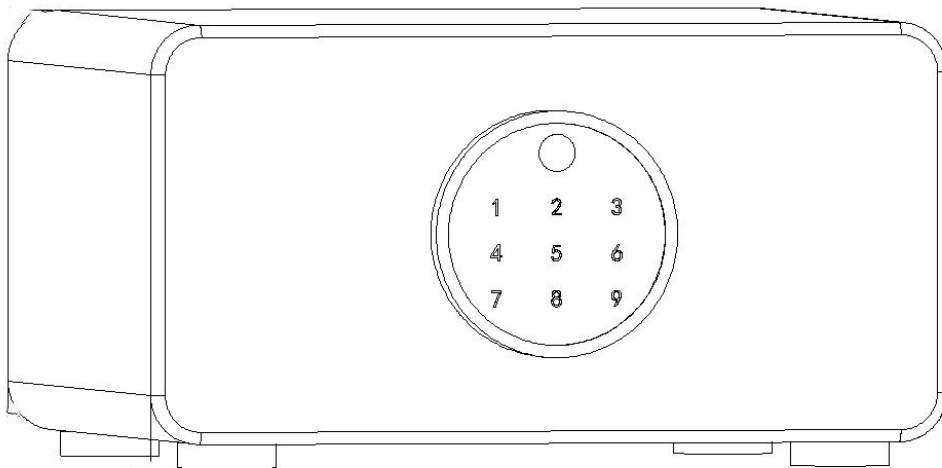




Smart Safe Operation Manual

Version number 1.0



Unlocking method: App, password, IC card, Fingerprint, key 、 Remote

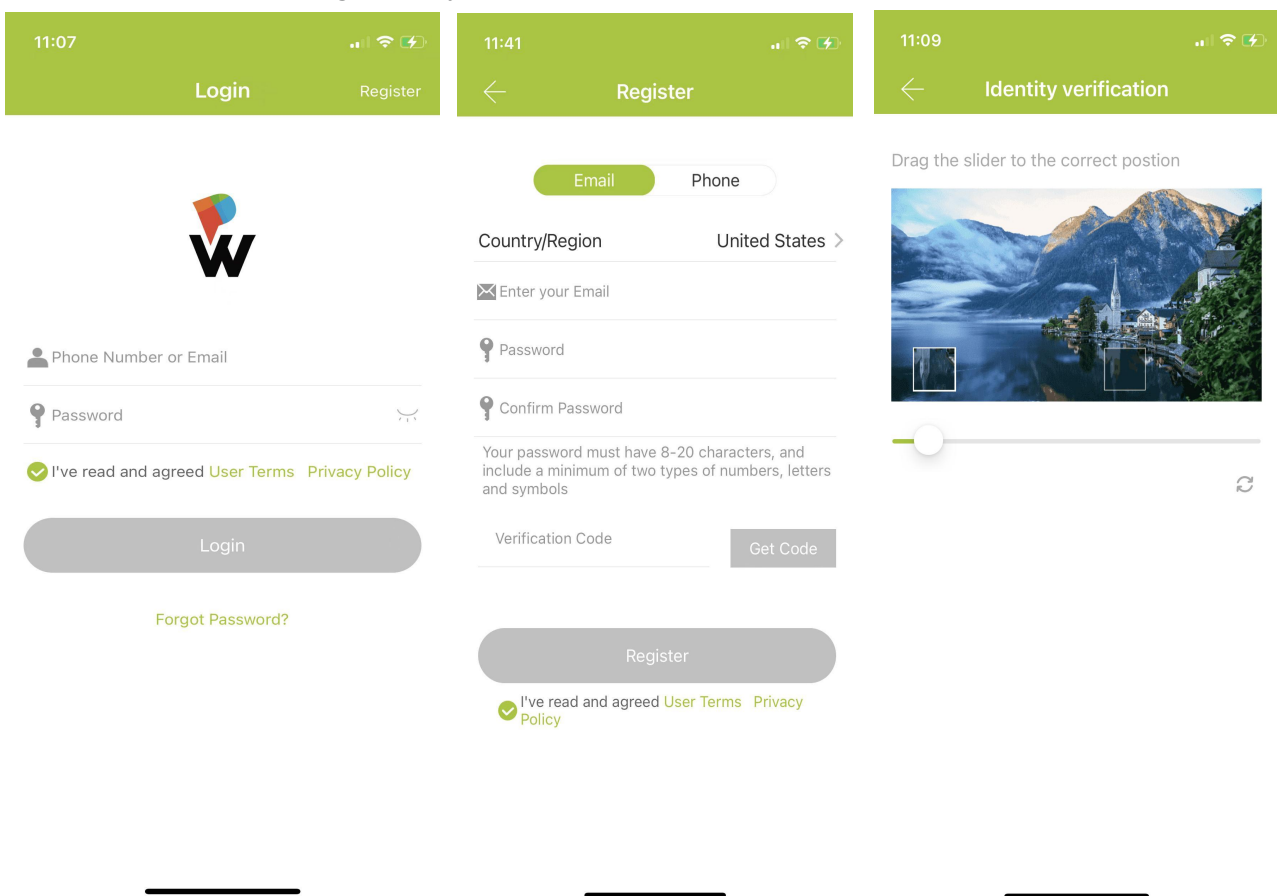
1、Performance parameters

Bluetooth standard	Bluetooth 5.0BLE	
Supported mobile phone system	Android 4.3/IOS7.0 or above	
Power supply mode	4 alkaline dry batteries, USB power supply	
Low power alarm voltage	4.8V	
Voltage range	4.5~9V	
Standby Current	95uA	
Working current	less than 200mA	
Working temperature range	-20~70 degrees Celsius	
Key type	Touch key	
Number of passwords	Custom and permanent passwords	250
	Other dynamic	passwords Unlimited
Supported card types	MIFARE M1 card	
Number of IC cards	1000 pieces	
Unlocking method	App, password, IC card, fingerprint, remote control	
Fingerprint Head Type	Semiconductor Fingerprint Head	
Fingerprint capacity	100 pieces (adjusted according to the actual model used)	
False Acceptance Rate (FAR)	< 0.001%	
Rejection Rate (FRR)	< 1.0%	



Register PADLock APP

- Please register an account before using App.
- Register: You can register with your phone number or email.
- ***Please select your country/region based on your actual situation** before registering and confirm it is correct.
- Auto register: When you send an ekey to a phone number or email, and this phone number or email hasn't been registered yet.

