

Smart Lock User Manual

Model: C11

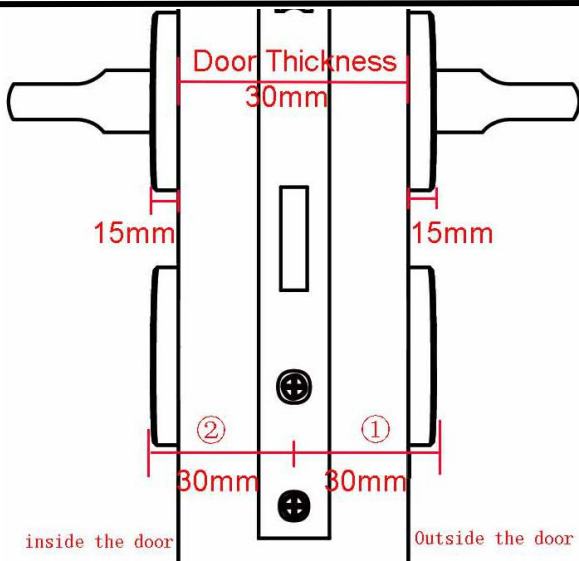
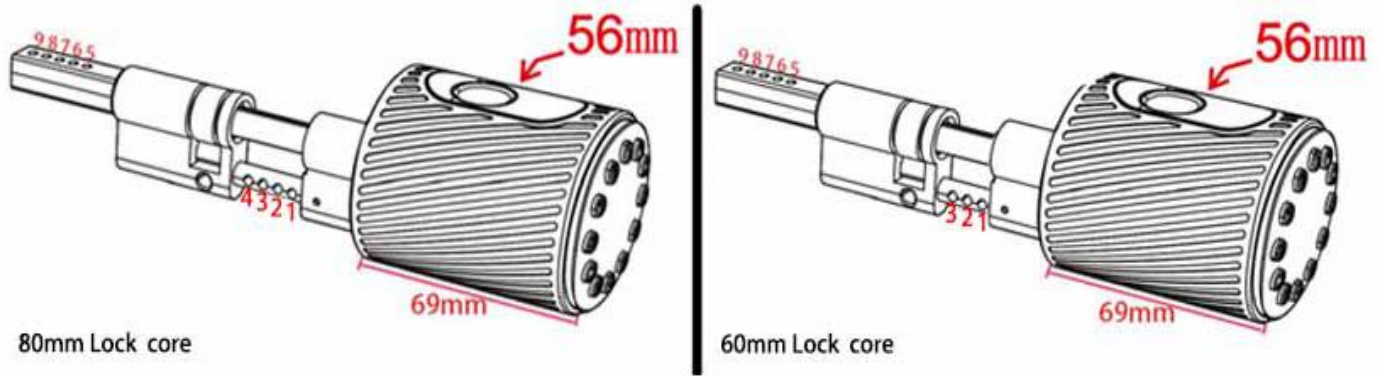


Special Attention:

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.Installation Diagram

1.1.Adjust the cylinder to perfectly match your door and escutcheon.



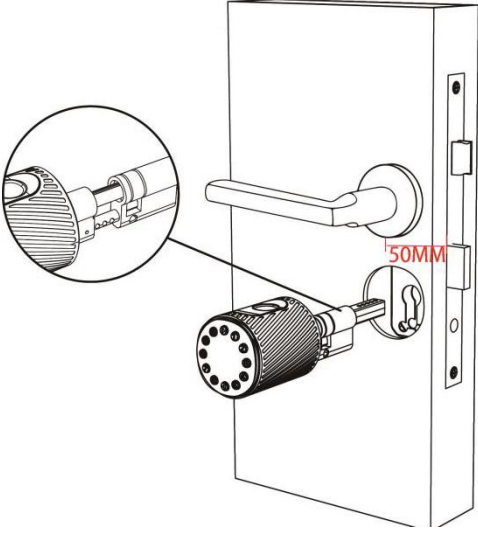
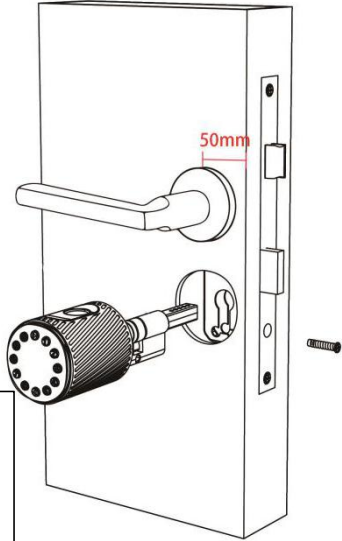
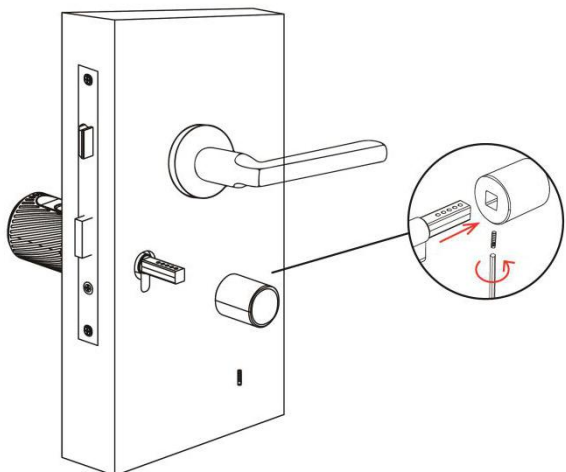

