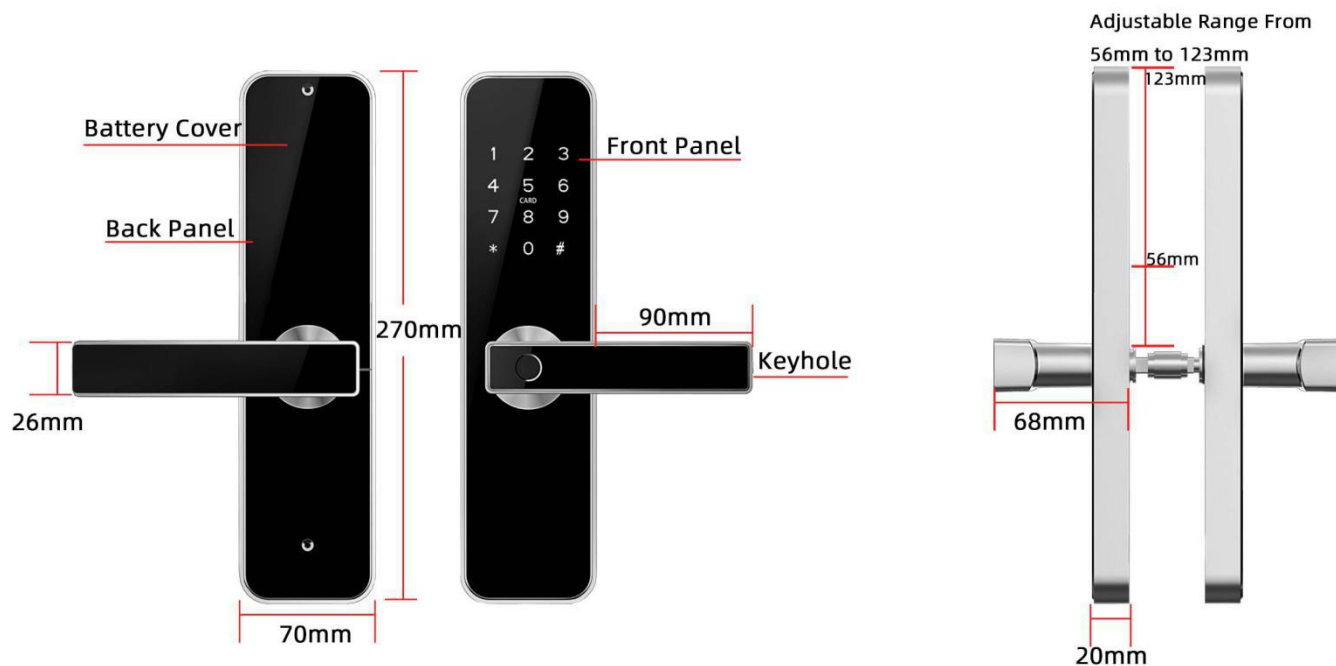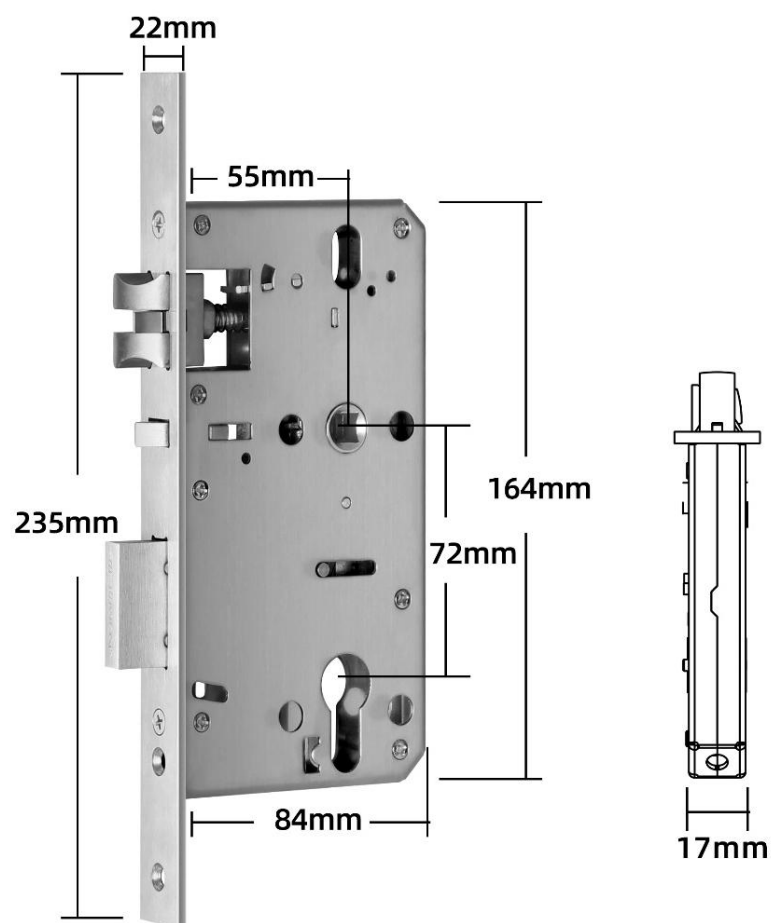# Smart Lock User Manual

