GETSMART

THE CONNECTED SHOP



SMART DOOR LOCK

USER MANUAL

GETSMART
THE CONNECTED SHOP

Your step-by-step guide for installing, configuring, and connecting your Smart Door Lock Slim.

This device is engineered for ease of use and is compatible with various modern door types, including main entry doors, bedroom doors, sliding doors, and traditional swing doors.

This lock is designed to seamlessly replace existing door handles, ensuring both convenience and security.



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I. BEFORE INSTALLATION

a) Packaging List

1. Handles		The smart door handles that will replace your current door handles on your door.
2. Mortise		The lock mechanism to fit in the pocket cutout into your door's edge. This is paired with the smart door lock handles
3. Strike Plate		The metal plate on the doorjamb for the lock bolt to engage in. This is comes with the mortise.
4. Cylinder Lock		The lock cylinder for the physical backup key to unlock the smart door lock.
5. Metal Rod/Spindle		The metal rod connecting the door handles to the lock mechanism inside the door.

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I. BEFORE INSTALLATION

a) Packaging List

6. Screws		The screws hold the lock handles firm on the door and the mortise in position inside the door.
7. Mechanical Keys		Physical backup keys to open the lock in case of low battery.
8. Key Cards		The plastic cards with magnetic data used as a door key.

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I. BEFORE INSTALLATION

b) Device Details



Note:
It is recommended to use **alkaline batteries** that are for heavy-duty devices like camera, drone and etc. since it is suitable for the smart door lock and last longer than standard batteries.

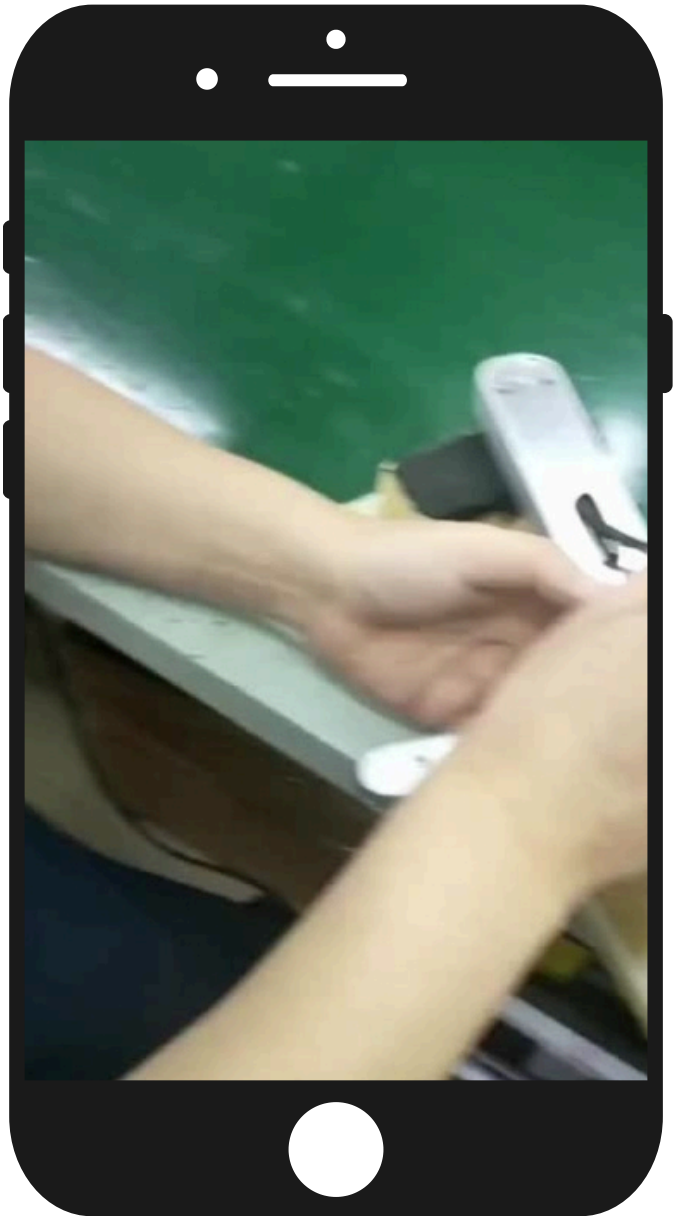
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I. BEFORE INSTALLATION

c) Handle Direction (Optional)

To adjust the handle direction on the Smart Lock based on your door's opening or orientation, ensure the handle is properly aligned before securing the screws.

Please refer to the video below:



Important Note:

Verify that the handle returns to its correct position after adjustment; otherwise, it may become misaligned or too loose.

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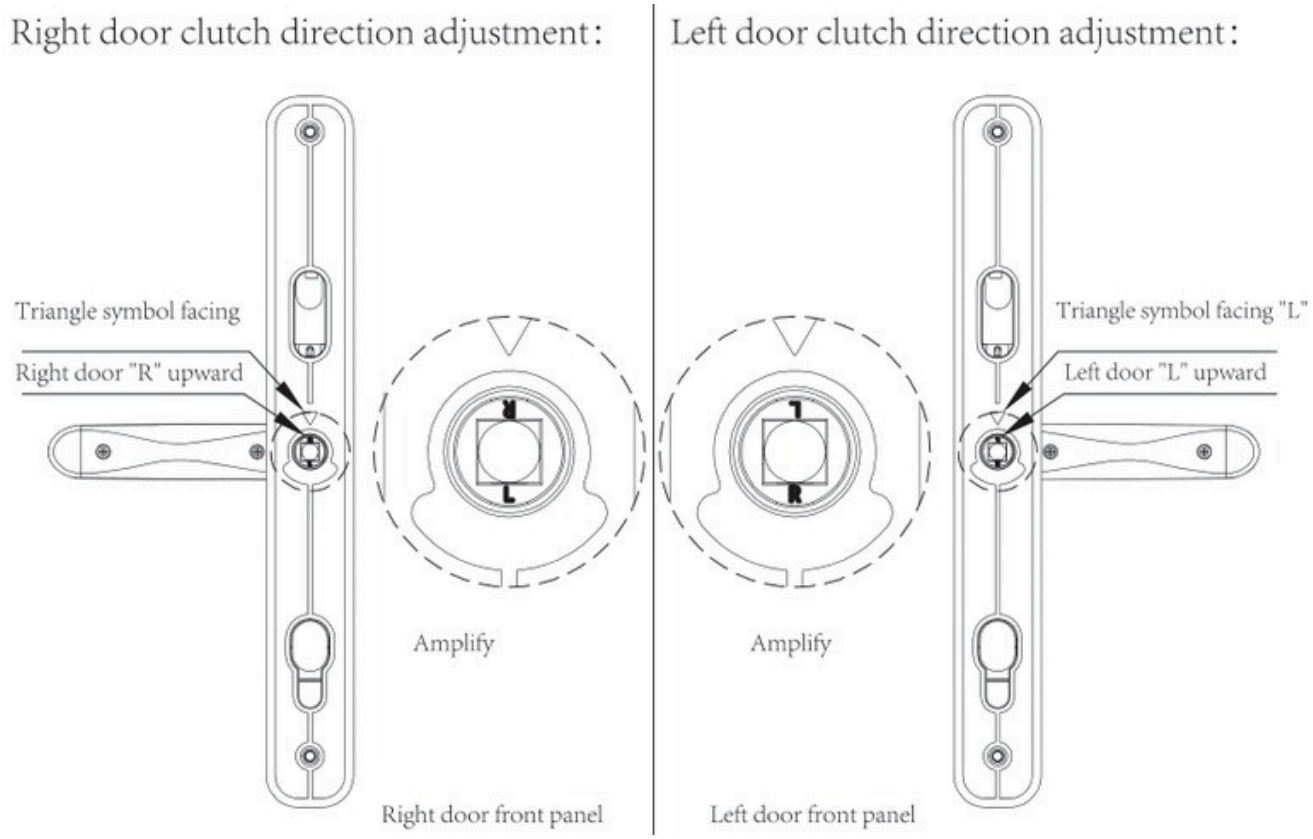
I. BEFORE INSTALLATION

d) Clutch Direction (Required)

Before installing the lock, it's crucial to correctly set the clutch to ensure proper functionality of the locking mechanism.

If your door handle faces left, align the letter "L" with the arrow. If the door handle faces right, align the letter "R" with the arrow. This alignment is essential for the lock to operate smoothly.

The clutch is located behind the center of the door handle. Refer to the diagram below:



Once the clutch is adjusted correctly, the smart door lock will be secure, and entry will only be possible using a fingerprint, passcode, or keycard.

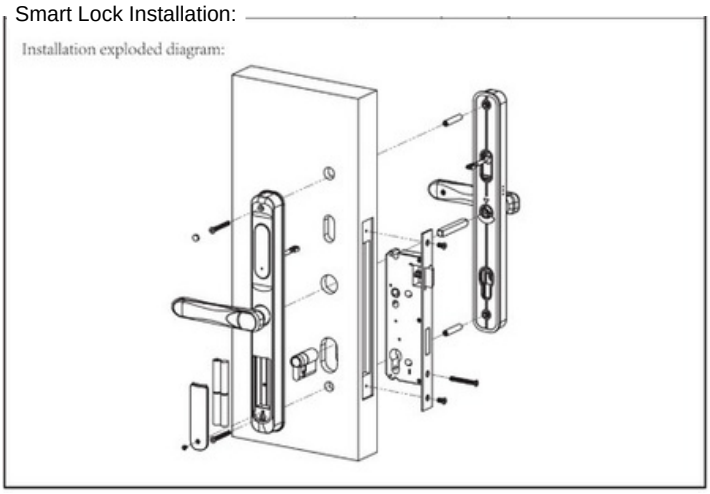
Important Note:
If the clutch direction is not set correctly, the smart lock will not function properly, even though the system may indicate it is "locked."

