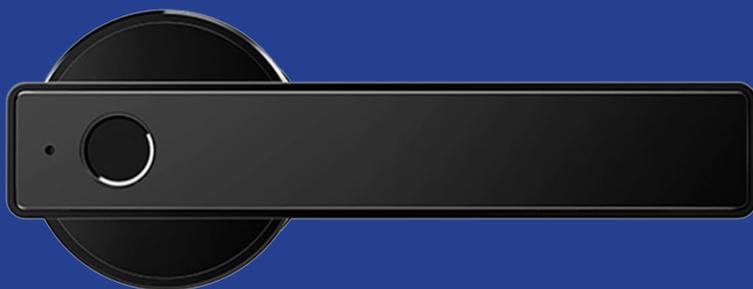


Smart Lock Manual

Model: Post



PORT Security
Systems

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In the Box



1. Front Panel
(1)



2. Back Panel (1)



3. Latch (1)



4. Manual Key (2)



5. Waterproof
Rubber Gasket (2)



6. Strike (1)



7. Strike Box (1)



8. Hexagonal Screw
M4x30mm (2)



9. Screw Stubs: 30.5x6mm for
door thickness 30mm-55mm
(1 1/8"-2 1/8") 40.5x6mm for
door thickness 40mm-60mm
(1 1/2"-2 1/2") (2)



9.) Mortise Screws
10x5mm (For
aluminum door) (4)



10) Mortise Screws
25x4mm (For wooden
door) (4)



11.) Allen Key (1)

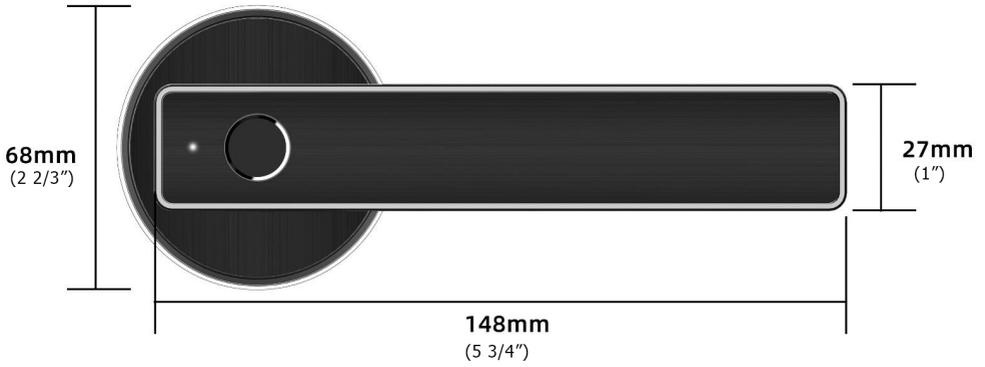


Product Specifications

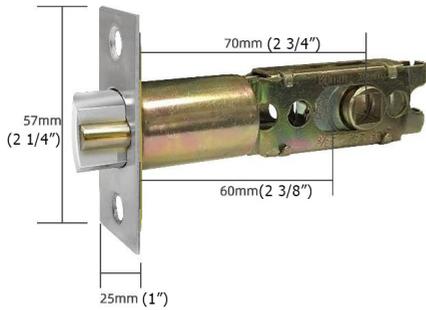
| | |
|-------------------------------|-------------------------------------------------------|
| Model Name | N20 |
| Material | 304 Stainless Steel & Zinc Alloy |
| Lock Size | Handle: 148x27mm (5 3/4" x 1") Base: 68mm (2 2/3") |
| Unlocking Methods | Fingerprint Bluetooth Gateway Manual Key |
| Finishes | Satin Stainless Steel (SSS) Satin Black (SBL) |
| Door Types | Metal Wood |
| Working Voltage | 6V/4 AAA Batteries |
| Door Thickness to Fit | 1 1/8-2 1/2" |
| Data Capacity | 200 sets of fingerprints |
| Fingerprint Sensor | Semiconductor Sensor |
| Fingerprint False Reject Rate | <0.01% |
| Fingerprint False Accept Rate | <0.00003% |
| Battery Lifespan | 3,000 Times of Locking & Unlocking Operation |
| Working Temperature | -13°F - 140°F |
| Working Humidity | 20%-90% |



Lever Details



Latch Dimensions



Features



Lock/Unlock

- Unlock using Fingerprint, Bluetooth app (iOS and Android), remotely using Wifi or with the manual key
- Semiconductor fingerprint sensor (508dpi)
- Voice guided lock/unlock command
- 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



