

CARBON

Smart Lock User Manual



PORT

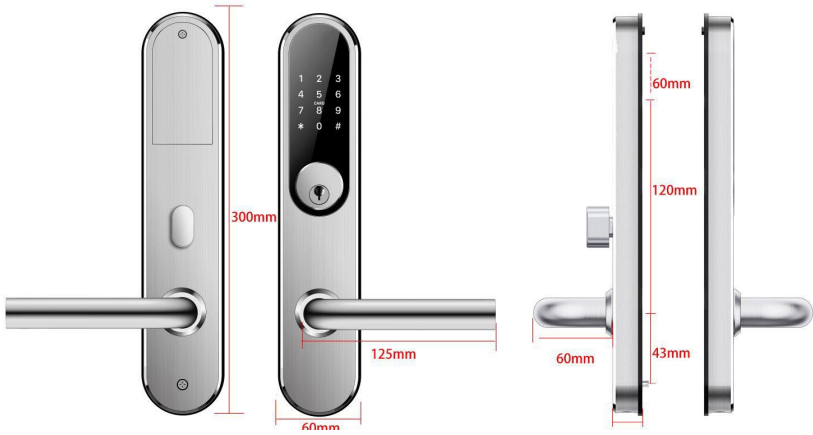
Important:

Replace the battery when the power is low.

Read this manual carefully before installation and keep it for future reference.

1. Introduction

1.1 Lock Dimensions



1.2 Components

NO.	NAME	QTY
1	Front Panel	1
2	Back Panel	1
3	Mortise	1
4	Card	3
5	Waterproof Rubber Plate	2
6	Strike & Strike Box	1 ea
7	Bushing: M5 x 30mm	2
8	Mortise Screws: M5 x 10mm (For Aluminum Door)	4
9	Mortise Screws: M4 x 20mm (For Wood Door)	4

NO.	NAME	QTY
10	Sliding Screws: M5 x 11mm	2
11	60mm Spindle	1
12	80mm Spindle	1
13	M5 x 30mm Screw	2
14	M5 x 40mm Screw	2
15	M5 x 50mm Screw	2
16	M5 x 60mm Screw	2
17	User Manual	1
18	U-Clip	1

1.3 Specifications

Suitable for Model	Carbon	APPLICABLE DOORS	Aluminum Wood
MATERIALS	Aluminum alloy	WORKING VOLTAGE	6V/4 x AAA Batteries
LOCK WEIGHT	3.5KG	DOOR THICKNESS	35-65mm (1-3/8"-2-1/2")
UNLOCKING METHODS	Bluetooth Password Card Physical key WiFi Gateway (optional)	DATA CAPACITY	Password 3000+ Card 100
COLOR	Silver Black	WORKING TEMPERATURE	-30°C - 60°C
LOW POWER ALARM	Less than 4.8V	WORKING HUMIDITY	40-85%

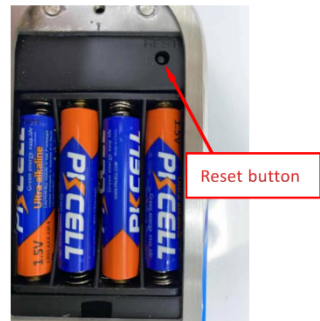
1.4 Features

- Passage and privacy mode function
- User ID access & User unlock records
- Stainless steel handle
- Auto secure & break-in alarm
- Voice setting function
- Auto locking time setting function
- Dual combination mode
- Anti-theft Password
- Emergency power supply through USB
- App: TLock
- Bluetooth version: 5.0
- Cylinder: IC Core cylinder with a master key
- Mortise Lock: UL/ANSI Standard 70mm (2 ¾) backset high security mortise

