



# USER'S MANUAL

ASL8 SERIES  
SMART LOCK  
V1.0.2

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# 1 Product Features

## Function



### Password Lock

Unlock by password, ideal for people in city.



### Password Security

xxx+password+xxx, preventing password to be seen by others.



### Invalid Password Lock

3 consecutive inputs of invalid password will cause system to be locked for 3 minutes.



### Lock Invalid Card

Invalid card swiping for 5 consecutive times will cause system to be locked for 3 minutes.



### Waterproof Level IPX4

Normal operation guaranteed under general water spraying



### Spare Key

In case you forget the password, you can use spare key to unlock.



### High-security European Lock Body

Compare to traditional mechanical lock, the bolt has scoop-proof function.



### Fingerprint Unlock

Just lightly touch to unlock door.

# Product Features 1

## Convenient Function



### Multi-use Card

An access control card of a residence can be authorized as a smart key.



### Emergency Power Supply

9V battery outside door provides direct power supply.



### Multi-card Quick Sign Up

After enter sensor card registration status, you can finish sign up of all cards.



### Passage Mode Free In/Out

Passage Mode status, door hand is always valid and can be enabled without unlock



### Non-disturbance Mode

Non-disturbance status, only admin password is valid.



### Bluetooth Binding

Support Smartphone APP to unlock, share temporary key and search unlock record.

## Comfortable Function



### Soft Touch Key Experience

Touch adopts American Silic on Valley technology providing smooth operation and sensitive induction

# 1 Product Features

# Notice 2

## Comfortable Function



### Audio Prompt

Follow audio prompt to complete all simple settings.



### Battery Warning

When battery  $\leq 4.5V$ , warning symbol and sound are both on.



### X-large Storage Capacity

Max storage of 50 pieces of induction card, 50 groups of password, 50 sets of fingerprint

## Durable Function



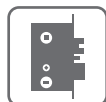
### Super Weather-proof

Surface adopts imported high temperature plastic powder. Salt spray test achieves 200 hours.



### Zero Failure

Mifare card is contactless which eliminate problem due to touch and degaussing.



### Super Long Life

Lock body without failure can be used up to 100,000 times.



### Never Strain

Touch keys prevent fatigue failure.

## Symbol



means additional notes of content.



means forbidden behavior by user of the product.



Warning or Notice prevents product damage and avoids influence on after-sales service.

## Announcement

For your safety and prevent accidents caused by the loss and inconvenience, be sure to read the following, and properly use the product.



- Do not reveal password to others and periodically change password.
- Do not deliberately irrigate products.

## Announcement



- ☞ We recommend you to keep operation smooth  
Interruption of operation is too long. (Under sign in mode, there is no action 15s after audio prompt/5s interval between two swiping of card /Not swipe card 15s after calling out keyboard/No password input /under all conditions, interruption in password input exceeds 5s. ) It will enter sleep mode. To re-enter, you need to wake it up.
- Do not aimless frequent touch keys, do not use ballpoint pens and other hard objects to touch the buttons.
- ☞ Possibility of product damage exists.
- Please set to Non-disturbance mode for prolonged absence.
- ☞ Right to open the door is protected, and more secure.
- Make sure that the positive and negative direction of battery match
- ☞ Wrong direction could lead to rupture, leak, over-heat and other failures.
- Do not use water to wash when cleaning, do not use gasoline, alcohol to wipe.
- ☞ The possibility of failure and the resulting damage to the product or cause a fire exists.
- After the low-voltage prompts, replace the battery as soon as possible.
- ☞ The possibility of door lock failure exists.

## Specification

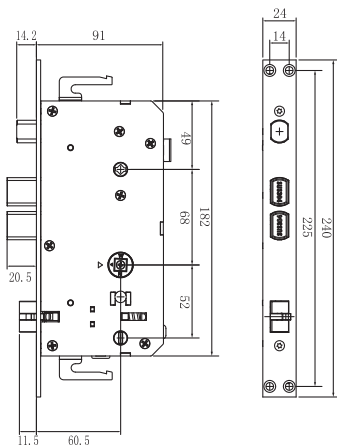
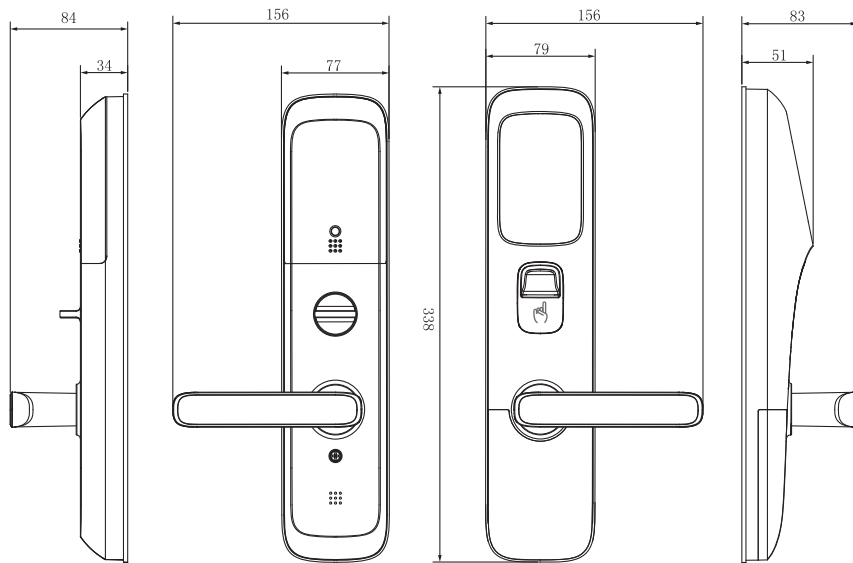
Item	Parameter
Card Type	Mifare 1
Card Features	Contactless, high security, all-in-one possible
Sensor Distance	< 20mm
Sensor Time	< 0.5s
Card Storage Capacity	50 cards ( for card series )
Fingerprint Capacity	50 ( for fingerprint series )
Keyboard Type	All-touch keyboard
Password Length	(6~12)bits
Password Storage Capacity	50 cards ( for password series )
Privacy Password	Unlock password (consecutive) mixed with random numbers. i.e. 324+123456+97 (123456 is password).
Working Voltage	DC4.5V ~ 6.5V , 4 1.5V “ AA ” battery
Battery Life	About 1 year (10 times/day)
Low Battery Warning	≤ DC4.5V
Emergency Power Supply	9V battery
Auto Lock	Invalid card swiping for five consecutive times/Invalid password input for three consecutive times will cause system to be locked for three minutes.
Door Status Display	False lock status, lock status, channel mode
Lock Body	European standard
Door Thickness	(40~95)mm
Position Dimension	Door margin 60mm, central distance 68mm
Product Standard	GA701-2007( (fingerprint lock)
Working Temperature	(-30~+70) °C
Relative Humidity	10%~93%
Restore Default	Support
Reset	Support
Ring	Support
Built-in Buzzer	Support
Built-in Loudspeaker	Support
Bluetooth	Support (for Bluetooth series)

Note: Specifications subject to actual product model.

