

# Smart Lock Operating Manual





**Please read and understand the operating manual before use.**

**Caution: Please take along an emergency key or put it in a safe place outside.**

# Instructions for Use

**Warm Tip:** Please have a screwdriver and a drill ready before installation.

- 1.For the new lock, if there is no administrator password, you can use the provided keypad to unlock it by entering 123456+, The default password 123456 will be deleted once a new password is set.
- 2.When a user is registered on the lock: press the 6-10 digit password + key to unlock.
- 3.When unlocking, if the battery is low, you will hear two short beeps ("beep, beep ,beep , beep") and the keypad light will flash. Please replace the battery promptly. You can still unlock the door about 200 more times.
- 4.Please do not use corrosive or sharp objects to scrape the surface, as this may damage the lock.
- 5.When the battery is dead or the electronic components malfunction, you can use the emergency key to unlock the door. Please keep the emergency key safe and store it in a secure location outdoors.
- 6.After installation, the door must be in the open position for debugging and initial parameter settings.
- 7.Operating temperature:-4°F/-20°C to +140°F/+60°C

## Packing List

S/N	Content	Quantity
1	Front Lock	1
2	Rear Lock	1
3	Front Handle	1
4	Rear Handle	1
5	Lock Cylinder(Including key*2)	1
6	User manual	1
7	Installation Accessories Package	3
8	Opening Drawing	1

# Product Functional Characteristics



Unlocking  
via keys



Unlock with  
password



Standard  
key cylinder



APP  
unlocking



Low voltage  
alarm



Virtual  
password



Automatic  
locking



Fingerprint  
unlock



# Product Overview



**Front Lock Body**

- Pilot Lamp
- Password Keyboard
- Fingerprint
- Mechanical Keyhole
- Emergency Power Supply (TYPE-C)



**Back Lock Body**

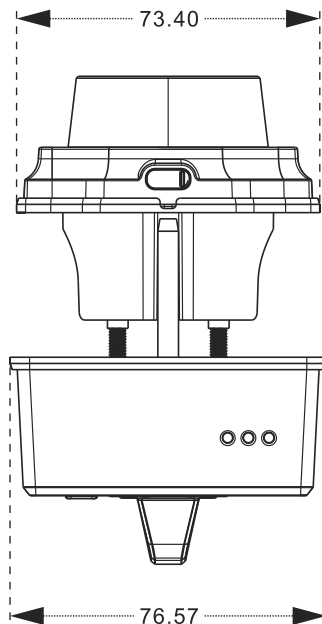
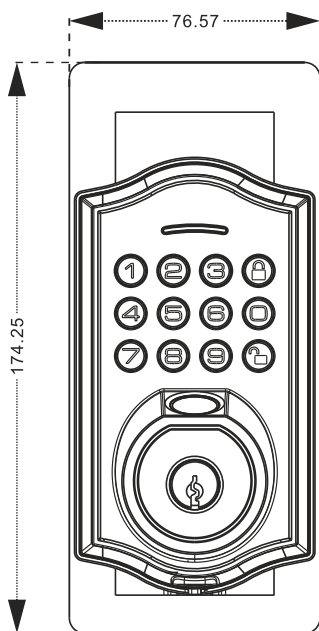
Battery Cover

Reset Key

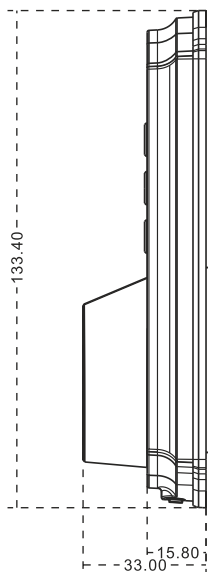
Manual Opening Rotary Knob

Lock and Unlock with One Click

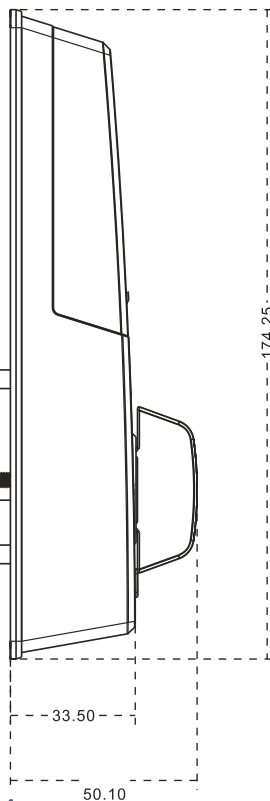
# Product Size



**Front lock body**  
Unit: mm



**Back Lock Body**  
Unit: mm



# Product specifications

Name	Content
Key Categories	Fingerprint and password, mechanical keys, and APP unlocking
Password Capacity	Up to 3 administrative users, up to 50 regular password users
Fingerprint Capacity	Up to 3 management users, up to 50 regular fingerprint users
Power Supply	4 * AA alkaline battery
Tip	Light and voice prompts
Low Voltage Alarm	$\leq 4.8V$
Anti Static	Contact+/-8KV air+/-15KV
Standby Current	$<80\mu A$
Dynamic Power Consumption	$<300mA$
Working Environment	$-4^{\circ}F/-20^{\circ}C$ to $+140^{\circ}F/+60^{\circ}C$
Working Humidity	0% to 95%

## Key And Light Indication Functions



Indication light of red and green state:  
Green light for success, red light for failure

Cancel and lock key

Number Key  
Backlight: white

Confirm and the unlocking key

Description of "buzzer" prompt note:

1. Short "beep" for once: Button sound;
2. Short "beep" for twice: Operation continues;
3. Short "Beep" for three times: Error reminder;
4. Long "Beep": Operation success reminder;
5. Short "Beep" for four times: Alarm sound.

**Front Lock Body**

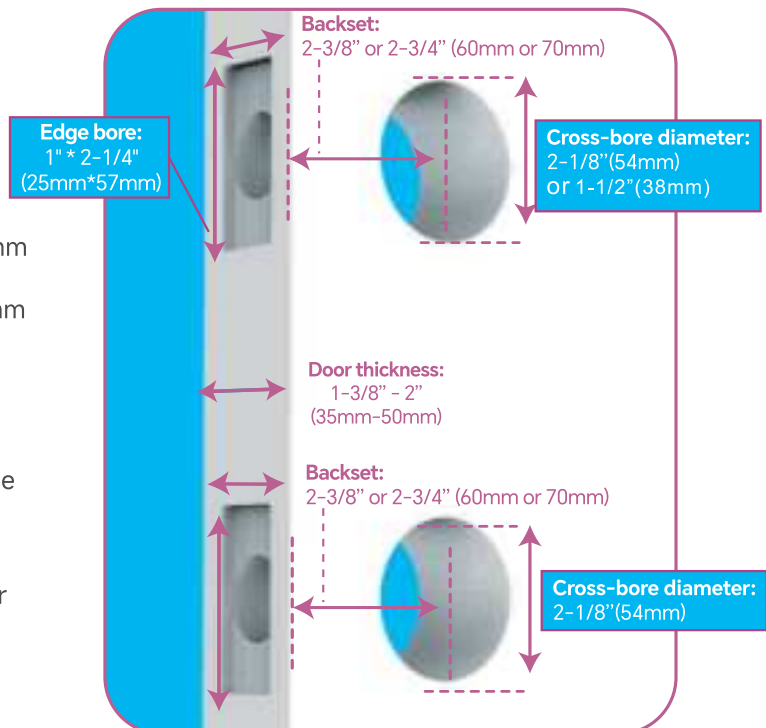
# Installation

## Installation Overview



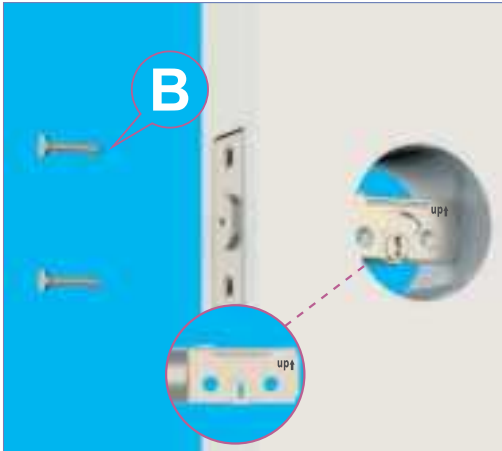
If your door thickness is 1.38in/35mm to 1.77in/45mm door thickness, you should use 0.98in/25mm shorter screws

If your door thickness is 1.77in/45mm to 2.17in/55mm door thickness, you should use 1.38in/35mm longer screws.