Security

- Smart Freeze: After inputting wrong fingerprint 5 times the entry lock will freeze for 30 seconds
- Activity Logs: Up to 500 operational records saving in the lock
- Tamper Alarm: The lock will sound if intruders try to pry the lock from the door



Other Features

- 304 Stainless Steel & Zinc lever
- Easy switch from Passage mode and locking
- Universal Handle
- Emergency power supply through USB using a laptop or battery pack. USB cable supplied but not battery pack
- Unlimited e-key generation capability
- Only the owner can authorize administrators
- Authorized administrator cannot authorize other

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



Installation Instructions

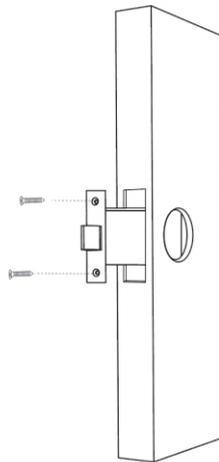
Install Latch

1. Use the template enclosed to cut holes for the door.

***It is important to follow the template**

2. Adjust the latch to the desired backset (2 3/8" or 2 3/4")

3. Install the latch using the 25x4mm screws for wood doors (Parts #10) and 10x5mm screws for aluminum doors (Parts #9)

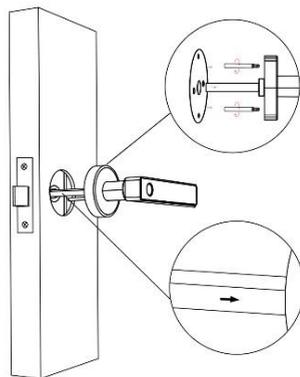


Install Exterior Panel

1. Install the 30.5x60mm for door thickness of 1 1/8"-2 1/8" and 40.5x6mm for door thickness of 1 1/2"- 2 1/2" (Parts #9) next to the spindle.

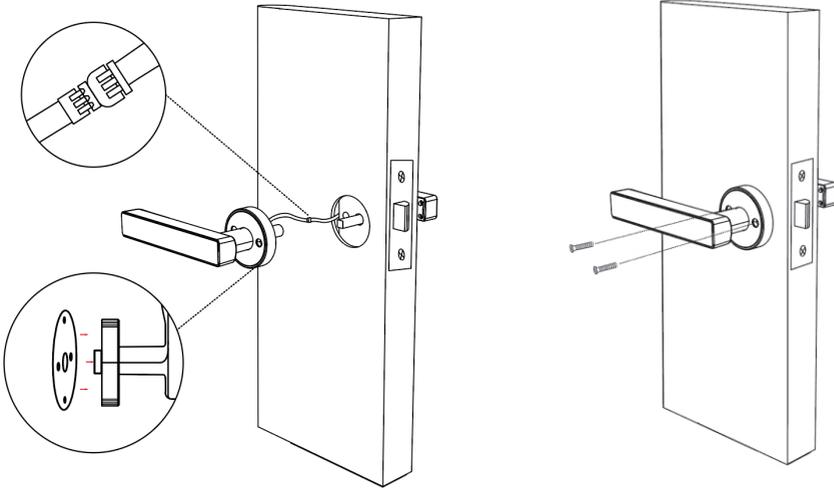
2. Set the front panel (Part #1) and along with one of the waterproof rubber gaskets (Part #5) on the exterior part of the door

3. Insert the preinstalled spindle into the door, keeping the arrow on the spindle facing the same direction of the latch.



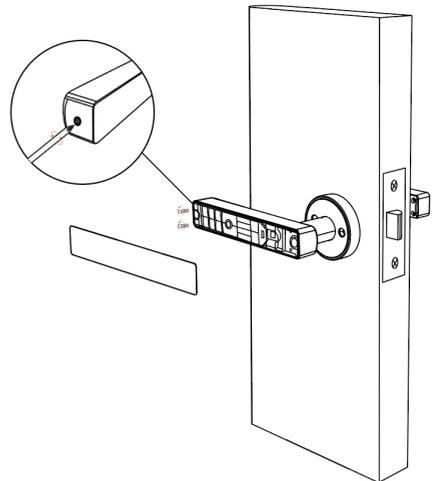
Connect Interior and Exterior Panel & Wires

1. Set the back panel (Part #2) along with the second waterproof rubber gasket (Part #5) 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 screws