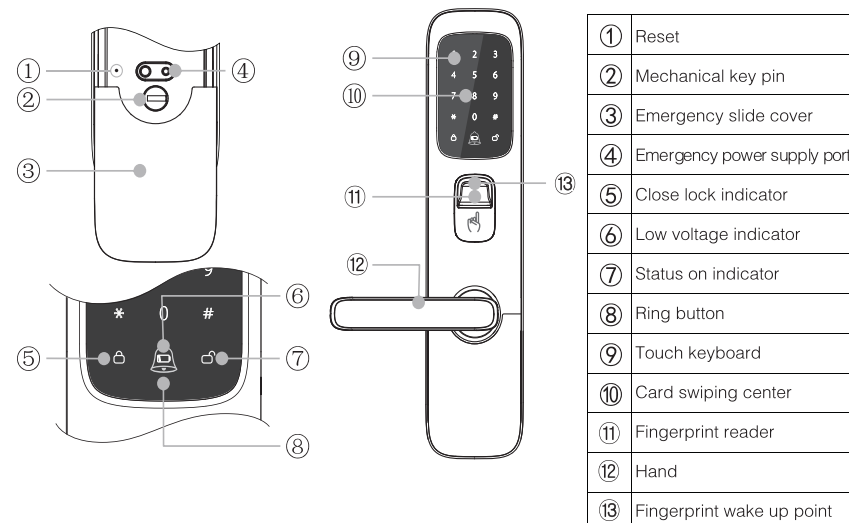
# 3 Product Specification

# Terminology 4

## Product Dimensions (mm)



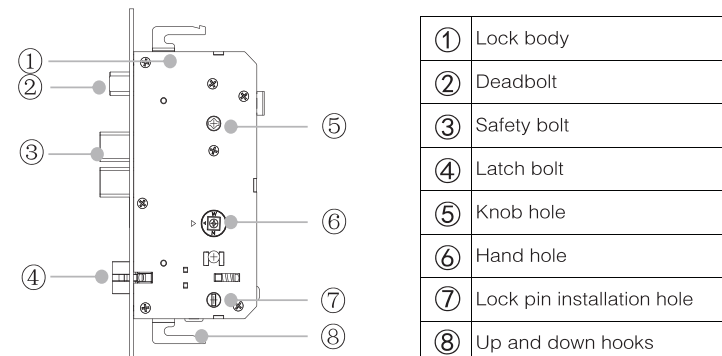
## Outer Panel (Outdoor)



Some models do not support fingerprint.

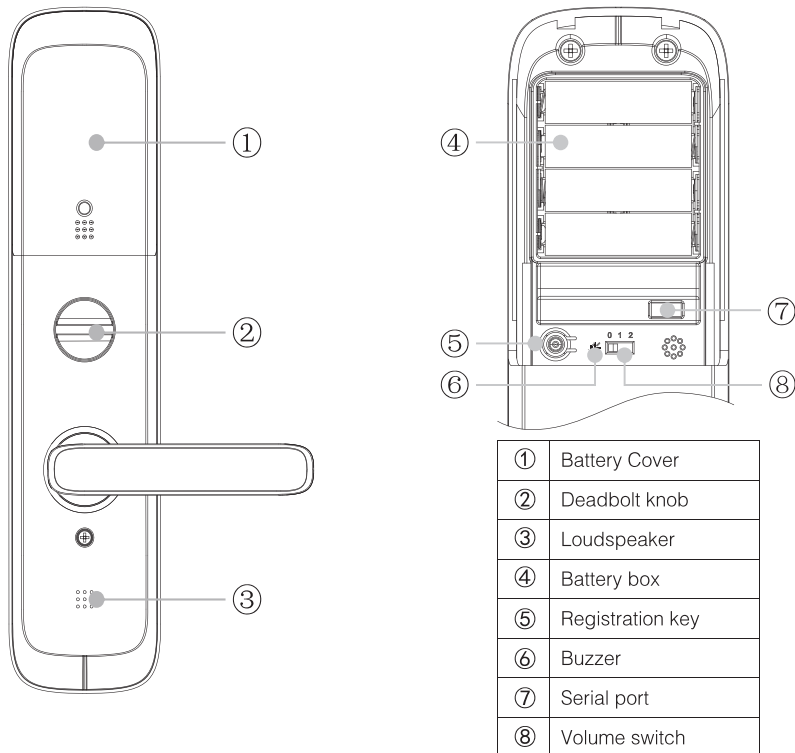
Before Use

## Lock Body



# 4 Terminology

## Inner Panel(Indoor)



Case surface uses high-temperature powder for protection, its salt spray test can reach 200h. However, if there is dirt on surface, clean up ASAP. Do not wipe with organic solvent.



Do not use scouring pad, clean ball to clean touch panel, otherwise may damage the surface.

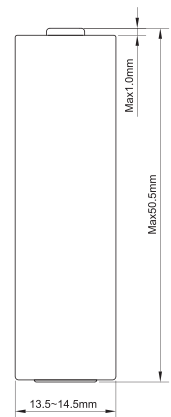
# Battery Change4

## Battery Specification



Warning: Please use batteries listed below for best product performance.

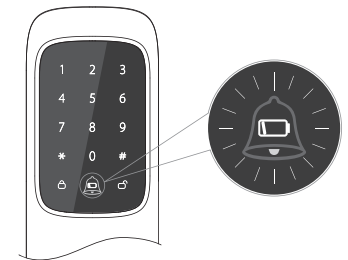
Type	IEC	China	Japan	U.S.A.
Carbon Zinc Manganese Battery	R20	No.1 battery	UM-1	D
	R14	No.2 battery	UM-2	C
	R6	No.5 battery	UM-3	AA
	R03	No.7 battery	UM-4	AAA
Alkaline Zinc-Manganese Dioxide Battery	LR20	No.1 Alkaline battery	AM-1	D
	LR14	No.2 Alkaline battery	AM-2	C
	LR6	No.5 Alkaline battery	AM-3	AA
	LR03	No.7 Alkaline battery	AM-4	AAA



Battery manufacturer, production date, and environment are different, so battery lives vary. i.e. 4 AA alkaline battery as use 10 times per day, could last about 1 year.

