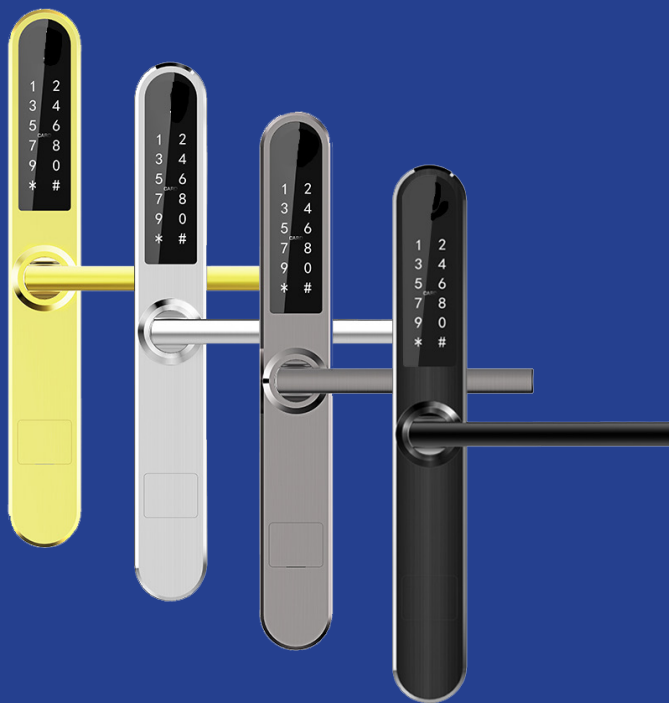


Smart Lock User Manual

Model: S31A



PORT Security
Systems

Table of Contents

4	In the Box
6	Product Specifications
8	Features
9	Preparing the Lock
10	Installation Instructions
13	Programming Your Lock
15	Setting Your Passcode
18	Adding IC Card
20	Lock Records
21	Remote WiFi Management
22	Manual Key
23	Troubleshooting

In the Box



1.) Front Panel (1)



2.) Back Panel (1)



3.) Mortise Lock (1)



4.) IC Card (1)



5.) Manual Key (2)



6.) Waterproof Rubber Gasket (2)



7.) U-Clip (1)



8.) Strike (1)



9.) Dust Box (1)



10.) Spindle for Door Thickness 35mm-55mm (1 3/8"-2 1/8") (1)



11.) Spindle for Door
Thickness 50mm-75mm
(2 3/8" - 3") (1)



12.) Screw Casing:
35x8mm (2)



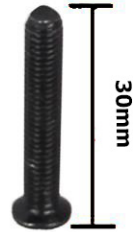
13.) Sliding Screws:
16x5mm (2)



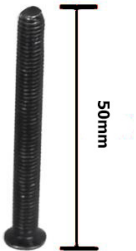
14.) Mortise Screws:
10x5mm (For Aluminum
Door) (4)



15.) Mortise Screws:
25x4mm (For Wooden
Door) (4)



16.) M5x30mm
for door thickness
35mm-55mm
(1 3/8" - 2 1/8") for
upper (1)



17.) M5x50mm for door
thickness 35mm-55mm
(1 3/8" - 2 1/16") for
lower, door thickness
45-75mm (1 3/4" - 3") (for
lower) (1)



18.) M5x70mm for door
thickness
45mm-75mm (1 3/4" - 3")
(for lower) (1)



19.) Gateway
(optional) (1)

