Smart Door Lock

User Manual



Brought To You By LockStar

Heartfelt Thank You

Thank you so much for purchasing your new Smart Door Lock, and placing your trust in us. Lockstar is a family-owned business and operated by us (Paul & Ruth).



We are extremely passionate about both our products and in giving our customers an unrivalled customer service experience.

We will always be here if you need any help or assistance

Paul & Ruth
hello@lockstarstore.com

Activate Warranty

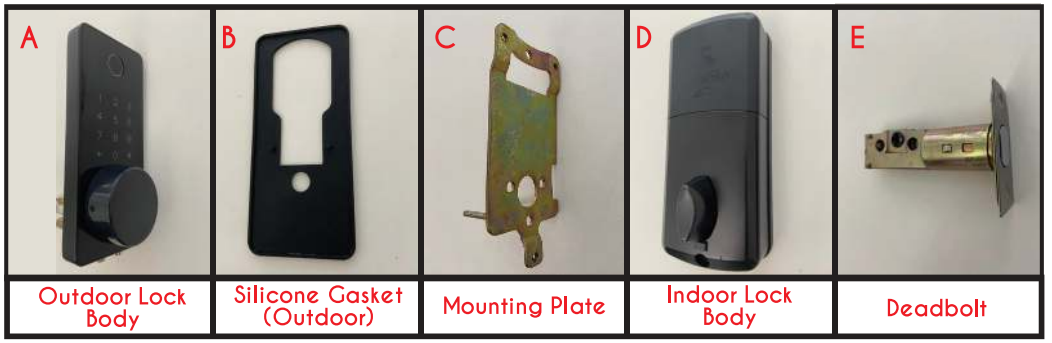
STOP

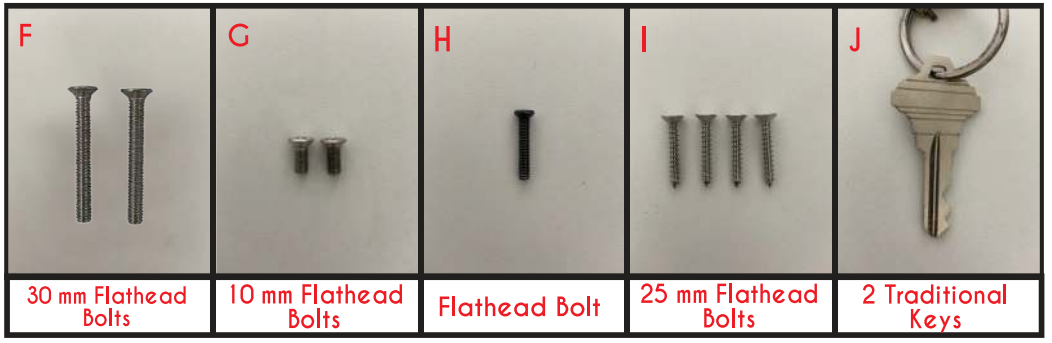
ACTIVATE FREE 2 YEAR WARRANTY

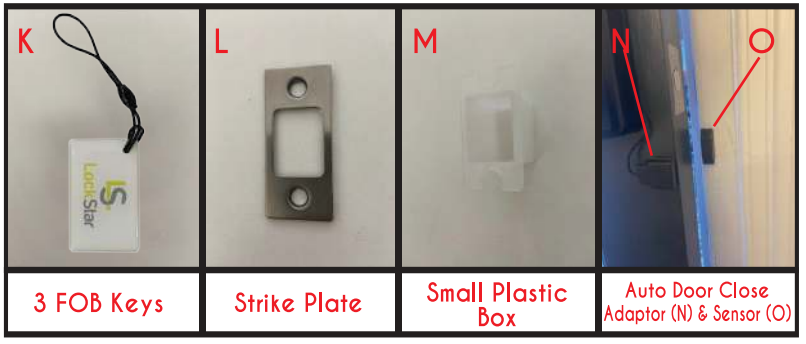
Text STAR to 1-888-305-4815

WITHIN 14 DAYS OF PURCHASE

What's Included







Video Installation Guide

Please scan the below QR code to view our comprehensive video Installation Guide.

Alternately, visit this link to access the video

www.lockstarstore.com/howto

Installation Guide

Step 1: Prepare Door

- Please check your Door Thickness and Door Width meet with the following:

Door Thickness



1.5 - 1.9 Inches (38 - 48 mm)

Door Width



>= 4.3 Inches (110mm)

- The included templates show you exactly where to drill holes to prepare your door.



