Smart Lock User Manual

Model: Command-S

PORT Security Systems

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INFORMATION & SAFETY WARNINGS

This user manual will guide you through the function and usage of the Command-S smart lock. Please read this manual carefully and keep it in a secure place.
Consult this manual before you attempt to use the lock. If you have questions not answered by this manual, please contact our customer support.

Notes with this " " icon must be read, understood, and

followed to prevent any injury or damage.

IMPORTANT SAFETY INSTRUCTIONS

1. This lock should only be used as described in this manual.
2. The lock's factory default setting is unlocked. After providing power, establishing an admin, and pairing the lock to the app, will you be able to change the setting to "Private" mode.
3. The handle direction on the lock is not reversible. Please make sure the direction of the lock handle is consistent with the direction of the door.
4. There is a protective film on the front touch panel and handle. This film can be removed whenever needed.
5. The device require four (4) AA batteries. Do not mix old and new batteries. Never insert objects into the lock.
6. Verify the door surface is flat and level before you start the installation process. Installation on doors or surfaces that are not flat and/or level may cause the lock to malfunction or fail to operate properly.
7. This smart lock is compatible with the app TTLock (available on iOS and Android). The lock will function without the app, but not all features will be accessible.
8. This lock must be installed on a door with a thickness between 35mm and 60mm.

MAINTENANCE

1. Please keep the lock away from corrosive materials.
2. Please replace the batteries when the low power alarm is activated.
3. Please keep all keys in a secure place.
4. Please lubricate the lock body and cylinder from time to time to ensure smooth operation.
5. Please check whether the lock is properly fastened every 6 months.

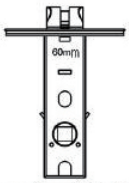
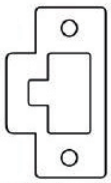
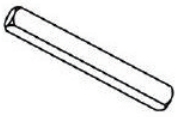
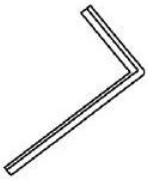
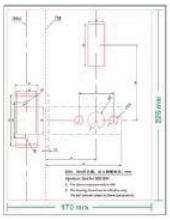
PRE-INSTALLATION CHECKLIST

Door lock style must be greater than 90mm, and the door thickness must be between 35 and 60mm.
Before installing the lock, please check that all accessories and components are present.
If drilling is needed, please drill according to the provided drawing or seek professional aid io avoid unnecessary damage.
Determine whether the handle direction of the lock is consistent with the opening direction of the door.

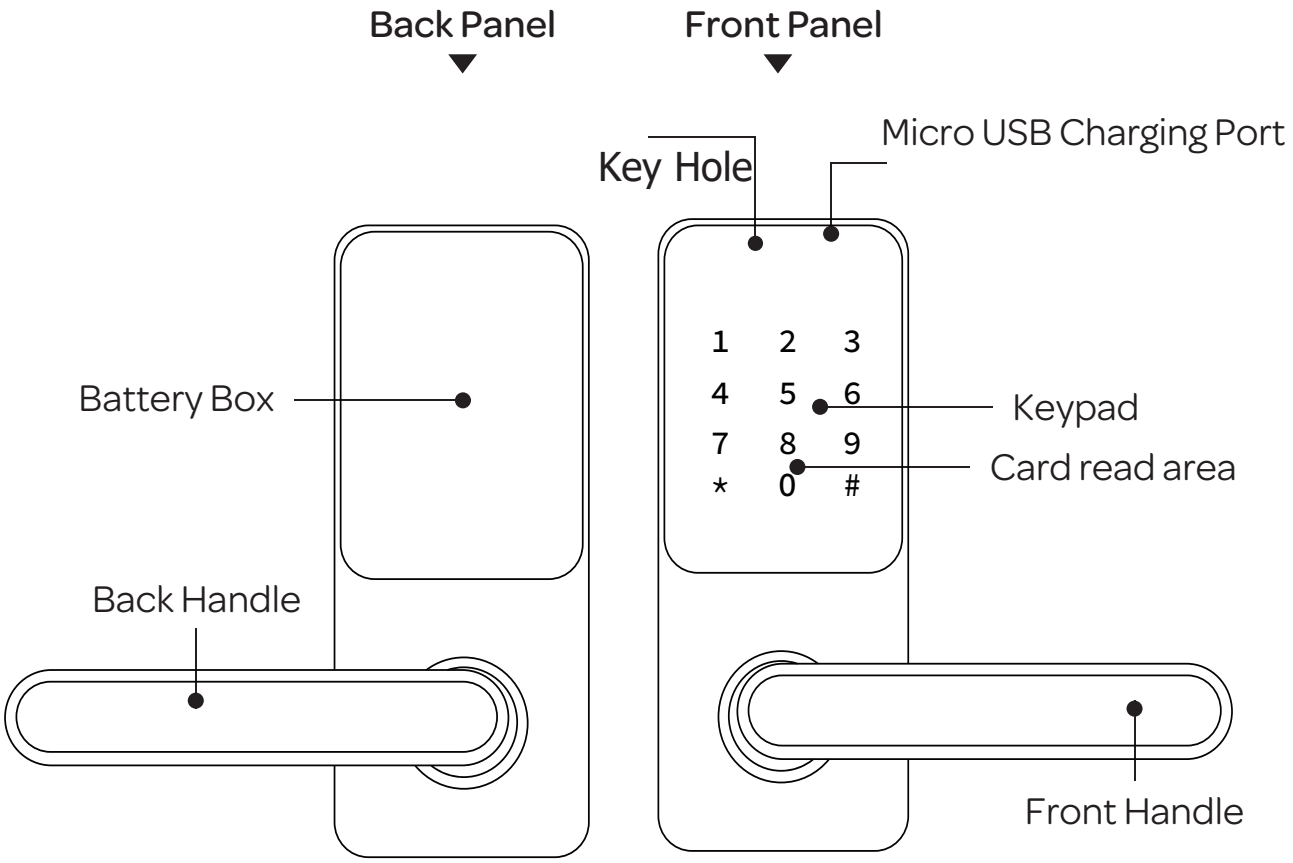
SPECIFICATIONS

Dimensions (WxHxT)	145mm x 62mm x 18mm
Material	Aluminum Alloy / Iron
Gross Weight	2.0kg / 4.4lb
Communication Method	Bluetooth
Supporting System	Android 5.0 / iOS 7.0
Standby Current	35uA
Operating Current	200uA
Working Temperature	-4 to 149 F / -20 to 65 C
Power Supply	4 AA Alkaline Batteries
Unlock Time	1.5 Seconds
Unlocking Method	APP/Fingerprint/Password/ Card/Mechanical Key
Number of Fingerprint Users	200 Fingerprints
Number of Password Users	150 Passwords
Number of Card Users	Equal to # of Password Users on File
Supporting Card Type	Mifare M1 Card
Emergency Charging Interface	USB Port
Maximum Standby Time	About 1 Year

