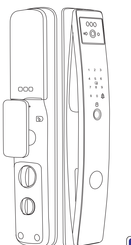
Installation instructions manual



TTLock

Performance parameters

Bluetooth standard	Bluetooth 5.0bLe
Network connection	2.4G Wi-Fi, 4G, Lora,
Compatible operating system	iOS 9.0 and above, Android 4.3 and above
Power supply mode	4.5 V, lithium battery 3000 mAh
Low alarm voltage	3.2V
Voltage Range	3.7V
Standby current	500 microamps (Bluetooth, sys, radar, etc.)
Working Current	15A (peak)
Operating temperature range	-20C to 70 degrees Celsius
Number of passwords	Custom and permanent passwords, 250 Other dynamic passwords, 1 Two cyclic times
The card types supported	Mifare M 1 card
Number of IC cards	1,000
Remote control	A lock can be added to 10 remote controls, a remote control can only be added to a lock.
Unlock mode	APP, face, password, fingerprint, IC card, Bluetooth key, remote control
Type of fingerprint head	Semiconductor fingerprint head
Fingerprint capacity	100-Fingerprints
False recognition rate (FAR)	<0.001%
Rejection of truth (FRR)	<1.0%
Face recognition	
Recognition speed	0.5 S (hot start) , 1.5 S (cold start)
Identify the distance	0.6 m - 1.2m, 0.6 m is the best
Project	TOF: 940% FOV: 1 to 100,000
Face comparison	TOF: 940% FOV: one in a million
Maximum number of face support	50
Cat's eye	
Sensors	2 million HD CMOS sensors, 0.1 lux@F1.2 in color, 0.01 lux@F1.2 in black and white
Image output	HD: 1960 × 1080@12fps smooth: 640 × 360@25fps
Camera	High Definition security mirror, 130 ° wide angle, height 23.5, 0.2 mm
The nearest shoot distance	0.3m
Switch between day and night	Support for IR+CUT
Noise reduction	Support
FACE phone monitoring	Support for mobile monitoring (iOS, Android)
Cloud storage	Support

Once the door lock is installed, if there is a lock button for the door lock, it will unlock the door. If there is a lock button for the door lock, it will unlock the door Please add an APP. Use"Settings", "Add Type" door direction", and click the other direction that you have selected, click OK.

Lock Clock

Time calibration is the clock of the calibration lock, if there is a gateway, it will be calibrated through the gateway first, and when there is no gateway, it needs to be calibrated by the Bluetooth of the mobile phone next to the lock.

Diagnosis

Diagnostics will Upload the Config Data to our Servers So that Lucas Analysis of the problem. Please execute within 2 meters of the Lock.

Upload Data

The Operation will Read all records stored in the Lock. It may take some time, please be patient.

Import From Another Lock

Replace old lock with a new one, and want the permissions on the old lock work on new lock.

Click "Import from another lock" in the lock's "Settings" page, and then choose the old lock.

If it done via Bluetooth, or make sure you are near to the new lock.

Firmware Update

The lock can be upgraded via the app. Firmware upgrades need to be made via Bluetooth next to the lock. After the upgrade is successful, the original data and settings of the lock will not be lost, other functions can continue to be used normally.

Passage Mode

During the specific time period, the Lock will remain Unlocked until it is manually Locked.

Lock Sound

By Turning ON, you will hear the sound from the lock.

Tamper Alert

By turning on, you enable the TAMPER alert.

Privacy Lock

By turning on, you enable the Privacy Lock button.

Reset Button

By turning on, you can pair the lock again by long pressing the reset button.
By turning off, the RESET button is disabled.

① WHAT'S INCLUDED

② INSTALL MORTISE AND CYLINDER

Flat wing exposed door panel 28mm

1.Install mortise in door and fix with screws.
2.Install cylinder in mortise and fix with long screw from face panel

③ INSTALL OUT SIDE THREADED POSTS AND CUSHION

④ INSTALL OUTSIDE PANEL, ON DOOR AND CIRCUIT BOARD,METAL PLATE WITH SCREWS

Take the outside panel (panel with the touch pad), Screw 2 Teardrop into the 2 threaded posts and attach cushion on panel

⑤ INSERT SPINDLE IN HANDLE HOLE

Fix the mounting panel with two screws.
Note: The spindle can be cutted shorter based on door thickness

⑥ INSERT KNOB TAIL

Knob tail sale off the mark
Tail can be cutted short if long

⑦ INSTALL KNOB TAIL IN LOCK

Tail can be cutted short if long

⑧ CONNECT CABLES

Terminal

Lock Settings

Basics

Lock settings: basic information, you can view the lock number, MAC/ID, power level, expiration date, view or modify the lock name, group, view the administrator unlock password.