- You can use either the 60mm or 70mm option depending on the width of your Door Frame (either option is suitable it just depends on your own preference for lock position).

- Use the template included (60mm or 70mm) and drill the 2 holes required on your door (they may already be present depending on your previous lock).



Step 2: Install DeadBolt

- Select the 60mm or 70mm option on the Deadbolt [E]. **Note:** To change from 60mm to 70mm, twist the barrel clockwise, pull it out, and then twist counterclockwise to lock into the 70mm position. The above mentioned HowTo video will show this step very clearly.



- Ensure the latch remains in the open position (not sticking out) during installation.

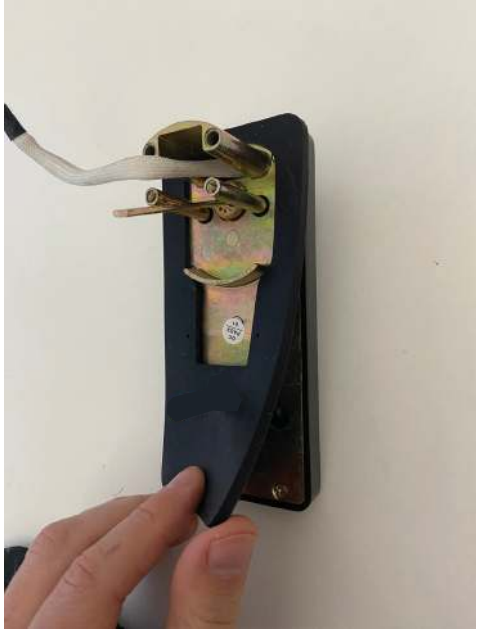


- Attach the Deadbolt [E] to the door using the 25 mm Flathead Screws [K]. Refer to the image below to ensure you are clear the deadbolt has been installed the correct way round.



Step 3: Install Outdoor Lock Body

- Align Silicone Gasket (Outdoor) [B] and Outdoor Lock Body [A] on the outside of the front door.

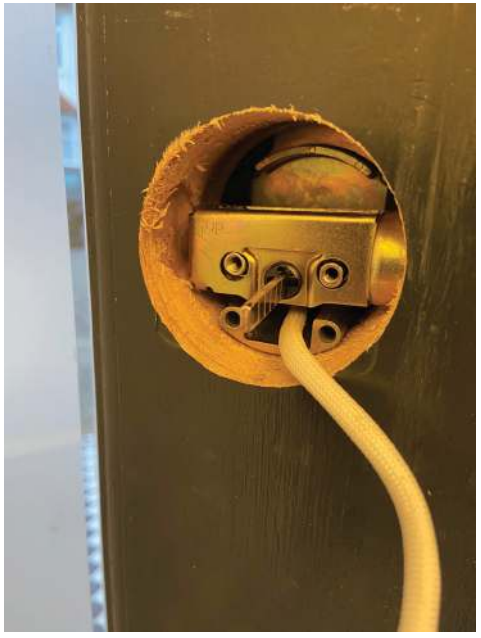




Note: The spindle can be cut if necessary for thinner doors.



- Ensure spindle is passed through hole on deadbolt in the vertical position, and cable is passed underneath the deadbolt.



Step 4: Install Mounting Plate

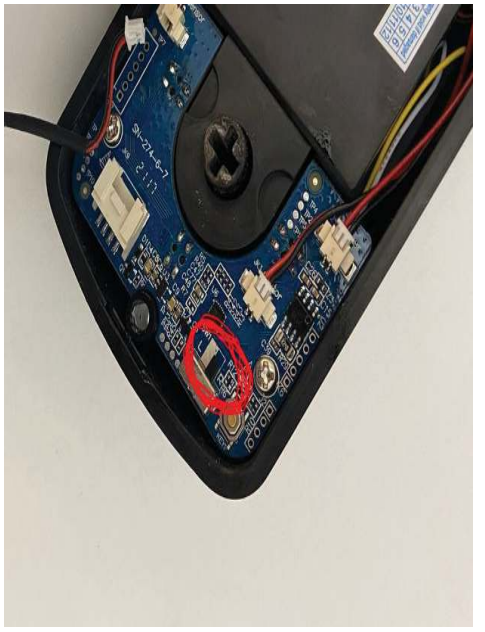
- Attach Mounting Plate [C] to the inside of door, using 30 mm Flathead Bolts (F).



