

Smart Fingerprint Lock For Glass Door

User Manual



Please read carefully before use. Take good care of this manual for reference at any time.

Introduction

Thank you for choosing glass door smart fingerprint locks

To help you properly use this intelligent lock product (hereinafter referred to as “this product”), please read the user manual carefully before installing and using this product.

If you fail to operate according to the instruction of the manual or have the product repaired or changed by non-technical personnel of the company, we will not assume any responsibility for the damage caused thereby.

The graphs and charts provided in this manual are only for the purpose of explanation, and may be different from the actual products. In addition, the actual specifications and configurations of the products may be changed from time to time as required without notice. In case of any difference between the products and the contents of this manual, please refer to the actual product.

If you want the latest information or have any questions, please call our reseller partners.

Function Features

Support virtual passcode, more security

There are more flexible options for Passage Mode(normally open mode)

Its own attendance function can do simple attendance

The App supports more than 20 mainstream languages and can view the unlock records

The administrator of locks and gateways can be easily transferred within the App

Locks can be used in combination with App (recommended) or independently

Locks support bluetooth 4.0 BLE standard, enabling more remote bluetooth unlock

Authority management has the temporary passcode and variable authorization forms, the management is more flexible and secure

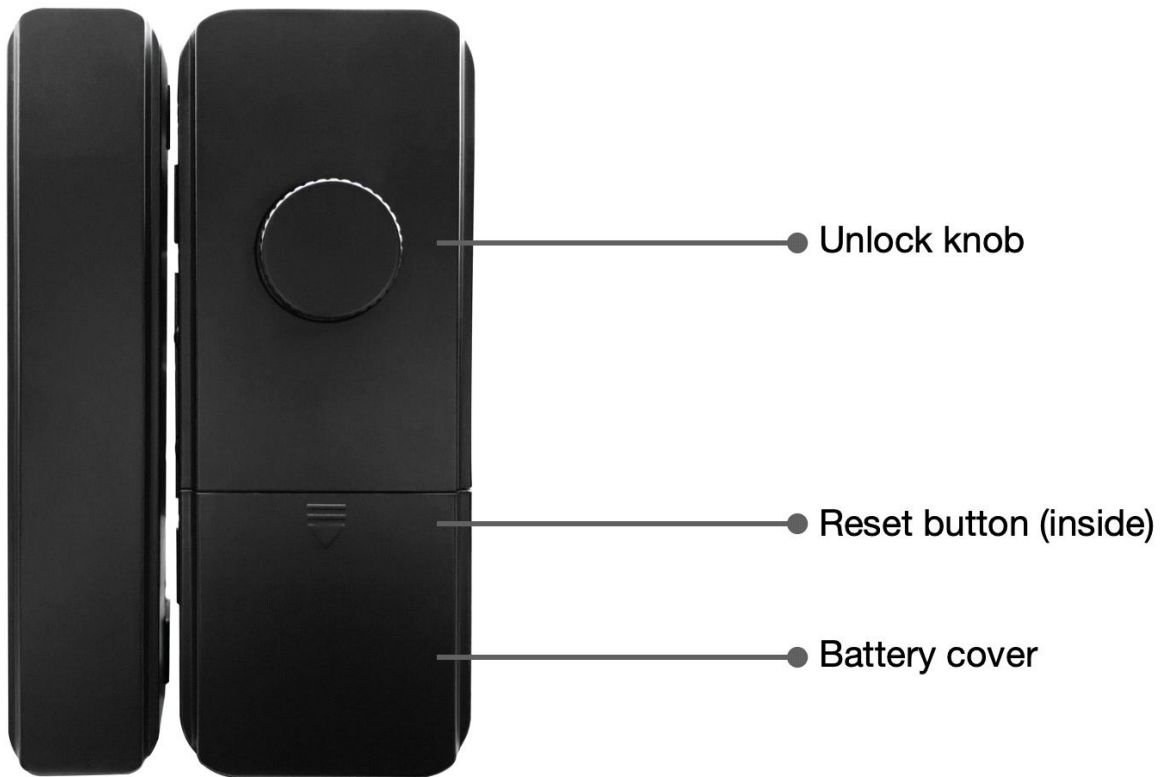
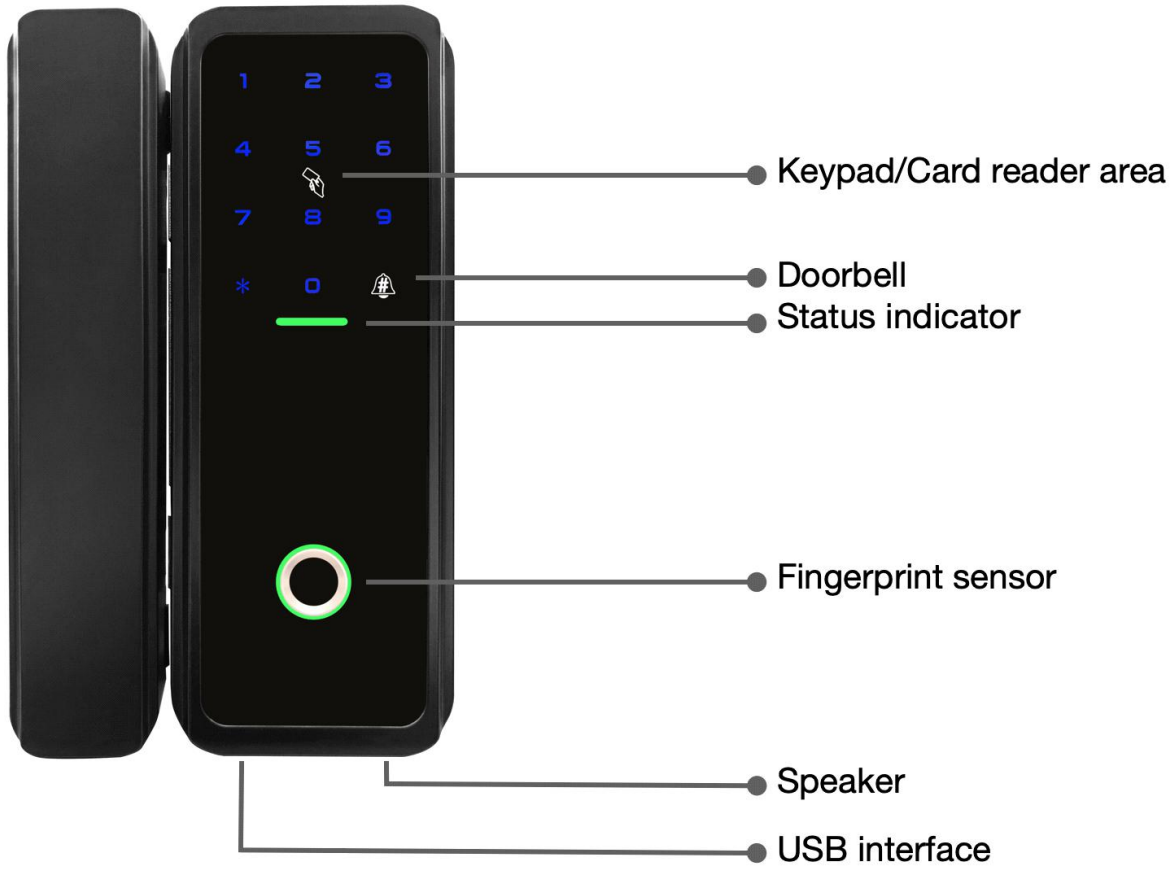
Has WeChat mini program version, without download, lightweight operation (search “通通锁” in Wechat)

iphone can add lock widgets, NFC enabled android devices can add NFC, more faster unlocking

The system of the lock is the same with the apartment lock system, it can be used for the door lock and gate access lock in apartment

After adding extra gateway, it can realize remote unlocking/remote modification of user data/view operation records, etc. After connecting with various mainstream smart speakers, it can open the lock by voice. One gateway can connect multiple locks