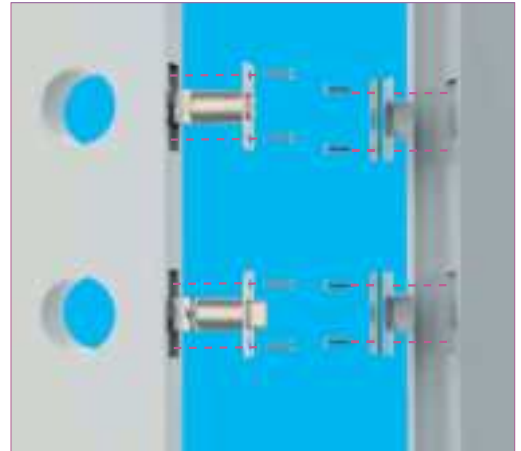


# Installation

## Install Deadbolt and Strike Plate

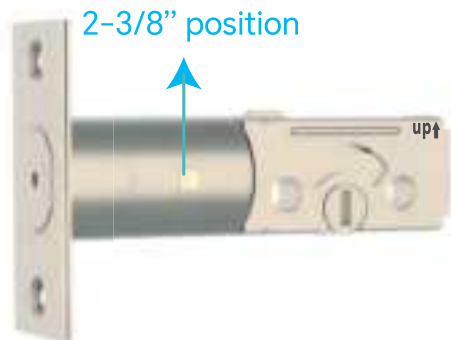
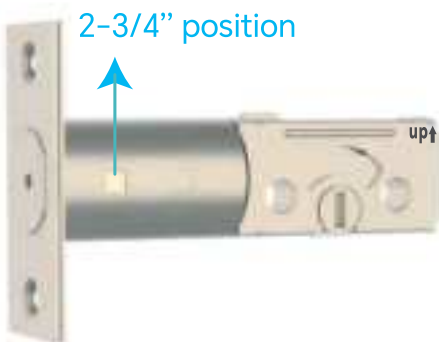


**A.** Insert the deadbolt. Make sure the spindle slot is centered at the cross bore. Bolt must be retracted (unlocked) and the "UP" is upward placed.



**B.** Use the related screws to secure.

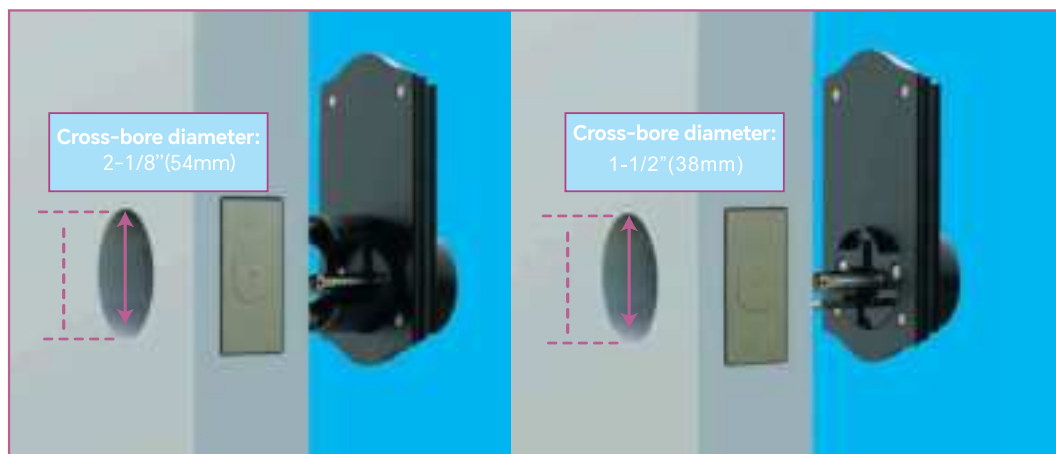
**Note:** The default deadbolt length is 2-3/8", If the spindle slot is not centered, twist the deadbolt and extend it to 2-3/4", then twist back to place.



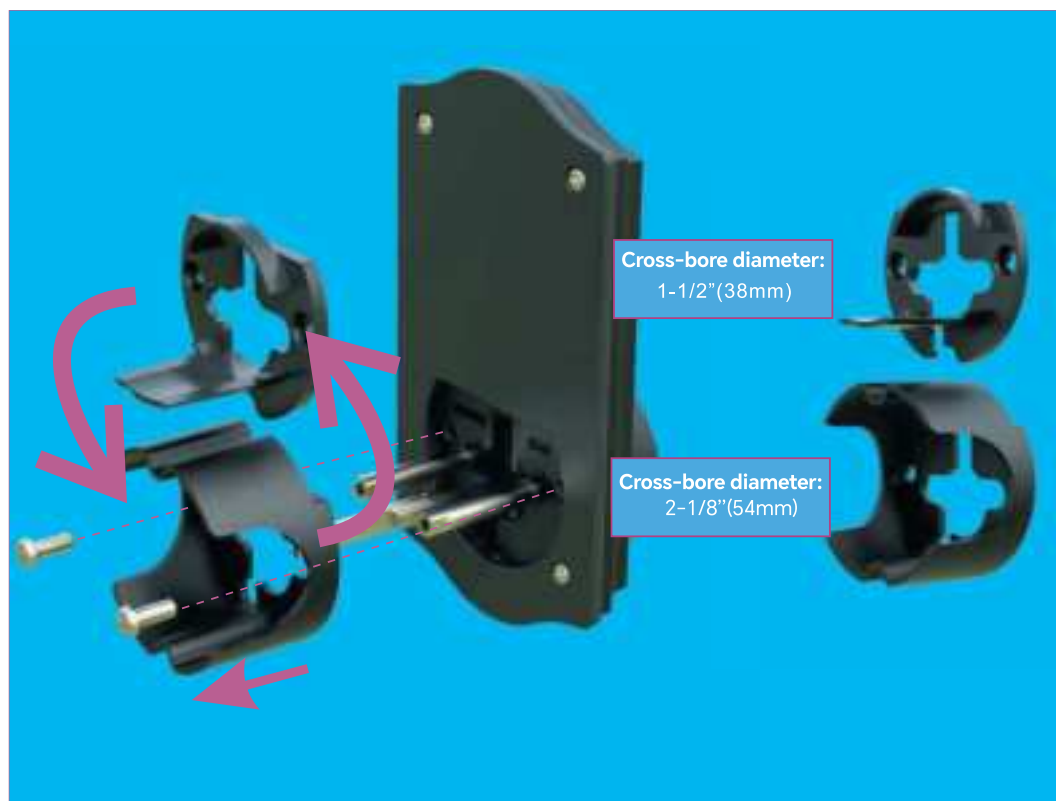


# Installation

## Install the Front Panel

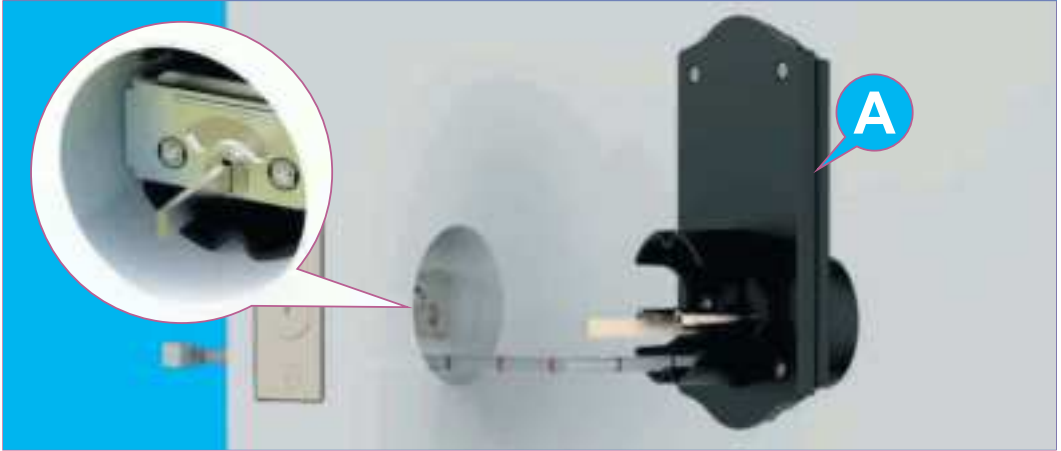


If you have a 38mm cross bore, replace the spacer before installation.



