Smart Lock Manual (English)
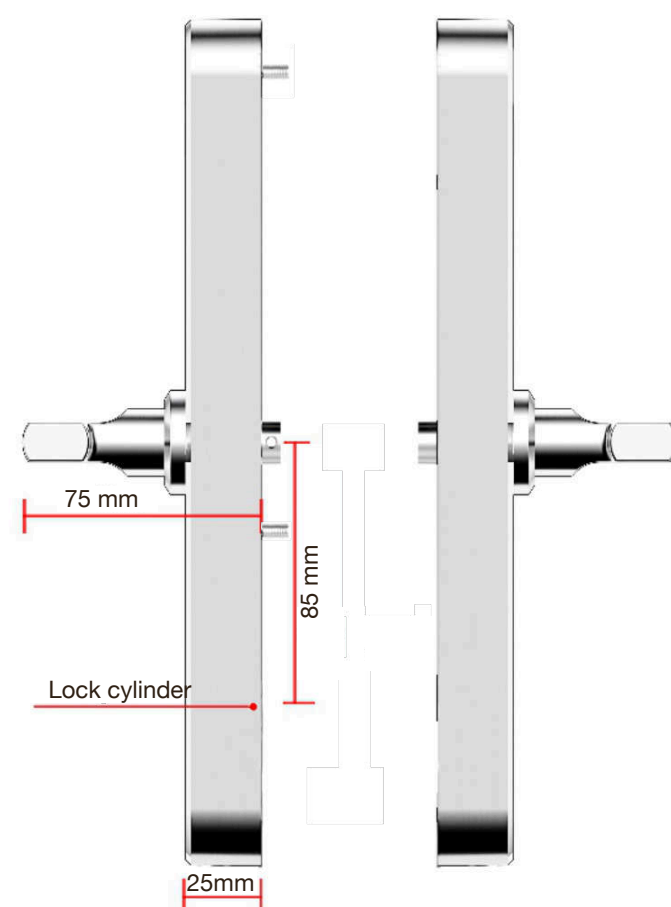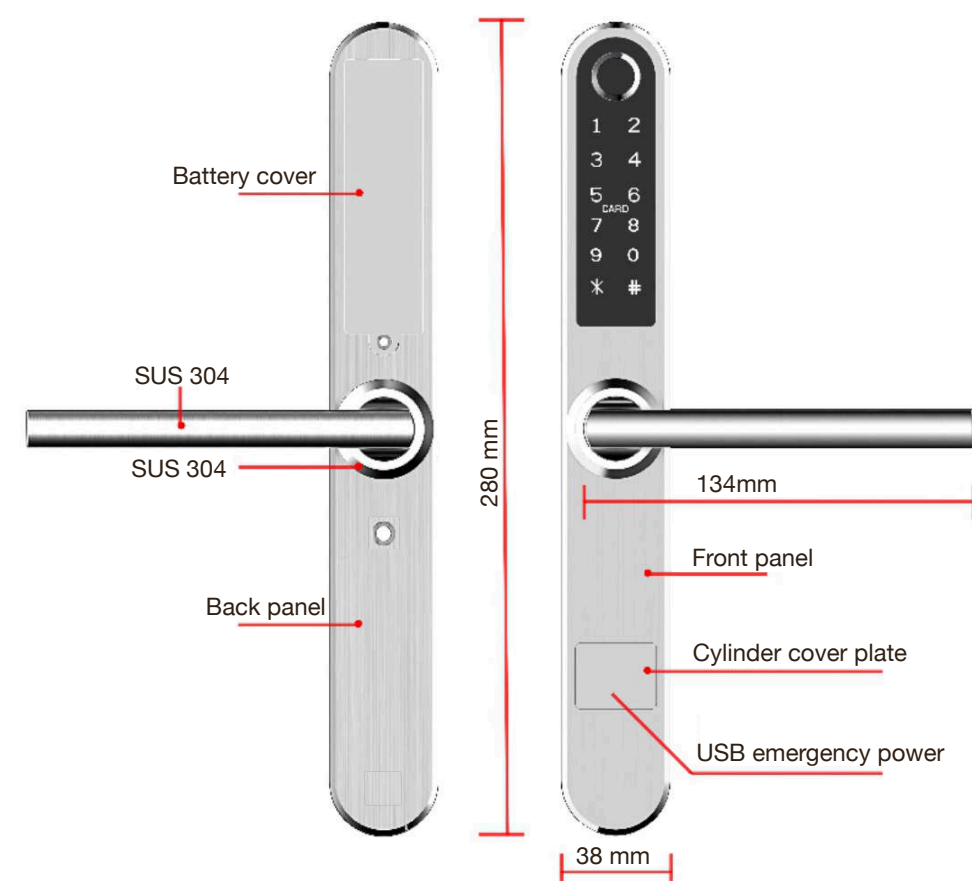
Model: BG2000-SE2

Attention:

