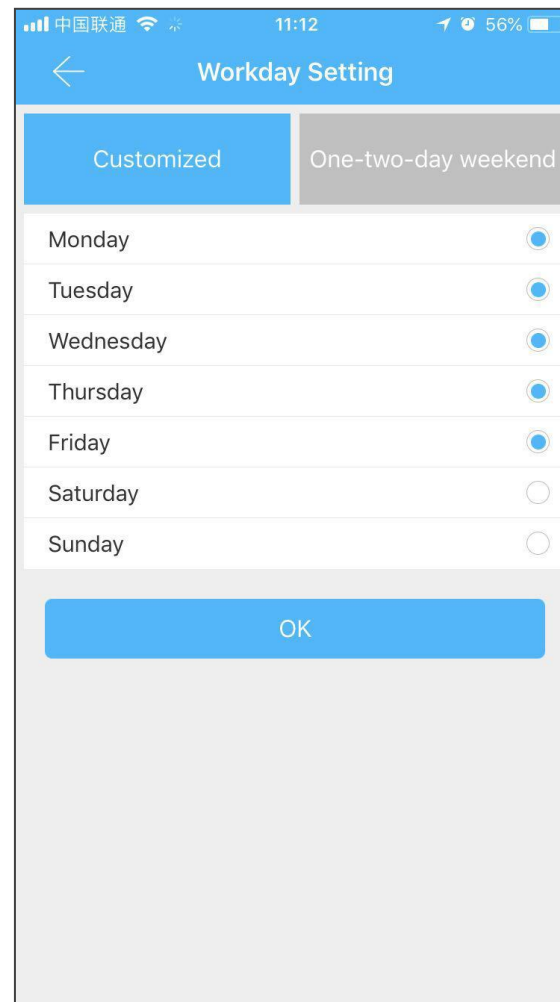
## 8.6 Time settings

The work time settings can judge if you are late or early to leave.



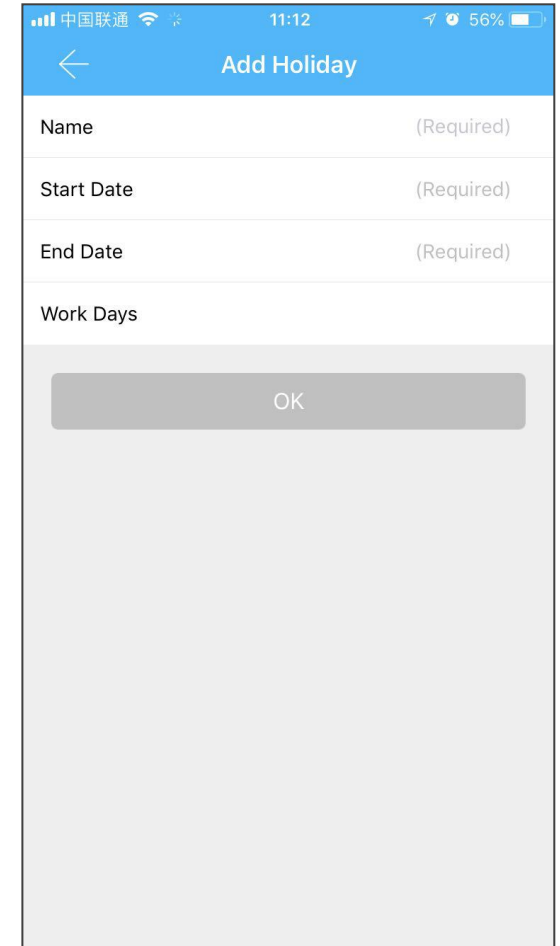
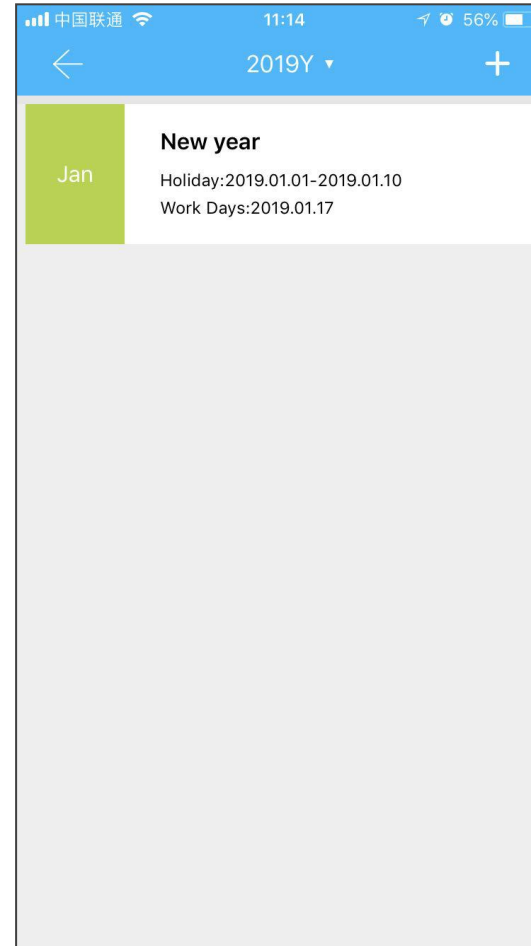
## 8.7 Workday settings