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II. DEVICE INSTALLATION

a) Remove Existing Lock

Begin by unscrewing the bolts that secure your current door knob. Carefully pull out the existing lock.



b) Insert New Mortise

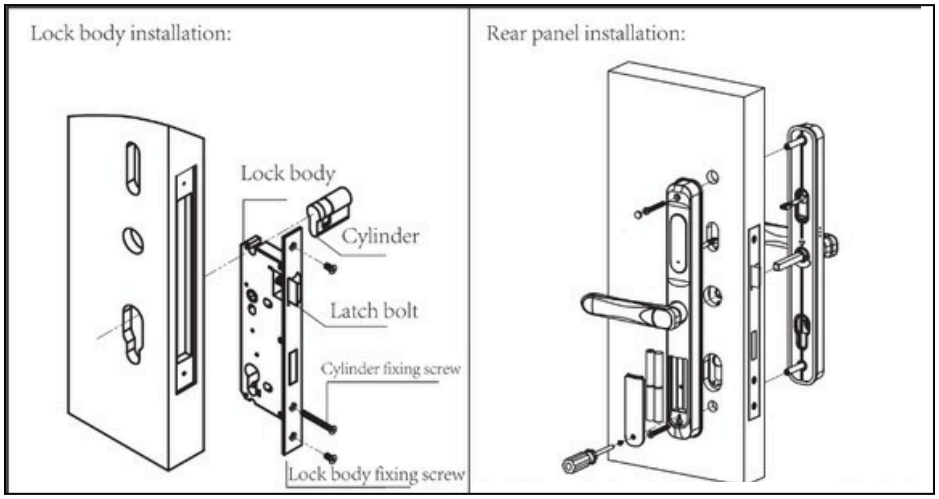
- Insert the new Mortise and Strike Plate into the door frame.
- Secure them by tightening the screws on the top and bottom sides.
- Ensure that the latch bolt is positioned at the top side of the lock.

c) Install Cylinder Lock

Position the Cylinder Lock using the Cylinder Fixing Screws as indicated in the diagram below.

d) Adjust Keyhole

- Make sure the keyhole is facing the exterior of the door.
- Insert the key and rotate it to ensure the bolt retracts smoothly.
- Once confirmed, securely fasten the screw.



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II. DEVICE INSTALLATION

e) Install Lock Handles

Secure the Front Handle to the door by inserting the Metal Rod into the middle hole behind the handle. Ensure the positioning pin pops out and holds the handle in place. Use the Lock Body Screws to pass the Metal Rod through the door, securing the handle firmly.

f) Insert Cable Cord

Insert the power cord from the Front Handle through the door to connect it to the Back Door Handle.



g) Install New Batteries

After fixing both handles with screws, insert the batteries into the designated compartment. Close the compartment by placing the cover on top and securing it with screws.

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III. DEVICE PROGRAMMING

a) Reset & Keypad Legend

To ensure that your smart lock is in its initial state before programming, perform a reset.

Locate the small hole on the battery compartment cover of the inside lock panel, which serves as the reset button. Using a pin or similar object, press and hold this button for 5 seconds until you hear the voice prompt, "Initialization Successful."

Alternatively, you can reset the lock by pressing "4" followed by "#" on the keypad after entering your user information.



* = to go back or return.

= to enter or confirm everytime you input a code

= to request remote unlock and send a notification to the app

123456 = the default administrator information.

Note:

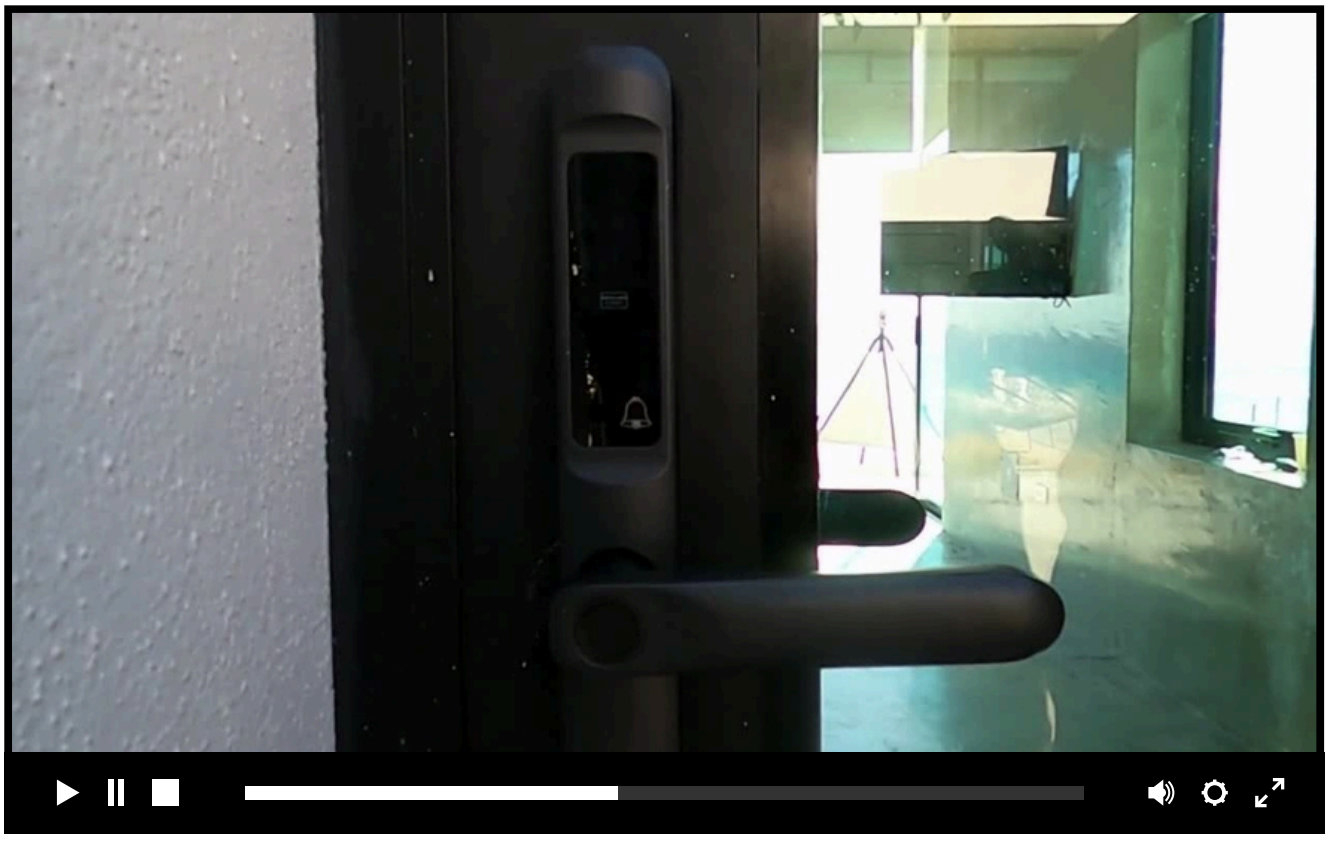
Under the initial state, any fingerprint, keycard, and password can unlock or open the smart lock.

III. DEVICE PROGRAMMING

b) Access Door Lock Settings

- To begin programming the lock, touch the keypad to activate the panel.
- Then, press * followed by #, and the voice prompt will say, "Please enter Administrator Authorization." If no code, fingerprint, or card has been added yet, the default administrator code is 123456.
- Press # to confirm.
- Once successfully entered, you'll hear a voice command confirming the operation.

  - “Press 1 - Create New User”
  - “Press 2 - Delete User”
  - “Press 3 - System Settings"
  - “Press 4 - Factory Reset"



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III. DEVICE PROGRAMMING

c) Add Administrator

Make sure to reset the lock before adding an administrator for the first time. The Administrator will be User 00 and can be set up using a passcode, fingerprint, or card.

To add an Administrator for the first time:

- Access settings by pressing * and #, then enter 123456 followed by #.
- Press 1 to "Add User."
- A voice prompt will say, "User 00, please enter the secret key." This is your cue to add a 6-8 digit passcode, your fingerprint, or a key fob/card as the administrator.

Instructions for Input:

- Fingerprint: Place your finger on the sensor 6 times from different angles
- Passcode: Enter a 6-8 digit passcode twice, followed by #.
- Keycard: Place it on the Keypad once.

You'll be prompted to "please enter again" after each input. Follow the instructions until you hear "Operation Succeed," which confirms successful registration.

- If you don't want to add more users, either press the * key to return to the main menu or let the lock time out on its own.



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III. DEVICE PROGRAMMING

d) Delete Administrator

To delete an administrator, you must reset the lock entirely.

- To reset the lock, please refer to page 11 of this user manual.



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III. DEVICE PROGRAMMING

e) Add User

To add a user, follow these steps:

- Activate your Smart Lock by pressing the * and # keys and then enter your Administrator Password.
- Select option 1 to "Add User."
- A voice prompt will instruct, "Please enter the User ID."

User IDs for standard users begin with "01" onwards, while "User 00" is reserved for the administrator. Enter a two-digit User ID on the keypad (e.g., "01") followed by #. The system will then prompt, "User 01, please enter the secret key."