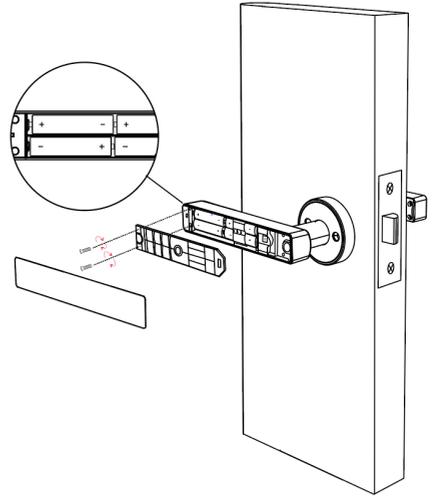
Remove Battery Cover

1. Remove the battery cover
2. Install the two screws next to where the batteries are placed



Install Batteries

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



System Initialization

Reset button

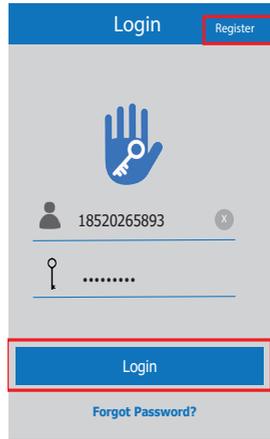


Open the cover of the back panel handle. Long press the "Reset" button for 5 seconds, and the initialization is complete



Programming Your Lock

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

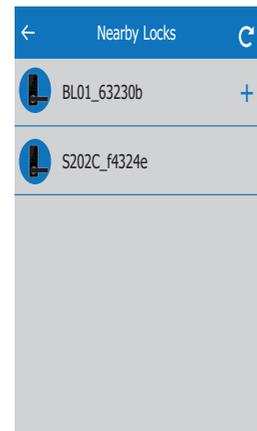
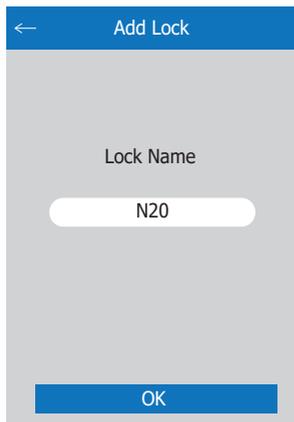
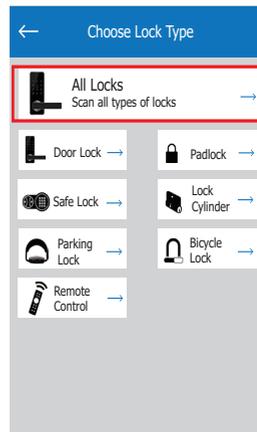
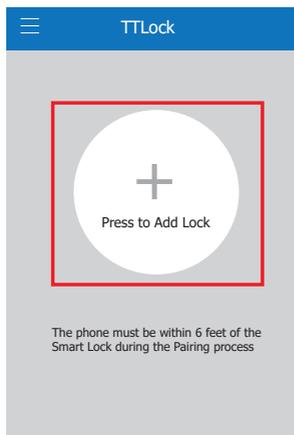


2. Register a new account with your email address or login with an existing account (skip this step if you have an existing account)

- The verification code will be sent to the user's email. Registration will be successful after verification.

3. Touch the reset button until the blue light turns on, then click "+Add lock" (TTLock supports multiple types of locking 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 in the app)

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



Sending E Keys

1. Click on “  ” as shown in the figure below; you can send the ekey to

Send eKey

other users of TTLock to authorize the unlock (the receiver must download the app and set up an account)

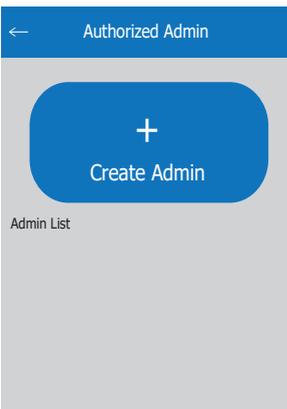
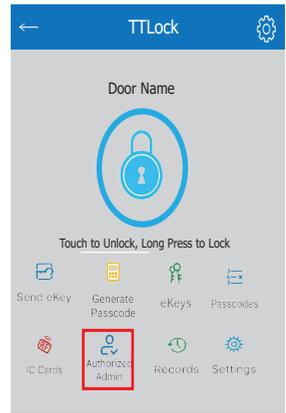
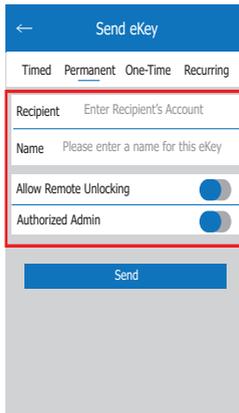
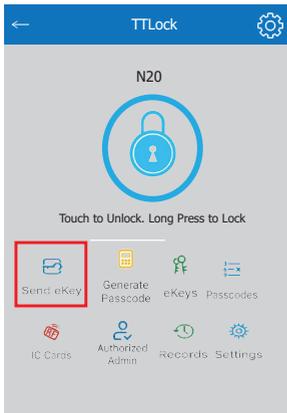
2. Select e-key format (timed, permanent, one-time or recurring)