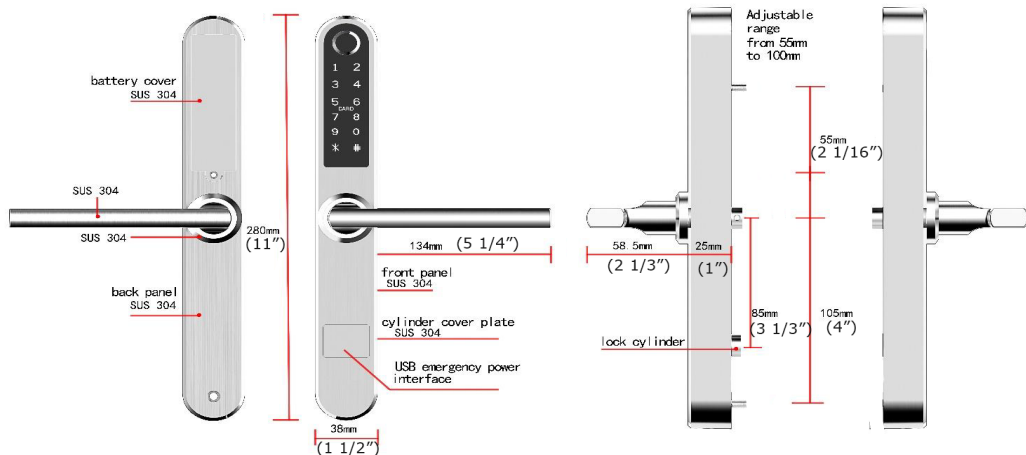


Product Specifications

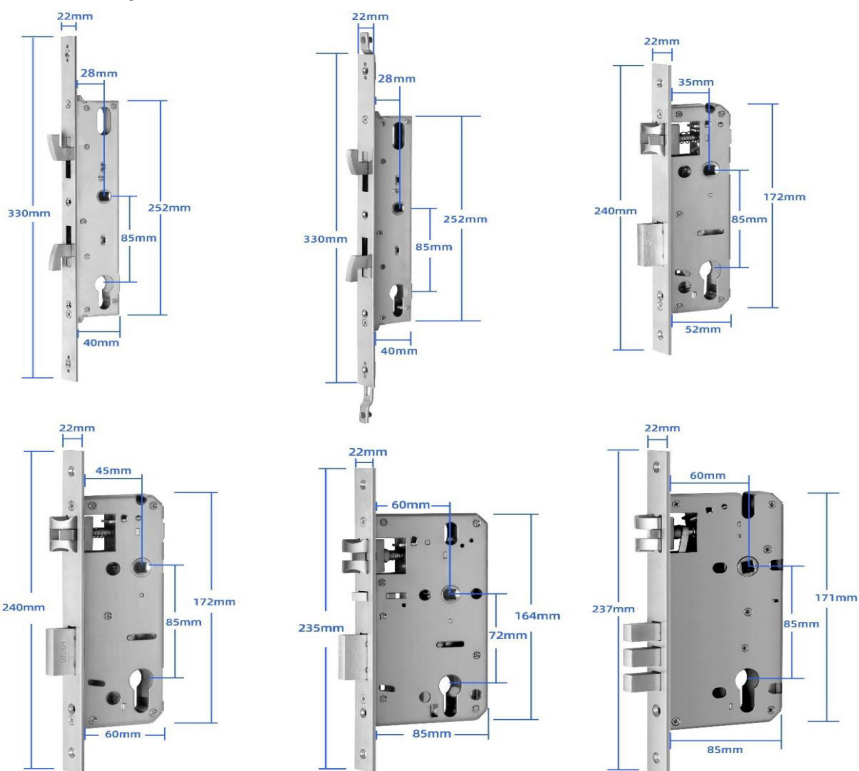
Model	S31
Materials	304 Stainless Steel & Zinc Alloy
Front Panel Lock Size	280x38x25mm (11x1 1/2x1")
Back Panel Lock Size	280x38x25mm (11x1 1/2x1")
Lock Weight	2.5KG (5.5 lbs)
Unlocking Methods	Bluetooth Fingerprint (S31B) Password Card Manual Key WiFi Remote
Finish	Satin Stainless Steel Satin Black Golden Gray
Door Types	Metal & Wood Sliding Door Metal & Wood Swing Door
Working Voltage	6V/4x AAA Batteries
Door Thickness to Fit	1 3/8"-3"
Data Capacity	Passcode: 150 sets IC Card: 200 sets
Working Temperature	-22°F - 140°F
Working Humidity	20%-90%
Low Wattage Alarm	Less than 4.5V



1. Trim Details



2. Mortise Lock Options



*For narrow style metal frame backset available for 28mm, 30mm and 35mm. Minimum style required 46mm for 28mm & 35mm



Features



Lock/Unlock

- Unlock using Passcode, Bluetooth app (iOS and Android), IC Card, remotely using Wi-Fi and manual key
- Bluetooth keys based on duration can be generated and shared with guests. The mobile app can generate user passcodes, with validity duration from One-Time, Permanent, or a Duration based on Date-Time. Included in admin rights (limited)
- Manual key can be used to lock and unlock the door
- Auto locking time setting option: After successfully unlocking, the Port Smart Lock will re-lock after a period of time (between 5 to 120 seconds). The owner sets this function
- Voice guided lock/unlock command



