TTLOCK
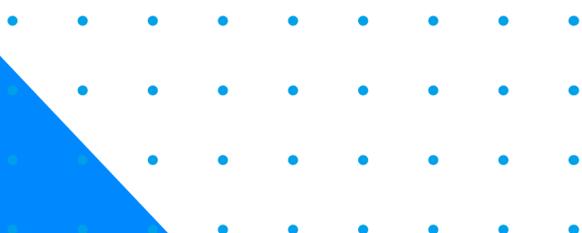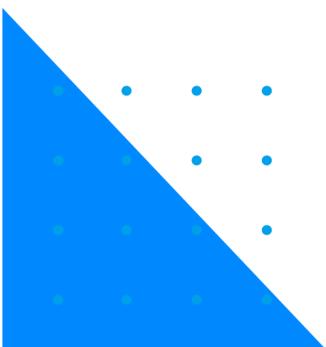## APP Manual

VER.202212

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.

Download

APP

The iOS version can be found in the App Store and the Android version can be found in Google Play, App Store, Baidu, Alibaba, 360, Huawei and Xiaomi.

Scan to download The App

Web

The web side can be logged in to https://lock.sciener.com/ for management, it is recommended to use Google Chrome.

Computer

Download :http://download.ttlock.com/appDownload/ttlock/TTLock_Card_Encoder_setup_1.2.0.exe

Contents

APP ⌄

1.Registration and login

1.1 Register

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. When you send an ekey to a phone number or email, and this phone number or email hasn't been registered yet, they will be registered automatically.

Phone

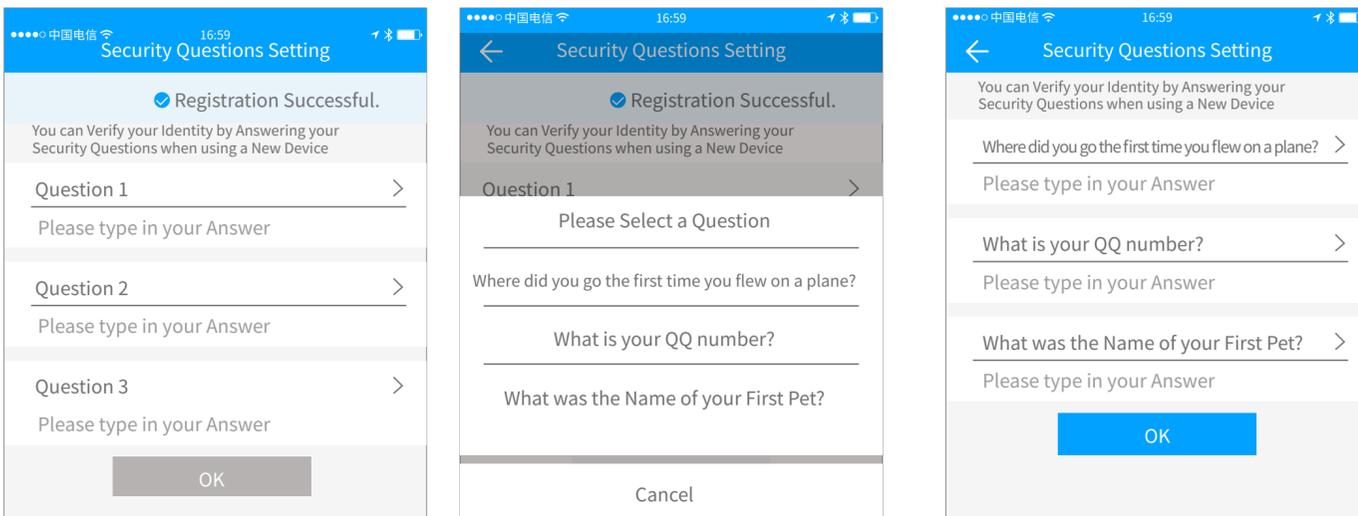|		
Register	Choose your Country or Region	Register
Phone / Email	Search	Phone / Email
Country/Region China+86	Afghanistan +93	Enter your Email
Enter your Phone number	Azerbaijan +994	Password between 6-20 chars
Password between 6-20 chars	Oman +968	Confirm Password
Verification Code Get Code	United Arab Emirates +971	Verification Code Get Code
	Albania +355	

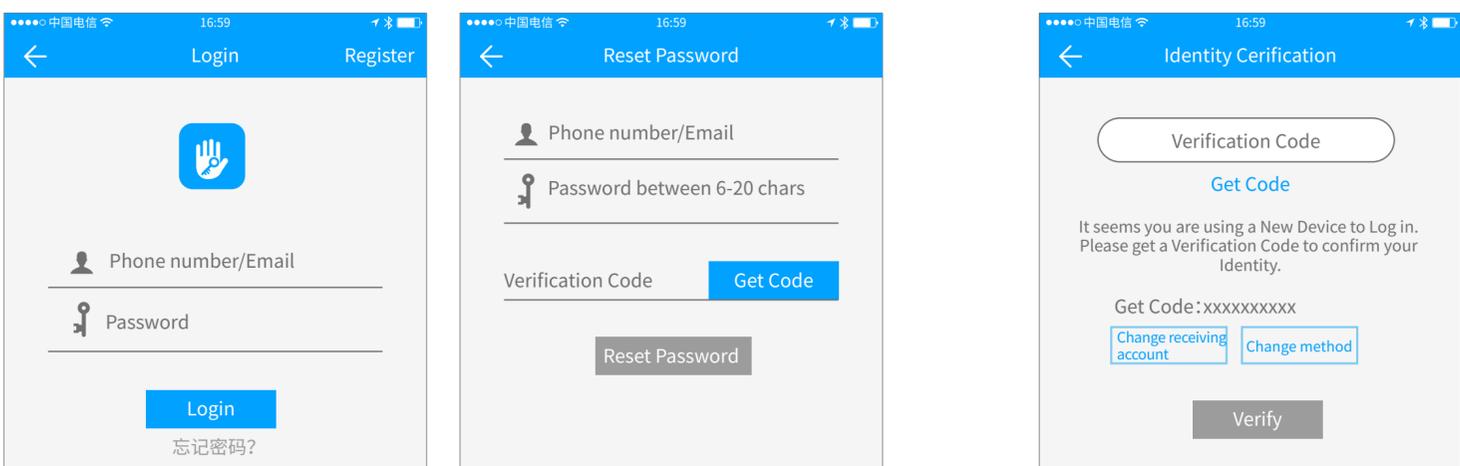**Email**
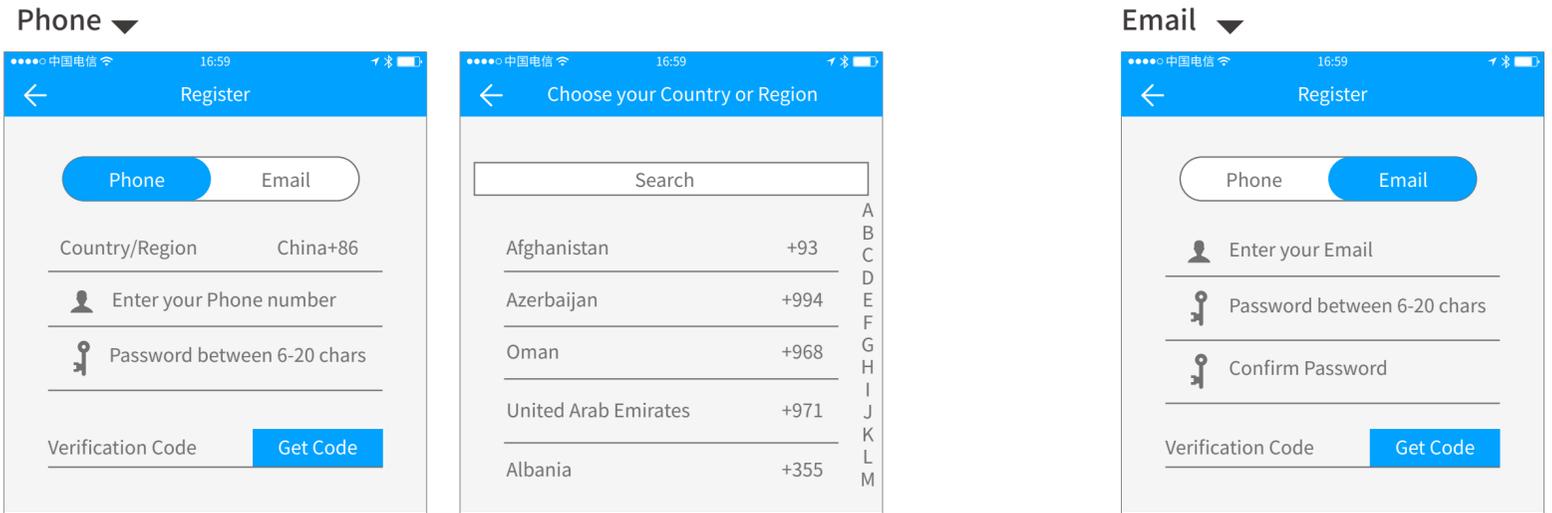
1.2 Security question settings

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.

Security Questions Setting	Security Questions Setting	Security Questions Setting
✔ Registration Successful.	✔ Registration Successful.	You can Verify your Identity by Answering your Security Questions when using a New Device
You can Verify your Identity by Answering your Security Questions when using a New Device	You can Verify your Identity by Answering your Security Questions when using a New Device	Where did you go the first time you flew on a plane?
Question 1	Question 1	Please type in your Answer
Please type in your Answer	Please Select a Question	What is your QQ number?
Question 2	Where did you go the first time you flew on a plane?	Please type in your Answer
Please type in your Answer	What is your QQ number?	What was the Name of your First Pet?
Question 3	What was the Name of your First Pet?	Please type in your Answer
Please type in your Answer		OK
OK	Cancel	

1.3 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 passward page to reset your password. When reset the password, you can receive a verification code from your mobile phone and email address.
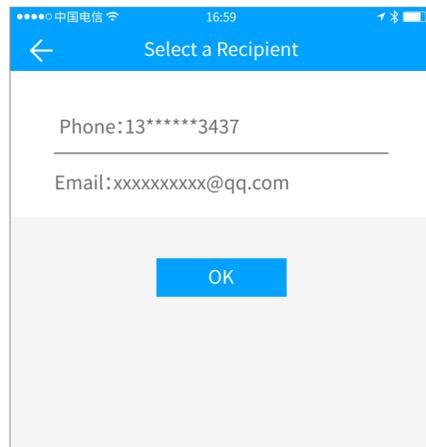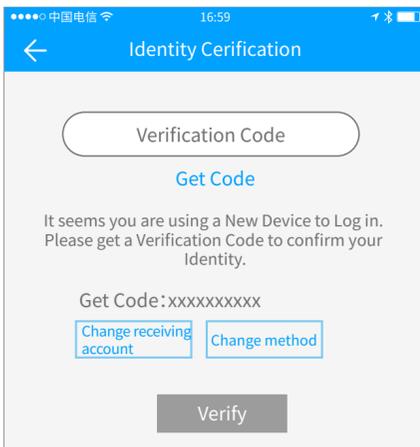
When the account is logged in on the new mobile phone, it needs to be verified. When it is passed, you can log in on the new mobile phone. All the data can be viewed and used on the new mobile phone.
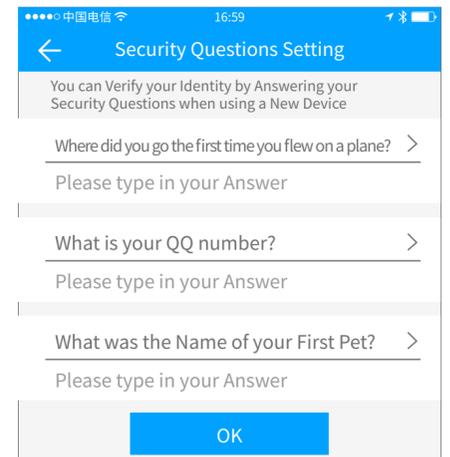
Login Register	Reset Password	Identity Cerification
	Phone number/Email	Verification Code
	Password between 6-20 chars	Get Code
Phone number/Email	Verification Code Get Code	It seems you are using a New Device to Log in. Please get a Verification Code to confirm your Identity.
Password	Reset Password	Get Code：xxxxxxxxxx
Login		Change receiving account Change method
忘记密码?		Verify

1 .4 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 ▼

Identity Cerification
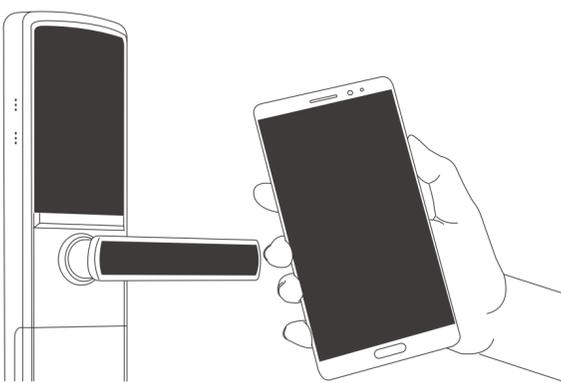
Verification Code

Get Code

It seems you are using a New Device to Log in. Please get a Verification Code to confirm your Identity.