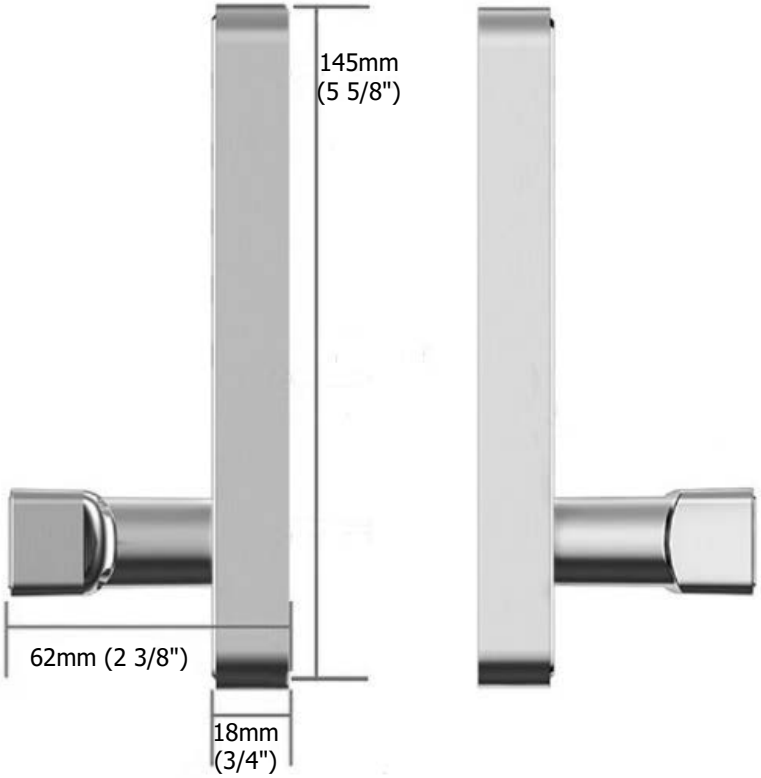
WHAT'S IN THE BOX

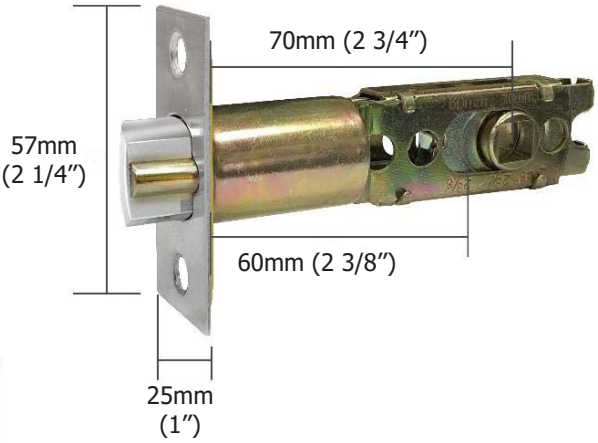
a 1 pcs Front Panel	b 1 pcs Back Panel	c 2 pcs Rubber mat	d  1 pcs Lock Latch d1 4 pcs Wood Screw	e  1 pcs Strike Plate e1 2pcs Wood Screw	f 1 pcs Side Cover f1 2pcs Wood Screw
g  1 pcs Spindle	h 4 pcs Wood Screw	i 2 pcs M4 Screw	j  1 pcs Allen Key	k 2pcs Mechanical Key	l  1pcs Hole Template

PANEL OVERVIEW



PANEL DIMENSIONS

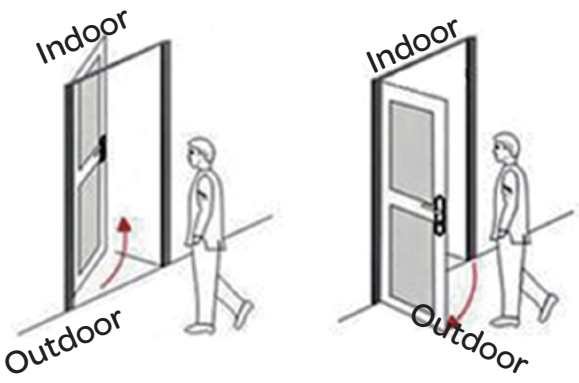


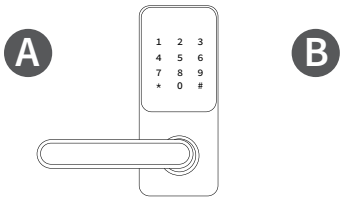


Adjustable backset latch (slide the spindle hub to your desired backset)

Determining Lever Direction

Left Door

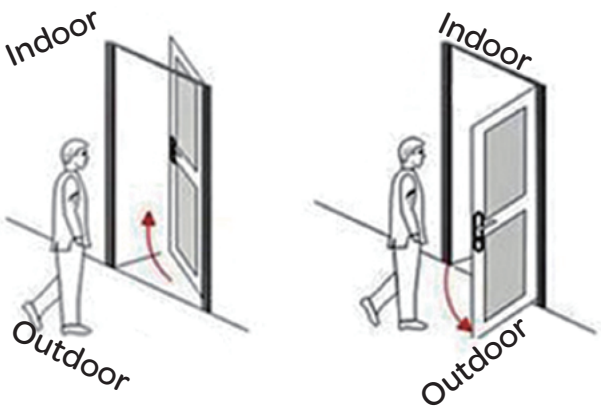


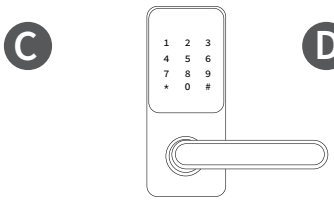


Left Lock

Left handle door consists with left handle lock.

Right Door





Right Lock

Right handle door consists with right handle lock.

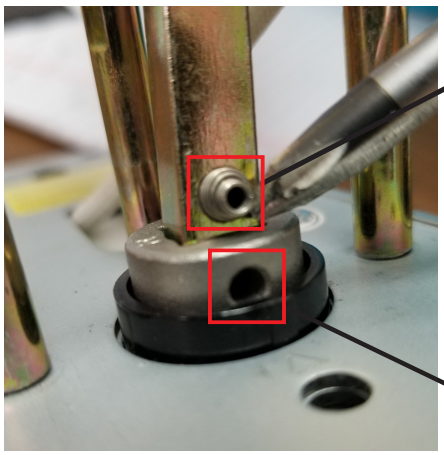
CHANGING THE LEVER DIRECTION

The Lever's factory setting is the **RIGHT HAND** setting. To change the direction of the handle, please follow the following steps:

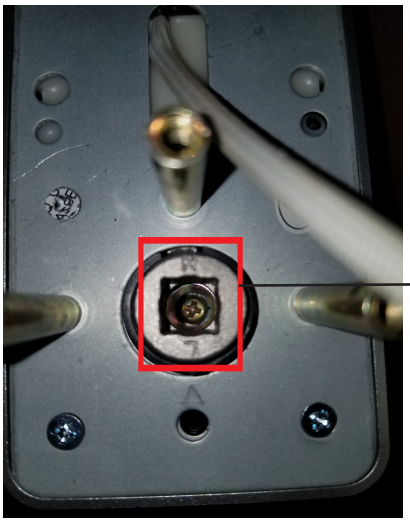
Step 1: Depress the Spindle Retention Spring inside the retention spring access port at the Spindle's base. While maintaining pressure on the spring, pull the spindle from the lock's body.