Product Photo





❖ Product Technology and Parameters

Unlock authentication method	fingerprint, passcode, IC card, NFC, App and remote unlock(optional)
Storage capacity	fingerprint:100 / custom passcode:150 / IC card:200 / App user: no limited
Fingerprint identification speed	< 1S
Fingerprint comparison method	1:1 / 1:N
FAR	< 0.001%
FRR	< 1%
Power supply voltage	6V (four AA alkaline batteries) low voltage alarm: < 4.8V
Quiescent current	65μA
Work environment	Temperature:-20~50°C humidity:10~95%
Door types	glass door, metal door, wood door... (not suitable for sliding doors)
Suitable for door thick	glass thick:10~12mm frame glass doors and other door types:40~65mm
Suitable for the crack of the door	5~12mm
Voice prompt	Chinese/English

❖ Configuration fitting list

Fittings	Amount		
	Pure glass doors(standard set)	Single glass door with door frame	Frame glass door and other doors
main lock	1	1	1
second lock	1		1
Lock buckle plate		1	
Fixed plate for the main lock	1	1	
Fixed plate for the second lock	1		
Screws package	1	1	1
IC card	2	2	2
AA alkaline battery	4	4	4
User manual	1	1	1
Certificate of Approval	1	1	1
Product Warranty Certificate	1	1	1

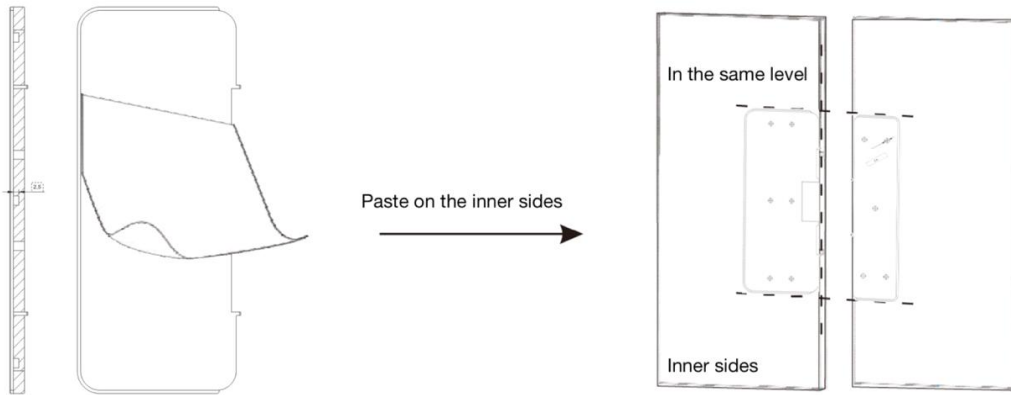
Note: different door types have different accessories, please check whether they match before starting installation

❖ Installation Instructions(standard set)

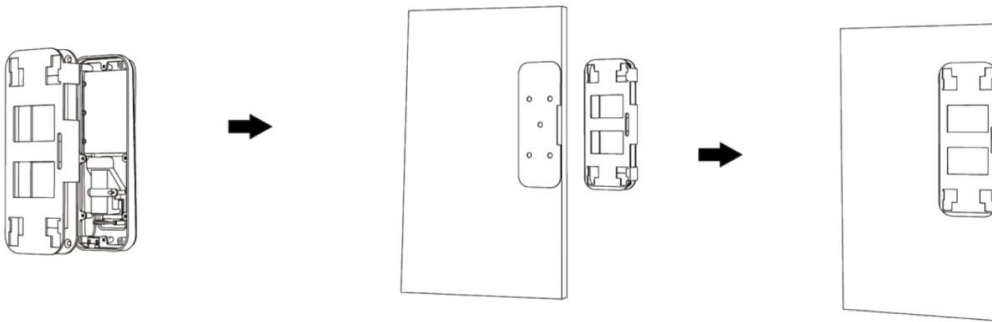
Prepare a Phillips screwdriver. Check if all accessory components are complete. There are different accessories for different doors. You can get this information from resellers. The standard accessories are as follows:

Check if the direction of the main lock consistent with the direction of the door. When they are different, you need to change the direction of the main lock. Method: First, get the screws off of the back part of the main lock and then the screws of the front part. Second, rotate the front part 180°. Lastly put the screws back on the lock.