1. Please keep mechanical keys outside. They are intended for emergency opening only.

2. Change batteries immediately when low battery alarm is showing.

3. Please read this manual carefully before installation and keep for future reference.

1. Lock structure

Battery cover

SUS 304

SUS 304

Back panel

280 mm

134mm

Front panel

Cylinder cover plate

USB emergency power

38 mm

75 mm

85 mm

Lock cylinder

25mm

2. Specifications

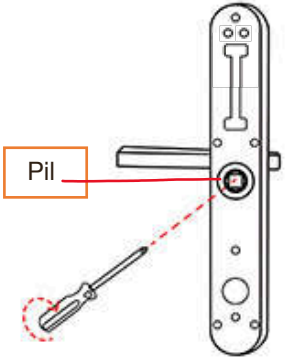| Model	BG2000-SE2
Material	SS304
Front panel, size	280*38*25mm
Back panel, size	280*38*25mm
Lock weight	2.5KG
Unlocking	Bluetooth Fingerprint Code RFID-tag Mechanical key
Colors	Silver Black Gold (upon request) Grey/brown (upon request)
Suitable for doors:	Aluminum doors Wooden doors Sliding doors
Working voltage	6V/4x AAA Batteries
Door thickness	35-86 mm
Data capacity	Fingerprints 200 pcs. Code 150 pcs. RFID-tag 200 pcs.
Temperature range	-30°- +60°
Humidity range	20%-90%
Low voltage alarm	Less than 4.5V

Functions

• Semiconductor fingerprint sensor(508dpi)
• Passage mode
• Stainless steel, SUS304
• Smart APP & remote unlocking (optional Gateway) & check records
• Voice guiding (English))
• Automatic alarm when repeated unauthorized opening attempts
• Voice (on/off))
• Time settings for code/tag/fingerprint
• Lock APP from unauthorized access
• Password protected
• Emergency opening via mechanical key or USB.

3. Installation

3.1 Change of handle direction (if needed)

Note: Adjust direction according to door opening direction.
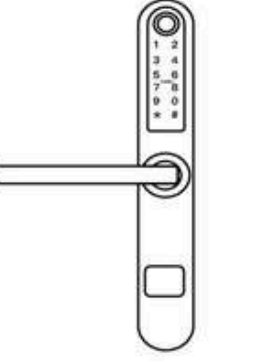**Arrow must be pointing in the same direction as handle**.

The mounting surface must be completely smooth, so the back of the lock closes tightly against the door leaf
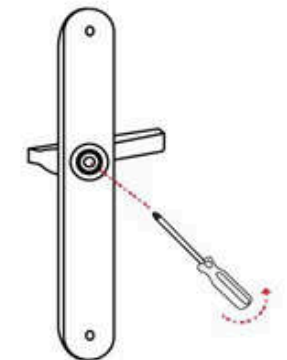
Pil

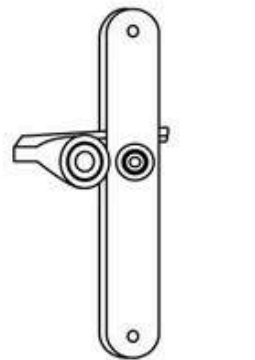1 – Disassemble handle by loosening the screw inside, using a Phillips screwdriver.

2 – Carefully remove handle and change direction.
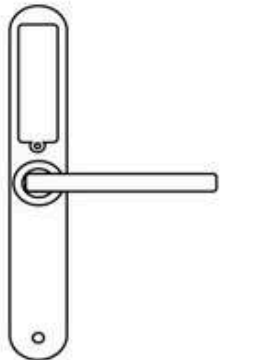
3 – Push handle back in place and tighten firmly with screwdriver.

Make sure that arrow is pointng in the correct direction.

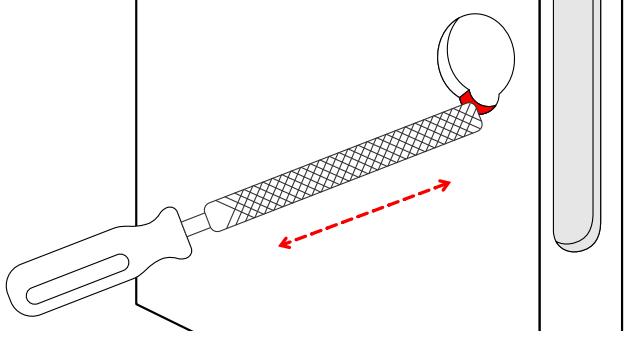1 – Repeat the steps above for back part.

2 – Repeat steps above.

3 – Repeat steps above.
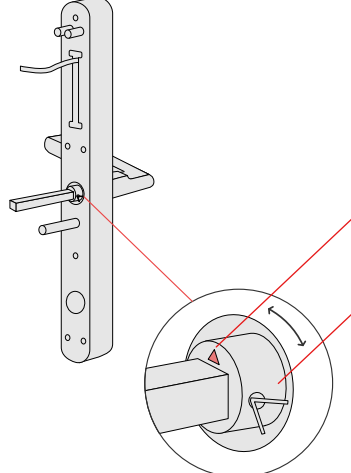
No arrow on back part to check.

3.2 Installation

1 - Make room for bushing

Loosen the mortise and file with a suitable file (round file), so that the bushing can pass underneath. Screw the mortise back in place and check that the bushing can pass freely.
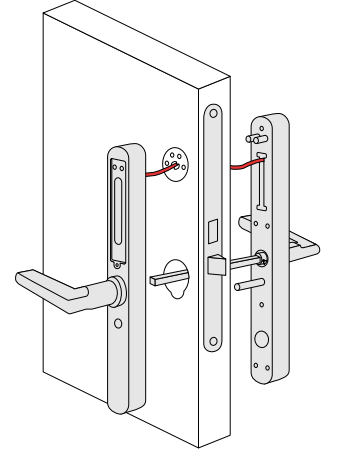
2 - Insert square shaft

Turn arrow to point in the same dirction as handle.