Security

- Smart Freeze: After entering the passcode wrong 5 times the entry lock will freeze for 30 seconds
- Activity Logs: Up to 500 operational records saving in the lock
- Anti-Theft Passcode: Decoy digits can be ADDED to passcode when entered to prevent passcode from being exposed to the person standing next to the user
- Tamper Alarm: The lock will sound if intruders try to pry the lock from the door



Other Features

- 304 Stainless Steel lever and panel
- 304 Stainless Steel and Zinc lock body
- Easy switch from Passage mode and locking
- Emergency Power Supply through USB (can use a smartphone charger and plug into wall outlet). USB cable supplied but not battery pack
- Unlimited e-Key generation capabilities
- Only the owner can authorize administrators
- Authorized administrator cannot authorize others

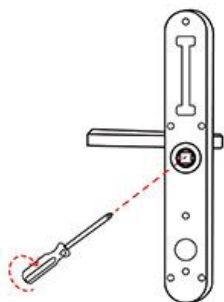
****Additional features can be found during the programming process**



Preparing the Lock

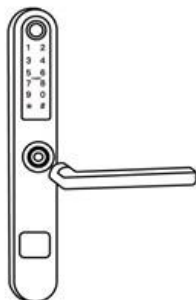
Adjust the levers to match the swing hand of the door

Exterior Panel



1. Turn the handle on the front panel.

Loosen the inner hexagon screw of the handle counterclockwise

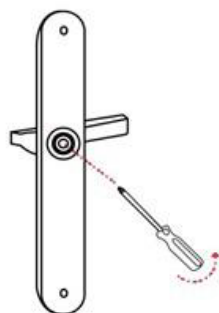


2. Remove the handle



3. After adjusting the direction of the handle, insert it into the handle seat and re-lock the hexagon screw of the handle to complete the turning

Interior Panel

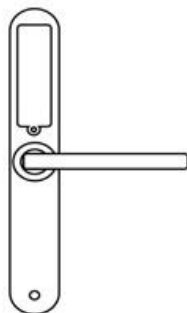


1. Turn the handle on the back panel.

Loosen the inner hexagon screw of the handle counterclockwise



2. Remove the handle



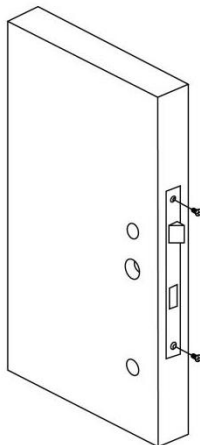
3. After adjusting the direction of the handle, insert it into the handle seat and re-lock the hexagon screw of the handle to complete the turning



Installation Instructions

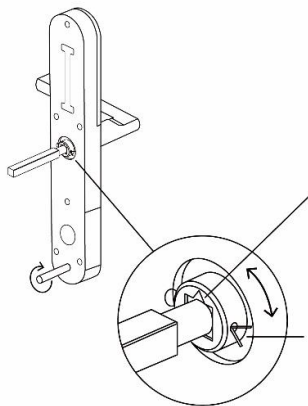
Install Mortise

1. Use the template enclosed to cut holes for the door.
- *It is important to follow the template
2. Install the mortise lock (Part #3) using the 25x4mm (Parts #15) for wood doors and 10x5mm (Parts #14) for aluminium doors
3. Set the front and back panel (Parts #1 & 2) on the door



Install Spindle

1. Insert the spindle (Part #10 or 11) into the hole and turn the front end to set the spindle
- *If the handle faces the left, turn the triangle point to the left. If the handle faces the right, turn the triangle point to the right