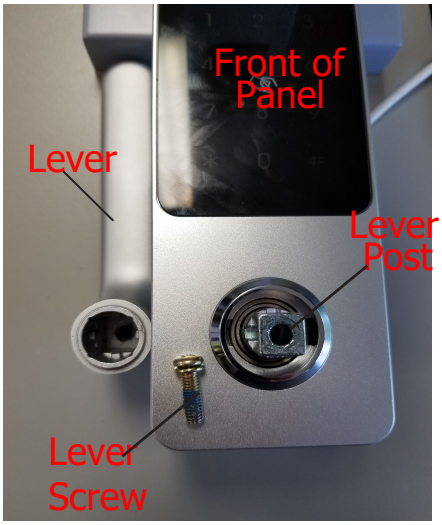
***Note:** If the spindle has not yet been installed, skip to **Step 2.**

****Note:** You will need a small object (paper clip, screwdriver, punch, etc.) to depress the spring.



Step 2: With the spindle removed, you will see a Phillips head screw inside of the hole that the spindle was sitting in. Removing this screw will allow the handle to come free from the lock's body - allowing you to set the orientation of the lever.





DISCLAIMER

Port Security is not resoponsible for any loss or damage to the smartlock that might occure when not properly following these steps.

Step 3: With the lever in its desired position, Re-Install the lever's screw to secure it into place.

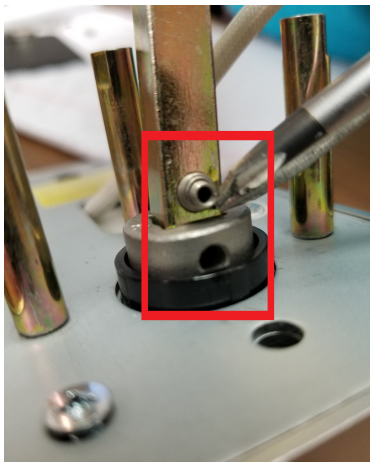
Step 4: With the spindle retention spring depressed, place the spindle back into the slot it was removed from. When the Retention Spring clicks into place inside of the retention spring access port, you will know it is set into place and you are finished.

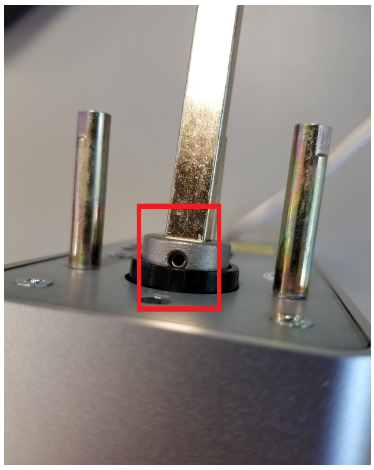
INSTALLATION STEPS

1. Using the latch template, drill holes into the door and install the latch using the screws provided.

2. With pliers or an adjustable wrench, attach the 3 screw channels onto the 3 screw posts on the back of the front panel.

3. With the retention spring depressed, Push the spindle into its designated area. When inserted, the spring will click into place inside the retention spring slot.



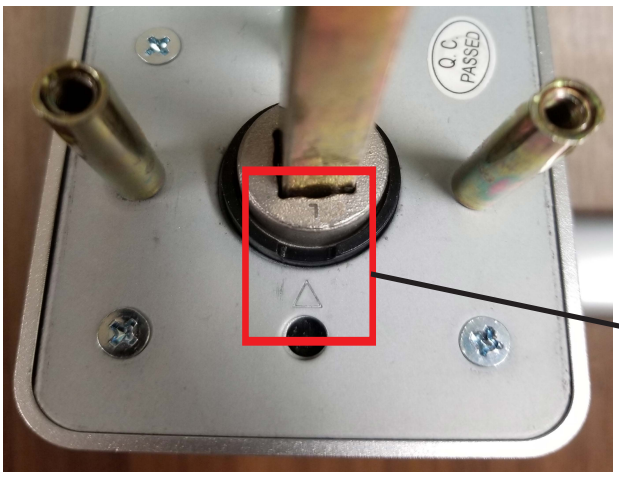


3.A The L or R icon must be in line with the Arrow.
The arrow pointing to "R" sets the lock to Right Hand.
The arrow pointing to "L" sets the lock to Left Hand.

***Note: The "L" or "R" will be upside down. See the photos below.**

Lever in the Right Hand Setting

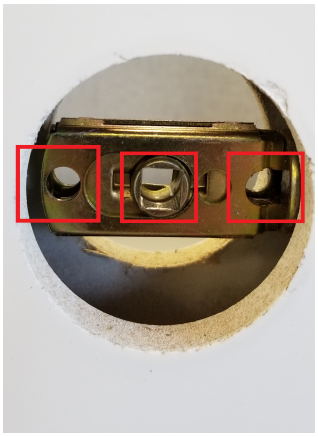
The R icon and Arrow indicate a Right-Hand Lever.



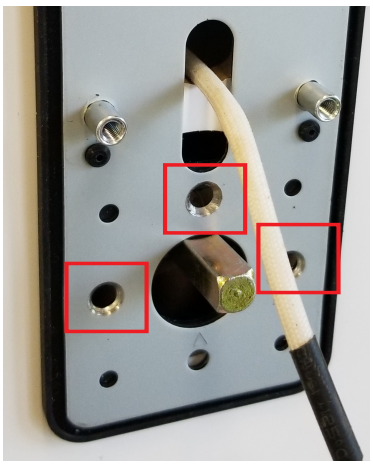
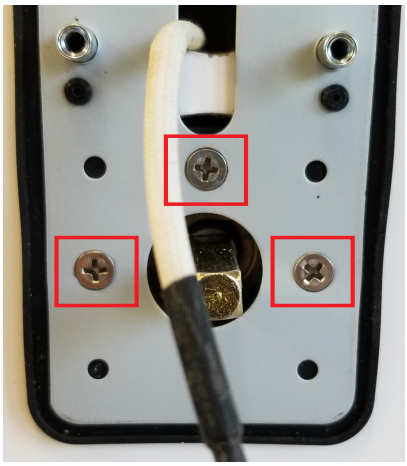
Lever in the Left Hand Setting

The L icon and Arrow indicate a Left-Hand Lever.

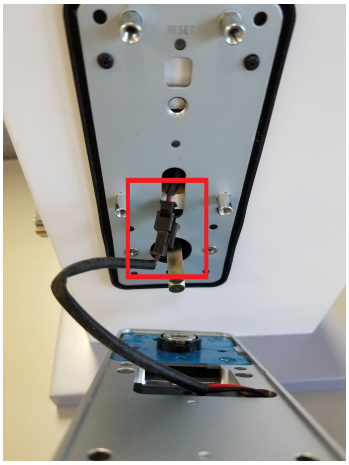
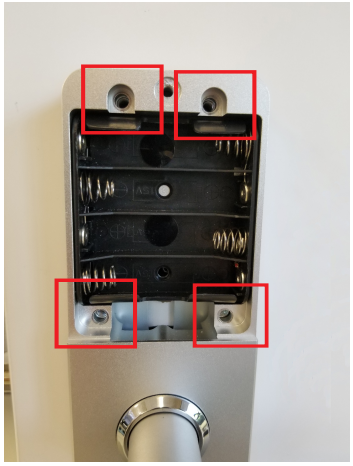
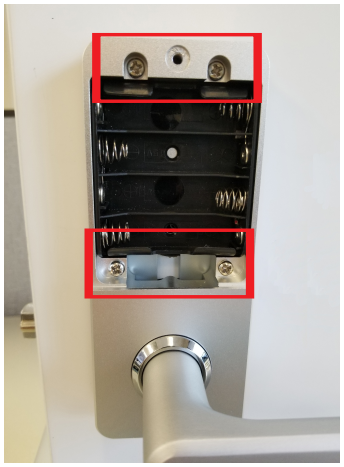
4. Place the rubber gasket onto the back of the front panel and place the front panel onto the door. The spindle will fit though the center slot on the latch, with the left and right screw posts fitting though their respected slots. The wire will flow through the smaller drilled hole.