1.5 System Initialization

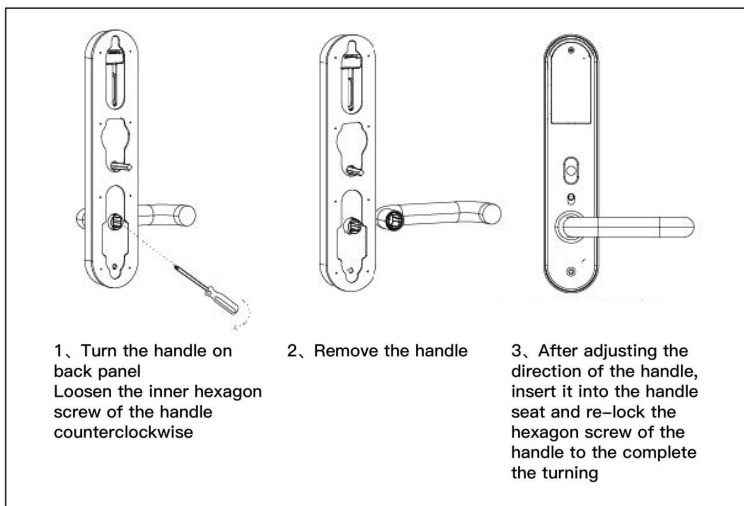
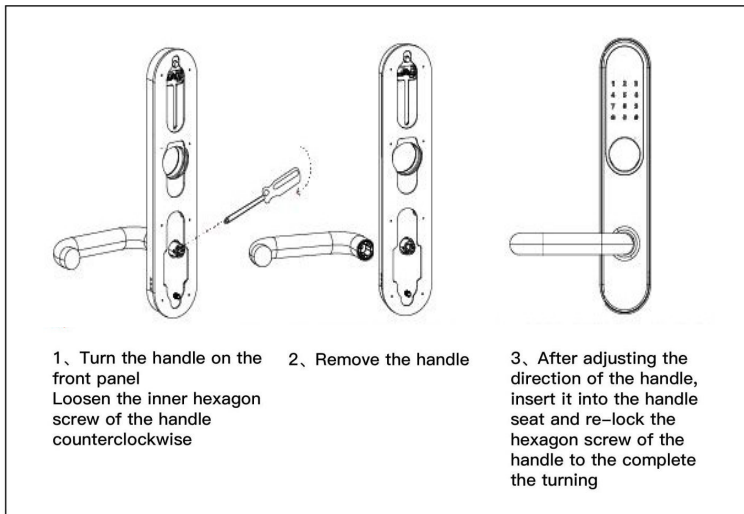
1.4.System Initialization

Open the cover plate of the front panel ,long press the "Reset" button on the back panel for 5s, press "000#",and the initialization is complete

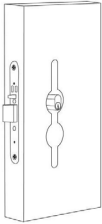
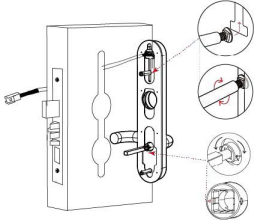
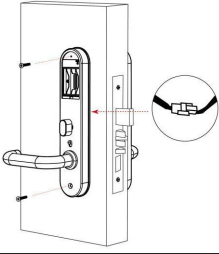
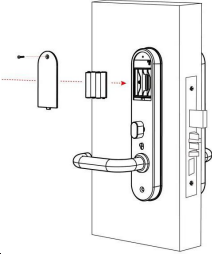
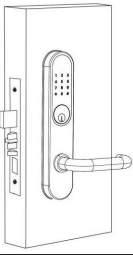


2. Installation

2.1 Changing the handle direction



2.2 Installation Diagram

<p>Step 1: Install mortise</p>	<p>Step 2: Install sliding screw casing</p>
	
<p>Step 3: Connect front and back panels wires</p>	<p>Step 4: Install battery and back cover</p>
	
<p>Step 5: Installation complete</p>	
	

3. Operation

3.1 Registration



1. Scan the QR code or search for "TTLock" to download the app from the App Store for iOS devices or Google Play for Android.
2. Register a new account or login with an existing account. A verification code will be sent to the user's mobile phone or email, and the registration will be successful after verification.

3.2 Add locks

NOTE: The default password is 123456 until a new one is set.

1. Once logged in, tap + Add Lock and the lock nearby will appear on your screen.
2. Tap "+" and rename the lock
3. Once the lock has been added successfully, the setup is complete.

3.3 User Management

3.3.1 Bluetooth management

After connecting the phone to the smart lock as above, tap the Lock image to unlock. The phone must be within 15 feet of the door.

3.3.2. Setting A Passcode

There are five passcode options: Permanent, Timed, One-Time, Custom, Recurring.

Tap on Passcodes > Generate Passcode > Select the type of passcode, fill out the details, then tap Generate (Set Passcode under the Custom tab). > Tap Complete to finish or tap Share.

To unlock the smart lock using the touchpad, enter the passcode and tap #. Details for each passcode can be found on the Passcodes page.

