CATCHFACE ®

TTLock APP
User Guide

Not working like it should?

Contact us with the following information for quicker resolution.

- Which product you do have?
- Where are you in the setup process?
  - Installing the product.
  - Setting up the app and pairing the product.
  - Already set up app with the product.
- How long have you had our products for?

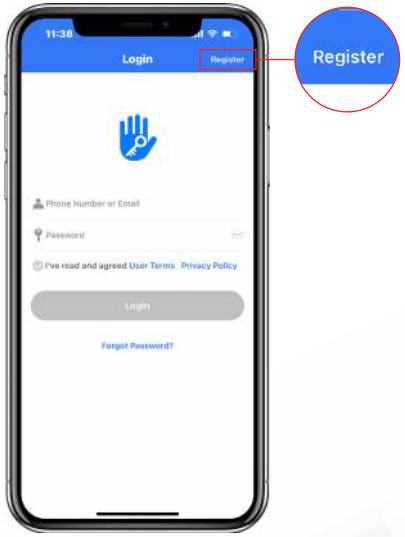
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Email: VGFKstore@Tom.com
Tel: (626)539-5825 (first choice) / 6262063917

1 HOW TO REGISTER

Download the TTLock app from Google Play or App Store. Search "TTLock APP".



STEP 1

Tap on register to get started !

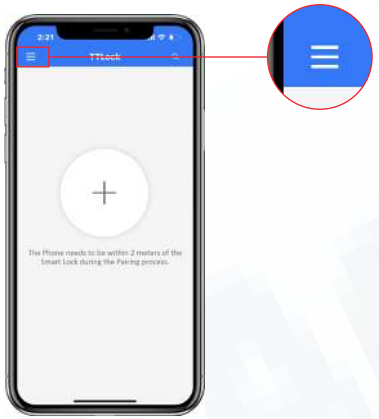


STEP 2

Fill out this and then tap "Get Code", you will be sent a verification code to verify your account. Once you receive it, tap on "Register".

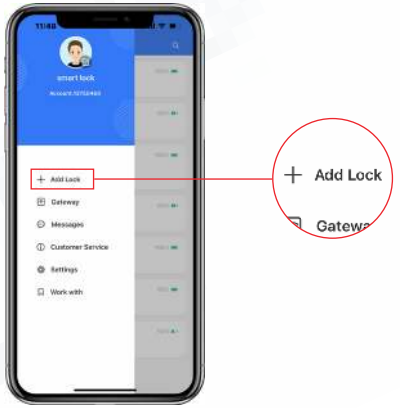
Note: The TTLock app is needed to use this lock. If this lock was professionally installed (or installed by someone other than the homeowner), make sure this step is performed by the homeowner.

2 PAIRING YOUR LOCK



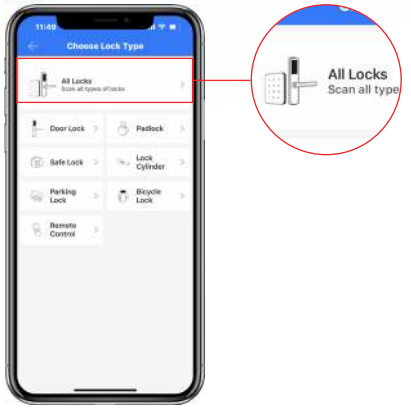
STEP 1

Tap on the three horizontal lines.



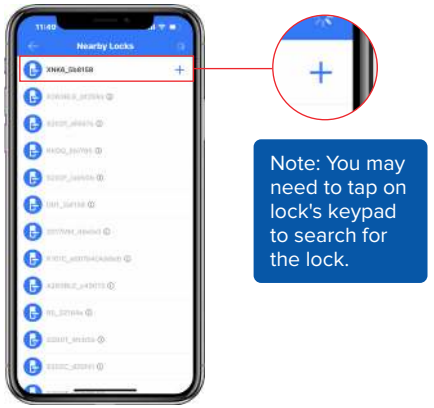
STEP 2

Tap on "+ Add Lock"



STEP 3

Tap on "All Locks".



