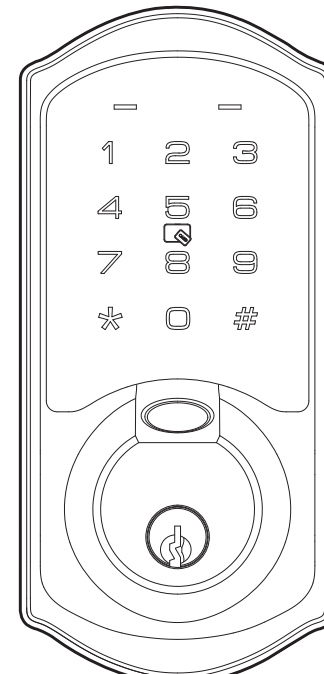
Smart Lock

User Guide / Installation Instruction



Thank you for purchasing our products. Please review this manual thoroughly before operating your device. All pictures in this manual are for illustration purpose only. Actual product may vary due to product upgrade.

User Guide

P 1 At a Glance

P2 How to Lock / Unlock

P 3 Definitions

Installation Instruction

P 6 STEP 1: Prepare the door and check dimensions

P 7 STEP 2: Install the latch and strike

P 9 STEP 3: Install exterior assembly

P 10 STEP 4: Install interior assembly

P 12 Factory default settings

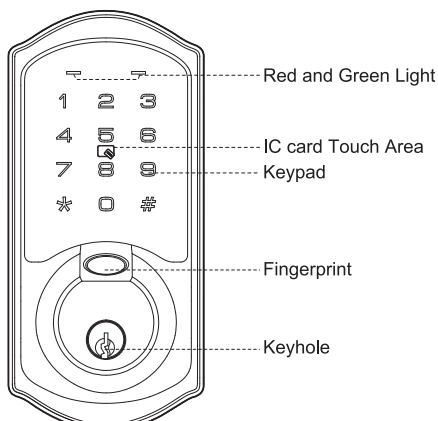
P 13 Programming guide

IMPORTANT: **The DDLock App is required to operate the lock. After the lock is properly installed, the first one who register and pair the lock will be the administrator.**

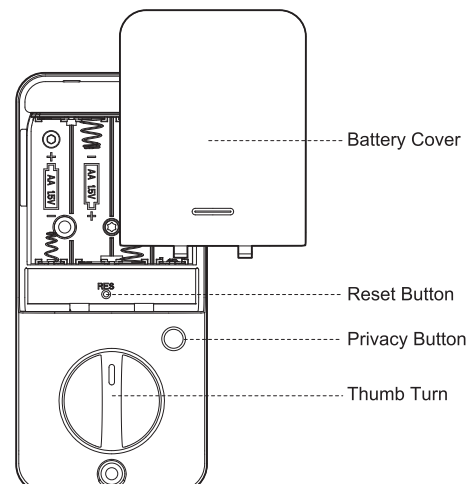
USER GUIDE

At a Glance

Exterior Assembly

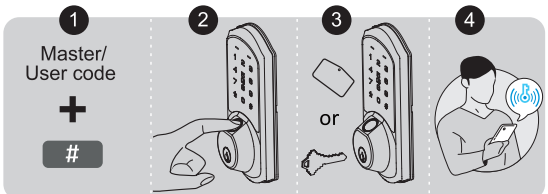


Interior Assembly

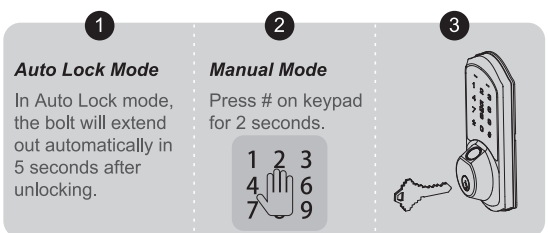


How to Lock / Unlock

UNLOCK the door from outside

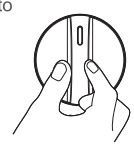


LOCK the door from outside

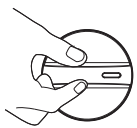


UNLOCK the door from inside

Rotate the thumb turn to Unlock position.