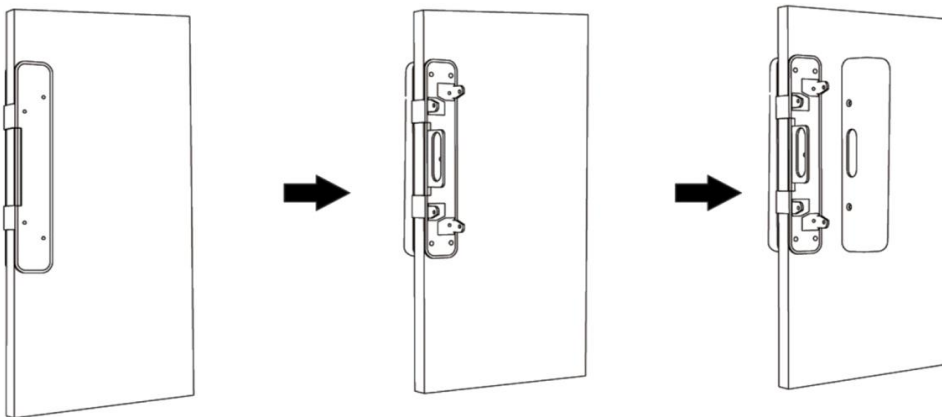
Paste the fixed plates: Clean the area of the glass doors where you are going to install the lock. Rip off the tape surface from the plates. Make sure the small feet of the plates attach to the edge of the door. Before paste them, make sure the plates of the main lock and the second lock are in the same level. Finally press the plates to the inner sides of the glass doors with strength.



Install the main lock: First, take down the back part from the main lock with the screwdriver and take off the wire connecting the front part and back part. Second, push the cast iron bracket with the front part of the main lock into the glass door along the fixed paste and then tight up the iron bracket with screws. Lastly insert the wire back into the back part and screw up the back part to the iron bracket.



Install the second lock: First, take down the back part from the second lock with the screwdriver. Second, push the cast iron bracket with the front part of the second lock into the glass door along the fixed paste and then tight up the iron bracket with screws. Lastly screw up the back part to the iron bracket.



Installation complete: Load on batteries and check if all the functions are normal.