You can set certain workdays you want in this module.



## 8.8 Holiday settings

You can set holidays and workdays according to your need.

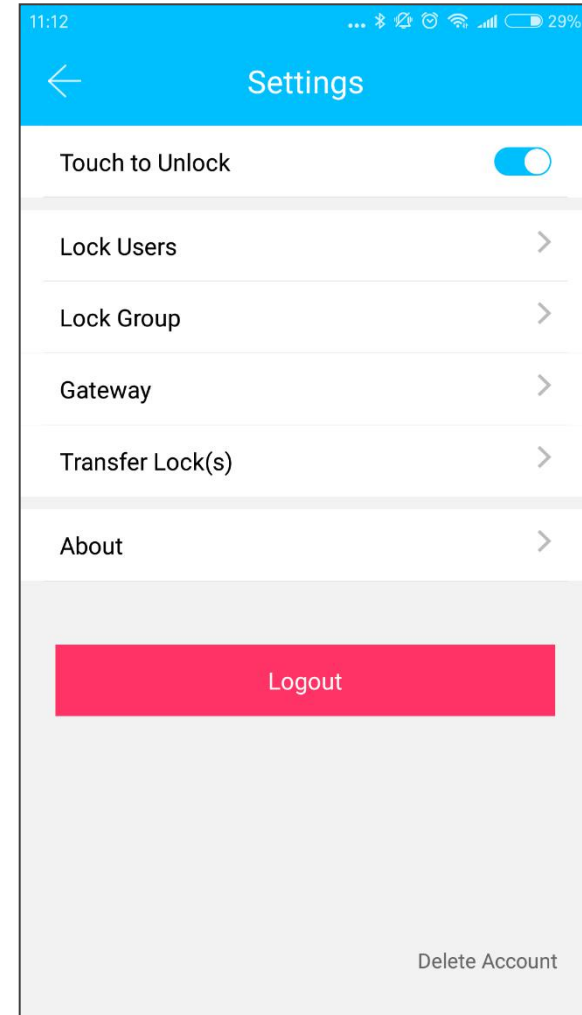


## 9. System settings

In the system settings, it includes touch unlock switch, group management, gateway management, security settings, reminder, transfer smart lock and so on.