5. Attach the rubber gasket onto the back panel then attach the panel onto the door with 3 screws.

6. Connect the cable (push any excess back into the hole it was pulled through) and install the back panel. The back panel will slide onto the spindle and the 4 screw posts. Install the 4 screws.

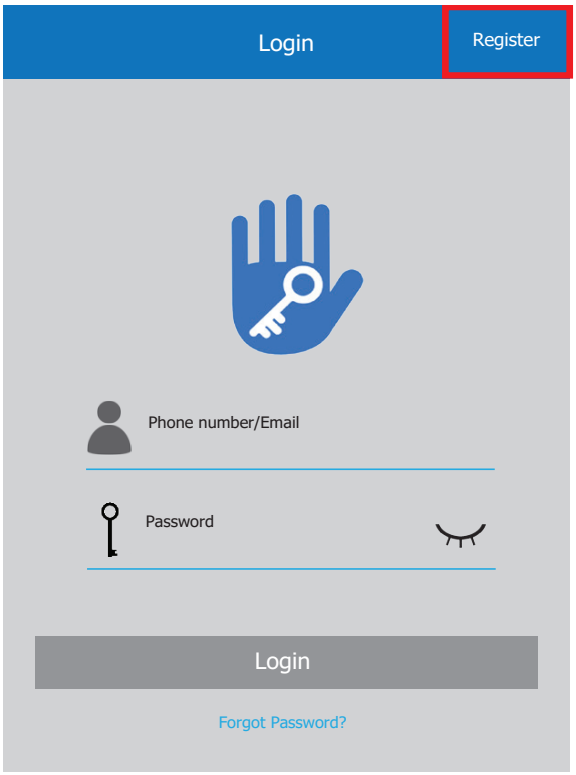




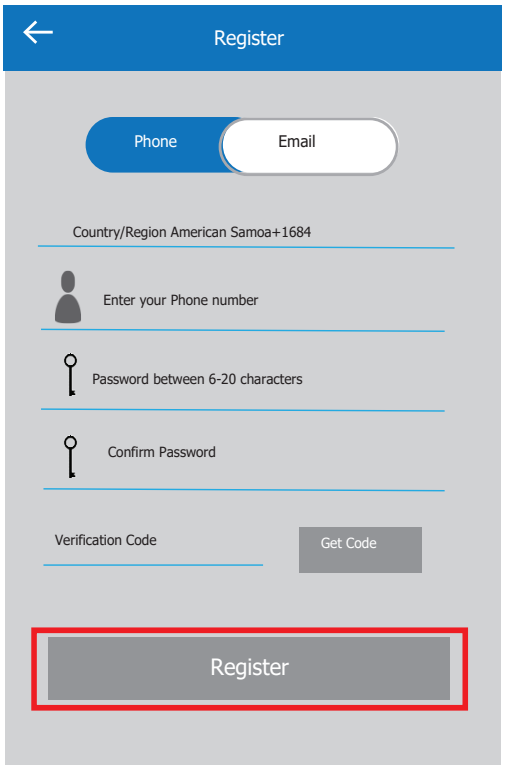
7. Install four AA batteries into the battery compartment and attach the compartment cover with the provided screw.

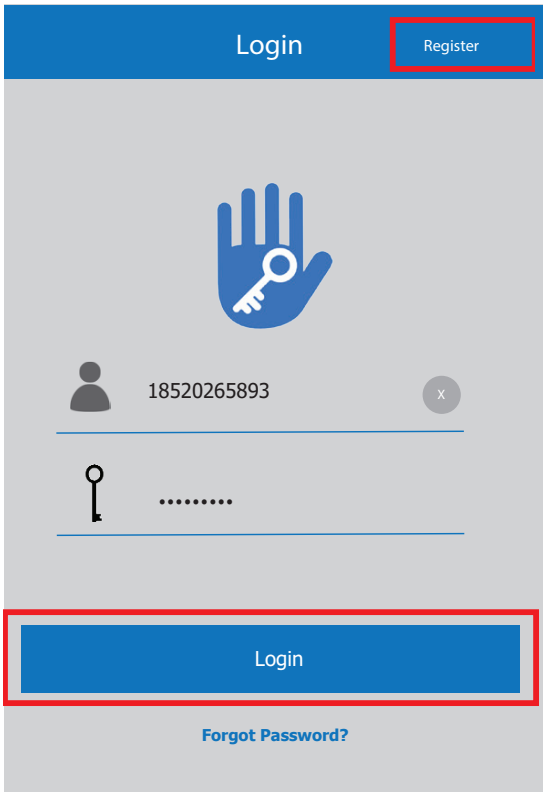
8. Test the lock with the default passcode "123456#".

PROGRAMMING YOUR LOCK

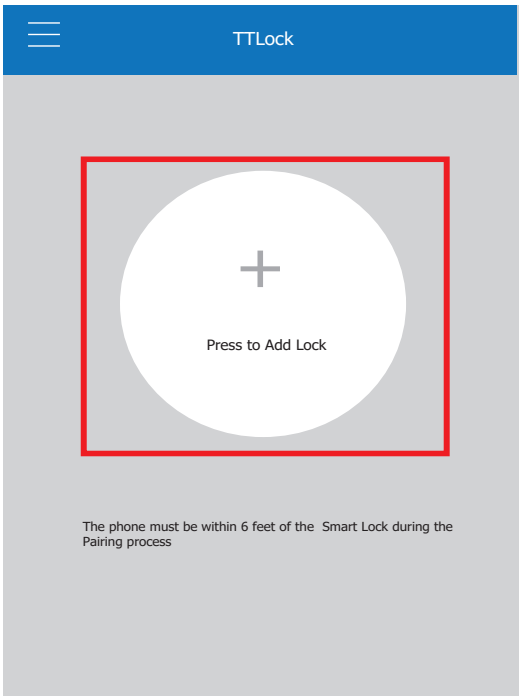
1. Search for "TTLock" in the App Store or Google Play to download