Get Code：xxxxxxxxxx

Change receiving account   Change method

Verify

Select a Recipient

Phone：13******3437

Email：xxxxxxxxxx@qq.com

OK

Verify by answering questions ▼

Security Questions Setting

You can Verify your Identity by Answering your Security Questions when using a New Device

Where did you go the first time you flew on a plane? >
Please type in your Answer

What is your QQ number? >
Please type in your Answer

What was the Name of your First Pet? >
Please type in your Answer

OK

2.Lock management

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 added lock will be shown in the lock list, together with lock name and battery level.To add a lock, please wake it up first by touching the keypad, or swiping card.If the lock has been woken up but still not in setting mode, it may has been added by others yet. Please reset it first then try again.

2.1 Lock adding

(1) Call out menu interface in the upper left corner of the interface;

(2) Select Add Lock;

(3) Select the corresponding type of door lock to add it according to the prompt;

(4) The door lock name has a "+" sign in black to indicate that it can be added.

Choose Lock Type

All Locks
Scan all types of locks >

Door Lock >   Padlock >

Safe Lock >   Lock Cylinder >

Parking Lock >   Bicycle Lock >

Remote Control >

Nearby Locks

MG01_42ae85 +
J301_6c90c8 +
K101C_5262a0
M501_a90a21
M101T_093a07
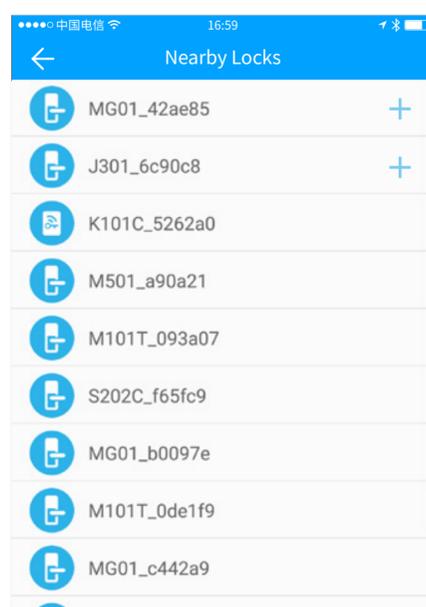S202C_f65fc9
MG01_b0097e
M101T_0de1f9
MG01_c442a9

Note: Before adding, please make sure that your mobile phone's Bluetooth is turned on and the network is turned on, if the network signal is not good, please add an environment with a strong signal and upload data according to the prompts.
Locks that have already been added to the administrator cannot be added, so please remove the administrator or reset the lock after the lock is reset.

Add Lock

Lock Name

Enter a Name

Turn on the network or upload the data manually after adding the lock

Next

Upload Data

The addition has not been successful

!

Please turn on 3G/4G/WiFi and Touch the - Upload Data - Button

Upload Data
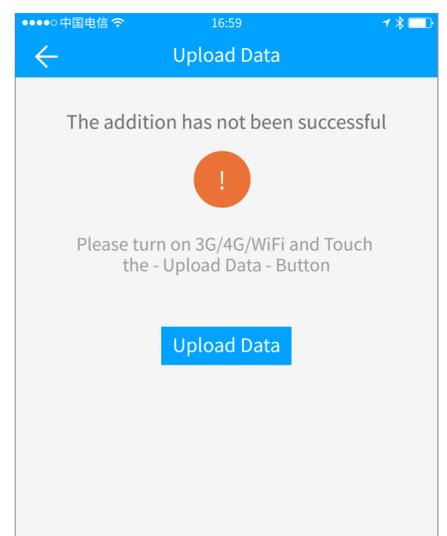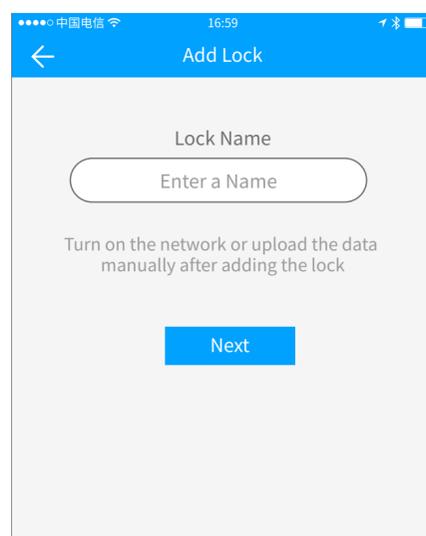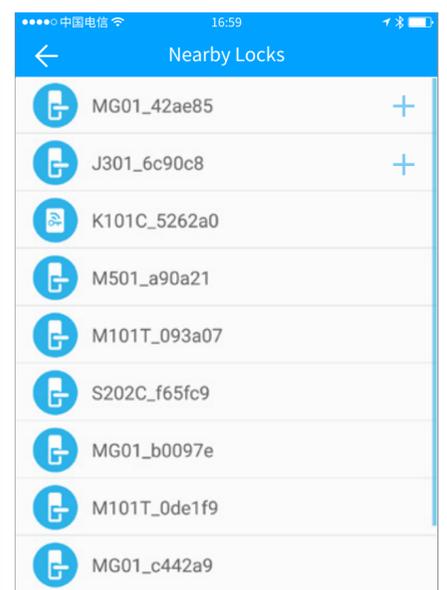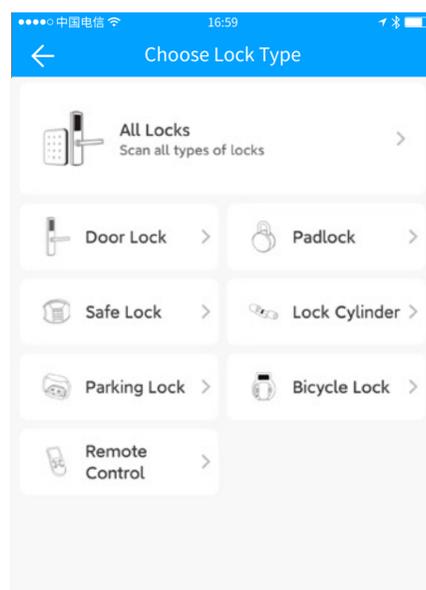
2.2 Add WiFi smart loc

(1) Call out menu interface in the upper left corner of the interface;

(2) Select Add Lock;

(3) Select the corresponding type of door lock to add it according to the prompt;

(4) The door lock name has a "+" sign in black to indicate that it can be added;

(5) After the addition is successful, select the WIFI to be connected to and enter the password;

Nearby Locks

MG01_42ae85 +
J301_6c90c8 +
K101C_5262a0
M501_a90a21
M101T_093a07
S202C_f65fc9
MG01_b0097e
M101T_0de1f9
MG01_c442a9

Configure Network

WiFi名称 >
WiFi密码   请输入WiFi密码

确定

跳过

取消   选择网络

sciener

科密科技

3. Gateway

3.1 Gateway type

G1(Wi-Fi)
Network：2.4GWiFi

G2(Wi-Fi)
Network：2.4GWiFi
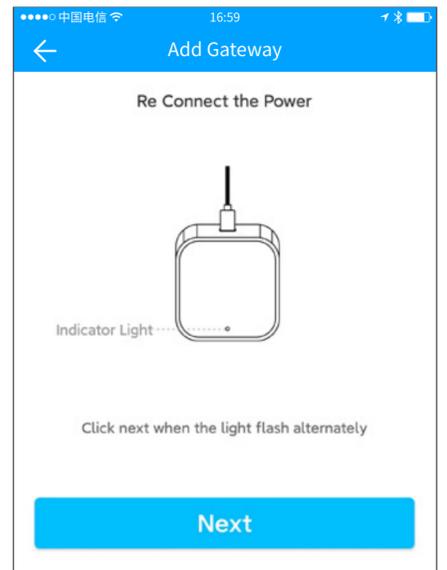
G3/G3P(PoE)
Network：RJ45

G4(4G)
Network：TLE（4G）

3.2 Add Gateway

Gateways are added via an app before they can be used. Here are the steps:

(1) open the APP;

(2) Touch the" 三 "icon on the top left of the screen;

(3) Select [Gateway];

(4) select the "G2";

(5)Plug in the Gateway and power it on;

(6) While the light is flasing alternately in red and blue, press" +" sign;

(7) Add Gateway;

(8) Select the network and input your WiFi password.

⚠ Notice: If the above process times out, please power off and try again.
   * Gateway coverage distance: 10 meters without obstruction

Choose Gateway Type

G1(Wi-Fi)

G2(Wi-Fi)

G3(Wired)

G4(4G)

Add Gateway

Re Connect the Power

Indicator Light

Click next when the light flash alternately

Next

6.1 提

3.3 Gateway functionality

The gateway is an accessary of lock. It connects the lock to network. With a gateway, you can manage locks from remote, like open door, delete passcode.

Gateway role

	No gateway	Have a gateway
Obtain random passwords remotely	✓	✓
The APP opens the door	✓	✓
Set permissions	✓	✓
Remotely modify and delete passwords	✗	✓
Remote card issuance, fingerprint	✗	✓
Open the door remotely	✗	✓
Upload door opening records in real time	✗	✓

The door lock can be used normally in the state of no gateway, and if you need to remotely modify and delete the password, remotely issue fingerprints, issue cards remotely, open doors remotely and other functions, you need to be equipped with a gateway to achieve it.