3.3.3 Send an eKey

Tap eKeys > Send eKey > Select the type of passcode, fill out the details, then tap Send. You can choose to send multiple eKeys on the same page.

To set an admin select Authorized Admin from the smart lock's home screen. Details for each eKey can be found on the eKeys page.

3.3.4 Add Card

IC cards must be added through the app before they can be used.

Tap Cards> Add Card> Select the duration > Fill out the details and tap Next.

You will be prompted to place the card against the smart lock to pair the card. The smart lock will notify you once pairing is complete.

Details for each card can be found on the Cards page.

3.3.5 View Records

Tap Records on the home screen to view the smart lock's use history.

3.3.6 Enable Passage Mode

Find Passage Mode in Settings > turn on Passage Mode > set parameters > tap OK > tap Save on the Passage mode screen.

Enter the passcode via touchpad to unlock the door and enter Passage Mode.

3.4 Gateway management (optional)

A Gateway (sold separately) will enable remote access to the smart lock (via the local WiFi network). This will let you use the smart lock and app when you aren't near the smart lock.

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

3.4.1 Add Gateway

Tap the Menu button > Gateway > + > select the Gateway type and follow the instructions.

Pair the Gateway with APP

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

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

4. Troubleshooting

<p>I turned on Passage Mode, but the door won't unlock.</p>	<p>To complete setup after enabling Passage mode in the app, enter the passcode on the touchpad and engage the lock. The smart lock will notify you that the Passage Mode is now on.</p>
<p>After installation the keypad won't respond.</p>	<p>A) Check that the batteries have been installed properly and that they have enough power.</p> <p>B) Remove the back panel and make sure the plug is properly connected.</p> <p>C) Remove the lock, check the wires are not pinched or obstructed.</p>
<p>The smart lock goes through batteries quickly.</p>	<p>A) Check for a standby power consumption</p> <p>B) Check for a short circuit</p>
<p>The outside handle does not engage but everything else is working fine.</p>	<p>Check that the latch is installed with the arrow pointing in the right direction.</p>
<p>How many password attempts do I have?</p>	<p>After 5 wrong password entries the keypad will stay locked for 90 seconds.</p>
<p>Why is the deadbolt not fully retracting?</p>	<p>Please follow steps to re-install the lock correctly.</p>
<p>When I unlock/lock the door with fingerprints or passcodes, the lock doesn't work.</p>	<p>Please check if the motor is making a sound when you unlock or lock with the keypad or fingerprints. If the motor doesn't make sounds, please contact our customer service team.</p>
<p>Can I remotely share a guest passcode/share E-key/share admin to</p>	<p>Yes, you can generate remotely and share the passcode/share e-Key/share admin to visitors even far away from</p>

visitors?	home (without Wi-Fi) Note: Only changing Custom Code needs to be turned on by Bluetooth and near to the lock or use a G2 Gateway (sold separately)
What if the batteries run out, can I still use the key to enter?	Yes, you can open the lock with a mechanical key, and you can also use a type-C cable connecting the lock to charge it.
Why can't I unlock/lock with Wi-Fi on the phone?	You can unlock/lock by Bluetooth on the phone. To use Wi-Fi to unlock/lock remotely, you will need to purchase a G2 Gateway (sold separately).
I want to connect my lock with Alexa or Google Assistant.	Make sure you purchase the G2 Gateway (sold separately). Follow the steps to connect the G2 Gateway correctly, make sure the gateway status is 'online' and the signal is strong (check this on the TTLock App). Follow the steps to connect the Alexa or Google Assistant correctly.
How do I lock/unlock via the keypad?	Lock: Wake up the keypad by pressing the # for 2 seconds. Unlock, wake up the keypad, input passcodes #.

Warranty*

Port Smart Security Systems warrants that your Port Smart Lock is free from defects in materials and workmanship for two (2) years from the date of original purchase. This warranty covers normal residential or commercial use and includes repair or replacement of defective parts.

Exclusions include damage from misuse, improper installation, unauthorized modifications, and normal wear and tear.

Please register your Port Smart Lock by completing the information below and email to: support@portsmartlock.com.

Customer name:

Purchase Date and Dealer's Name:

Product Name and Product Model:

***Please email information to register warranty.**

Note:

1. Please keep this manual so that you can provide proof of warranty if needed.
2. There is a one-year warranty from the date of purchase.
3. This warranty is valid for customers residing in any country in the world.

support@portsmartlock.com

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