❖ Operating Instructions

Part 1: Operation With App

Item	Steps	Notes	
1. Add Bluetooth Administrator to the lock	Download “ttlock”App and get registered > Activate the App > Press the “☰”sign in the upper left corner of the screen > Press [Add lock] > Select “Door Lock”and press [Next] > Activate the lock by touching the keypad to light it up > The lock gives a prompt “Please add a Bluetooth Administrator“, and it Appears on the App with a black“+”sign at the end > Press the “+” sign > Set the name of the lock and press [OK] > Press [Complete]	You can download and install the App by searching for "ttlock" in the Apple’s App Store or Google Play See note 1	
2. ekey	2.1. Send an eKey	Activate the App > Select the lock > Press [Send eKey] > Set the parameters of the eKey and press [Send] to share it with other registered users	Do not need to be near the lock to send an eKey
	2.2. Unlock with eKey	Touch to open(You need to turn on the "touch to unlock" function in App Settings) Activate the App > Activate the lock by touching the keypad to light it up > Voice prompt “Unlocked” Unlock with App Activate the App > Select the lock > Press the lock icon on the App > Voice prompt “Unlocked” Unlock with widget Add "ttlock" widget to the iphone can unlock the lock quickly (no unlocking the phone, no opening the App)	See note 1
	2.3. Delete an eKey	Activate the App > Select the lock > Press [eKeys] > Select the eKey to be deleted > Press [Delete]	See note 2
3. User passcode	3.1. Generate a user passcode	Activate the App > Select the lock > Press [Generate Passcode] > Set the parameters of the passcode as prompted and press [Generate] > When the passcode Appears on the screen, press the sharing icon to share it with other users	Do not need to be near the lock
	3.2. Unlock with passcode	Activate the lock touching the keypad to light it up > Input passcode and press “#” (Pressing “*” will delete the digit last entered during the input) > If the passcode is correct, voice prompt " Unlocked“ > If the passcode is incorrect, voice prompt “Operation failed” > If the passcode has expired, voice prompt “Unauthorized passcode”	If the lock detects 5 consecutive trials of incorrect passcode, it gives a voice prompt “Unauthorized operation, the system is locked”
	3.3.Modify user passcode on the lock	Input [*10 #] > [original passcode#] > [new passcode#] > [new passcode#] > Voice prompt “Operation successful”	
	3.4.Delete a passcode	Activate the App > Select the lock > Press [Passcodes] > Select the passcode to be deleted > Press [Delete]	See note 1
4. IC card/ NFC	4.1. Add an IC card	Activate the App > Select the lock > Press [IC Cards] > Press the “⋮”sign in the upper right corner of the screen > Press [Add IC Card] > Set the parameters of the card and press [Next] > On voice prompt “Please swipe your card”, place a Mifare card near the card reader area on the keypad of the lock > Voice prompt “Operation successful”	See note 1 Some Identification cards and bank cards can be added as door opening cards(to see whether the cards are strictly encrypted)

	4.2.Unlock with IC card	Place a card near the reader area on the keypad of the lock > If the card is a valid authorized card, voice prompt “Unlocked” > If the card has expired, voice prompt “Unauthorized card” > If the card has never been authorized, voice prompt “Operation failed”	
	4.3.Delete an IC card	Activate the App > Select the lock > Press [IC Cards] > Select the IC card to be deleted > Press [Delete]	See note 1
	4.4.Unlock with NFC	If android phones or watches and other devices have the same type of NFC access card, when "add an IC card" (see 4.1.) ,put the device directly close to the card reader area and it can be added successfully If devices such as android phones or watches have not added access control cards of the same type, you can use a common IC card (generally an unencrypted card with a frequency of 13.56mhz) to be added with the lock, and then use the device to simulate the IC card After adding successfully, you can swipe the device like a common IC card to unlock (see 4.2.)	Support some android phones or watches and other devices, due to the closure of the iphone system, it does not support NFC unlock. Different types of products has different operation methods, please refer to the equipment information or online inquiry
5. Fingerprint	5.1. Add a fingerprint	Activate the App > Select the lock > Press [Fingerprints] Press the “: ”signin the upper right corner of the screen > Press [Add Fingerprint] > Set the parameters of the fingerprint and press [Next] > Press [Start] > Press and lift a finger on the fingerprint sensor repeatedly according to the voice prompt until it prompts “Input successful”	See note 1 The recognition rate can be improved by changing the Angle of the finger when adding a fingerprint
	5.2.Unlock with fingerprint	Press a finger on the fingerprint sensor > If it is a valid authorized fingerprint, voice prompt “Unlocked”, otherwise prompt “Operation failed” > If the fingerprint has expired, voice prompt “Unauthorized card”	
	5.3. Delete a fingerprint	Activate the App > Select the lock > Press [Fingerprints] > Select the fingerprint to be deleted > Press [Delete]	See note 1
	6.Voice switch	Chinese: Input [*39#] > [Admin Passcode#] > [1#] on the keypad English : Input [*39#] > [Admin Passcode#] > [2#] on the keypad	When there is no administrator passcode, input [123456] as passcode
	7. Low power warning	When the battery is low, the keypad will light up and flash for a second after it is activated, meanwhile the lock gives a voice prompt “Battery is low, please replace”	Please replace the battery in time to ensure safety
	8. Keypad lockout	The keypad will be disabled for 5 minutes after 5 consecutive trials of wrong passcode, meanwhile the lock gives a voice prompt “Unauthorized operation, the system is locked” During the lockout period, the keypad light will flash quickly on each pressing. Unlocking with App, card or fingerprint is still functional in this case, and the keypad will be back to normal once it is unlocked successfully with an App or a card The keypad will be re-enabled after 5 minutes’ lockout, and user can continue to input passcode	
9. Restore	9.1. Delete Bluetooth Administrator on the App	Activate the App > Select the lock > Press [Settings] > Press [Delete] > Input the account passcode and press [OK] > Press [Delete]	See note 1 It will initialize the lock, clear all user data and