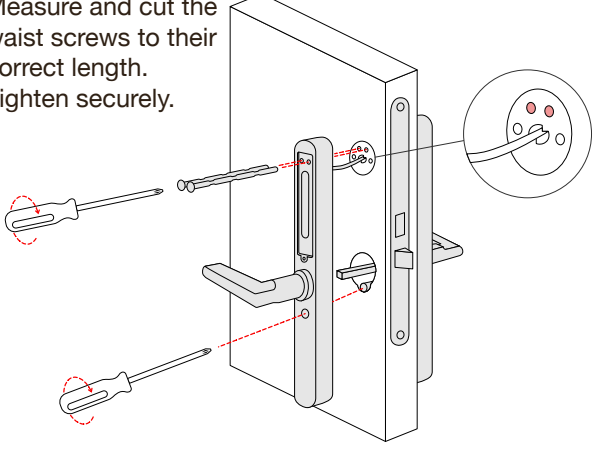Insert the U-clip in the hole and bend its front end to fix the square shaft.

3 - Connect wires

First attach rubber gaskets.

Then connect cables, front and back panels. Push together.

Make shure that front and back are paralell to each other to ensure smooth function.

Additional info to point 4

For easier mounting of the two screws inside the battery case:

Open battery cover by loosening the screw (be careful not to lose it)

Carefully remove upper battery pole using a slotted screwdriver. Place screwdriver behind the pole and push outwards.

Measure and cut screws.

Screw together front and back parts.

Push battery pole back in place. Make sure it is placed as picture shows with the spring to the left.

4 - Connecting panels

Measure and cut the waist screws to their correct length. Tighten securely.

5 - Insert batteries

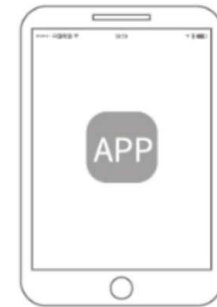4 AAA batteries must be used. High quality or lithium.

Rechargeable batteries must never be used.
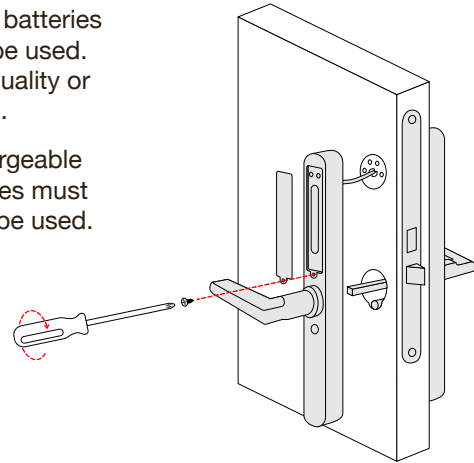
6 - APP

Now start connecting the APP

APP

4. Registration

Demo mode

Note: The lock can be opened with the code: 123456 followed by # in demonstration mode

Lock type

NOTE: The TTLock app can control several different lock types. You must first select type of lock. The lock must be added to the app. Normally, locks that have not been added before can be added after the lock panel has been activated. Locks that have previously been added to TTLock must first be removed by its owner, then added again.

5.1 Connect APP and phone

1) Android – scan the left QR code.

2) Apple – scan the right QR code.

3) Alternatively search for TTLock in Google Play or App Store.

4) Register new account (mobile number (without first zero) or email) or log in with existing account.

5) Touch the lock screen to light, click "+ Add lock"

6) Nearby lock(s) will appear on the phone screen, klick "+"

7) Re-name the lock

8) The lock has now been added.
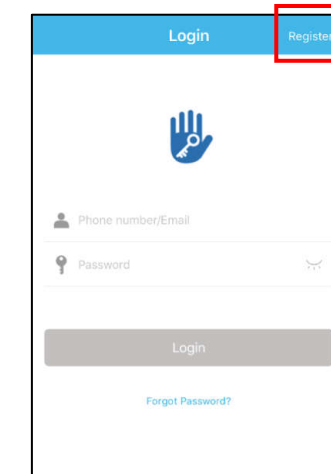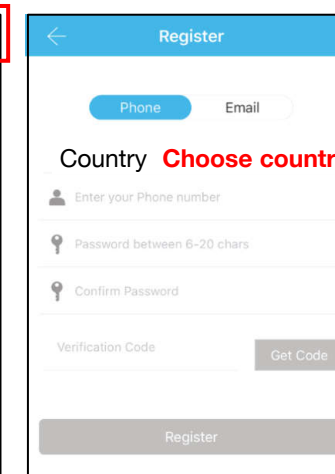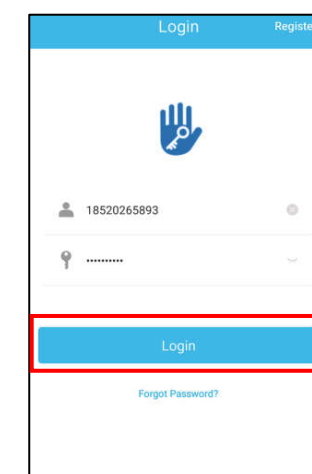
1-1	1-2	1-3