# Installation

## Install the Front Panel



**A.** Route the IC wire through the door from under the deadbolt.



**B.** Insert the spindle through the bolt slot and test if the bolt responds when rolling the spindle.

**Note:** When install, make sure the deadbolt is retracted and do not insert the key.

# Installation

## Install Deadbolt and Strike Plate



**A.** Route the IC wire through the hole on the bottom of the mounting plate, and then fit the mounting plate tightly against the door panel.



**B.** Align the positions of the front panel and the back panel, and then use screws to fix them on the door. Make sure the screws are tightened to ensure the firm installation of the panels.

# Installation

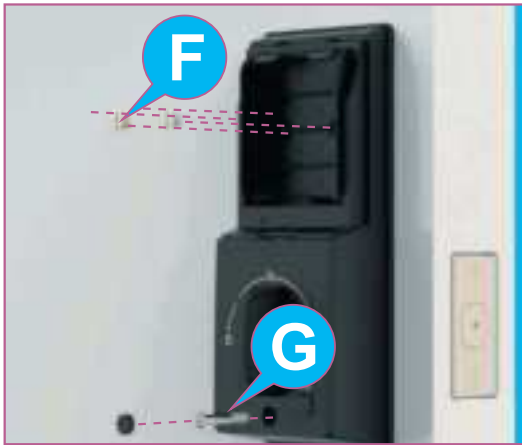
## Install Deadbolt and Strike Plate



**A.** Connect the IC wire to the connector and store the wire behind the mounting plate.



**B.** Install the back panel, make sure the thumb turn is in unlock position.



**C.** Secure it with screws.



**D.** Install the batteries and cover.

# Installation

## Test Before Use



1. Turn the thumb turn to lock/unlock.



2. Enter default user code 123456 and unlock key to check user code unlock function.



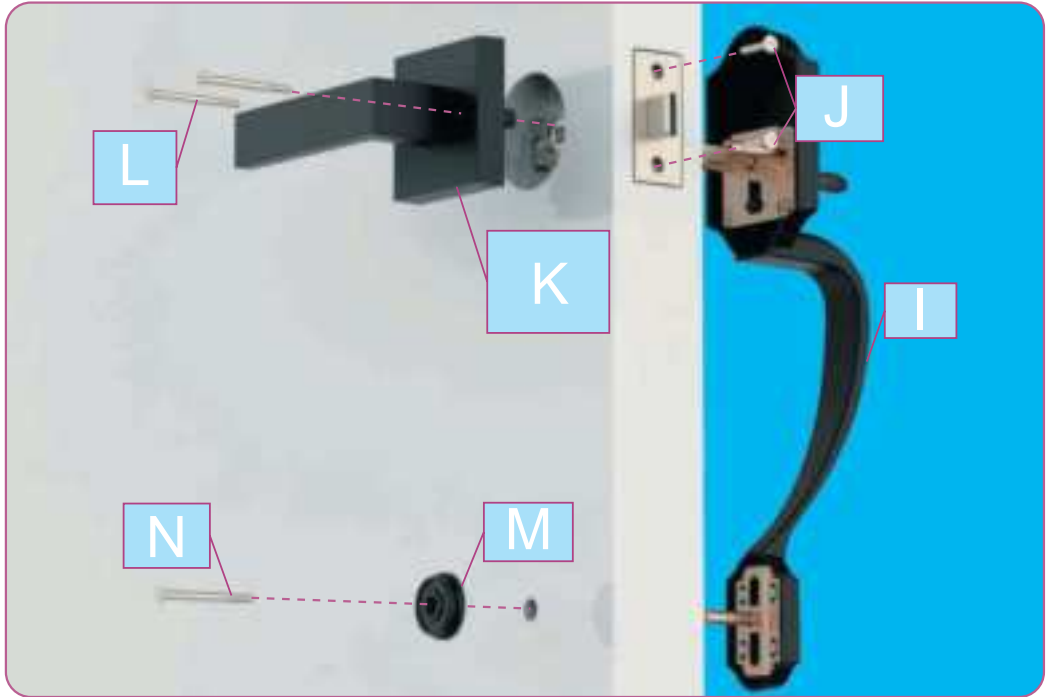
3. Use any fingerprint to check the fingerprint unlock function.



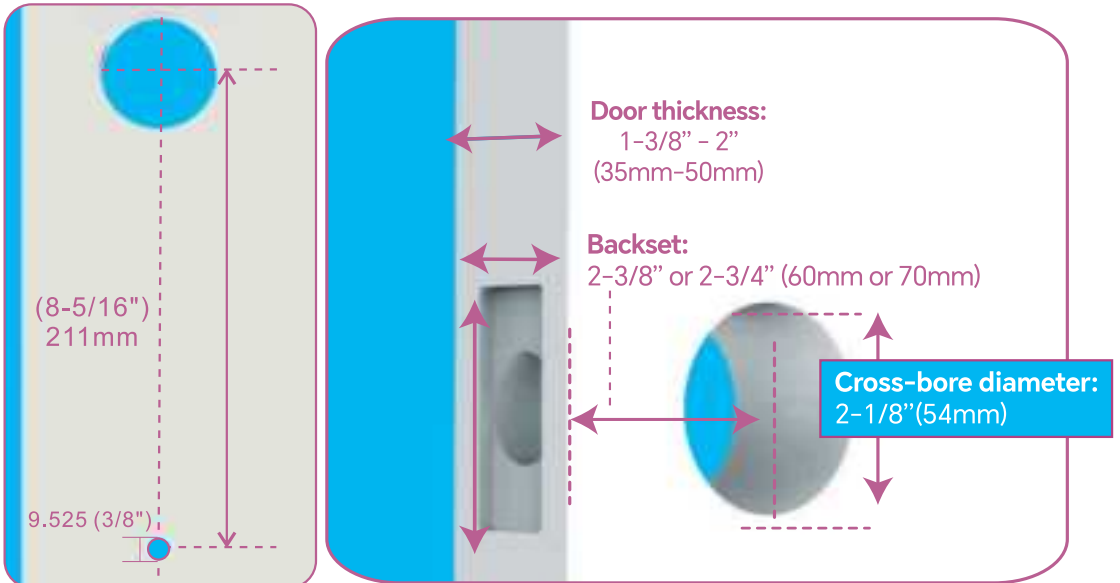
4. Press the Quick-lock button to lock/unlock.