4. Messages

Here you can receive system push reminders and other message content.。

Messages   Clear

No Data
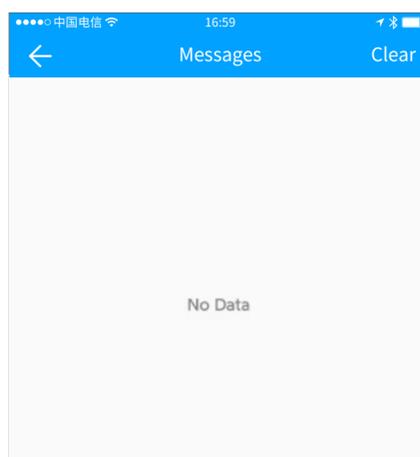
5.Customer service

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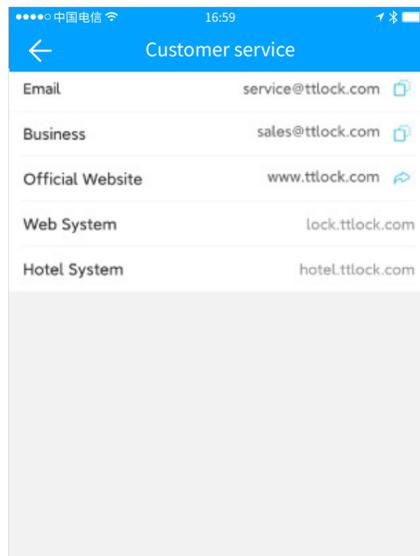
6. Settings

6.1 Sound

When using the TTLock APP to unlock, the phone will emit an alert tone, tap to set to turn on or off.
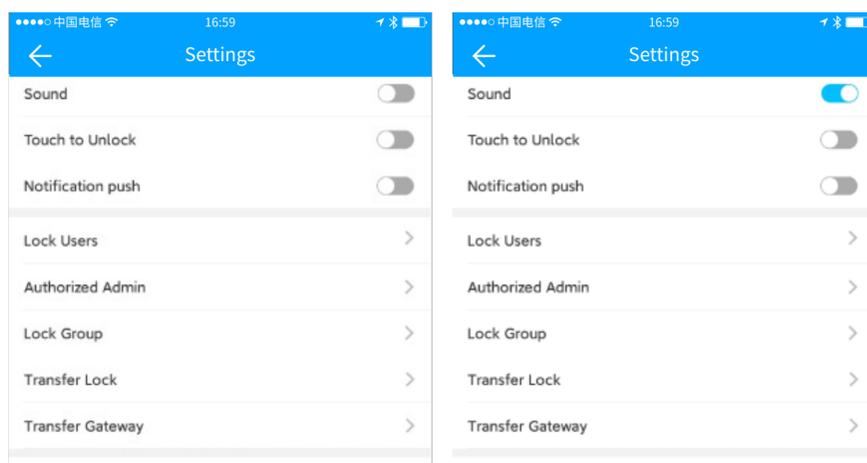
6.2 Touch to unlock

There are lots of locks in your account, and you don't want to search for a lock to open everytime.
Turn on the "Touch to Unlock" in the App "Settings" menu. With this option on, you can open door by just touching the lock to wake up it.
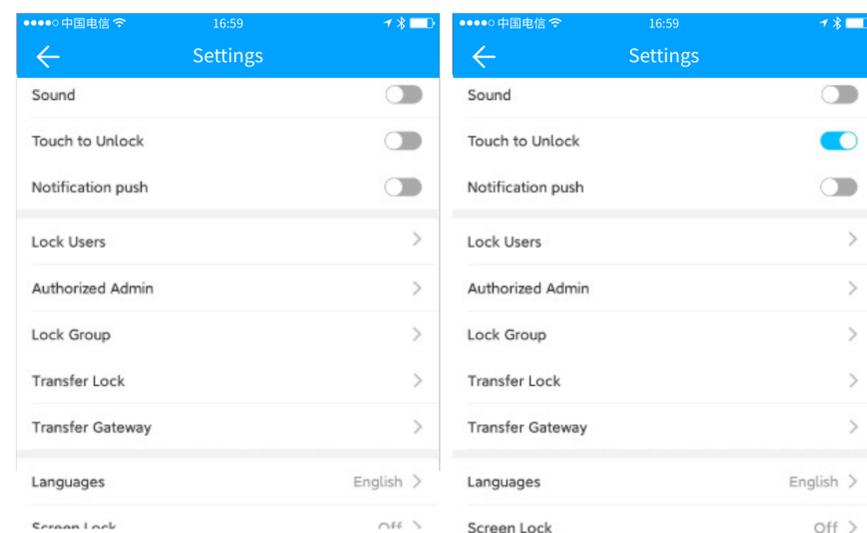
6.3 Notification push

Receive the notification when someone open door
Enable the "Unlock Notification" option in the lock's "Settings" menu. Then the administrator will receive notification when someone open door.

6.4 Lock Users

All users under the account can view the permissions that are about to expire, modify the validity period in time, and delete the user permissions.
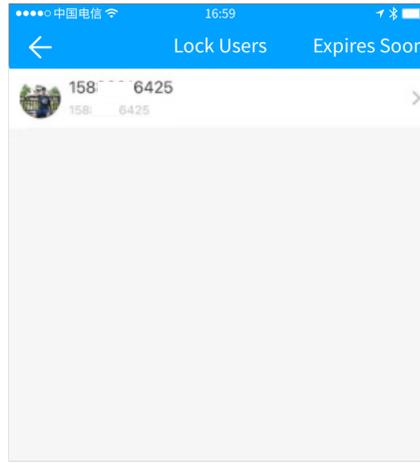
6.5 Authorized Admin

Find the "Authorized Admin" in the App settings menu. You will see current authorized administrators.
Click the "+" icon at the top right to create a new admin.
In the authorized admin's detail page, you can freeze or de-authorize him, change the validity period, or change locks.

Add authorized admin in batch
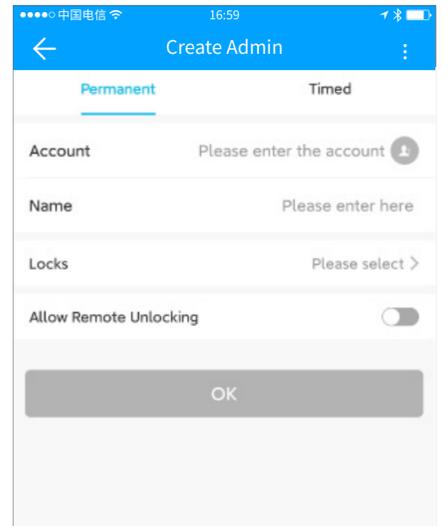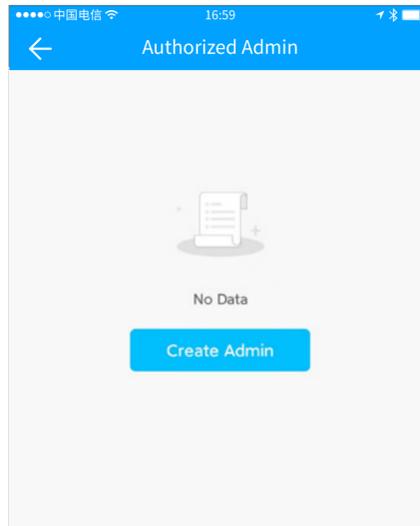
6.6 Lock Group

Make the management easier when there are lots of locks.
Find "Lock Group" in the App settings menu. You will see current groups.
Click the "+" icon at the top right to create a new group.
Click the new created group, then you can "add" locks to it.
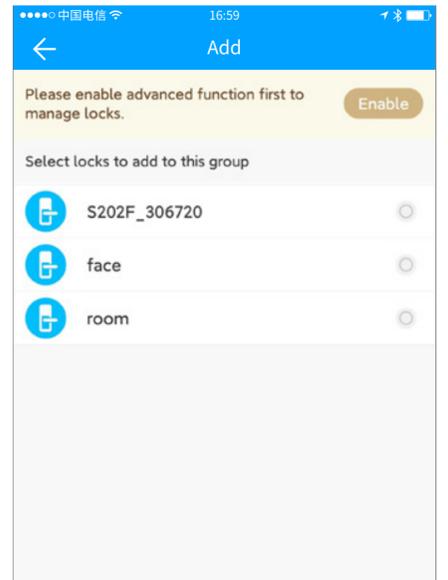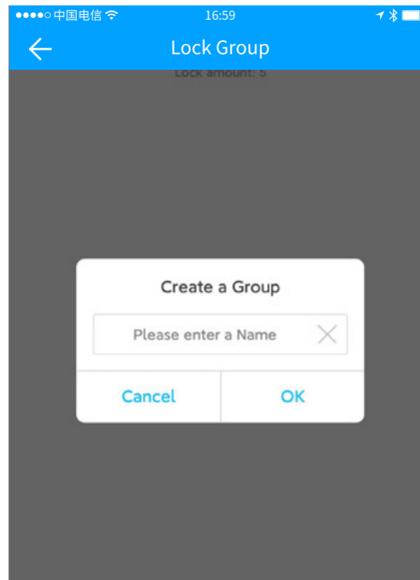
6.7 Transfer Lock

Go to the App "Settings" menu, and find "Transfer Lock". Select locks and enter the recipient account, the selected locks will be transferred to him.
If you just want to remove some damaged locks from your account, please click "Move Faulty/Damaged Locks to Trash" at the bottom right.
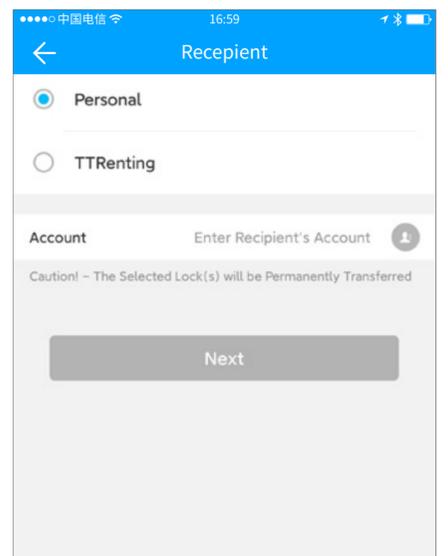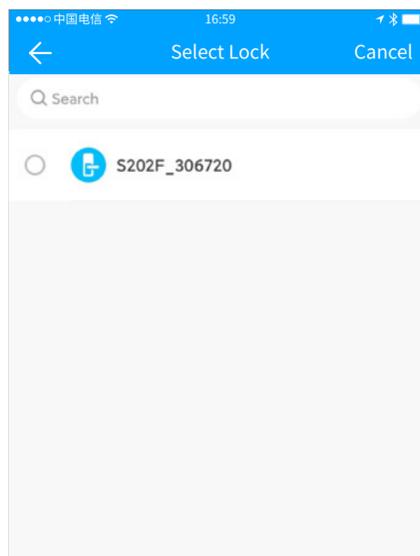
6.8 Transfer Gateway

Call out the menu interface in the upper left corner of the interface, click Settings, select the transfer gateway, select the gateway that needs to be operated, in this interface, you can transfer the gateway to other individual users of Tongtong Lock, or transfer to the good house housekeeper user, after the transfer, you will lose the management authority of the gateway.
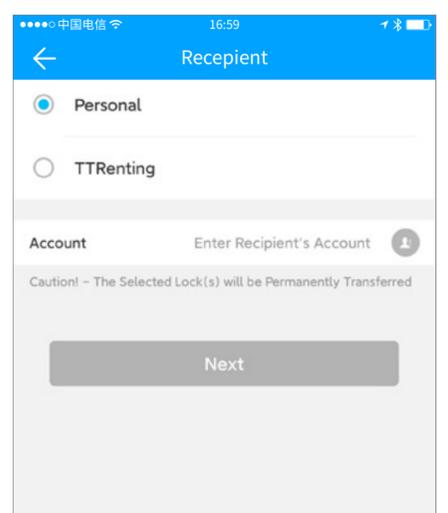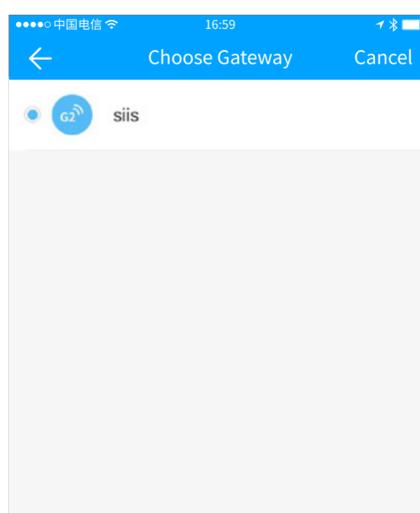
6.9 Languages