to default factory setting	9.2. Delete Bluetooth Administrator on the lock	Long press the reset button > On voice prompt “Please input initialization passcode”, input[000#] > Voice prompt “Operation successful”	delete the administrator on the lock its own after delete the bluetooth administrator (caution)
	10. Authorized Admin/Records/Battery/Admin Passcode/Auto Lock/Passage Mode/Firmware Update/Attendance...	These functions are in the “functions”options of corresponding lock, where the Battery and Admin Passcode are in “Settings” > “Basics” Special note: the lock itself has the function of automatic induction latching, “Auto Lock” function is closed by default, no need to open	
	11. Gateway/FAQ/Sound/Touch to Unlock/Transfer Lock/Languages...	These functions are in the App system menu and can be accessed by pressing the sign “≡”in the upper left corner of the screen Special note: extra purchase is required for the gateway, please refer to the gateway instructions for the specific operation; The “Sound” is the prompt sound of App, not the sound of lock	
Note 1: Please turn on the Bluetooth of your phone and keep it close to the lock			
Note 2: Do not need to be near the lock to delete an eKey. You can delete an eKey anywhere and anytime, but the deletion will only become effective when the eKey user’s App is activated and connected to the internet. If the deletion is carried out near the lock with Bluetooth on, the deletion becomes effective immediately			

Part 2: Operation Without App

Item	Steps	Notes
1. Add/Edit Admin Passcode	Input [*12#] > [original passcode#] > [new passcode#] > [new passcode#]	Default Admin Passcode is 123456, and can only be used to add a new Admin Passcode Not recommended to press “*” to active the keypad, click other keys and then start input [*12#] is easier to succeed Admin Passcode can be used to open the lock
2. User passcode	2.1. Add a user passcode Input [*85#] > [Admin Passcode#] > [new passcode#] > [new passcode#]	You can continue adding passcode one after another, or you can exit the passcode adding mode by pressing“*” on the lock or wait for the timeout The user passcode is 4-9 digits Some special passcodes cannot be entered: the reason is that the passcode to be entered has the same passcode with a shorter number of digits already entered, otherwise it has no effect, that is, a longer passcode can be followed by a shorter passcode (because of the virtual passcode)
	2.2. Delete all user passcodes Input [*71#] > [Admin Passcode#]	This operation will not delete the Admin Passcode, but will delete all other user passcodes, including those generated by the App

3. IC card	3.1. Add an IC card	Input [*85#] > [Admin Passcode#] > Place a Mifare card near the card reader area on the keypad of the lock	You can continue adding IC card one after another, or you can exit the IC card adding mode by pressing "*" on the lock or wait for the timeout
	3.2. Delete all IC cards	Input [*69#] > [Admin Passcode#]	
4. Fingerprint	4.1. Add a fingerprint	Input [*85#] > [Admin Passcode#] > Press and lift a finger on the fingerprint sensor repeatedly according to the voice prompts until it prompts "Input successful"	You can continue adding fingerprints one after another, or you can exit the fingerprint adding mode by pressing "*" on the lock or wait for the timeout
	4.2. Delete all fingerprints	Input [*70#] > [Admin Passcode#]	
5. Add Bluetooth Administrator to the lock		Input [*83#] > prompt "Please input Admin Passcode" > Input [Admin Passcode#] > If the Admin Passcode is correct > prompt "Please add a Bluetooth Administrator" > Activate the App > Press the "☰" sign in the upper left corner of the screen > Press [Add lock] > Select "Door Lock" and press [Next] > The lock Appears on the App with a "+" sign at the end > Press the "+" sign > Set the name of the lock and press [OK] > Press [Complete] > If the Admin Passcode is incorrect, prompt "Operation failed"	
		Please turn on the Bluetooth of your phone and keep it close to the lock After adding the Admin Passcode in the lock, must have to use this method to add the phone Bluetooth Administrator	
6. Passage Mode		After the lock is open, Input [123#]	Unlocking with verification will automatically cancel the Passage Mode (normally open mode)