Note: You may need to tap on lock's keypad to search for the lock.

STEP 4

Tap on the blue plus sign.

3 LOCK PAGE OVERVIEW

Unlock / Lock
Unlock or Lock using phone's bluetooth

Remote Unlock
Unlock remotely if gateway is connected nearby.

Passcodes
Generate 6 different types of passcodes, view and modify passcode.

eKeys
Send eKeys, view and modify current eKeys.

Fingerprints
Set up fingerprint here, view and modify fingerprint.

Cards
Set up card or wristband here, view and modify card or wristband.

Remote
Pair the remote, use unlock and lock to interact with lock.

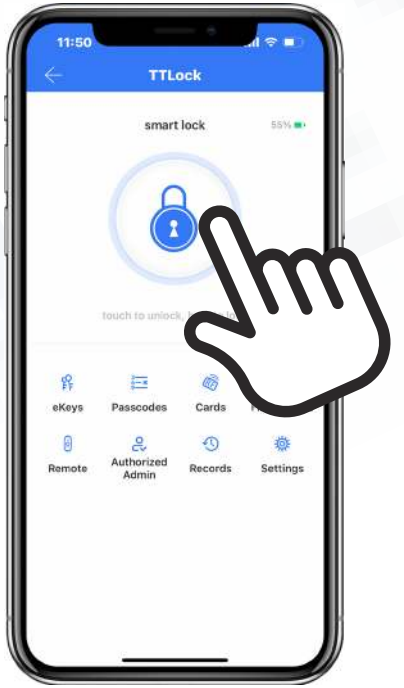
Records
View entry times, attempts and methods.

Authorized Admin
Create and edit admins.

Settings
View and modify settings.

Note: Some of these icons may not appear if the Gateway is not connected to a lock.

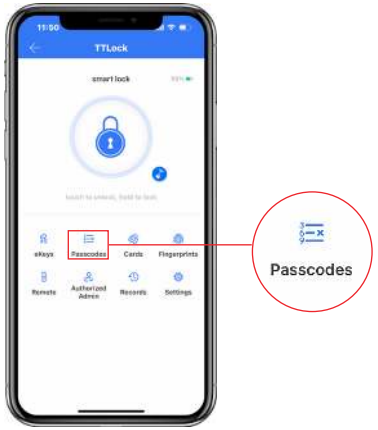
4 APP UNLOCK / LOCK



To unlock the lock, tap this icon once.
To lock the lock, press and hold on this icon.

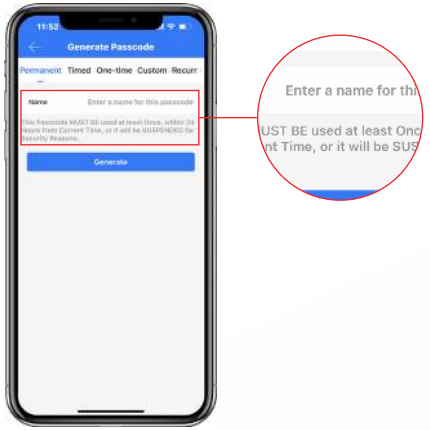
Note: This will only work while you are within bluetooth range of the lock. Refer to Gateway Guide page for remote unlock / lock information.

5 PASSCODES



STEP 1

Tap on "Passcodes". This will take you to the passcode page.



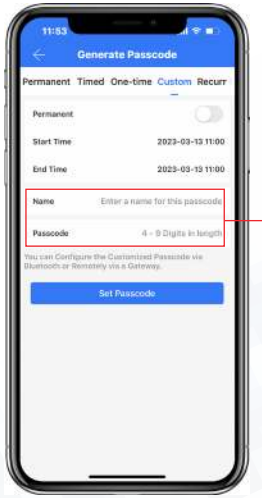
STEP 2

Then generate a passcode follow on app instructions.