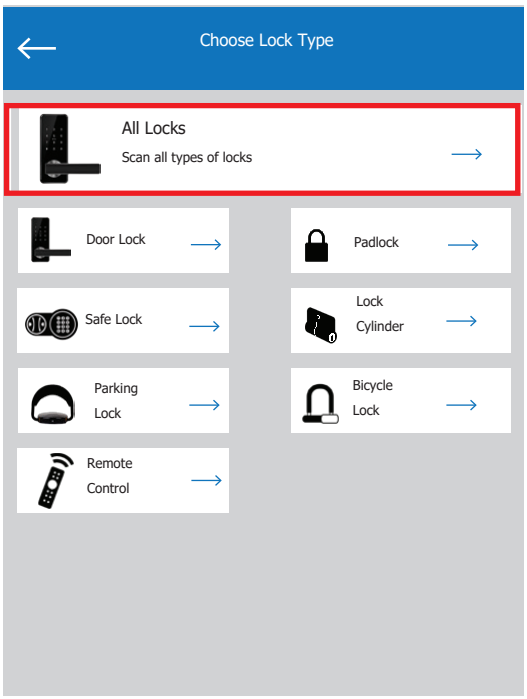


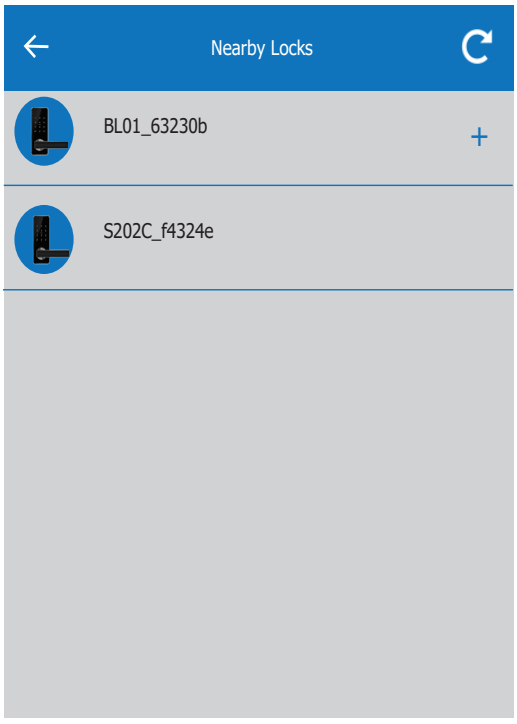


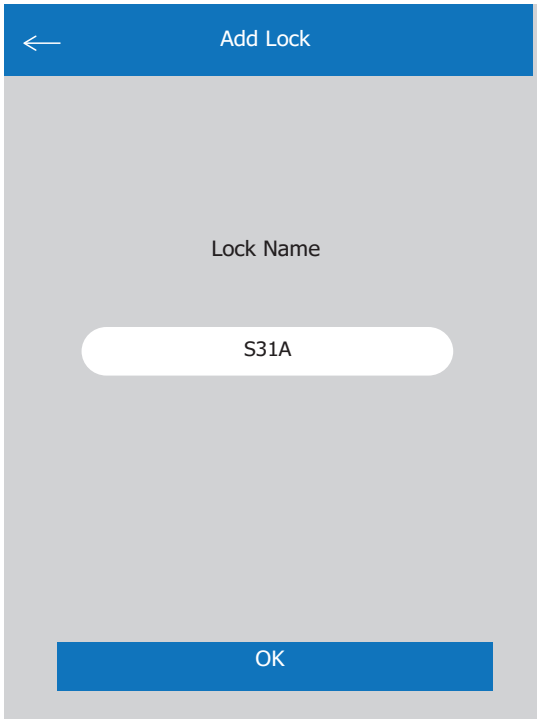


1. Register a new account with your email address or login with an existing account (skip this step if you have an existing account)
    a. The verification code will be sent to the user's mobile phone or email and registration will be successful after verification
2. Touch the glass panel to light,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









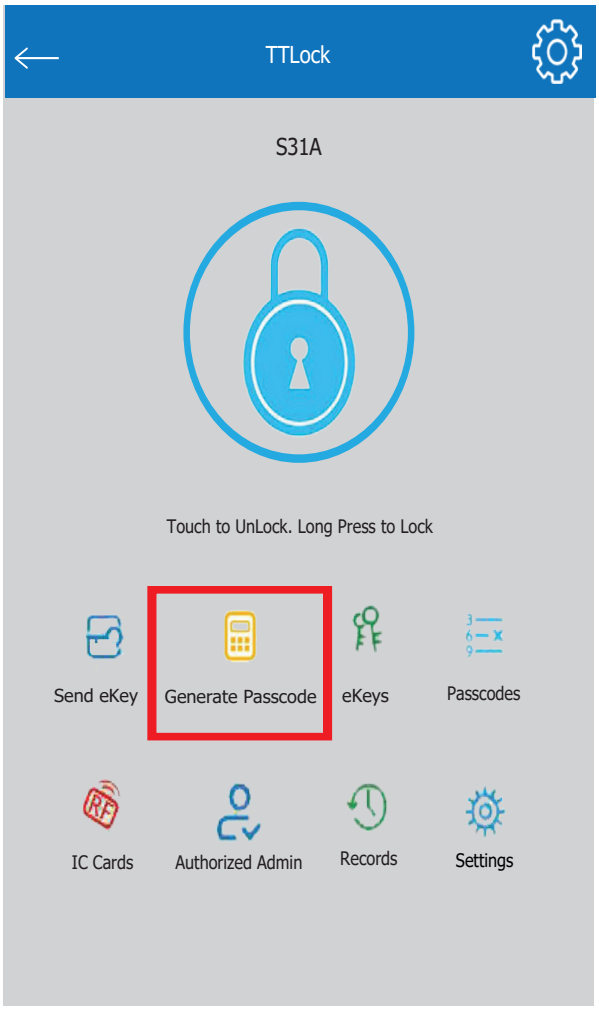
BLUETOOTH MANAGEMENT

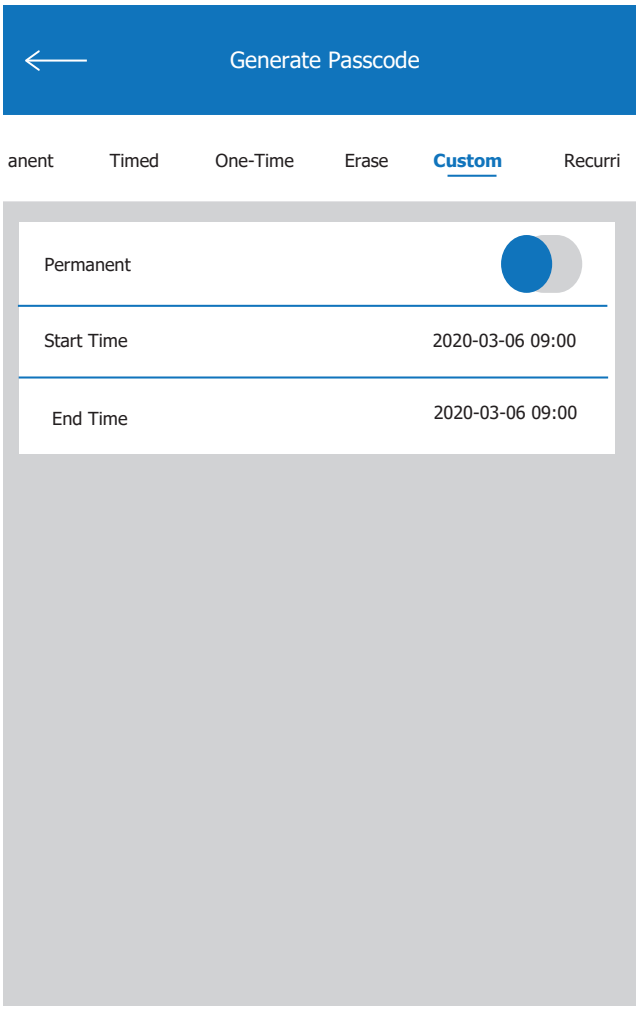
Ensure the Bluetooth connection is sufficient. After connecting the phone to the door lock, click " " to unlock. The phone must be within 16 feet of the door for this to work. The door will always remain locked until unlocked or it is changed to the "Passage Mode".

