SHIELD

Smart Lock User Manual

PORT

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Before Getting Started

This user manual will guide you through the function and usage of Shield. Please follow all the instructions of this manual. If you have questions not answered by this manual, please contact our customer support.

Important Guidelines

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 door swing direction on the lock is not reversible. Please make sure the direction of the lock handing 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. This device requires 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 TTLock app (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 minimum thickness between 35mm and 50mm.
9. IMPORTANT: When installing outdoors in uncovered areas, using Port Canopy is highly recommended to protect this lock from exposure to rain.

Maintenance & Care

1. Keep corrosive materials away from this lock.
2. Replace batteries when the low power alarm is activated.
3. Lubricate the lock body and cylinder annually for optimal operation
4. Check whether the lock is properly fastened every 6 months.

Pre-Installation Checklist

Door lock stile must be minimum 3.5 inches, and the door thickness must be between 1 3/8 to 2 inches.
Before installing the lock, verify that all accessories and components are present.
For non pre-boarded door, please use the template provided or seek professional help to avoid unnecessary damage.
Determine whether the handing direction of the lock is consistent with the opening direction of the door.

Shield Specifications

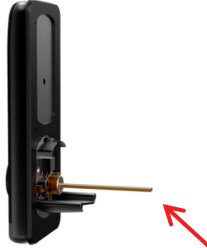| Specifications	
Suitable for Models	Shield
Materials	IML + Aluminum
Weight	1.5 Kg
Unlocking Methods	Password, Manual Key
Colors	Silver, Black
Low Wattage Alarm	Less than 4.8V
Applicable Doors	Aluminum Door, Wood Door
Working Voltage	6V (4 AA Batteries)
Required Door Thickness	35-50 mm
Data Capacity	Password: Up to 150 Card: Up to 200
Working Temperature	-10°C to 55°C 14°F to 131°F
Working Humidity	0-95%

What's In the Box
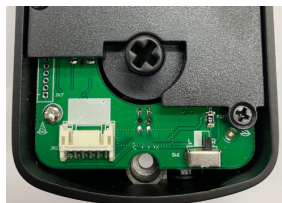
Use the following diagram to verify that the package contains all the parts

No	Name	QTY	NO	Name	QTY
1	Front Panel	1	9	Screw Stubs: M4*30mm	3
2	Back Panel	1	10	Screw Stubs: M4*40mm	3
3	Mortise	1	11	Mortise Screws: M4*25mm (For Wooden Door)	4
4	Card	3	12	Mortise Screws: M5*10mm (For Aluminum Door)	4
5	Manual Key	2	13	M4*10mm Screws For Back Panel	4
6	Waterproof Rubber Plate	2	14	M4*30mm Screw	3
7	User Manual	1	15	M4*50mm Screw	3
8	Strike & Strike Box	1 + 1			

Panel Overview

Front panel

Keyhole

170mm

164mm

17.5mm

63mm

Battery Cover

Back Panel

Deadbolt Knob

30mm

72.2mm

Installation Instructions

|	"Left Open" Setup	"Right Open" Setup	Instructions
	Determining The Deadbolt Direction		
1			**Always keep the spindle in the horizontal position**
2			**Always keep the deadbolt pulled in**
3			**Determine the proper direction (handing) for your deadbolt to open.**
4			**Adjust the Switch on the back panel to "L" or "R" accordingly**
5			**Deadbolt knob**

ATTENTION: Follow instructions carefully to avoid installation issues.

Installation Diagram
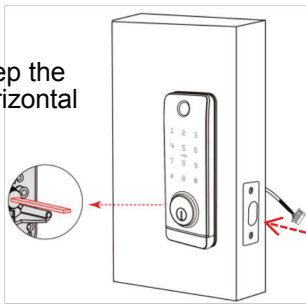
Step 1: Install Mortisse
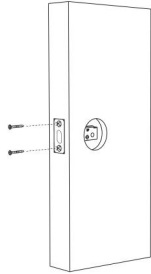
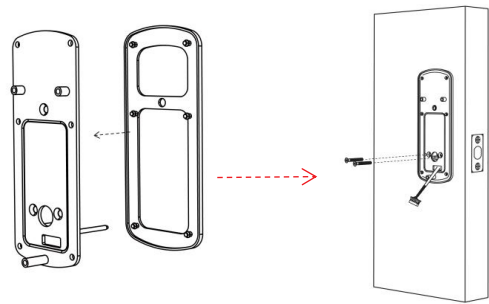## Step 2: Install Screws, Casing, and Water Rubber Plate
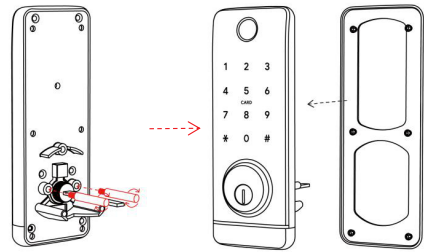
Step 3: Install Front Panel