Right hand



Left hand

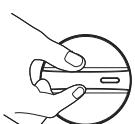
LOCK the door from inside

Auto Lock Mode

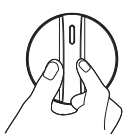
In Auto Lock mode, the device will be locked automatically.

Manual Mode

Rotate the thumb turn to Lock Position.



Right hand



Left hand

Definitions

• Master Code

The default master code is 123456.

Before pairing your lock in DDLock App, please do not change the default master code.

After pairing successfully, the master code will be changed to a random 7 digit number, and you can change it to your own master code in the App(Settings＞Basics＞Admin password).

• Auto Lock & One-touch Lock

Automatically locks the deadbolt after the door closed in 5 seconds. Auto Lock is disabled by default. The Auto Lock time can be customized between 1 and 900 seconds.

One-touch Lock is pressing and holding "#" on the touch keypad for 2 seconds to lock from outside.

• Private Mode

Press and hold “Privacy button” on the inside panel for more than 2 seconds to enable Private Mode.

Press “Privacy button” once to disable Private Mode.

In Private Mode, it’s unable to unlock by Password, Fingerprint, IC cards. Bluetooth, Physical Key and Admin password unlocking are available.

• Wrong Entry Limit

After 5 times unsuccessful attempts at entering an invalid password, the device will shut down for 2 minutes.

• Passage Mode

Enable Passage Mode, the lock will stay Unlocked until it’s locked manually.

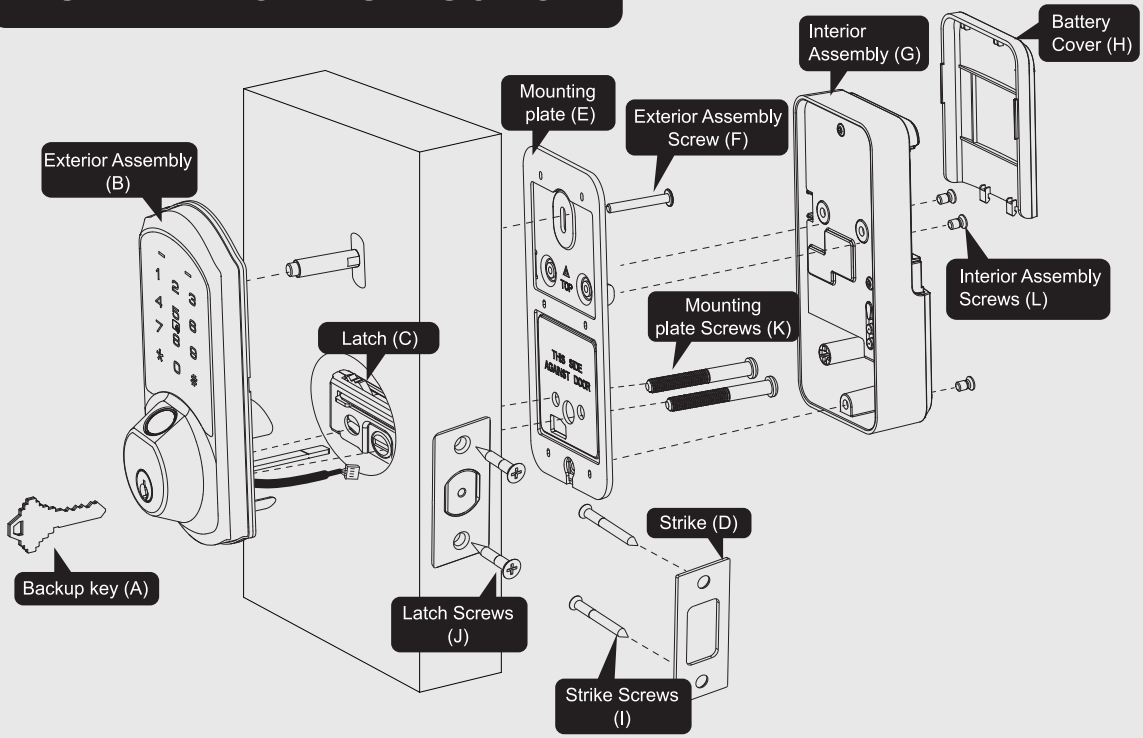
In Passage Mode, Auto-lock will be disabled.

