App Manual -181022

TTLOCK App Manual

Scan to download The App

Please read the 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, safe 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.

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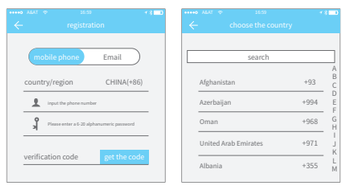
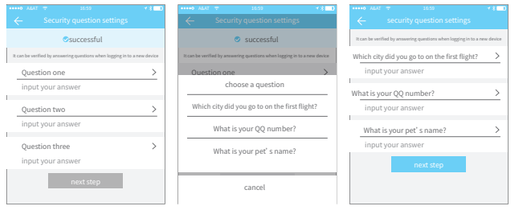
1.registration and login

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.



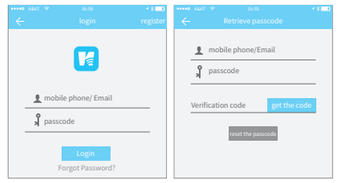
1.1 security question settings

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.

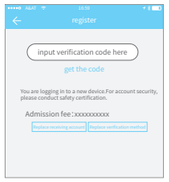


1.2 login authentication

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



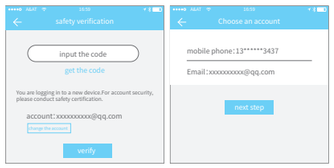
When the account is logged in on the new mobile phone, it needs to be verified. When it is passed, you can log in on the new mobile phone. All the data can be viewed and used on the new mobile phone.



1.3 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 the way to answer the question. If the current account is set the "answer the question" verification, then when the new device is logged in, there will be an "answer question verification" option.

Verify with verification code

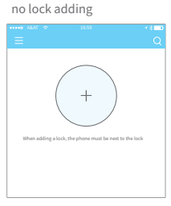


verify by answering questions

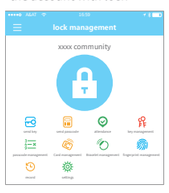
1.4 login successful

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

no lock adding



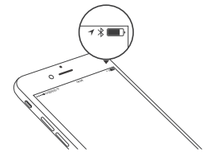
the account with lock



2. lock management

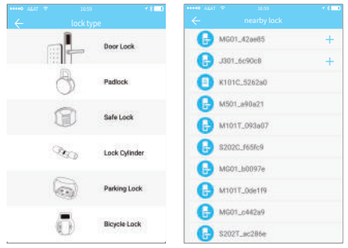
The lock must be added on the app before it can be used. The addition of a lock refers to the initialization of the lock by communicating with the lock via Bluetooth. Please stand beside the lock. Once the lock is added successful, you can manage the lock with the app including sending a key, sending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

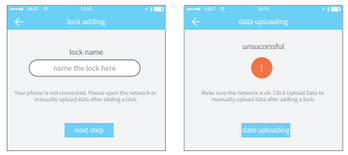


2.1 lock adding

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, 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 needs to be deleted on the App first.

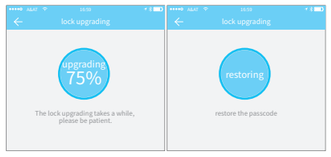


The initialization data of the lock needs to be uploaded to the network. The data needs to be uploaded when the network is available to complete the entire whole adding process.



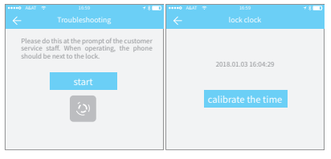
2.2 lock upgrading

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



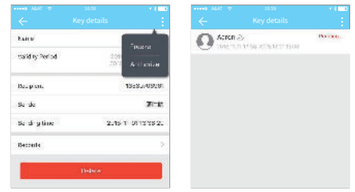
2.3 error diagnosis and time calibration

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.