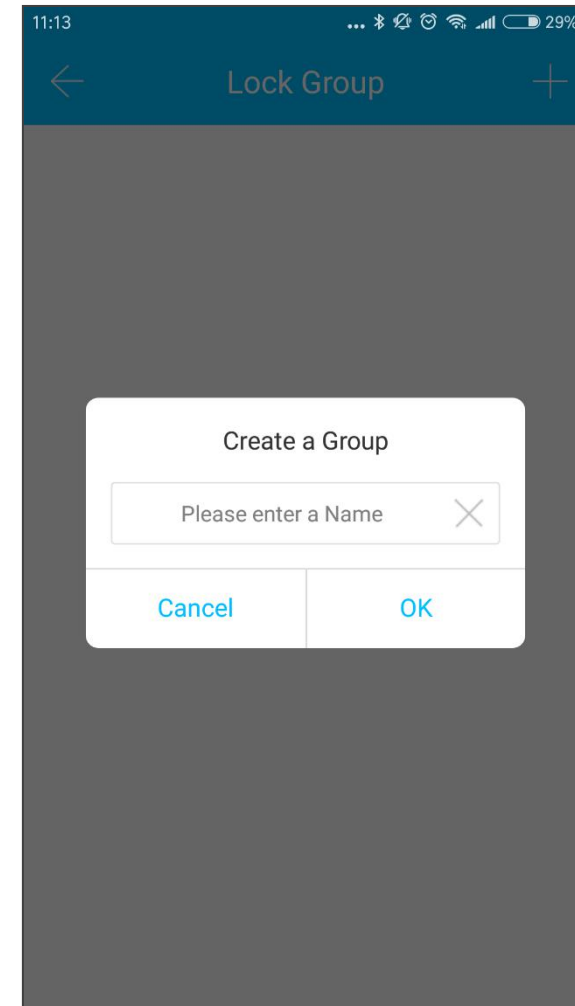


Touch unlock setting determines whether you can open the door by touching the lock.



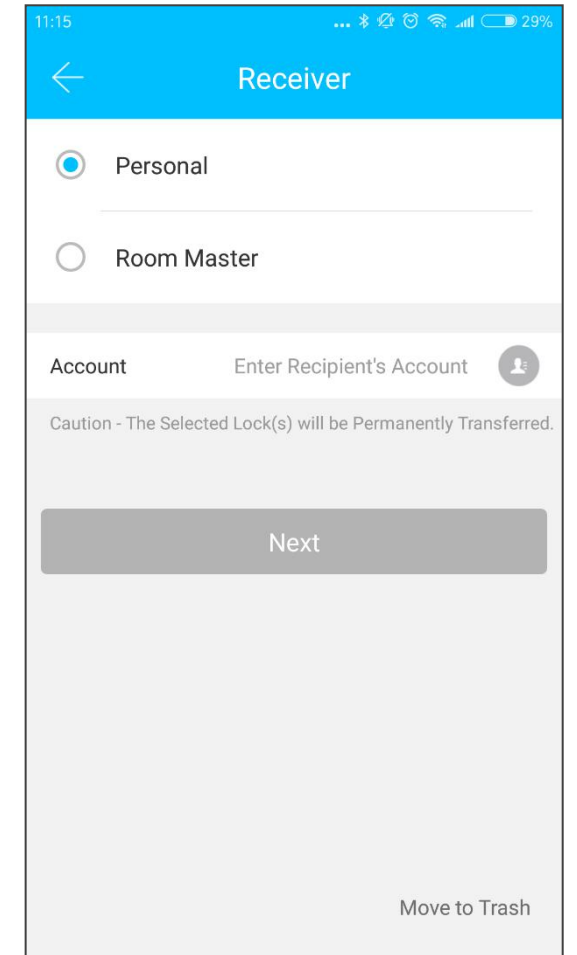
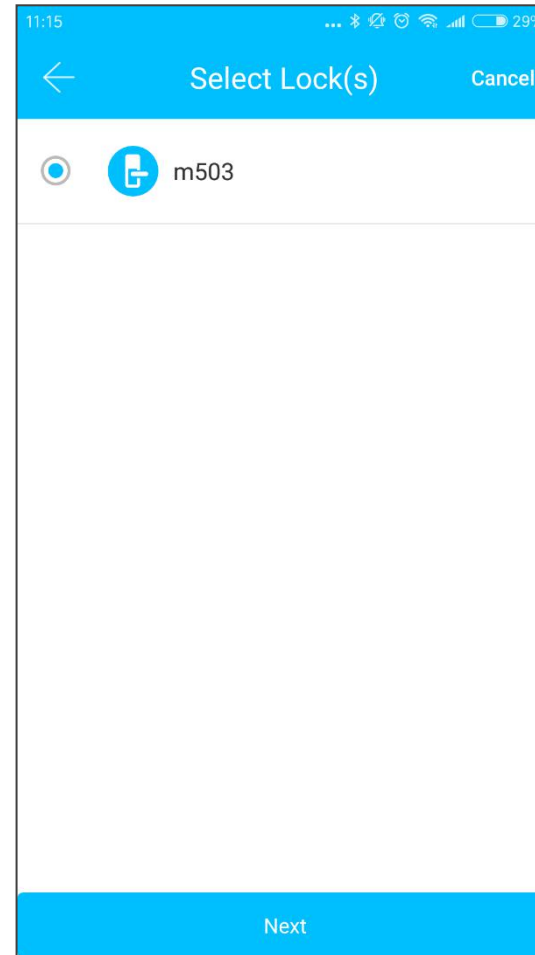
## 9.1 Key groups management

In case there is a large number of keys, users can create different groups to help them to manage the keys.