• Anti-peeping password

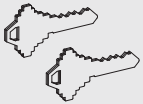
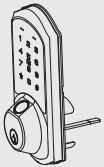
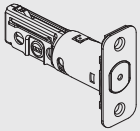
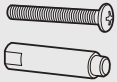
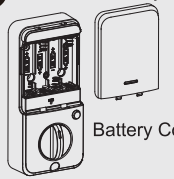
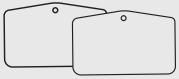
Entering random numbers before or after correct password will also unlock the door, which can prevent the password being exposed.The length of anti-peeping password should be within 16 digits.



INSTALLATION INSTRUCTION



Parts List

A Backup Key x2 	B Exterior Assembly x1 	C Latch x1 	D Strike x1 
E Mounting Plate x1 	F Exterior Assembly Screw (Optional) 	G Interior Assembly x1  H Battery Cover x1	I Strike Screws x2  J Latch Screws x2 
K Mounting plate Screws x2 	L Interior Assembly Screws x3  M Reset Tool x1 	N Drive-In Collar (Optional) 	O IC card x2 

If any parts are missing or damaged, please contact Customer Support.

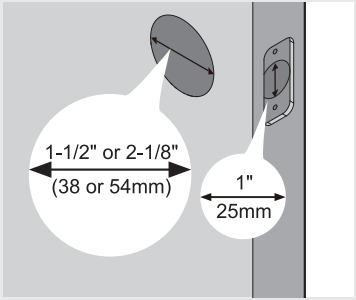
STEP

1 Prepare the door and check dimensions

A

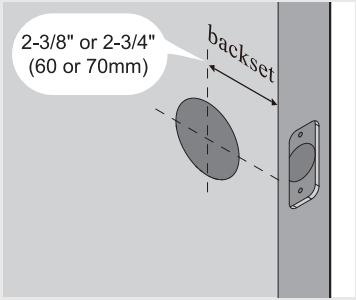
Measure to confirm that the hole in the door is 1-1/2'' or 2-1/8" (38mm or 54mm)

Measure to confirm that the hole in the door edge is 1" (25mm).



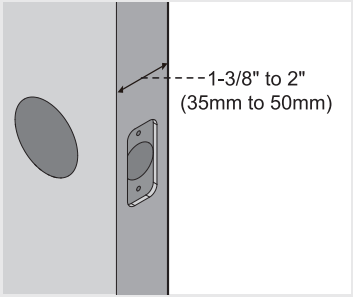
B

Measure to confirm that the backset is either 2-3/8" or 2-3/4" (60 or 70mm)



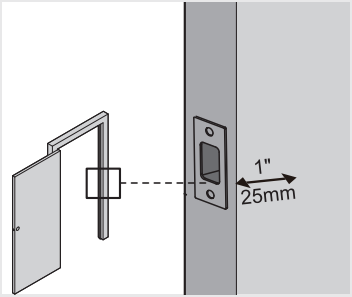
C

Measure to confirm that the door is 1-3/8" to 2" (35mm to 50mm) thick.



D

Make sure the hole in the door frame is drilled a minimum of 1'' (25mm) deep, to leave enough space for the deadbolt to extend into the door frame when the door is locked.

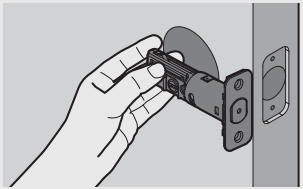


Notes: Make sure the door frame is aligned with the door.
There are no obstructions stuck in the door frame.