Wireless Keypad

Add method:
(1) Add manually
(2) Wireless keyboard
(3) Add wireless keyboard.
All 3 complete the addition according to the APP prompts.

Door Sensor

In the lock's setting menu, Click "Door Sensor", you can turn on/off door sensor, or you can add a door sensor lock.
In the door sensor page, you can see all its information, the battery level.

Remote Unlock

This feature allows you to Unlock the Smart Lock for the Door. Remote Unlock Switch: Remote can ONLY be Turned ON or OFF via Bluetooth

Auto Unlock

Auto lock: When this feature enabled, the lock will lock automatically after the set time.Find "Auto Lock" in the lock's setting menu. Enable this feature by setting a time.
Please unlock it for one time to make the setting available.

QR Code

QR Code Lock Unlocking

All the generated QR codes will be listed here.
In the QR code's detail page, you can view, change, send and delete the code.
Some validity period type and enter the name to create a QR code. The QR code link can be send to others via SMS, email, and etc.

Remote

All remote control of this lock will be listed here. Click "Send" at the top right to delete all of them.
In the remote controller's detail page, you can view, change, and delete it.
Some validity period type and enter the name, then make the device into setting mode and add it with app.

Authorized Admins

There are three user levels, administrator, authorized administrator and user. When you add a lock with App, you will be the administrator of this lock. The administrator can add others as the authorized administrators. Both the administrator and authorized administrator can grant some permission to others. Users have for permission to unlock the door.
First, select a lock and click into the console page.
Click "Authorized admin", you can see all current authorized administrators of this lock.
Click "Create admin", enter the account and validity period, then click "Send".
The authorized administrator has almost the same permission as the administrator, except for some special functions.

Records

Look up all operations in the "Records" page. You can filter records by selecting a type.
The administrator can clear all the records.
Click "Export records" at the top right menu. You can send the records to the specified mailbox.
The authorized user can query the records of each of key.

⑨ ATTACH THE INSIDE PANEL TO THE MOUNTING PLATE

⑩ INSTALL THE BATTERY AND THE DISPLAY SCREEN

Note: 1.Install battery first and then screws 2 Tight the screen to lock panel without clink

⑪ LOCK RESET

1 press reset button and keep 5 seconds
2 input 0000

⑫ UNLOCK IN APP

- There are two ways to add a face.
- Select the type, enter the name, and select "From lock" as the add method. Follow the prompts to align the face with the lock's camera.

- Select "From photo" as the add method. Select a photo that meets the requirements and process the effect. If you are not satisfied, you can "Replace". Click "OK" to complete the addition.

Palm Vein

- You can see the palm vein that has been added here. There are "Reset" and "Sensitivity" in the menu. Click "Reset" to delete all palm vein data; click "Sensitivity" to adjust the camera's recognition sensitivity.
- You can enter the palm vein details page from the list to view, modify, and delete.
- Select the type, enter the name, follow the prompts to align your palm with the lock's camera, and record the palm vein.

IC Cards

Add Card

You need to add the IC card first. The whole process needs to be done on the app beside the lock. The validity period of the IC card can be set either permanent or time-limited.
Card list: All cards of this lock will be listed here. Click "Add IC card" at the bottom to add a new card.
Select validity period type and enter the name, then place the card on the lock to be added.

IC Card Management

In the card's detail page, you can view, change, or delete it.

Android NFC Card Issuance

Android phones can issue cards NFC (gateway required).

Fingerprint

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

Face

- All faces of this lock will be listed here. Click "Reset" at the top right delete all of them. Click "Sensitivity" to set the sensitivity of the camera on the lock.
- In the face's detail page, you can view, change, and delete it.

Please Read This Manual Carefully Before Installation And Keep This Manual At A Secure Place.

- Please refer to sales agents and professionals for information not included in this manual.