Always keep the spindle horizontal
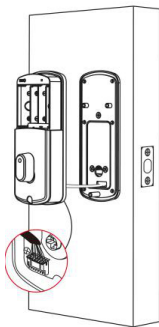
Always keep the deadbolt pulled in

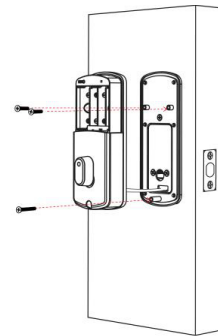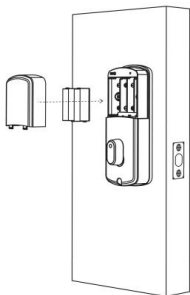## Step 4: Secure Front Panel and Water Rubber Plate
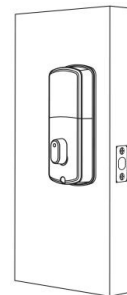
Step 5: Connect Front and Back Panels

Step 6: Install Screws for Back Panel

Step 7: Install Batteries

Step 8: Install the Battery Cover

Initialization

Instructions
Long press the reset button on the back of the front panel for about 5s
Input "000#"
The initialization is successful when the buzzer short beep twice.
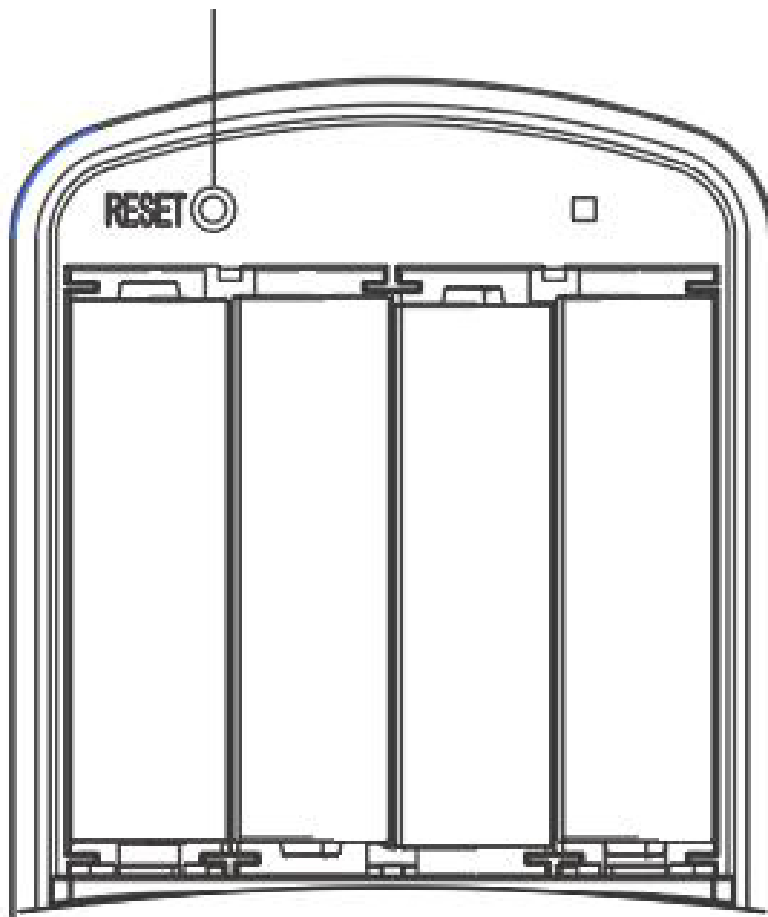
Programming Your Lock

Download "TTLock" in the App Store or Google Play

Login   Register

Phone number/ Email

Password

Login

Forgot Password?

⟶

Register

Phone   Email

Country/Region American Samoa+1684

Enter your Phone number

Password between 6-20 characters

Confirm Password

Verification Code   Get Code

Register

Login   Register

18520265893   x

••••••••

Login

Forgot Password?