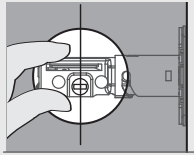
STEP

2 Install the latch and strike

A Determine backset and adjust the latch

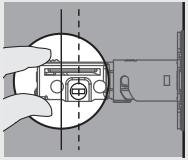


Hold the latch in front of the door hole, with the latch face flush against the door edge. Is the slotted hole centered in the door hole?



YES

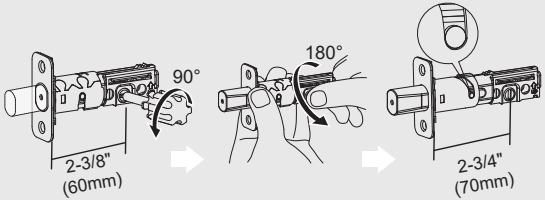
No adjustment is required.
Proceed to next step.



NO

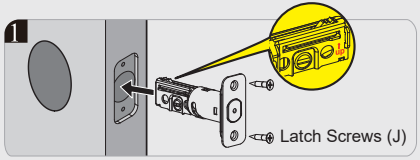
Slotted hole is NOT centered.

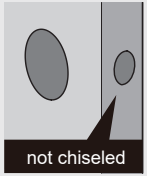
Rotate and pull the latch as shown to extend latch.

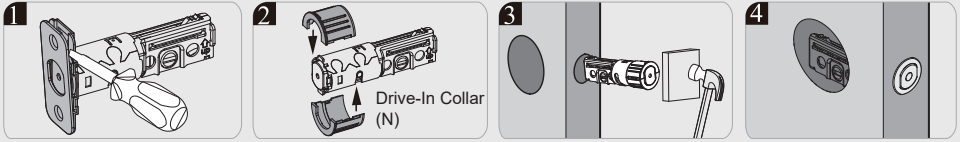


B Install the latch

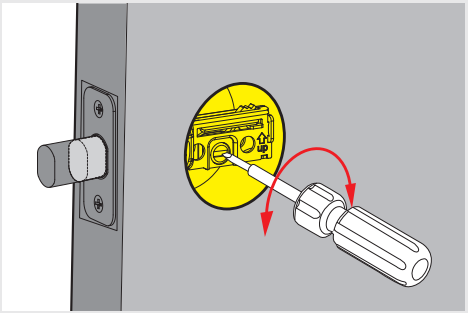








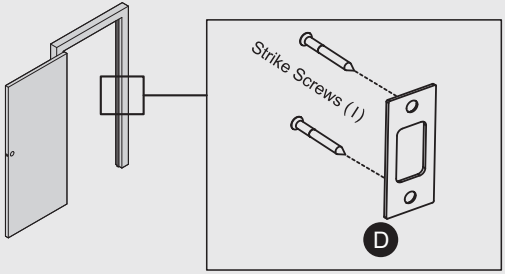
C **Use a screwdriver to test if deadbolt works smoothly.**



D **Install strike on the door frame.**

⚠ IMPORTANT:

Make sure the hole in door frame is drilled a minimum of 1" (25mm) deep.

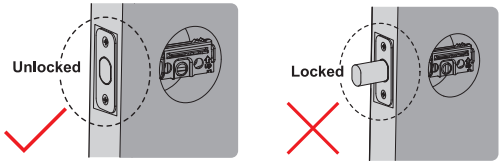


STEP

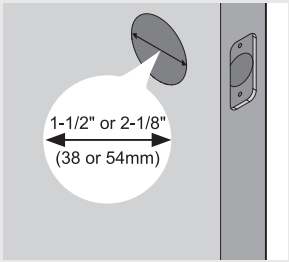
3 Install exterior assembly

IMPORTANT:

Before installation, make sure the latch is fully retracted (in the unlocked position)



A Measure the diameter of the hole in the door.