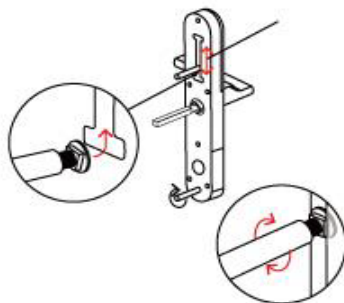


Installing Sliding Screw Casing

1. Install the 35x8mm screw casing (Parts #12)

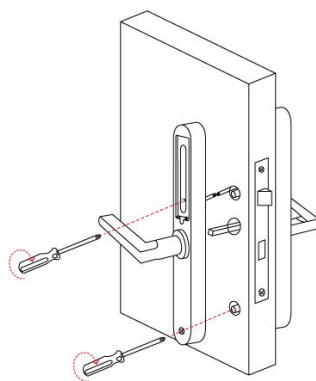
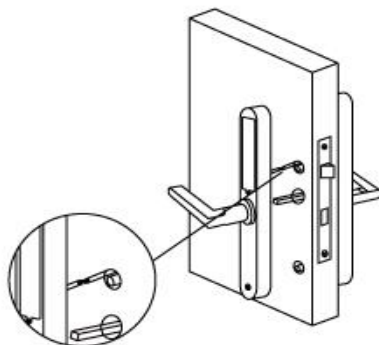
*The screw casing location is adjustable and can be fixed anywhere between 55mm to 100mm from the spindle

2. Depending on the location of where the hole was drilled set the screw casing, then tighten



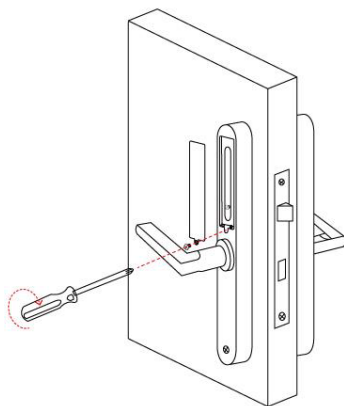
Connecting Interior & Exterior Panel and Wires

1. Set the front and back panel (Part #1 & 2) along with the rubber gaskets (Part #6) on the door
2. Connect the wires from the interior panel to the exterior panel (just plug and click)
3. Connect the front & back panel using the screw



Installing the Batteries

1. Install (4) new AAA batteries into the battery chamber
2. Put the battery cover back



Programming Your Lock

1.) Search for TTLock in the App Store or Google Play to download

LoginRegister



Phone number/Email

Password



Login

[Forgot Password?](#)

←Register

PhoneEmail

Country/Region American Samoa+1684

Enter your Phone number

Password between 6-20 characters

Confirm Password

Verification Code

Get Code

Register

LoginRegister



18520265893



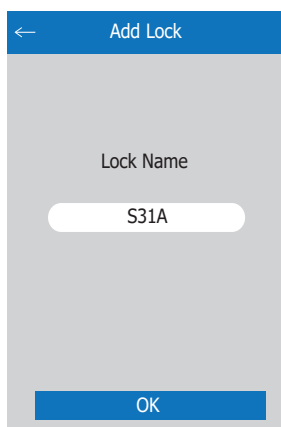
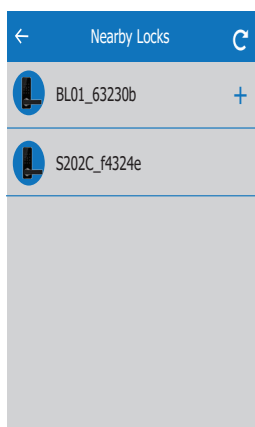
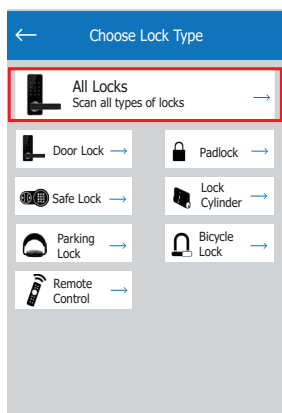
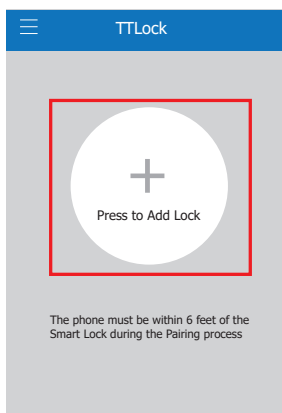
.....