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

Battery Cover

Back Panel

Front Panel

270mm

90mm

Keyhole

26mm

70mm

Adjustable Range From 56mm to 123mm

123mm

56mm

68mm

20mm

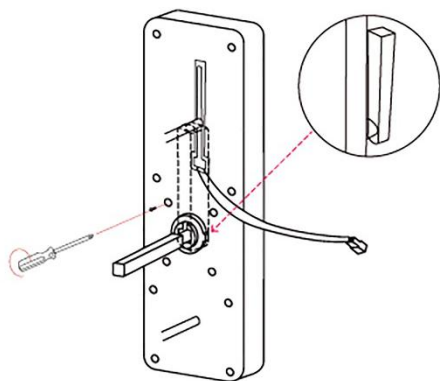# 2. Mortise

22mm
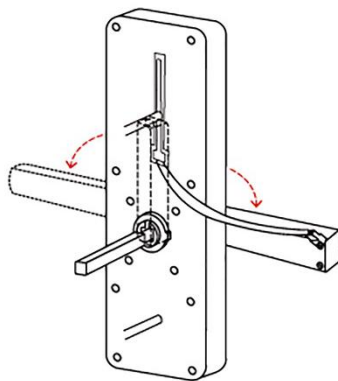
55mm

235mm

164mm

72mm

84mm

17mm

3. Installation

3.1 Turn the handle

Notice: Adjust the handle according to the direction you open the door

For Front Panel：

1.Loose Four Screws

2.Left Open the Handle
Toword the Left;
Right Open the Handle
Toword the Right.

3.Reinstall the Screw
After Adjusting the
Direection
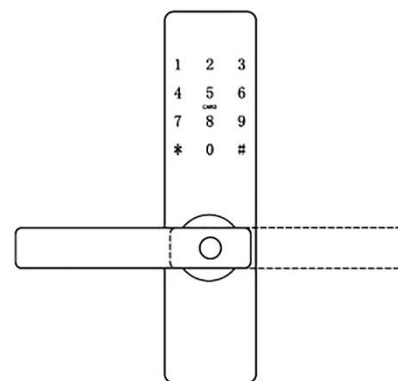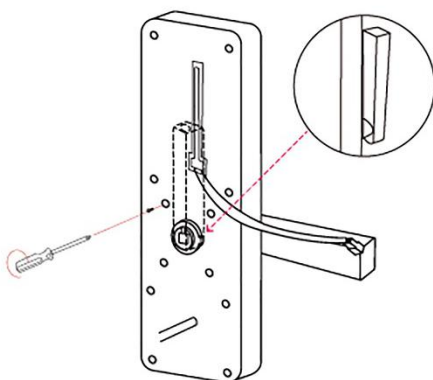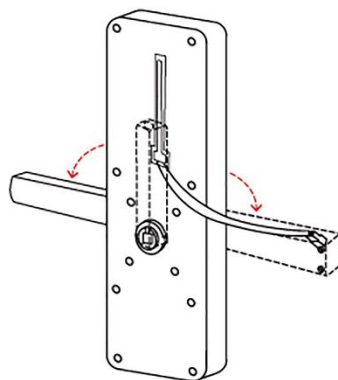
For Back Panel：

1.Loose Four Screws
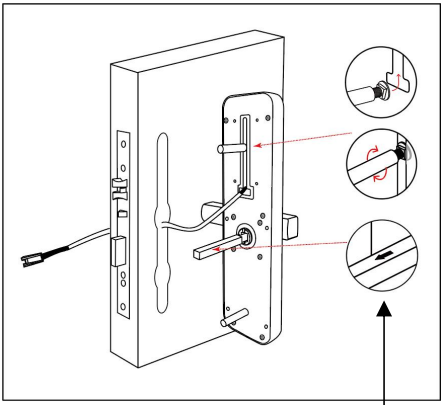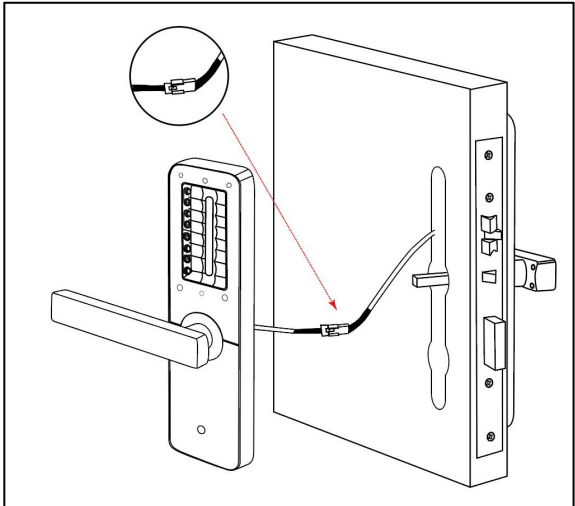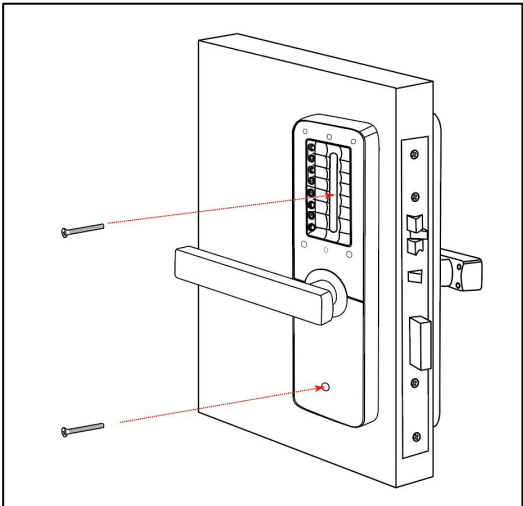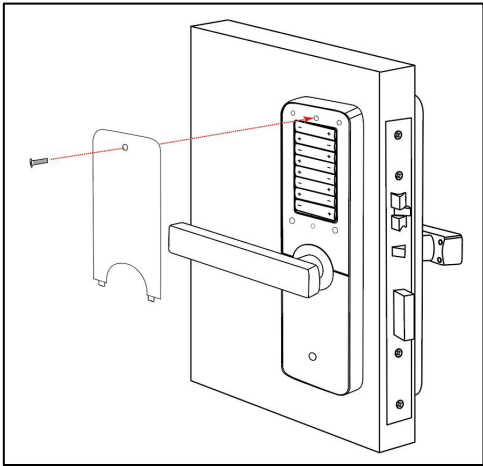
2.Left Open the Handle
Toword the Left;
Right Open the Handle
Toword the Right.