1-4	1-5	1-6	1-7

5.2 Using the APP

5.2.1 Bluetooth

Make sure Bluetooth is connected to your Smartphone. After the phone and lock are connected,
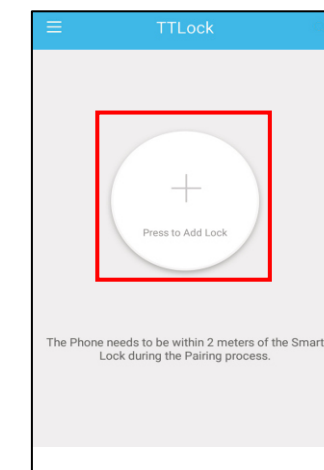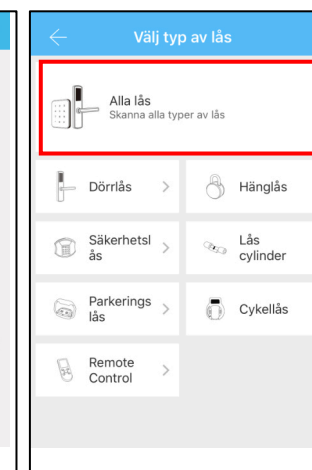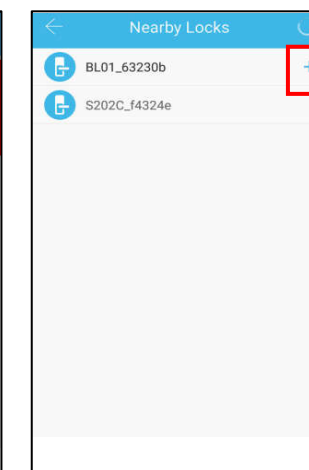
click " " to unlock (phone must be within 2 meters from the lock)

5.2.2 Remote control (Optional via Gateway)

The lock is directly connected via Bluetooth and is not connected to the network itself, it is therefore not vulnerable to network attacks. Gateway is an option for Smart Lock. It is the bridge that connects the lock to your network. Through Gateway, users can, from a distance, calibrate the lock's clock, read the history of codes, cards, fingerprints etc. It is also possible to send, delete and modify codes and e-keys.

When phone and lock are connected, click " " which can be seen in Figure 2-1 to unlock. You can unlock anywhere you are connected to a network. (To add Gateway, see step 5.3) To activate this function: In the respective lock - press "Settings" and then "Unlock remotely"

5.2.2.1 Adding Fingerprints

To be able to unlock with fingerprints, it must first be added. For this to work, the phone and lock need to be next to each other and the APP started. Fingerprints can be set to apply permanently, or under restriction. After it is added, the validity period can be changed.
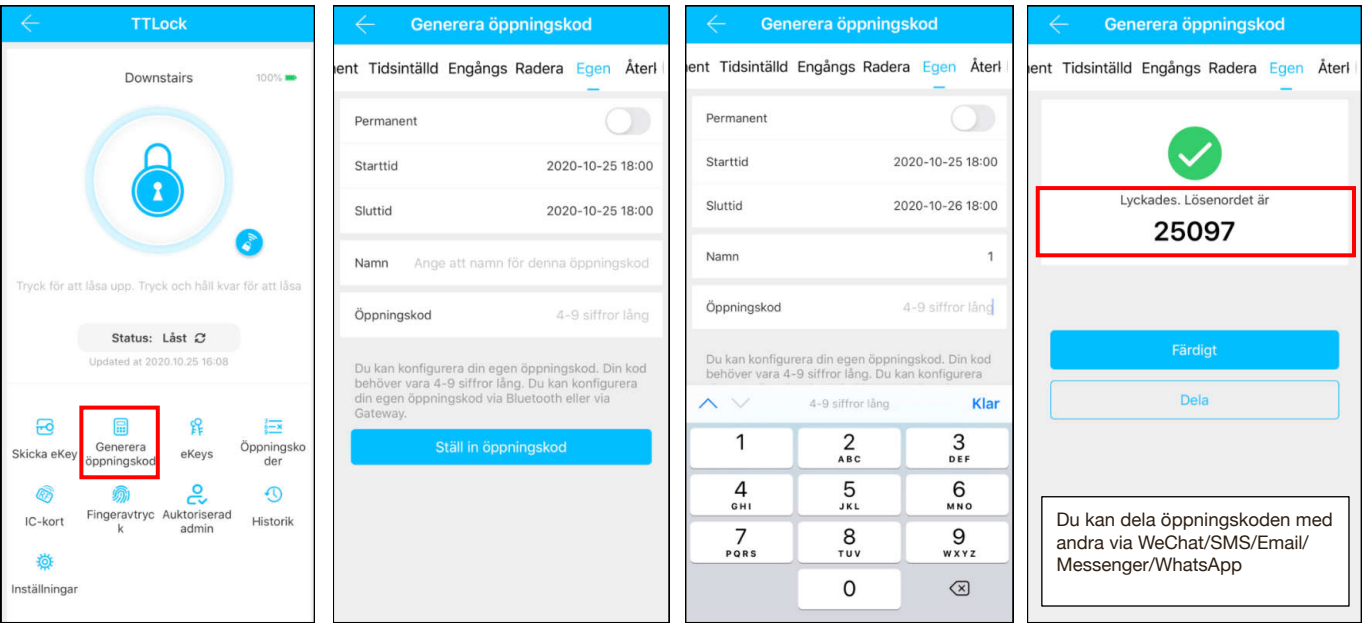
For more stable reading - add the same finger several times.
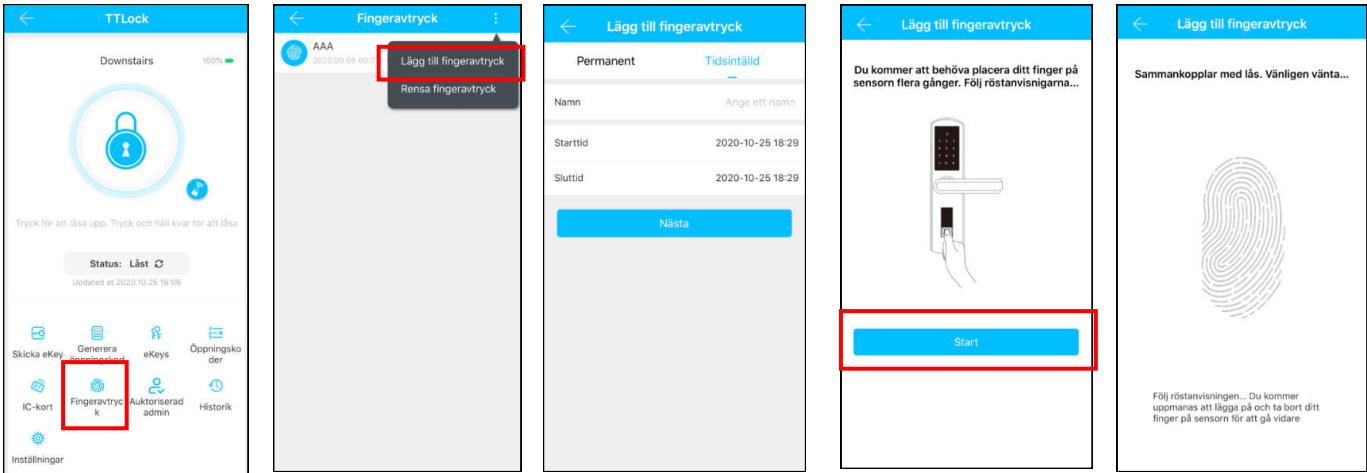
5.2.2.2 Passcode management