## Replacement Prompt

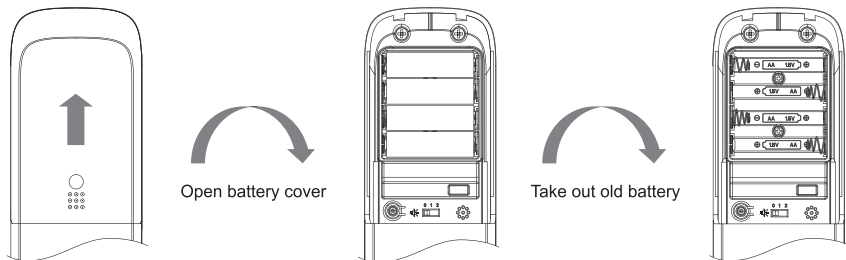
When you unlock via password, card, fingerprint or mobile phone, under-voltage symbol flashes as shown on the right. Meanwhile, you will hear warning to change battery. You shall change battery ASAP for continuous usage.



# 4 Battery Change

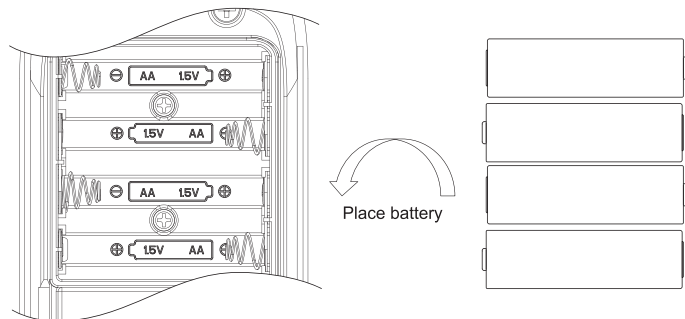
## Step to Change

### ① Take Out Battery:



### ② Install Battery:

Battery is marked with positive and negative ends as in the figure below. Make sure you place



- Battery direction must be correct, otherwise you cannot use it.
- After you place battery properly, touch keyboard is on which means that new battery is working.
- When battery is low, before you replace battery, low battery may cause error of password, card and fingerprint management.
- When battery is low, before replacement, you cannot use password, card and fingerprint management.
- Battery change will not cause loss of data.
- Please recycle the replaced battery.

# Emergency Power 4

## Method of Use

### ① Low battery, cannot unlock door

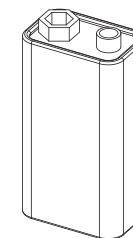
When you unlock via password or card, if you cannot push hand down, it means battery is low.

### ② Purchase 9V power supply

Purchase 9V battery as shown on the right.



Please use alkaline battery.

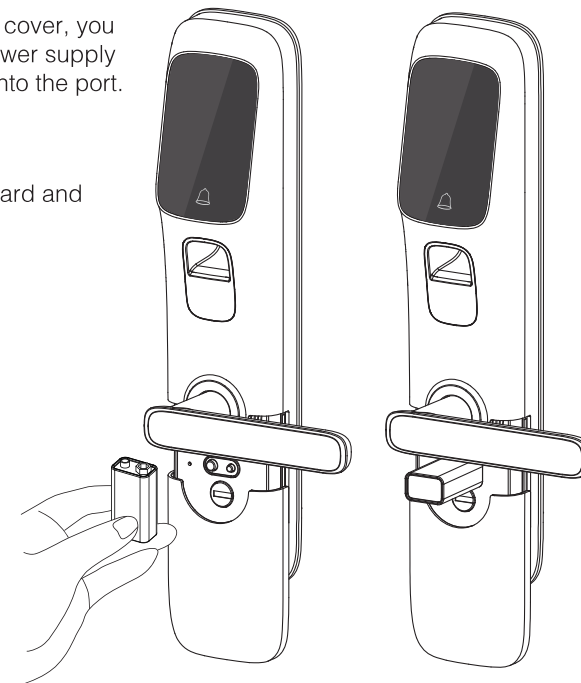


### ③ Place Battery

Open emergency slide cover, you can see emergency power supply port, place 9V battery into the port.

### ④ Unlock

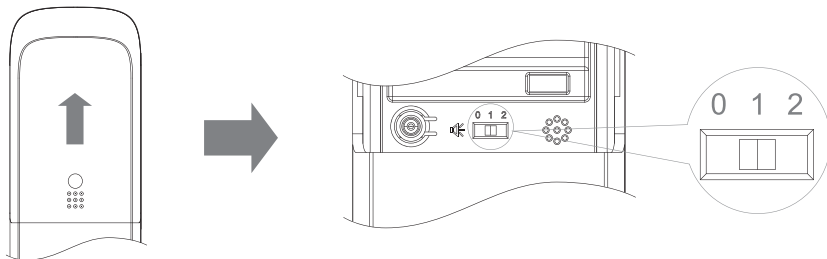
Unlock via registered card and password.





## Steps

- ① Open battery cover, find dial-up switch.



- ② Dial-up switch, set volume

The following figure has three shifts:

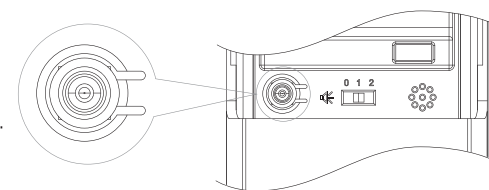
- 【 0 】 level: Mute when lock and unlock door (except siren and setup tone)
- 【 1 】 level: Prompt tone volume is lower than setup tone. This is default level.
- 【 2 】 level: Prompt tone volume is high, same as setup tone.

If you want to add/delete unlock key, card, fingerprint and mobile phone client, or modify administrator password, you must enter registration mode to perform these operations.

## Enter Login Monitor

- ① Enter login mode.

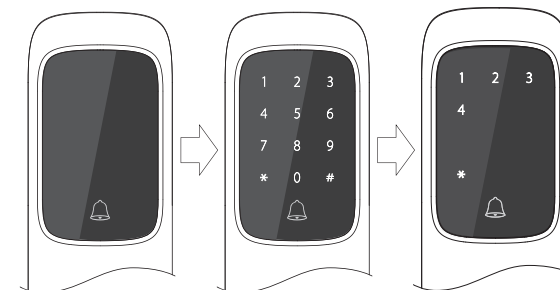
Open battery cover, shortly press login button as shown on the right.



- Default administrator password is: 123456.
- Please change user password after first time login.

- ② Input administrator password.

