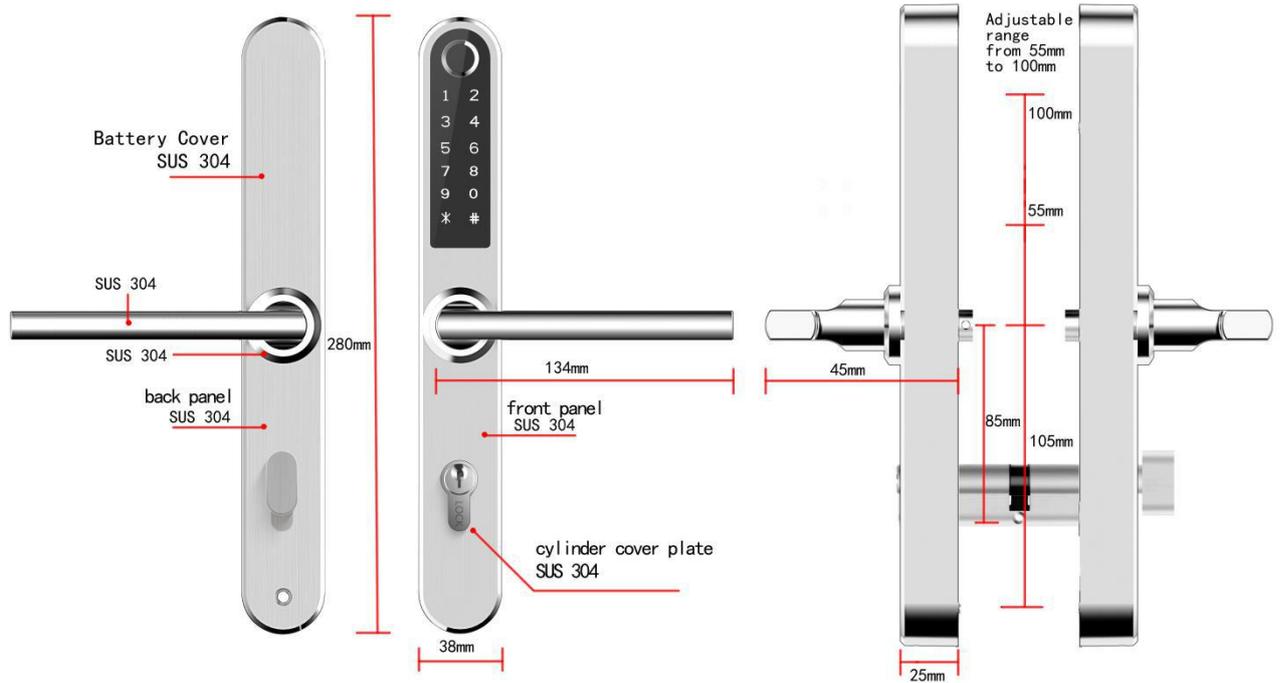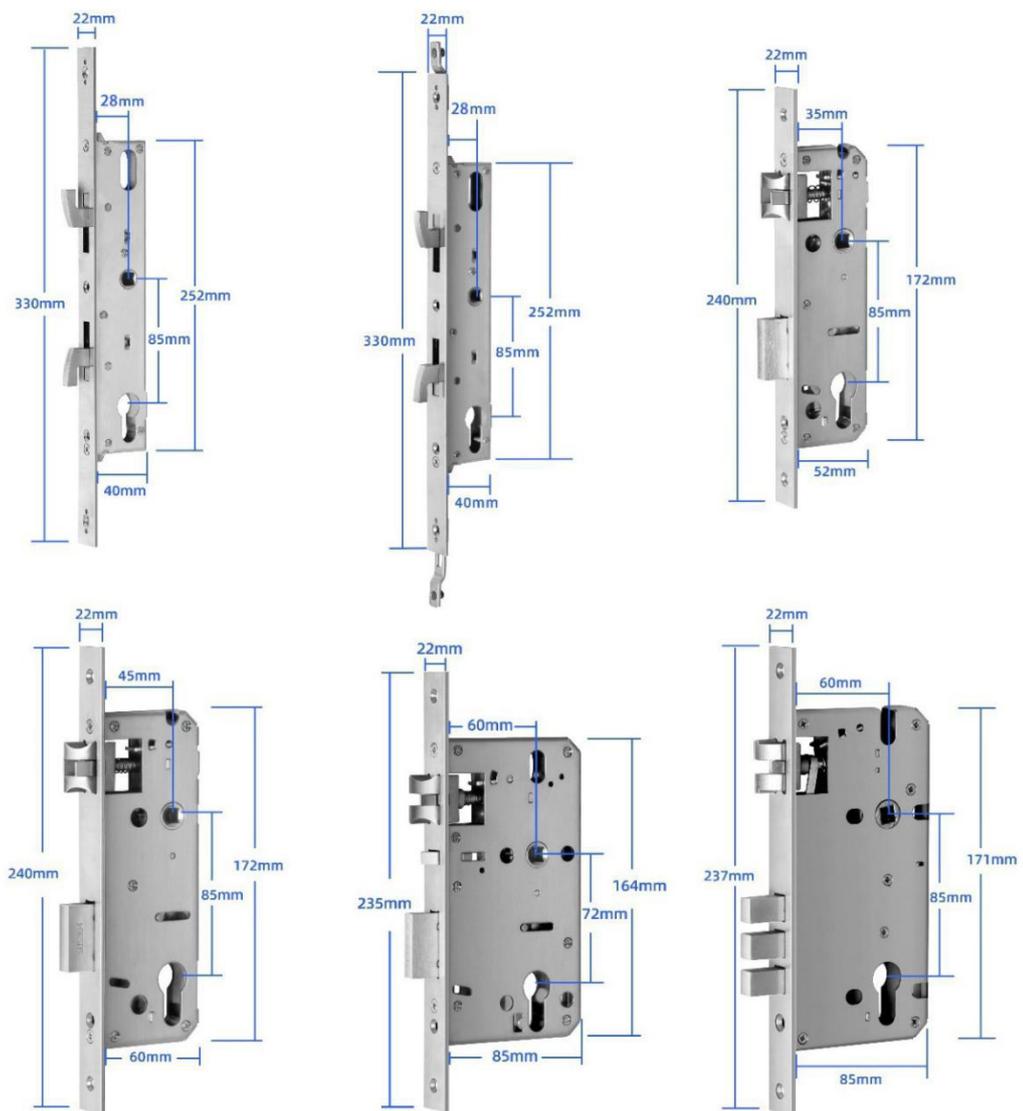# Smart Lock User Manual