3.Reinstall the Screw
After Adjusting the
Direection
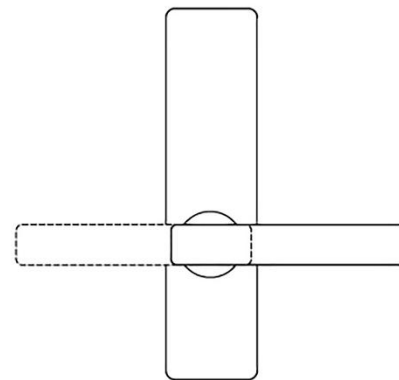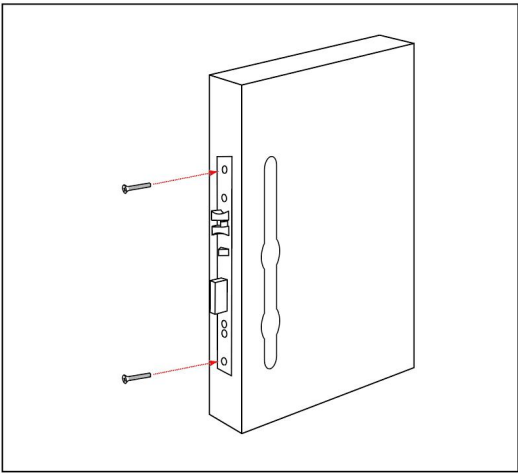
3.2 Installation Diagram

Step 1 Install Mortise	Step 2 Install Sliding Screw Casing and Fixed Front Panel
	  The screw casing place is adjustable from 55mm to 100mm far from the square shaft. Depending on the location of the hole-drilling or the old door hole. Keep arrow direction(shows in image) always upward.

Step 3 Connect Front and Back Panels	Step4 Install Back Panel

Step5 Install the Battery	

4. Specifications

Suitable for Models	WL41BTS
Materials	Zinc Alloy
Front Panel Lock Size	270*70*20mm
Back Panel Lock Size	270*70*20mm
Lock Weight	3KG
Unlocking way	Bluetooth Fingerprint Password Card Mechanical key
Color	Silver Black
Doors Applicable	Aluminum Door Wooden Door
Working Voltage	6V/8x AAA Batteries
Door Thickness to Fit	35-65mm
Data Capacity	Fingerprint 200 pcs Passcode 150 pcs IC Card 200 pcs
Working Temperature	-30℃-60℃
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.5V

Device Reset

Open lock back panel battery cover plate >>>Press the "Reset" button for 5 seconds, than enter "000#". A prompt will be place once it's reset successfully.

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(Google Play)to 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**
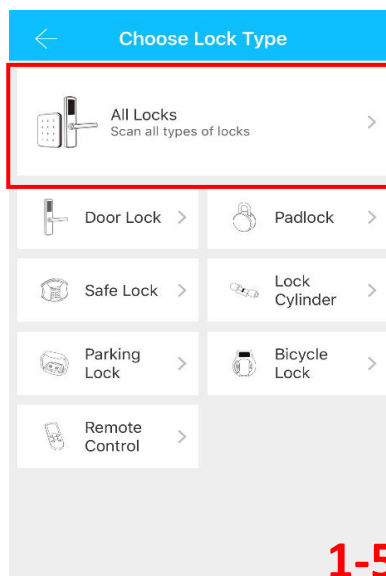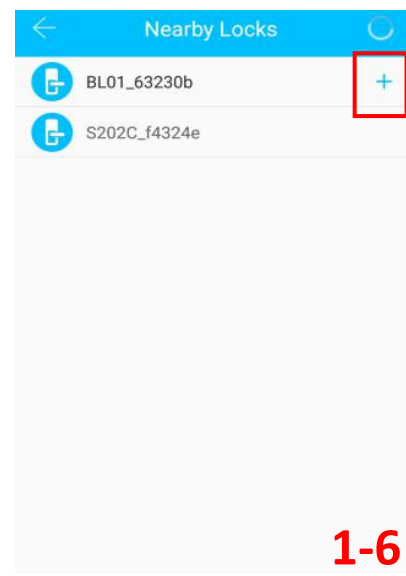
NOTE: TTLock supports multiple types of lock devices. You must first select the lock type. The lock needs to be added by the app after entering the add mode. Generally, a lock that has not been added, as long as the lock keyboard is touched, it will enter the add mode. Locks that have already been added need to be deleted on the app before they can be added to the add mode by touching.
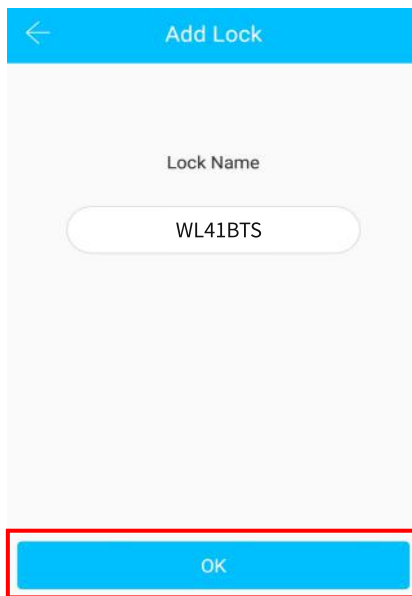
1-4 (screen: TTLock — Press to Add Lock — The Phone needs to be within 2 meters of the Smart Lock during the Pairing process.)

