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- What is the difference between master controller and user controller?

All devices that can control your smart device are called controllers. Fingerprint reader, keypad, mobile phone, remote control are each named as controller.

The master controller is the first user paired to your smart lock. This controller can be a mobile phone, fingerprint reader, keypad or remote control. If you purchased your smart lock from your dealer with a set containing one of these controllers, that controller is identified by your factory as the master controller in your smart lock. If you wish to change this master controller, you must reset your smart lock. You can find these steps in the next question.

The master controller can change all settings of the smart lock and add new controller and user. Restrict access to other controllers or delete users or controllers. The user controller is the controller that introduced to the smart lock after the authorized controller. Fingerprint reader, keypad, mobile phone, remote control can be user controller. The user controller can only unlock or lock your smartphone. For security reasons, it is not allowed to make any settings changes. It cannot add new controllers or delete existing controllers.

- I can't pair my phone as an master controller.

If you purchased your device from the dealer with a package containing any controller (phone, fingerprint reader, controller, keypad), this controller set as master by the factory. To set your phone as an master controller, you must first reset your smart lock. The fingerprints in the memory of fingerprint reader or the passwords set to keypad will not reset in this process. Only connection between the smart lock and them will lost.

For resetting, plug the USB charger to electic, do not connect the USB socket to the smart lock at this step. Press and hold the two buttons on the smart lock simultaneously until the first long beep and then the second long beep are heard. While the second long beep sounds, release your fingers and insert the USB charging cable into the charging slot of the smart lock. If you have successfully reset, you should hear short beeps in sequence.

After reset, your smart lock goes into sleep mode. To exit this mode and put it in pairing mode, you must press the two buttons on the smart lock simultaneously until you hear a long beep. You should release your fingers as soon as a long beep sounds. At this time, a short warning tone from the device indicates that the smart lock has entered pairing mode. From the moment you pair your device via the Mobile App, your phone will be the authorized controller

of the smart lock. Now you can easily make all the settings of your smart lock through the mobile App.

- My phone does not connect to smart lock.

1. Bluetooth must be switched on. Android smartphones, location and other permissions should be allowed when installing the application. If you do not allow these permissons, you need to delete and reinstall the application and allow the necessary permissions.

2. Smart lock can be not in pairing mode. If your smart lock is a new product and there is not any controller (phone, fingerprint reader, controller, keypad) has been defined before, press and hold the two buttons on the smart lock until a long beep sounds, then release your fingers from the buttons. With the second short tone, your smart lock will be in pairing mode.

3. Master controller (phone, fingerprint reader, controller, keypad) may already be paired to the smart lock. Smart lock switch to pairing mode with the permission of master controller. Please refer to the user manual for details of adding controllers to the smart lock with permisson of the master controller.

- The buttons of smart lock do not work.

1. Battery charge may be finished.

2. If there is a long period of non-use, your rechargeable batteries may be damaged and may need to be replaced by a service.

3. Smart lock may be in night mode, or child protection mode. Smart locks in this mode cannot be use with buttons or with any controller. To exit this mode, press and hold the two buttons at the same time on your smart lock for 4 seconds , then release your fingers when the beep sounds.

- Fingerprint reader does not controll smart lock.

1. The connection between the fingerprint reader and the smart lock may be lost. If the master controller of the device is different (such as mobile phone), the master controller should switch to smart lock pairing mode and pair the fingerprint reader to the smart lock again. If the master controller of the smart lock is fingerprint reader, you must reset the smart lock and do the pairing process from the beginning.

2. Restricted access may be set by the master controller. This access restriction can be hourly or daily. You should check this with the master controller mobile phone.

3. There may be a strong signals in your area that temporarily affects the RF link of the fingerprint reader with the smart lock.

4. The battery of the fingerprint reader may be low. Replace 2 x AAA type batteries.

- The keypad does not unlock the smart door even though it confirms the password.

1. The connection between the keypad and the smart lock may be lost. If the master controller of the device is different (such as mobile phone), the master controller should switch to smart lock pairing mode and pair the keypad to the smart lock again. If the master controller of the smart lock is keypad, you must reset the smart lock and do the pairing process from the beginning.

2. Restricted access may be set by the master controller. This access restriction can be hourly or daily. You should check this with the master controller mobile phone.

3. There may be a strong signals in your area that temporarily affects the RF link of the fingerprint reader with the smart lock.

4. The battery of the fingerprint reader may be low. Replace 2 x AAA type batteries.

- Remote controller does not control smart lock.

1. The connection between the remote control and the smart lock may be lost. Smart lock must be entered into the pairing mode and remote controller need to paired again to the smart lock.