⟵
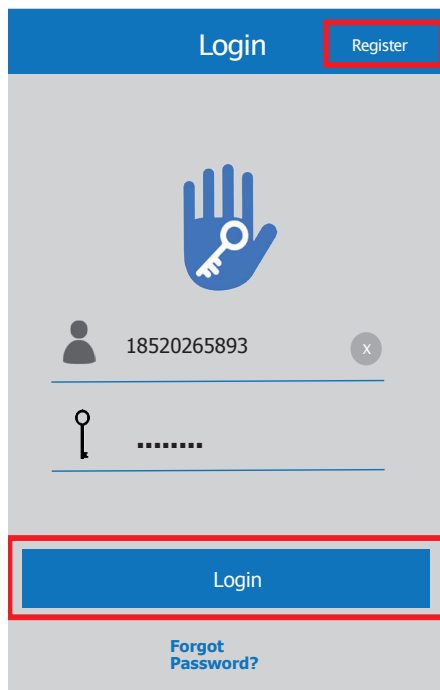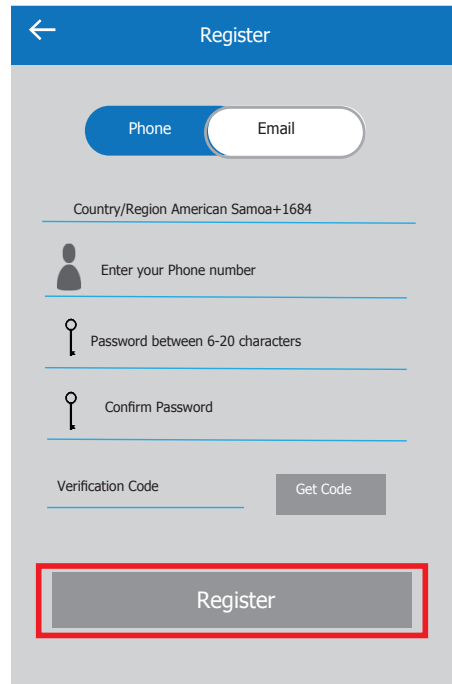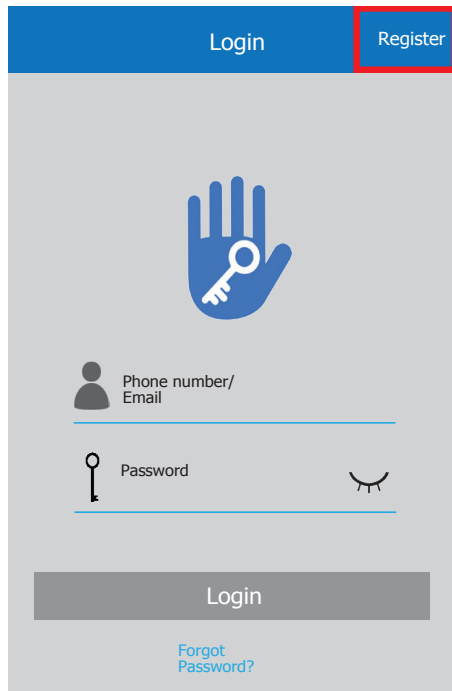
1. Register a new account with your email address or login with an existing account (The verification code will be sent to the user's mobile phone or email and registration will be successful after verification).
2. Touch the glass panel to light, click "+Add Lock'' on the app (TTLock supports multiple 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 (Often times a soft chime will sound when confirmation is received).