TTLOCK currently supports multiple languages, you can call out the menu interface in the upper left corner of the interface, click Settings, select Multi-language, and set the following system or other languages as needed.
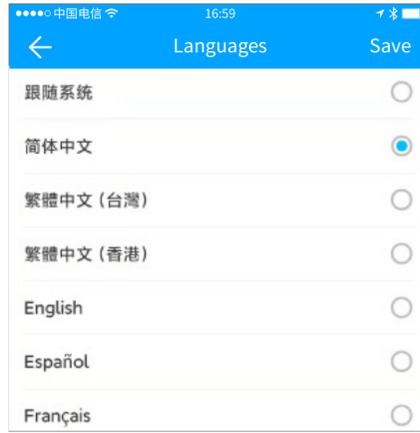
6.10 Screen lock

This Feature allows you to access APP after being verified with Fingerprint/Face ID/Password.
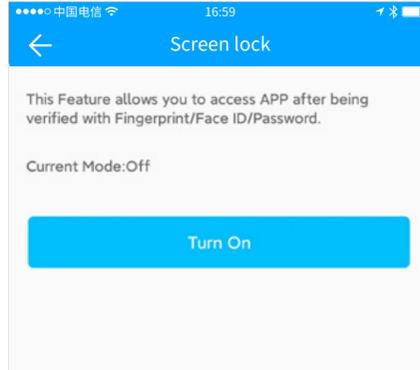
6.11 Hide invalid access

This Feature allows you to hide passcodes, ekeys, cards, and fingerprints which are invalid for a period of time.
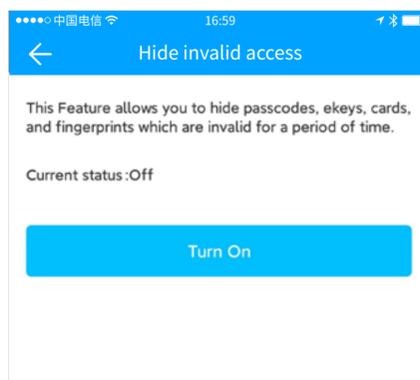
6.12 Locks requiring ophone online

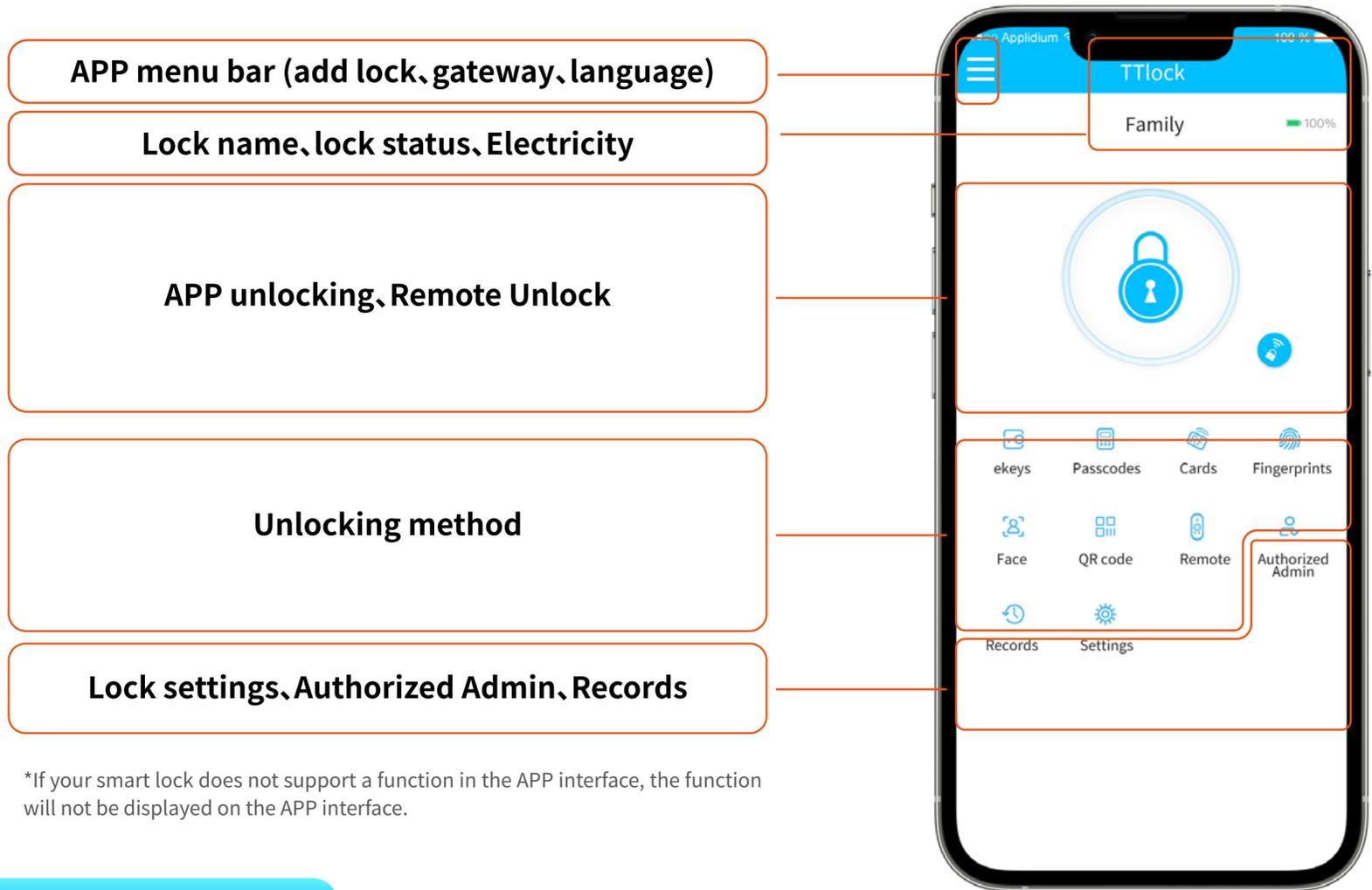User's phone is required to be online to unlock these selected locks with APP.
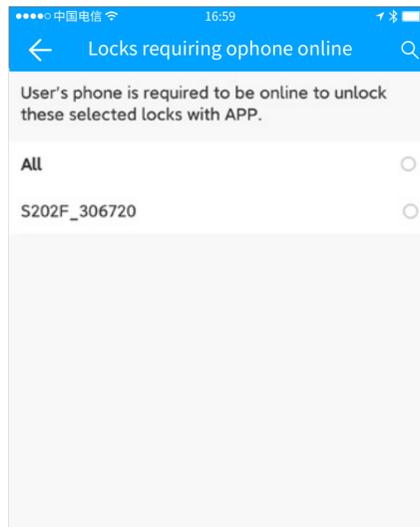
6.13 Services

Call out the menu interface in the upper left corner of the interface, click Settings, select value-added services, you can purchase SMS, email and real-name authentication; You can also activate the premium version of the function, including SMS template, email template, batch authorization administrator, group key, and batch group function.
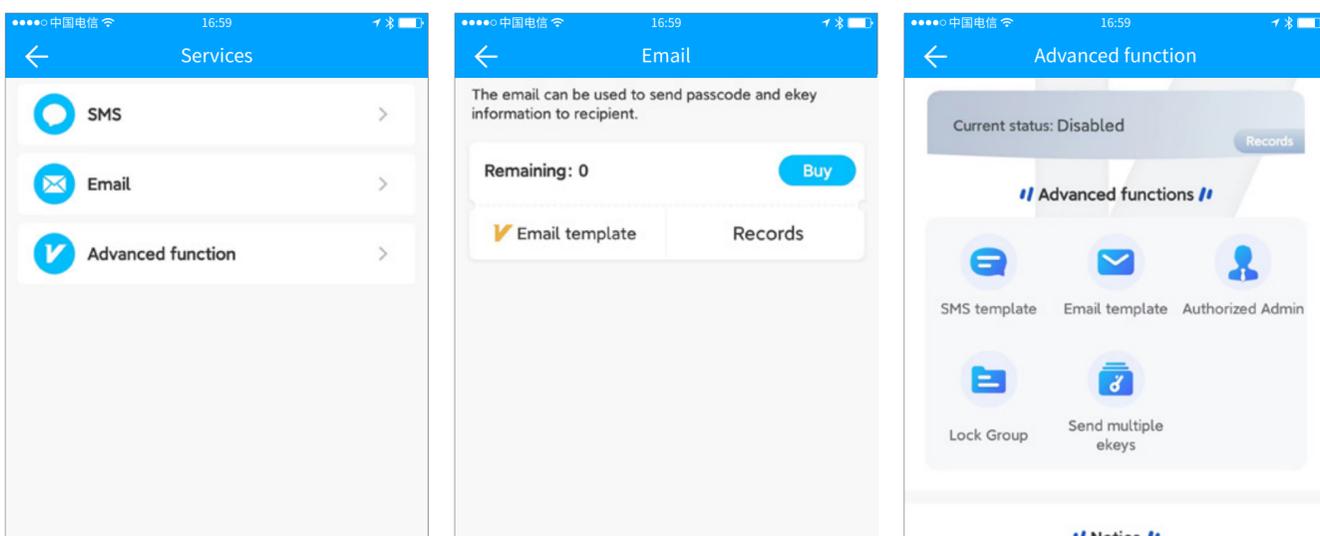
6.14 About

Call out the menu interface in the upper left corner of the interface, click Settings, select About, you can view the version number and introduction of the TTlock APP, the privacy policy and user agreement, as well as the list of personal information collection, application permission description and third-party sharing information list.
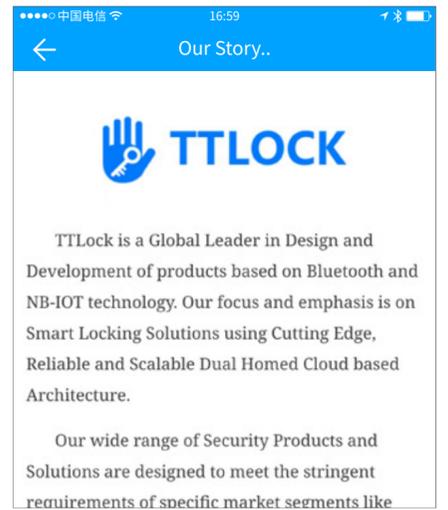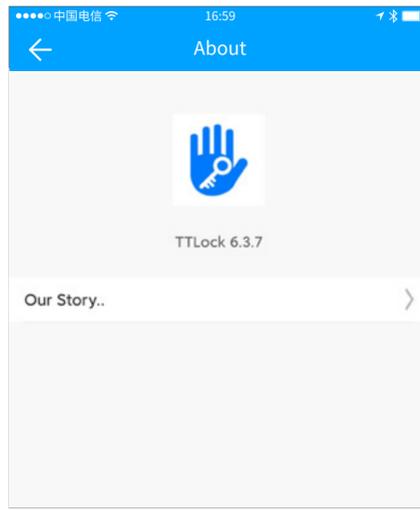
6.15 Logout