1-1/2" (38mm)

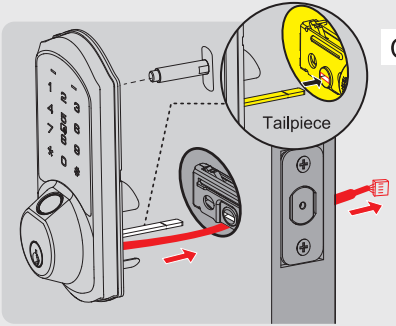


Remove the spacer

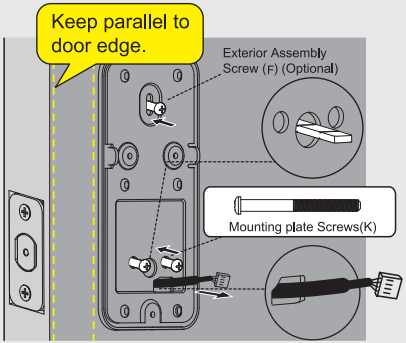
2-1/8" (54mm)

Proceed to next step

B With the latch fully retracted (in the unlocked position), route the cable below the latch, and insert the tailpiece through the slot in the latch.



C Secure the mounting plate with the supplied screws. Do not overtighten screws.



STEP

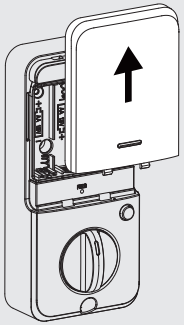
4 Install interior assembly

A

Push the battery cover out in the direction as illustrated.

IMPORTANT:

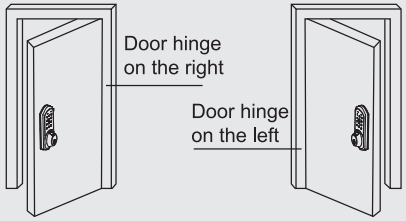
Do not load batteries until lock is completely installed.

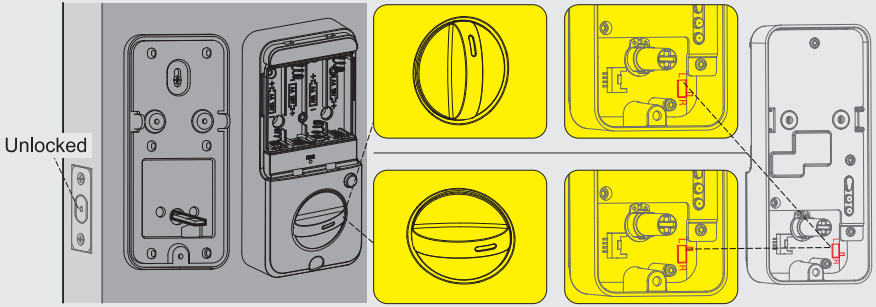


B

Determine the door is right handed or left handed.

Notes: If the direction of the slide switch is set incorrectly, it can be reset in DDLock App.





Right handed door

Move the slide switch to “R”

Turn the thumb turn to the Vertical position.

Left handed door

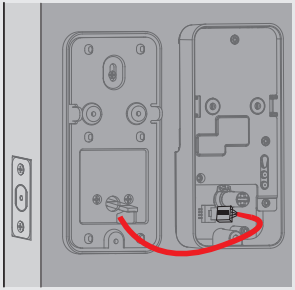
Move the slide switch to “L”

Turn the thumb turn to the Horizontal position.