# Installation

## Installation Overview

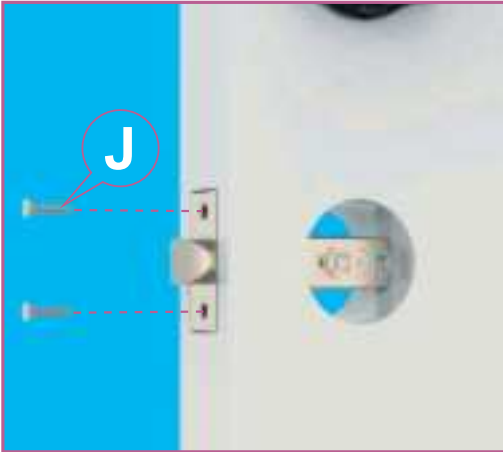


## Check Door Dimension and Drill Holes

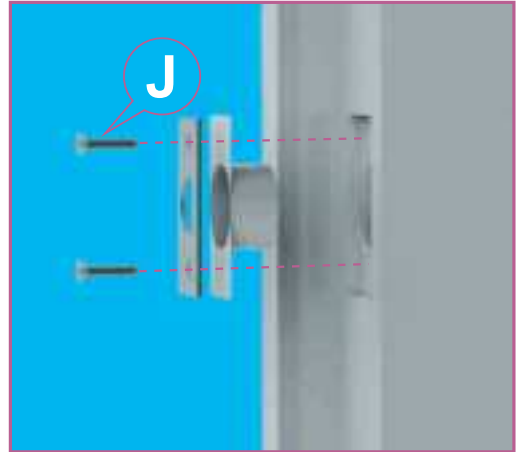


# Install Handle Set

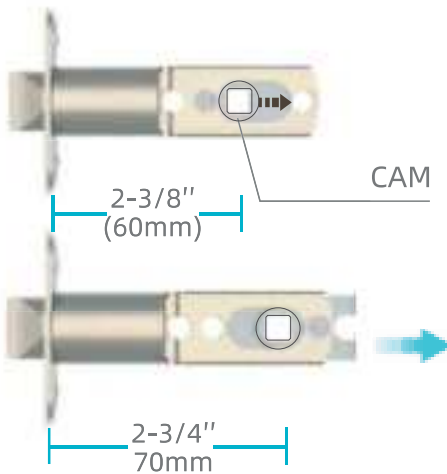
## Install Latch bolt and Strike Plate



**A.** Insert the latch. Make sure the cam(spindle slot) is centered at the cross bore.



**B.** Use the related screws to secure.



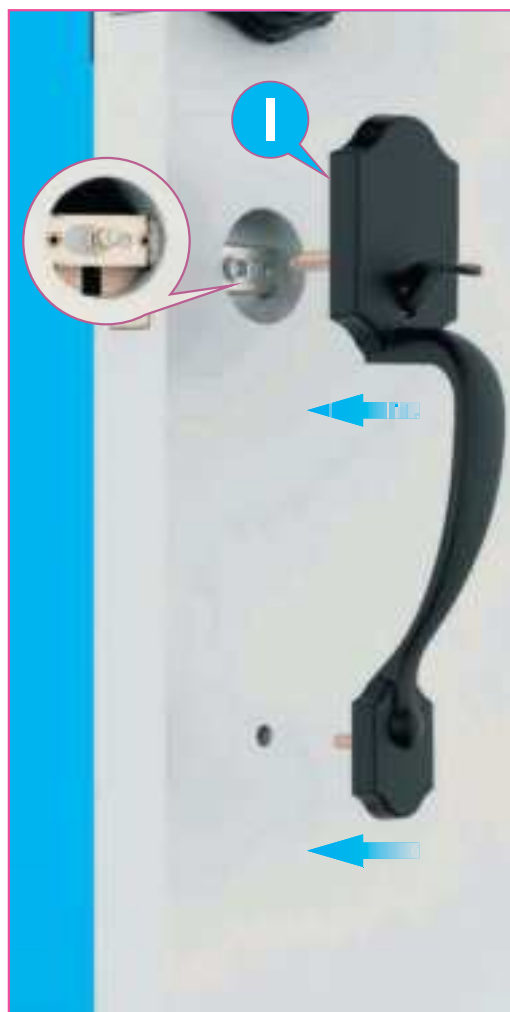
 ✓  
CORRECT

 ✗  
INCORRECT

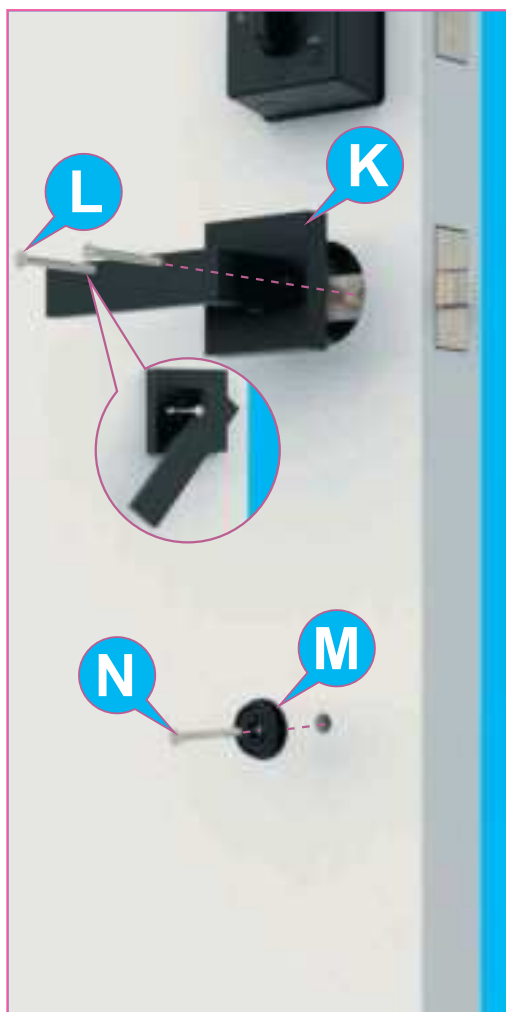
**Note:** The default latch bolt length is 2-3/8", If the cam is not centered in the cross bore, extend it to 2-3/4". Also, make sure the cam is horizontally placed

# Install Handle Set

## Install the Door Handle



**A.** Install the front handle and interior handle, and make sure the spindle is positioned correctly through the cam.



**B.** Fix the handle set with the relevant screws.

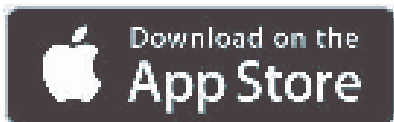


# APP INSTRUCTIONS

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## (1) Download the App

Download tuyu App from the App Store (IOS devices) or Google Play (Android devices)



## (2) Sign up the account

Create your account and follow the set up instructions in the tuyu app



# APP INSTRUCTIONS

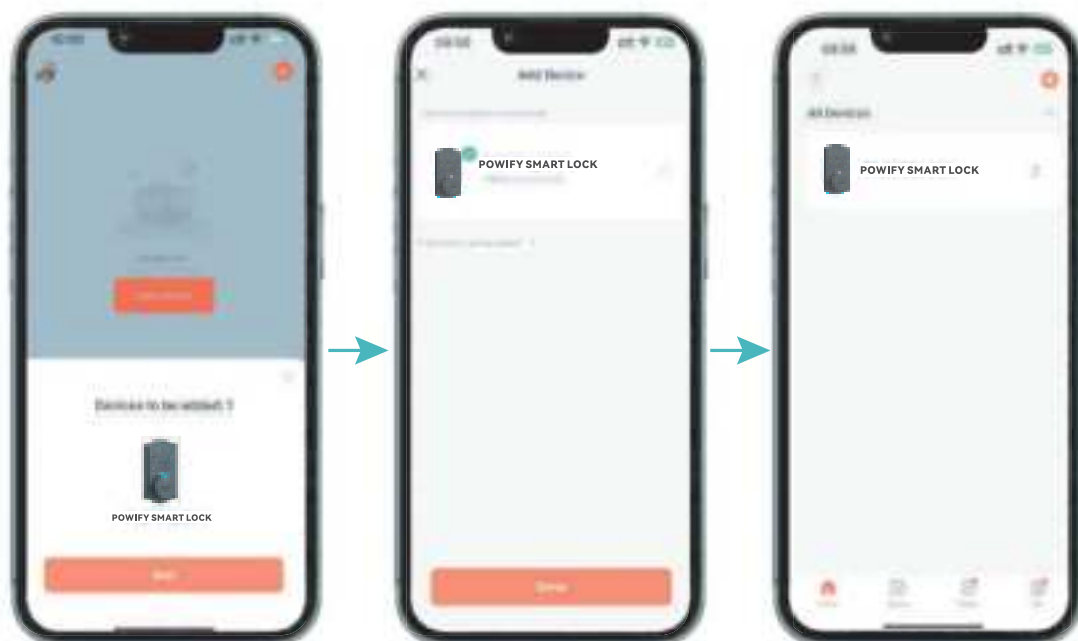
## (3) Add the Lock to Your APP

**A.** Before connecting to the APP, the door lock needs to be factory reset.

How to reset the Lock: Press and hold the reset button until hearing 6 beeps, and the factory settings are restored successfully.