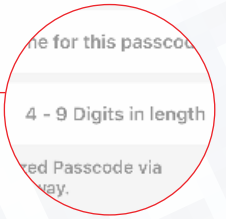
Here is a breakdown of the 6 different code types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours
One-time	Lasts for one use
Custom	Choose your own digits such as 156432 (permanent or timed)
Recurring	Lasts during scheduled hours weekly
Erase	Erases all codes on lock

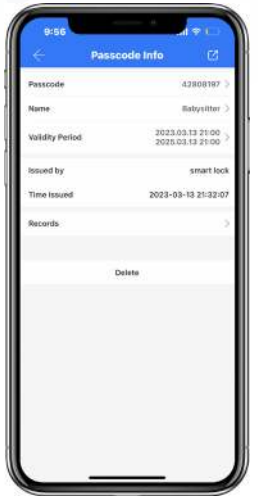
5 PASSCODES



Pay attention to this text when generating a code. You may experience issues if these instructions are not followed.



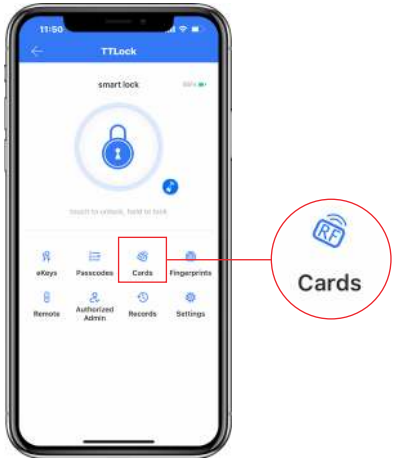
Note: To generate custom codes, your mobile phone need to be within bluetooth range of the lock unless a Gateway is connected.



To view the generated passwords, you can edit passcode's number, validity and name. Delete code and view records.

Note: The above can only be done within bluetooth range unless a Gateway is connected.

6 ADD IC CARDS



STEP 1
Tap on "Cards".

STEP 2
Tap on "Add Card".

STEP 3
Choose the validity period of the lock.

STEP 4
Once the lock says "Please swipe your card" place the card against 5 on the lock keypad.

STEP 5
If you hear “input successful", the card can be used to unlock your lock.

Here is a breakdown of the 3 different card types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours
Recurring	Lasts during scheduled hours weekly

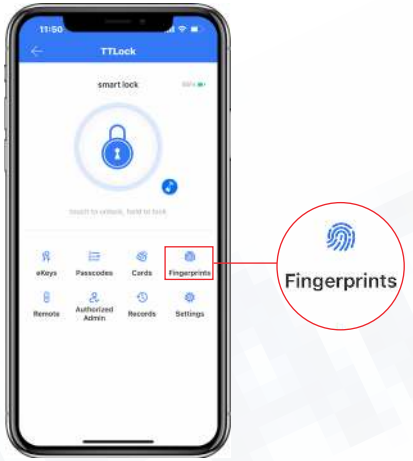
CATCHFACE

Get more cards here

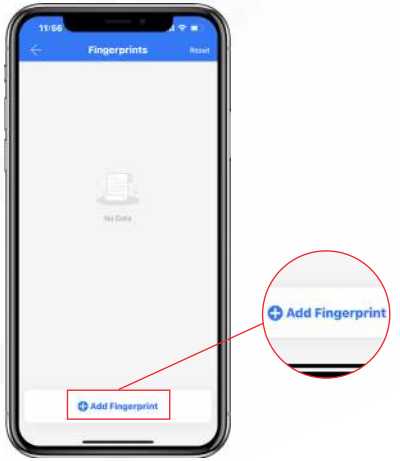
SCAN ME

Note: The IC card can be programmed to works with multiple CATCHFACE Locks.