❖ Common faults and troubleshooting

Faults	Cause	Troubleshooting
No response from the lock	The battery is dead Poor contact between front and back line System stuck	Check for bad battery contact/replace batteries/don't use bad batteries Check whether the line is out of alignment, inversely inserted (contact face is down, blue end is up)/check the front lock line interface Remove the battery and reinstall to restart the lock (no affecting user data)/try to restore factory Settings (Please operate with caution, it will empty the original user data)
The phone cannot add a lock	No bluetooth Bluetooth is not granted to "ttlock" (only for iphone) No network signal Some phone models do not support add-on	Turn on bluetooth Enter "Settings" > "Privacy" or "Settings" > "ttlock" and grant it or click the software prompt to grant it Connect to the network and try again or add first and then upload data to complete the addition Change a suitable phone to add as Bluetooth Administrator

The door won't lock	<p>The space between the main lock and the second lock is too large</p> <p>The battery is dead</p> <p>Poor contact between front and back line</p> <p>The second lock or the buckle plate is not fitted/the door is out of alignment</p> <p>The lock is in Passage Mode</p>	<p>Adjust the space between doors or locks to make the space suitable for use</p> <p>See the troubleshooting above</p> <p>See the troubleshooting above</p> <p>Adjust the relevant components to align the main and second locks</p> <p>Turn off the Passage Mode</p>
Unable to unlock	<p>Lock has been initialized (administrator has been removed)</p> <p>The user has no access permission, is not in a valid unlocking period, or has expired</p> <p>The distance is too far or too much blocking there/not turning on bluetooth/choose wrong "door key"</p> <p>The card is incorrect or damaged/too far from the swipe area</p> <p>didn't press the # key after Press the passcode</p> <p>Fingerprints are dusty, peeling or too dry/the placement of the finger is not the same as when recording/Fingerprints are naturally shallow</p>	<p>Users need to be re-added (it is recommended to authorize additional administrators in addition to the master administrator)</p> <p>Issue new permissions or change permissions</p> <p>Get close to unlock/turn on bluetooth/choose the right "door key"</p> <p>Use the right IC card/be close to the keypad swipe area</p> <p>Make sure the passcode is valid, and press the # key after it</p> <p>Keep the finger surface clean, increase the contact area, if it is too dry, you can breathe a sigh/try to keep the position of the finger surface as consistent as possible with your input. When recording, the finger surface changes the Angle to input/re-record the finger with obvious fingerprint or change the way of unlocking</p>
Insensitive keypad	<p>There is dirt on the keypad surface.</p> <p>The lock is in a multi-channel activated state (voice prompt/fingerprint area/swipe area/keypad area/bluetooth module).</p> <p>Sometimes the system determines that the keypad is not the primary activated area and the response is delayed</p> <p>Improper operation</p>	<p>Clean the keypad surface</p> <p>Press several times or exit and retry, judge whether the key is successfully entered based on the feedback sound of the key</p> <p>Increase finger contact area and dwell time to improve input effect</p>
The doorbell doesn't ring	<p>Improper operation</p>	<p>Active the keypad and then press the doorbell button</p>
Error reporting and other phenomena	<p>The logic of the system is out of order</p> <p>The lock hardware is damaged</p>	<p>See the "system stuck" above/see the "Poor contact between front and back line" above</p> <p>Contact the reseller</p>