Enter registration mode, touch panel is shown as follows and number buttons light up. Now you can enter administrator password following by #, to enter registration mode.



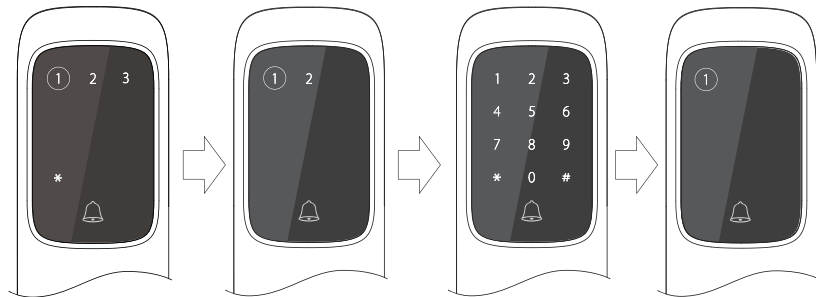
- When administrator enters wrong password, a prompt appears, and system enters sleep mode to save energy. Please press registration button and enter setting mode again.
- Enter correct administrator password, go to next level, see touch panel as third figure on the right.

# 5 Password Registration

## Steps

- ① Enter registration status.
- ② Press **【1】** according to prompt, and press **【1】** again.

As shown in the third figure, keyboard will all light up.



- ③ Enter password to register.

Enter 6 to 12 digits of password followed by #. Enter the password again followed by # for confirmation. After successfully registered, follow prompt to press **【 1 】** and press registration button to exit. Now touch panel is shown as the fourth figure above. Then press **【 1 】** to sign up again, and press registration button to exit and enter sleep mode.

**!** For security reason, please set password within 6–12 digits.

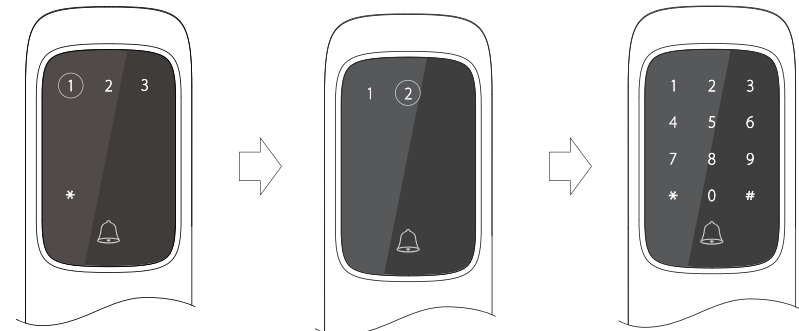
- If you enter password below 6 digits or over 12 digits, system will show error, and you shall re-enter password within 6 to 12 digits.
- If your confirmation password does not match input password, you shall re-enter confirmation password.
- If you forget the password you enter at first time, you can press registration button to end registration and enter again.
- You can store up to 50 groups of password. When you try to enter more password, system will prompt.

# Change Administrator Password 5

## Steps

- ① Enter registration mode.
- ② Press **【1】**, and press **【2】** following instructions.

As shown in the third figure, keyboard will all light up.



- ③ Enter new administrator password.

Enter 6 to 12 digits of administrator password followed by # and enter the same password followed by # again to confirm.

- !**
- Administrator password contains 6 to 12 digits of number and is the solely identification to enter registration mode and other settings. Please keep it securely.
  - This product has security function, as a user enters wrong administrator password for 3 consecutive times, the system will be locked for 3 minutes. After 3 minutes, system auto unlocks. During the locked period, if someone press down door handle inside or long press registration button for 3 seconds, the system will unlock.

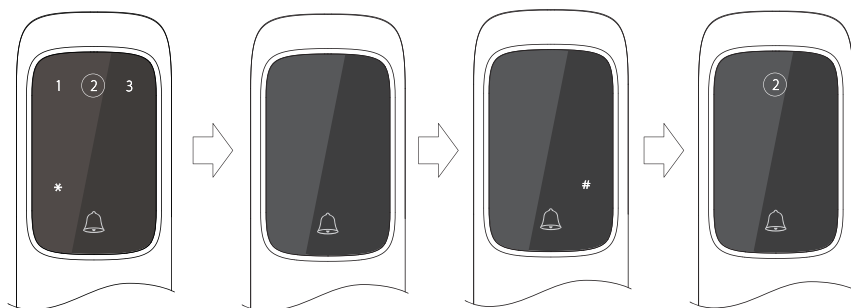
- ✎**
- Password shall be within 6 to 12 digits, and if you enter wrong number of digits, it will warn you.
  - When two passwords do not match, you shall re-enter password.
  - If you forget password your entered, just press registration button to exit and set again.

# 5 Card Registration

## Steps

- ① Enter registration status.
- ② Follow audio prompt, press **【2】**.

Press 2, keyboard light off. You can hear Card registration status. Please touch the card you want to register one by one and press #.



- ③ Touch card to sign up.

Place card close to touch panel. When you hear a DI sound, the card has been read by the device shown as 3rd figure above. Light up #. Press # to save card info, and you will hear prompt saying that the card has been registered, to continue, press 2, to exit, press registration button.



Registered card is unlock e-key, if lose, please delete the card ASAP.



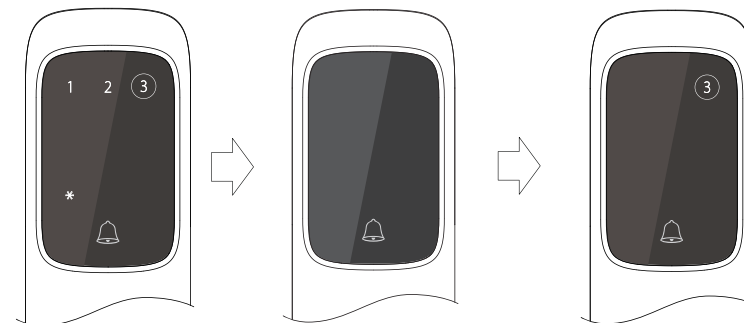
- Card has many types, we use Mifare card developed by Philips (Non-contact induction card) which is widely used as access control card in residence and company.
- If card has already been registered, system will inform you and will not influence normal operation.
- If card is not Mifare card or card is broken, system inform you it is invalid and will not influence normal operation.
- Card registration storage is 50 units. If exceed this limit, system will prompt that limit has been reached and registration failed, the system will enter sleep mode.

# Card Registration 5

## Steps

- ① Enter registration status.
- ② Press **【3】** following audio prompt.

After you press 3, all keyboards turn off, audio prompt asks you to scan fingerprint you want to register for three times and please scan now.