1-5 (screen: Choose Lock Type — All Locks / Scan all types of locks, Door Lock, Padlock, Safe Lock, Lock Cylinder, Parking Lock, Bicycle Lock, Remote Control)

1-6 (screen: Nearby Locks — BL01_63230b, S202C_f4324e, +)

1-7 (screen: Add Lock — Lock Name — WL41BTS — OK)
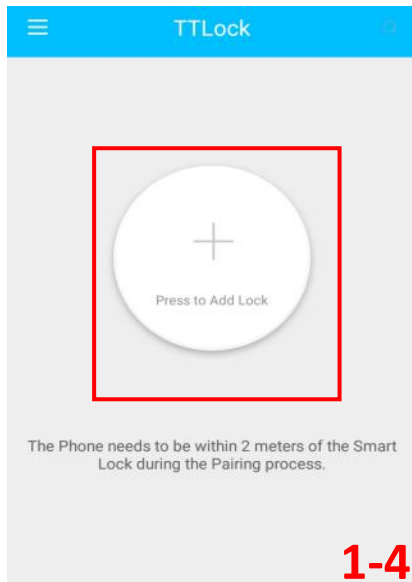
Features:-

- ✓ 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 " [lock icon] " as show as figure2-1 to unlock.(the phone is within 5meters from the door lock)

5.2.2 Remote control management(Option)

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 " [wifi icon] " 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.
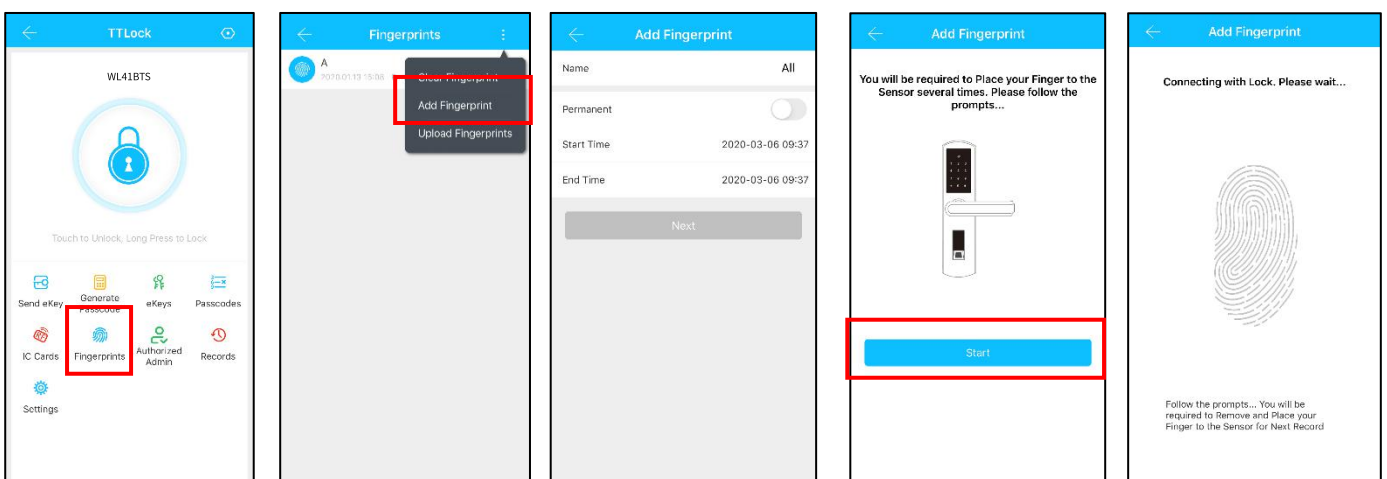
5.2.2.2 Setting Passcode