## 9.2 Transfer lock

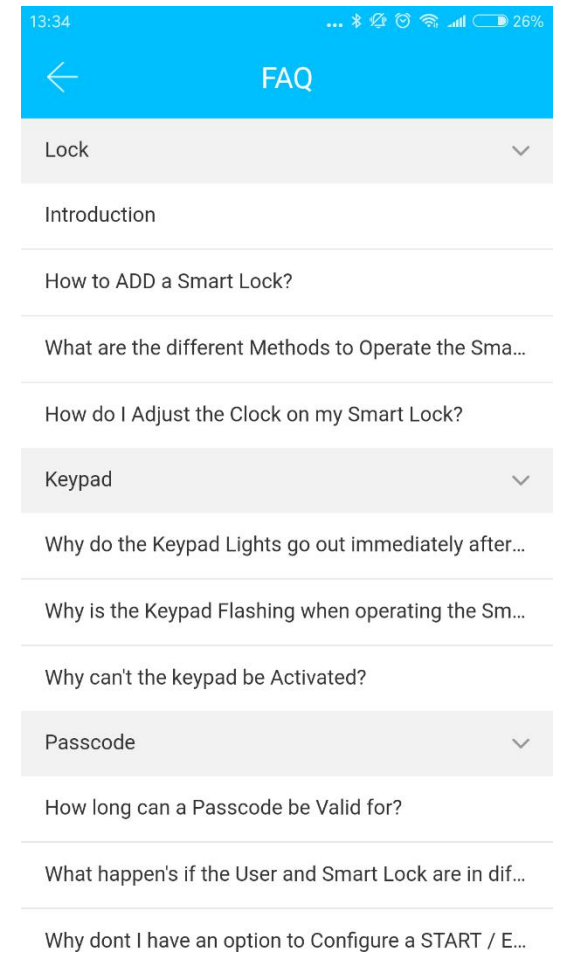
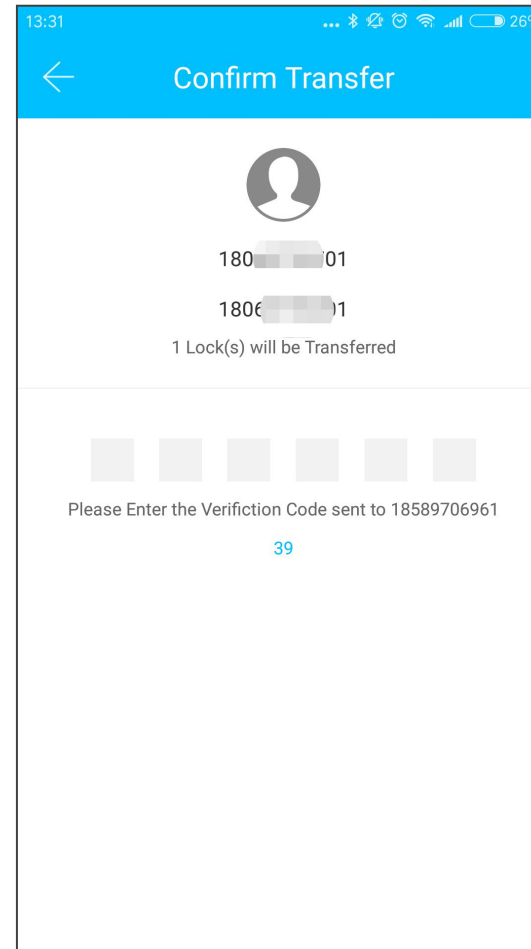
The administrator can transfer a lock to other users apartment(Room Master user). Only the original administrator can transfer the lock to another user.