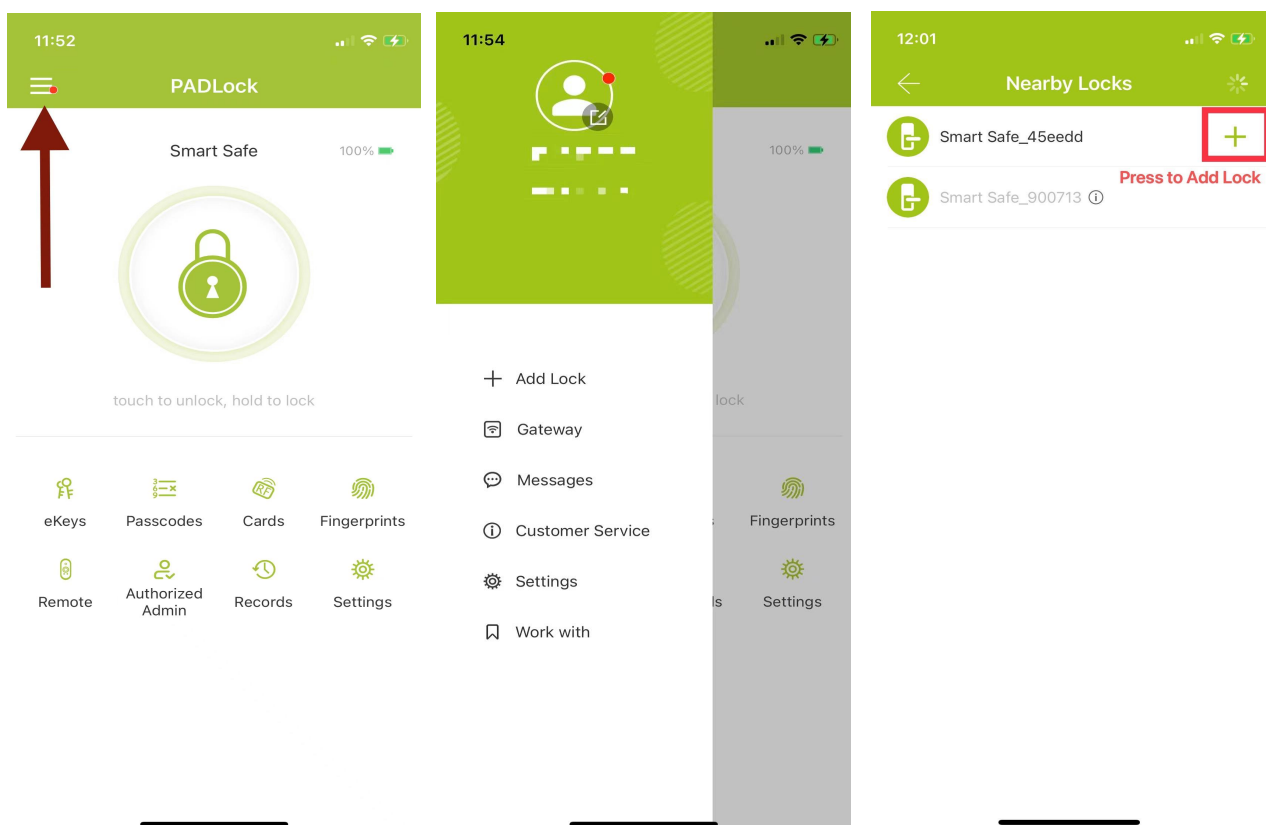


Add Smart Safe

The home page is the lock list. It is empty if you are a new user. You can add a lock from here.

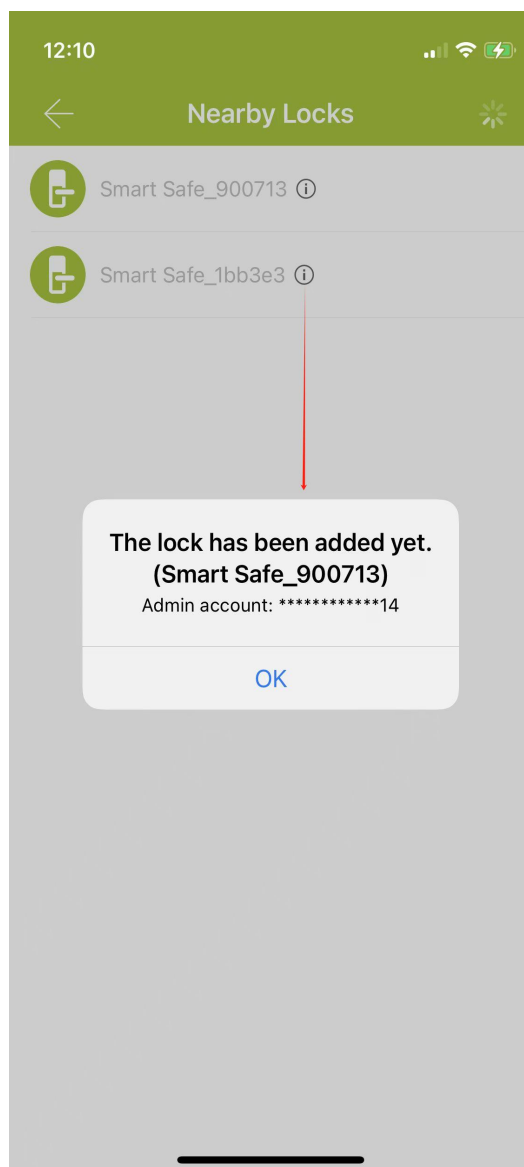
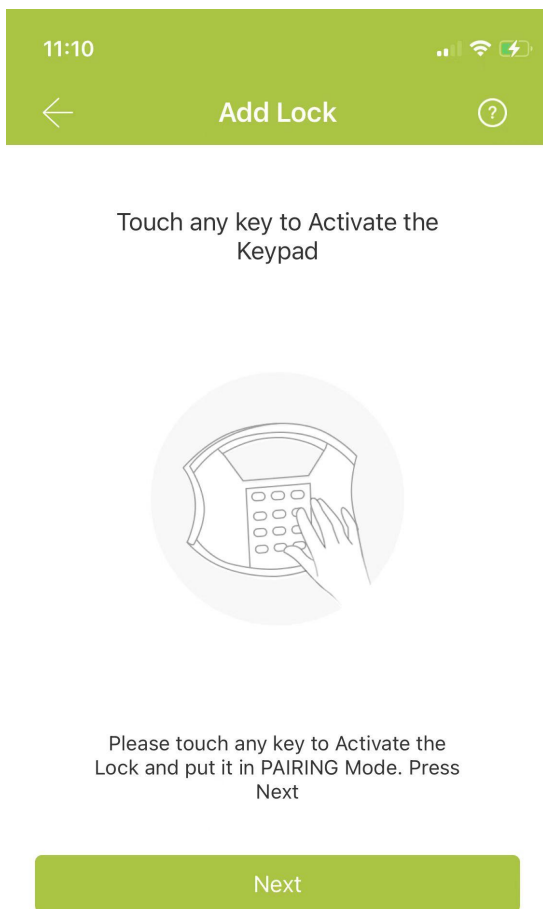
1.Steps

- Click the "☰" button at the top left, and click "Add Lock" option to add a lock.
- In the "Nearby Locks" page, you will see the locks detected by bluetooth. Press "+" button to add the lock.
- The added lock will be shown in the lock list, together with lock name and battery level.



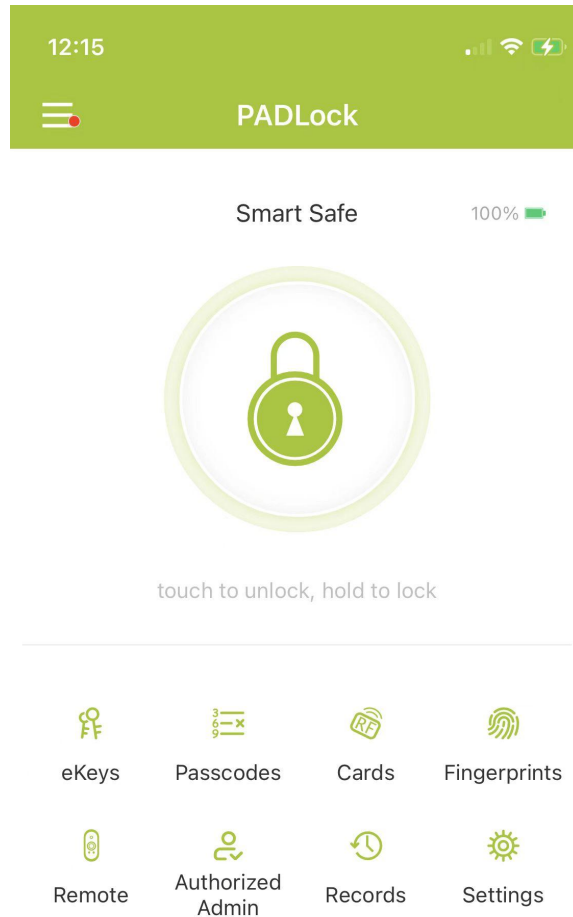
2.Notice

- To add a lock, please wake it up first by touching the keypad, or swiping card.
- If the lock has been woken up but still not in setting mode, it may has been added by others yet. Please reset it first then try again.