Instructions for Input:

- Fingerprint: Place your finger on the sensor 6 times from different angles
- Passcode: Enter a 6-8 digit passcode twice, followed by #.
- Keycard: Place it on the Keypad once.

Refer to the video on the next page.

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III. DEVICE PROGRAMMING

The system may prompt, "Please enter again." Follow the instructions until you receive a confirmation stating "Operation Succeed."



Note: Once the system confirms "Operation Succeed," the user information has been successfully registered. If the lock continues to prompt "Please enter the secret key," it allows you to add additional user details (such as another code, fingerprint, or keycard). If you do not wish to add more information, either press the * key to return to the main menu or wait for the session to time out.

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III. DEVICE PROGRAMMING

f) Delete User

To delete a user from your Smart Lock, follow these steps:

- Activate your Smart Lock by pressing the * and # keys and then enter your Administrator Password.
- Select option 2 for "Delete User."
- A voice prompt will request, "Please enter the User ID."

User IDs for regular users start from "01" onwards, while "User 00" is designated for the administrator. Identify the User ID you wish to delete, enter it, and press # to confirm (e.g., "03 #").

After the operation is completed, press the * key to either add another user, delete another user, or exit the settings menu.

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III. DEVICE PROGRAMMING

g) Date and Time Settings

To set the time and date on your Smart Lock, follow these steps:

- Activate your Smart Lock by pressing the * and # keys and then enter your Administrator Password.
- Follow the voice command and press 3.
- Continue following the voice command and press 1.
- When prompted, enter the desired date and time in the specified format:
  - *Year/Month/Day (e.g., 22/11/06 for November 6, 2022)*
  - *Hour/Minute (e.g., 11/01 for 11:01 AM)*

Complete the process by following the remaining voice commands to save the new settings.



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III. DEVICE PROGRAMMING

h) Volume Adjustment

To adjust the volume on your Smart Lock, follow these steps:

- Activate your Smart Lock by pressing the * and # keys and entering your Administrator Password.
- Follow the voice command and press 3.
- When prompted, press 2 to access the volume settings.
- To adjust the volume:
  - Press 1 to increase the volume.
  - Press 2 to decrease the volume.

Repeat as needed to achieve the desired volume level.



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III. DEVICE PROGRAMMING

i) Language Setting

To set the language of your Smart Lock to English, follow these steps:

- Activate your Smart Lock by pressing the * and # keys, then enter your Administrator Password.
- Follow the voice command and press 3.
- Continue following the voice command and press 4 to access the language settings.
- Follow the voice prompts and press 2 to select English as the language.

Complete the process by confirming the selection as instructed.



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III. DEVICE PROGRAMMING

j) Passage Mode

To enable Passage Mode on your Smart Lock, allowing it to remain unlocked for a certain period, follow these steps:

- Activate your Smart Lock by pressing the * and # keys, then enter your Administrator Password.
- Follow the voice command and press 3 to access the System Settings.
- Continue following the voice command and press 5 for Passage Mode.
- Follow the voice prompts:
  - Press 1 to disable Passage Mode.
  - Press 2 to enable Passage Mode.

Complete the process by confirming your selection as instructed.



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IV. MOBILE APP CONNECTION

a) Download The Mobile App

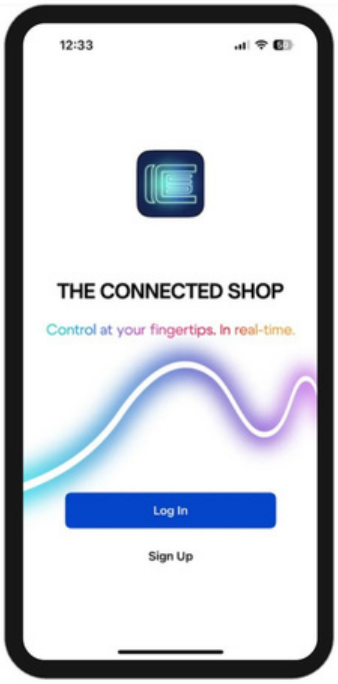
Scan the QR code for your device, or search for "The Connected Shop" on the Apple App Store or Google Play Store.

Download on the App Store

GET IT ON Google Play

b) Log In and Register

- Select Sign Up to register with your email. Existing users can select Log In and enter their registered credentials.
- For new accounts, enter the verification code sent to your email within the specified time limit.
- Set your password when prompted to complete the registration.
- Once logged in, you can start adding your smart door lock to the app.

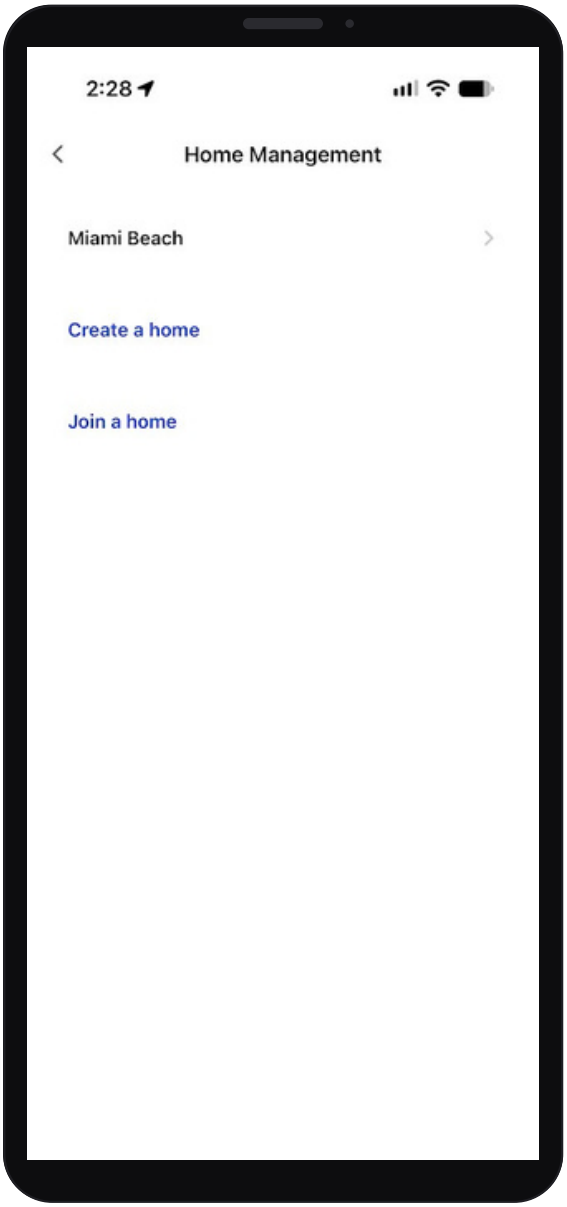


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IV. MOBILE APP CONNECTION

c) Create or Join a Home

- From the Account tab, open Home Management
- To organize your new lock under a location, tap Create a home.
- If someone has already invited you to an existing home, select Join a home instead.
- Tap an existing home name, such as the example.“Miami Beach,” to review or update it.



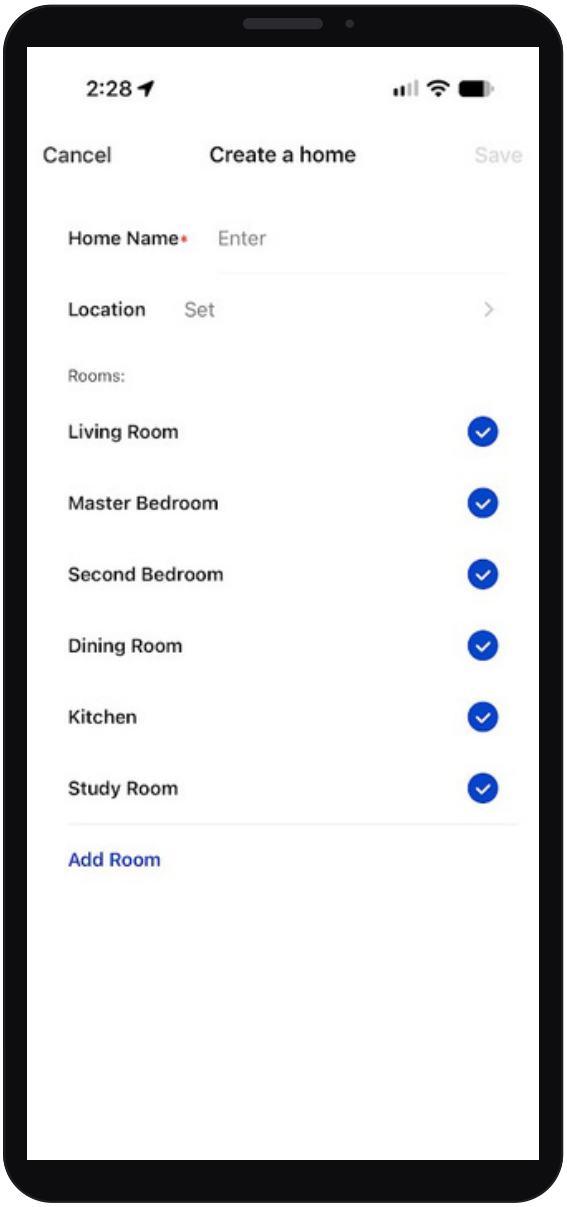
Note: A Home groups devices, rooms and members under one location. You can manage more than one Home.

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IV. MOBILE APP CONNECTION

d) Name Your Home and Select Rooms

- Enter your preferred Home Name in the required field.
- Tap Location and set the property location if needed.
- Review the preset rooms. The blue check marks show selected rooms; adjust the selection to match your property.
- Select Add Room if you need another space, then tap Save to create the Home.