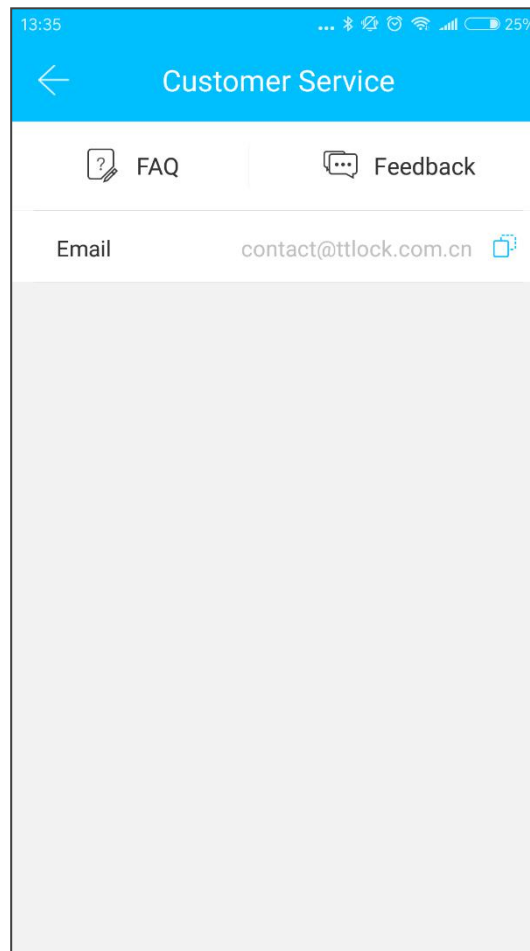
After inputting the account, you will receive a verification code. Filling in the correct number, you will transfer successfully.

 The account of the apartment transfer receiver must be the administrator account.



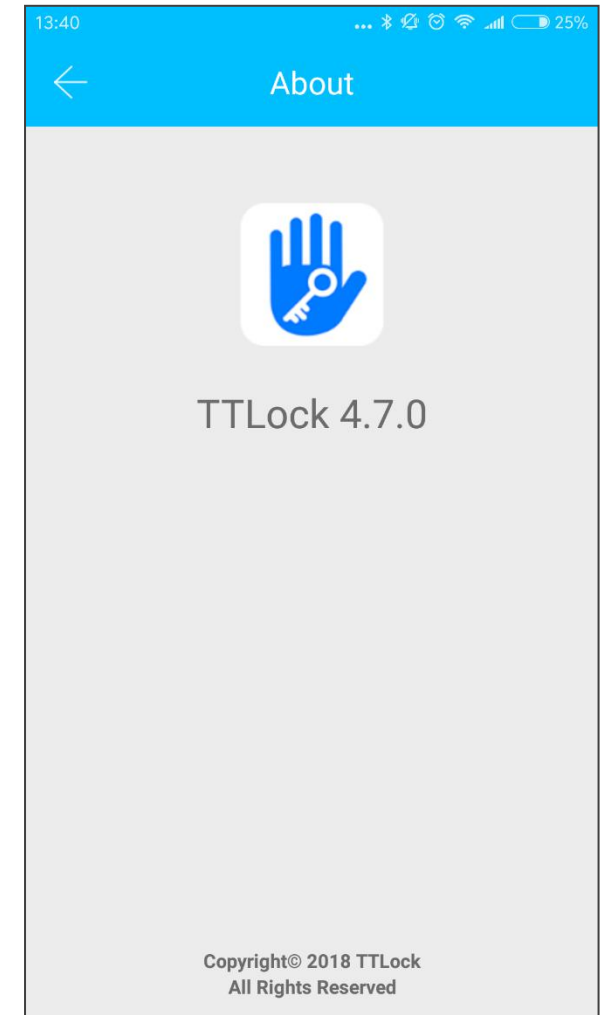
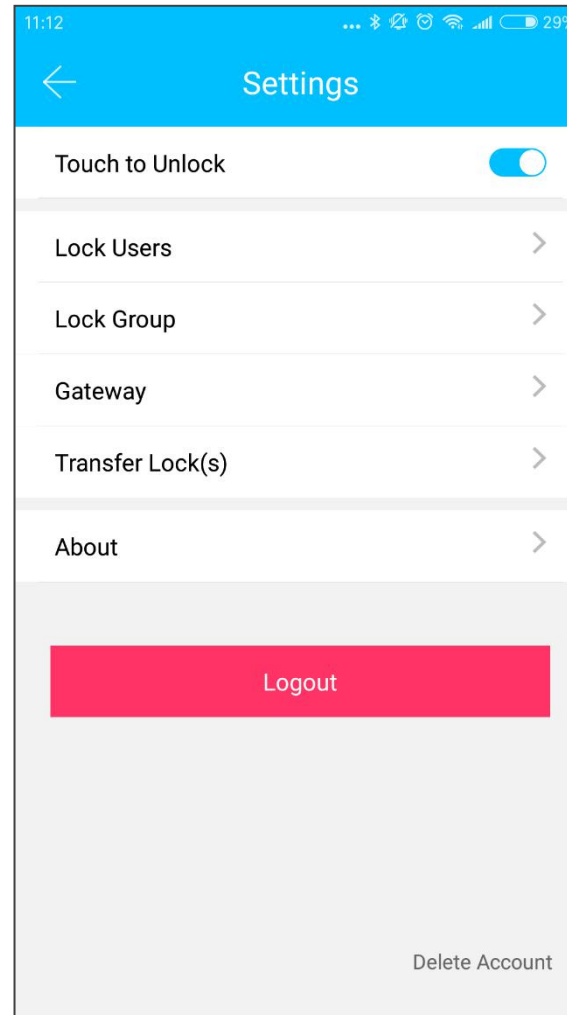
## 9.3 AI customer service