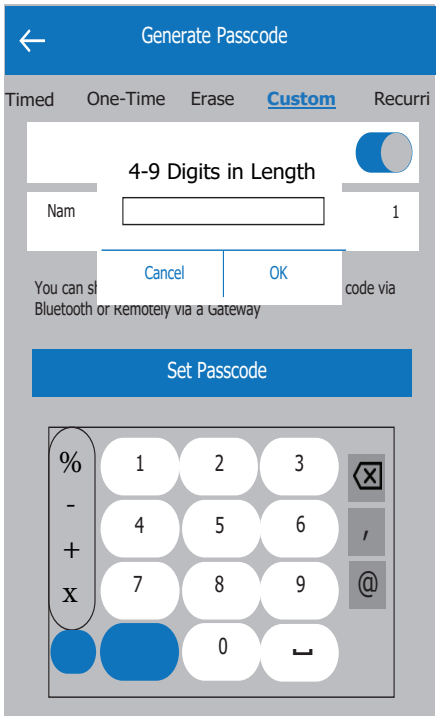
On the app, a voice command will sound "unlock". If an error in the Bluetooth connection occurs, the voice command will sound "Operation Failed". If an error in the connection occurs, close the app and start over.

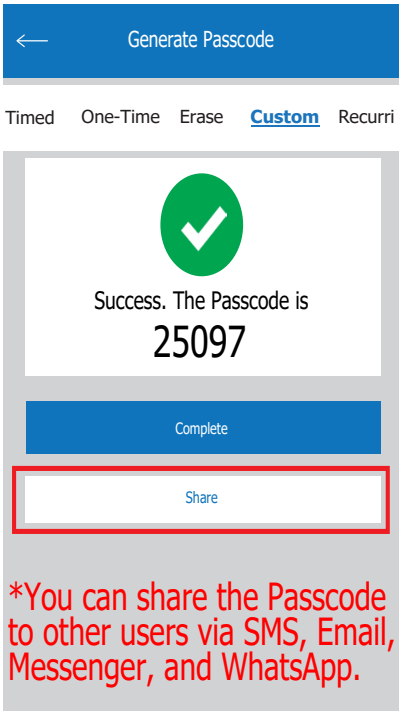
SETTING YOUR PASSCODE

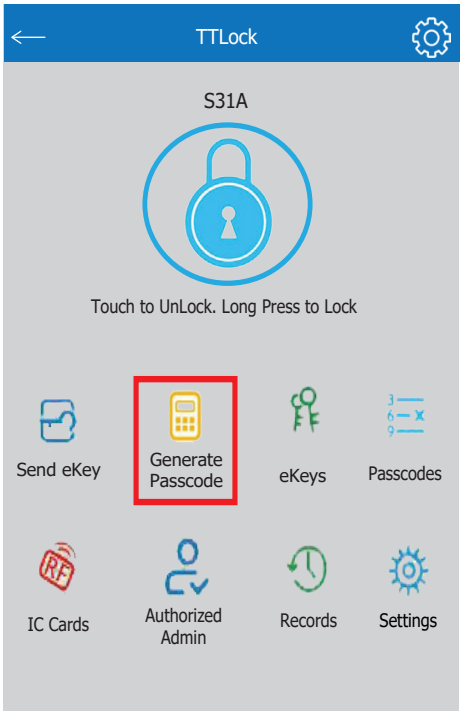
Passcodes can be used to unlock the door. Create a passcode by clicking "Generate Passcode" on the app. The system will create a generic passcode that will need to be used once before being able to change the code to something of you preference. To change the code, click "Passcodes" and type your desired code then click "Ok". Passcodes can be generated for permanent, limited-time, and single use.











PASSCODE TYPE

Permanent Type	Description
Permanent	General Use Passcode
Limited-Time	Passcode with Set Time Frame
Single Use	Single-use, Short Term Passcodes
Custom Schedule	Set your own passcode and time frame

PASSCODE MANAGEMENT

All generated passcodes can be viewed and managed in the Passcode Management Module. This includes passcode changes, deletion, reset, and unlock records.

Unlock with Passcode

In order to open the door using a passcode simply enter the code and press ' # '. You will hear a voice command of "unlock" and then the door will unlock. If the passcode is invalid, you will hear " Operation Failed" and will have to re-enter. You can also enter a decoy code with the actual code, followed by ' # '.

SENDING E-KEYS

1) Click on "

" as shown in the figure below; you can send the eKey to other users of TTLock to authorize the unlock (the receiver must download the app and set up an account)

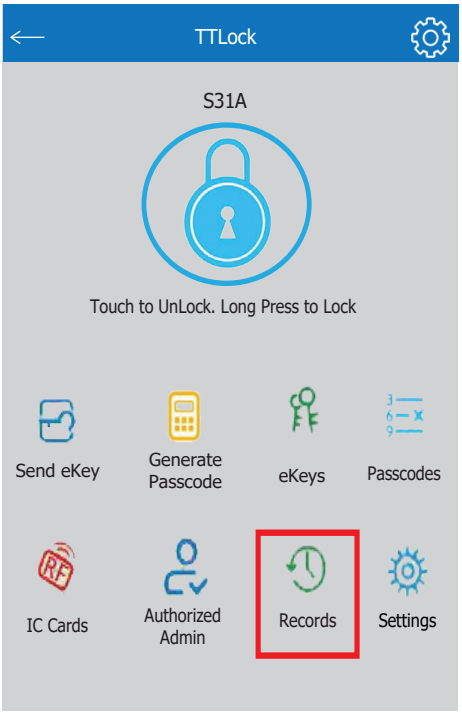
2) Select e-key format (timed, permanent, one-time, recurring)

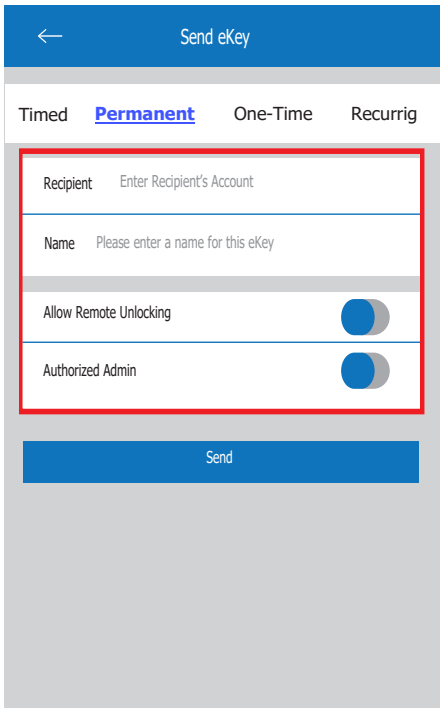
3) Enter the recipent's account of TTLock, then set the name and effective time of the eKey. (The admin can choose to allow remote un-locking or disallowing, authorized administrator or not, as shown below)

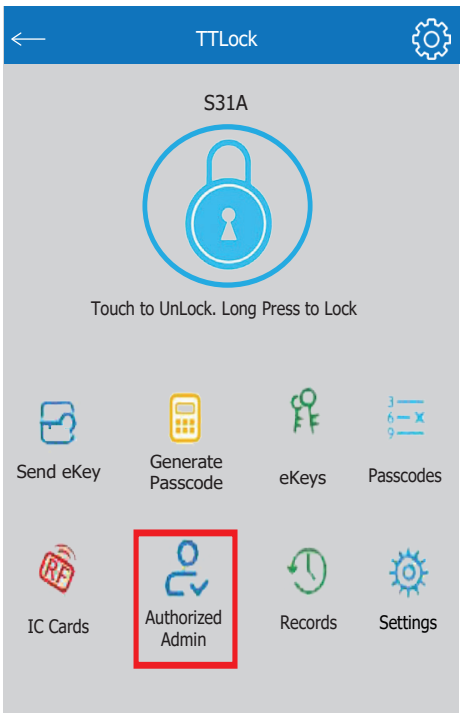
4) Then click "Send". (The recipient's account has Bluetooth unlock permission. Only the administrator can authorize the ordinary key.)