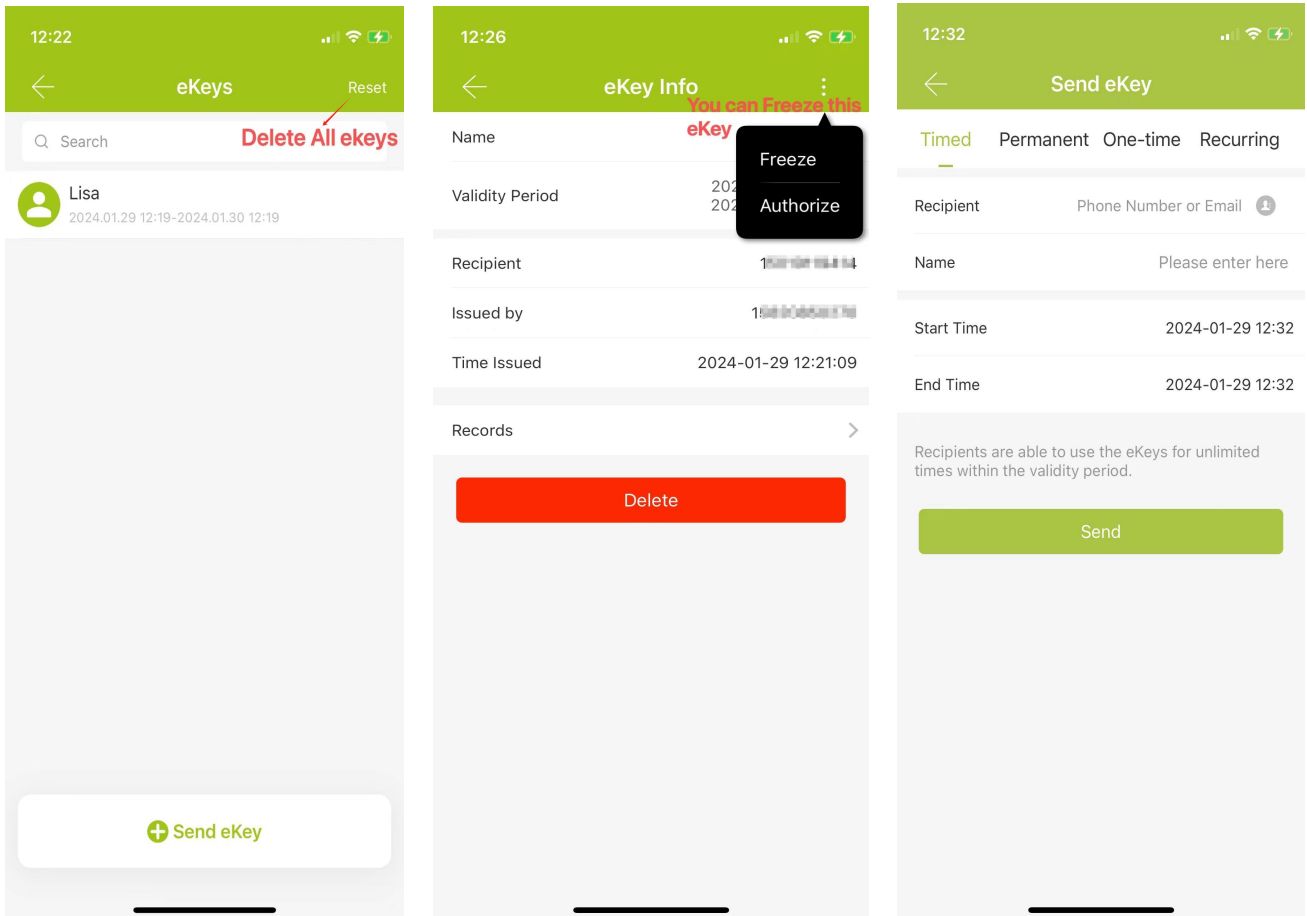
Access Permission

- After adding lock, you can grant access permissions to others, including **ekey, passcode, card, fingerprint, face, and etc.**



1. Ekeys

- You can see all ekeys here. Press **"Reset"** at the top right to delete all of them.
- In the ekey's detail page, you can view, change, freeze, and delete it.
- Click **"Send eKey"** to send ekey to someone else.

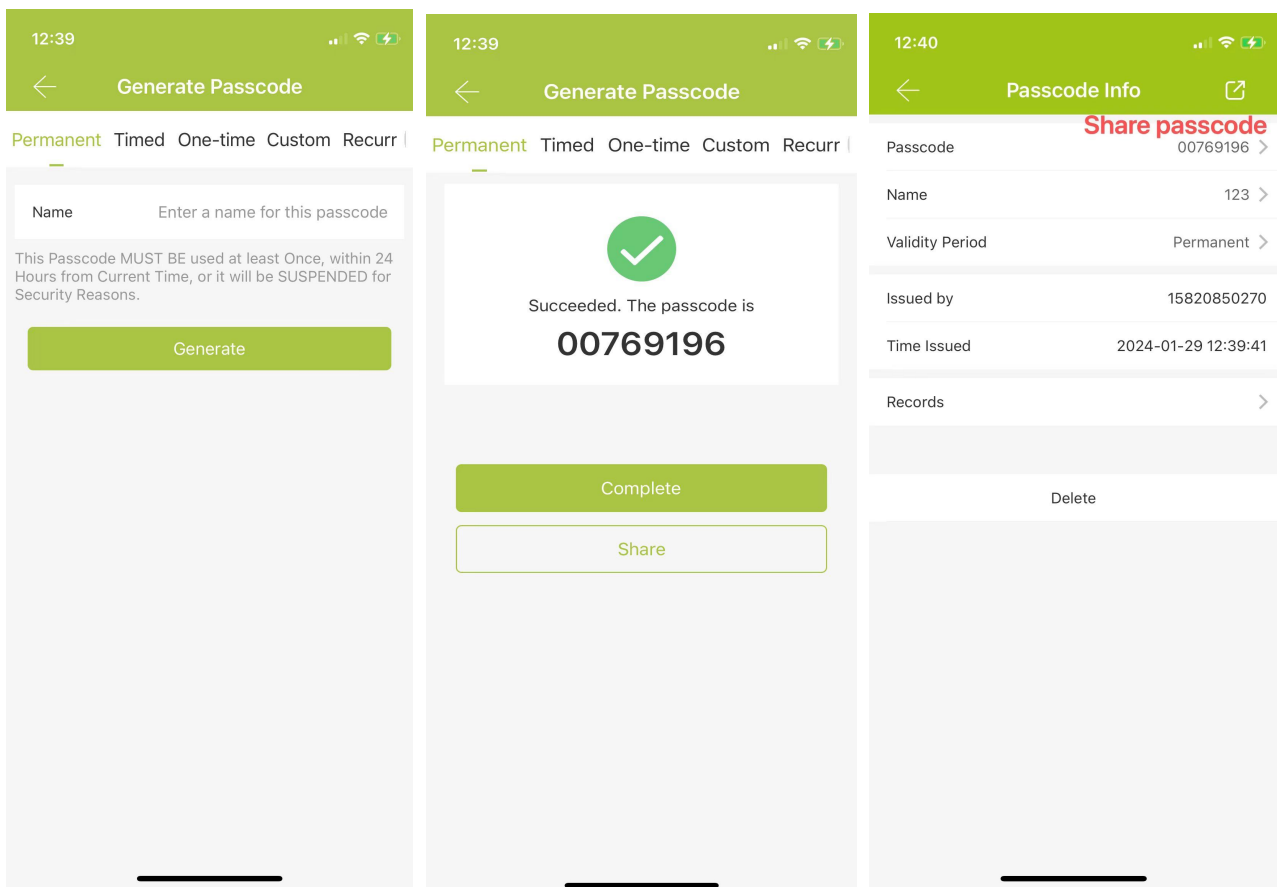


Notice

- If the recipient's phone number is not registered, after sending the ekey to the unregistered user, the system will generate an app login account and password. You can send them to the recipient via SMS.
- Remote unlock: Gateway is needed to do remote unlock.
- Reset: Do it near to the lock via bluetooth.