+

Press to Add Lock

The phone must be within 6 feet of the Smart Lock during the Pairing process

Choose Lock Type

All Locks
Scan all types of locks →

Door Lock →   Padlock →

Safe Lock →   Lock Cylinder →

Parking Lock →   Bicycle Lock →

Remote Control →

Nearby Locks

BL01_63230b +

S202C_f4324e

Add Lock

Lock Name

T1A

OK
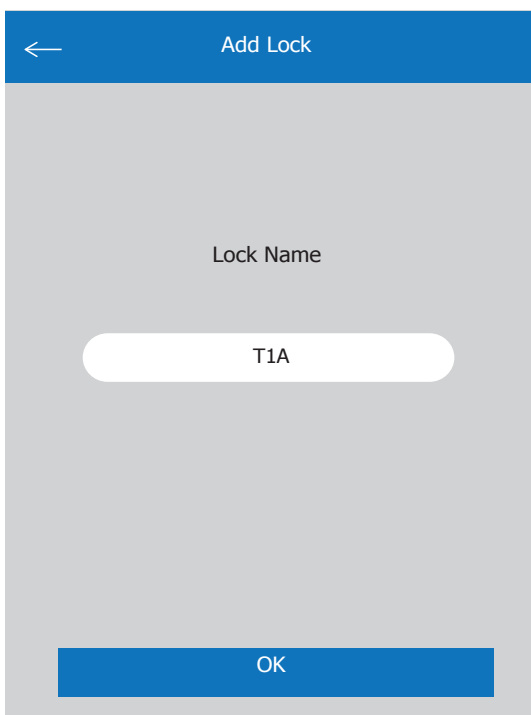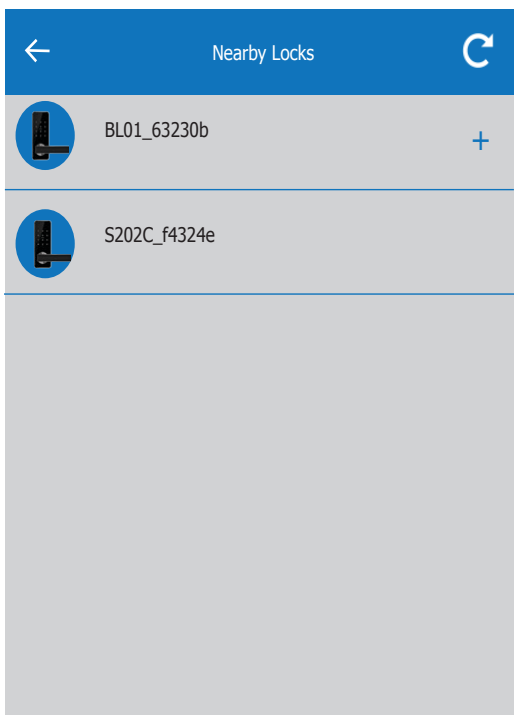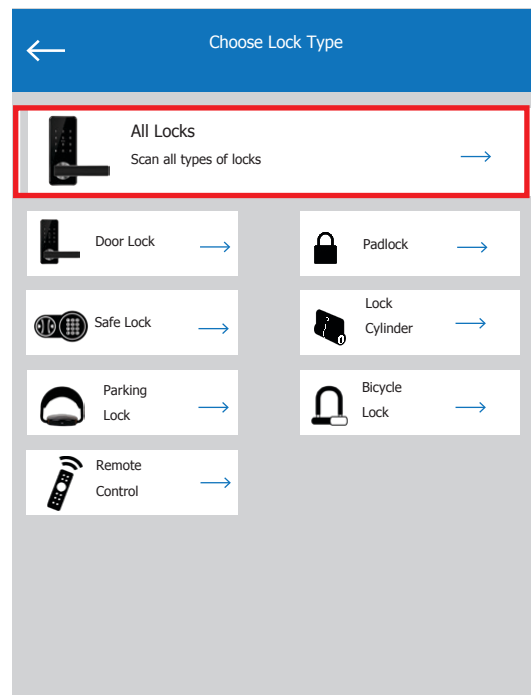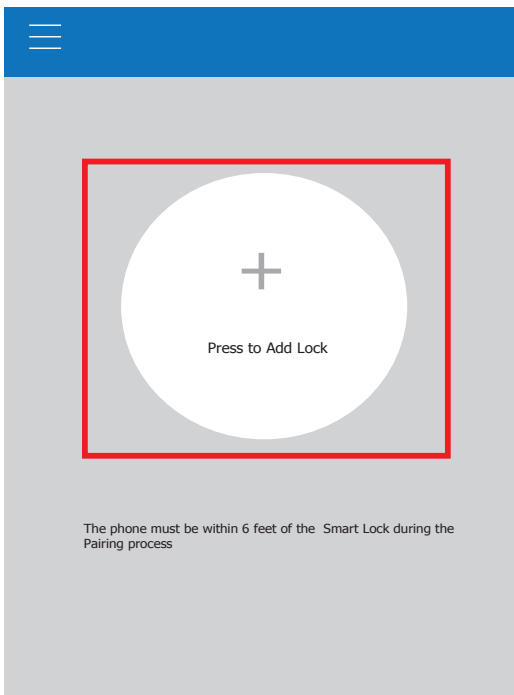
Bluetooth Management