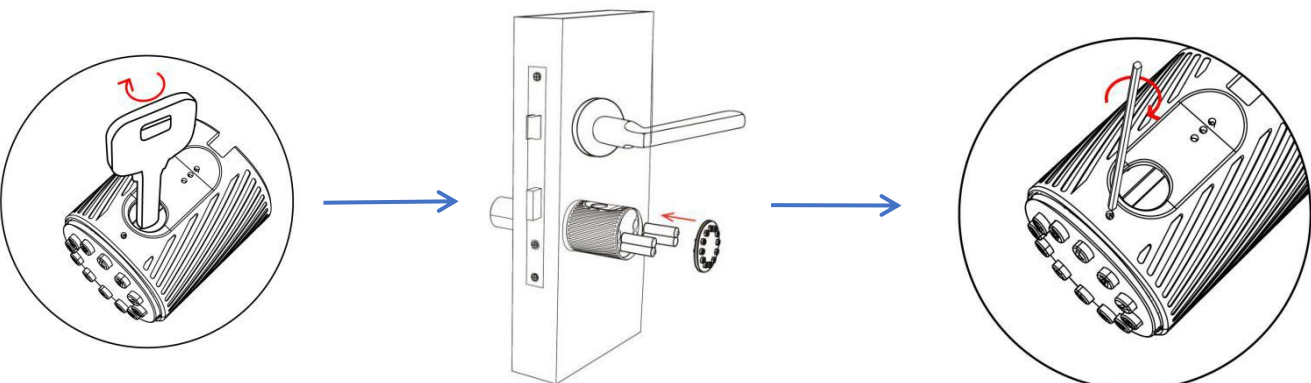
As shown in the figure: the door thickness is 30mm, and the panel thickness is 15mm, The distance of each compartment on the lock core is 5mm

① :Total thickness(distance from cylinder hole center to front panel)

② :Total thickness(distance from cylinder hole center to back panel)

①	Outdoor Cylinder length	②	Indoor Cylinder length	
30mm	1	30mm	5	60mm
35mm	2	35mm	6	
40mm	3	40mm	7	
45mm	/	45mm	8	
40mm	1	40mm	5	80mm
45mm	2	45mm	6	
50mm	3	50mm	7	
55mm	4	55mm	8	

1.2.Installation Diagram

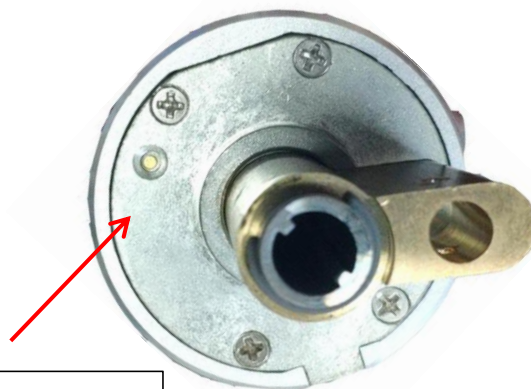
Step 1 Adjust the cylinder	Step 2 Install Screw for Cylinder
	 <p data-bbox="821 638 1157 817">An old lock installed at a distance greater than 50MM from the square shaft to the door</p>
Step 3 Install Indoor knob	Step 4 Installation completed
	