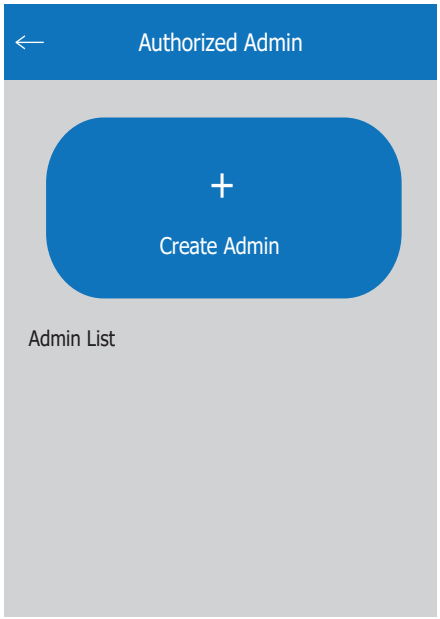
5) After the authorization is successful, the authorized key is the same as the administrator's interface.

*You can send keys, passwords, etc. to others; however the authorized administrator can not authorize others, only the main administrator









* You can authorize the admin status to other users.

MANAGING E-KEYS

1. Click " eKeys " to manage the eKeys you send. The Key Management here refers to the Bluetooth Key Management.

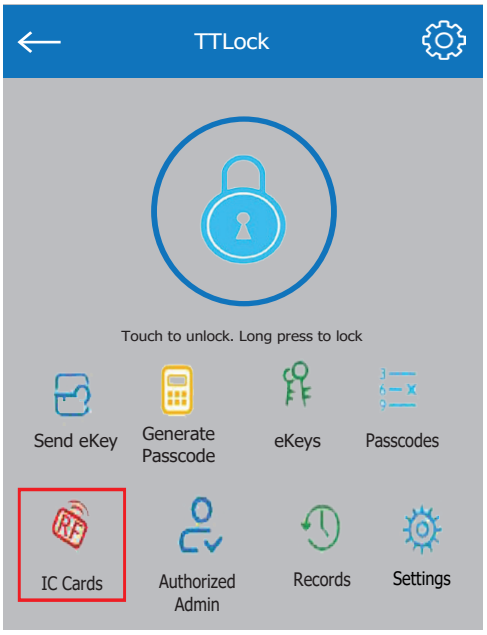
2. After the Administrator has successfully added the lock, the admin will have the highest rights of the lock. Admins can do the following:
    a. Send keys to other people
    b. Specify the time limit of keys including one-time use and/or permanent use
    c. Manage all keys issued by them including:
        i. Deleting keys
        ii. Resetting keys
        iii. Sending new keys
        iv. Adjusting the validity period of those keys
        v. View user unlock records

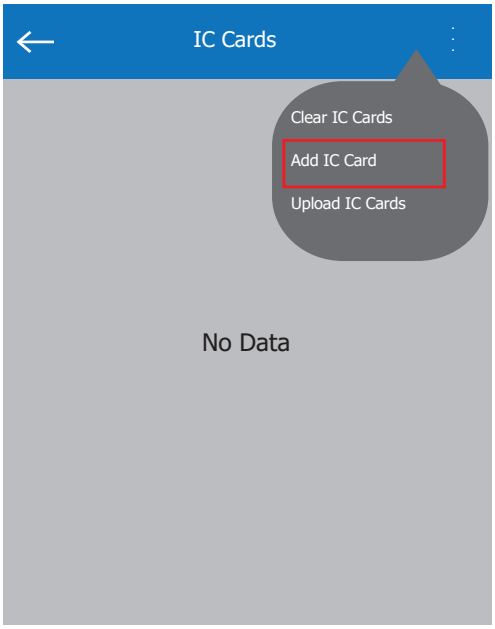
Users about to expire will have their remaining time frame shown in Yellow.
Expiration Reminders will be shown in Red.

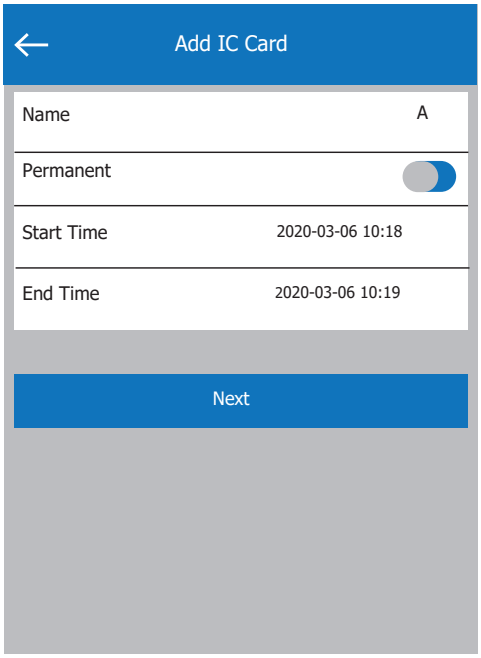
ADDING IC CARDS

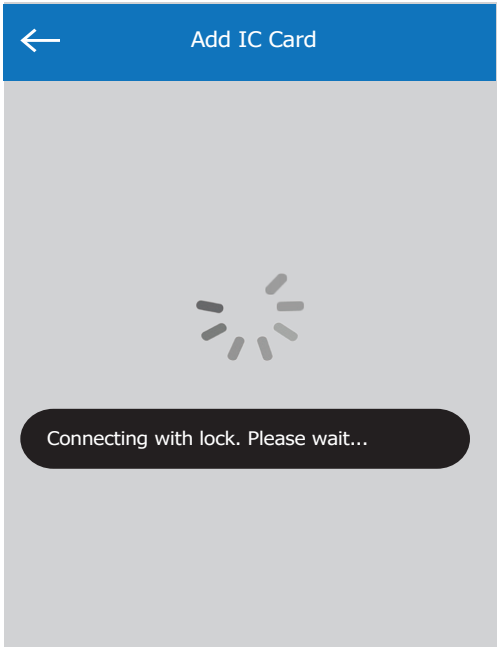
The Command-S Smart Lock supports the use of IC Cards. Before an IC Card can be used, it needs to be added first. The adding process needs to be performed by the app. The validity period of the IC can be set on a custom timetable, be made permanent, or time limited.

After setting the validity period, you can modify it at any time through the TTLock app.