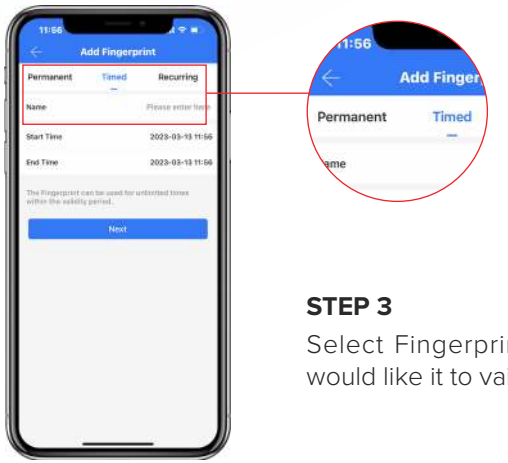
7 ADD FINGERPRINTS



STEP 1
Tap on "Fingerprints".

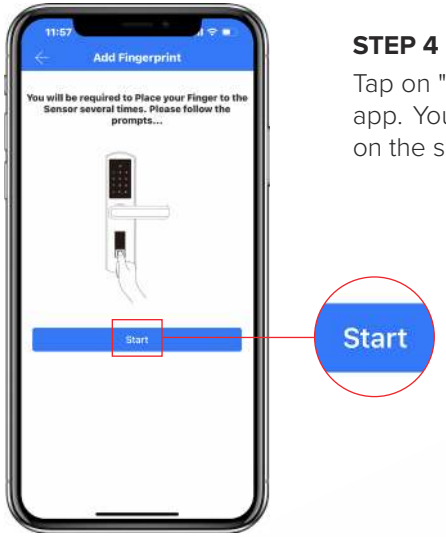


STEP 2
Tap on "Add Fingerprints".



STEP 3
Select Fingerprint type depending on when you would like it to vaild.

7 ADD FINGERPRINTS



STEP 4

Tap on " Start " and follow the instructions on app. You will be asked to place vour nagar on the sensor 4 times.

Here is a breakdown of the 3 different fingerprint types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours
Recurring	Lasts during scheduled hours weekly

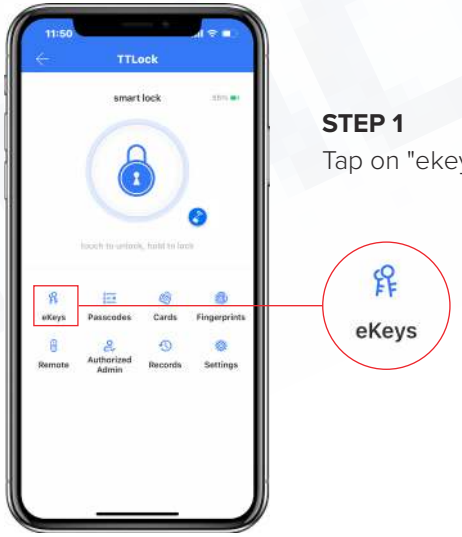
Experiencing issues with fingerprint recognition?

- Ensure the sensor surface is clean.
- Try a different finger.
- Ensure your finger is moist enough.
- Take out batteries for a minute and place back in.

8 eKEYS

eKeys work by sharing app access of your lock with another TTLock account. The eKey recipients will be able to use their phone to unlock / lock the lock.

Note: It is strongly recommended that the recipient first register for an account using the TTLock app.