Code is another way to unlock. After entering the code on the display, press "#" at the bottom right to unlock. Codes are available as permanent, time-limited, one-time, recurring, custom and delete.

Up to 4 optional digits can be used before and after code, to make reading difficult.

5.2.2.3 e-Key management

Click " Skicka eKey "

Admin/owner can delete, reset, send and adjust e-keys.

→ Choose e-key format (timed, permanent, one-time or recurring)
→ Enter users TTLock account, name the e-Key and enter validity.

You can set permission to remotely open or not, authorize Administrator, as shown in the picture
→ Send
→ The receiver is now allowed to open via APP/Bluetooth.

(The lock owner can authorize the administrator through e-key, which in turn can grant permissions to users.

However, the administrator can not authorize other administrators.)
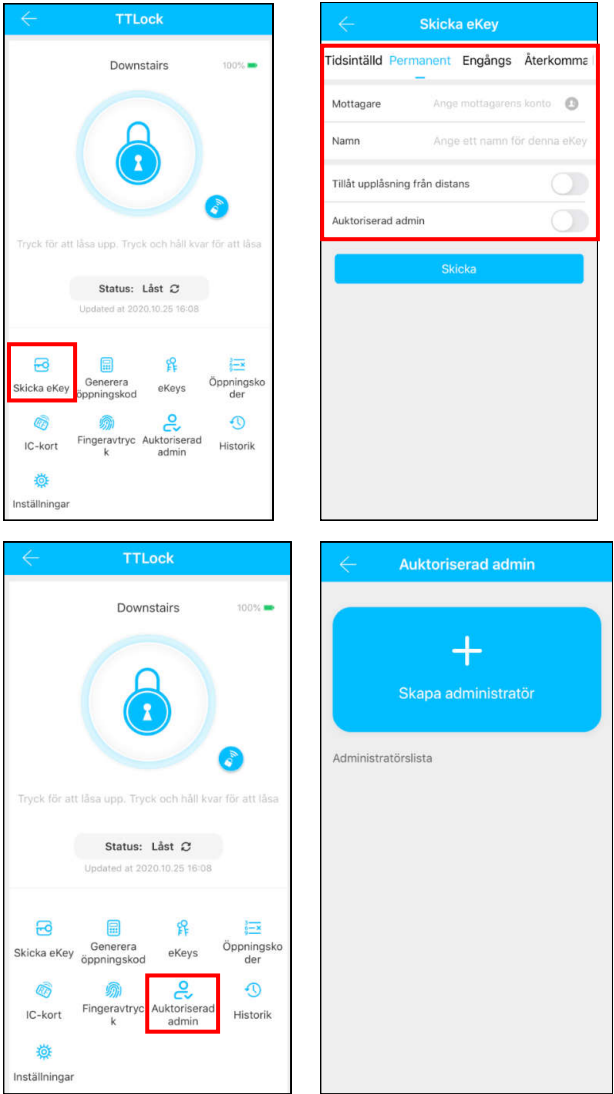
Here you can authorize new administrator

5.2.2.4 Add tags/cards and add tags/cards remotely (remotely, Android only)

Enables opening with different RFID cards. Before an RFID card can be used, it must be added. Adding must be made by phone and lock next to each other. The validity period for RFID cards can be set. It can be permanent or limited time. You can also subsequently regulate the validity period for RFID cards.