Step 5 Install the battery	
<ol style="list-style-type: none"> 1.Insert the key and rotate counterclockwise to unlock 2. Remove the digital button panel 3.Install batteries 4.Take the M1.5*5 hex screw out of the fitting bag and tighten it clockwise <p>(First installation does not require removal of panel screws)</p> 	

2.Specifications

Suitable for Models	C11
Materials	Aluminum alloy
Front Panel Lock Size	69*56mm
Lock Weight	2.5kg
Unlocking Way	Bluetooth Fingerprint Password Card Mechanical key Gateway (optional)
Color	Black Sliver
Doors Applicable	Aluminum door Wooden door
Working Voltage	6V/4x AAA Batteries
Thickness of door frames and panels	30-110MM
Data Capacity	Fingerprint 200 Password 150 Card 200
Working Temperature	-10℃-55℃
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.8V

System Initialization

Open the cover plate of the front panel ,long press the "Reset" button on the back panel for 5s, press "000#",and the initialization is complete



Reset button

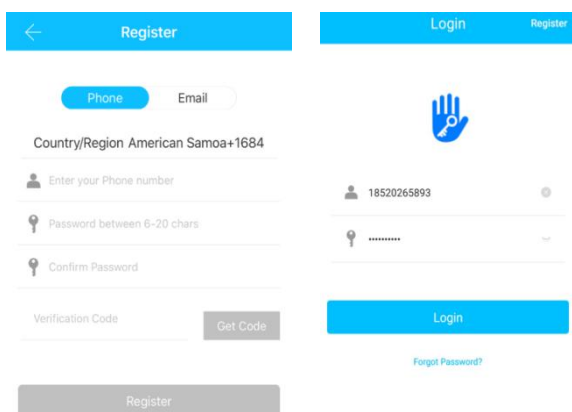
3.Registration



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.

3.1 Connect lock to the phone

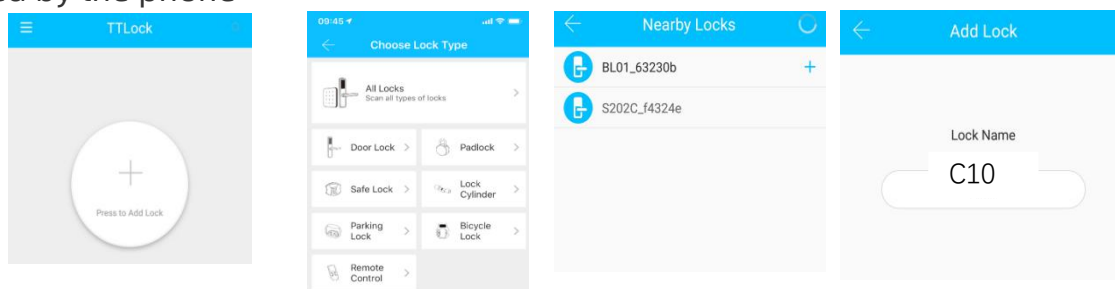
- 1) Android mobile phone, please scan the left QR code as above
- 2) Apple mobile phone, please scan the right QR code as above
- 3) You can also search for TTLock in the APP store(Google Play)to download
- 4) Register a new account (phone number or email) or login with an existing account.
- 5) Touch 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.


3.1.1.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



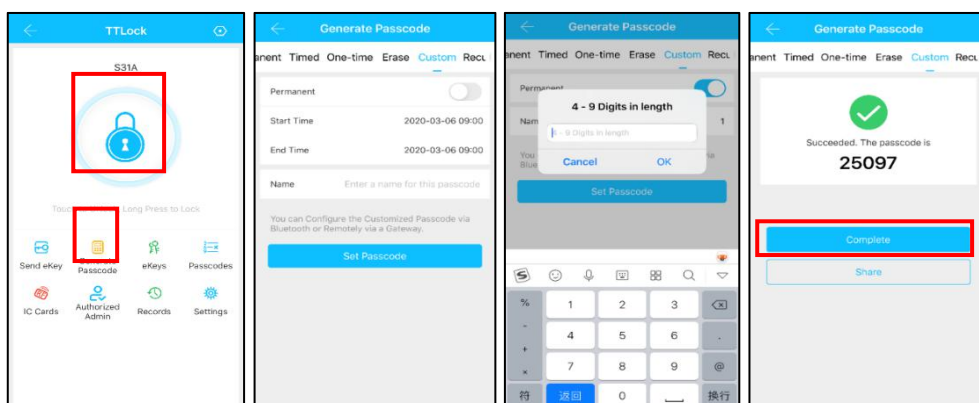
3.2. User Management

3.2.1. 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)