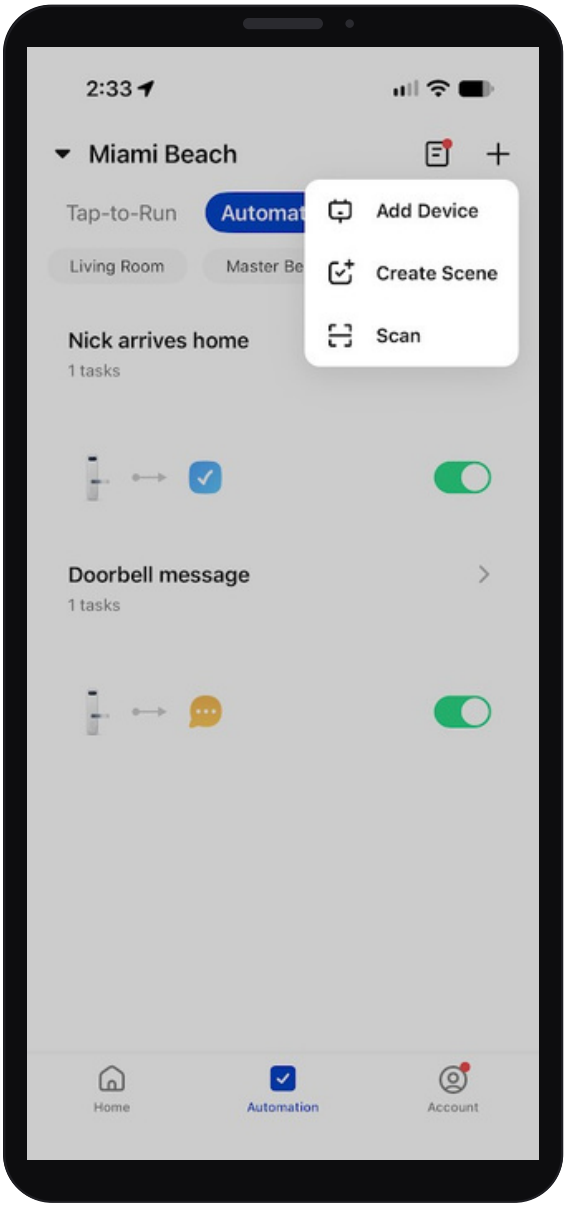
Note: Room names and availability may vary by app version. A Home Name is required before you can save.

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IV. MOBILE APP CONNECTION

e) Open the Add Device Menu

- Return to the Home or Automation tab after creating your Home.
- Tap the + symbol at the upper-right corner of the app.
- Select Add Device to begin connecting the Smart Door Lock Slim.



Note: The current Home selected at the top of the screen should be the location where you intend to manage the lock.

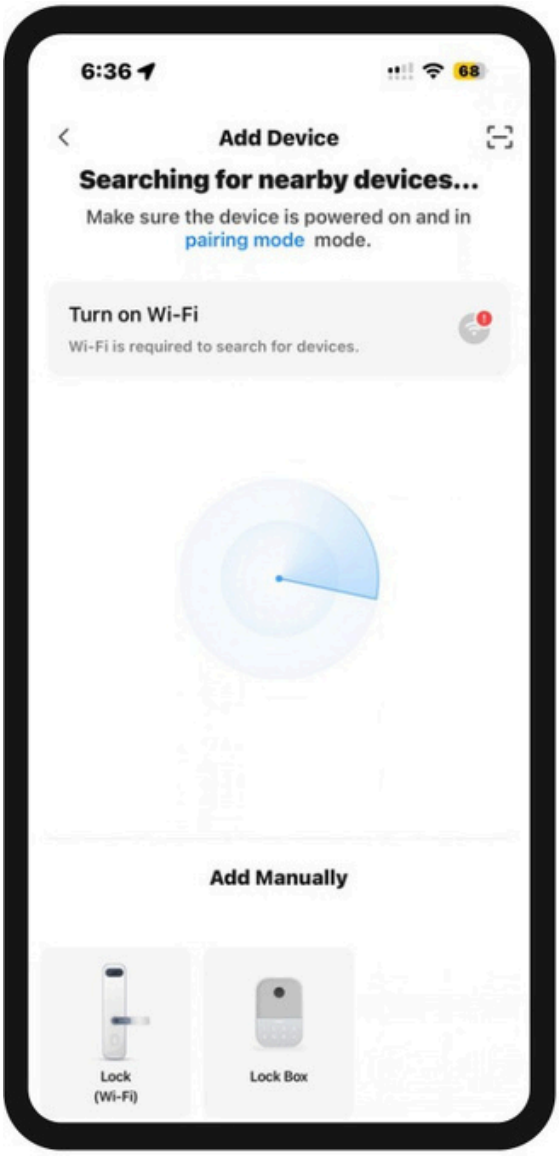
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IV. MOBILE APP CONNECTION

APP

f) Prepare the Lock and Pair to Wi-Fi

- Make sure the lock has working batteries and wake its keypad.
- On the lock keypad, press 1 followed by #. Enter your Administrator Passcode, then press # to confirm and enter pairing mode.
- Connect your phone to a 2.4 GHz Wi-Fi network, then let the app search for nearby devices or choose the lock manually.
- Enter the Wi-Fi password when prompted. Keep the phone near the lock and the app open until pairing finishes.



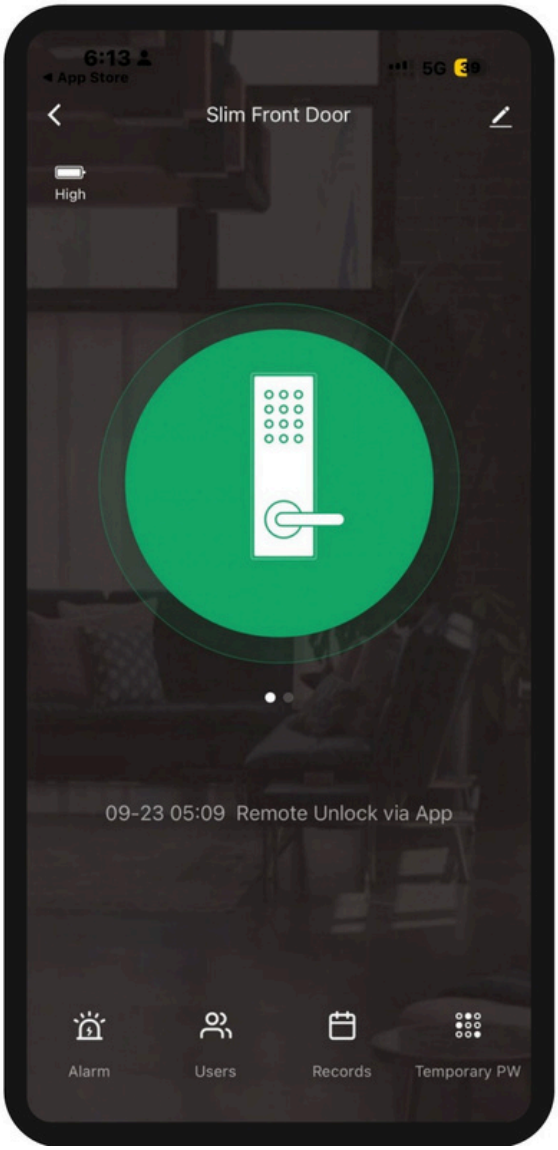
Note: Both the Smart Door Lock and your mobile phone must be connected to a 2.4 GHz Wi-Fi network during the pairing process.

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IV. MOBILE APP CONNECTION

g) Confirm the Connection

- When pairing succeeds, look for the lock in the selected Home's device list.
- Tap the new lock to open its dashboard.
- Optionally rename it to identify the door, for example Front Door, Office Door or Patio Door.
- Review the available controls, which may include device status, access records, member access and temporary passwords.



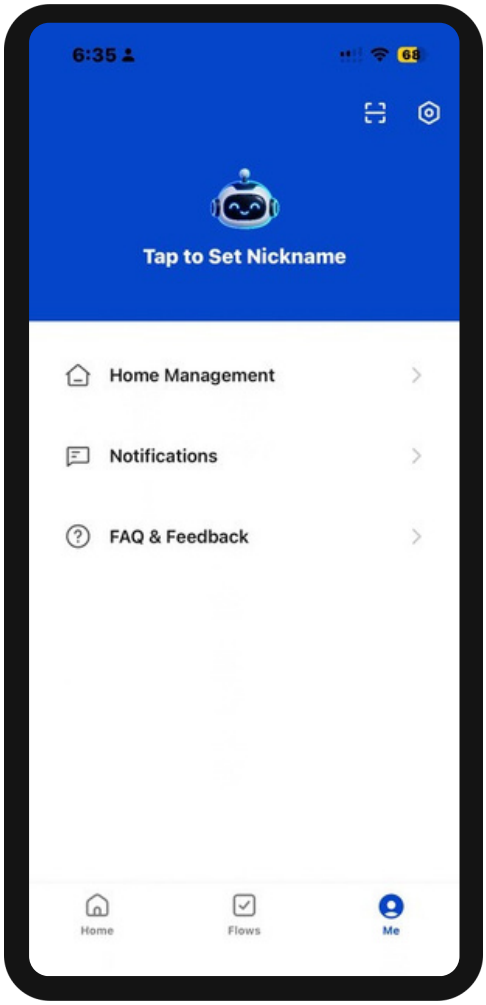
Note: Displayed functions depend on the lock model and configuration. Continue to Section V for the app management features.