2.Passcodes

- You can see all passcodes here. Press "Reset" at the top right to delete all of them
- In the passcode's detail page, you can view, change, share, and delete it.
- You can also create an "Erase" passcode to delete all other passcodes. Or create a custom passcode.
- Erase: When you input "Erase" passcode on lock, all other passcodes will be disabled.
- Custom: You can Configure the Customized Pin Code via Bluetooth or Remotely via a Gateway.

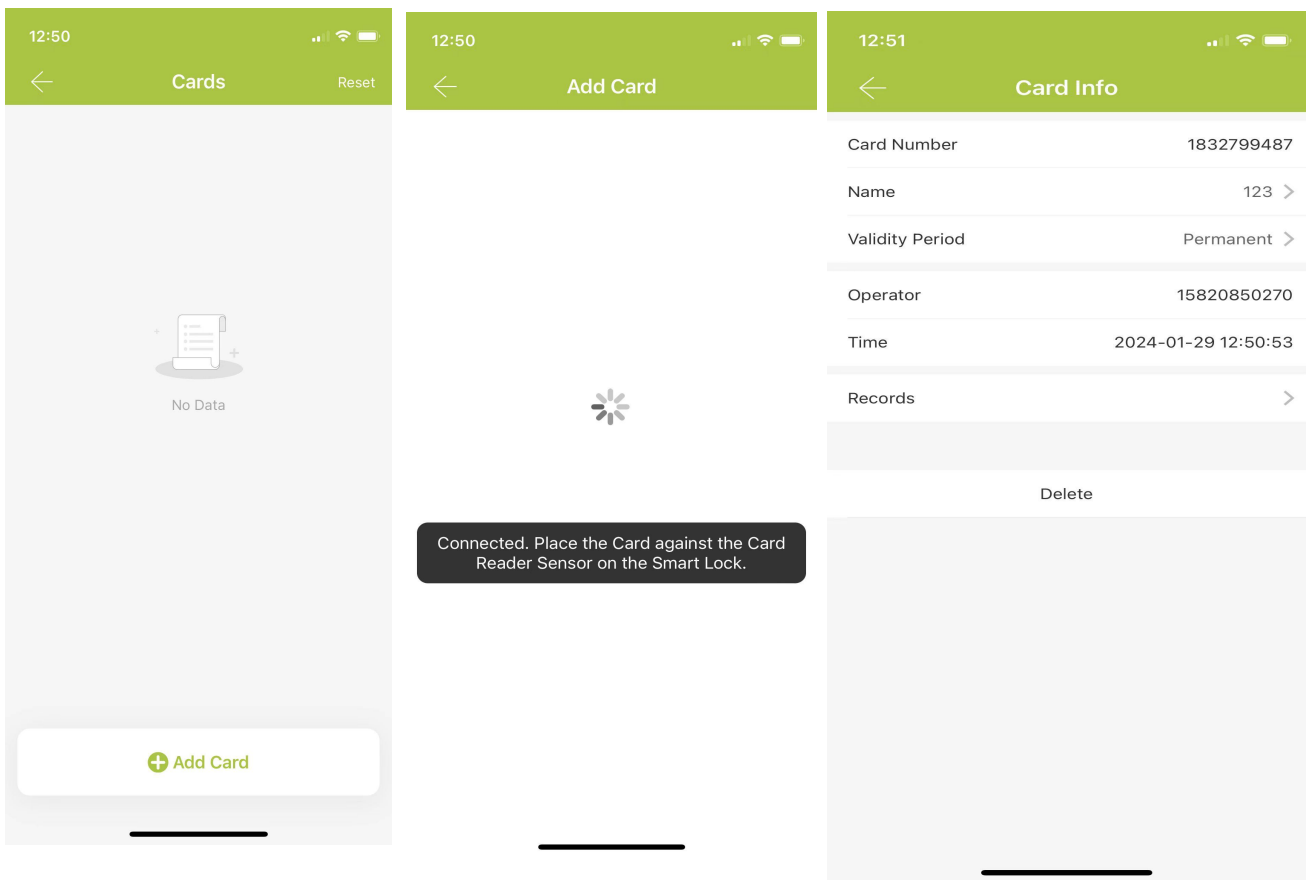


Notice

- Only passcodes have been used on lock can be changed.
- The passcodes with type permanent, timed, and recurring should be used at least once after their "start time". Or they will be invalidated.
- One-time passcode only works within 6 hours.

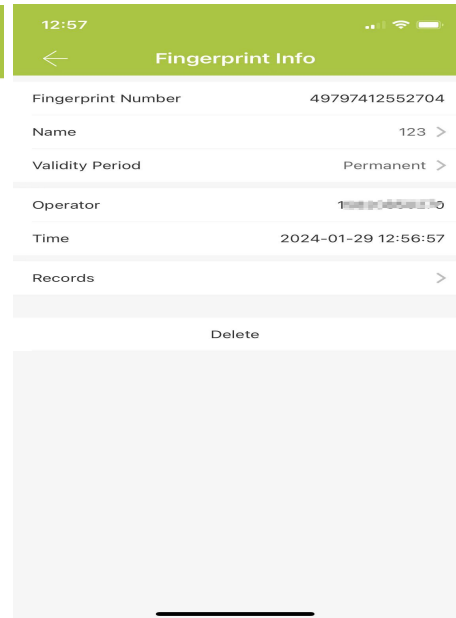
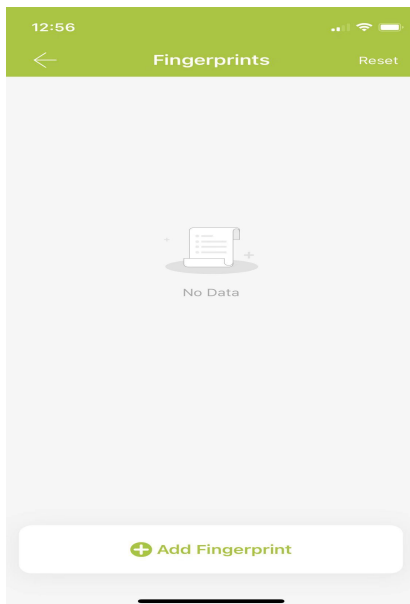
3.Cards

- All cards of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the card's detail page, you can view, change, or delete it.
- Selete validity period type and enter the name, then place the card on the lock to be added.