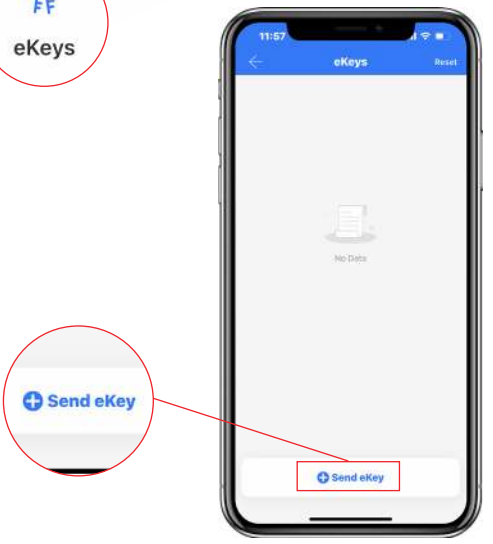


STEP 1

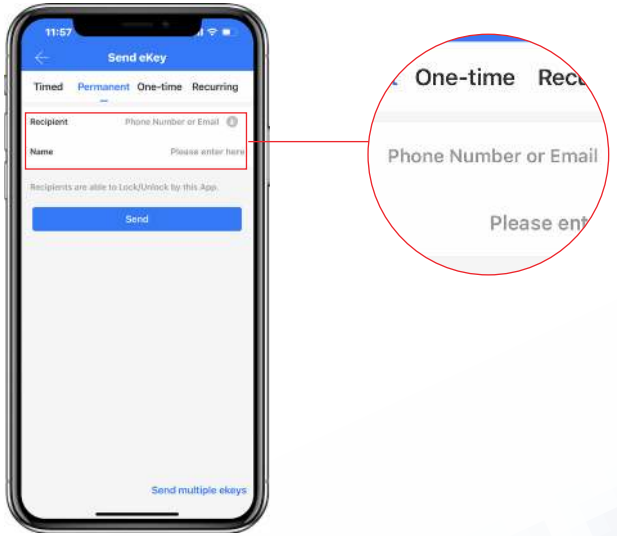
Tap on "ekeys".

STEP 2

Tap on "Send eKey".



8 EKEYS



STEP 4

Enter recipient's user name. It will be the phone number or email address used during registration. eKeys do not require wifi or bluetooth to be sent or revoked.

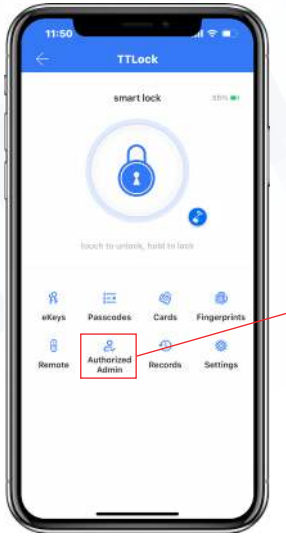
Here is a breakdown of the 4 different eKeys types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours
One-time	Lasts for one use
Recurring	Lasts during scheduled hours weekly

9 AUTHORIZED ADMIN

Authorized Admins are similar to eKeys. However, an authorized admin can do the following:

1. Unlock or lock via the app.
2. Generate, edit, delete passcodes, IC cards and fingerprints.
3. Adjust settings like passage mode, auto-lock timer and turn on/off the lock sound, etc.

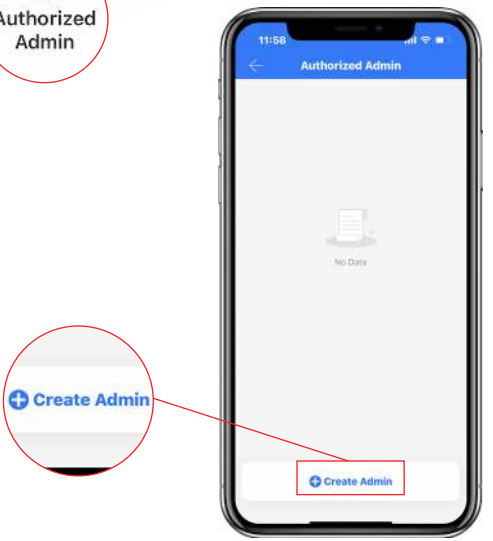


STEP 1

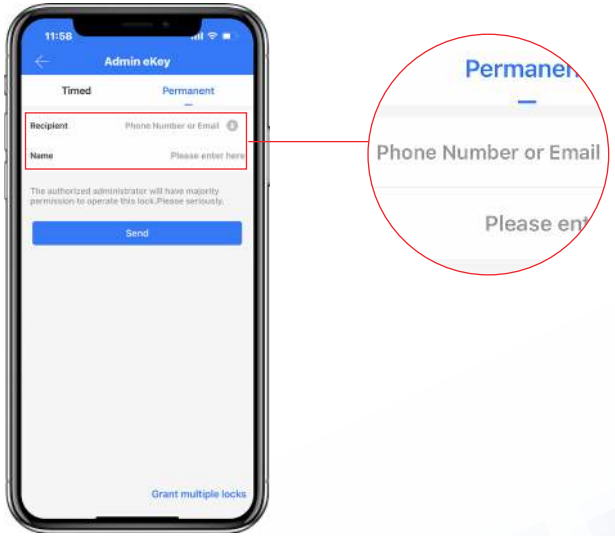
Tap on "Authorized Admin".