Note: Ensure cable is passed to the side of the mounting plate as per image.



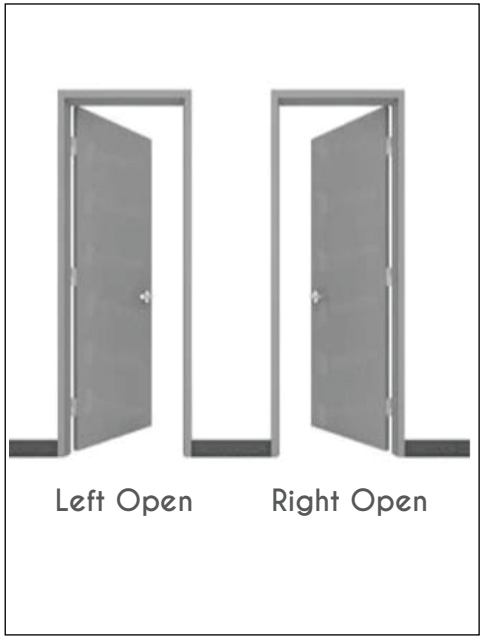
- Move switch to L or R, depending on whether your door is left or right open.



Step 5: Install Indoor Lock Body

- Is your door left or right open?

  Note: Stand outside your house and face your door.



- Carefully plug cables into the Indoor Lock Body [D] as shown.

  Note: This also includes the cable from the Auto Door Close Adaptor [N].



Note: For Right Open doors, place the knob in the vertical position before completing the below step:



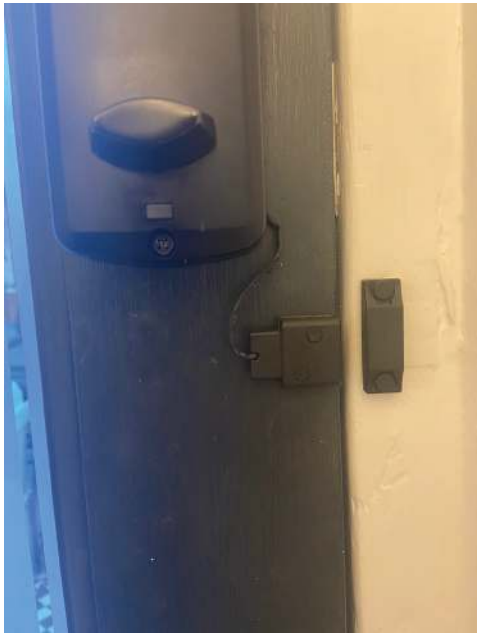
- Install Indoor Lock Body [D] to the inside of the door using Flathead Bolts (G and H), carefully passing the cable from the Auto Door Close Adaptor [N] out the left or right hand side.



Note: For Left Open doors, place he knob in horizontal position before completing the below step:



- Peel back the cover and stick the Auto Door Close Adaptor [N] and Sensor [O] to your door as shown.





Step 7: Prepare Hole For Strike

- Prepare hole on door frame to house the Small Plastic Box [M] and Strike Plate [L].



Step 6: Install Batteries

- Install the 4 AA batteries within the Indoor Lock Body, and replace cover.



- Place the Small Plastic Box [M] into the hole and secure in place by attaching Strike Plate [L] with 25 mm Flathead Screws [I].



Step 8: Traditional Key Check



- Use small pin tool to gently remove cap from Outdoor Lock Body [A].
- Insert Traditional Key [J] into lock and turn once clockwise to open (approx. 90 degrees), and once counterclockwise to close (This is for right opening door vice versa for left opening door).

App & Gateway Installation & Usage Guide

Please scan the below QR code to view our comprehensive video Installation Guide.

Alternately, visit this link to access the video

www.lockstarstore.com/howto

Operation Instructions & Some FAQs

Important Safeguards

1. Read all instructions in their entirety.
2. Familiarize yourself with all warning and caution statements.
3. Remind all family members of safety precautions.
4. Always have access to your lock's traditional key.
5. If using the Lock with the # key or Auto-Lock features, make sure to have your smart phone, passcode or traditional key with you to prevent locking yourself out.
6. Replace low batteries immediately to prevent inadvertent unlocking of your door.

WARNING

Failure to follow these safeguards could result in your lock opening inadvertently.