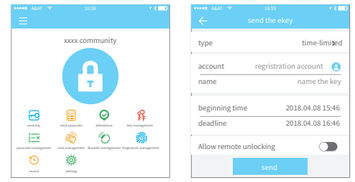
2.4 Authorized administrator

Only the administrator can authorize the key. When the authorization is successful, the authorized key is consistent with the administrator's interface. He can send keys to others, send passwords, and more. However, the authorized administrator can no longer authorize others.



3. key management

After the administrator successfully adds the lock, he owns the highest administrative rights to the lock. He can send keys to others. Meanwhile he can increase the key management that is about to expire.

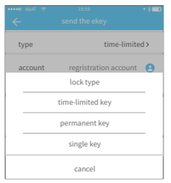


Click the type of lock it will show the time-limited ekey, one-time ekey and permanent ekey.

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

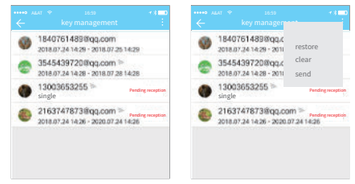
Permanent ekey: The ekey can be used permanently.

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



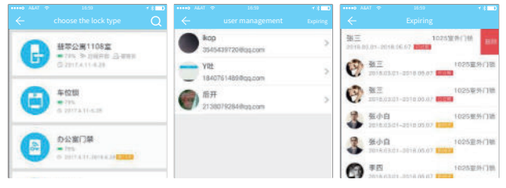
3.1 key management

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



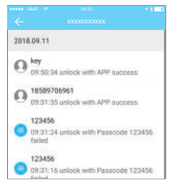
3.2 deadline warning

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



3.3 search lock record

The administrator can query the unlock record of each key.

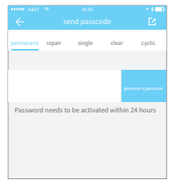


4. passcode management

After inputting the passcode on the keyboard of the lock, press the unlock button to unlock. Passcodes are classified into permanent, time-limited, one-time, empty, loop, custom, etc.

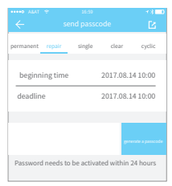
4.1 permanent passcode

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 can own an expiration date, which is a minimum of one hour and a maximum of 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.



4.3 one-time passcode

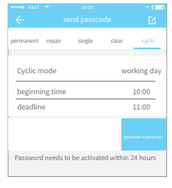
One-time passcode can only be used for one time, and which is available for 6 hours.

4.4 clear code

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

4.5 cyclic passcode

The cyclic password can be reused within a specified time period, including daily type, weekday type, weekend type, and more.

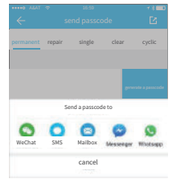


4.6 custom passcode

User can set any passcodes and validity period he wants.

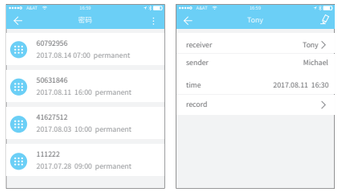
4.7 passcode sharing

The system add new communication ways of Facebook Messenger and Whatsapp to help users share the passcode.



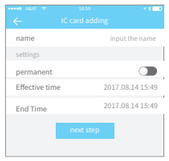
4.8 passcode management

All generated passcodes can be viewed and managed in the password management module. This includes the right of changing the password, deleting the password, resetting the password, and unlocking the password.

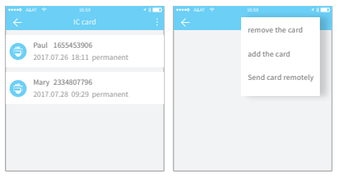


5. card management

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



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 item is hidden.

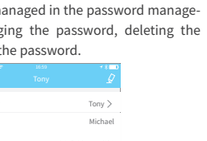


6. fingerprint management

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

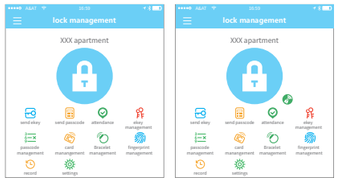
7. unlock via Bluetooth

App User can lock the door via Bluetooth and can also send the Bluetooth ekey to anyone.