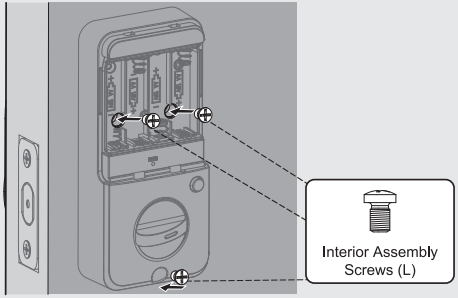
STEP

4 Install interior assembly

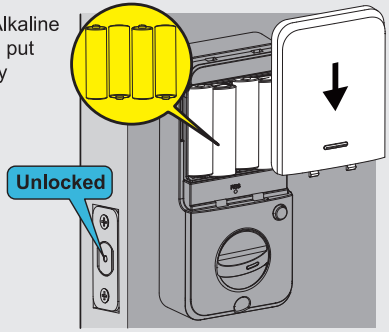
C Insert the cable connector to the socket. Push the connector in firmly until it is completely attached.



D Attach Interior Assembly to Mounting Plate and tighten 3 Screws.



E Insert 4 AA Alkaline batteries and put on the battery cover.

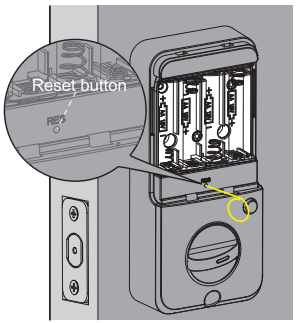


Factory Default Settings

How to Reset?

Press and hold the Reset button on the interior assembly for 5 seconds by using the Reset tool, until you hear a short beep and Green light flashes once.

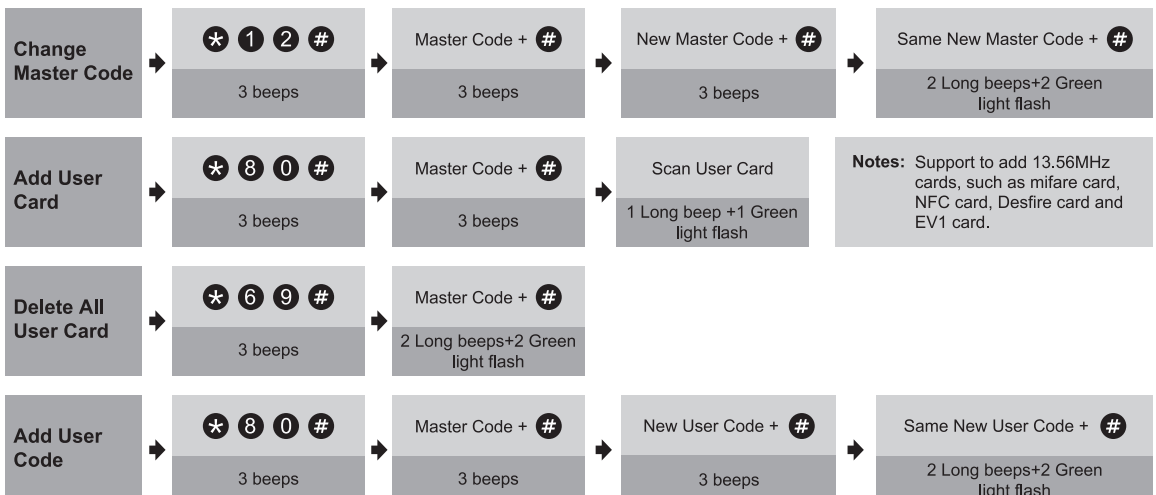
IMPORTANT: If the lock is paired successfully, please locate the lock, go to setting in DDLock App, turn on the Reset Button before resetting.