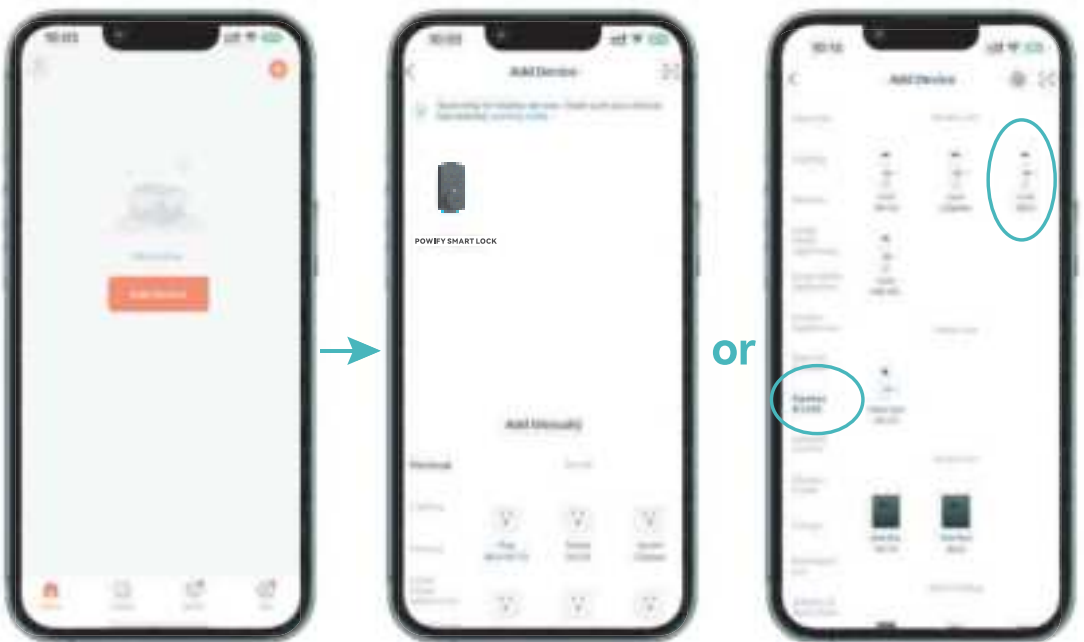
**B.** Take out your phone, turn on Bluetooth, and start pairing the door lock.

**C.** The app will automatically pop up after detecting the door lock device. Click "add" and the lock prompts "Operation succeeded", then you've successfully connected the lock to your APP



# APP INSTRUCTIONS

If the lock does not pop up or the device is not detected, click "Add Device" and add the lock on the next page. You can also add it manually by searching the directory.



# APP INSTRUCTIONS

## (4) APP Lock/Unlock

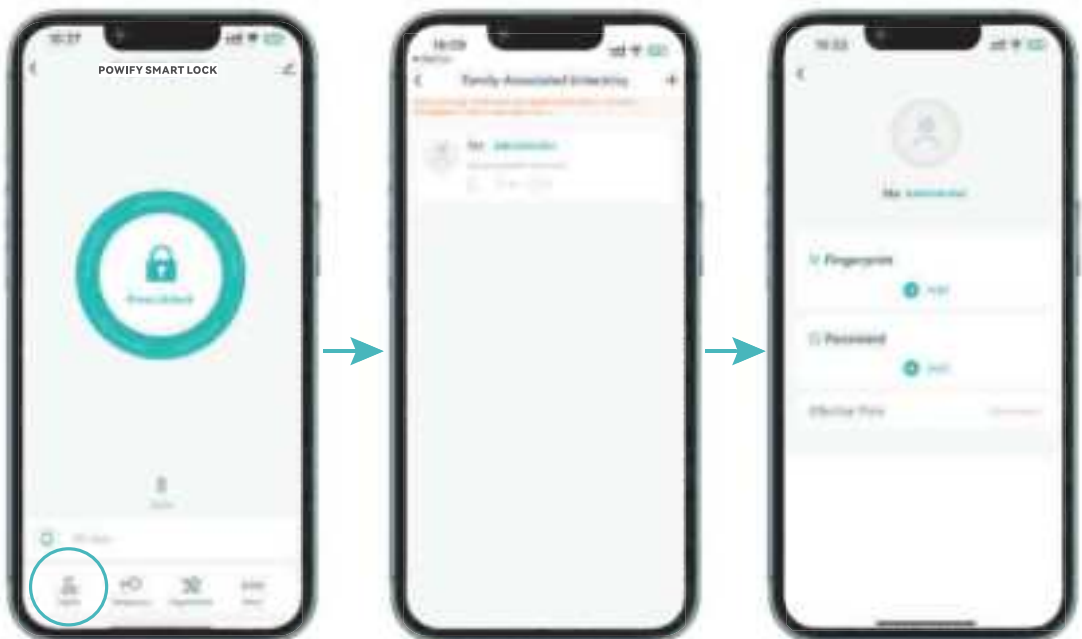
Press and hold the button to lock or unlock (require Bluetooth connectivity).



# APP INSTRUCTIONS

## (5) Manage Password and Fingerprint on APP

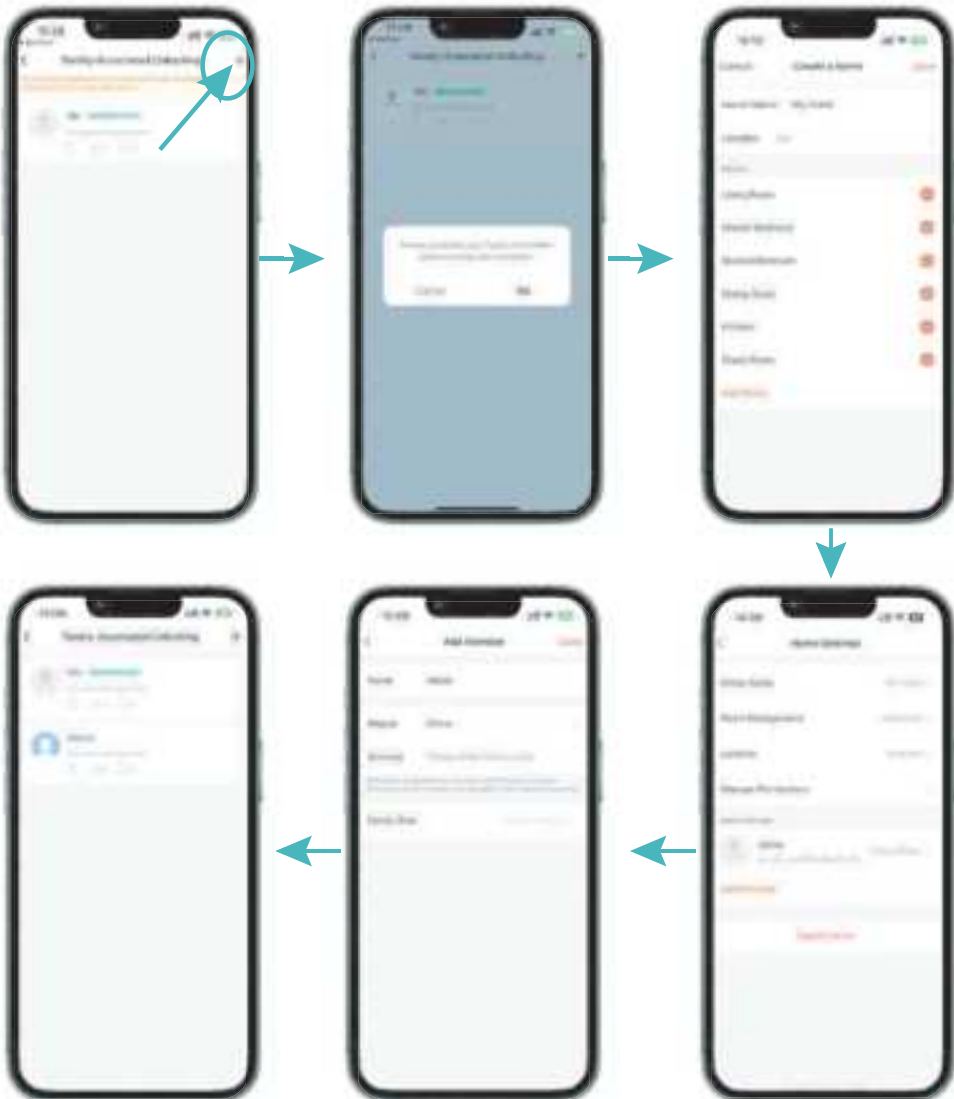
Click "Family", select a family member, and add a password or fingerprint for that member. You can also sync the password and fingerprint set on the lock to the APP, and assign it to a member or delete it.