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 c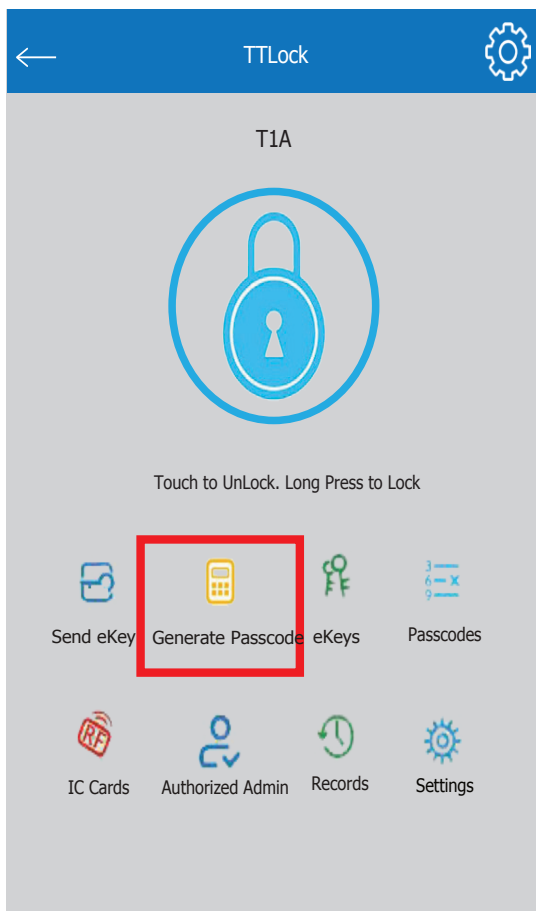ode, click "Passcodes" and type your desired code then click "Ok". Passcodes can be generated for permanent, limited-time, and single use.

Timed   One-Time   Erase   Custom   Recurri

4-9 Digits in Length

Nam   1

Cancel   OK

You can s ⋯ nvl code via Bluetooth or Remotely via a Gateway

Set Passcode

Timed   One-Time   Erase   Custom   Recurri

Success. The Passcode is

25097

Complete

Share

*You can share the Passcode to other users via SMS, Email, Messenger, and WhatsApp.

T1A

Touch to UnLock. Long Press to Lock

Send eKey   Generate Passcode   eKeys   Passcodes

IC Cards   Authorized Admin   Records   Settings

Passcode Type

Permanent Type	Description
Permanent	**General Use Passcode**
Limited-Time	**Passcode with set time frame**
Single Use	**Single-use, Short Term Passcode**
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 ' # '.
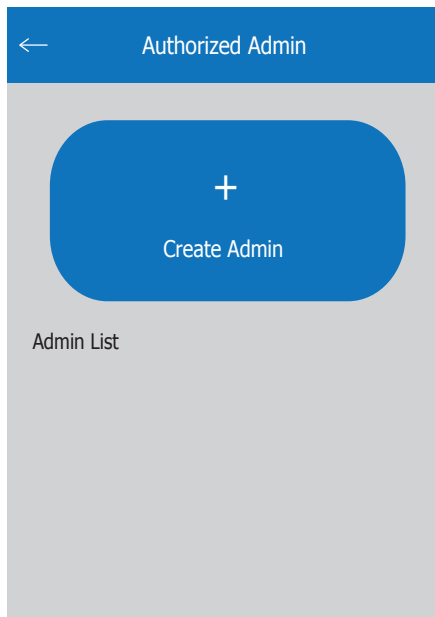
Sending E-Keys

1. Click on "Send eKey" 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 setup 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 un-locking or disallowing, authorized administrator or not, as shown below).
4. Then click "Send" (The recipient's account has Bluetooth unlock permission and 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.