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.
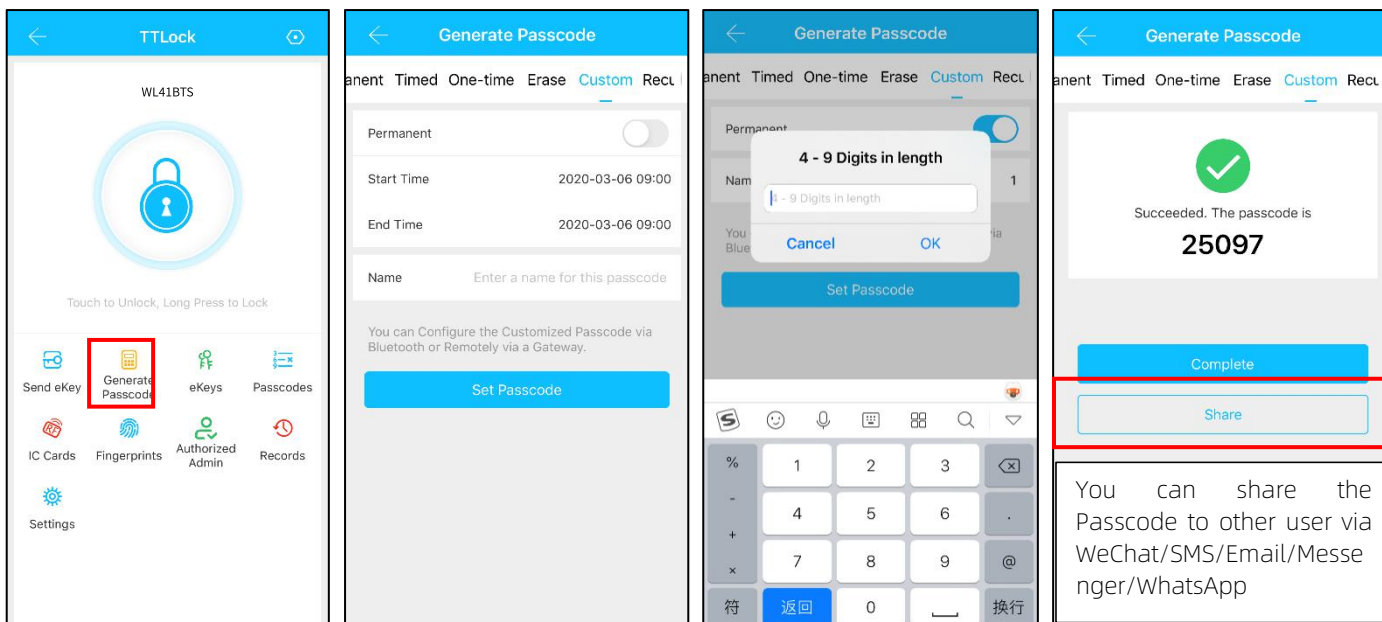
5.2.2.3 Send e-Key

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
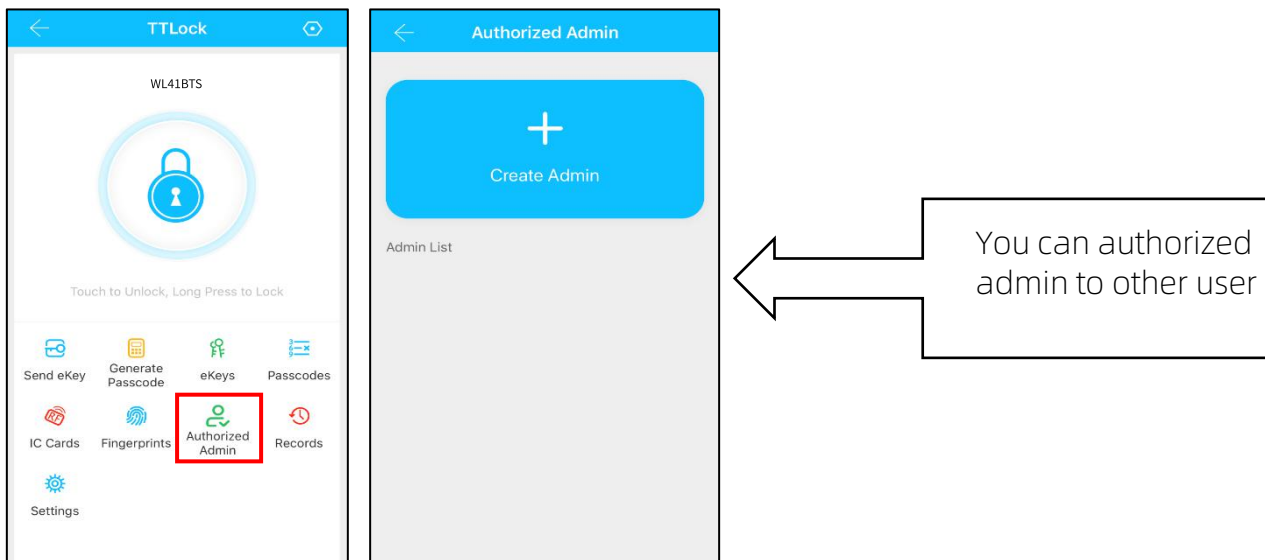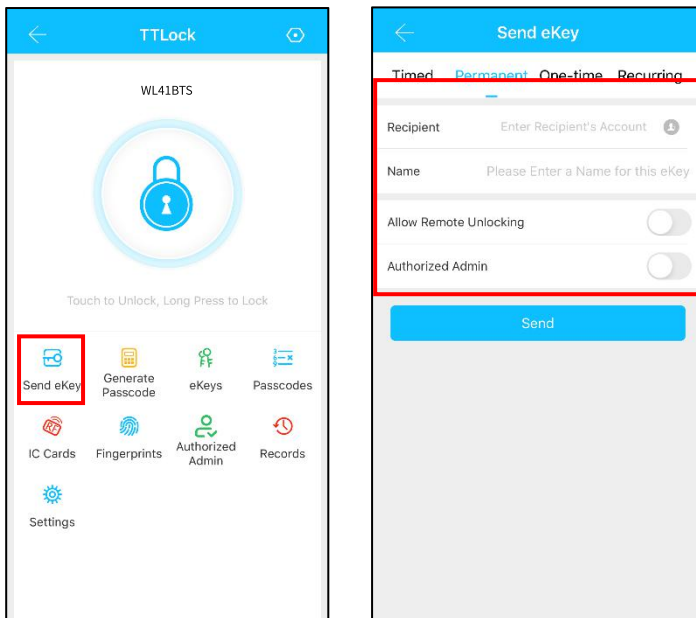
5.2.2.4 Add card and add card remotely