# APP INSTRUCTIONS

## (6) Add a Family Member

Click “+” to add a family member on the Family page. You may need to complete your home profile before adding a new family member. Follow the instructions to complete home setup and create your home profile. You can then manage family members' access on this page.

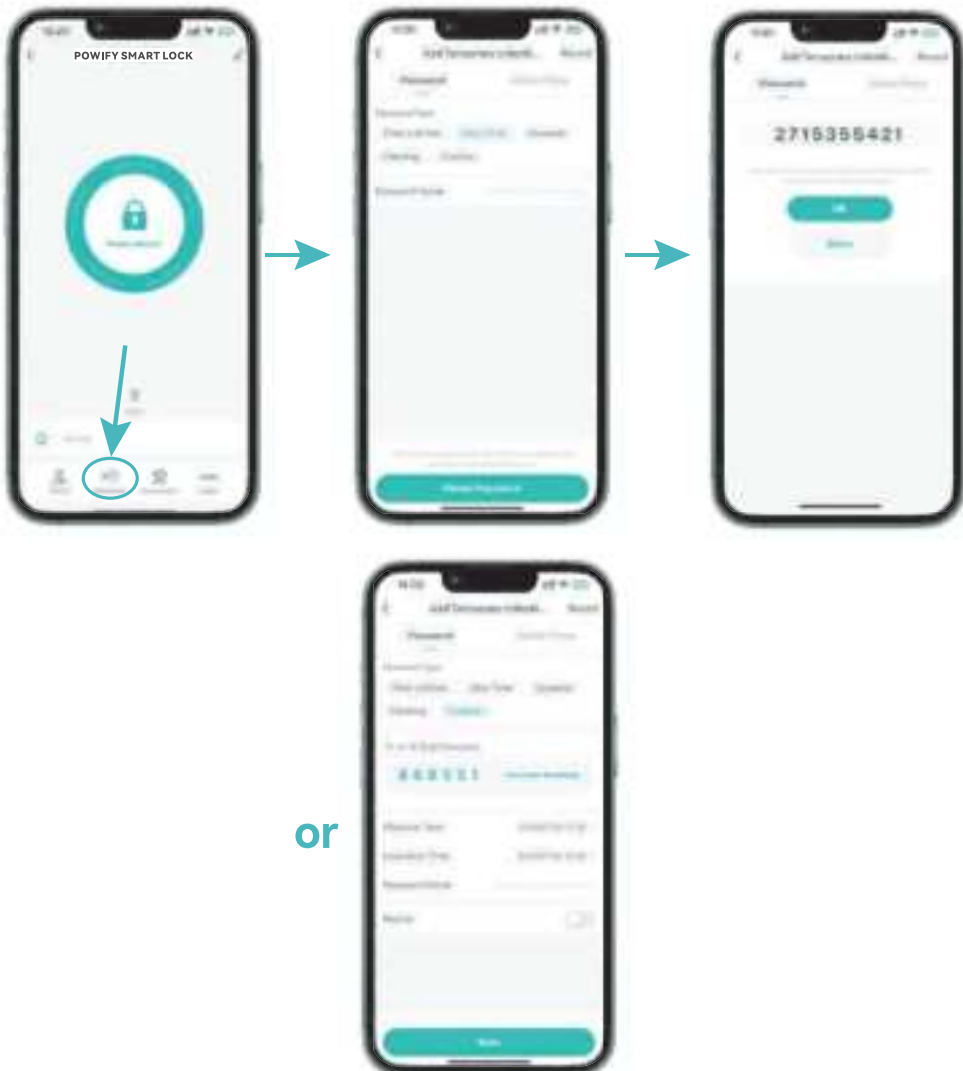


# APP INSTRUCTIONS

## (7) Manage Temporary Passwords

Click "Temporary", select the temporary password type you want and create it. You can also set an expiration time for different types of temporary passwords.

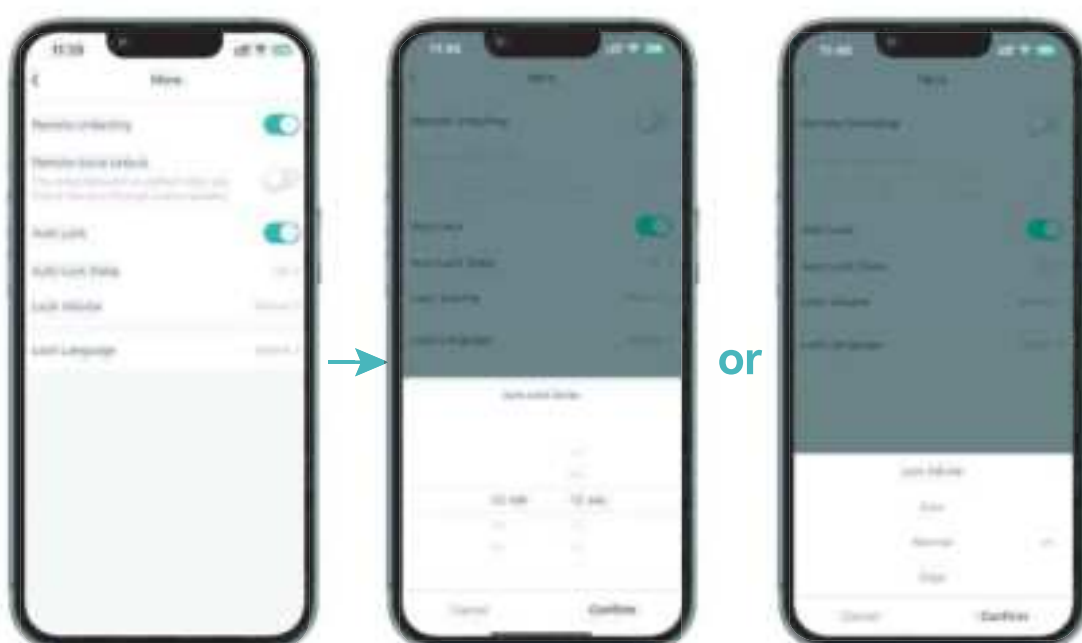
**Note:** Temporary password does not require Bluetooth connection.



# APP INSTRUCTIONS

## (8) More Settings

Click "More" on the homepage to turn on/off the Auto-lock setting and set the voice broadcast volume. You can set the auto-lock countdown from 1 second to 30 minutes and set the volume at low, normal, or high level.

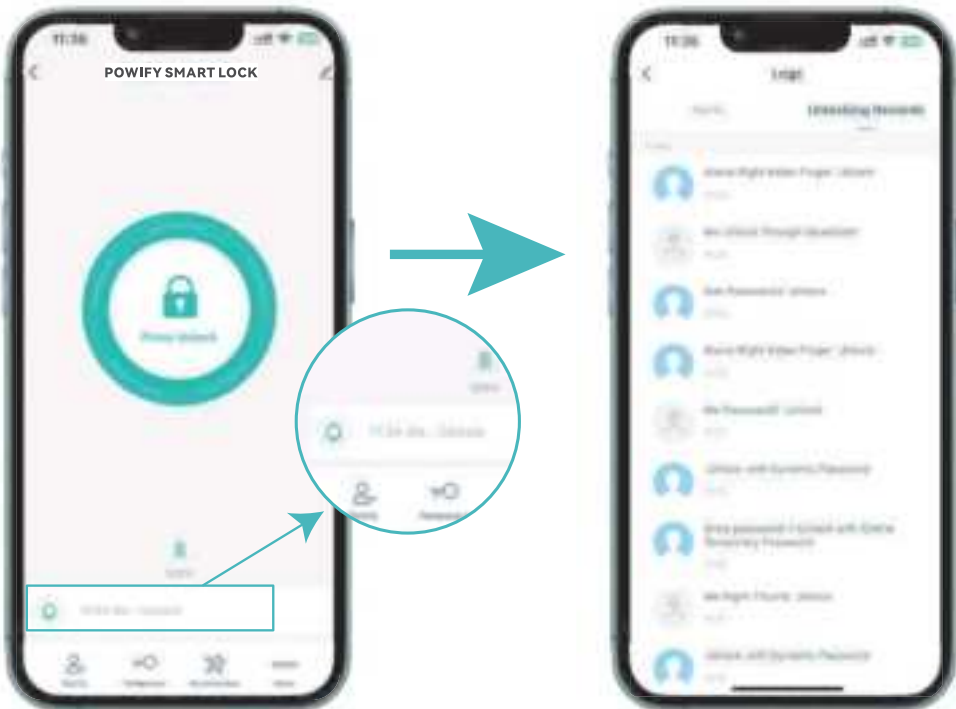




# APP INSTRUCTIONS

## (9) Check Unlocking Records

Click the log bar on the homepage to check the alerts and unlocking events.