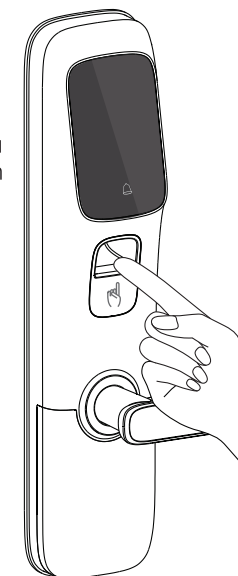


- ③ Place finger on reader to scan.

See figure on the right. After first scanning is successful, system asks you to scan the same fingerprint again. You will need to scan a total of three times before registration is successful. When you finish scanning, system will ask to either continue registration by pressing 3 or exit by pressing registration button.



- During fingerprint registration, ensure finger and reader surface are in full-contact.
- During fingerprint registration, system will prompt error if failed.
- During fingerprint registration, if operation times out, system will prompt.



# 5 Bind Bluetooth

## Steps

Bind device by Bluetooth. You can bind to more than one smart phone client to unlock door, share temporary key, search unlock record on client.

### ① Download installation software

Scan QR code, download Dahua intelligent lock client or you can search for the app in your app market.



### ② Open battery cover on lock, press registration button to enter registration mode, follow audio prompt to enter administrator password. Press 【#】 to end and enter registration mode.

### ③ Follow audio prompt and press 【4】 , it prompts that it is binding Bluetooth, and you shall open smart phone app to bind. See figure below.

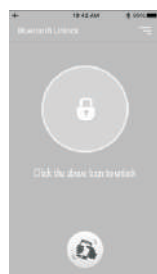


### ④ Open client, and click bind now.

### ⑤ In client, click next to enter Bluetooth match status.

After successfully match, unlock button outer ring shows white, see figure below. If smart phone client turn off Bluetooth, or lock not within matching distance, Bluetooth will disconnect and unlock button outer ring shows grey. Bluetooth will auto match if approach for next time.

After successful registration, system prompts that Bluetooth device is bound, continue by pressing 4 or exit by pressing registration button.



- If mobile phone client does not turn on Bluetooth, it will prompt that Bluetooth is not enabled, and ask you to enable it. Click OK, enter Bluetooth setup page.
- Bluetooth devices auto match with lock. No need of manual setup.
- A lock can match up to 8 clients. Once exceed 8, system will prompt.
- After Bluetooth timeout between client and the lock, the lock will show "timeout" .

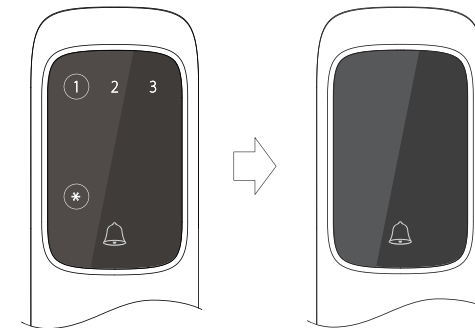
# Delete Password

## Steps

### ① Enter registration mode.

### ② Press 【\*】 then press 【1】 following instructions.

Now audio prompt is informing you that it is deleting, please wait. When passwords are all deleted, it enters sleep mode.



This function only deletes all general user passwords, not including administrator password. Once a password has been deleted, it will not be recovered. If a user miss-presses 【\*】 , press registration button to exit without deleting password.



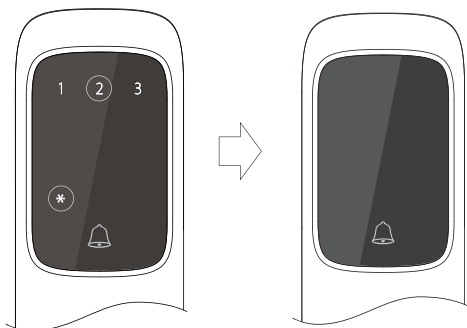
Password max storage is 50 groups. If you frequently forget password, we suggest delete all passwords and re-sign up to avoid over the limit.

# 5 Delete Card

## Steps

- ① Enter registration mode.
- ② Press 【\*】 then press 【2】 following instructions.

Now audio prompt is informing you that it is deleting, please wait and all cards are deleted, system enters sleep mode.



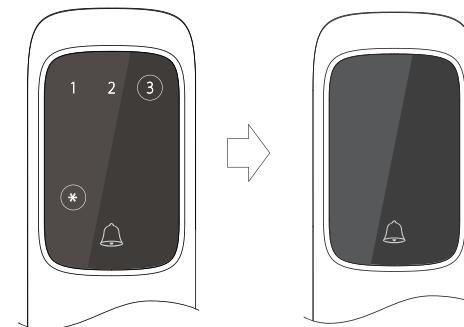
- Once you delete cards, you cannot restore them. If you miss-press 【\*】 button, you can press registration button to exit and this will not delete the card.
- Registered card can be used immediately. If lost, please delete all cards and re-sign up.

# Delete Fingerprint 5

## Steps

- ① Enter registration mode.
- ② Press 【\*】 then press 【3】 following instructions.

Now audio prompt is informing you that it is deleting, please wait. When fingerprints are all deleted, it enters sleep modes.



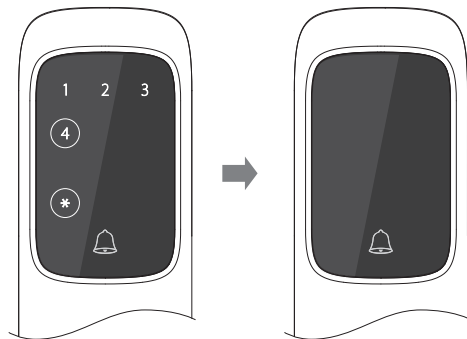
Once you delete fingerprints, you cannot restore them. If you miss-press 【\*】 button, you can press registration button to exit and this will not delete the fingerprint.

# 5 Delete Bluetooth Device

## Steps

- ① Enter registration status.
- ② Press 【\*】 then press 【4】 following instructions.

Now audio prompt is informing you that it is deleting, please wait.  
When all Bluetooth devices are deleted, system enters sleep mode.