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V. MOBILE APP FEATURES

a) Account & App Settings

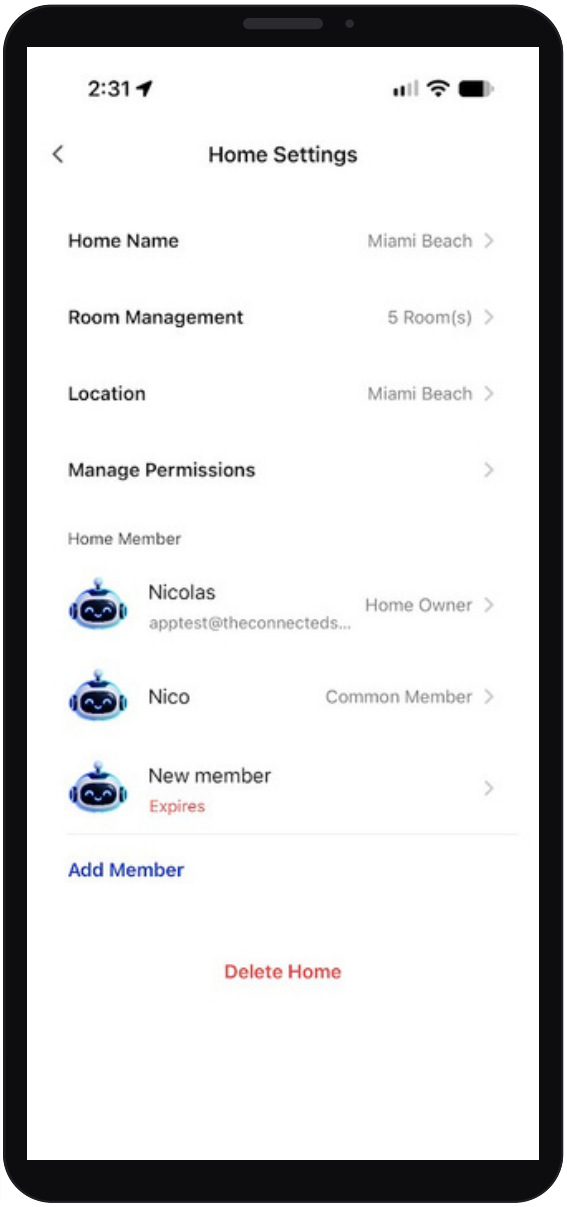
- Open the Account tab at the bottom of the app.
- From this section, you can access Home Management, Notifications, FAQ & Feedback, and other available account settings.
- Use Home Management to review or manage the locations associated with your account.



V. MOBILE APP FEATURES

b) Review Home Settings and Members

- From Home Management, select the Home you want to manage.
- Use Home Name, Room Management and Location to update its settings.
- Under Home Member, review each person and their role, such as Home Owner or Common Member. For lock-specific access, open Users from the lock dashboard.
- Select Add Member to invite another person. Check invitations that show an Expires notice.



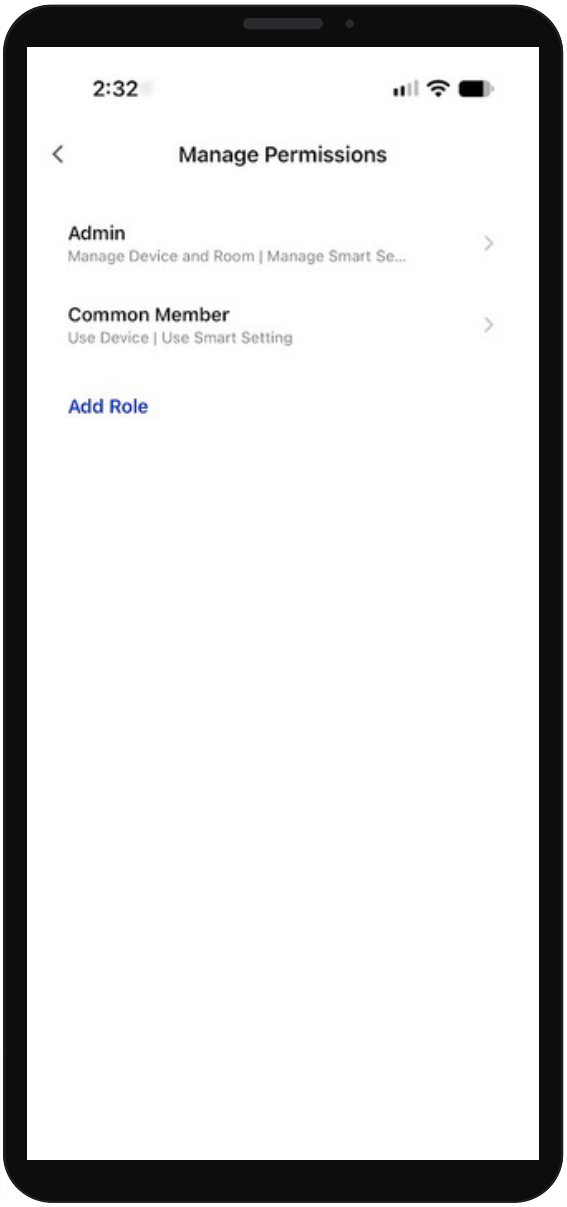
Note: Only grant access to people who should manage the Home or its devices. Home roles are separate from credentials stored directly on the lock.

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V. MOBILE APP FEATURES

c) Review and Assign Permissions

- From Home Settings, tap Manage Permissions.
- Review the existing roles, including Admin and Common Member.
- Tap a role to review the access available to that role.
- Choose Add Role if a member needs a more specific set of permissions.



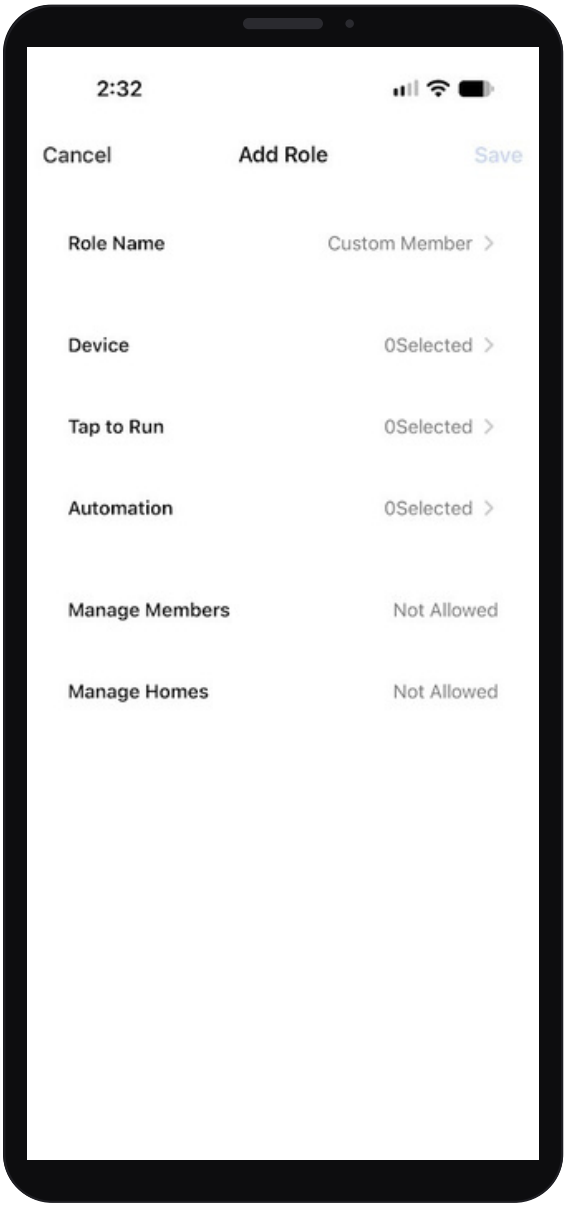
Note: Only assign Admin-level privileges when necessary. Exact access controls may vary depending on the Home's owner settings.

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V. MOBILE APP FEATURES

d) Create a Custom Member Role

- In Manage Permissions, select Add Role.
- Tap Role Name to give the role a clear name.
- Choose the allowed Device, Tap to Run and Automation permissions as appropriate.
- Review Manage Members and Manage Homes privileges, which display Not Allowed in the example.
- Tap Save to finish creating the role.



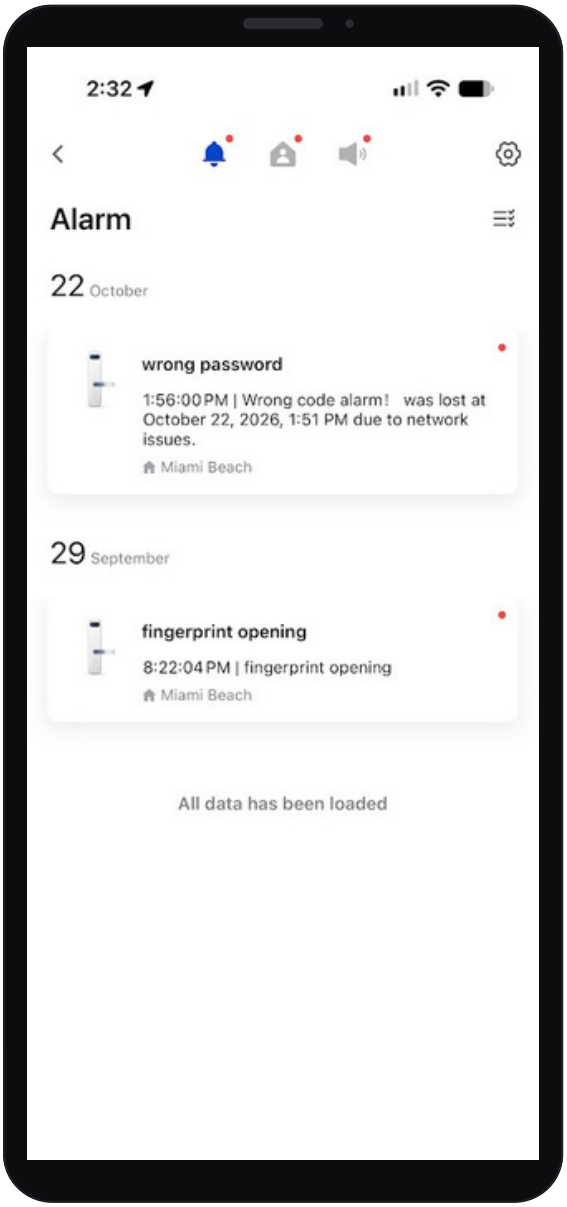
Note: Use restricted roles for access that does not require managing all devices, members or Home settings.