| ← | Authorized Admin |

+

Create Admin

Admin List
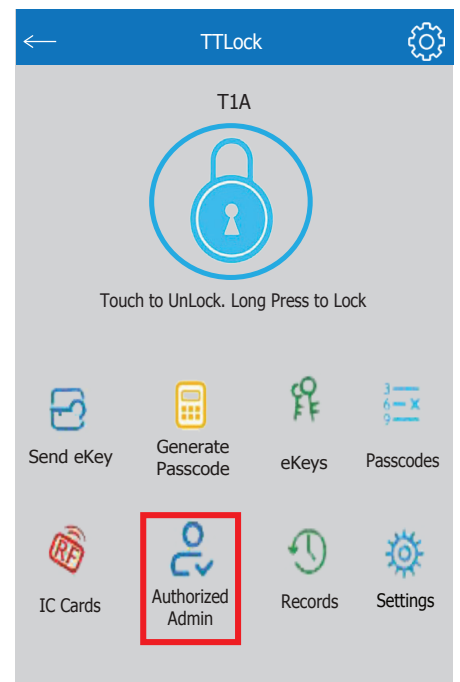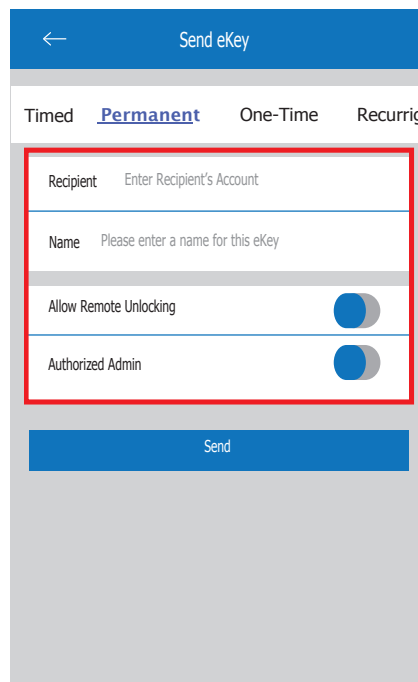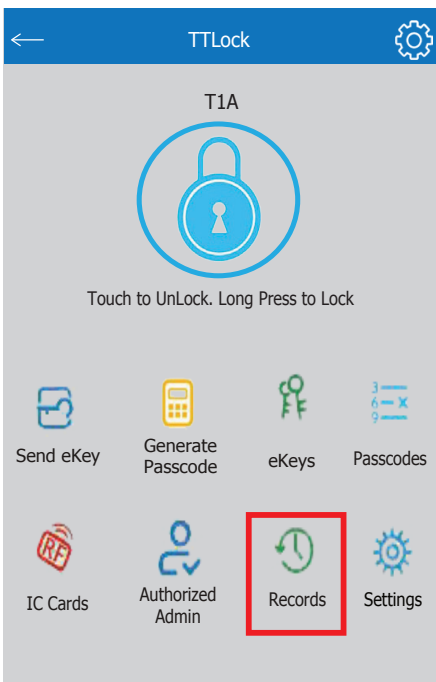
* You can authorize the admin status to other users.

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:
   1. Send keys to other people
   2. Specify the time limit of keys including one-time use and/or permanent use
   3. Manage all keys issued by them including:
      - Deleting keys
      - Resetting keys
      - Sending new keys
      - Adjusting the validity period of those keys
      - 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 Shield 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.
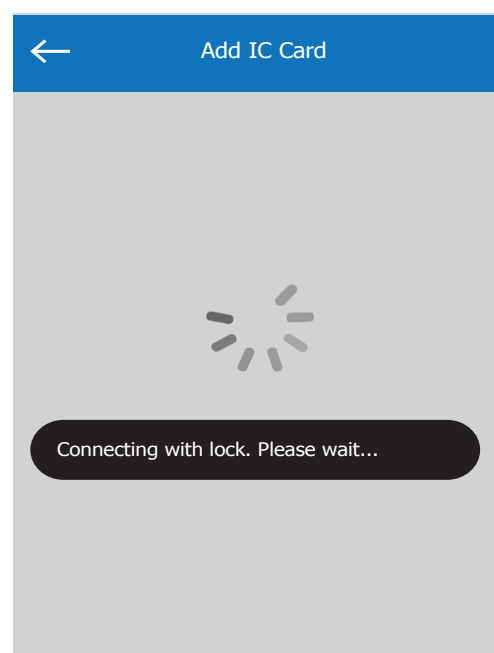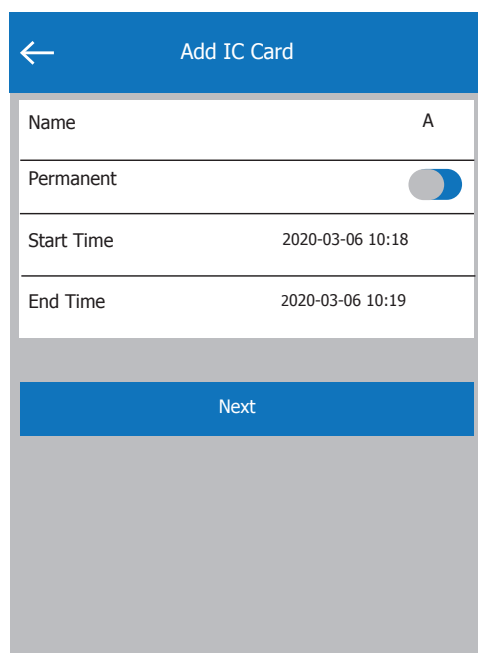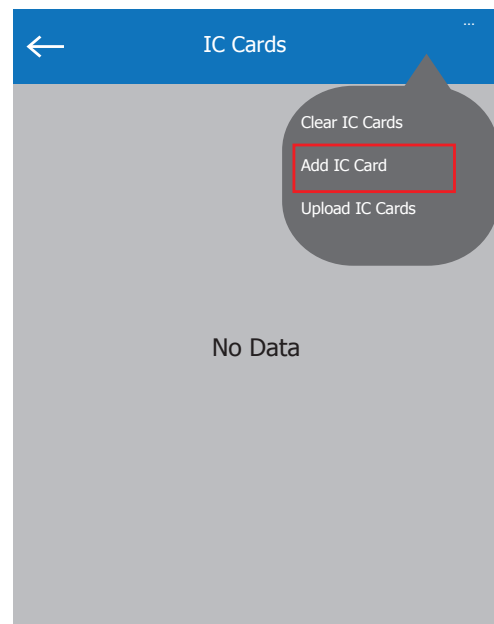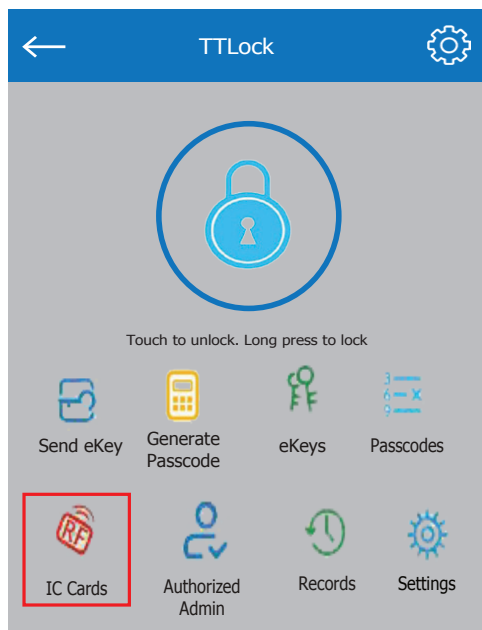
Lock Records