Call out the menu interface in the upper left corner of the interface, click Settings, select Exit Account, and log out of the current account.
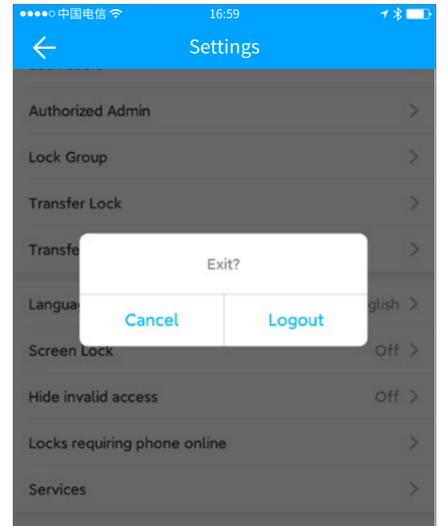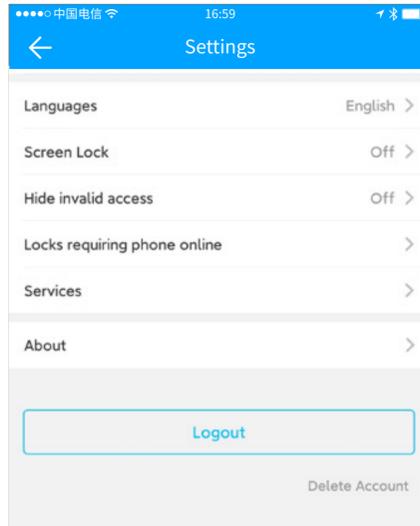
6.16 Delete Account

All your Account Information will be Removed from the Platform PERMANENTLY and cannot be Recovered. Do you want to Delete?
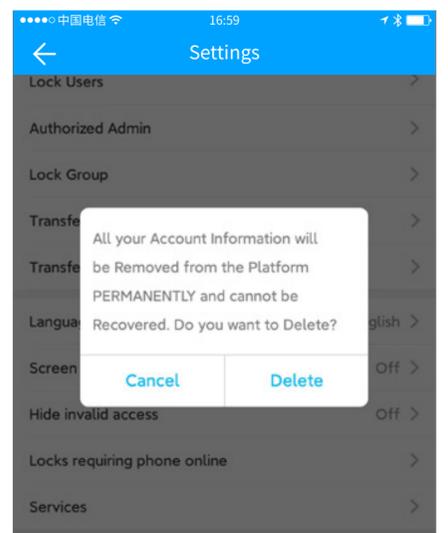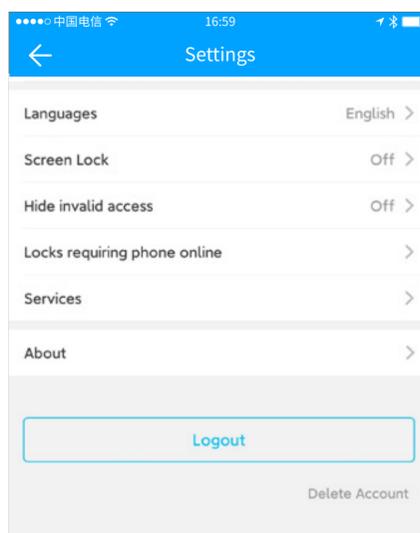
7. Work with

Call out the menu interface in the upper left corner of the interface, select value-added services, you can purchase SMS and email; You can also activate the premium version of the function, including SMS template, email template, batch authorization administrator, group key, and batch group function.
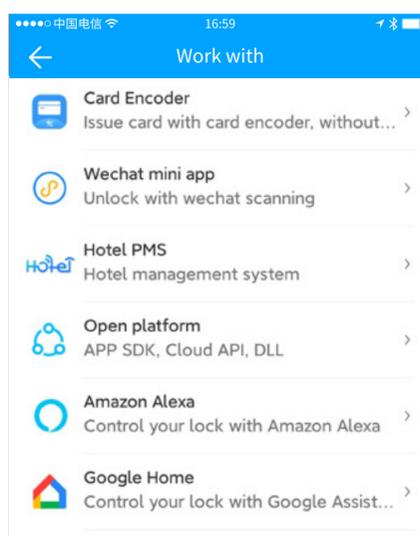
Overview of key features

After adding lock, you can grant access permissions to others, including ekey, passcode, card, fingerprint, face, and etc.

APP menu bar (add lock、gateway、language)

Lock name、lock status、Electricity

APP unlocking、Remote Unlock

Unlocking method

Lock settings、Authorized Admin、Records

*If your smart lock does not support a function in the APP interface, the function will not be displayed on the APP interface.

① key management

Send ekey

You can see all ekeys here. Press "Reset" at the top right to delete all of them.In the ekey's detail page, you can view, change, freeze, and delete it.Click "Send eKey" to send ekey to someone else. If the recipient account hasn't been registered yet, it will be registered automatically. A SMS message or email with password will be sent

Remote unlock: Gateway is needed to do remote unlock.Identity verification: (It only works in China).
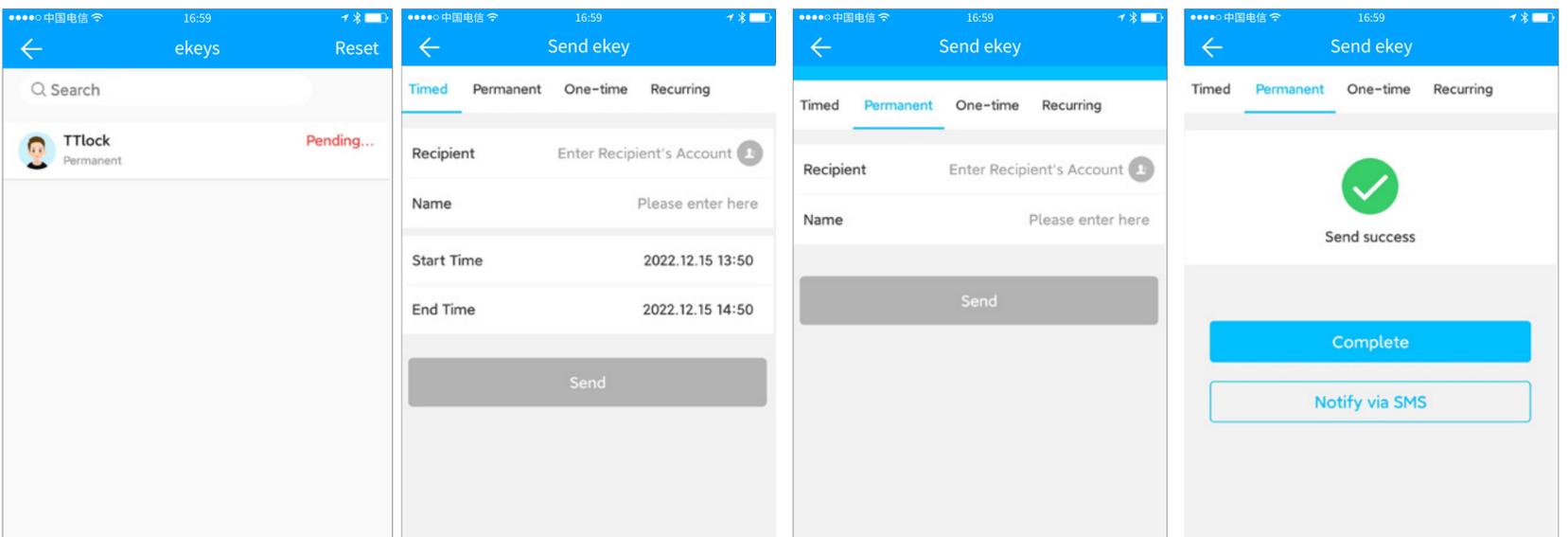
Key management

In the ekey's detail page, you can view, change, freeze, and delete it.You can see all ekeys here. Press "Reset" at the top right to delete all of them.
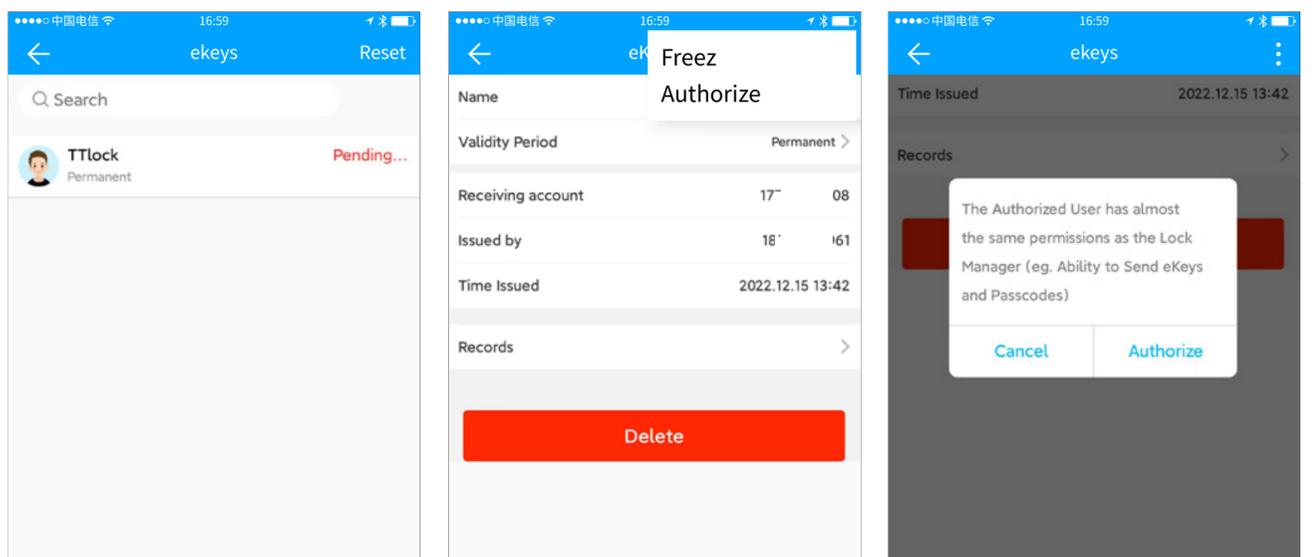
Deadline warning

System will show two colors for deadline warning. The yellow means close to expiring and the red means it has expired.
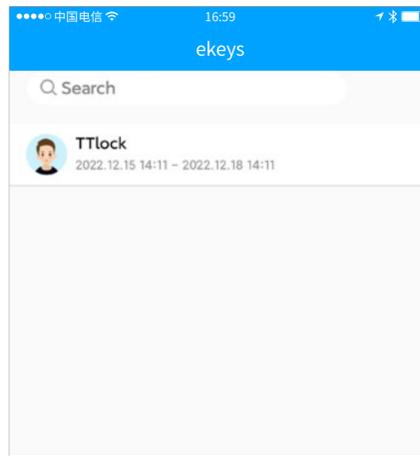
② Passcodes

Generate passcode

You can see all passcodes here. Press "Reset" at the top right to delete all of them.
You can also create an "Erase" passcode to delete all other passcodes. Or create a custom passcode.
Erase: When you input "Erase" passcode on lock, all other passcodes will be disabled.
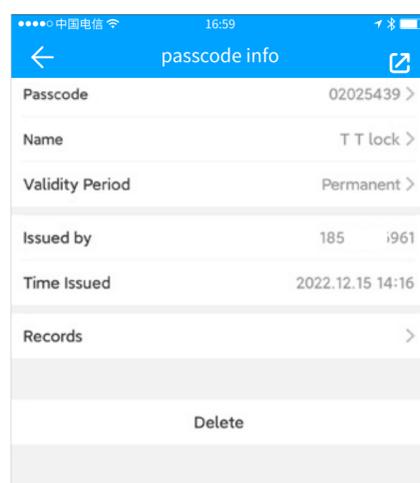One-time passcode only works within 6 hours.