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 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 cannot authorize others, but the main administrator can



The owner can authorize admin status to others

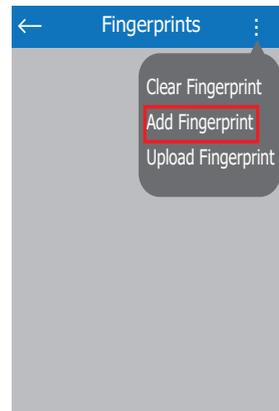
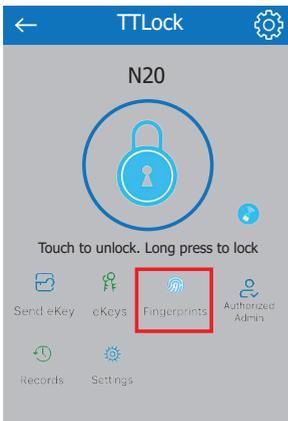


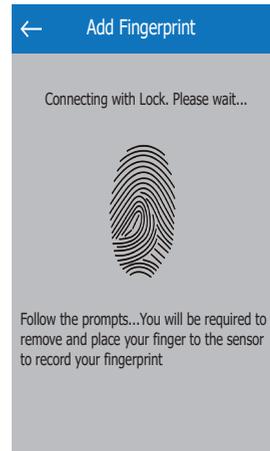
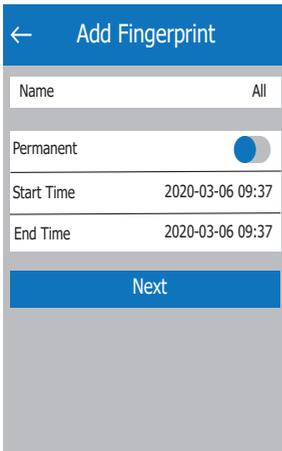
Managing E Keys

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 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**
 - * View unlock records of the keys

Adding Fingerprint

1. Select "Fingerprint" in the TLock App
2. Click the three dots in the righthand corner, then select "Add Fingerprint" (The adding process needs to be performed while the user is next to the lock)
3. Select the fingerprint expiration type (permanent or limited time). This validity period can be modified after initially setting it.
4. Place finger on the sensor and follow the prompt to add fingerprint
5. Wait for fingerprint added confirmation.





Fingerprint Types

- Permanent: General use fingerprint
- Time-Limited: Fingerprint with set time frame

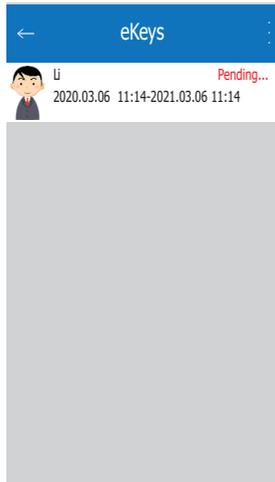
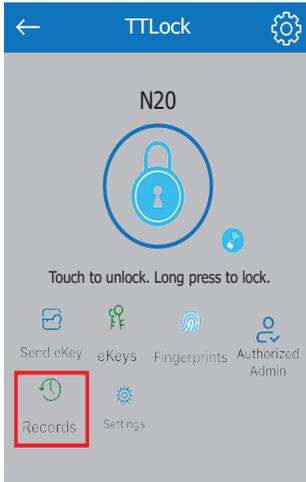
Precautions

1. Before entering fingerprints, please ensure that the fingerprint path on the hand is clear and free of abrasions; and that the fingerprint recognition area and the surface of the finger are clean and free of water, oil, sweat, dust, etc
2. The maximum number of fingerprints that can be entered for this product is 200. It is recommended that users enter two fingerprints (to reduce the risk of unrecognizable fingerprints due to wear and tear after entry)
3. When entering a fingerprint, you must use the same finger 3 times (multi-angle, which is helpful to judge the sensitivity) to align the fingerprint recognition area and press it. Keep the same pressure for a certain amount of time. Change in pressure can be responsible for entry failure.
4. When the fingerprint power is too low, any fingerprint will trigger a reminder when it touches the recognition area, of a low battery. A blue light will keep flashing, charge it in time to prevent the battery from being too low and unable to unlock.