Click " 🕐 " as shown below to access the lock's records. With "Lock Records,"
you can view: E-Keys, saved passcodes, and unlock history.
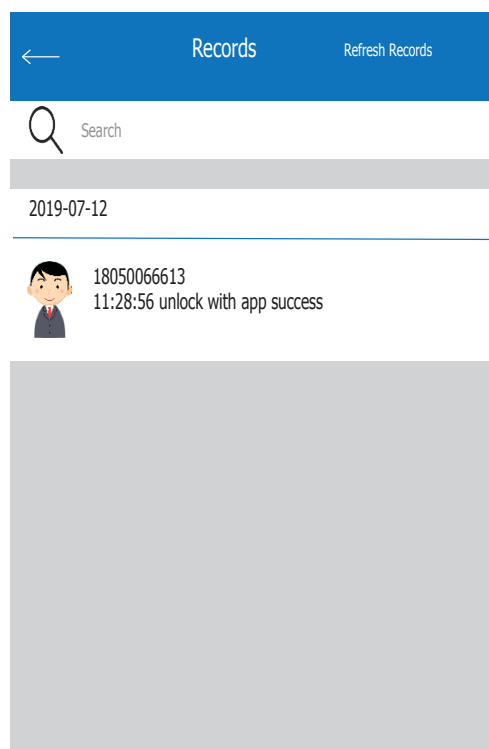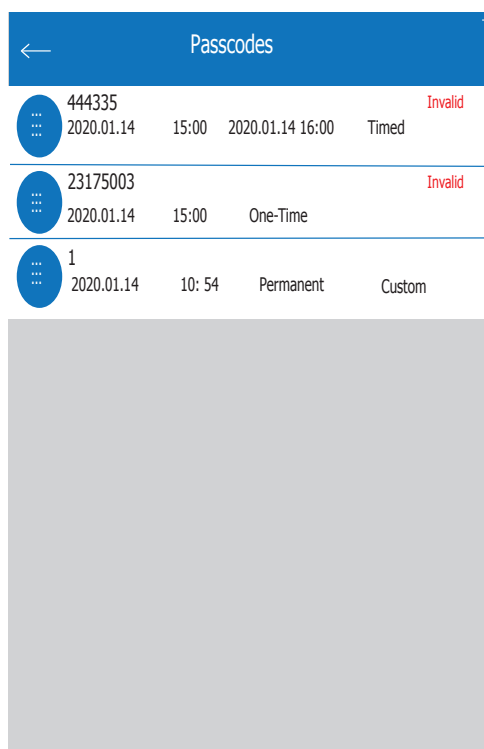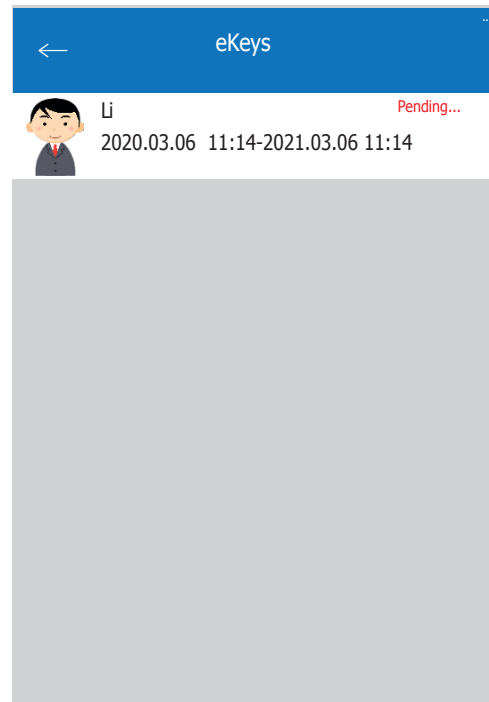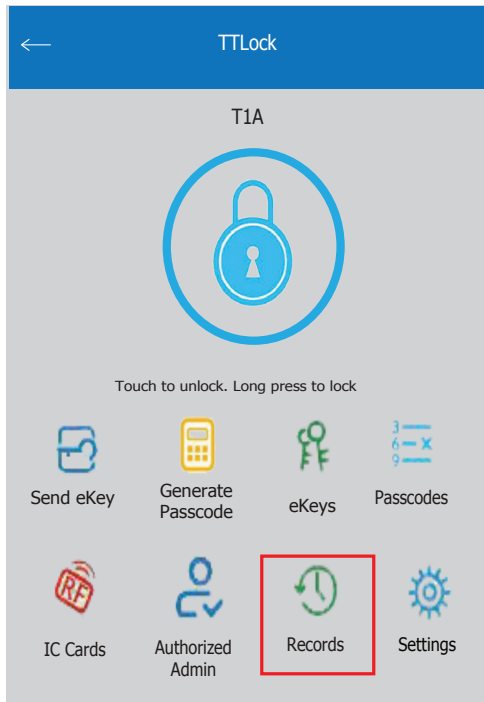
Remote Wifi Management