The user can consult AI customer for service support 7X24.



## 9.4 About the APP

Version information of the APP is available on this page.



## 10. Gateway management

The smart lock is connected via Bluetooth, and it is not connected to the network itself, which is why it is not attacked by the network. The gateway is an accessory for the Smart Lock, which is a bridge between the smart lock and the home wifi network.

Through the gateway, the user can remotely view and calibrate the clock of the lock, read the unlock record of the password, IC, fingerprint, etc. in a timely manner, or delete and modify the password remotely.

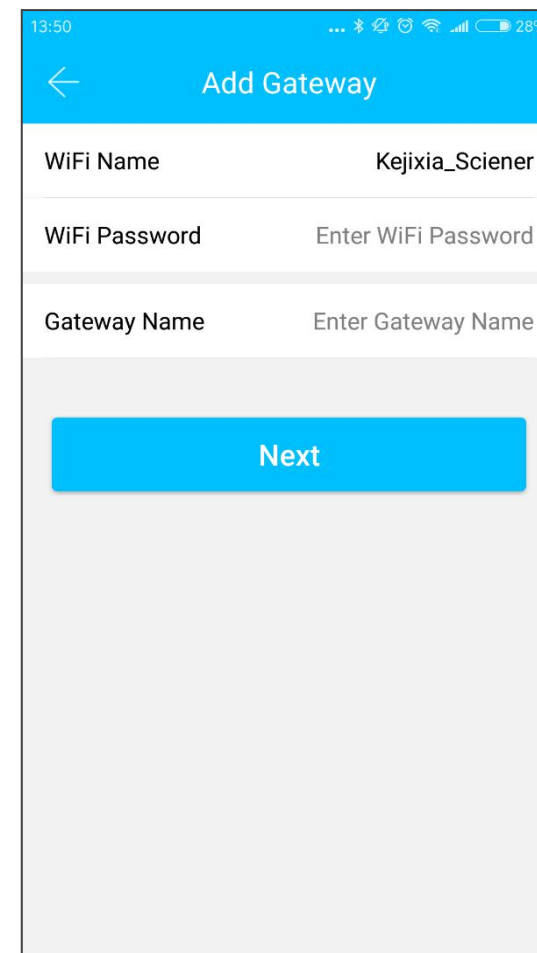
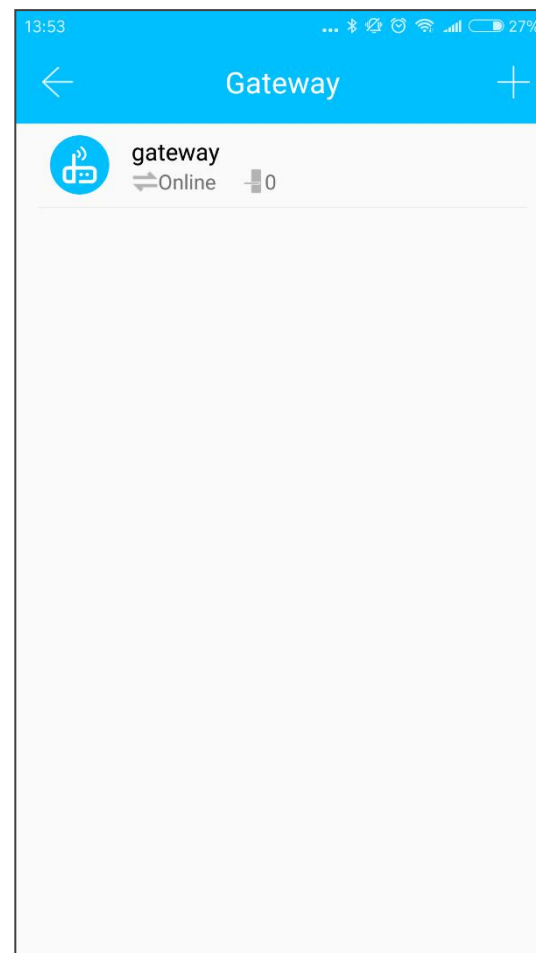