Supports opening doors through various IC cards. Before an IC card is used to open the door, it n

eeds to be added first. The adding process needs to be performed by the app beside the lock. Th

e 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
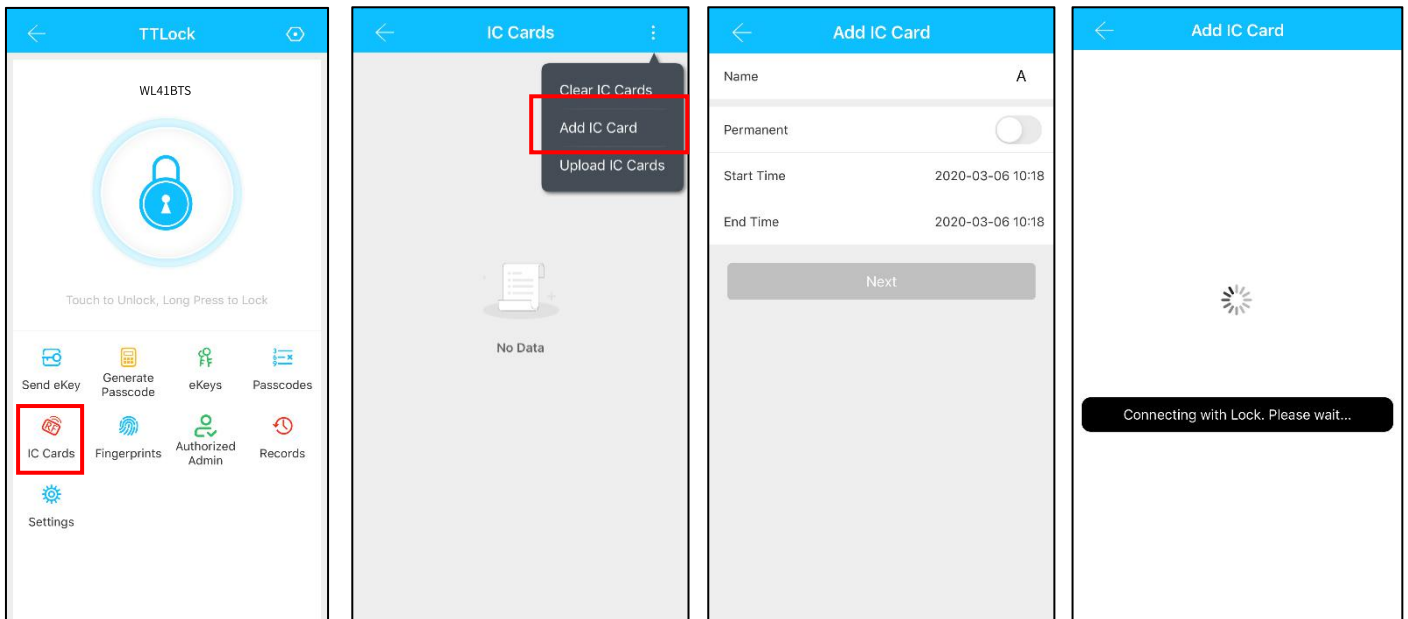
b) Add card remotely (You must add gateway first!)
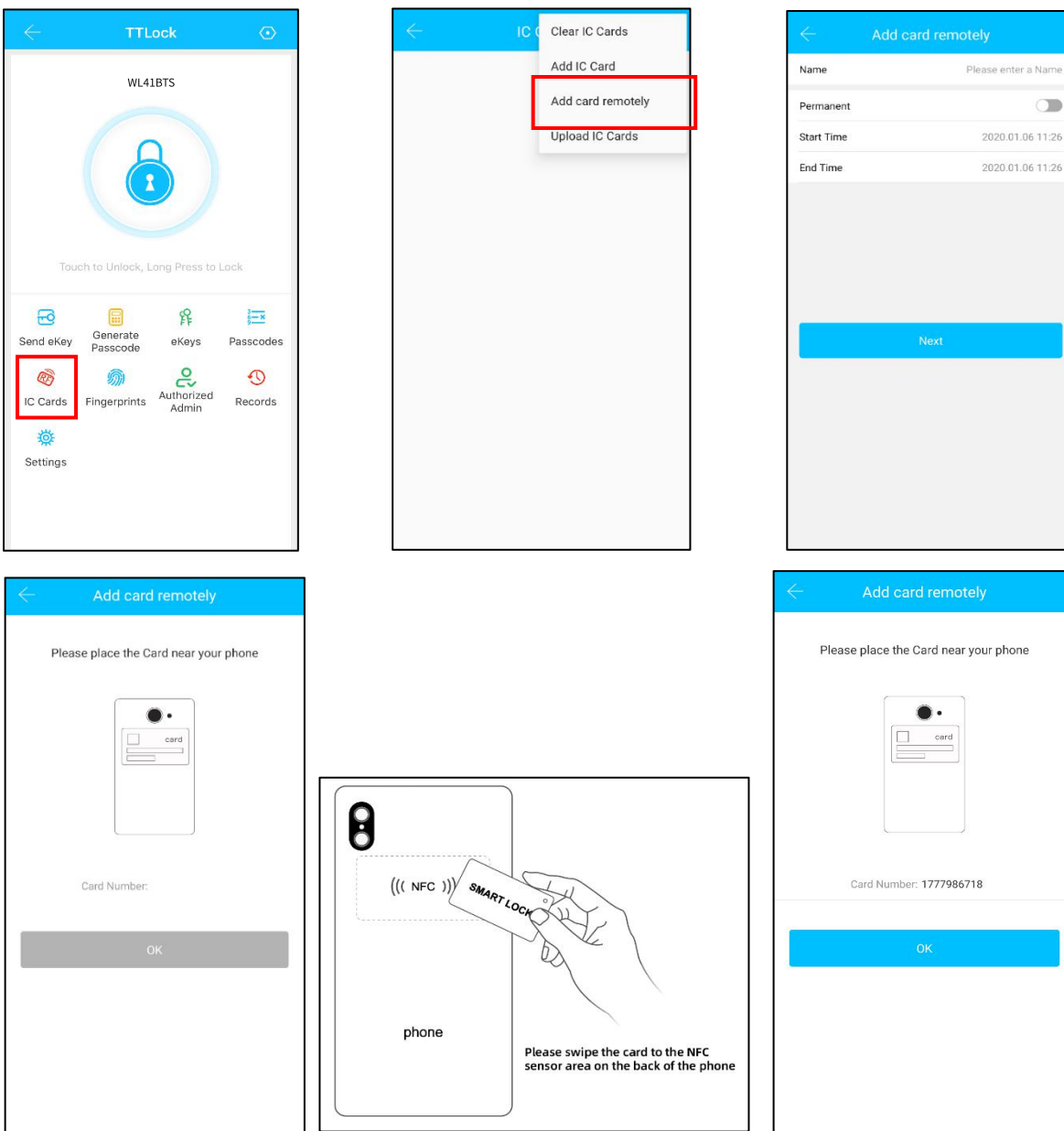
5.2.3 The Admin password management