Login

[Forgot Password?](#)

13

2. Register a new account with your email address or login with an existing account (skip this step if you have an existing account)
 - The verification code will be sent to the user's mobile phone or email.Registration will be successful after verification
3. Touch the lock screen to light, click "+Add Lock" on the app (TTLock supports multiple types of lock devices,
4. The lock nearby will appear on the phone screen, click "+"
5. Rename the lock if you wish (EX: front door, back door, office, etc.)
6. Wait for "lock added" confirmation (Often times it will be a soft sound once confirmation is received.)



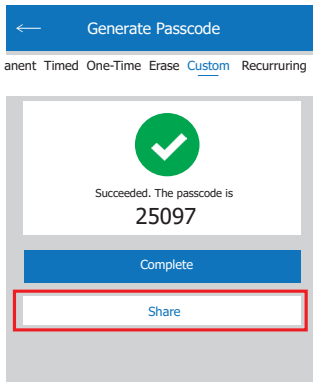
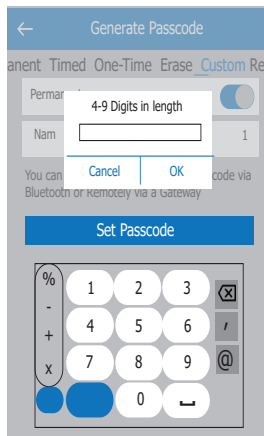
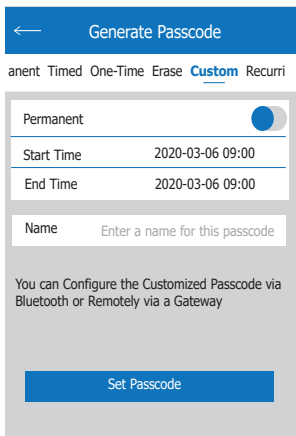
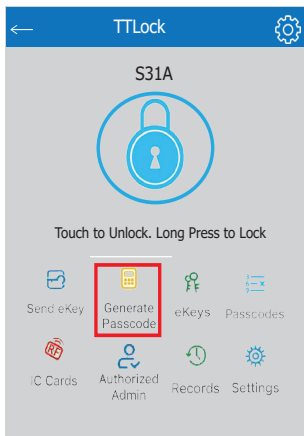
Bluetooth Management

Make sure there is no problem with Bluetooth communication. After connecting the phone to the door lock, click "  " to unlock. (The phone needs to be within 16 feet of the door to unlock. The door will always remain locked until or unless it is changed to passage mode-see setting).

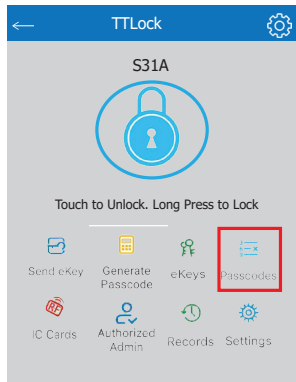
On the app a voice command will sound "unlock", and if there is any communication problem with bluetooth, voice command will sound "operation failed". Then close the app and start over.

Setting Your Passcode

Passcodes can be used to unlock the door. Create a passcode by clicking "Generate Passcode" on the app. The system will create a generic passcode and it can be changed to your favorite code after using the generic code once. To change the passcode click "Passcode" and type in your desired code; and click ok. Passcodes can be generated for: permanent, limited time, single use and custom schedule.



*Owners can share the Passcode with other users via WeChat, SMS, Email, Messenger and WhatsApp



Passcode Types

Passcode Type	Description Type
Permanent	General use passcode
Time-Limited	Passcode with set time frame
Single Use	Single-use short term password
Custom Schedule	Set your own passcode and time frame

Passcode Management

All generated passwords can be viewed and managed in the password management module. This includes a password change, password deletion, password reset and password unlock record.