STEP 2

Tap on "Create Admin".



9 AUTHORIZED ADMIN



STEP 4

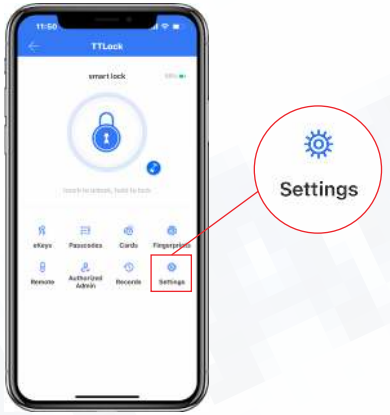
Enter recipient's user name. It will be the phone number or email address used during registration.

Here is a breakdown of the 2 different Admin eKey types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours

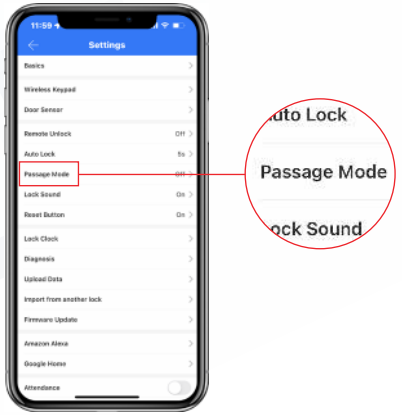
10 PASSAGE MODE

In passage mode, the lock will remain unlocked for a specific period of time until it is manually locked. Outlined below is how to set the passage mode.



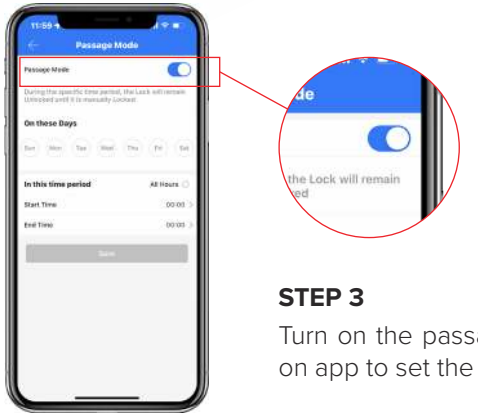
STEP 1

Tap on "Settings".



STEP 2

Tap on "Passage Mode" to enter the settings interface.

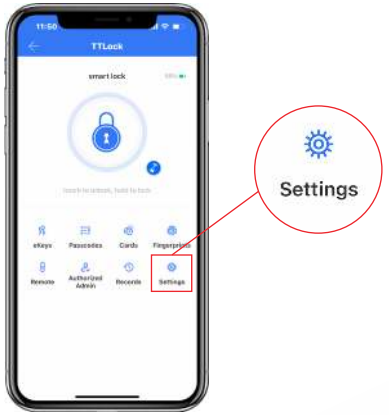


STEP 3

Turn on the passage mode and follow the instructions on app to set the validity period of the passage mode.

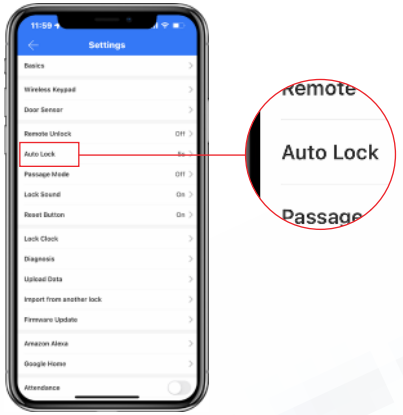
11 AUTO LOCK

Auto lock will automatically lock the lock when it has be opened after 5 second by default. Outlined below is how to set the auto lock time of the lock.