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).
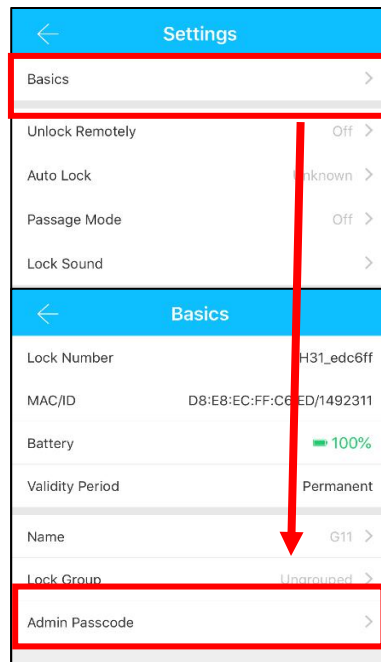
5.2.5 Passcode management

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.
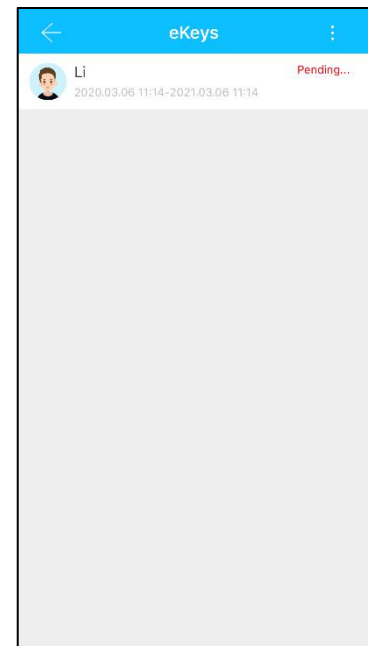
5.2.6 Unlock records