1. Avoid keeping and storing phones and fobs unnecessarily close to the lock when inside the home.
2. Restrict access to ydur lock's back panel and routinely check your settings to ensure they have not been altered without your knowledge.
3. Protect the password to your LockStar App and your account.
4. When sending an eKey, always double-check that you are sending it to the correct recipient.
5. Protect and restrict access to your smartphone so that your app settings cannot be altered without your knowledge.
6. When sending eKeys, be aware of the difference between an Admin user and other users in the system. The Admin user can send, disable and delete eKeys.
7. If your smart phone is lost or stolen, reset your lock. Resetting your smart lock system will restore your lock to factory settings and delete all smart phones and FOB key.

Note:

1. This lock is equipped with traditionalal keys for manual unlocking. Remove traditional keys from the package and keep them in a safe place and always have access to them.
2. To power on the lock, four AA alkaline batteries (not included) are required. Non-alkaline and rechargeable batteries ARE NOT RECOMMENDED.

3. This lock is used outdoors and indoors, it is designed to be exposed to direct sunlight or rain. The waterproof rating: IP45
4. The operation of setting lock has a stand-by time limit of 8 seconds; Without any activity, lock's keyboard will shut after 8 seconds.
5. Keep your fingers clean when using this lock.

Please read this manual before operating your Smart Lock, and keep it for further reference.

Product Profile

Specifications

Material	Zinc Alloy	Model NO.	S110BBL-F
Door Thickness	38mm-48mm	Code Length	6~9 digits
Working Temperature	-20°C~70°C	Working Humidity	20%~80%RH
Working Power Consumption	<200mA	Static Power Consumption	<30uA
Power Supply	6V (4pcs AA Alkaline Batteries not included)		
Unlocking Methods	Fingerprint, App, FOB Key, Passcode & Traditional Key		
User Capacity	1 App Administrator		
	Unlimited App eKey users		
	150 passcode users; 200 card users; 100 fingerprint users		
Product Dimension	Front	60(W) x 137(H) x 29(D) mm	
	Back	67(W) x 164(H) x 30(D) mm	

★ **All specifications are subject to change without notice. All rights reserved.**

Features

- **Five ways to access:** App, Fingerprint, Card, Passcode & Traditional key.
- **Safety:** There are multiple safety mechanisms within the lock.

  a) Auto Lock: After an unlocking, the lock can lock automatically after a period of time (can be 5s, 10s, 30s, 60s or custom seconds, the time can be set via the smart phone App)

  b) Keypad Locked: After 5 failed passcode attempts, the keypad will shut down for 3 minutes before being able to attempt the passcode again. Traditional key and App can be used to unlock in this state.

  c) Privacy Lock out Mode: It essentially is a 'do not disturb' mode, privacy button is below the knob of back panel, this will make the lock no longer accept passcode, card or fingerprint access except for mechanical key and App Unlock.

  ① Press the privacy button for about 3 seconds and activate the privacy lock out mode.

  ② To deactivate the privacy lock out mode, please short press the privacy button once or turn the knob once, then passcode can work again.
- **Randomizer:** Before entering your password, push a random number on the keypad. This prevents others from guessing your passcode based on the fingerprints of frequently pressed numbers and ensures that no one nearby can see your passcode. After pressing the random number, the keypad will light up, indicating that you can enter your passcode, followed by the "#" key.
- **Emergency Power Supply:** Emergency power supply interface equipped on the front bottom side of the smart lock: to unlock the door temporarily by connecting to the emergency power supply interface with a 9V backup battery.
- **Real Time Record:** You can check unlock records in real time on your App.

App Operation Guide

Scan the QR code to download the App

1. App Installation and Registration

1.1. Download the "LockStar" App from Google play store or Apple store. You can also scan the QR code to download the App.

1.2. Install and register an account with your phone number or email.

Note: If you have already registered an account, just log in with this account.

2. Pair the Smart Lock with App

2.1. Turn on the Bluetooth on your phone.

2.2. Open the LockStar App. Then click icon ⊕ and click "All Locks".

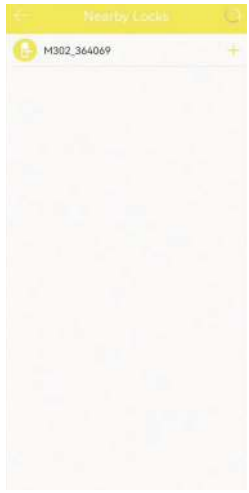
2.3. Touch the touch screen button of the smart lock to activate lock.