Model：S31

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.
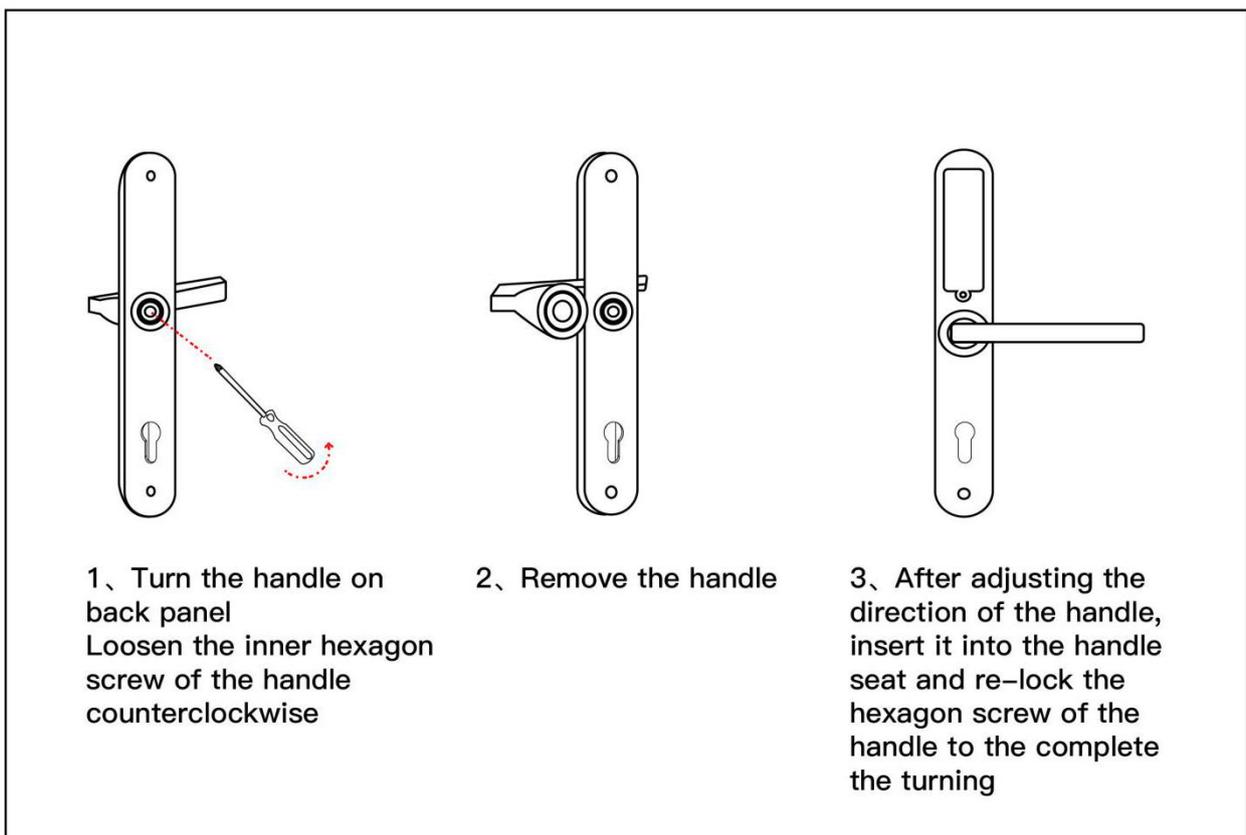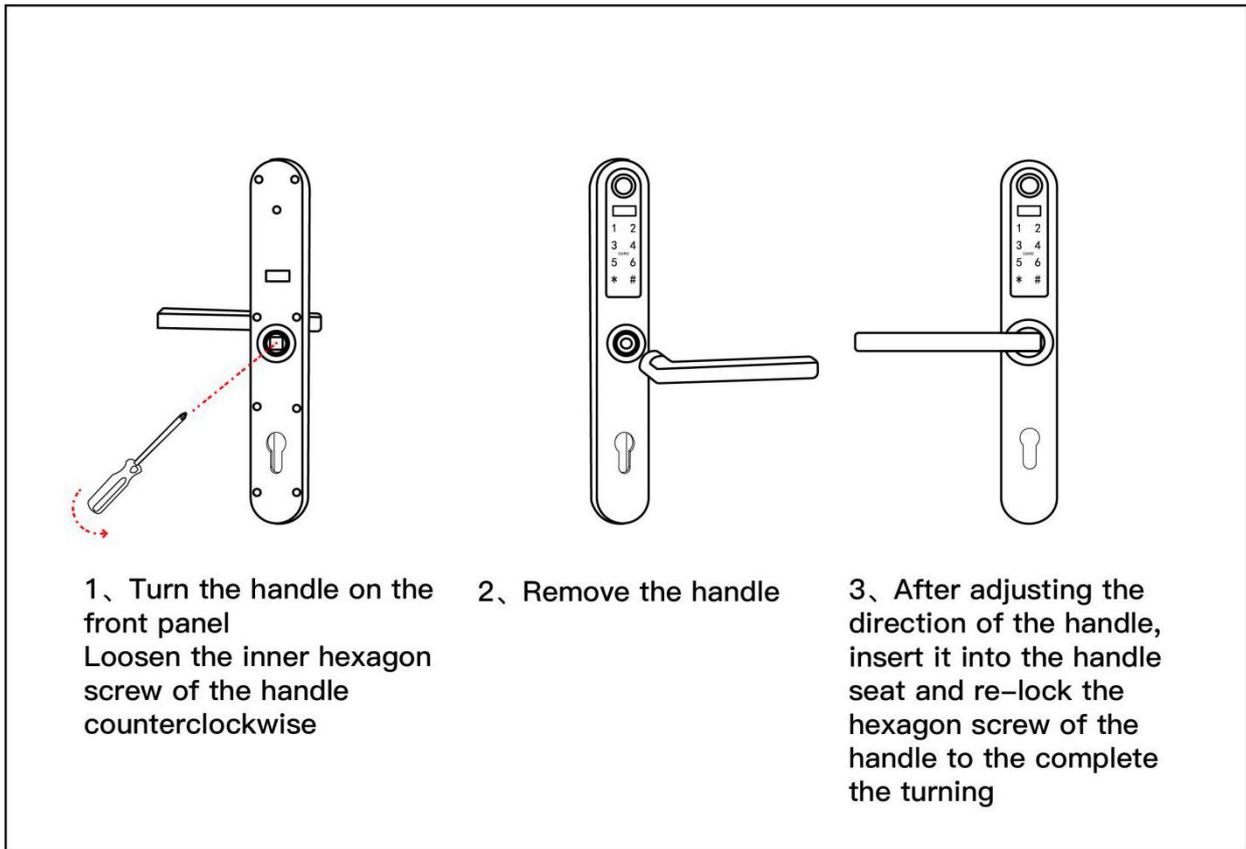
1.Lock Structure