2. Restricted access may be set by the master controller. This access restriction can be hourly or daily. You should check this with the master controller mobile phone.

3. There may be a strong signals in your area that temporarily affects the RF link of the fingerprint reader with the smart lock.

4. The battery of the remote controller may be low.

- Smart lock does not lock all turns of mechanical lock.

First, you must teach your smart lock the number of turns of your mechanical lock . You can teach the number of turns of lock from the menu of the master controller (phone, fingerprint reader, controller, keypad). Once you have done this, your smart lock will automatically learn how many full turn need to lock or unlock.

- Lock/unlock commands work in wrong direction.

You need to reverse the locking direction with the master controller. You can change this direction from the settings on the mobile application. If your smart lock has different master controller (fingerprint reader, keypad, or remote control), you have to check the user manual for this steps.

- Settings button in mobile application does not work.

If the settings button on the top right is not active, that means you are not master controller of the smart lock. For security reasons, the settings button is only active for the authorized user.

- I forgot mobile application password.

If you forget your password, there is no chance to reset it. As a solution, you need to delete the application and reinstall it. However, in this case, your phone will not recognize your smart lock. You must reset your smart lock and enter the smart lock to the pair mode.

- Smart lock works by itself without command.

1. The knob of the smart lock does not have a rotating structure. However, in some cases, the smart lock can be turned to the left or right by applying force manually. In such cases, the buttons on the smart lock may jam and remain in a continuous command. You can eliminate this jam by moving the plastic of the knob slowly to the right and left.

2. If there is a remote control paired to the smart lock, you must check the keys on the remote control. It may have been pressed down or may have migrated inwards due to excessive force.

3. Excessive force may be applied to the fingerprint or keypad controllers, and the windows on the controllers may press the electronic circuit. This jam can be avoided by moving the plastic of the controllers to the right or left.

4. If your smart lock locks after a certain time after each unlock, your automatic lock feature may be activated. If your phone is an master controller, you can turn this feature off via the mobile application. If a different controller (fingerprint reader, keypad or remote control) has been defined as master, you can see how to turn this feature off according to your master controller in the relevant section of the user manual.

- How to update the smart lock?

If your device has a version of 73 or higher, you can update your smart lock via the mobile application.

1. Open the application from the smartphone paired as the master controller. Make sure that Bluetooth is turned on and that the smart lock is connected to the application.

2. Tap the settings button at the top right of the application.

3. 'Device Information' tab appears, touch 'Software Version'.

4. The application will inform you if there is a new version. Touch the Start button and confirm the warning message on the screen to update your smart lock.

Make sure your smartphone and mobile phone charge is at least 50% during the update process. The update process will take approximately 10 minutes. During this time, your mobile phone and smartphone must be close eachother. Make sure that the Bluetooth connection does not lost and the application does not close. If your phone has an automatic screen lock, always turn off this feature during the update.

- My smart lock turn too fast.

In version 80 and above, you can slow down and speed up the motor of your smart lock according to the structure of your door or your needs.

1. Open the application from the smartphone paired as the master controller.

2. Tap the settings button at the top right of the application.

3. Touch the 'Knob Settings' tab.

4. Enter 'Advanced Settings'.

5. From the 'Motor Power' section, select the one from choices.

6. Touch the back button then touch the blue arrow next to the 'Adjust Number Of Turn'. Make sure that your door is closed when doing this.

7. Go back to the main screen of APP. Send lock/unlock command to check that motor power slow down or speed up.

- I can't adjust the motor power of my smart lock.

If your smart lock version is below 80, you are not allowed to make changes to the application even though you see the motor power setting. After upgrading your smart lock to the latest version, you can adjust the motor power.

- I can't generate a temporary access code.

If your smart lock version is below 80, you cannot create a temporary access code through the application. After upgrading your smart lock to the latest version, you can create a temporary access code.

- I can not create 'Temporary Access Code' via my OTP version keypad.

If you completed the pairing process by sending a lock command while pairing the OTP Keypad with your smart lock, your keypad is paired as normal and does not appear in the create temporary code tab. You must first delete this paired controller from the controllers section in the users tab, and then follow the steps below.

1- Open the smart lock application via the smartphone paired as master controller, after the connection to the lock is established, tap the settings icon at the top right.

2- Enter the users tab at the bottom.

3- Enter the 'Enroll New Controller' tab.

4- Press the + button to pair new controller. Long beep then a short beep will be heard from your smart lock. After short beep stops your device will enter the new controller pairing mode.

5- Press 1234 on the OTP compatible wireless keypad.

6- If the pairing is successful, the smart lock will beep briefly and your keypad will be displayed in the Create temporary access code section of the users tab. If the pairing fails, you will need to follow the same steps again.