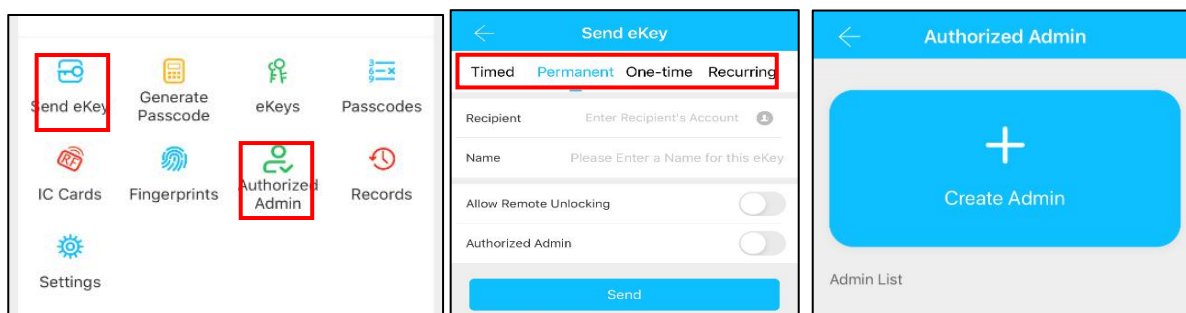
3.2.2. Setting Passcode

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.



3.2.3. Send e-Key

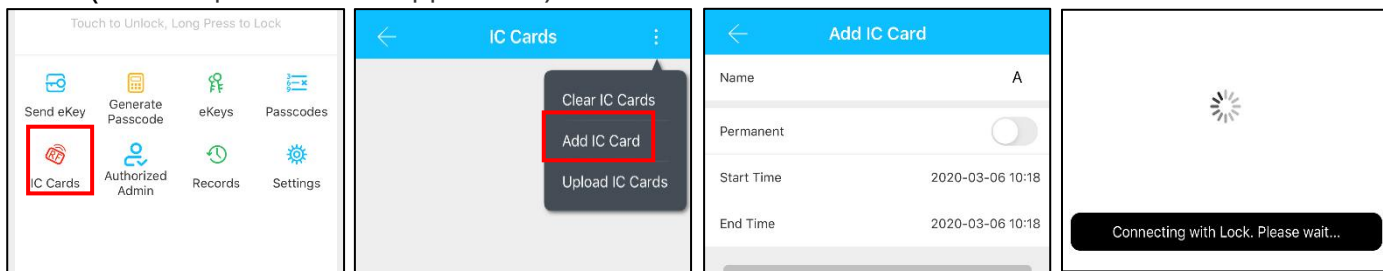
Click on the "  " as shown in figure, you can send the eKey to other users of TTlock to authorize the unlock(the receiver must be download the APP and set up an account)→ Select e-key format (Timed, permanent, One-time, Recurring) → Enter recipient's account of TTlock,set the name and effective time 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.)



3.2.4.Add card

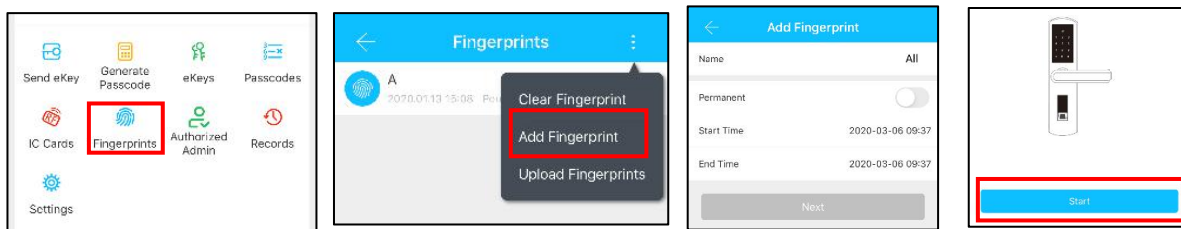
Supports opening doors through various IC cards. Before an IC card is used to open the door, it needs to be added first. The adding process needs to be performed by the app bes

ide 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).