The passcodes with type permanent, timed, and recurring should be used at least once after their "start time". Or they will be invalidated.
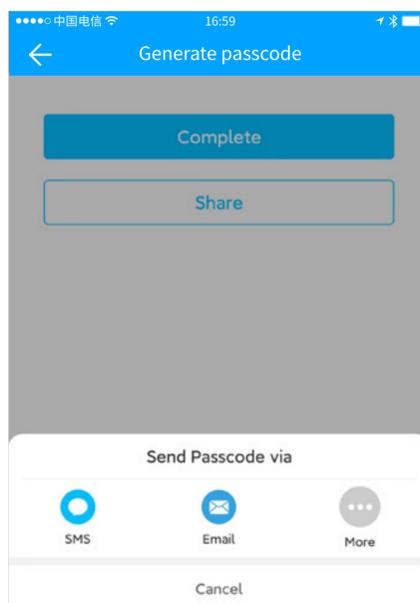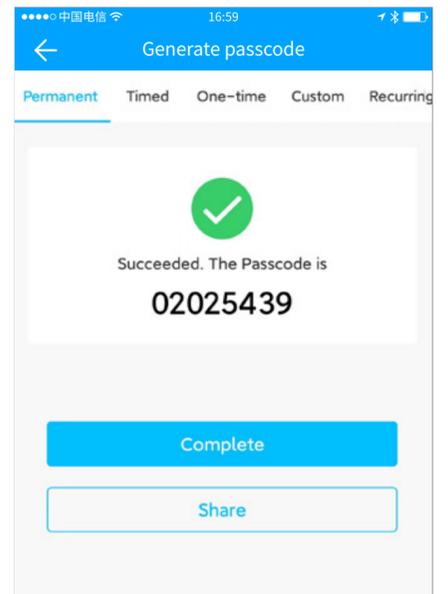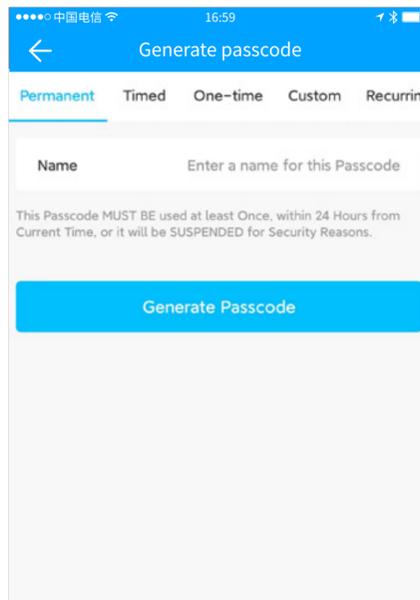
Password management

In the passcode's detail page, you can view, change, share, and delete it.
Only passcodes have been used on lock can be changed.

③ Cards

Add Card

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.

Card list: All cards of this lock will be listed here. Click "Reset" at the top right to delete all of them.

Selete validity period type and enter the name, then place the card on the lock to be added.
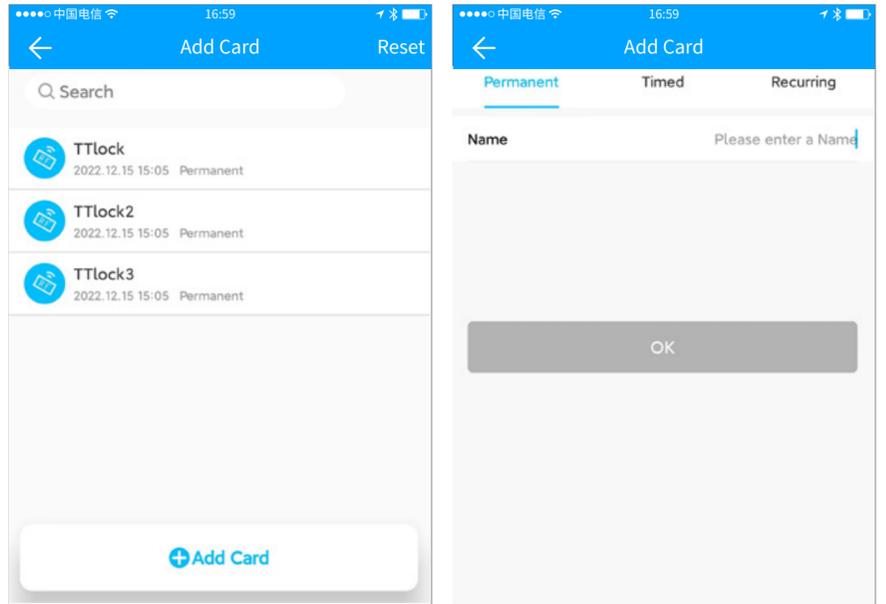
IC Card management

In the card's detail page, you can view, change, or delete it.

Android NFC card issuance

Android phones can issue cards NFC (gateway required).
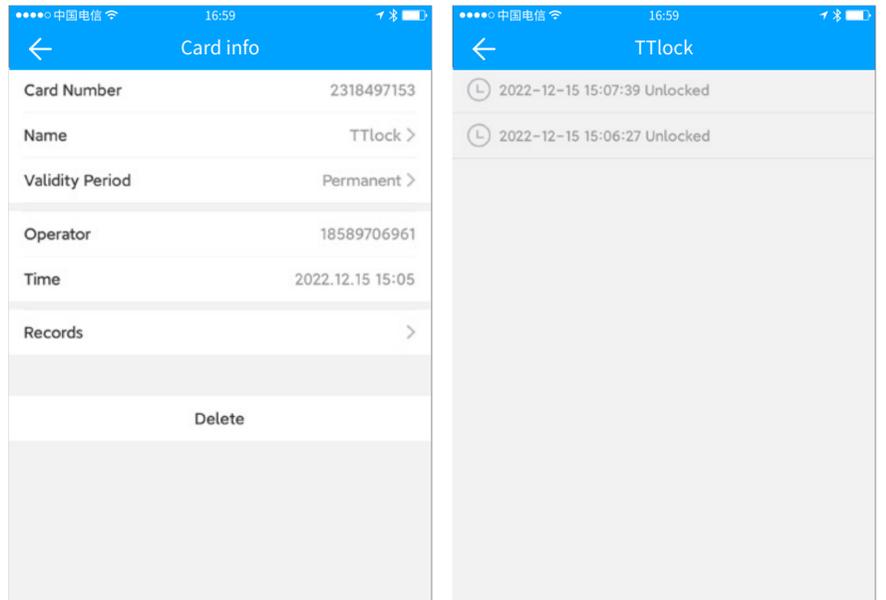
④ Fingerprint

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

⑤ Face

Selete validity period type and enter the name, then place your face in front the lock to be added.
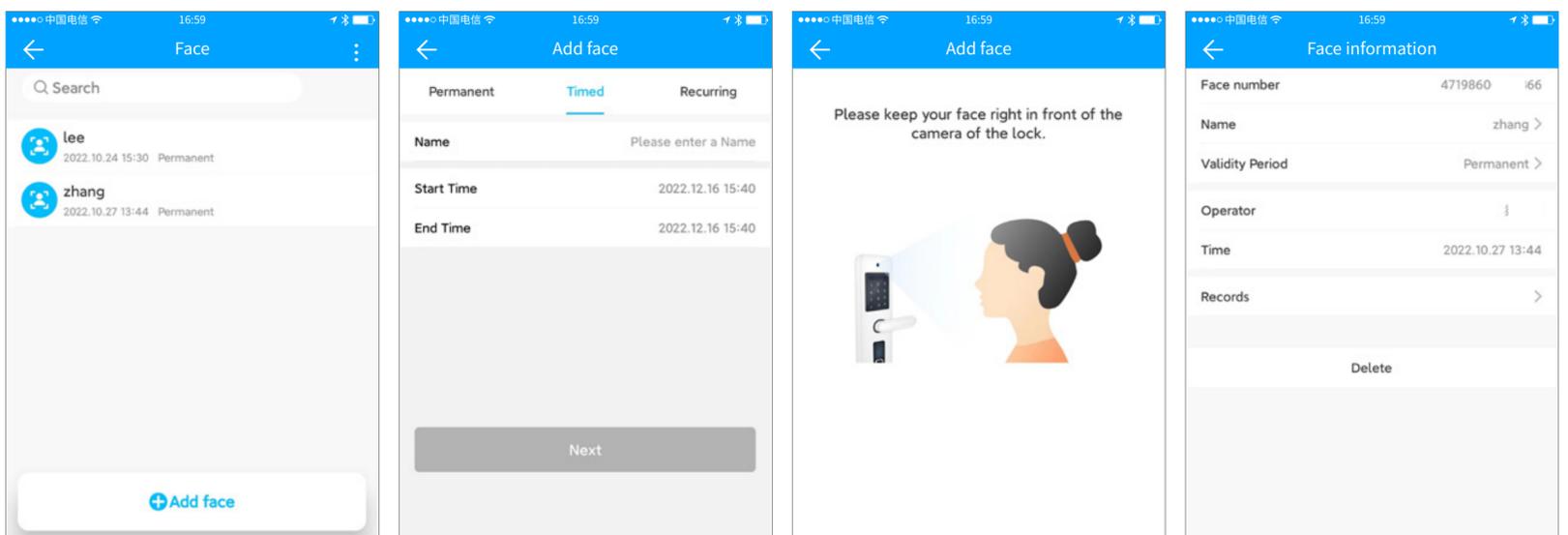
All faces of this lock will be listed here. Click "Reset" at the top right delete all of them. Click "Sensitivity" to set the sensitivity of the camera on the lock.

In the face's detail page, you can view, change, and delete it.
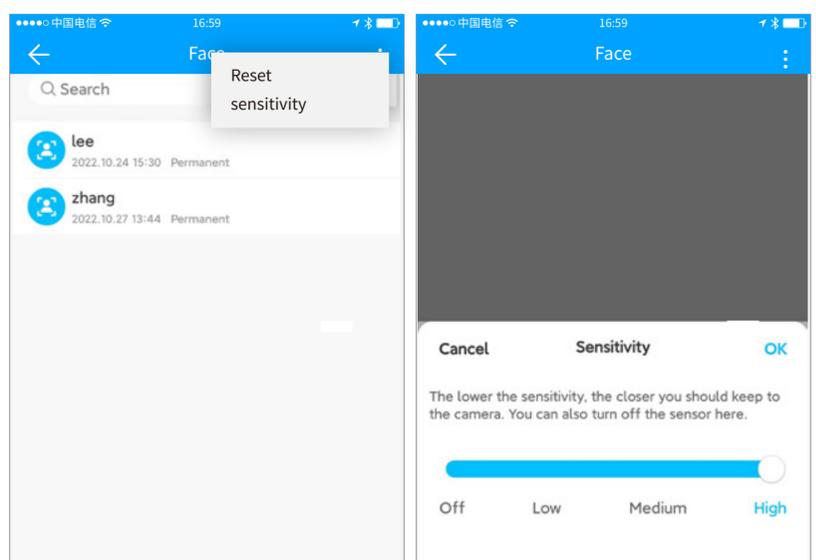
⑥ QR code

