

Setting up the app

The app that runs your Keyless Solutions lock

Your lock is opened by the TTLock app. It is worth being straight with you about what that is: TTLock is made by Hangzhou Sciener, not by us. It is the app the lock is built to work with, it is free, and it does the job. It is not a Keyless Solutions app and we do not pretend otherwise.

You do not need the app to use the lock. A code on the keypad, a card and the mechanical key all work without a phone anywhere near it. The app is what lets you hand out codes, see who came and went, and change access without changing hardware.

BEFORE YOU START

Have the lock powered up with fresh batteries, stand beside the door, and turn Bluetooth on. Adding a lock only works within Bluetooth range: you cannot do it from the kitchen.

IF YOU ARE THE INSTALLER, READ THIS ONE

Add the lock to the OWNER's account, not your own. If you add it to yours, they cannot add it at all, and the only way out is a factory reset that wipes every code and every card. If you have already done it, delete the lock in your app while standing beside it before you leave site.

SCREENSHOT

store

1. Install it

SCREENSHOT

register

2. Make an account

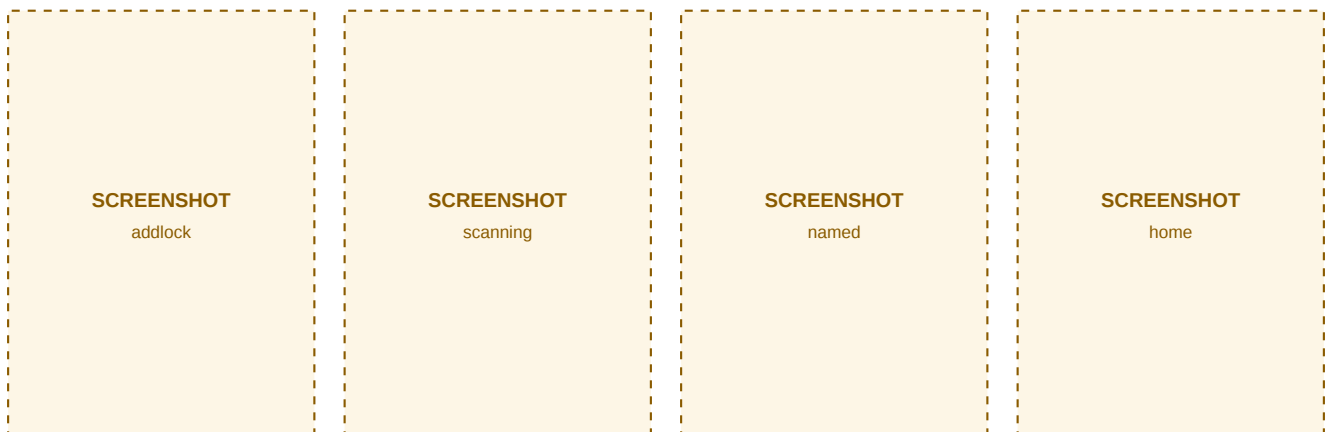
SCREENSHOT

plus

3. Press the plus

Adding the lock

- 1 Install TTLock**
Search the App Store or Google Play for TTLock. It is free. Make sure it is the one by Sciener.
- 2 Make an account**
Register with your own email or phone number, and set the country to New Zealand. This account IS your ownership of the lock, so use one you will keep.
- 3 Stand beside the lock**
Turn Bluetooth on. Press the + in the app, choose Door Lock, and the app searches. Your lock appears when you touch the keypad to wake it.
- 4 Name it something useful**
Front door, not Lock_1. You will thank yourself when there are three of them.
- 5 Delete the factory code**
The lock ships with a code printed on a label in the box. Anyone holding that label has a working code. Set your own, then delete the factory one.



Giving people access

There are four ways in, and the app manages three of them. The mechanical key is yours to look after.

A code

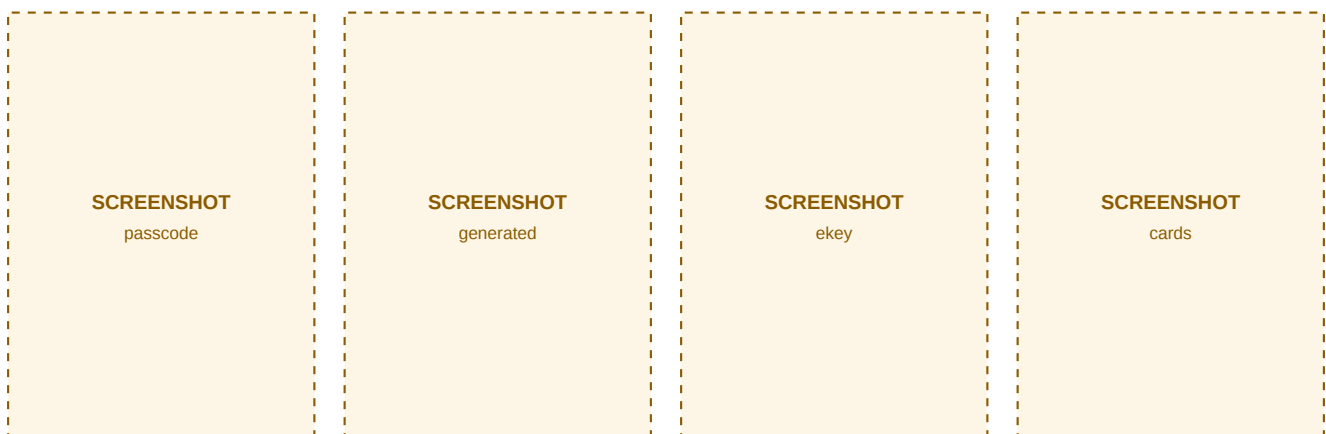
Permanent, timed, one-time or repeating. A cleaner every Tuesday gets a cyclic code that only works on Tuesdays. Send it by text from inside the app.

An eKey

For someone with the app. Permanent or for a set window. They need their own TTLock account first.

A card or fob

Held against the reader. Enrol each one beside the lock and label it as you go. A card handed over without being enrolled will not open anything.



REMOTE ACCESS NEEDS THE GATEWAY

Codes, cards and keys never need the internet. Only the remote features do, and for those the lock is gateway ready: the Wi-Fi gateway is a separate purchase. It sits inside the house within range of the lock.

Selling the house, and getting help

TRANSFER THE LOCK BEFORE YOU HAND OVER THE KEYS

It is the ACCOUNT that owns the lock, not the keys. If you move out without transferring or resetting it, you keep administrator access to a house that is no longer yours, and the new owner cannot add it. Do it in the app before settlement.

SCREENSHOT
records

SCREENSHOT
transfer

If it will not connect

Nine times out of ten it is one of four things. Bluetooth is off. You are not close enough. The batteries are flat. Or the lock is still attached to somebody else's account, which is usually the installer's. Work through those in that order before you factory reset anything, because a reset wipes every code and every card.

STUCK

Call 09 238 2377, or 027 8 ACCESS. Have the model and what the app is telling you ready when you ring.