Settings



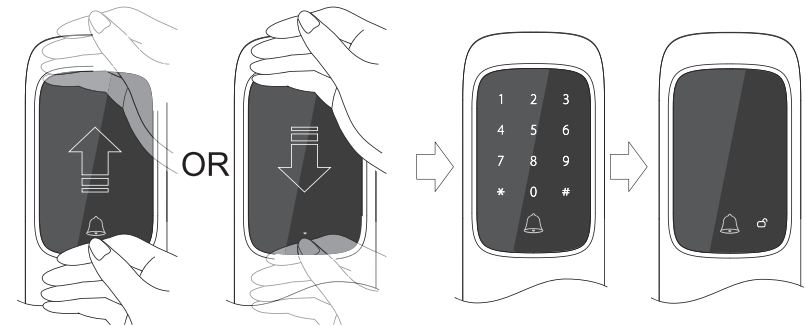
- Once you delete Bluetooth device, you cannot restore them and you shall re-bind them. If you miss-press 【\*】 button, you can press registration button to exit and this will not delete bound Bluetooth device.
- You can enter smart phone App to unlock door. When your smart phone or other device bound to Bluetooth is lost, please delete all Bluetooth devices and register again immediately to avoid unnecessary losses.

# Password Unlock 6

## Steps

- ① Touch to wake up keyboard.  
You can wake up keyboard as follows.
- ② Enter registered password.

Enter password followed by #, see the 4<sup>th</sup> figure on the previous page, unlock button is in the lower-right corner.



- The product has privacy password function. You can input password mixed with random numbers. i.e. 324+123456+97 (123456 is password).
- Note: System has security function, if you enter wrong password for 3 consecutive times, system will lock for three minutes. After 3 min, system automatically unlocks; or if someone is inside, can press door hand to unlock; or press registration button for 3s to unlock.

- ③ Push hand down to unlock.

When you hear prompt, push the hand downward to unlock, or when you hear light mechanic sound, push the hand downward.



If you cannot properly unlock door, and you see prompt with symbols, please refer to Symbols page for detailed possible cause.

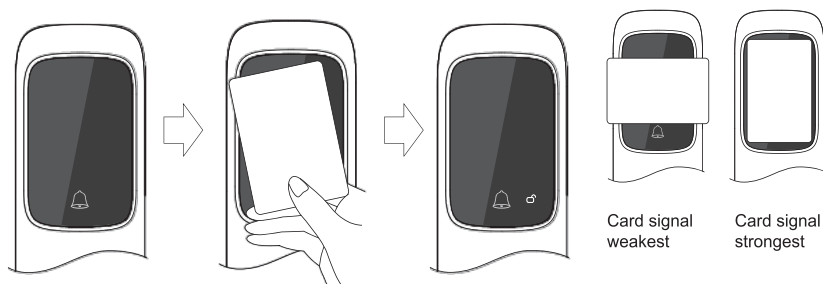
General Settings

# 6 Card Unlock

## Steps

### ① Place card close to touch panel.

You will hear a DI sound followed by audio prompt.



General Settings

- Sensitivity of card depends on its angle touching reading panel. Please touch a card in upright direction.
- Unregistered card will be invalid.
- If you hear a DI sound when you swipe card, but cannot unlock door. Make sure the battery is not too low.
- Once card is broken, please either delete it in system or destroy it and re-register with a new card.

**!** Note: System has security function, if you enter wrong password for 3 consecutive times, system will lock for 3 min. After 3 min, system automatically unlocks; or if someone is inside, can press door hand to unlock; or press registration button for 3s to unlock.

### ② Push down hand to unlock.

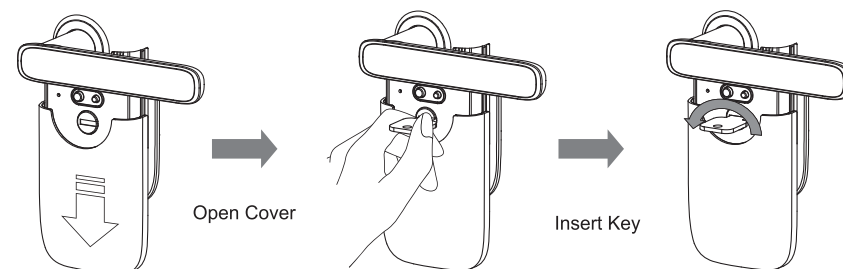
When you hear prompt: please open, or when you hear light mechanic sound, push the hand downward.

**!** If you cannot properly unlock door, and you see prompt with symbols, please refer to Symbols page for detailed possible cause.

# Mechanical Key Unlock 6

## Steps

### ① Steps

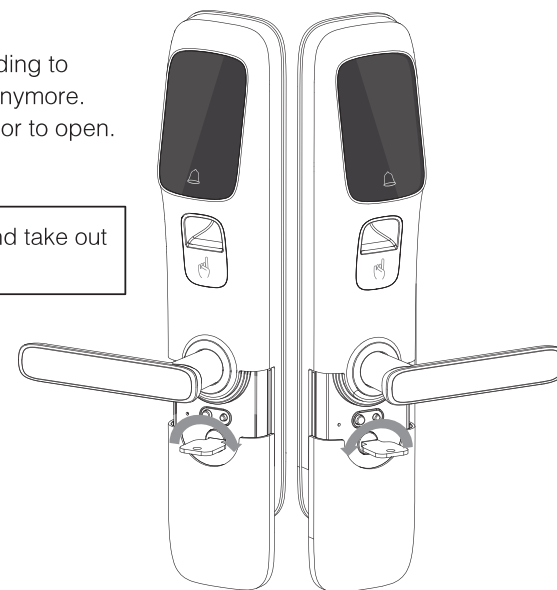


**!** Direction to turn key depends on its installation direction; please refer to figure on the right.

### ② Unlock

Rotate key in place according to arrow until cannot rotate anymore. Now you can push/pull door to open.

**!** Rotate backward and take out key.



General Settings

# 6 Fingerprint Unlock

# Lock Door 6

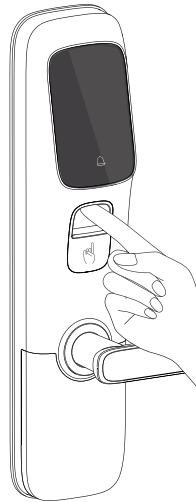
## Steps

- ① Place finger on reader as finger pulp Faces up.

You will hear sound and audio prompt.

- ② Press hand to unlock.

When you hear audio prompt or hear mechanical birr sound, press the handle downward to unlock door.



- Different positions you place your finger will cause different sensitivity. Try to place center of finger on center of the reader a bit harder.
- Unregistered fingerprint will prompt.
- This product has security function, as a user enters wrong administrator password for 3 consecutive times, the system will be locked for 3 minutes. After 3 minutes, system auto unlocks. During the locked period, if someone press down door handle inside or long press registration button for 3 seconds, the system will unlock.