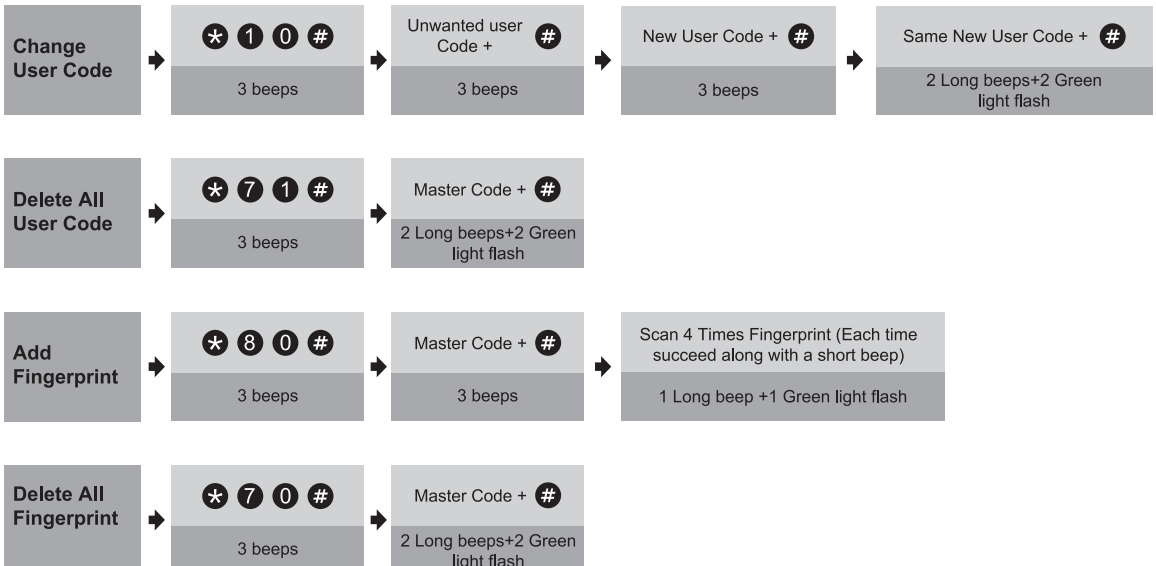
Settings	Factory Defaut
Master Code	123456
Auto Lock	Off
Passage Mode	Off
Reset Button	On
Lock Sound	On
Wrong Code Entry Limit	5 times
Shutdown Time	2 minutes

Programming Guide

IMPORTANT: **The default master code is 123456.** Before programming in the lock, it's required that you change the default master code to a new master code of your own.
If you have changed the default master code by following the Programming Guide, you must reset the lock before pairing this lock to DDlock App.



Programming Guide



Troubleshooting

Why the lock won't accept any inputs after I entered a code or fingerprint incorrectly for so many times?

The lock will shut down for 2 minutes after 5 unsuccessful attempts at entering an invalid code or fingerprint.

You can unlock the lock once in the App or wait 2 minutes to continue.

How do I lock manually from outside?

Press and hold # to lock the lock from outside.

The batteries are completely dead before I replace new batteries.

When the batteries are completely dead, the physical keys are available to unlock.

Why the thumb turn won't turn to lock/unlock?

The door direction might be set wrong during the installation, please follow the Installation guide or video to re-install the lock.

Why does the latch won't turn out completely after installation?

Please review if the exterior assembly is aligned with the door parallelly. The exterior assembly should not be at a crooked angle.

FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

ISED Statement

English:This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).
French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada.
L'exploitation est soumise aux deux conditions suivantes :
(1) Cet appareil ne doit pas provoquer d'interférences.
(2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.
l'appareil numérique du ciem conforme canadien peut - 3 (b) / nmb - 3 (b).
This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.
cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.
This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.
Cet équipement est conforme aux limites d'exposition aux rayonnements du Canada établies pour un environnement non contrôlé.
This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Information & Safety Warnings

- Protect your User Codes and Master Code.
- Restrict access to your lock's interior assembly and routinely check your settings to ensure they have not been altered without your knowledge.
- Do not use an electric screwdriver during installation.
- This manufacturer advises that no lock can provide complete security by itself.
- This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property.
- No lock can substitute for caution, awareness of your environment, and common sense.
- Care should be taken to ensure a long-lasting finish. When cleaning is required use a soft, damp cloth. Using lacquer thinner, caustic soaps, abrasive cleaners or polishes could damage the coating and result in tarnishing.
- The lock is water resistant. It can withstand water splashes; however, do not let water and liquids get into the lock.
- Avoid exposure to direct sunlight. Long-term exposure to direct sunlight may damage the lock.