2.4. Find the smart lock name which starts with "xx_xxx" and click "+" on the App.

2.5. Rename the name of smart lock and click "OK".

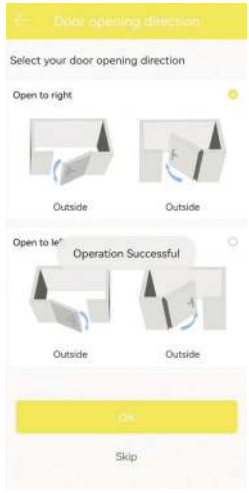












Note: If you can not see the "+" sign when pairing the lock, follow the steps below to reset the lock: Remove one of batteries to power off the lock for about 5 seconds, put the battery back and keep pressing the reset button (right below the knob on the back panel) for about 10 seconds, when hearing the voice prompt, please input "0000#", finally, remove one battery and put in back again. Remember that your phone must be connected to the internet (3G / 4G / Wifi) when pairing. Once you pair the lock with your account, the device will not be able to link to other accounts, unless you remove the lock from your App.

3. App Operation Instruction

3.1. eKeys: eKey is a function for you to authorize the Admin rights to other members, who has download **LockStar** App and register and account on their own phones. All the people who holds can control the smart lock.

3.2. Passcodes: Set passcodes in various ways to suit your needs:

- Permanent: Remains unchanged until manually updated.
- Timed: Valid for a specific duration, auto-expires after set time.
- One-time (6 hours): Single-use, valid for 6 hours.
- Erase (24 hours): Automatically deleted after 24 hours.
- Customized: Tailor passcode to your preferences.
- Recurring: Resets automatically on a schedule you choose.

Share passcodes with authorized individuals via mail or chat tools. To unlock, push any number on the keypad, enter the assigned passcode and press "#" key.

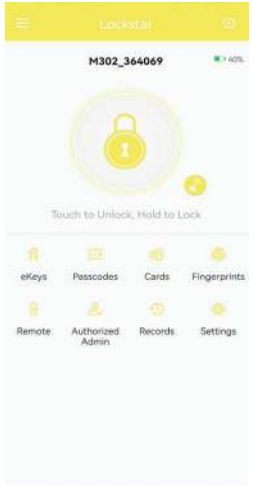
3.3. FOB keys: You can set the FOB keys to three options on the App: Permanent, Timed, or Recurring. When doing this, simply place the card on the sensor area of the lock's keyboard.

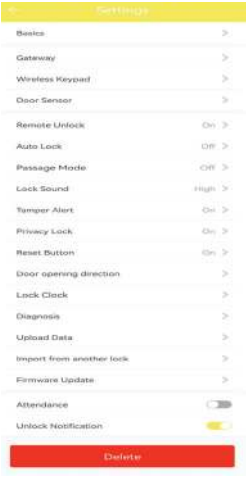
3.4. Fingerprints: With the App, you can add fingerprints using three options: Permanent, Timed, or Recurring. To do this, place your finger on the fingerprint sensor of the lock.

3.5. Records: View locking and unlocking information to check when and who used it.

3.6. Authorized Admin: Authorize the admin to the users who can operate the lock as an Admin user.

3.8. Setting





3.8.1. Basics: Display the Lock Number, MAC/ID, Battery lever, Lock Name (You can rename the lock), Lock Group (The administrator can add multiple locks for grouping, which is suitable for rental housing), Admin Passcode (It is the unlocking passcode of the admin istrator, which can be changed to a custom passcode).

3.8.2. Auto Lock: Off-by-default. Open the App-click Setting, click Auto Lock-turn on and set time to 10S, 15S, 30S, 60S or Custom seconds you need, then click OK. When the setup is completed, it will be automatically locked after unlocking (for example, it will be automatically locked 10 seconds after unlocking if the time is set as 10 seconds).

3.8.3. Lock Sound: On-by-default. By turning off, you will not hear the sound from the lock, such as the sound when pressing number keys on lock's keyboard.