### 10.1 Add the gateway

Before the gateway is used, you must first add it via the app.

Steps:

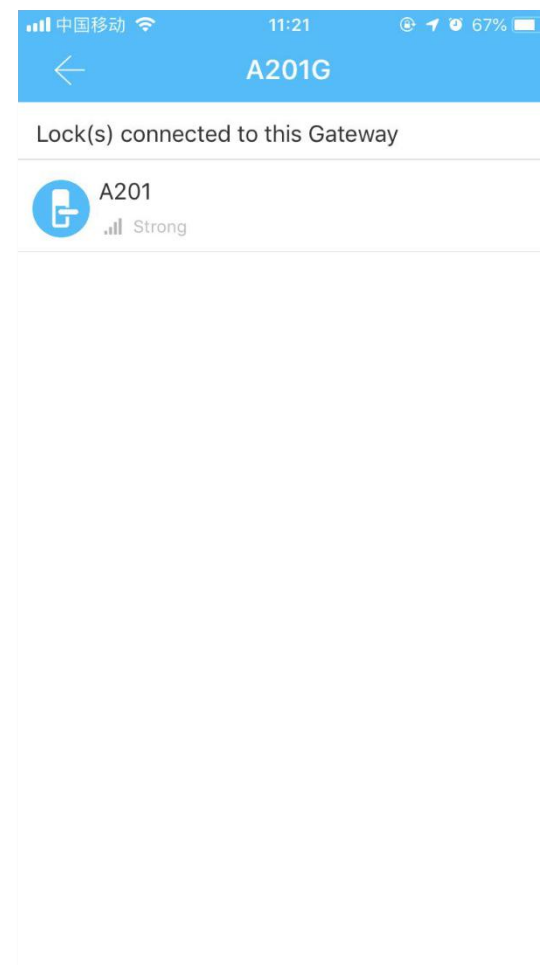
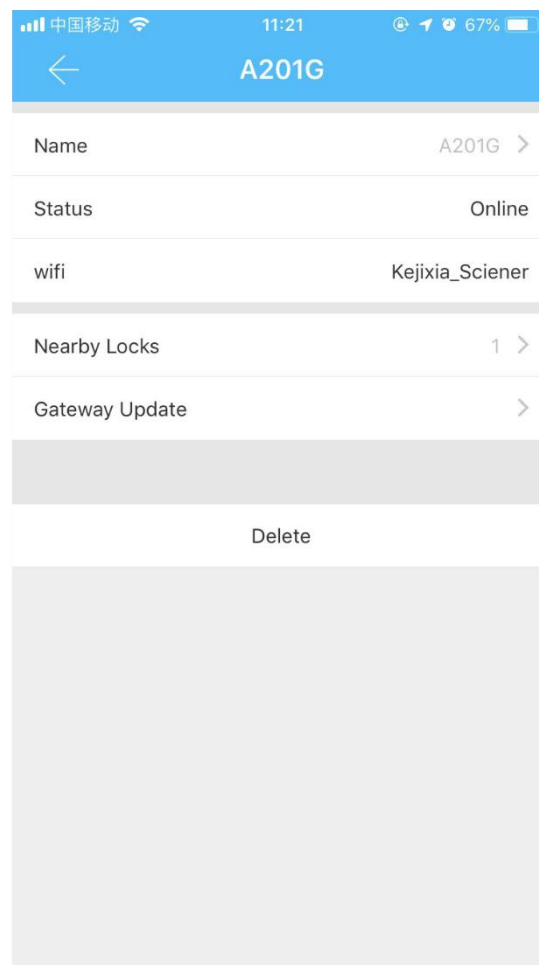
- A、 Connect your phone to an available wifi network
- B、 Click the plus sign in the upper right corner and enter the wifi password and gateway name on the Add page. Click Next and enter the password of the App account for authentication.
- C、 Press and hold the setting button on the gateway for 5 seconds. The red and blue lights flash alternately to indicate that the gateway has entered the add-on mode.