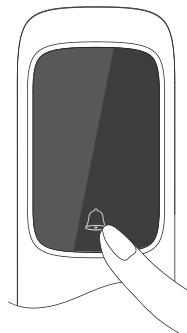
## Ring

## Steps

Touch ring icon with your hand.

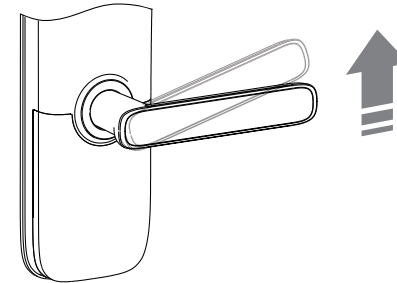


- When touch panel is un awake status, touch it to activate.
- When touch panel is in sleep mode, press ring for 1s to activate.



## Lock from Outside

Lift hand upward to lock as shown below.

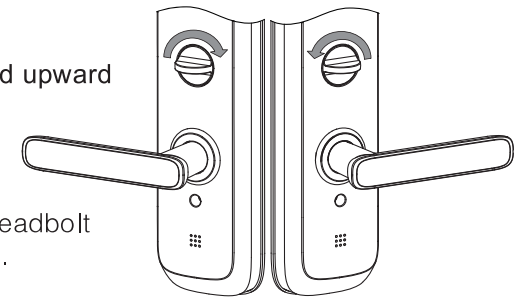


## Lock from Inside

- ① Same as above, lift hand upward to lock.

- ② Rotate knob

Rotate the knob to make deadbolt out. See figure on the right.



- Once door is locked, if you try to unlock it from outside, system prompts that door is locked from inside. The door can only be unlocked from the inside.
- All doors cannot be unlocked from outside.



# 7 Passage Mode

Under passage mode, door handle remains active, each time you press handle, door will open.



- In family environment, Passage mode is recommended.
- In office environment, Passage mode is recommended.

## Enter Passage Mode

① Wake up keyboard.

② Long press **【#】** for 3s.

After 3s, you will hear a DI sound with audio prompt asking you to enter administrator password followed by # to disable right.

③ Enter administrator password.

Enter password followed by **【 # 】**, you will hear audio prompt.

## Exit Passage

① Wake up keyboard.

② Long press **【#】** for 3s.

After 3s, you will hear a DI sound with audio prompt asking you to enter administrator password followed by # to disable channel mode.

③ Enter administrator password.

Enter password followed by **【 # 】**, you will hear audio prompt.



Note: Under Passage Mode, ring function is still enabled.

# Non-disturbance Mode

Under Non-disturbance Mode, registered general password and card are both disabled.



- In family environment, Non-disturbance Mode is recommended.
- In office environment, Non-disturbance Mode is recommended.

## Enter Non-disturbance Mode

① Wake up keyboard.

② Long press **【\*】** for 3s.

After 3s, you will hear a DI sound with audio prompt asking you to enter administrator password followed by # to disable right.

③ Enter administrator password.

Enter password followed by **【 # 】** to confirm with audio prompt.



Note: Under Non-disturbance Mode, ring is disabled.  
Under non-disturbance mode, only administrator password can unlock door.  
Press **【 \* 】**, enter administrator password and press **【 # 】** to confirm, you can unlock lock.

## Exit Non-disturbance

① Wake up keyboard.

② Long press **【\*】** for 3s.

After 3s, you will hear a DI sound with audio prompt asking you to enter administrator password followed by # to enable right.

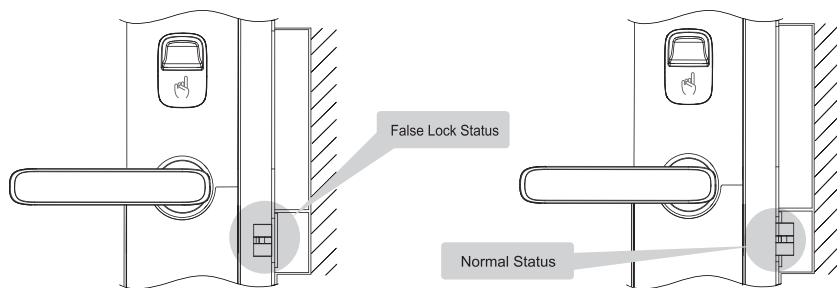
③ Enter administrator password.

Enter password followed by **【 # 】**, you will hear audio prompt.

# 7 Cancel Alarm

## False Lock Alarm

The door lock is designed to include false lock alarm in case you has not locked door but you think you did. False lock alarm lasts for 15s. You can cancel alarm by either closing door or opening door.



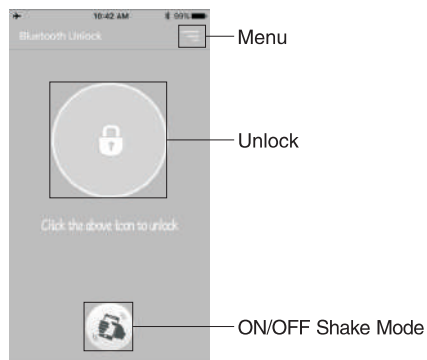
## Smart Phone Client

### Introductions to Client



Please make sure client has been bound to Bluetooth of the lock.


Client interface is shown below.

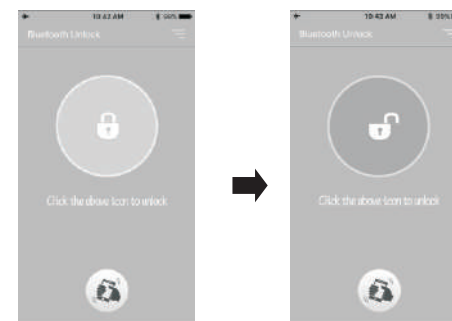


## Smart Phone Client



### Client Unlock

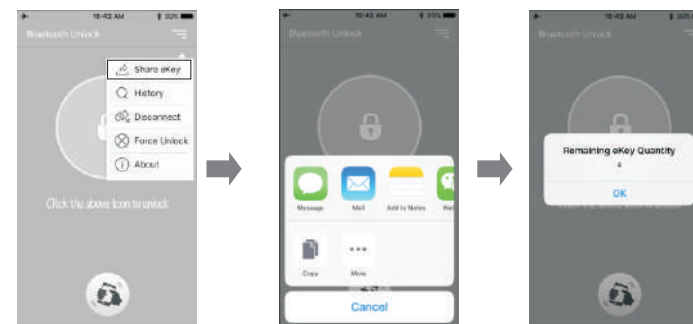


Click , you can hear slight mechanical rotational sound from the lock, and audio prompt asks you to open. See figure below, press hand to unlock door.