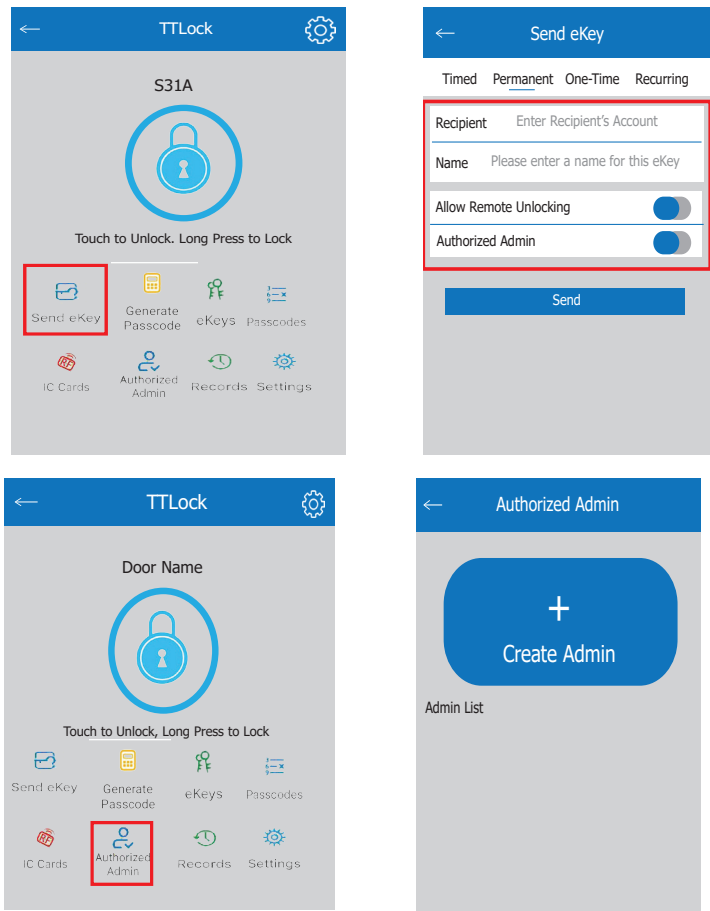
Unlock with Passcode

- In order to open the door using the passcode enter the code & “#”
1. You will hear a voice command “unlock” and then the door will open
 2. If the wrong passcode is entered, you will hear “operation failed” and re-enter
 3. You can enter a decoy code along with the actual code followed by “#”

Sending E Keys

- 1) Click on the “  ” as shown in the figure below; you can send the eKey
 Send eKey to other users of TTLock to authorize the unlock (the receiver must download the app and set up an account)
- 2) Select e-Key format (timed, permanent, one-time, recurring)
- 3) Enter the recipient’s account of TTLock, then set the name and effective time of the eKey. (The admin can choose to allow remote unlocking or disallowing, authorized administrator or not, as shown below)
- 4) Then click “Send”. (The recipient’s account has Bluetooth unlock permission. Only the administrator can authorize ordinary key).
- 5) After the authorization is successful, the authorized key is the same as the administrator’s interface.

*The owner can send keys, passwords, etc. to others; however the authorized administrator can not authorize others. Only the main administrator.



The owner can authorize admin status to other users

Managing E Keys

1) Click "  " to manage the eKeys you send. the key management here refers to the Bluetooth key management

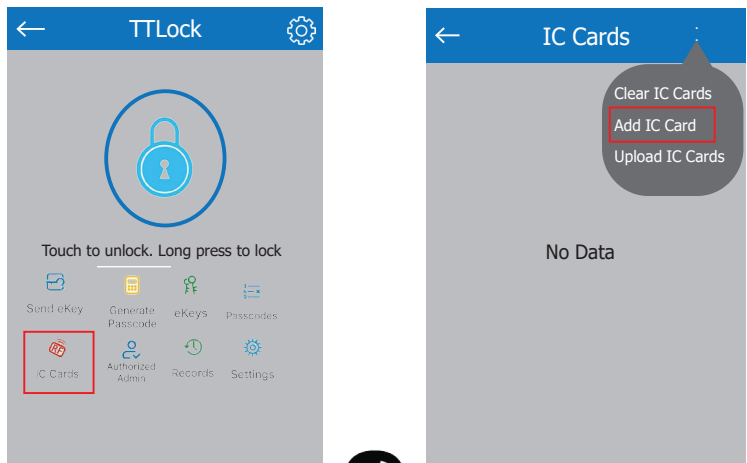
2) After the administrator has successfully added the lock, the administrator will have the highest rights of the lock. The administrator can do the following:

- They can send keys to other people, specify the time limit, and select time-limited, permanent, or single-time Bluetooth key permissions
- Add management of expiring keys (reminders of expired keys)
- The administrator can manage all keys issued by them including:
 - * Deleting the keys
 - * Resetting the keys
 - * Sending the keys
 - * Adjusting the validity period of the keys
 - ◇ Lock users about to expire **Yellow** shows the number of days remaining)
 - ◇ Expiration Reminders are shown in **red**