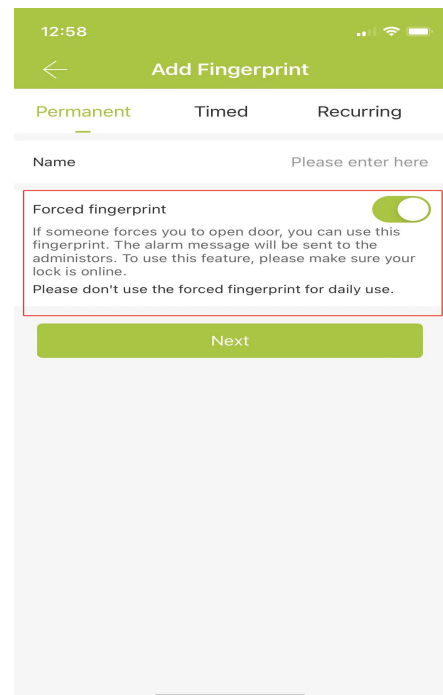
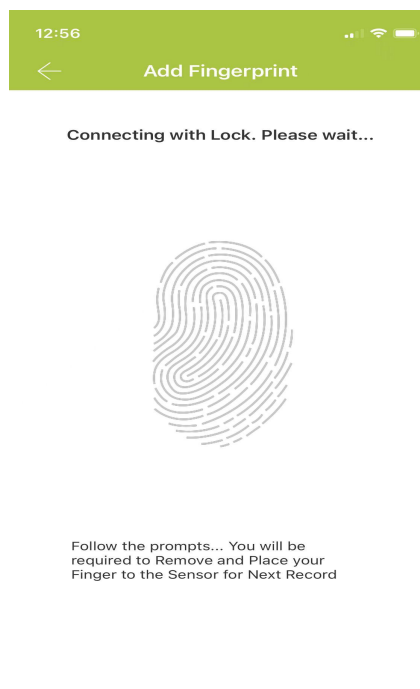
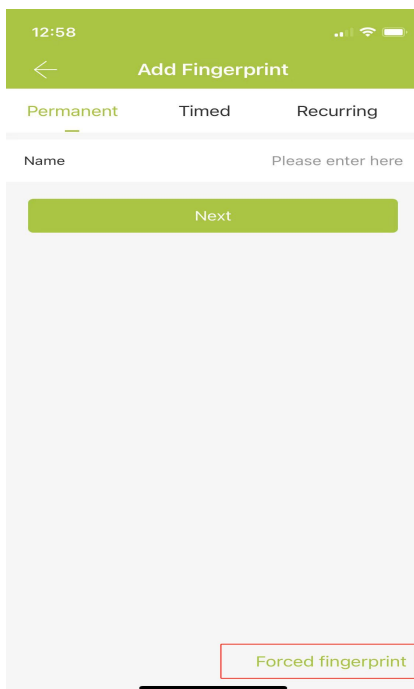


4.Fingerprints

- All fingerprints of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the fingerprint's detail page, you can view, change, and delete it.
- Selete validity period type and enter the name, then put your finger on the lock to be added.

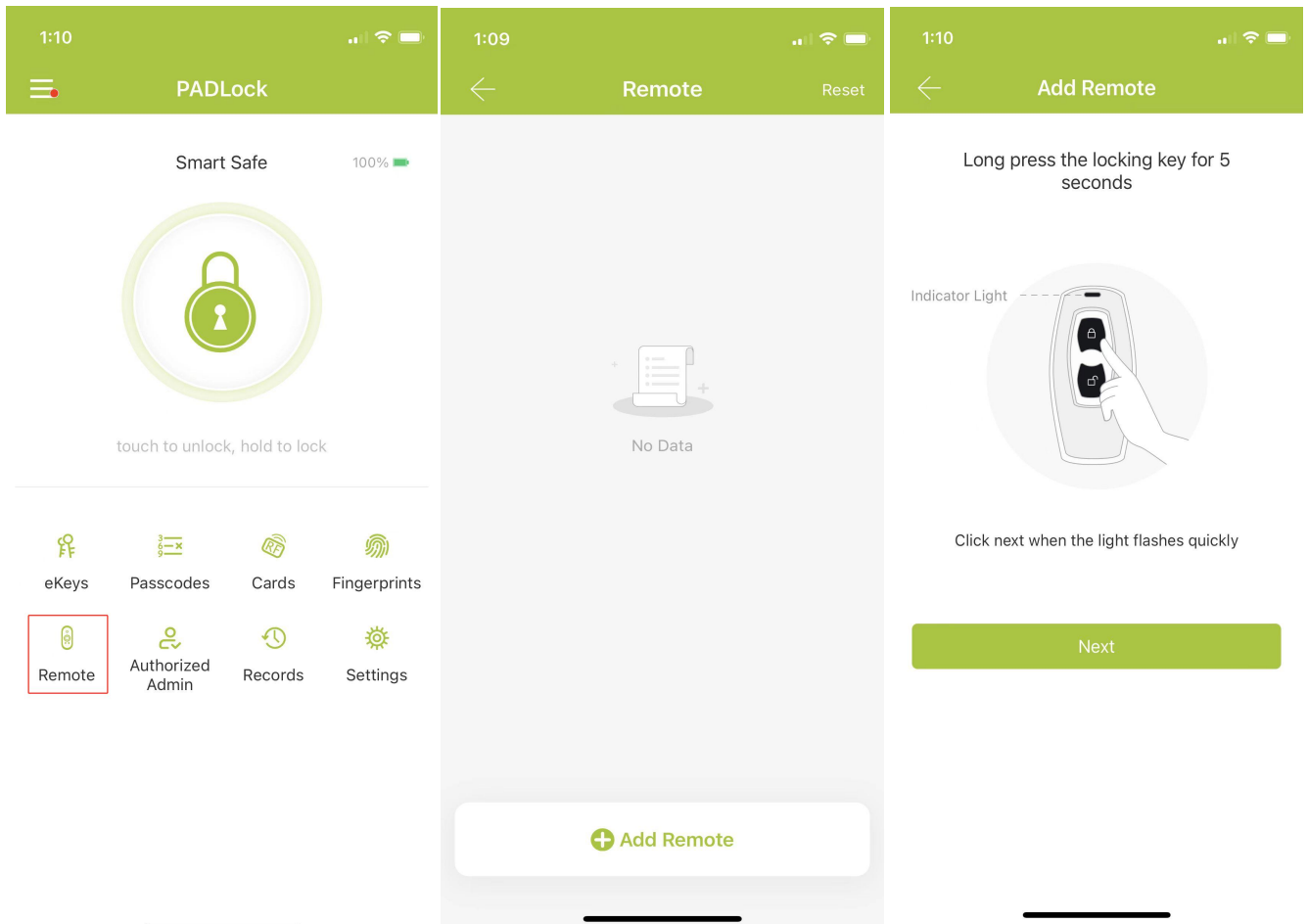


- ***Forced fingerprint:** Click the *****"Forced fingerprint"** to add a forced fingerprint.If someone forces you to open door, you can use this fingerprint. The alarm message will be sent to the administors. To use this feature, please make sure your lock is online.