### Share Key

Click , select  to share temporary password. You can share unlock password to your friends, and he/she may unlock door with the password, see figure below.



- You can share up to five groups of temporary passwords.
- A shared temporary password can only unlock door once.
- After you unlock via client, you can generate a temporary password.

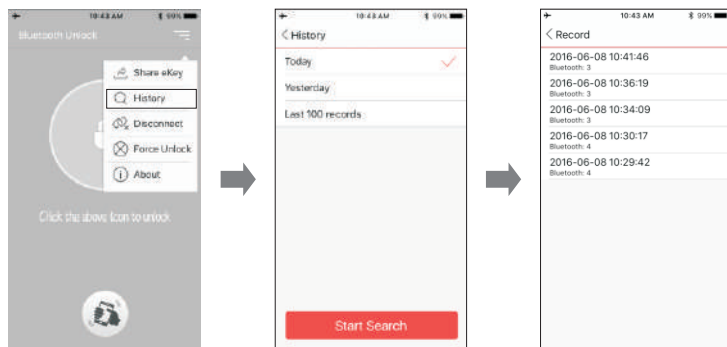
# 7 Smart Phone Client

# Symbols 8




## Search Record

Click , select  to search record.

You can view records of today and yesterday up to the most recent 100 records of client unlock info. See figure below.



## Unbind/Forced to Unbind







Under Bluetooth connection,, both unbind and force to unbind can cancel binding between client and door lock; Under Bluetooth connection, you can only force to unbind to cancel binding between client and door lock. Click , select  unbind or  to force to unbind.

Confirm and then it will unbind.



- To unbind, when Bluetooth is connected, unbinding and forcing to unbind will cause shared key to be invalid.
- Force to unbind, when Bluetooth is not connected, forcing to unbind will not cause shared key to be invalid.

## False Lock Alarm

Status		Always	<ul style="list-style-type: none"> <li>■ Long press 1s to ring.</li> <li>■ Under Non-disturbance mode, ring is mute.</li> </ul>
		Blue	■ Valid to unlock.
		Red	■ False alarm, close door and eject bolt.
		Red	■ Forced lock status, unlock from inside only.
		Red	■ Low battery, please change battery.
		Blue	<ul style="list-style-type: none"> <li>■ Under registration mode, if to delete saved electronic key, you shall press <b>【 * 】</b> and press corresponding number.</li> <li>■ Under password input status, <b>【 * 】</b> cannot delete.</li> <li>■ Under Non-registration mode, long press <b>【 * 】</b> for 3s to enter passage mode.</li> </ul>
		Blue	<ul style="list-style-type: none"> <li>■ Under registration mode, press <b>【 # 】</b> to confirm.</li> <li>■ Under password input status, press <b>【 # 】</b> to confirm.</li> <li>■ Under Non-registration mode, long press <b>【 # 】</b> for 3s to enter passage mode.</li> </ul>

When product cannot work properly, please confirm the following items.  
If you cannot solve the problem, please contact us.

## Power

Problem	Solution	Reference
Power Off	<ul style="list-style-type: none"> <li>■ Confirm if battery quality is poor.</li> <li>■ Confirm if battery terminals are opposite.</li> <li>■ Confirm if battery is powerless.</li> </ul>	P10 、 P11

## Password/Card/Fingerprint

Problem	Solution	Reference
No Response	<ul style="list-style-type: none"> <li>■ Open emergency cover, use tool to lightly touch reset button. System will be waked up, and keyboard lights up.</li> </ul>	P08
Password cannot register	<ul style="list-style-type: none"> <li>■ Confirm if operation timed out.</li> <li>■ Confirm if battery is powerless.</li> <li>■ Confirm password registration.</li> </ul>	P15
Input password cannot unlock	<ul style="list-style-type: none"> <li>■ Confirm if password entered is right.</li> <li>■ Confirm if you have pressed 【 # 】 to end.</li> </ul>	P24
	<ul style="list-style-type: none"> <li>■ Confirm if device is under Non-disturbance mode.</li> </ul>	P30
Card cannot register	<ul style="list-style-type: none"> <li>■ Confirm if card type is right.</li> <li>■ Confirm if the card is obtained through legal and proper channel.</li> </ul>	P17
Fingerprint cannot register	<ul style="list-style-type: none"> <li>■ Confirm if operation timed out.</li> <li>■ Confirm if battery is powerless.</li> <li>■ Confirm if there is no any sound prompt.</li> </ul>	P18
Swiping card cannot unlock	<ul style="list-style-type: none"> <li>■ Confirm if card is right.</li> <li>■ Confirm if device is powered on.</li> <li>■ Confirm if card is close enough to sensor.</li> </ul>	P25
	<ul style="list-style-type: none"> <li>■ Confirm if device is under Non-disturbance mode.</li> </ul>	P30

## Password/Card/Fingerprint

Problem	Solution	Reference
Fingerprint cannot unlock	<ul style="list-style-type: none"> <li>■ Confirm if there is fingerprint wake up sound.</li> <li>■ Confirm if fingerprint is correct.</li> </ul>	P27
	<ul style="list-style-type: none"> <li>■ Confirm if device is under Non-disturbance Mode.</li> </ul>	P30
Card swiping valid, door unlock abnormal	<ul style="list-style-type: none"> <li>■ Installation may have error, please contact us.</li> </ul>	-
Failed to set fingerprint or failed to unlock door after successfully set fingerprint	<ul style="list-style-type: none"> <li>■ Please make sure your finger is clean and dry before you record fingerprint.</li> <li>■ Avoid perspiration on finger</li> <li>■ Female and child user, please press with strength</li> <li>■ Place finger pulp at the center of fingerprint touch module.</li> <li>■ You can keep pressing your fingerprint when scanning it is scanning until three-times scanning is complete.</li> <li>■ To unlock fingerprint must in full contact with the wake up point.</li> <li>■ Do not use finger with skin damage.</li> </ul>	-
Cannot pull out key Cannot rotate key or cannot unlock	<ul style="list-style-type: none"> <li>■ Confirm if key is upright completely.</li> <li>■ Rotation angle of key is small, so press handle downward after you rotate key.</li> </ul>	P24
No response after I operate and battery is low	Insert 9V battery to unlock, after unlock, replace the battery ASAP.	-
Scratch on new touch panel	Remove protection film on touch panel.	-
Cannot wake up touch panel	At least three fingers shall be touching panel, and palm must stay at least 1s on panel.	-
Client cannot unlock	Please make sure your smart phone has enabled Bluetooth, and door lock is within valid distance of Bluetooth.	-