3.2.5. 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.




3.2.6. e-Key management

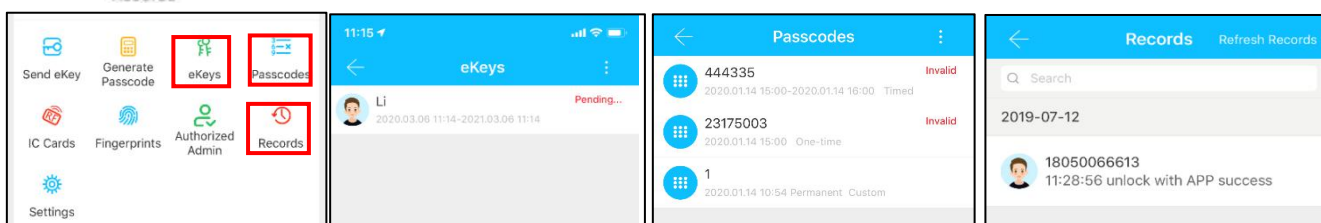
Click  " The manager can delete ekey, reset ekey, send and adjust the ekey, meanwhile he can search the lock record.

3.2.7. Passcode management

Click  ". 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.

3.2.8. Unlock records

Click  " you can query your unlock record as shown in figure

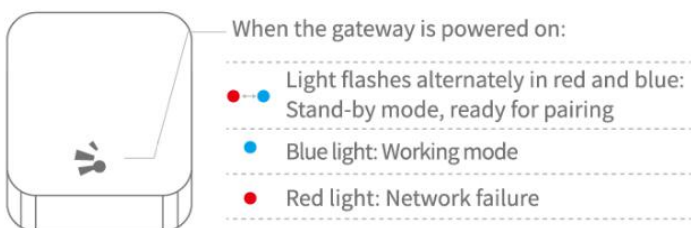


3.3 .Gateway management(Optional)

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.

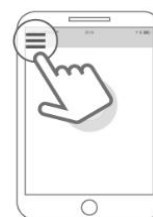
3.3.1. Add Gateway

Light Status

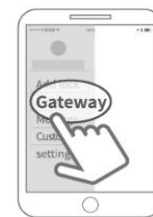


Pair the Gateway with APP

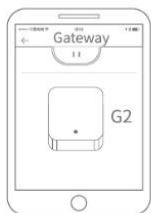
- 1 Activate the APP
- 2 Press “☰”



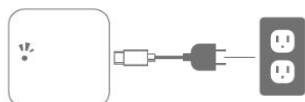
- 3 Select [Gateway]



- 4 Select [G2]



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



- 6 Press “+” sign



- 7 Add Gateway
- 8 Select the network and fill in the password



- 9 Add complete

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












3.3.2 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

3.4 Trouble Shooting

1) How to read operation records?	In the Records of the main interface. .
2) Whether to download unlock records?	Non-Bluetooth: can not download
3) 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.
4) What is the purpose of Auto Lock	You can set how long to lock after unlocking
5) After installation, touch sensing keyboard, screen no respond	<p>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</p> <p>b) Remove the back panel and see if it's connected.</p> <p>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.</p>
6) Unable to register fingerprint	<p>Check the fingers for dirt or wear, check the fingerprint head on the lock for dirt and oil stains, etc.</p> <p>Check to see if the fingerprint is working properly(Press to see if there is any responds.</p>
7) What is the reason why the smart lock consumes fast power?	<p>a) Large standby power consumption</p> <p>b) Short circuit</p>
8) 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.
9) How many times will the passcode be locked? How long is it locked?	Enter the wrong password more than 5 times in a row, the keyboard is locked for 90 secods, and the system does not respond to any operation for 90 seconds.

4.Packing List

Picture			
Name	Front Pane	Indoor knob	Card
Quantity	1	1	3
Picture			
Name	Screw for Cylinder M5*50	Mechanical Key	User Manual
Quantity	1	3	1
Picture			
Name	Screw for Cylinder M5*70	Hexagonal screwdriver	Chuck
Quantity	1	2	1
Picture			
Name	Hexagon socket screw M1.5*10mm	Hexagon socket screw M1.5*5mm	
Quantity	2	2	

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.