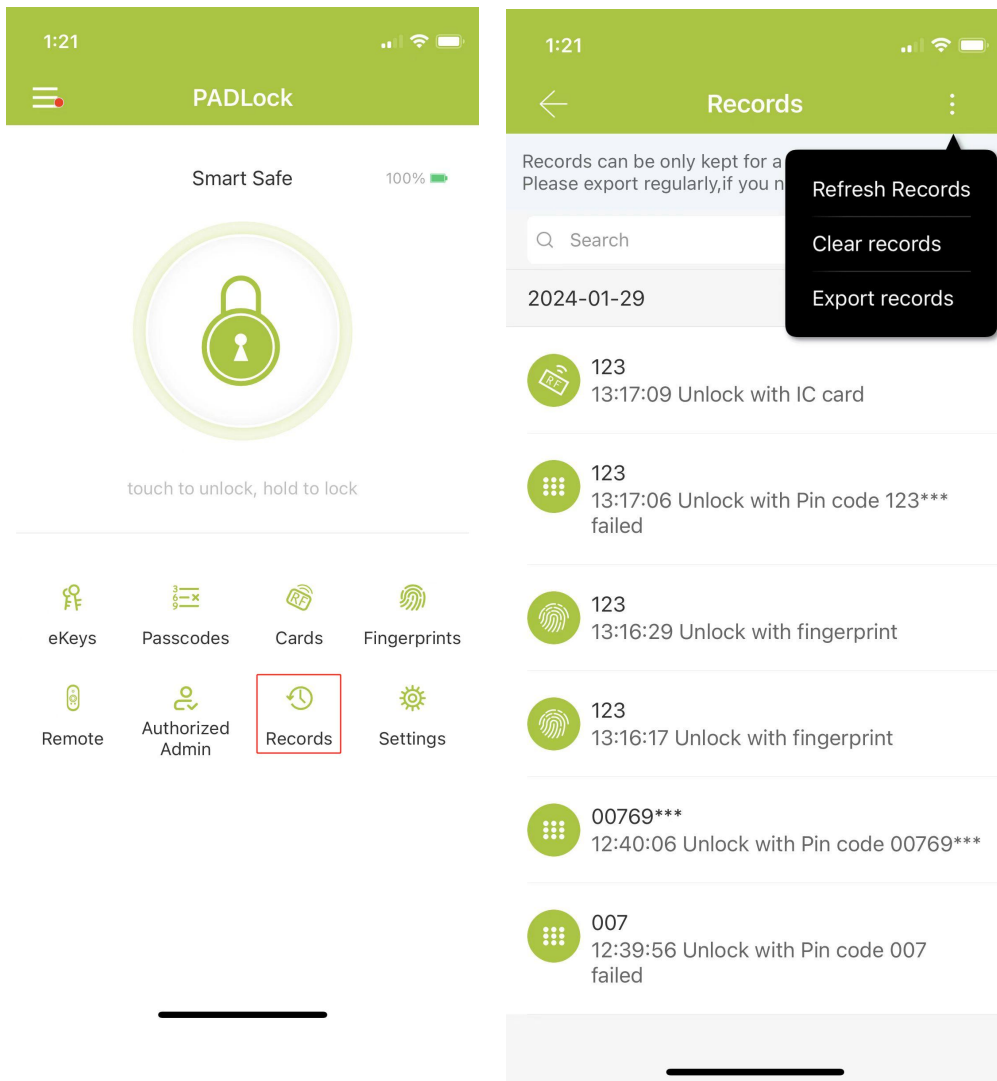
5.Remote

- All remote control of this lock will be listed here. Click "Reset" at the top right to delete all of them.
- In the remote control's detail page, you can view, change, and delete it.
- Selete validity period type and enter the name, then make the device into setting mode and add it with app.



6. Records

- Look up all operations in the "Records" page. You can check the operator and time of unlock in the "Records" on the main page. You can also view the specific reason for the failure, and delete or export the records.
- The administrator can clear all the records.
- Click "Export records" at the top right menu. You can export the records of last half year.

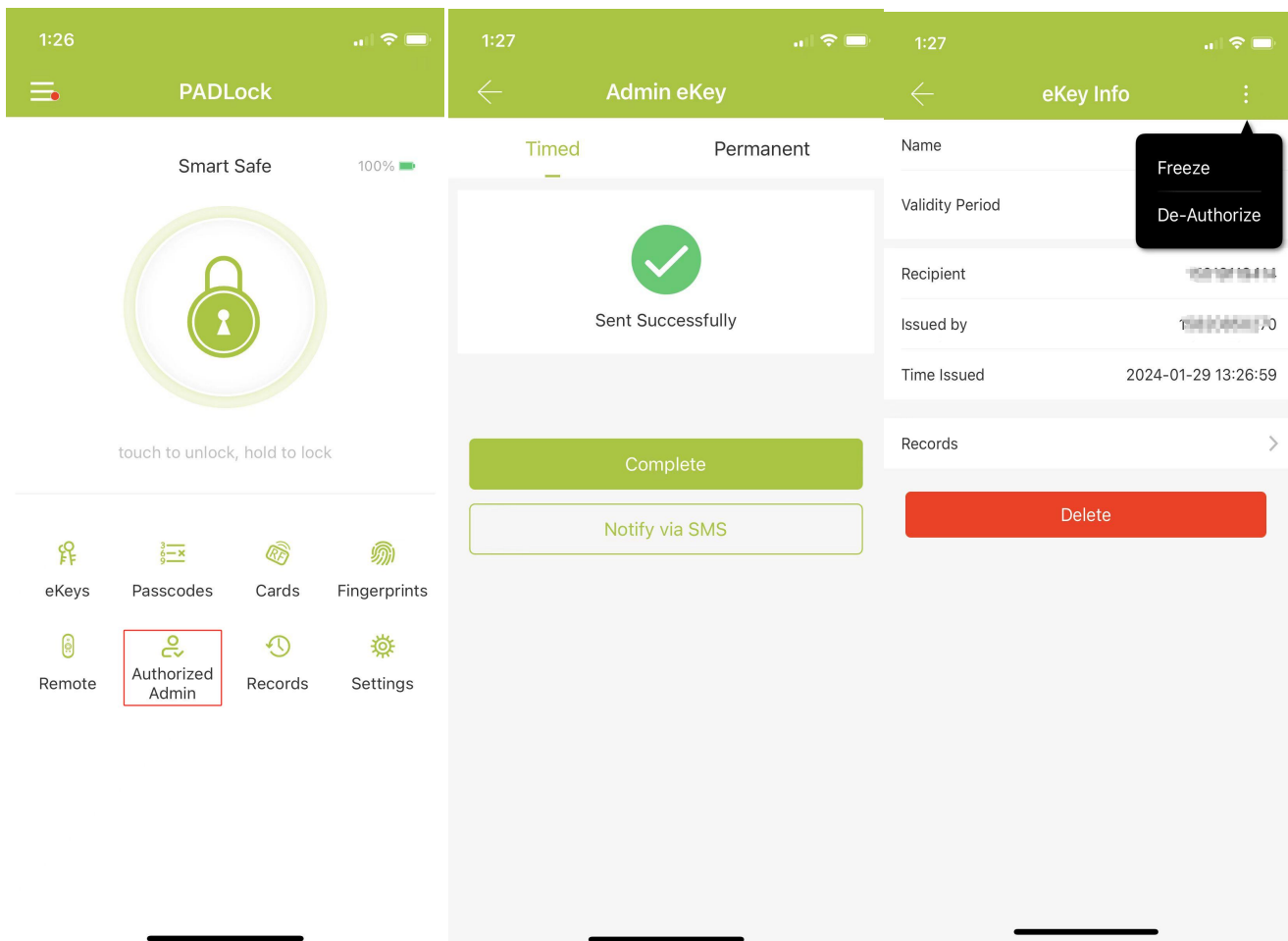


Manage Access

There are three user levels: **administrator, authorized administrator, and user.**

When you add a lock with App, you will be the administrator of this lock. The administrator can add others as the authorized administrators. Both the administrator and authorized administrator can grant access permission to others. Users have the permission to unlock with App.

- 1.How to add authorized administrator First, select a lock and run into the console page.
- Click "Authorized admin", you can see all current authorized administrators of this lock.
- Click "Create admin", enter the account and validity period, then click "Send".



2.Permission

The authorized administrator has almost the same permission as the administrator, except for some special functions.