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V. MOBILE APP FEATURES

e) View Alarm Activity

- Open the app's notification center or the lock's Alarm section.
- Select the bell icon for Alarm events. The home icon shows Home-related notifications; the speaker icon opens Bulletins.
- Read the event title and time, such as wrong password or fingerprint opening.
- Review the associated Home and any notes about the device or network status.



Note: Events displayed depend on the lock, its network connection and available notification history.

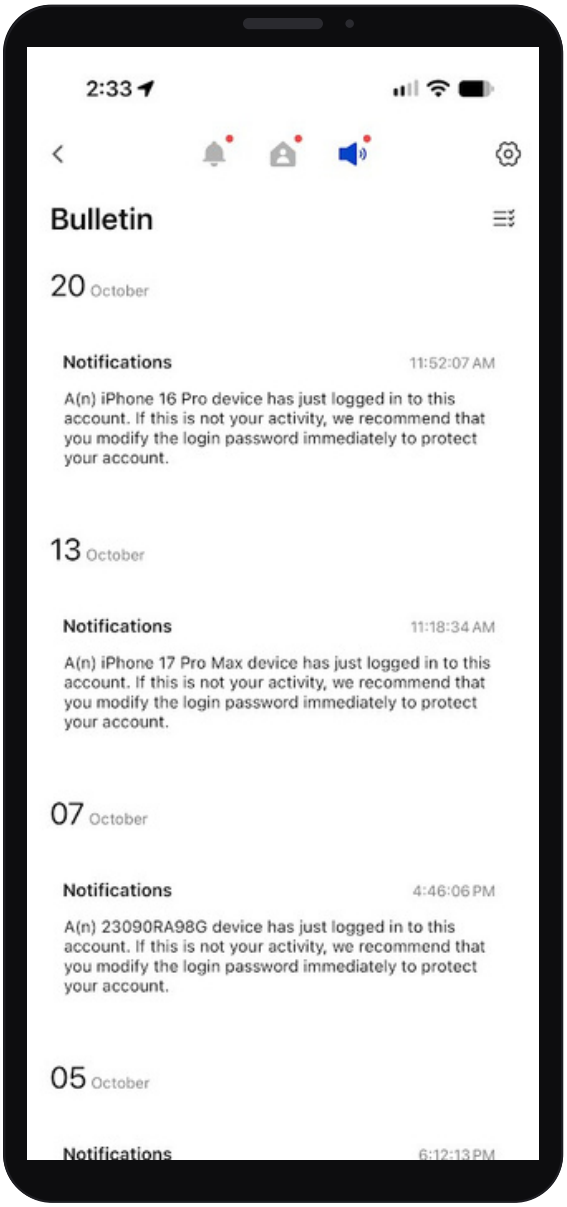
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V. MOBILE APP FEATURES

APP

f) Review Security Bulletins

- In the notification center, select the speaker icon for Bulletin.
- Review account-level notifications, including new device sign-in alerts.
- Check each device name, date and time for activity you recognize.
- If an account sign-in is unfamiliar, follow the app's security guidance and update the account password promptly.



Note: Bulletin messages relate to account and system activity; they are different from device Alarm events.

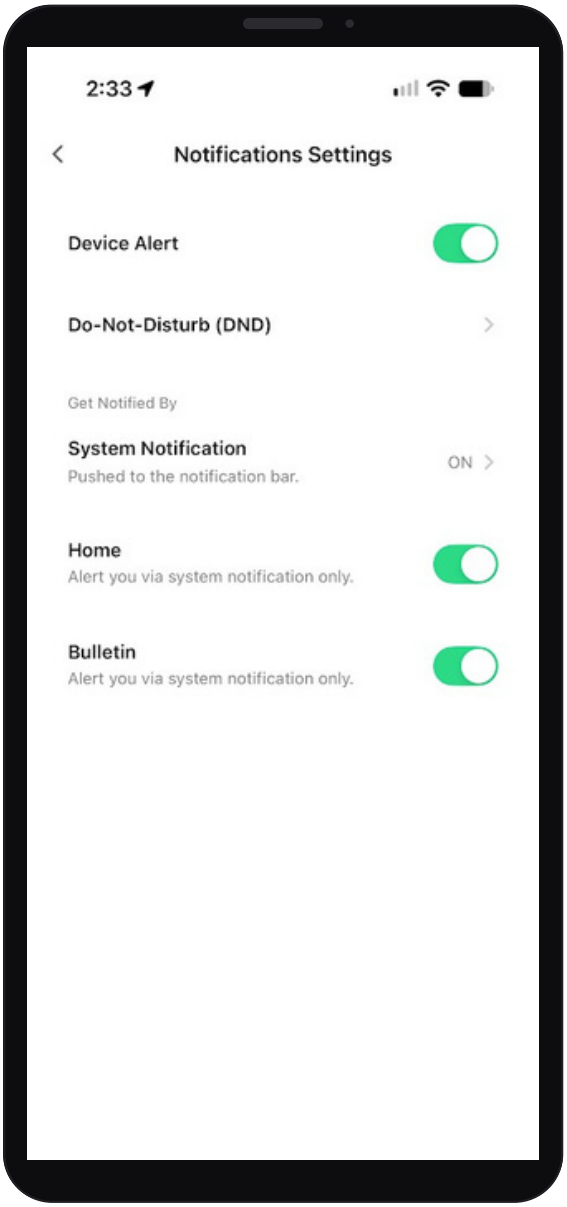
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V. MOBILE APP FEATURES

APP

g) Set Notification Preferences

- Open Notifications Settings from the notification center's gear icon.
- Turn on Device Alert to allow supported device alerts.
- Review Do-Not-Disturb (DND) and System Notification settings.
- Use the Home and Bulletin switches to control which alerts are delivered through system notifications.
- Also allow notifications for the app in your phone's settings.

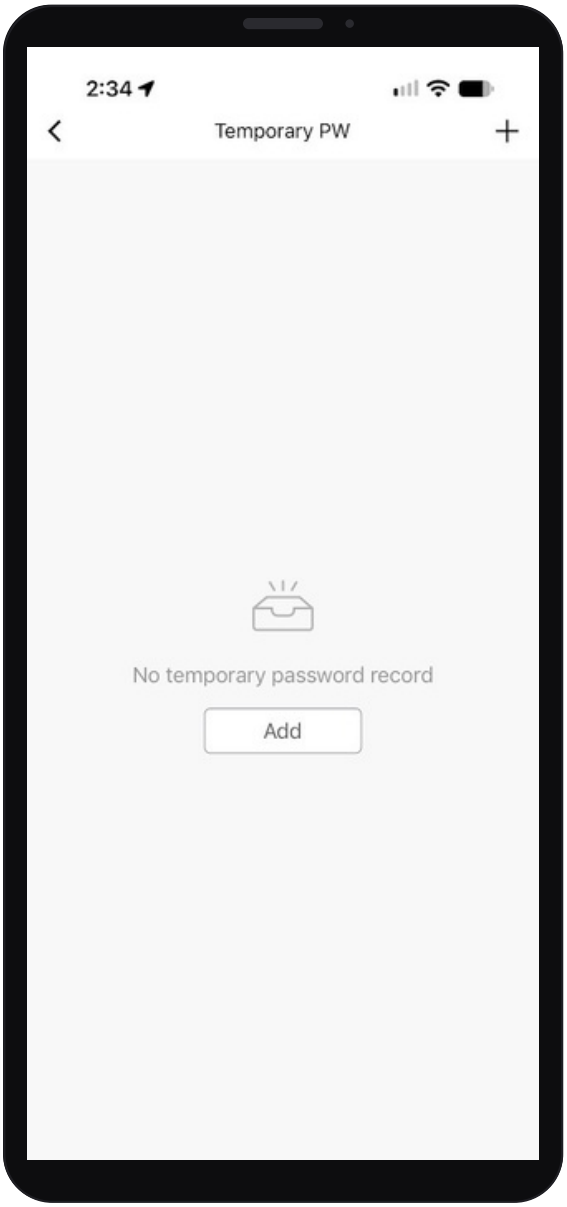


Note: Turning on app notifications does not override any phone-level restrictions or a configured Do-Not-Disturb period.

V. MOBILE APP FEATURES

h) Setup Temporary Passwords

- Open the connected smart lock's dashboard.
- Select Temporary PW or the available Temporary Password option.
- If no temporary codes have been created, the app shows No temporary password record.
- Tap Add or the + icon to create a new temporary passcode. If offered, select the relevant one-time or unlimited-use password option.