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: Stand-by mode, ready for pairing
- Blue light: Working mode
- Red light: Network failure

Pair the Gateway with APP

1. Activate the APP

APP

2. Press " ≡ "

3. Select [**Gateway**]
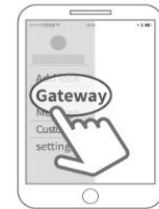
Gateway

4. Select [**G2**]

Gateway

G2
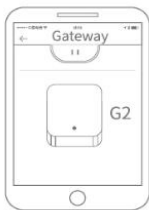
5. Plug in the gateway and power it on, while the light flashes alternately in red and blue
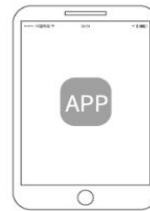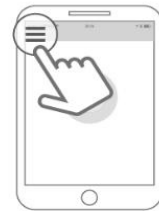
6. Press " + " sign

Add Gateway

AIDJDNV62SJ Online
AIDJDNV62SJ Online
AIDJDNV62SJ Online

7. Add Gateway

← Add Gateway
WIFI >
WiFi password
Gateway name
Next
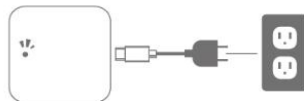
8. Select the network and fill in the password

← Add Gateway
WIFI >
WiFi password
cancel network
✓ sciener
mywifi
sciener-x

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. Once completed, the remote operation is active where network is available.

Privacy/Child Safety Lock

As shown in the image, there is a button on the bottom of the inside panel. When activated, the door can only be opened using the Administrator app or a manual key.

To activate the locked mode in the app:

1. Open the app and turn on "Privacy Lock."
2. The locked mode is activated when the button is in Red State

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	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