QR code lock unlocking

All the generated QR codes will be listed here.
In the QR code's detail page, you can view, change, share, and delete it.
Selete validity period type and enter the name to create a QR code. The QR code link can be send to others via SMS, email, and etc.
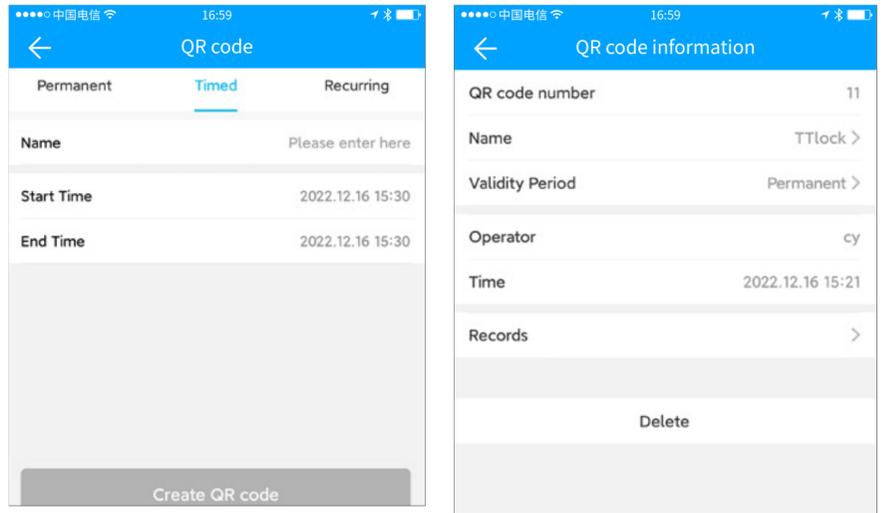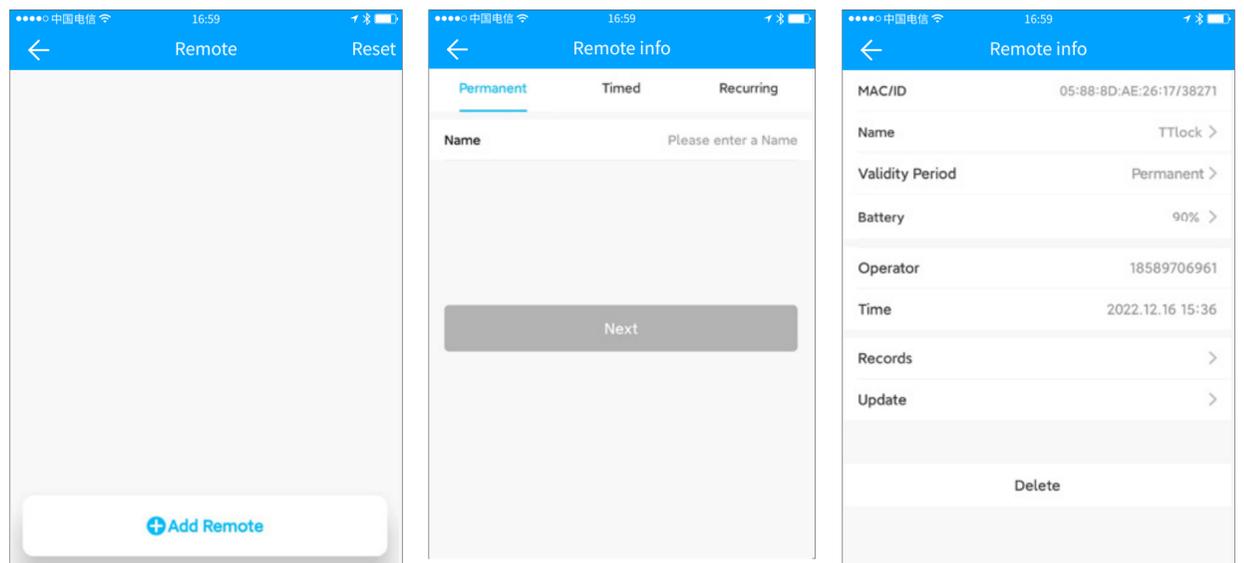
⑦ Remote

All remote control of this lock will be listed here. Click "Reset" at the top right to delete all of them.
In the remote control's detail page, you can view, change, and delete it.
Selete validity period type and enter the name, then make the device into setting mode and add it with app.

⑧ Authorized Admin

There are three user levels: administrator, authorized administrator, and user.When you add a lock with App, you will be the administrator of this lock. The administrator can add others as the authorized administrators. Both the administrator and authorized administrator can grant access permission to others. Users have the permission to unlock with App.
First, select a lock and run into the console page.
Click "Authorized admin", you can see all current authorized administrators of this lock.
Click "Create admin", enter the account and validity period, then click "Send".
The authorized administrator has almost the same permission as the administrator, except for some special functions.
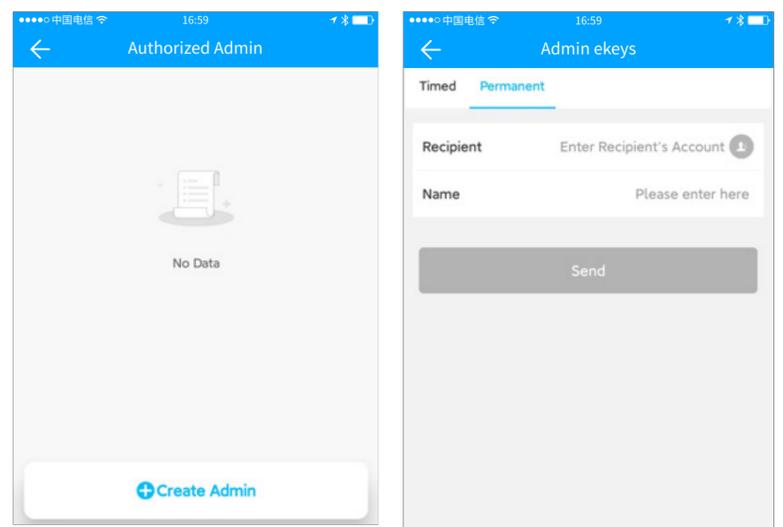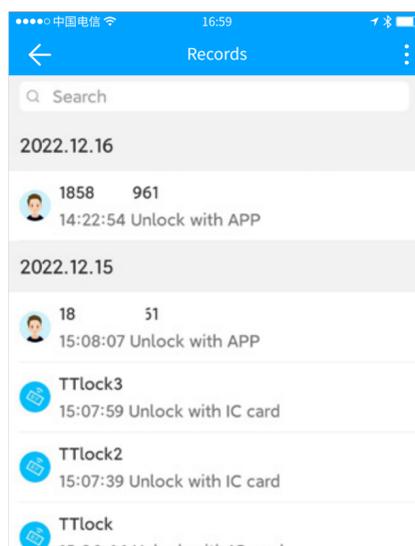
⑨ Records

Look up all operations in the "Records" page. You can delete or export the records.
The administrator can clear all the records.
Click "Export records" at the top right menu. You can export the records of last half year.
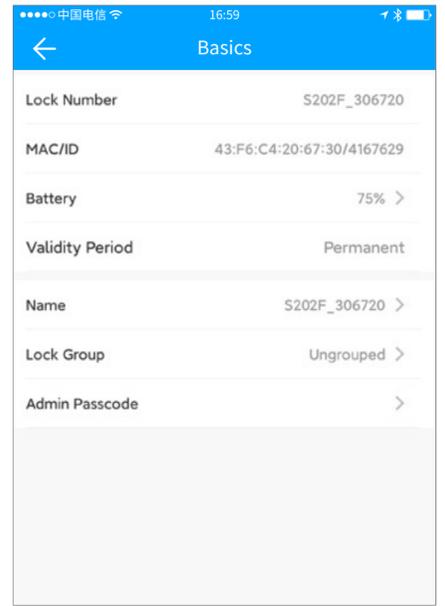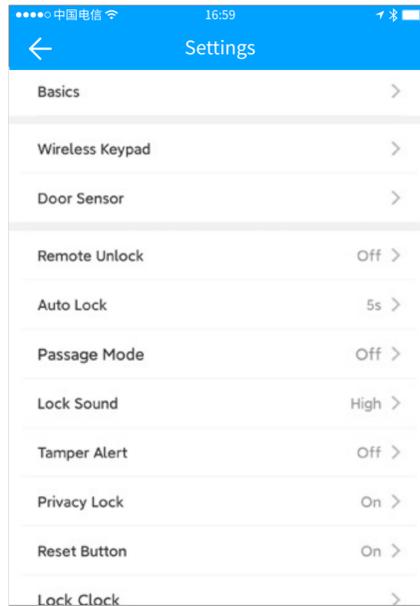The administrator can query the unlock record of each key.
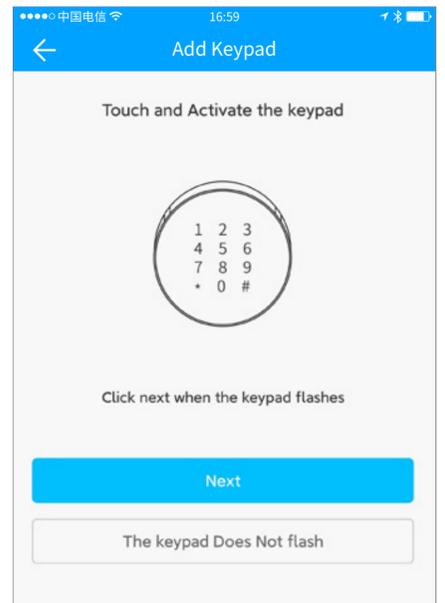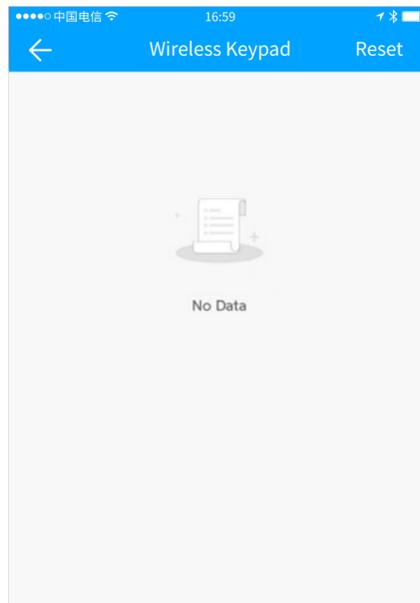
⑩ Lock Settings

Basics

Lock settings - basic information, you can view the lock number, MAC/ID, power level, expiration date, view or modify the lock name, group, view the administrator unlock password.
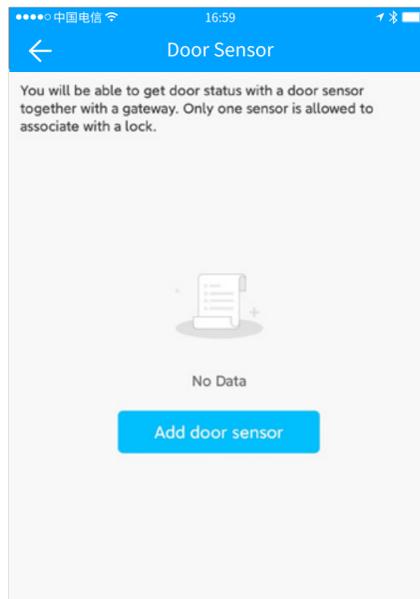
Wireless Keypad

Add method:
(1) Lock settings;
(2) Wireless keyboard ;
(3) Add wireless keyboard;
(4) Complete the addition according to the APP prompts.

Door Sensor

In the lock's setting menu, Click "Door Sensor", you will see this lock's door sensor, or you can add a door sensor here.

In the door sensor page, you can see all its information, like battery level.