Lock Records

Click “🔄” as shown below. With “Lock Records” you can view: eKeys, saved fingerprints 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:

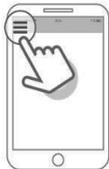
-  Light flashes alternately in red and blue: Stand-by mode, ready for pairing
-  Blue light: Working mode
-  Red light: Network failure

Pair the Gateway with APP

1 Activate the APP



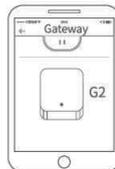
2 Press "☰"



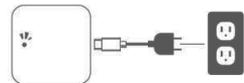
3 Select [Gateway]



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 a 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 or 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 at the end of the exterior 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 your thumb.



Keyhole

Troubleshooting

Programming Troubleshooting

| | |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Where can I view my operation records? | <ul style="list-style-type: none">• Under "Records" on the app• TTLock website |
| 2. What is the purpose of uploading my fingerprint? | What is uploaded is not the fingerprint itself, but the number of the fingerprint. You need to upload your fingerprint before you manage it in the app |
| 3. What is the maximum limit of e-Keys I can have? | There is no limit |
| 4. Why does it show "pending" when I am sending an e-Key to someone? | Before the receiver opens the app to receive, the status shows Pending |
| 5. I am unable to receive OTP | It may be due to a problem with the operator or the SMS server, or it may be due to some of the parameters being incorrect, which prevents it from receiving OTP. Please provide a mobile phone number for inspection |
| 6. Can the same username be used at the same time on a different mobile phone? | No it cannot, but you can authorize the admin to another user |
| 7. How can I download unlock records? | <ul style="list-style-type: none">• Bluetooth: You can download on the TTLock website• Non-Bluetooth: You cannot download |
| 8. Why can't I unlock it after putting it in passage mode? | You need to perform an unlock verification in any method, then the passage mode will take effect |
| 9. What is the purpose of Auto Lock? | You can set how long to lock after unlocking |
| 10. Why is the e-Key not sending? | Check if the account sent to the user is already registered |



| | |
|-----------------------------------------------------------------------|--------------------------------------------------------------------|
| 11. What is the maximum number of locks that can be added on the app? | There is no limit |
| 12. Is it possible to add fingerprint remotely? | Fingerprint is not supported for remote addition at the time being |

Hardware Troubleshooting

| | |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Unable to register fingerprint | <ul style="list-style-type: none"> • Check the fingers for dirt or wear • Check the fingerprint sensor on the lock for dirt, oil stains, etc • Check to see if the fingerprint is working properly (Press to see if there is any response) |
| 2. Fingerprint verification is successful, but the door is not opening | The fingerprint lock has two important components: 1) the fingerprint module and 2) the electronic clutch. If the verification is successful but the door does not open, you can listen carefully and see if there is any sound of the motor rotating inside the lock. If there is, it is usually caused by the clutch in the handle. If not, it may be because the circuit board to the motor line has burned out. At this time, you can't solve it yourself and a new lock will be needed |
| 3. What is the reason why the smart lock consumes a large amount of power? | The primary reason for such a large power consumption is that this requires a large standby power. What could also affect this is a short circuit. |
| 4. Can you adjust the volume? | <ul style="list-style-type: none"> • The Bluetooth system can only turn the sound On or Off, and cannot adjust the volume • The Non-Bluetooth system can adjust the volume |



| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 5. There is no response when using the handle on the outside of the door; and the inside of the door is responsive, but the verification motor is normal | It may be the triangle direction on the clutch has an error, please check the connection |
| 6. The manual keys do not respond and the lights are off | Most of the time this happens because the lock is out of power |
| 7. How many times can I put the incorrect fingerprint before it locks me out? | Enter wrong 5 times and it locks for 30 seconds |
| 8. How many records can be kept in the lock? | <ul style="list-style-type: none"> • Bluetooth: 500 • Non-Bluetooth: 10,000 |
| 9. I cannot automatically wake lock when unlocking | Change the spring wire |

PORT Security
Systems

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<http://www.portsmartlock.com>