Hi, Dear Customer
Greetings from Ryan, SMONET Support Team, thank you for your love and support, please feel free to tell us if you have any question about the lock or gateway. SMONET has a very professional customer service team, we will definitely be able to solve your problem.
E-mail: smonetsmart@hotmail.com
Toll Free: +1-888-668-0598

YouTube: smart smonet

1. Please follow the video, we will guide you step by step to install the lock:
https://youtu.be/kLJwKtmtLws

2. How to reset SMONET Fingerprint Smart Lock
https://youtu.be/CEFw64myzhI

3. How to add lock and set ekeys
https://youtu.be/drRtHowbaeo

4. How to delete lock when you have reset the smart lock
https://youtu.be/DjbSMrskjZk

5. How to reset the smart lock(Uninstall the back panel)
https://youtu.be/RGoR_dZ7f0w

6.how to set fingerprints
https://youtu.be/8je9H92Ow7E
https://youtu.be/l0C5tc0Y2vY
https://youtu.be/ulFwoFZ94zs

7. How to judge installation direction
https://youtu.be/fp5TeNSl9hU

8. How to Send e key
https://youtu.be/xr4ZeUSIUQ8

9. Alexa Operation video and app control
https://youtu.be/-nE5EpGjgN4

10. How to pair the lock
https://youtu.be/Kvqv-Mwuxms
https://youtu.be/B8mTgrimWx8

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11. How to find the toggle button (For backwards issue)
https://youtu.be/jn66ybmjH24

12. How to Authorized Admin
https://youtu.be/TKCK4sc9QB0

13. How to Pair the gateway
https://youtu.be/XE7XV2IXYdw

14. Troubleshoot video
https://youtu.be/phq5b_tScwM

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