- **unlock by App**

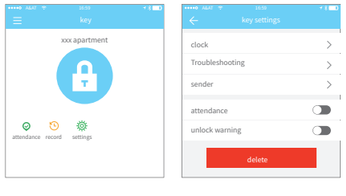
Click the round button at the top of the page to unlock the door. Since the Bluetooth signal has a certain coverage, please use the APP within the certain area.



8. attendance management

The APP is access control, which can be used for company attendance management. The app contains functions of employee management, attendance statistics and so on.

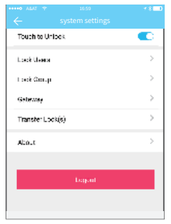
All 3.0 door locks have attendance functions. The normal door lock attendance function is turned off by default. The user can turn it on or off in the lock settings.



9. system setting

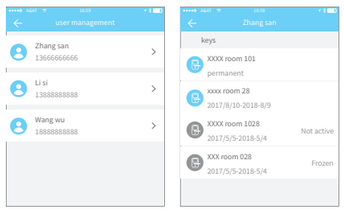
In the system settings, it includes touch unlock switch, group management, gateway management, security settings, reminder, transfer smart lock and so on.

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



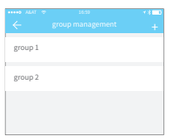
9.1 user management

The user name and phone number can be seen in the user list. Click the customer you want to view to get the door lock information.



9.2 key groups management

In the case of a large number of keys, you can use group management module.

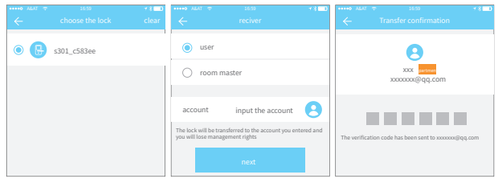


9.3 transfer admin rights

The administrator can transfer the lock to other users or to the apartment (Room Master user). Only the account that manages the lock has the right to transfer the lock.

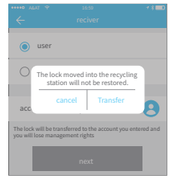
After inputting the account, you will receive a verification code. Filling in the correct number, you will transfer successfully.

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



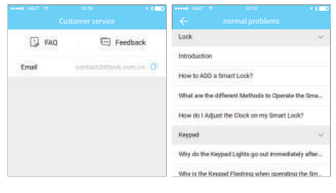
9.4 Lock recycling station

If the lock is damaged and cannot be deleted, the lock can be deleted by moving it into the recycling station.



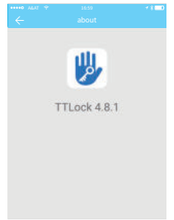
9.5 Customer service

The user can consult and give feedback through the AI customer service



9.6 about

In this module you can check the app version number.



10. gateway management

The Smart lock is directly connected via Bluetooth, that is why it is not attacked by the network. The gateway is a bridge between smart locks and home WIFI networks. Through the gateway, the user can remotely view and calibrate the lock clock, read the unlock record. Meanwhile, it can remotely delete and modify the password.

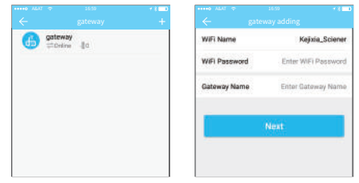
10.1 gateway adding

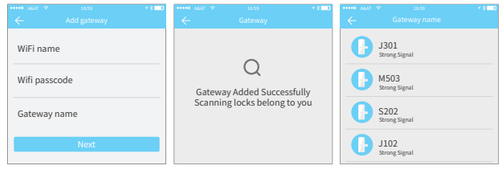
Please add the gateway via APP：

A Connect your phone to the WIFI network which the gateway is connected to.

B Click the plus button in the upper right corner and input the WIFI passcode and gateway name. Click OK and input the passcode for authentication.

C Press and hold the setting button on the gateway for 5 seconds. The green light indicate that the gateway has entered the add-on mode.



10.2 manual

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.