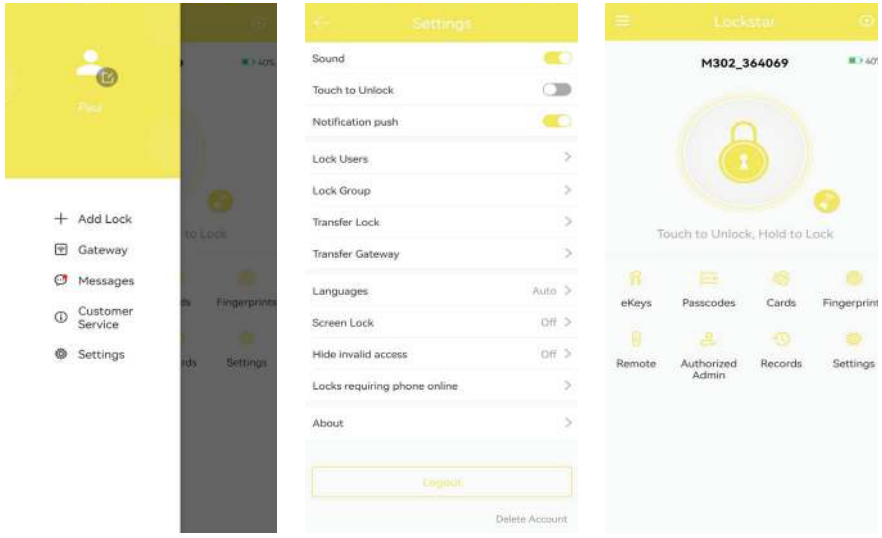
3.8.4. Lock Clock: Calibrate time of the lock.

3.8.5. Diagnosis: Analyse the problem of the lock.

3.8.6. Import from another lock: You can import valid eKeys, passcodes, cards from another lock which is on your LockStar App.

3.8.7. Firmware Upgrade: To check whether there is any update version.

3.9. System Settings



3.9.1. Sound: On-by-default, you can close it to turn off the sound of App unlock operation.

3.9.2. Touch to Unlock: Off-by-default, this function is invalid when the LockStar App is closed or running on the background. When the App is opened and within 10 meters from the lock, any users can unlock the lock by pressing any one key on lock's keyboard for at least 2 seconds. It is recommended to close the option if you do not need it.

3.9.3. Lock Users: You can check your lock users here.

3.9.4. Lock Group: the administrator can add multiple locks for grouping, which is suitable for rental housing.

3.9.5. Transfer locks: This function is used to transfer the administrator rights. Once transferred, you will not the administrator again.

3.9.6. Languages: App system language setting.

3.9.7. Screen Lock: After the function is turned on, you need to use your fingerprint or account password to open the the lock App. No need to verify again within 3 minutes.

Operation Instructions for Different Functions

1. Unlock

1.1. Unlock via App: Open the App and click the icon on the interface to unlock. (The phone should be within 10 meters from the door lock.)

1.2. Unlock via passcode: Enter the passcode and then press the # key to unlock.

1.3. Unlock via Card: Place the IC card on the middle of lock's keyboard to unlock. (The card can be set on the App).

1.4. Unlock via Fingerprint: Put fingerprint on the fingerprint recognition sensor and the lock will unlock within 0.5s. (The fingerprint can be set on the App).

1.5. Remote Unlock via Gateway: On the phone App, connect G2 Gateway (It needs to be purchased separately), and make the Gateway work together with Wifi, can use the phone App to remotely unlock anytime and anywhere.

1.6. Unlock via Mechanical Key: Use a small pin tool to remove the cap of keyhole whick is on front panel of lock and then insert the key to unlock.

1.7. Unlock in the room: Manually twist the knob on the back panel to unlock.

2. Lock

2.1. Lock via App: Open the App, press and hold the lock icon for 5 seconds to lock it. (The phone should be within 10 meters from the door lock).

2.2. Auto Lock: Click the icon and enter "Settings" on the interface of the lock, then click "Auto Lock" to set the auto lock time, the lock will be locked automatically according to the set time after you unlock the door.

2.3. Lock via the # key: Press and hold the # key on the lock's keyboard for 2 seconds to lock.

2.4. Lock via Mechanical Key: Use a small pin tool to remove the cap of keyhole and then insert the key to lock.

2.5. Lock in the room: Manually twist the knob on the Back panel to lock.

3. Remote Authorization of eKey

Open the App - click Send eKey - select the eKey type as "Timed" or "Permanent" - Enter the App account of the recipient-click Send button. (The phone is required to be connected to Wifi or mobile data network).

4. Switch Administrator

4.1. Delete the Administrator right

Open the App- locate the lock - click Setting - click Delete - enter your account password - click OK - Using a new phone to pair the lock again. A lock can only be paired with one administrator phone. Please stand within 10 meters away from the lock to open and connect the App.