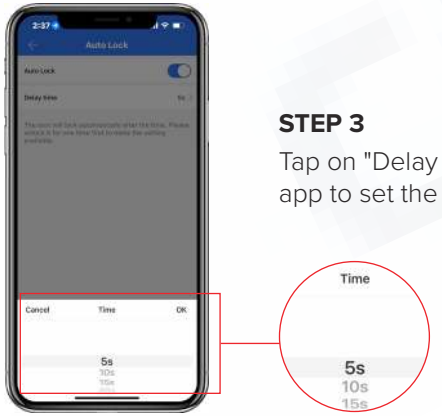
STEP 1

Tap on "Settings".



STEP 2

Tap on "Auto Lock" to enter the settings interface.



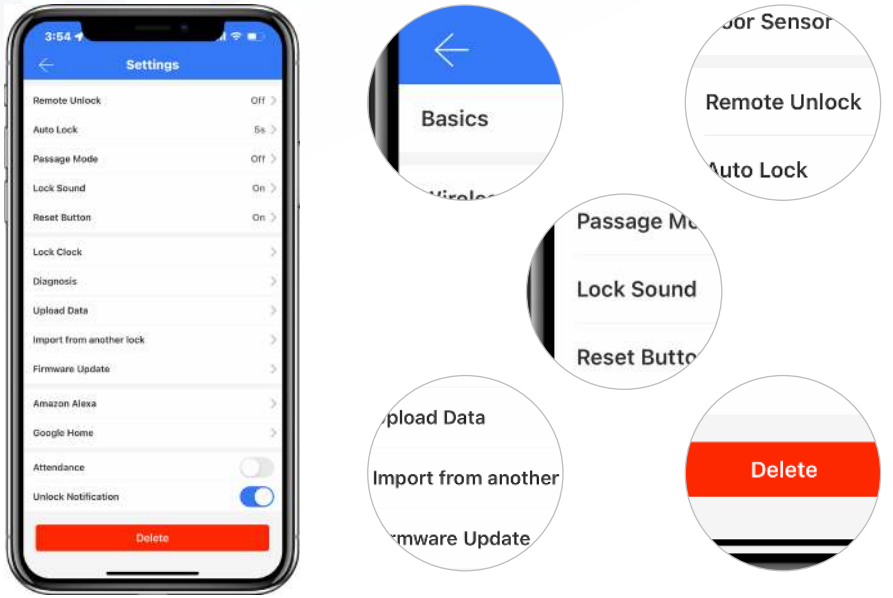
STEP 3

Tap on "Delay time" and follow the instructions on app to set the auto lock time of the lock.

12 LOCK SETTINGS

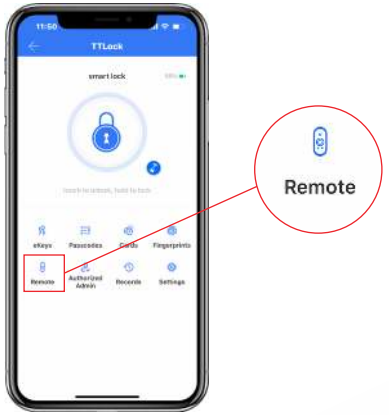
Here are some settings you should familiarize yourself with.

- Under **Basics**, you can view and change information such as Lock Name.
- With **Remote Unlock** on and a Gateway connected, you can remotely unlock/ lock your lock.
- **Lock Sound** adjusts the locks sound level.
- **Import from another lock** allows for the transfer of passcodes and cards from one lock to another.
- **Delete** will remove the lock from your account and clear any settings one the lock. You must be near the lock to do this.



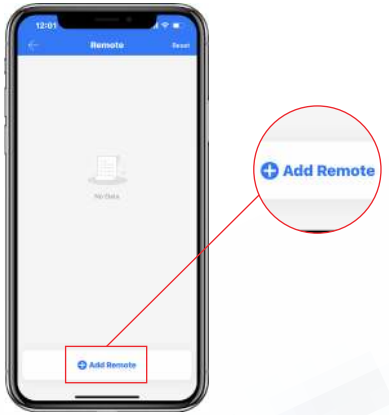
13 WIRELESS REMOTE

Pair the wireless remote, use unlock and lock to interact with the lock. Do something similar with "Wireless Remote" follow these steps.