Gateway must be added first

Android with activated NFC only

Hold the card against the NFC sensor on the back
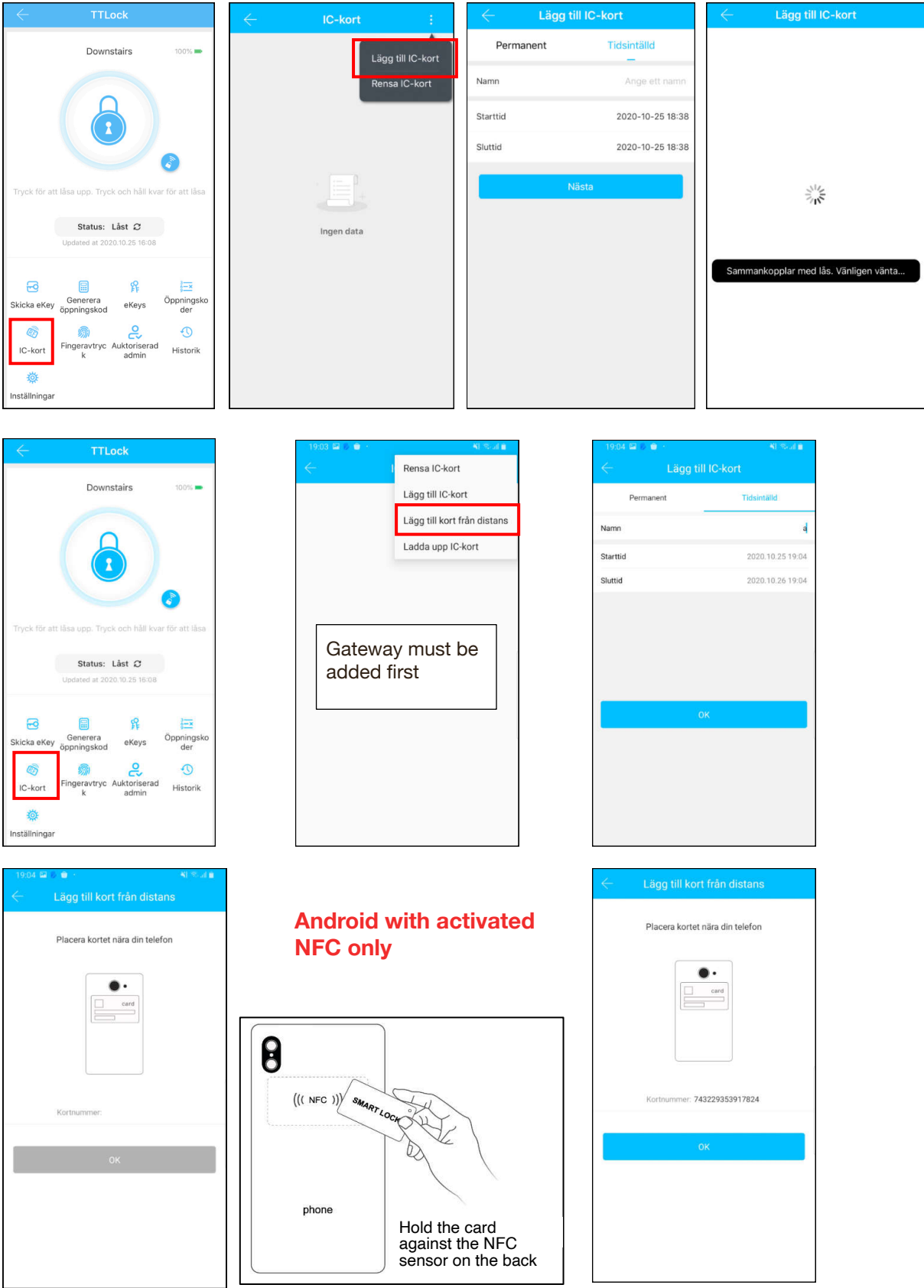
5.2.3 Admin passcode management

Click " ⚙ " (settings)
        Inställningar

→ Basics
→ Click Admin passcode
→ Enter this code on the lock display, followed by
→"#" to unlock.

5.2.4 e-Key management

Click " 🔑 "
        eKeys

After the Owner has added the lock to the APP, the Owner will have the highest authority in the lock. The owner can send eKeys to other users of TTLock, set time limits, permanent or one-time Bluetooth eKey rights. An Admin can handle all their own exhibited eKeys, including removing these, restoring, sending, changing the validity period and viewing the history of these. For eKeys whose validity is about to expire, the number of remaining days is displayed in yellow and a reminder in red.

5.2.5 Passcode management

Click " ▤ "
       Öppningsko
         der
→ figure 2-4. All generated Passcodes can be viewed and managed here. This includes code change, deletion, restore and history.

5.2.5.1 Passage mode (Under settings)

Activate Passage mode in the APP by dragging the slider to the right.

Set the desired day / days.

If all hours are desired, this is activated by dragging the slider to the right.

If start and end time are desired, this is stated.

Do not forget to tap "Save" at the top right of the screen.

Enter Passage mode by making one valid opening via app or other method.

To temporarily cancel the passage position, press and hold "#" on lock display until the lock locks.