Battery Cover
SUS 304

SUS 304

SUS 304

back panel
SUS 304

front panel
SUS 304

cylinder cover plate
SUS 304

280mm

134mm

45mm

38mm

25mm

Adjustable range from 55mm to 100mm

100mm

55mm

85mm

105mm

2.Mortise

22mm
28mm
330mm
252mm
85mm
40mm

22mm
28mm
330mm
252mm
85mm
40mm

22mm
35mm
240mm
172mm
85mm
52mm

22mm
45mm
240mm
172mm
85mm
60mm

22mm
60mm
235mm
164mm
72mm
85mm

22mm
60mm
237mm
171mm
85mm
85mm

3.Installation

3.1 Turn the handle（Adjust as needed）

Notice: The arrow must point to the same direction as the changed direction of the handle, remember to adjust the direction of the arrow after turn the handle

1、Turn the handle on the front panel
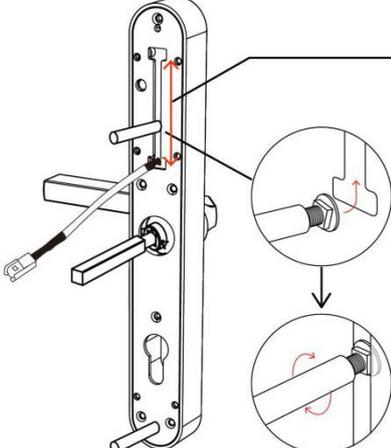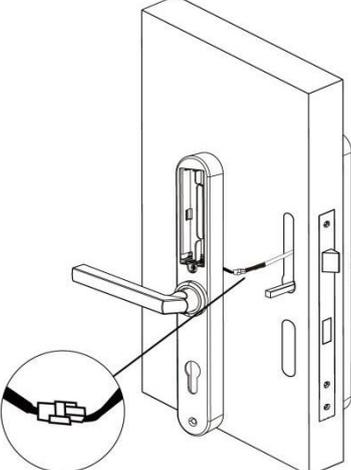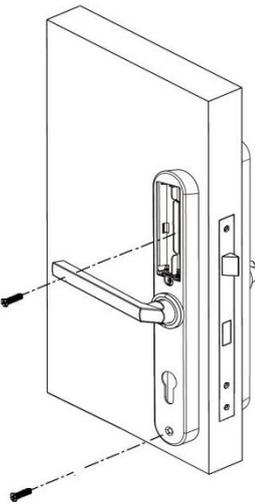Loosen the inner hexagon screw of the handle counterclockwise

2、Remove the handle

3、After adjusting the direction of the handle, insert it into the handle seat and re-lock the hexagon screw of the handle to the complete the turning

1、Turn the handle on back panel
Loosen the inner hexagon screw of the handle counterclockwise

2、Remove the handle

3、After adjusting the direction of the handle, insert it into the handle seat and re-lock the hexagon screw of the handle to the complete the turning