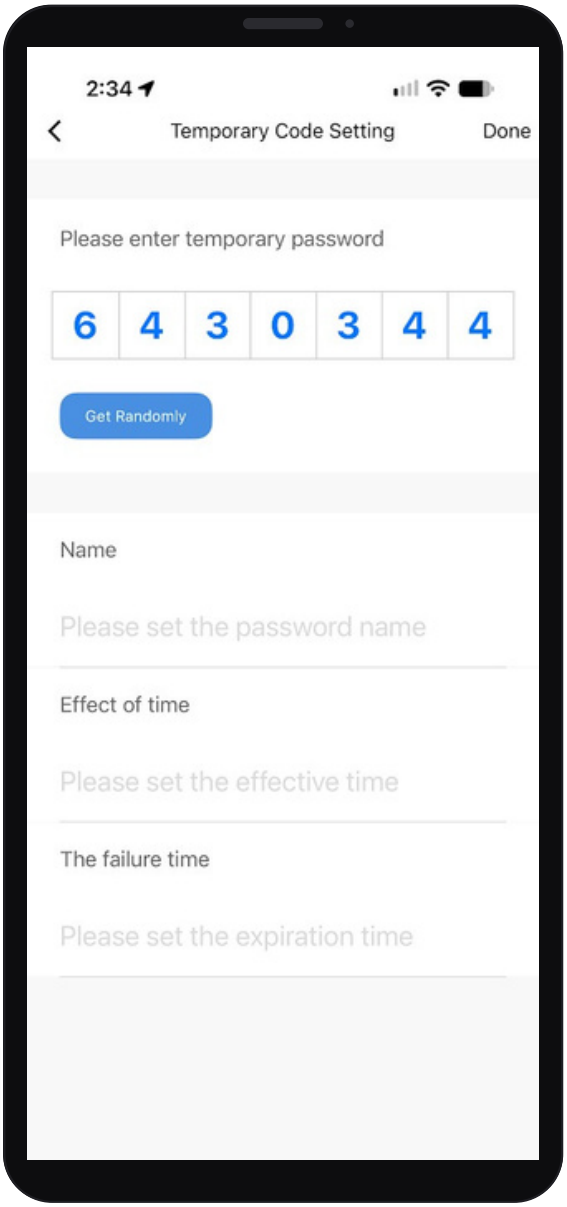
Note: Temporary passwords are designed for limited guest, visitor or service access. Share them only with authorized users.

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V. MOBILE APP FEATURES

i) Create a Temporary Passcode

- In Temporary Code Setting, review the numeric password shown.
- Tap Get Randomly to generate another code if preferred.
- Enter a descriptive Name, for example “Cleaner” or “Guest”.
- Tap Effect of time to select when access becomes valid.
- Tap The failure time to choose when the code expires, then select Done to save.



Note: The digits in the pictured example are illustrative only. Set the correct validity dates before sharing a code.

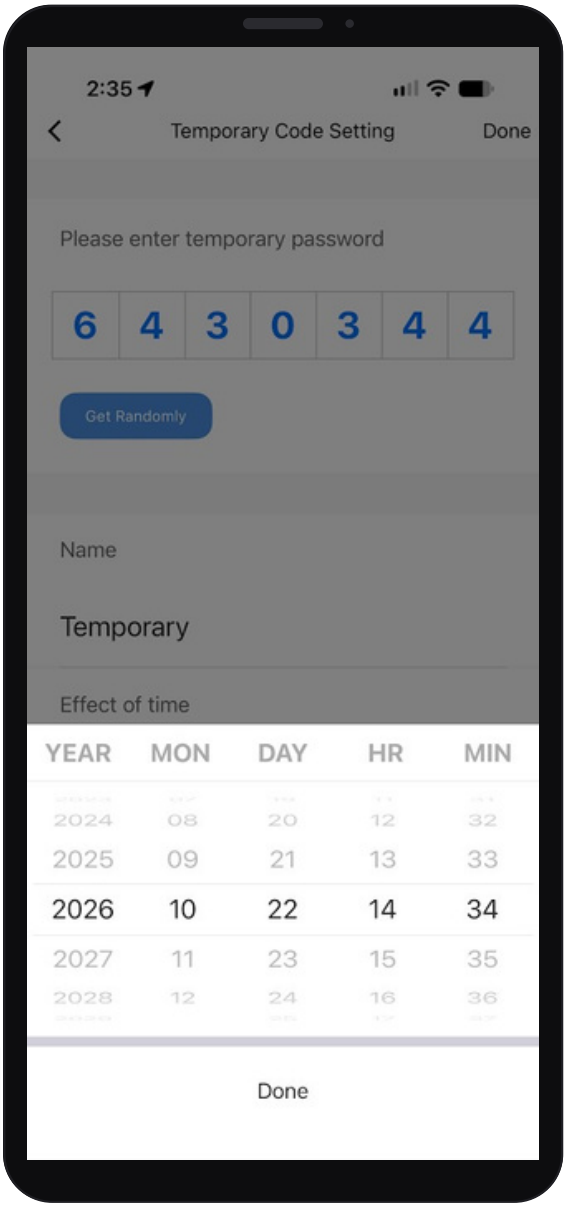
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V. MOBILE APP FEATURES

APP

j) Set the Code Validity Period

- When choosing Effect of time, use the date/time wheel to set the start of access.
- Adjust the YEAR, MON, DAY, HR and MIN fields.
- Tap Done to return to the code configuration screen.
- Repeat the process for The failure time, using an expiration time later than the effective time.
- Review all fields and save the code.



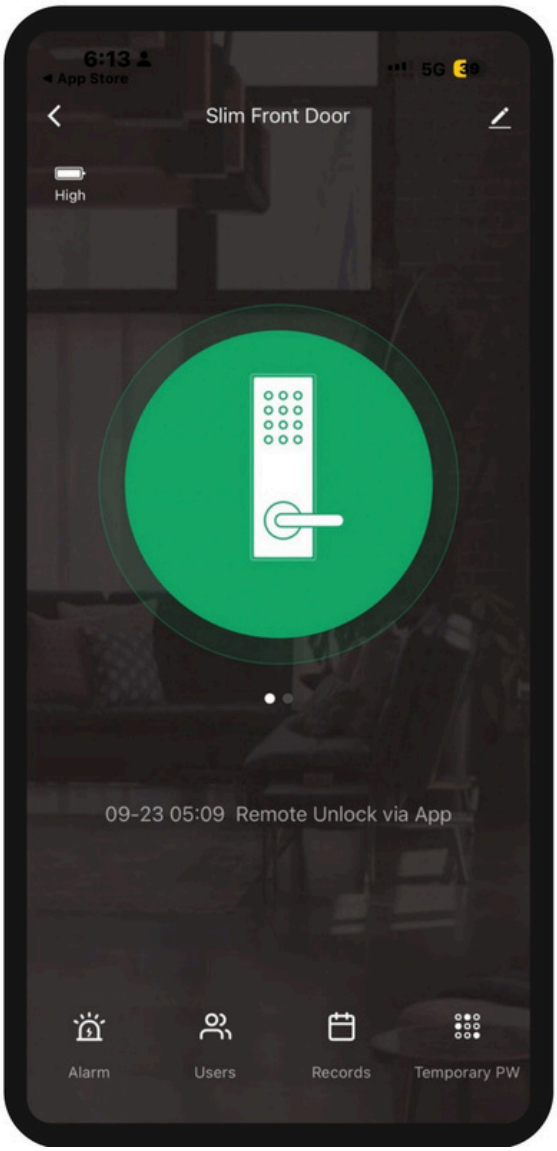
Note: The dates visible in the screenshot are examples. Choose the actual future dates and times required for your guest.

V. MOBILE APP FEATURES

APP

k) Remote Unlock

- When a visitor is at the door, they can use the supported doorbell or remote-unlock request function on the lock.
- The visitor can press 9 followed by #, or the doorbell button.
- Review the request or notification on your phone.
- Confirm the visitor's identity before approving remote unlocking in the app.



Note: Remote unlocking requires the applicable device/app connection and may depend on network availability. Do not approve unknown requests.

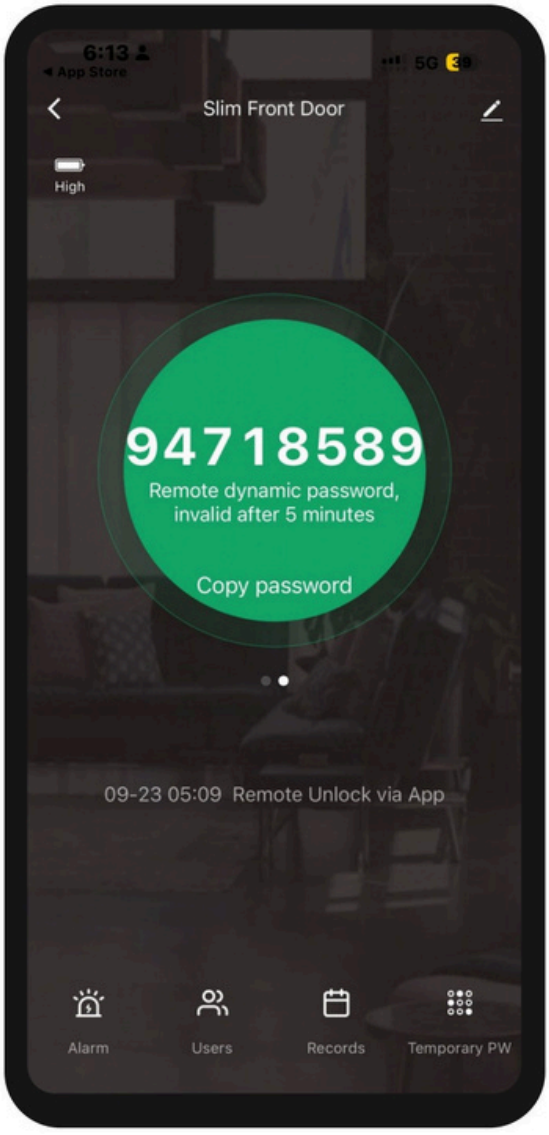
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V. MOBILE APP FEATURES

APP

I) Generate a Remote Access Code

- From the lock dashboard, open the password function.
- Select the available Remote Access Code option to generate short-term access.
- Use the indicated copy function if you need to share the code securely.
- Share the generated code only with the authorized visitor. It will expire automatically after its applicable validity period.