4.2. Switch through the Transfer locks function.

Open the App - click System Settings - click Transfer Locks - Select Locks - click Next - enter the recipient's App account and the verification code - click Next - Finish (The phone is required to be connected to WiFi or mobile data network & within 10 meters from the lock).

5. Freeze / Delete / Authorize / Name / Operate Already Sent ekeys by Administrator

Open the App- click eKeys - click the ekey that has been sent - click Name / valitidity / delete the eKey info you need - clicking the menu on the upper right corner to conduct the freeze / authorization operation. (The phone is required to be connected to Wifi or mobile data network.)

6. Remote Authorization of Passcode

Open the App - click Send passcode - select the type of the passcode (Permanent / Timed / One-time / Custom / Recurring) - click Generate. Then it will create a passcode. You can send the code to others by SMS, email and other chatting tools. (The phone is required to be connected to WiFi or mobile data network.)

7. Delete Already Sent Passcode by Administrator

Open the App - click Passcodes - select the passcode that has been sent - delete the passcode (The phone is required to be connected to WiFi or mobile data network and within 10 meters from the lock).

8. System Reset

The lock can be reset by below two methods.
(The default passcode for unlocking is 123456 after reset.)

Method 1: Reset on LockStar App (The phone needs to be near the lock.)
Enter the interface of the lock which you want to reset on the App, click Settings - click Delete - Enter your account password - OK

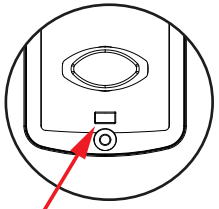
Method 2: Reset on the lock

-Remove one of batteries.

-Put the battery back, press and hold the reset button for about 10 seconds.

-When hearing the voice prompts "Please input the initialization passcode", release your finger from reset button and input "0000#".

-Remove one battery and put it back again.



Reset button (on back panel under the knob)

FAQs

Q: What kind of batteries should I use?
A: We recommend using Alkaline batteries to ensure reliable and safe operation of the smart door lock. Non-alkaline and rechargeable batteries ARE NOT RECOMMENDED.

Q: What are the dimensions of the lock?
A: The indoor lock body measures 6.25 x 2.75 inches, while the outdoor lock body has slightly smaller dimensions, measuring 5.75 x 2.5 inches. Please make sure the door handle should not hinder the removal of the Indoor Lock Body Battery Cover if a handle were to be positioned above the lock: see images below





Q: How can I reset my LockStar App account if I forgot my password?
A: **1.** Open the App, click Forgot password, enter the email address you registered for your LockStar account.
2. Enter a new password, check Get code. You should receive verification code in the email, Enter the verification code to reset your password. Use the new password to sign in the account.

Q: Can I still use the smart lock when my phone is lost or turn off?
A: **1.** Yes. You can still use the traditional physical key or password to lock / unlock the door.
2. Use a new phone to download the App, Sign in your App account with the email or phone number and password. Enter the verification code, then you can use the new phone to unlock the door. Dont forget to reset the door after you unlock it.

Q: The door won't lock automatically when I close it.
A: **1.** Check if Auto Lock is set. If not, press and hold the # key on the panel keypad for 3 to 5 seconds to lock the door.
2. If the door doesn't lock automatically when Auto Lock is set, then the lock has been installed incorrectly.
3. The Auto Lock function is not activated when the batteries are completely discharged. Check if the batteries are discharged.

Q: Lock configuration failed.
A: **1.** Remove the mechanical key from the cylinder.
2. Check that the door was closed properly or if lock operation was interfered.

Q: The App is disconnected from the door unit and / or I can't find my lock on the Ap
A: **1.** Close the App, turn off your phone's Bluetooth. Then turn Bluetooth back on, and open the App.
2. Refresh the App.
3. The lock can only be connected to one user's App. It's possible that another user's phone App is already connected to the lock. If don't know which user is connected to it, you have to reset the lock.

Q: The smart lock has started beeping whenever I lock or unlock the door.
A: This is an indication your battery is low; it's time to change the batteries.

Q: I'm unable to open the door from a distance of 10 meters / yards
A: **1.** The app works via a Bluetooth connection, which can be impacted by the environment.
2. For both security and functionality reasons, try moving as close as possible to the lock.
3. The battery is low, use the emergency power supply for the door.