# TROUBLESHOOTING

Fingerprints is not sensitive and seldom works	<p><b>A.</b> Delete your fingerprint and add it again.</p> <p><b>B.</b> Place your fingertip fully on the fingerprint reader to increase the contact area so that it can collect more complete fingerprint information.</p>
Cannot pair the lock with APP	<p><b>A.</b> Make sure your phone is within the Bluetooth coverage.</p> <p><b>B.</b> The lock can only be paired with one Bluetooth device, if it is already paired with a device, please delete the lock from that device or reset the lock and pair it again with your device.</p>
Cannot control the lock with my APP	<p><b>A.</b> Make sure your phone is within the lock Bluetooth coverage.</p> <p><b>B.</b> Resetting the lock will delete all paired devices, please delete the lock from your APP and pair the lock with your APP again.</p>
Keypad does not respond	<p><b>A.</b> Check if the batteries are dead.</p> <p><b>B.</b> Check if the IC wire is connected correctly.</p>
Lock cannot work normally unless with a key	Reinstall the lock, making sure the key was not inserted during installation and the deadbolt is retracted and positioned upward.

## **Can I use the APP to remotely open the door for my neighbor?**

- A** No, you cannot open the door directly outside the Bluetooth coverage. However, the temporary password does not require Bluetooth connection or network, so you can send him a one-time password to open the door.
- 

## **How to delete a password?**

- A** For a family member password, you can delete it on the Family member page on tuya APP.

For a temporary password that is still effective, you can click the Record button in the upright corner of the temporary password page, then select the password and delete. You can also set a Clearing code for the password type on the temporary password page and enter it into the lock keypad to delete it. The lock will have voice prompts after successful deletion.

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## **How to unlock if battery runs out?**

- A** This lock equips a Type-C back-up charge port at the bottom of the front panel. You can use any Type-C power source to power the lock and activate the keypad.
- 

## **How to set the auto-lock time?**

- A** You can set the auto-lock countdown on the More Settings page of the Tuya app. The countdown time can be set from 1 second to 30 minutes, or you can turn off the function directly.
- 

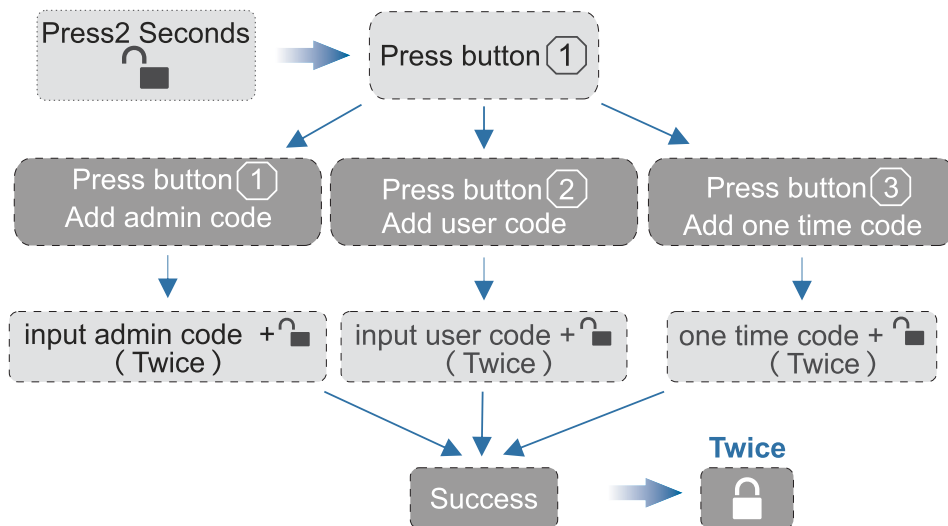
## **How to make my family members control the lock via APP?**

- A** They need to download the tuya APP and sign in their account first. Then admin runs tuya APP > Me > Home Management > Select your home > Add Member > Share Invitation Code. Your family member can enter this code to join the family and control the lock using the APP.

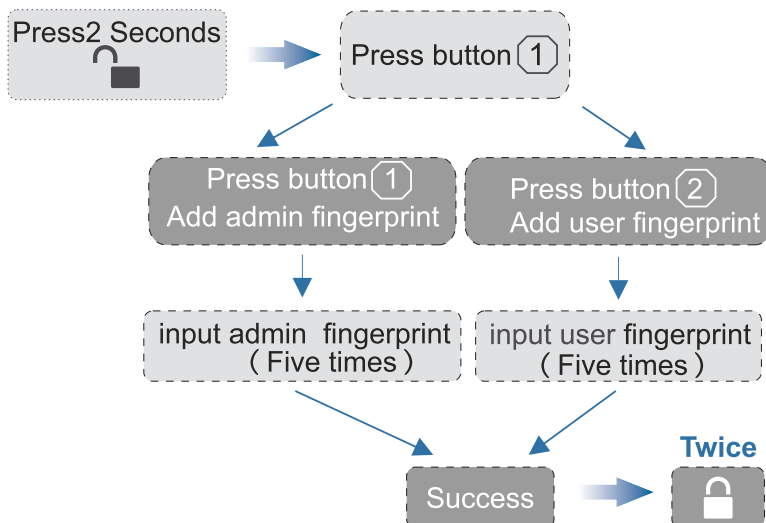
# Function Setting

## Add code

**Notes:** 1.Red light on the button indicates failure, green light indicates success; 2.The password consists of 6-10 digits.