3.2 Installation Diagram

Step 1 Install Mortise	Step 2 Install Square Shaft
	 If the handle point to left, turn the triangle point to left If the handle point to right, turn the triangle point to right Insert the bolt into the hole and bend it's front end to fix the square shaft
Step 3 Install Sliding Screw Casing	**Step 4 Connect Front and Back Panels Wires**
 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..	
Step 5 Install Back Panel	**Step 6 Install the lock cylinder and Battery**

4.Specifications

Suitable for Models	S31B
Materials	SS304
Front Panel Lock Size	280*38*25mm
Back Panel Lock Size	280*38*25mm
Lock Weight	2.5KG
Unlocking way	Bluetooth Fingerprint Password Card Mechanical key
Color	Silver Black Golden Gray
Doors Applicable	Aluminum Door Wooden Door Sliding Door Swing Door
Working Voltage	6V/4x AAA Batteries
Door Thickness to Fit	35-65mm
Data Capacity	Fingerprint 200 pcs Passcode 150 pcs IC Card 200 pcs
Working Temperature	-10℃-55℃
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.8V

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

The software (iOS version) can be downloaded from the app store, and the Android version can be downloaded from the application store of Google play, Yingyongbao, Baidu, Ali, 360, Huawei, and Xiaomi.
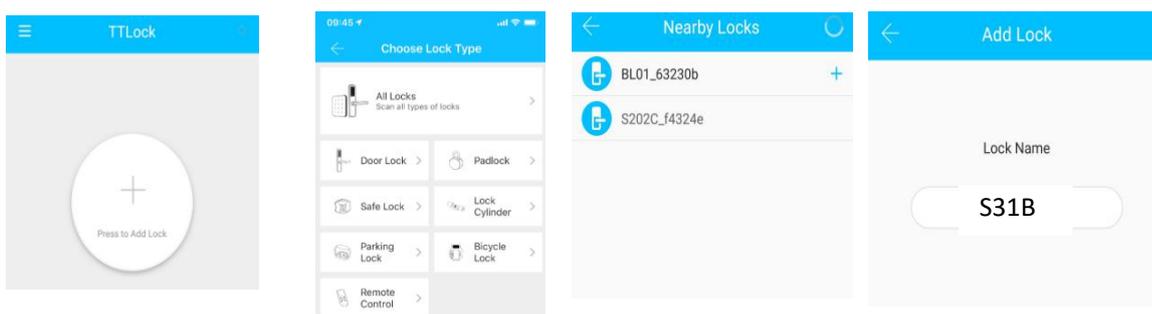
5.1 Connect lock to the phone

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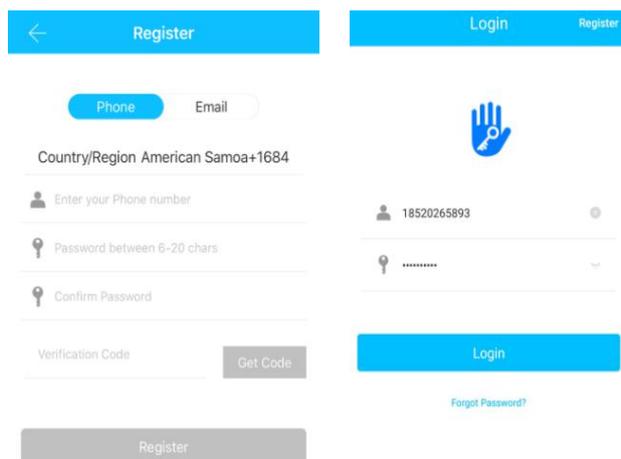
TT lock users can register the account by mobile phone and Email which currently support 200 countries and regions on the world. The verification code will be sent to user's mobile phone or email, and the registration will be successful after the verification.