Permission/Identity	administrator	authorized administrator
Manage the Reset key	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Export records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create authorized administrator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subscribe the advance function	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transfer or delete lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Get the administrator's passcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Import data from another lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure Alexa and Google home	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure unlock notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configure ""locks requiring phone online	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Restore factory setting

- Press and hold the reset button on the lock for 3 seconds, and when you hear a "Di", enter the initialization password **000#** on the lock, and then prompt "Didi", the lock will restore the factory settings, and all passwords, cards and mobile phone administrators **will be cleared**.

4. Set administrator password

- If you have not set an administrator password or added a mobile phone administrator, enter *12#123456# → enter the administrator password # → enter the same password again #.Note: This step does not need to be done when using mobile app management.

5. Modify the administrator password

- Select the lock on the App → click [Settings] → click [Basic Information] → [Administrator Unlock Password] → enter a new administrator password.
- Note: Must be operated close to the door lock

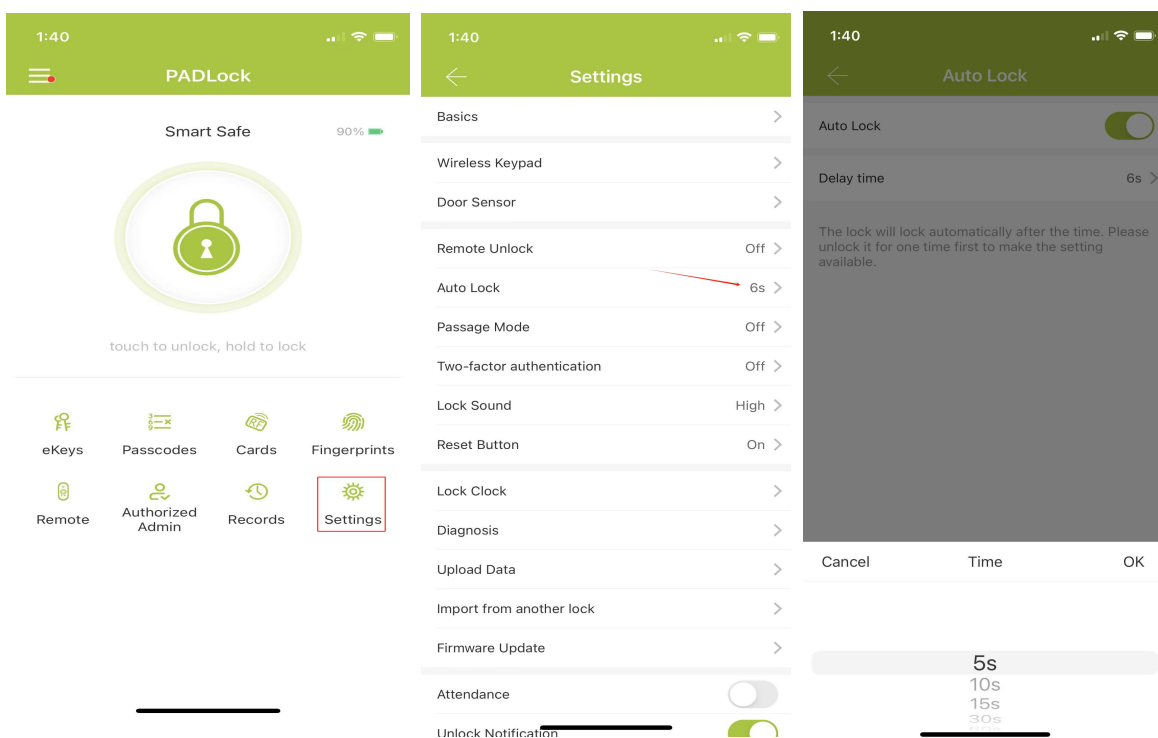
Special Scene

There are some useful features.

1. Auto Lock

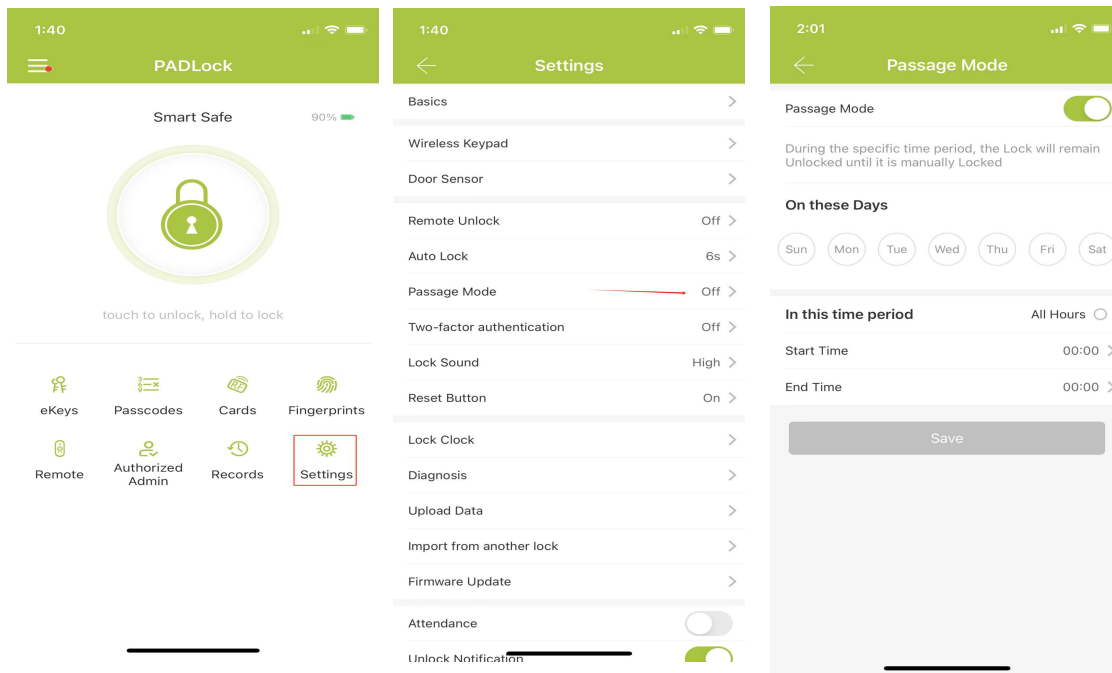
Scene: Auto lock. When this feature enabled, the lock will lock automatically after the set time.

Steps: Find "Auto Lock" in the lock's "setting" menu. Enable this feature by setting a time.



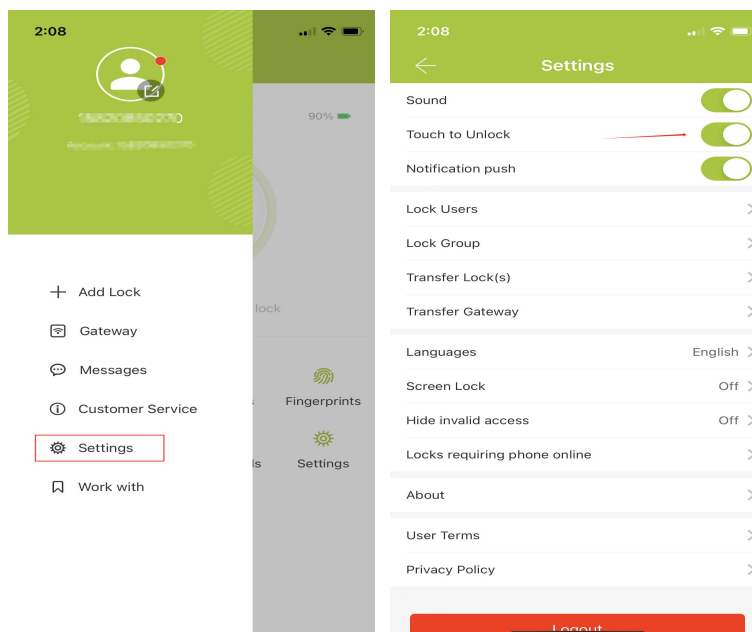
2. Passage Mode

- Scene: In passage mode, the lock will keep unlock during the configured time period, and Passage mode with multiple time periods
- Steps: Click on "Settings" on the main page, find "Passage mode" and enable this feature.