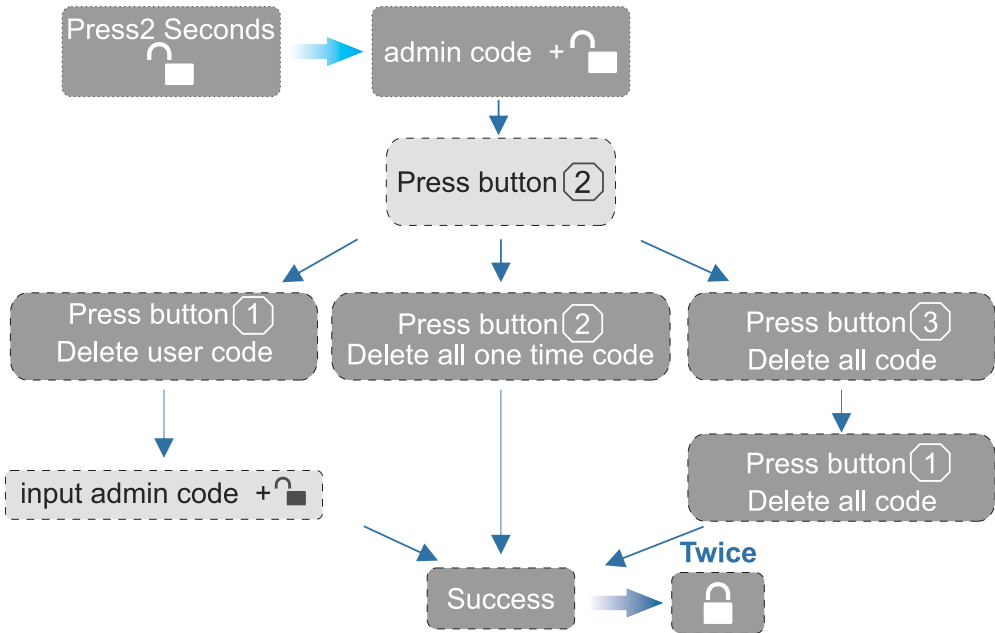


## Add fingerprint

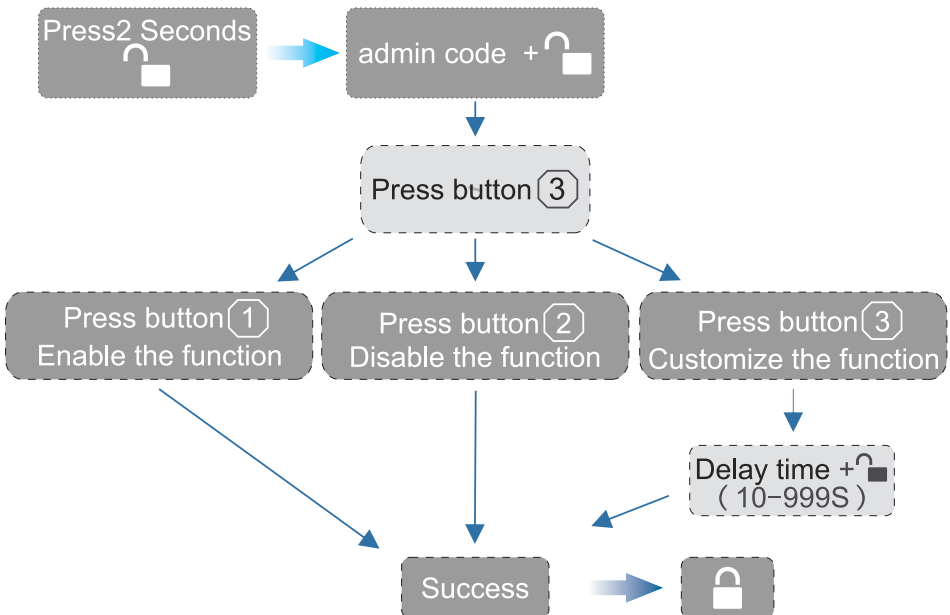


# Function Setting

## Delete code

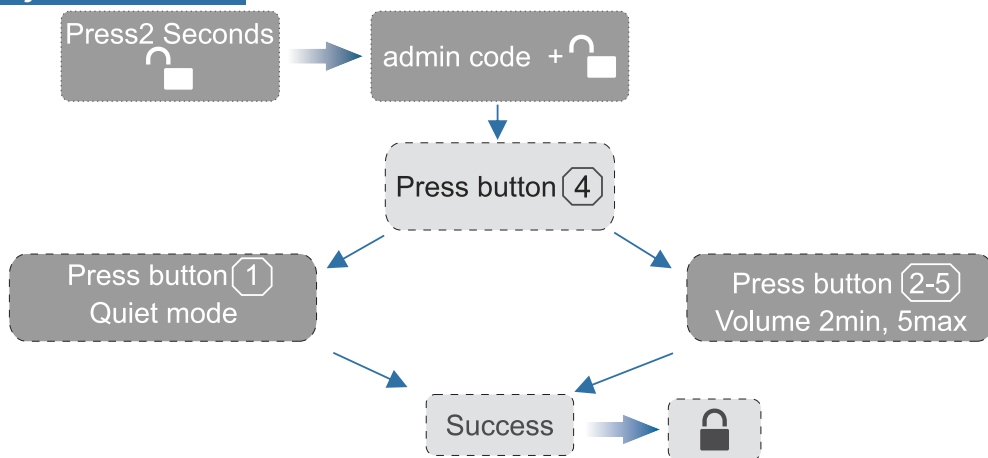


## Auto lock function



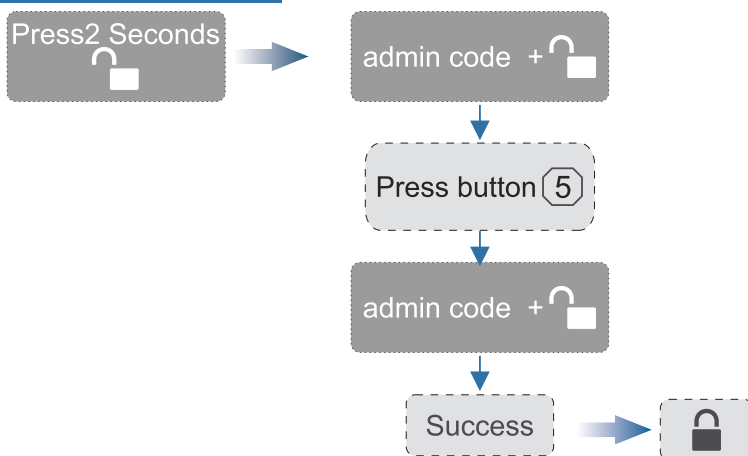
# Function Setting

## Adjust volume

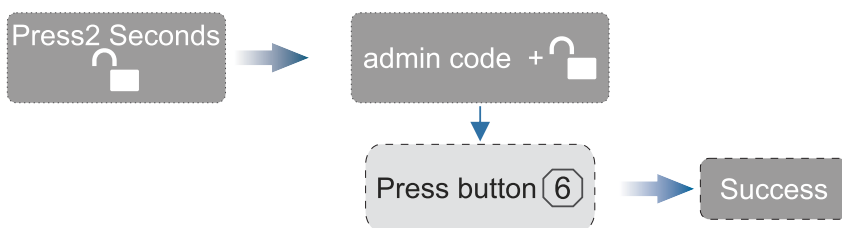


## Vacation mode

Note: under the vacation mode, input admin code, mode disable.



## Bluetooth connection



The app will automatically pop up after detecting the door lock device. Click "add" and the lock prompts "Operation succeeded", then you've successfully connected the lock to your APP.

# Operating Process

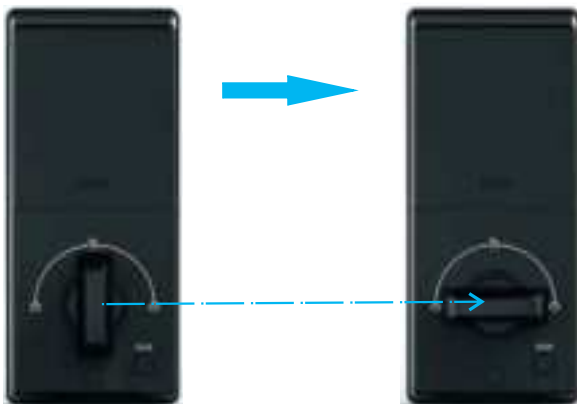
## System Initialization

Press and hold the reset button for 5 seconds (you will hear 6 beeps at intervals) to restore to factory settings, and a 'Initialization Successful' message will appear.



## Setting Unlocking Direction

The system is in its factory default state, with the lock initialized (no user input required). It automatically sets the direction when powered on, accompanied by a long beep. Once the lock direction is set successfully and a user is registered, the lock cannot be changed to the unlock direction.



The motor automatically rotates to find the unlock direction.

# Usage Precautions

## 1.No Unauthorized Disassembly

This product is made of precise and complex components. Do not disassemble or tamper with the internal structure to avoid malfunction or potential safety risks. If disassembly is necessary, please contact a professional to handle it.

## 2.Caution with Cleaning Methods

Use a dry cloth to clean the product. Do not use water to clean it, as this may cause electrical malfunctions.

## 3.Measures for Low or Depleted Battery

### a. Low Battery Warning

When unlocking, a message will appear: "**Battery is low, please replace the battery**".





## **FCC STATEMENT**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

## **Radiation Exposure Statement**

The device has been evaluated to meet general RF exposure requirement in portable exposure condition without restriction.

## **Customer Service :**

### **30-Days Full Refund Guarantee**

If you are not completely satisfied or the item isn't what you expected, just tell us within 30 days. We will give you a full refund unconditionally.

### **Friendly Reminder**

It's better to contact us than leaving a negative shopping experience. Nothing is more important than your satisfaction, and we will do our best to serve you.

### **Quick Response within 12 Hoursantee**

You can contact us without any hesitation at any time of the day, and we will reply to you within 12 hours. ( It would be appreciated if you could provide us with a video or pictures, if available)

### **2-year Warranty**

We will send you brand new items for free or give you a full refund if any quality problems occur within 2 years from the date of purchase.