5.1.1.Add locks

TTLock supports multiple types of lock devices.　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. The default password is 123456 if not added by the phone

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 " 🔒 "to unlock.(the phone is within 5meters from the door lock)

5.2.2. 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.
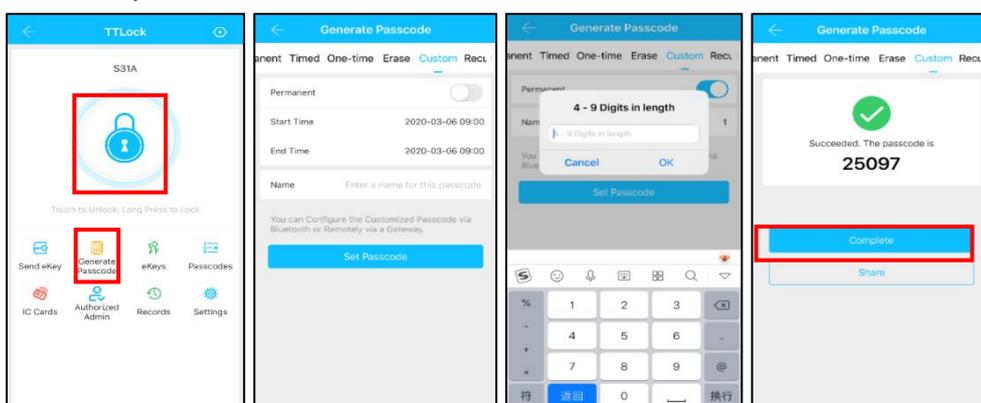
You can share the Passcode to other user via WeChat/SMS/Email/Messenger/WhatsApp

5.2.3. Send e-Key

Click on the " 📲 Send eKey " 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.)
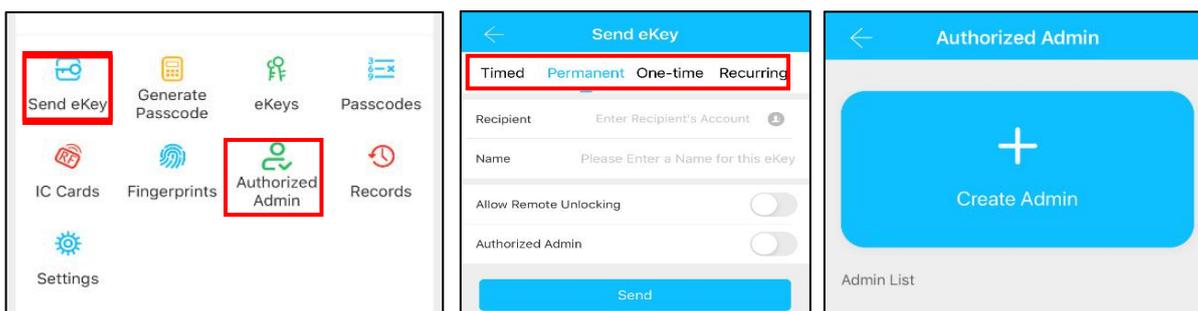
You can authorized admin to other user

5.2.4. Add card

Supports opening doors through various IC cards. Before an IC card is used to open the door, it
needs to be added first. The adding process needs to be performed by the app beside the lock.
 The 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.The remote card issuance function is displayed
 in the case of a gateway. If there is no gateway, the item is hidden(Android phones that support NFC).

5.2.5. 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.
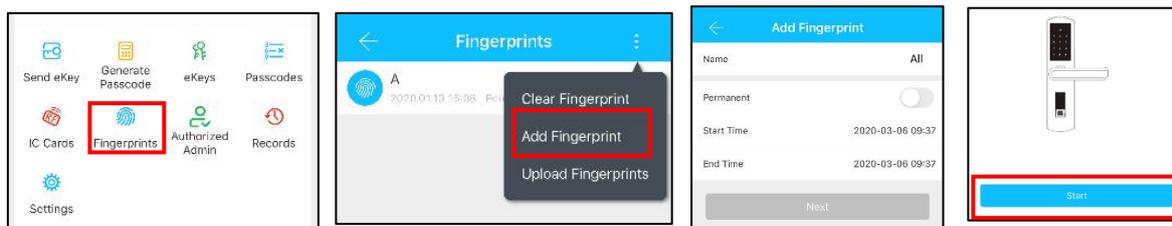

5.2.6. e-Key management

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

5.2.7. Passcode management

Click " Passcodes " .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.