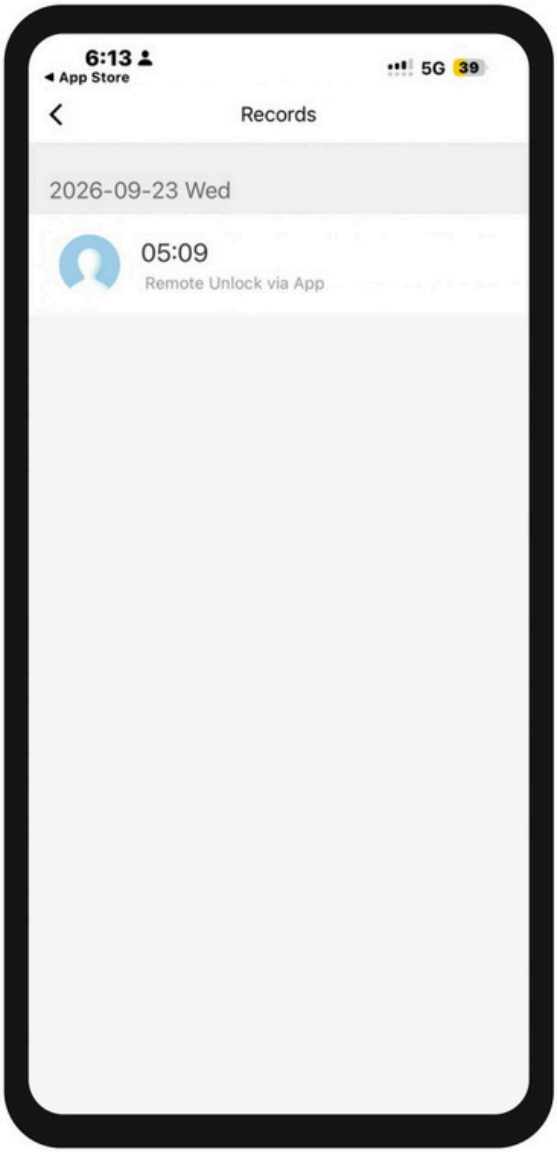
Note: The pictured code is only an example. The time limit and availability are determined by the lock/app function.

V. MOBILE APP FEATURES

APP

m) Review Unlocking Records

- Open the connected device's dashboard and tap Records or Unlocking Records.
- Check the event date, time and recorded method, such as remote unlocking.
- Use the list to review recent access events when the lock and connection support reporting.

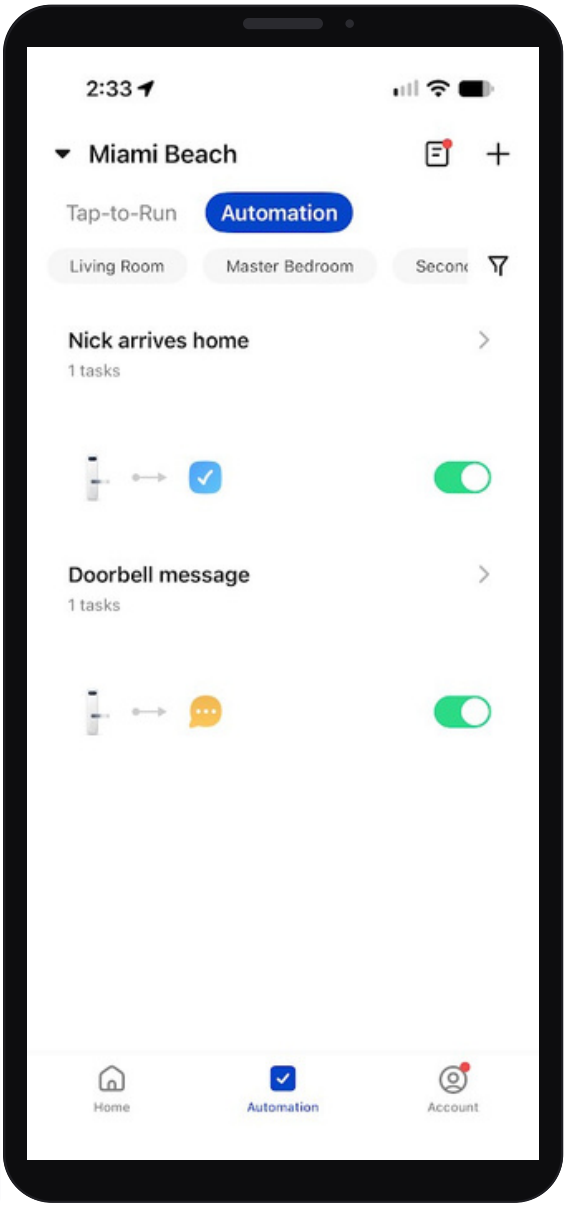


Note: The number of records shown depends on the activity history available to the app.

V. MOBILE APP FEATURES

n) Review Existing Automations

- Select the Automation tab at the bottom of the app.
- Choose Automation near the top of the screen.
- Use each rule's switch to enable or disable it, and select a rule to review its configuration.
- Tap the upper-right + and select Create Scene to begin setting up another supported action.



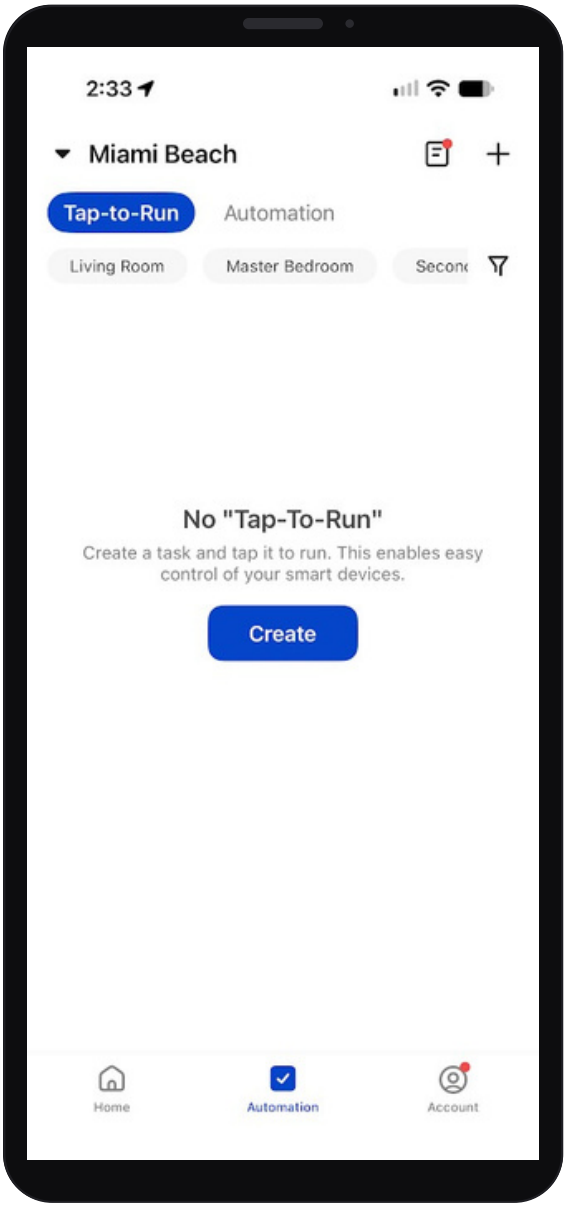
Note: Automations run when their configured conditions are met. Supported triggers and actions differ by device and connection.

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V. MOBILE APP FEATURES

o) Create a Tap-to-Run Shortcut

- On the Automation tab, select Tap-to-Run.
- If no shortcuts exist, the app displays No “Tap-To-Run”.
- Tap Create to configure a manual shortcut for a supported smart-device action.
- Choose the action and related device options presented by the app, then save the shortcut.
- Return to the Tap-to-Run page to activate the shortcut manually when needed.



Note: Tap-to-Run is user initiated; Automation rules run based on configured conditions.

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VI. ADDITIONAL INFORMATION

a) Auto Lock

The system will automatically exit if there is no operation for over 10 seconds.

b) Wrong Password Lockout

If an incorrect password is entered more than five times consecutively, the keypad will lock for 30 seconds and will not respond to any input during this time.

c) Low Battery Notifications

When the battery is low, the lock will emit a sound each time it is opened. After the alarm sounds, the lock can only be opened 200 more times. Once this limit is reached, each unlocking attempt will be delayed by 5 seconds. It is essential to replace the batteries before reaching the 200 unlock limit.

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Thank you for being a valued customer of The Connected Shop.

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