Adding IC Cards

The S31A supports opening doors through various IC cards. Before an IC Card is used to open the door, it needs to be added first. The adding process needs to be performed by the app. The validity period of the IC can be set, it can be permanent, or it can be limited in time. After setting, you can also modify it.

a) Add Card



Add IC Card

Name
A

Permanent
☒

Start Time
2020-03-06 10:18

End Time
2020-03-06 10:19

Next

Add IC Card



Connecting with lock. Please wait...

b) Add card remotely (**You must add gateway first!**)

TTLock



Touch to Unlock. Long Press to Lock.

Send eKey

Generate Passcode

eKeys

Passcodes

IC Cards

Authorized Admin

Records

Settings

IC Card

Clear IC Cards
Add IC Card
Add card remotely
Upload IC Cards

Add card remotely

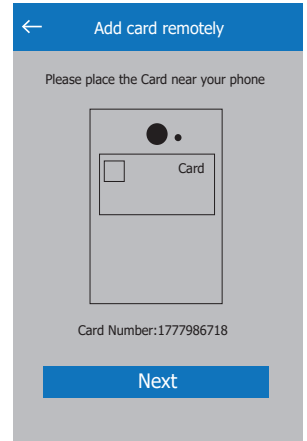
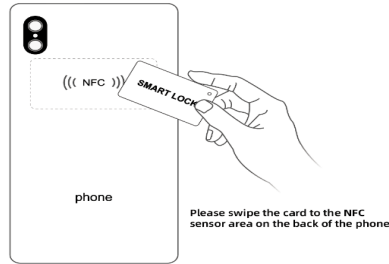
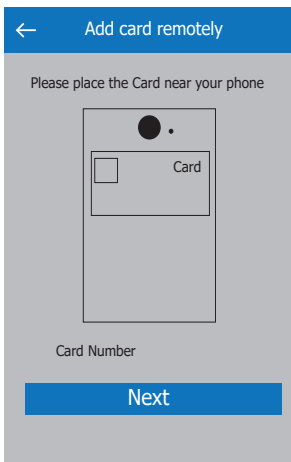
Name
Please enter a name

Permanent
☒

Start Time
2020.01.06 11:26

End Time
2020.01.06 11:26

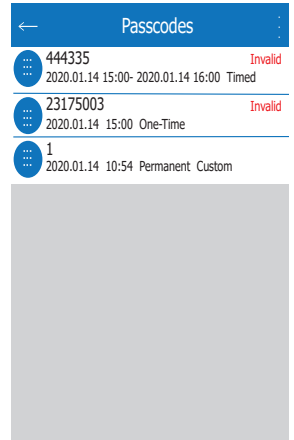
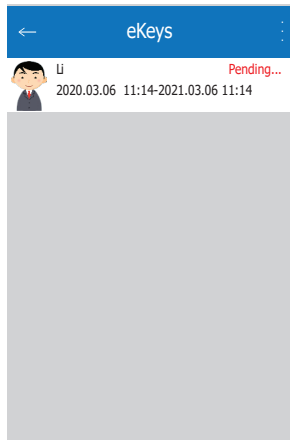
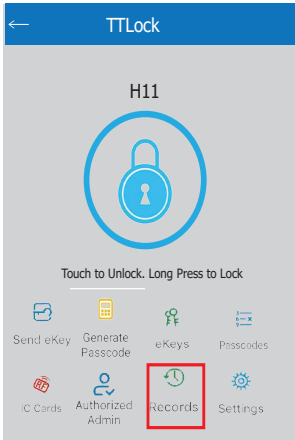
Next

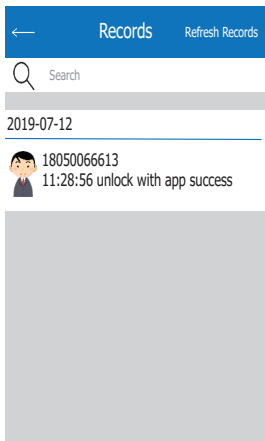


Lock Records

Click “🕒” as shown below. With “Lock Records” you can view: eKeys, save passcodes and unlock history.