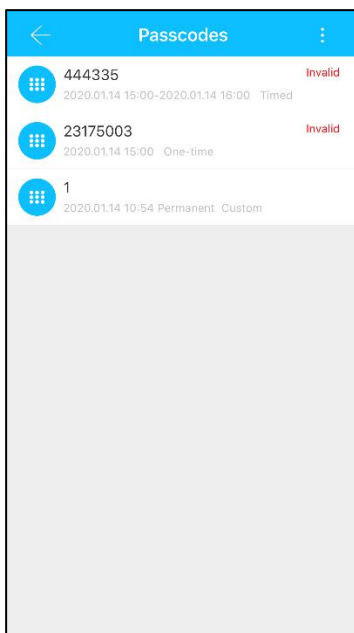Click " "as shown in figure 2-1→figure 2-5you can query your unlock record as shown in figure
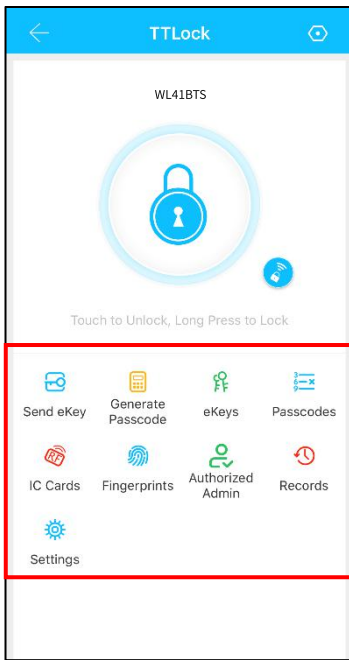
2-1

2-2

2-3

2-4
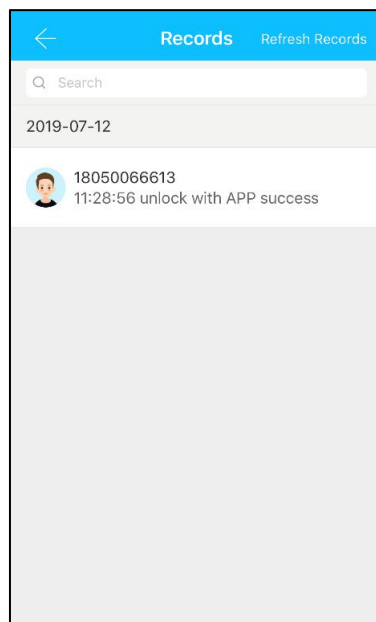
2-5

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 (Optional)

Please note that when adding a gateway , your smart phone and the gateway

must be connected to the same Wi-Fi

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

network.

Pair the Gateway with APP

1. Activate the APP
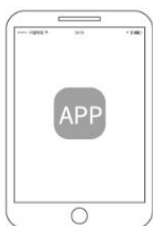
2. Press "≡"
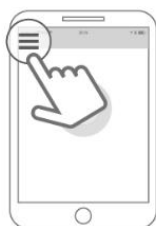
3. Select [**Gateway**]
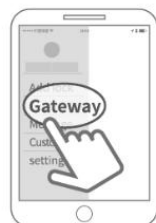
Gateway

4. Select [G2]

← Gateway

G2
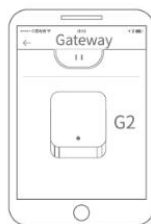
5. Plug in the gateway and power it on, while the light flashes alternately in red and blue

6. Press " + " sign

← Add Gateway
AIDJDNV62SJ Online
AIDJDNV62SJ Online
AIDJDNV62SJ Online

7. Add Gateway

← Add Gateway
WIFI ⟩
WiFi password
Gateway name
Next
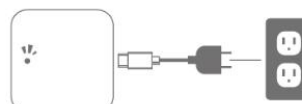
8. Select the network and fill in the password

← Add Gateway
WIFI ⟩
WiFi password
cancel network
✓ sciener
mywifi
sciener-x

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

1) After installation, touch sensing keyboard, screen no respond	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 b) Remove the back panel and see if it's connected. 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.
2) Unable to register fingerprint	Check the fingers for dirt or wear, check the fingerprint head on the lock for dirt and oil stains, etc. Check to see if the fingerprint is working properly(Press to see if there is any responds.
3) Fingerprint verification is successful, but the door cannot be opened.	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.
4) What is the reason why the smart lock consumes fast power?	a) Large standby power consumption b) Short circuit
5) Can you adjust the volume?	a) The Bluetooth system can only turn the sound On or

	Off, and cannot adjust the volume; b) The non-Bluetooth system can adjust the volume.
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.	It may be the triangle direction on the clutch was error, please check correction.
7) The keys do not respond, and the lights are off	Most of this happens because the door lock is out of power
8) How many times will the passcode be locked? How long is it locked?	Bluetooth: Enter wrong 5 times and lock for 5 minutes Non-Bluetooth: Enter wrong 5 times, lock for 1 minute
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 (Panel：SS304 Handle：Zinc Alloy)	1	
2	Back Panel (Panel：SS304 Handle：Zinc Alloy)	1	
3	Mortise：5572 (The Standard is 5572)	1	
4	User Manual	1	

5	IC Card	3	
6	Mechanical Key	2	
7	Waterproof Rubber Plate	2	
8	Strike	1	
	IC Card		

	Strike Box	1	
9			
13	Screw Stubs:35*8mm	2	
14	Sliding Screws:16*5mm	2	
15	Mortise Screws:10*5 (For Aluminum Door)	4	

16	Mortise Screws:25*4mm (For Wooden Door)	4	
20	M5*30mm Screw 30mm and 50mm for door thickness 35mm-55mm(for upper)	1	30mm
21	M5*50 Screw door thickness 35mm-55mm for lower, door thickness 45mm-75mm for upper	1	50mm
22	M5*70 Screw 50mm and 70mm for door thickness 45mm-75mm(for lower)	1	70mm

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.