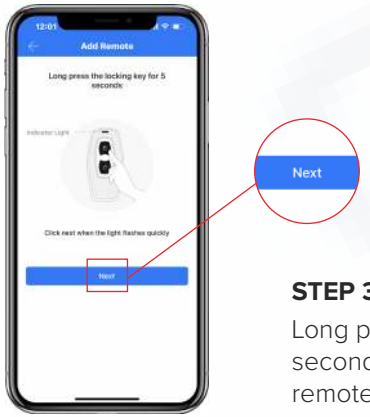
STEP 1

Tap on "Remote".



STEP 2

Tap on "Add Remote".

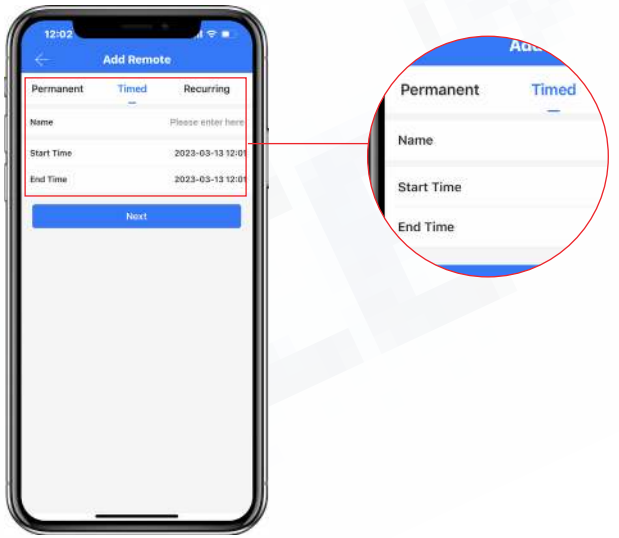




STEP 3

Long press the locking key of wireless remote for 5 seconds. Click next on the app when the wireless remote light flashes quickly.

13 WIRELESS REMOTE



STEP 4

Select Wireless Remote type depending on when you would like it to vaild. Follow the instructions on app to add wireless remote.

Here is a breakdown of the 3 different Remote types for different

Permanent	Lasts permanently
Timed	Lasts between selected hours
Recurring	Lasts during scheduled hours weekly

14 INTEGRATIONS

Our locks work withthe following software:

COMPATIBLE WITH
Google Assistant

COMPATIBLE WITH
Amazon Alexa

Scan this code to find out how to connect your locks

SCAN ME

15 GATEWAY

The Gateway bridges any nearby locks to your local wifi allowing for remote control. With the Gateway connected:

- Receive unlock notifications wherever you are.
- Remote unlock / lock.
- Check access logs whenever you need them.
- Generate, edit, or delete custom codes for your guests.
- Access the features of the webportal version of our app for free.
- Check battery level remotely.

Get your gateway here

SCAN ME



Gateway

16 FAQS

Q: I entered a code or fngerprint incorrectly too many times and my lock will not accept anynew inputs.

A: Unlock the lock once via the app or wait 5 minutes.

Q: How can I manually lock the lock?

A: Press and hold # to lock the lock.

Q: How do I share access of the lock on 2 different phones?

A: Refer to eKeys or Authorized Admin section on how to do that is.

Q: Installation completed, but there is no power on smart lock ?

A: • Use only 4pcs AAA alkaline batteries. Do not mix old and new batteries or batteries from different brands. Never insert objects into the lock other than batteries.

• Check the direction of the batteries. Positive pole should be upward. On Internal Assembly, check if the wire is connected to the receiver correctly.

Q: Does it have a low battery warning ?

A: The smart phone will push notification to you to change the battery if the battery going low. Also, at the end of front handle, there is a connection port to power bank, you could use power bank as back up power.

Q: How do i keep the lock in the unlocked stataus ?

A: Please go to "settings" in the app to set up lock under "Passage Mode".