The next time you open with permission, the lock enters Passage mode (if the Passage mode is still set to active).
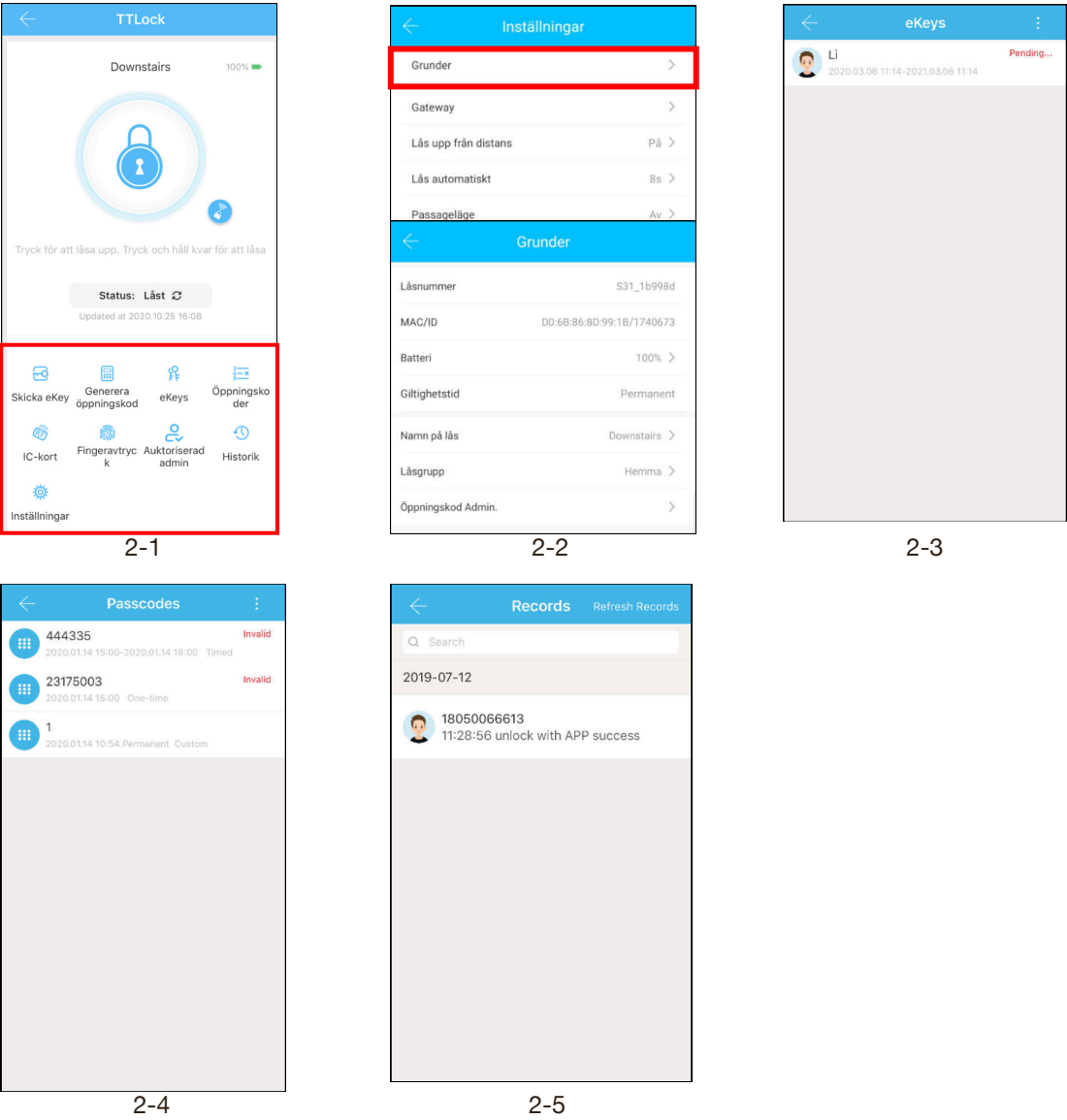
When the lock is programmed for Passage mode, the color of the lock name changes in the main menu. This is to remind that the lock is programmed for Passage mode.

5.2.6 Unlock records

Click " 🕐 "as shown on 2-1
        Historik

→fig 2-5 You can query your unlock records as shown.

2-1

2-2

2-3

2-4

2-5

5.3 Adding Gateway (optional)

When connecting a new Gateway, your smartphone and your Gateway must be connected

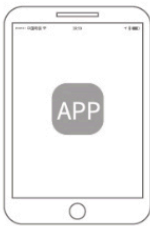**on the same Wi-Fi network using the 2.4 GHz frequency only.**

Light Status

When the gateway is powered on:

- ●←→● Light flashes alternately in red and blue: Stand-by mode, ready for pairing
- ● Blue light: Working mode
- ● Red light: Network failure

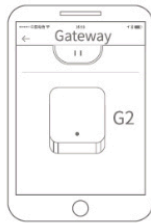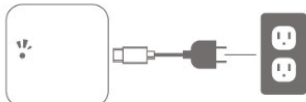## Pair the Gateway with APP

1. Activate the APP
2. Press "≡"
3. Select [**Gateway**]
4. Select [G2]
5. Plug in the gateway and power it on, while the light flashes alternately in red and blue
6. Press " + " sign
7. Add Gateway
8. Select the network and fill in the password
9. Add complete

⚠ Notice: If times out, please power off and try it again.

Please note:

1. Before inserting fingerprints, it is important that the sensor area is clean and dry. The finger must also be clean and dry and free from e.g. water, grease, dirt etc.

2. The maximum number of fingerprints that can be added is 200 pcs. It is recommended that each user enter at least 2 fingerprints to prevent problems if any finger is damaged or otherwise unable to be used.

3. When adding fingerprints, the finger needs to be read several times. Place your finger on the sensor at different angles each time and with a light push until your voice prompts you to lift and press again.

4. When the current is too low for the sensor, be reminded that it flashes blue when the Fingerprint sensor is used. After the impression is verified, the light continues to flash blue quickly and the light is slightly dim; in this case, replace the batteries as soon as possible to prevent the batteries from running out.