Introduction

The App is a smart lock management software developed by Hangzhou Sciener Intelligent Control Technology Co., Ltd.It includes door locks, parking locks, wall locks, bicycle locks, and more. The App communicates with the lock via Bluetooth BLE, and can unlock, lock, firmware upgrade, read operation records, etc. The Bluetooth key can also open the door lock through the watch. The app supports Chinese, Traditional Chinese, English, Spanish, Portuguese, Russian, French, and Malay.

Download

APP

The iOS version can be found in the App Store and the Android version can be found in Google Play, App Store, Baidu, Alibaba, 360, Huawei and Xiaomi.

Scan to Download The App

Web

The web side can be logged in to https://lock.sciener.com/ for management, it is recommended to use Google Chrome.

Computer

Download：http://download.ttlock.com/app/download/ttlock/TTLock_Card_Encoder_setup_1.2.0.exe

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Deadline Warning

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

8 Passcodes

Generate Passcode

You can see all passcodes here. Press "Reset" at the top right to delete all of them.
You can also create an "Loop" passcode to delete all passcodes and IC cards added after this passcode.
Once When you touch "Erase" passcode on lock, all other passcodes will be disabled.
One-time passcode only works within 6 hours.

The passcode with both parameters, clear, and recovery should be used at least once after the "start time" of the key will be effective.

Password Management

In the passcode's detail page, you can view, change, share, and delete it.
Some passcodes have been used on lock can be changed.

Overview Of Key Features

After adding lock, you can grant access permissions to others, including eKey, passcode, card, fingerprint, face, and etc.

* Some unlock mode are supported in functions in the APP interface, the functions will not be displayed in the APP interface.

Key Management

Send Ekey

You can see all ekeys here. Press "Reset" at the top right to delete all of them in the eKey's detail page, you can view, change, freeze, and delete it.You can set all ekeys can Only Unlock Once.Authorized Admin can be granted Send Ekey permission.Once permission is granted, Authorized Admin can send and receive eKeys.Authorized Admin can also receive eKeys sent by other Authorized Admin.
Remote unlock: Gateway is needed to do remote unlock.Identity verification: 3 verify works in China.

Key Management

On the ekey's detail page, you can view, change, freeze, and delete it.You can set all ekeys here. Press "Reset" at the top right to delete all of them.

1. Registration And Login

1.1 Register

Users can register the account by mobile phone and Email which currently support 200 countries and regions on the world.
Mobile phone number registration: Click "Register" and enter your mobile phone number, click "Get Verification Code".
When you send an ekey to a phone number or email, and the phone number or email hasn't been registered yet, they will be registered automatically.

1.2 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.

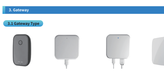
1.3 Login Authentication

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 have forgotten your password, you can go to the password page to reset your password. Mobile phone number registration can receive a verification code from your mobile phone and email address.

When the account is logged in on the new mobile phone, it needs to be verified. When it is passed, you can log in on the new mobile phone. All the data can be viewed and used on the new mobile phone.

2. Gateway

2.1 Gateway Type



2.2 Add Gateway

Gateways are added on an app-to-Many way can be used. Here are the steps:
(1) open the APP;
(2) click "Me" → "Add" on the top left of the screen;
(3) Select Gateway;
(4) select the "G2";
(5) Enter the WiFi name and power it on;
(6) When the light is flashing alternately in red and blue, press" + "app;
(7) Enter the WiFi password;
(8) Select the network and input your WiFi password.

When the above process fails, please power off and try again. Choosing strong signal WiFi can increase the success rate.

2.3 Gateway Functionality

The gateway is an accessory of the lock. It connects the lock to network. With a gateway, you can manage locks from remote, the apps does mobile passcode.

Gateway title	No gateway	Have a gateway
Bluetooth remote unlocking	✓	✓
Wi-Fi remote unlocking	✗	✓
Set permissions	✓	✓
Read operation records	✓	✓
Read power	✓	✓
Set the lock time	✓	✓
Upgrade firmware	✗	✓

The time has not to be used normally in the case of a gateway, and the time of the lock can be automatically calibrated. Fingerprints, face cards and other functions can be issued remotely. Passcodes can be equipped with Lighting Keyboards.

3. Messages

Here you can receive system push notifications and other message contents.

5.Customer Service

You can can consult and give feedback through the in customer service.

6. Settings

6.1 Sound

When using the TTLock APP to unlock, the phone will emit an alert tone, tap to set to turn on or off.