5.2.8.Unlock records

Click " Records "you can query your unlock record as shown in figure
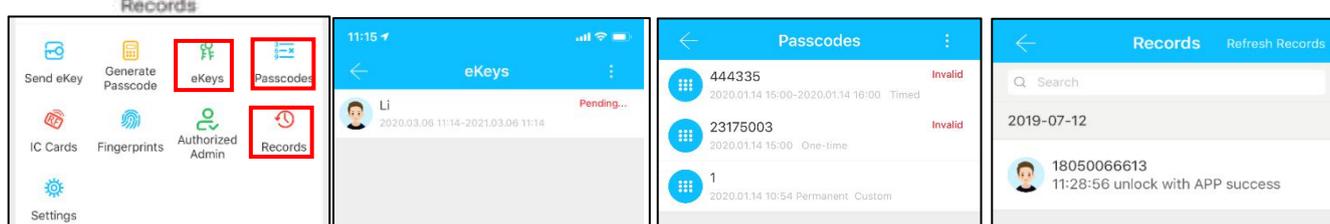
5.3   Gateway management(Optional)

The TT 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.

5.3.1 Add Gateway

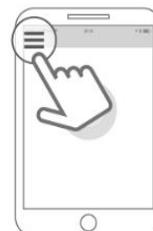### Light Status

When the gateway is powered on:

- Light flashes alternately in red and blue: Stand-by mode, ready for pairing
- Blue light: Working mode
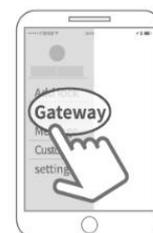- Red light: Network failure

Pair the Gateway with APP
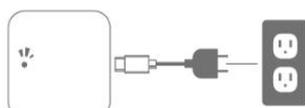
1. Activate the APP

2. Press "≡"

APP

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
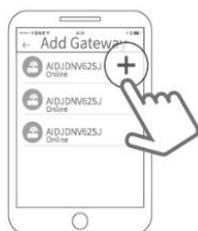
9. Add complete

⚠ Notice: If times out, please power off and try it again.

5.3.2 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

5.4 Trouble Shooting

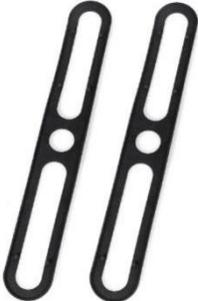|	
1) How to read operation records?	In the Records of the main interface. / Or in Web TTLock.
2) What is the maximum limit of e-Key?	No limit.
3) Can be used same user name at same time on different mobile?	No, it can't. But you can authorize the admin to other user.
4) Whether to download unlock records?	Bluetooth: you can download in web Non-Bluetooth: can not download
5) 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.
6) APP can add maximum limit of the locks	Not limit.
7) 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
8）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.
9) What is the reason why the smart lock consumes fast power?	a) **Poor battery quality** b) Short circuit
10) How many times will the passcode be locked? How long is it locked?	Bluetooth: Enter wrong 5 times and lock for 30 seconds Non-Bluetooth: Enter wrong 5 times, lock for 1 seconds
11) 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.

6.Packing List

Photo				
Name	Front Panel	Back Panel	Mortise：3585	IC Card
Qty	1	1	1	3
Photo				
Name	Mechanical Key	Waterproof Rubber Plate	U-Clip	Strike and Strike Box
Qty	3	2	1	1+1
Photo				
Name	User Manual	Mortise Screws:10*5 (For Aluminum Door)	Sliding Screws:16*5	Screw Stubs:35*8mm
Qty	1	4	2	2

Photo			
Name	Straight Through Plating-Iron Spindle for Door Thickness 35mm-55mm	Straight Through Plating-Iron Spindle for Door Thickness 45mm-75mm	Mortise Screws:25*4mm (For Wooden Door)
Qty	1	1	4
Photo			
Name	M5*30mm Screw 30mm and 50mm for door thickness 35mm-55mm(for upper)	M5*50 Screw door thickness 35mm-55mm for lower, door thickness 45mm-75mm for upper	M5*70 Screw 50mm and 70mm for door thickness 45mm-75mm(for lower)
Qty	1	1	1

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.