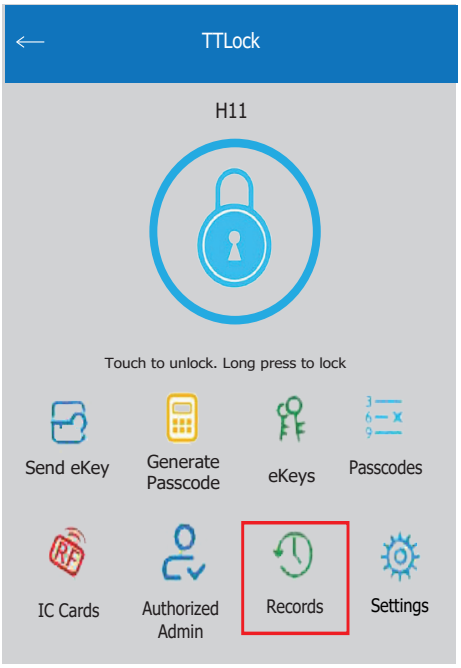


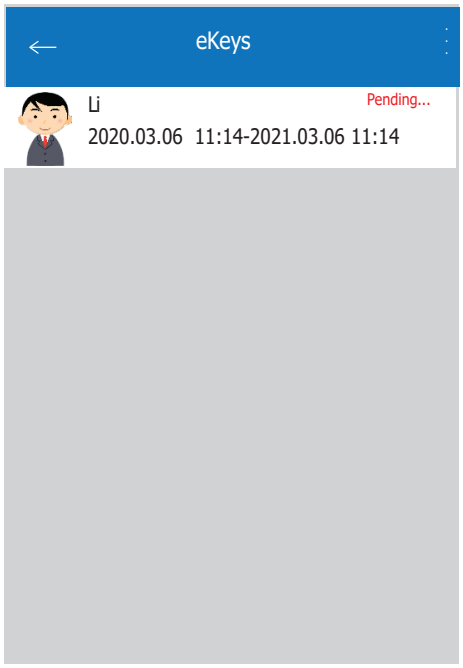


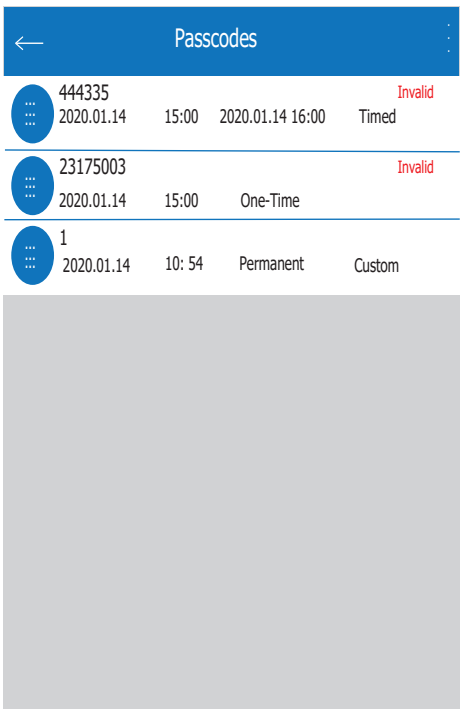
LOCK RECORDS

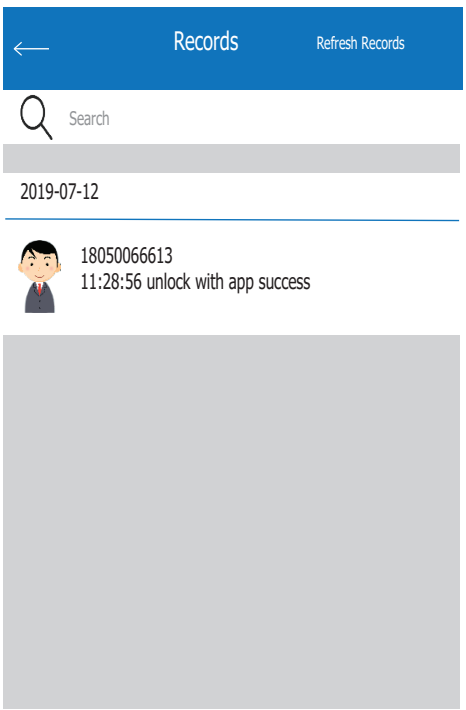
Click " " as shown below to access the lock's records.

With "Lock Records" you can view: eKeys, saved passcodes, and unlock history.









REMOTE WIFI MANAGEMENT

Adding a Gateway

Please note that when adding a gateway, your smartphone and the gateway must be connected to the same Wi-Fi network.

Light Status

When the gateway is powered on:

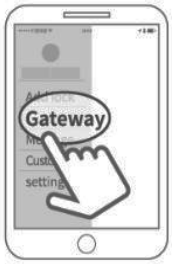
- Light Flashes alternately in red and blue: Standby mode, ready for pairing
- Blue Light: Working Mode
- Red Light: Network Failure

Pair the Gateway with APP

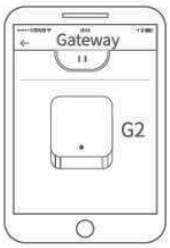
1. Activate the APP

2. Press "☰"

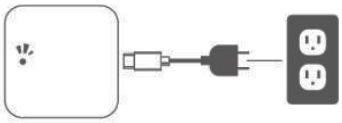
3. Select [**Gateway**]



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 network.

TROUBLESHOOTING

Programming Troubleshooting

1) How do I read operation records?	In "Records" on the main interface or on the TTLock Website.
2) What is the maximum limit for e-Keys?	There is no limit
3) Why does "pending" show when I send an e-Key to another person?	The status will show 'Pending' before the recipient opens the TTLock app.
4) Why am I unable to receive OTP?	This may be due to a problem with the operator, the SMS Server, or various incorrect parameters. If OTP's are not being received, 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 cannot, but the admin role can be assigned to other users.
6) How do I download unlock records?	You first must be connected via Bluetooth. Once connected, you can download the data from the website.
7) Why can't I unlock after I turn on "Passage" mode?	Before "Passage" mode can take effect, you must perform an unlock verification.
8) What is the purpose of "Auto Lock"?	To ensure the door automatically locks back after unlocking.
9) Why does the e-Key not send?	Check to see if the recipient already has a registered account.
10) Does the app have a maximum limit of locks?	There is no limit on the amount of locks for the TTLock app.
11) Is it possible to obtain the password remotely?	IC Card: The remote add card currently only supports Androids with NFC. Generated passwords can be obtained directly, but custom passwords can only be obtained remotely by adding a gateway.

Hardware Troubleshooting

1) After installation, the touch keypad is not responding.	Check that the positive and negative electrodes of the battery have been installed directly, ensuring ample battery power. Remove the back panel and see if it is connected properly. Remove the lock, inspect the wires of the lock body and their fitment, then reinstall.
2) Why does the smart lock consume so much power?	The primary reason for high power consumption is the required standby power. A short circuit could also affect this.
3) Can you adjust the volume of the smart lock?	The Bluetooth system can only turn the sound 'ON' or 'OFF', not adjust the volume. The non-Bluetooth system can adjust the volume.
4) There is no response when using the handle on the outside, but the inside handle is responsive and the verification and motor is normal.	It may be that the triangle direction on the clutch has an error, please check the connection.
5) The keys do not respond and the lights are off.	This typically indicates the door lock has lost power.
6) How many times can an incorrect password be input before the smart lock times out?	After 5 consecutive incorrect entries, the lock times out for 30 seconds.
7) How many logs can be kept in the lock?	Bluetooth: 500 Non-Bluetooth: 10,000
8) How many locks can match at the same time?	There is no limit.
9) The lock doesn't automatically wake when unlocking.	This means the spring wire typically needs replacing.

PORT Security Systems

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