Records





Remote Wifi Management

Adding a Gateway

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 "≡"



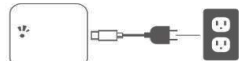
3. Select [Gateway]



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

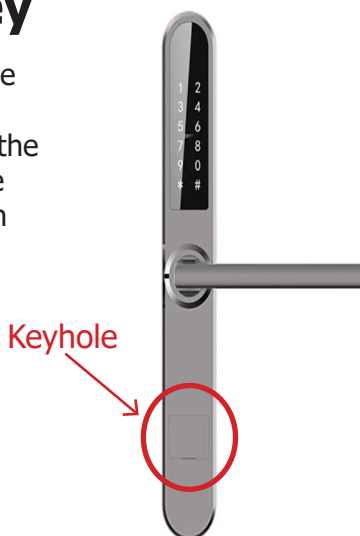
⚠ Notice: If times out, please power off and try it again.

TTLock is directly connected via Bluetooth and is not connected to the network itself, which is why it is not vulnerable to network attacks. The gateway is an accessory of the smart lock, it is the bridge connecting the smart lock and the home wifi network. Through the gateway, users can remotely view and calibrate the lock clock, read the unlocking records of passwords in a timely manner and remotely delete and modify passwords.

After confirming that your phone and door lock are connected to the gateway, click "📶" to unlock. You can unlock it anywhere you have a network.

Unlock Using Manual Key

To unlock the door with the manual key, remove the cover under the lever using a pointed device (like a pen, toothpick, nail, etc.). Insert the key and turn to unlock. Once unlocked, remove the key and put the cover back by pushing with thumb.



Troubleshooting

Programming Troubleshooting

1) How do I read the operation records?	In the "Records" of the main interface or on the TTLock website
2) What is the maximum limit of e-Keys?	There is no limit
3) Why does it show "pending" when I send e-Keys to other people?	Before the receiver opens the app to receive, the status shows pending
4) I am unable to receive OTP?	This may be due to a problem with the operator or the SMS server; or it may be due to some parameters being incorrect. This prevents it from receiving OPT; please provide a mobile phone number for inspection
5) Can the same name be used at the same time on a different mobile phone?	No it can't, but you can authorize the admin to the other user
6) How do I download unlock records?	• Connected to Bluetooth: you can download on the website • Not Connected: you cannot download
7) Why can't I unlock after I turned on passage mode?	You need to perform an unlock verification in any method, then the passage mode will take effect
8) What is the purpose of Auto Lock mode?	You can set how long to lock after unlocking
9) Why won't the e-Key send?	Check to see if the account sent to the user is already registered
10) Does the app have a maximum limit of locks?	No limit
11) Is it possible to obtain the passcode and card remotely?	A) Non-custom passcode: can be obtained directly Custom passcode: can be obtained remotely by adding gateway B) The remote add card currently only supports Android phones with NFC

Hardware Troubleshooting

1) After installation, touch sensing keypad is not responding	a) In this case, first check that the positive and negative electrodes of the battery have been installed upside down and whether the battery has enough power b) Remove the back panel and see if it's connected c) To eliminate the above situation, you need to remove the lock, check whether the wires of the lock body are squeezed, and then re-wire
2) Why does the smart lock consume so much power?	The primary reason for so much power consumption is that this device requires a large standby power. What could also affect this is a short circuit
3) Can you adjust the volume?	a) The Bluetooth system can only turn the sound On or Off and cannot adjust the volume b) The non-Bluetooth system can adjust the volume
4) There is no response to pressing the handle on the outside if the door; and the inside of the door is responsive, but the verification and motor is normal	It may be that the triangle direction on the clutch has an error, please check connection
5) The keys do not respond, and the lights are off	Most of the time this happens because the door lock is out of power
6) How many times can I put the incorrect passcode before it locks me out?	Bluetooth: Enter wrong 5 times and it locks for 30 seconds
7) How many records can be in the lock?	• Bluetooth: 500 • Non-Bluetooth: 10,000
8) How many locks can a card match at the same time?	No Limit
9) I cannot automatically wake lock when unlocking	Change the spring wire

Device Reset

Open the battery cover plate on the interior panel. Press the "Reset" button for 5 seconds, then enter "000#". A prompt will appear once it's reset successfully.



PORT Security
Systems

1 (800) 219-2366
authority@portsmartlock.com
www.portsmartlock.com