6.2 Touch To Unlock

There are lots of locks in your account, and you don't want to search for a lock to open everytime.
Turn on the "Touch to Unlock" in the App "Settings" interface, and you can wake up the screen door by just touching the lock to wake up it.

6.3 Notification Push

Receive the notification when someone open door, Enable the "Unlock Notification" option in the lock's "Settings" menu. Then the administrator will receive notification when someone open door.

6.4 Ways Of Identifying

There are two ways of security verification. One is the way to get the verification code via the account number, and the other is to verify by answering questions. When you change the password or perform other operations that require verification, then when the new device is logged in, there will be an "answer question verification" option.

2.Lock Management

The App supports multiple types of locks, including door locks, padlocks, safe locks, smart lock cylinders, parking locks, and bicycle locks. When adding a device, you must firstly select the 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 to the account will not enter the setting mode after the keyboard is touched, and can be operated only after the app is connected. To add a lock, please make it up to the by touching the keypad, or resetting a lock. If the lock has been taken up to still not in setting mode, it may be that it was added by others' job. Please reset it first then try again.

2.1 Lock Adding

(1) Call out menu interface in the upper left corner of the interface,
(2) Select Add Lock,
(3) Select the corresponding type of door lock to add it according to the prompt,
(4) The door lock name has a "+" sign in black to indicate that it can be added,

Note: Before adding a door lock, make sure the door lock is activated (the door lock has a touch screen or a keyboard to light up). If the door lock is not activated, please touch the screen or keyboard to activate the door lock. Door locks that have been added to other accounts need to be deleted from the original account before they can be added to the current account.

2.2 Add Wifi Smart Locks

(1) Call out menu interface in the upper left corner of the interface,
(2) Select Add Locks,
(3) Select the corresponding type of door lock to add it according to the prompt,
(4) The door lock name has a "+" sign in black to indicate that it can be added,
(5) After the addition is successful, select the WiFi to be connected to and enter the password.

6.5 Logout

Call out the menu interface in the upper left corner of the interface, click Logout, select the current account, and log out of the current account.

6.6 Delete Account

If you Account Information will be Removed from the Platform PERMANENTLY and cannot be Recovered. Do you want to Delete?

7. Work With

Call out the menu interface in the upper left corner of the interface, select value-added services, you can purchase SMS and email, You can also activate the gateway's network time calibration, remote unlocking, email template, batch authorization administrator, group key, and batch group function.

6.7 Language

TTLOCK currently supports multiple languages, you can call out the menu interface in the upper left corner of the interface, click Settings, select Multi-language, and set the following system or other languages as needed.

6.10 Screen Lock

This feature allows you to access APP after being authorized Fingerprint/Face ID/Password.

6.11 Hide Invalid Access

This feature allows you to hide passcodes, ekeys, cards, and fingerprints which are invalid for a period of time.

6.12 Locks Requiring Phone Online

User's phone is required to be online to unlock these selected locks with APP.

6.13 Services

Call out the menu interface in the upper left corner of the interface, click Settings, select value-added services, you can purchase SMS, email and real-name authentication. You can also activate the premium version of the function, including SMS templates, email templates, batch authorization administrator, group key, and batch group function.

6.8 Lock Users

All users under the account can view the permissions that you share or expire, modify the validity period in time, and delete the user permissions.

6.9 Authorized Admin

Find the "Authorized Admin" in the App setting menu. You can add an user as authorized administrator.
Click the "+" icon at the top right to create a new admin.
In the authorized admin's detail page, you can freeze the authorized admin, change the validity period, or change locks.

6.9 Lock Group

Make the management easier when there are lots of locks.
Find "Lock Group" in the App settings menu. You will see all lock groups.
Click the "+" icon at the top right to create a new group. Click the new created group, then you can "add" locks to it.

6.7 Transfer Lock

Go to the App "Settings" Menu, and find "Transfer Lock". Select the destination account to transfer locks. Once the selected locks will be transferred to him.
If you just want to remove some damaged locks from your account, you can also use the "Factory Reset/Upgrade" Locks to "Lock" at the network right.

6.8 Transfer Gateway

Call out the menu interface in the upper left corner of the interface, click Settings, select the "Gateway" gateway, select the gateway that needs to be operated, in this interface, you can transfer the gateway to other administrators, you can also set the gateway to your house housekeeper user, after the transfer, you will lose the management authority of the gateway.