Remote Unlock

This Feature allows you to Unlock the Smart Lock Remotely via a Gateway. This Feature can ONLY be Turned ON or OFF via Bluetooth.
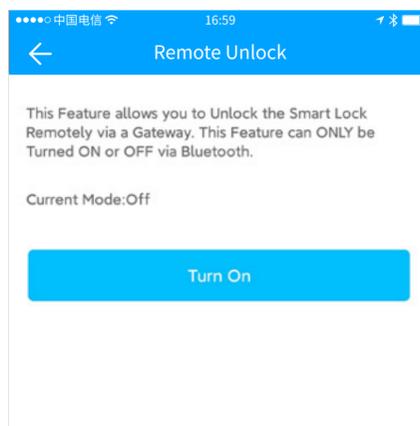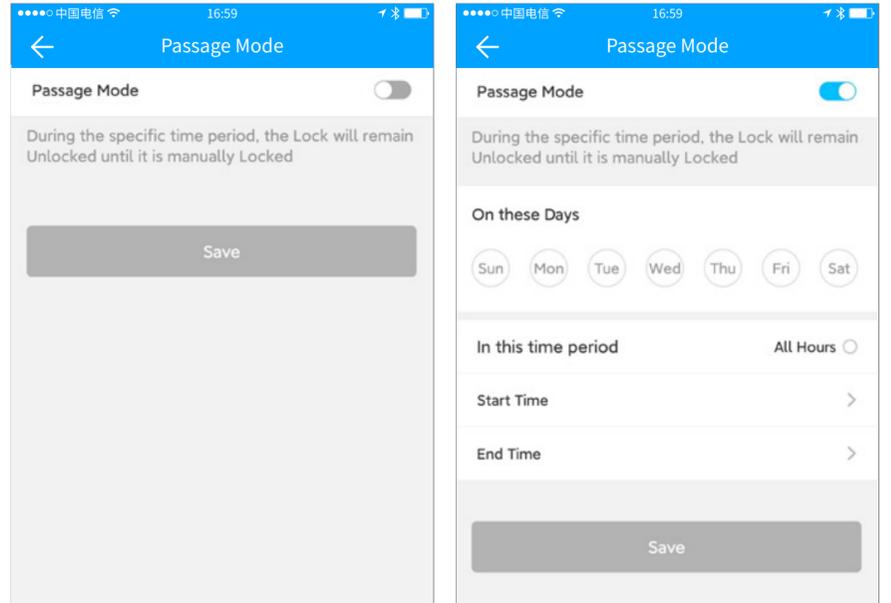
Auto Unlock

Auto lock. When this feature enabled, the lock will lock automatically after the set time.Find "Auto Lock" in the lock's setting menu. Enable this feature by setting a time.

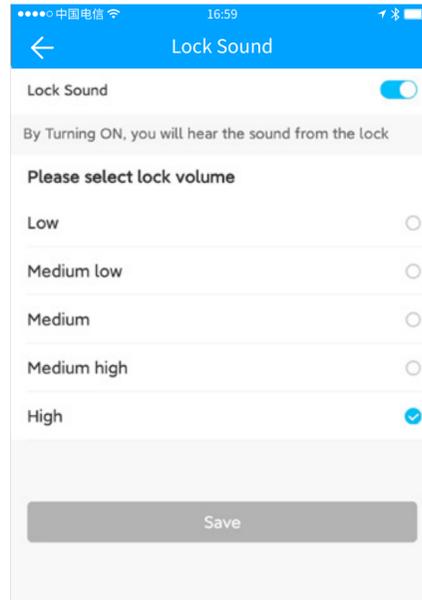Please unlock it for one time first to make the setting available.
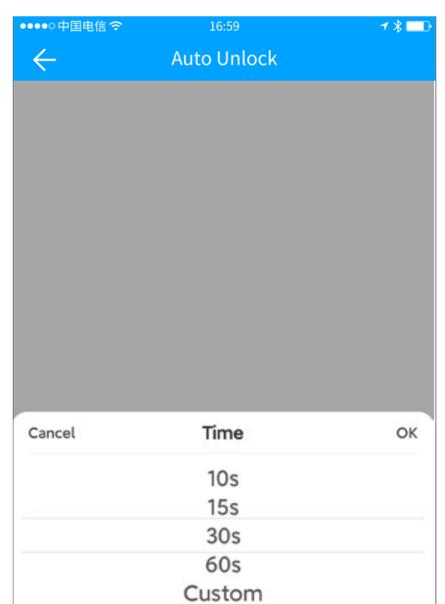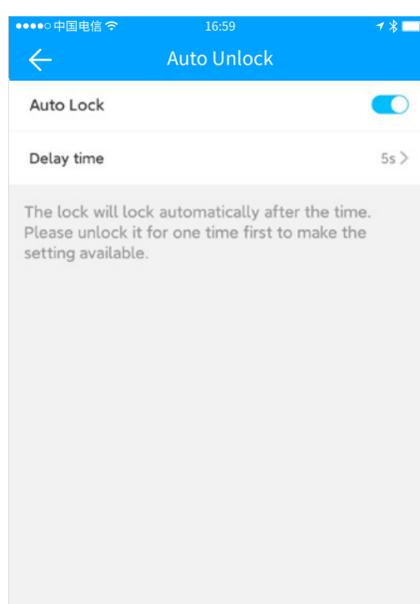
Passage Mode

During the specific time period, the Lock will remain Unlocked until it is manually Locked.
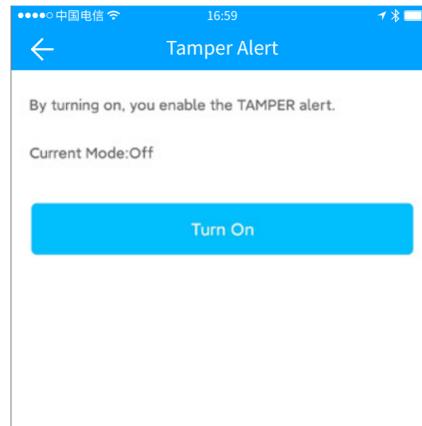
Lock Sound

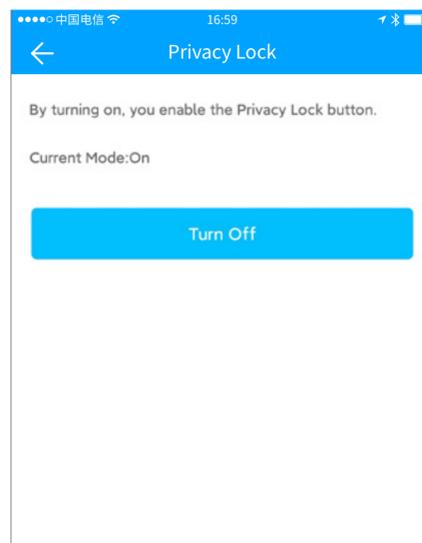By Turning ON, you will hear the sound from the lock.

Tamper Alert

By turning on, you enable the TAMPER alert.
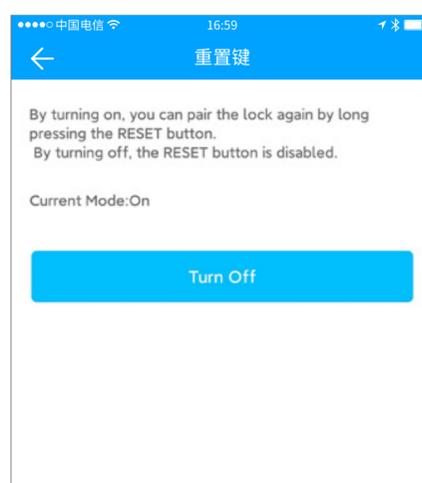
Privacy Lock

By turning on, you enable the Privacy Lock button.

Reset Button

By turning on, you can pair the lock again by long pressing the RESET button.
By turning off, the RESET button is disabled.

Lock Clock

Time calibration is the clock of the calibration lock, if there is a gateway, it will be calibrated through the gateway first, and when there is no gateway, it needs to be calibrated by the Bluetooth of the mobile phone next to the lock.
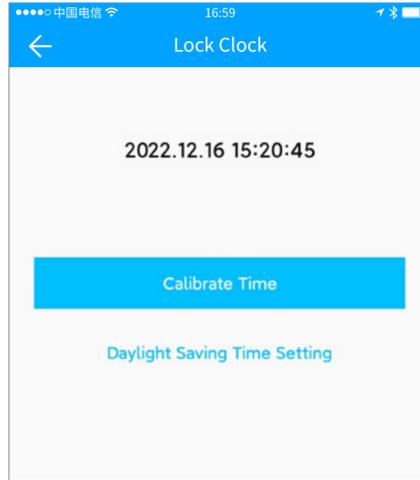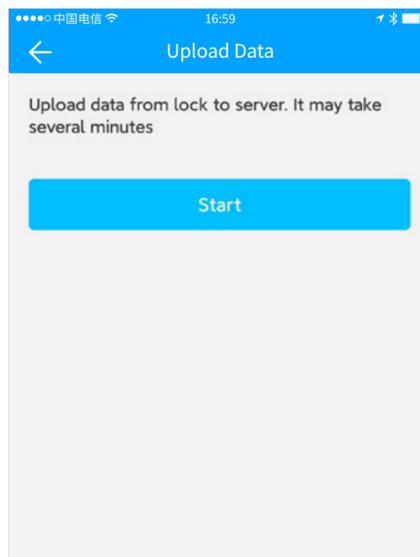
Diagnosis

Diagnostics will Upload the Config Data to our Servers for Root Cause Analysis of the problem. Please execute within 2 meters of the Lock.
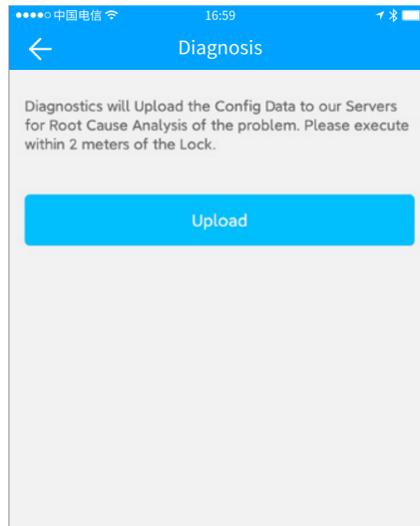
Upload Data

This Operation will Read all records stored in the Lock. It may take some time, please be patient.

Import from another lock

Replace old lock with a new one, and want the permissions on the old lock work on new lock.
Click "Import from another lock" in the lock's "Settings" menu, select the old lock and start to import.
It is done via bluetooth, so make sure you are near to the new lock.
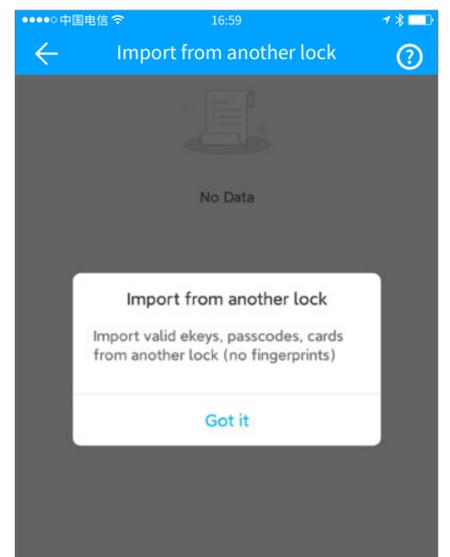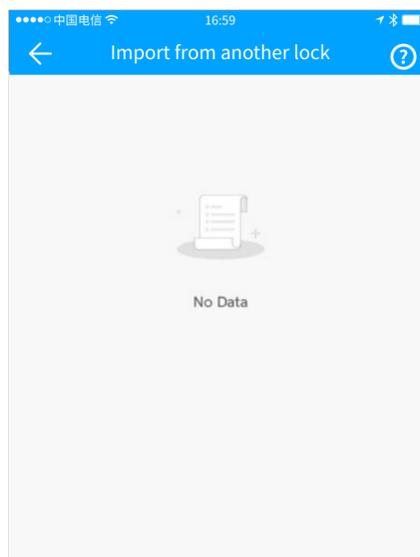
Firmware Update

The lock can be upgraded via the app. Firmware upgrades need to be made via Bluetooth next to the lock. After the upgrade is successful, the original key, password, IC card, fingerprint and other functions can continue to be used normally.