## 10.2 Manual

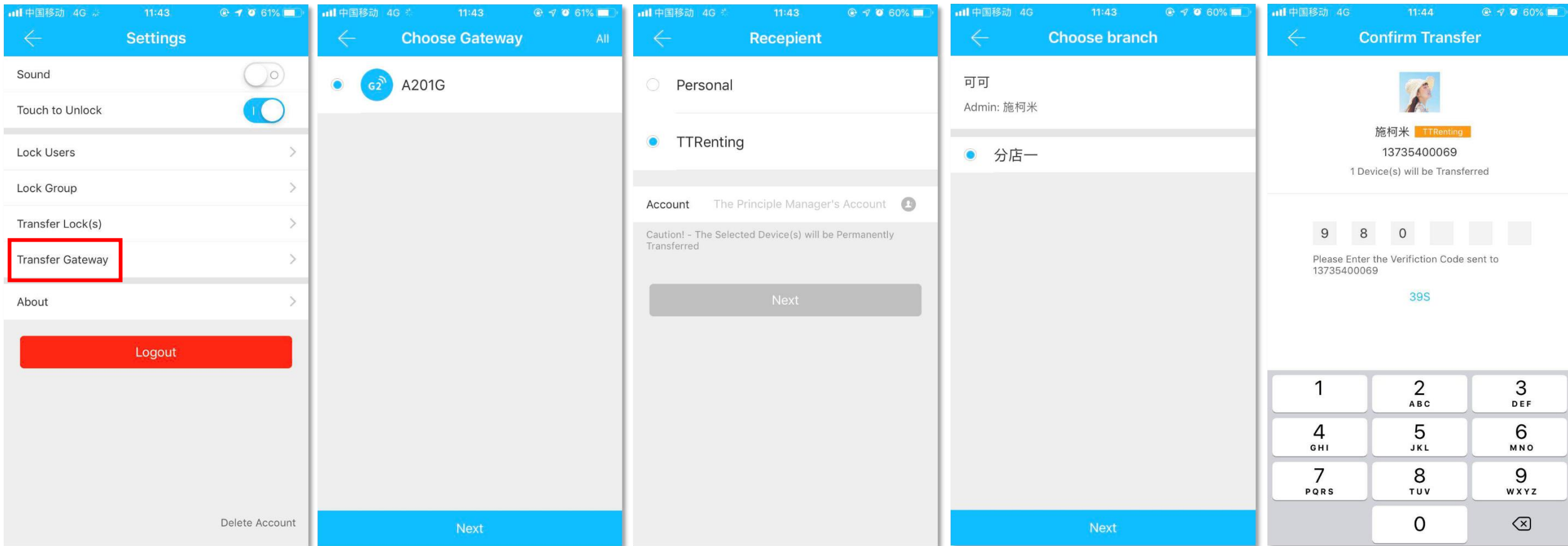
Once the gateway is added, it will search for locks around it. After a short period of time, you can see which locks are in their coverage in the app. Once the lock is bound to the gateway, the lock can be managed through the gateway.

When the fingerprint, password, or IC card is unlocked, the administrator will push the message.



# 10.3 Transfer Gateway

The new added transfer gateway function is similar with the transfer smart lock operation. The gateway can be transferred to individual users and TT Renting users.





# THANKS



Scan to download the TT lock