FREQUENTLY ASKED QUESTIONS

Please refer to the Instructions Guide if have any detail questions for these FAQs.
If necessary, please contact our customer service.

INSTALLATION FAQ

Q1. Why does the latch is stuck?

A1. The locking tongue is stuck with IC line. Please check and place the IC line inside mounting plate correctly by viewing manual or install video.

A2. (If only work with mechanical key)

1. Please make sure the spindle part is works properly after passing through the deadbolt. If you can't use the APP or keypad to control unless insert a key(lock is stuck), please help to check: re-install after rotate the spindle by 90 degree.
2. Then check the direction of the knob. Make sure that it is in horizontal for Left handle and in vertical for right handle when in unlock status.

Q2. How to lock/unlock via keypad?

A2. Long press “#” and hold for 2s to lock the door, and enter the passcode and press “#” to unlock the door.

Q3. Operates backwards. Smart lock will unlock when you locked it, and will lock when you unlocked it.

A3. Please find the toggle button inside the back panel, then switch it to another side. (If it is right handle door, please set to R. If it is left handle door, please set to L.)

Q4. How to open the keyhole cover?

A4. Find the dots on both side of the keyhole cover, and use 2 pins to press them at the same time. The keyhole cover will pop up.

Q5. How to unlock if battery power runs out?

A5. A micro USB can directly power the lock and activate the keyboard. Charging it via the ports under the lock.

Q6. How to set the admin passcode?

A6.

Via App: TTLock - Settings - Basics - Admin Passcode

Via keypad (when not added to the phone): Enter [*12#123456#Custom Admin passcode#Confirm Admin passcode#] in keypad.

Application FAQ

Q1. How to do if I cannot match the door lock (the name is gray) in the TTLock?

A1. Try to reset the lock. Please find the reset button on page 23 of the manual. And follow the steps on page 24 to reset the lock.

Q2. How to set the account password?

A2. TTlock - Upper left corner(menu button) -Settings - Click on your profile picture(edit) - Reset Password.

Q3. How to set/check the admin passcode?

A3. TTLock - Settings - Basics- Admin Passcode.

Q4. How to set auto lock time?

A4. TTLock - Settings - Auto Lock. Please Calibrate Time in [Lock Clock] and Enter the [Firmware Update] to confirm that your APP is the latest version.

Q5. What is [Send e-key]?

A5. Send e-key to authorize to other accounts. The recipient also needs to download TTLock and register an account. Recipients will have permission to control the lock via their phone APP.

Q6. How to Erase/Edit the guest passcode?

A6. Erase: Generate Passcode - Erase- Click Generate - Enter this passcode on the keyboard and all guest passwords will be erased. Edit: Passcodes - Click on a code - You can edit in [Passcode].

Other FAQ

Q1. Does it support Wi-Fi connection(Remotely unlock)?

A1. Yes it supports to Wi-Fi connection. Please note that it needs to match the gateway (sold separately).

Q2. How to get a compatible gateway?

A2. G1 or G2 gateway could compatible with our door lock. Or, contact us for more recommendations.

Q3. What if I forget my TTLock account password?

A3. You can reset the user password through [Forgot Password] in the login interface.

Q4. How many different passcodes / fingerprint / IC card can I set?

A4. You can set only one admin passcode but you can generate/paring at least 150 guest passwords/fingerprint/ IC card. Please note: For security reasons, the guest passcode needs to be activated within a certain period of time (used at least once), otherwise it will be invalid.

Q5. Can I remotely share / generate a guest passcode?

A5. Yes you can generate remotely and share the passcode even far away from the door lock (without Wi-Fi).

Q6. Can I use one IC card to match different door locks?

A6. Yes you can use one IC card to match different door locks. Please note it will become very dangerous once the IC card is lost, so we do not recommend it.

Q7.I couldn't unlock the door? What should I do now?

A7. 1. Press the reset button to restore the lock to factory settings. The button is below the thumb turn piece.

2. Tap the lock to keep the keypad panel is wake. Then delete the lock on your cellphone.

3. Tap the lock to keep the keypad panel is wake. Then reconnect the lock on your cellphone again.
4. Open the battery cover of the smart lock, uninstall the battery first, then install them again.
5. Then use the app to open or shut the smart lock and see if it works fine.