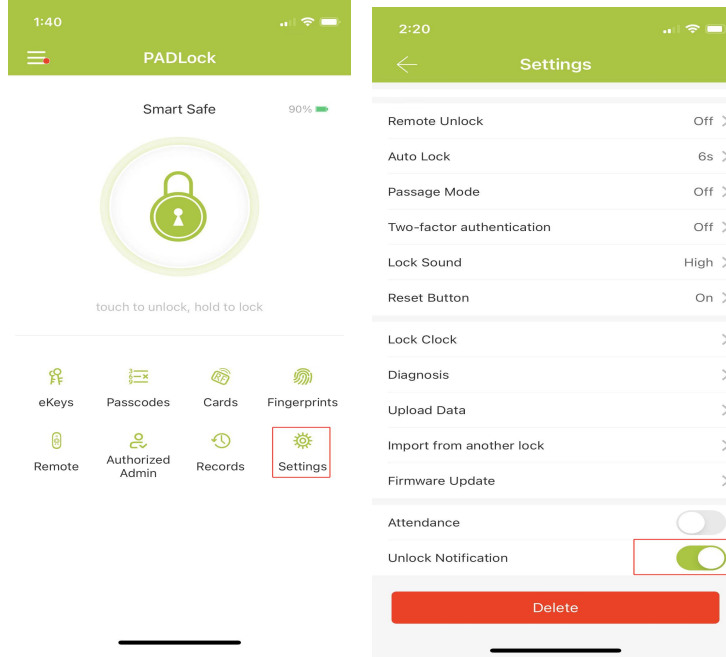
3. Touch to Unlock

- Scene: There are lots of locks in your account, and you don't want to search for a lock to open everytime.
- Steps: Turn on the "Touch to Unlock" in the App "Settings" menu. With this option on, you can open door by just touching the lock to wake up it.



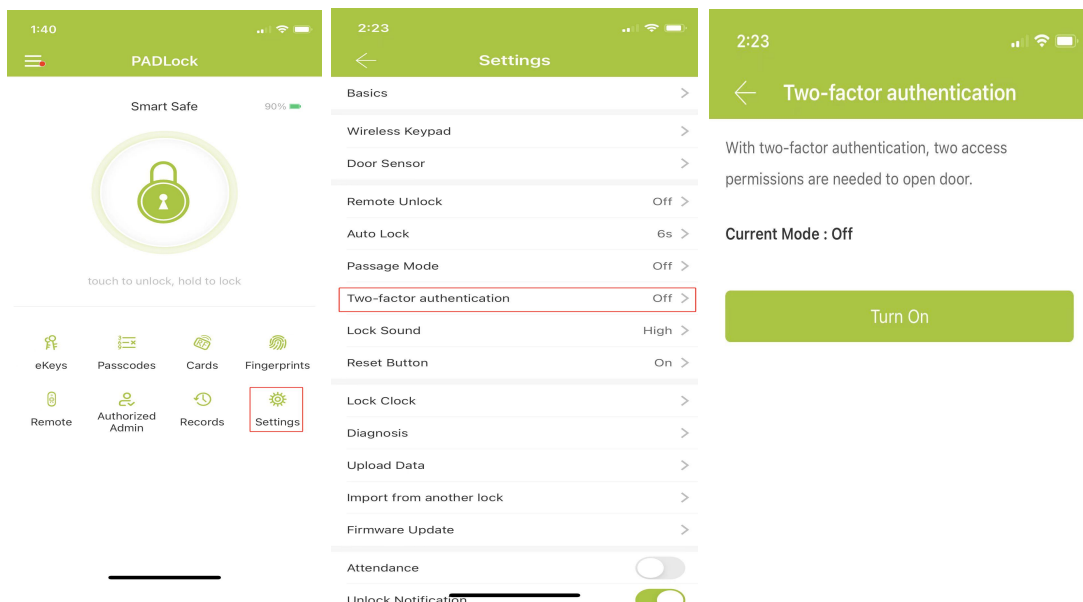
4.Unlock Notification

- Scene: Receive the notification when someone open door.
- Steps: Enable the "Unlock Notification" option in the lock's "Settings" menu. Then the administrator will receive notification when someone open door.Note: Except for the ekey, all other door opening methods require the gateway to push notification
- You can view all the notification in the App's "Message" menu. The messages can be deleted or cleared.



5.Two-factor authentication

- Scene: If you think that using only one unlocking method is not secure enough, you can improve the security by using a combination of unlocking methods.
- Steps: Click on the "Settings" on the main page and turn on the "Two-factor authentication" feature. After this feature is enabled, you can use any two unlocking methods to unlock. When unlocking in Two-factor authentication mode, two operation records will be generated.



6. Virtual password

- You can add other numbers before and after entering the correct password on the lock. The total length of the virtual password is 16 digits

7. Low battery prompt

- When the battery voltage is lower than 4.7V, touch the panel, and the beeper will prompt "Di..Di..Di..Di". Before unlocking with IC card/password/fingerprint, the beeper will prompt "Di.. Di.. Di", and then unlock

8. System lock

- If the unlock password/card is entered incorrectly 5 times in a row (the three unlocking methods can be accumulated), the system will lock the password keyboard and prompt: "Dididi..dididi". After a 2-minute timeout, the lock will be unlocked state. During the lock period, use the app to unlock to unlock the keyboard lock status.

9. Firmware upgrade

- The lock can be upgraded through the app. Click [Settings] → [Lock Upgrade] on the App to upgrade the new firmware of the lock.

10. Aging test

- If no administrator is added, enter 35896# on the lock to start the motor burn-in test, and enter 35896# again or power on again to exit the motor burn-in test.

11. Lock Time

- App settings Click [Lock Time] to view the clock If the time is not on time, you can Click [Calibrate Time] to calibrate, or use the App to unlock the time to calibrate the time

App

1. What is the passcode to reset lock?

- 000#

2. How to change the passcode?

- **Only the passcode which has been used at least once on the lock can be changed.**

There are two ways. One is change it on lock by entering the following command:

*10#current code#new code#confirm new code#. The other way is change it in app by the lock's administrator.

3. How to deal with privacy locked?

- Only the administrator's passcode or App can open door when it is in privacy mode.

You can disable this function if don't need it.

4. Why failed to add a lock?

- The lock may have been added by someone else. You can reset it first, or ask the current administrator delete it from App. Then you can add it again.

5. How to do remote unlock?

- You need a gateway to connect the lock to network, and turn the option of remote unlock on in App. Then you can unlock from remote.

6.How to tranfer locks to others?

- You can find "Transfer locks" in App's setting menu.

7.How to change the account?

- You can change it in App's Account information page.

8.What if the battery run out?

- You can power the lock through the USB port.

9.How to reset the lock?

- There is a reset button on the lock. Long press on it will reset it. You may be asked to enter a code, it is 000#.

10.Where is the reset button?

- It varies. Some are under a small hole on the lock. Some are totally inside the lock and you need to take the housing off.

11.Why there is no unlocking notification?

There won't be a notification when the administrator unlock by himself.

Only unlock with app or the lock connects to a gateway, there will be notification.