Care advice:

The lock should be cleaned regularly, with a mild detergent and sweet water, to remove dirt and salt. This can prevent the material from discoloring.

This is especially important if the lock is mounted outdoors where rain does not reach or in coastal and oxidizing environments.

5.4 Trouble shooting

5.4.1

1	How to read operation methods?	In the "records" of the main interface / or web interface TTLock
2	How to remove the magnetic cover for the emergency key / usb power supply?	Press all the way out on the left side of the door until it "wiggles". Then just remove it.
3	How many e-Keys can be added?	Unlimited
4	Why does "pending" show when sending an e-Key?	Before receiver has opened App for receiving the e-Key "pending" is showing.
5	Why do I not receive a one time passcode?	This may be due to a problem with the operator or the SMS server, or it may be due to an incorrect parameter. Remember to enter the mobile number without the first zero. Otherwise contact the support service in the APP.
6	Can users use their account simultaneously on two devices?	No, that does not work. But you can authorize Admin, which is on another device.
7	Can I download records/history?	With Bluetooth: Yes, otherwise No.
8	Why does Passage mode not work immediately?	You have to verify Passage mode by performing one verified opening first.
9	What is "Automatic lock"?	Set the length of time before the lock returns to the locked position.
10	Why can I not send e-Key?	Check if the account you are sending to is registered / already received.
11	How many locks can be added in the APP?	Unlimited
12	Is it possible to add Passcodes and Fingerprints remotely?	A) Auto-genererated Passcode: Can be sent Custom Passcod: Can be sent if Ghateway is connected B) Fingerprint: Not possible to add remotely C) Adding tag/card is possible only through Android with NFC activated.
13	The lock display is flickering.	This can be due to the protection plastic film has not been removed from the display. Try removing the film. Water may also be the cause, so try wiping the display with a dry cloth.

APP is being automatically updated regularly. Therefore some functions and features may vary from above instructions

5.4.2 Trouble shooting Hardware

1	After insallation the display does not light up.	a) Check that batteries are correctly inserted and that they have enough power. b) Check cable between front and back parts is connected correctly.
2	I can not add fingerprint	Finger must be dry and clean. The sensor must also be dry and clean.
3	Fingerprint verification works well, but lock can not be opened	Fingerprint lock has two important components: one is the fingerprint module and the other is the electrical lock. If the verification succeeds with the lock not opening, you can listen carefully when the fingerprint is verified if you can hear the engine sounding inside the lock. If it is heard, the error is often due to the handle lock. If the motor is not heard, it is probably because the circuit board is broken. The front panel needs to be replaced. If you have a valid guarantee, this can be invoked.
4	Batteries are draining fast.	a) High use of the lock b) Only use batteries of high quality. Consider the use of lithium batteries.
5	Can volume be adjusted?	Systems with Bluetooth can only turn volume on/off.
6	Nothing happens or the lock can always be opened when you press the handle on the outside.	Check that the assembly has been carried out correctly with the arrow pointing in the same direction as the handle direction. Also "Auto-lock" must be activated in lock settings.
7	Display is i not working and/or light is weak	This probably due to weak battery power. Please install new batteries and check.
8	How long is the lock closed after the incorrect code has been entered 5 times?	As long as the alarm is sounding - appr. 30 sec. Stop the alarm by performing a valid opening.
9	How many records can be stored in the lock?	Bluetooth units: 500
10	On how many locks can a single RFID tag/card be used?	Unlimited
11	Lock does not lock.	Check that "Auto lock" is activated in lock settings. Front and back panels must be installed paralell to each other. Adjust if needed. Also see p.6 above.

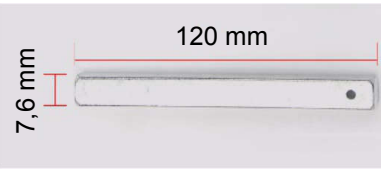### Factory reset (after unresolved software problems)

Open the battery cover and press the reset button, with a narrow object, for 5 sec. (Ignore any messages before 5 sec.)
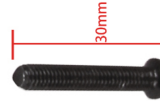
Immediately press "000#". A verification will sound and the lock has been reset. Now start initiation process by pairing the lock with phone.

Reset-knapp

Packing list

May differ depending on model

Sr. No	Name	Qty	Photo
1	Front panel - IP66 (SS304)	1	
2	Back panel - No IP classification (SS304)	1	
3	User manual	1	
4	RFID-tag	3	
5	Mechanical key	2	
6	Water protecting rubber gasket	2	
7	U-pin	2	
8	Square shaft, short	1	
9	Square shaft, long	1	

Sr. No	Name	Qty	Photo
10	Bushings:35*8mm	2	
11	Screws for bushings:16*5mm	2	
12	Screws for mortise:10*5 (For aluminium door)	4	
13	Screws for mortise:25*4mm (For wooden door)	4	
14	Different screws depending on model	1	
15	Different screws depending on model	1	
16	Different screws depending on model	1	
17	Gateway (Optional)	(1)	

Warranty

Customer name: _____

Customer phone: _____

Date of purchase: _____

Product name: _____

Model: _____

**Date markings are located on the back of both devices.
These must NOT be removed or destroyed!**

NOTE:

1) Keep this card so that it can be used in any warranty case.

2) We offer 2 years warranty from the date of purchase.

3) The warranty is valid worldwide.