

# Smart Door Lock

## User Manual



Brought To You By **LockStar**

## Heartfelt Thank You

Thank you so much for purchasing your new Smart Door Lock and placing your trust in us. Lockstar is a family-owned business and operated by us (Paul & Ruth).

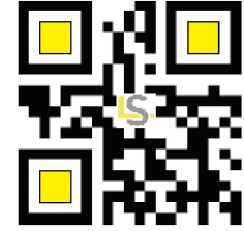


We are extremely passionate about both our products and in giving our customers an unrivalled customer service experience.

We will always be here if you need any help or assistance.

Paul & Ruth  
[hello@lockstarstore.com](mailto:hello@lockstarstore.com)

## Activate Warranty



ACTIVATE FREE 2 YEAR WARRANTY

Text **STAR** to **1-888-305-4815**

WITHIN 14 DAYS OF PURCHASE

# Product Profile

<b>Material</b>	Zinc Alloy	<b>Model NO.</b>	S110BBL-F
<b>Door Thickness</b>	38mm-48mm	<b>Code Length</b>	6-9 digits
<b>Working Temperature</b>	-20°C~70°C	<b>Working Humidity</b>	20%~80% RH
<b>Working Power Consumption</b>	< 200mA	<b>Static Power Consumption</b>	< 30uA
<b>Power Supply</b>	6V (4pcs AA Alkaline Batteries not included)		
<b>Unlocking Methods</b>	Fingerprint, App, Card, Passcode & Mechanical Key		
<b>User Capacity</b>	1 Admin passcode		
	Unlimited APP eKey users		
	150 custom & permanent passcodes (other types of passcodes are unlimited); 150 card / fingerprint users (50 fingerprint users at most)		
<b>Product Dimension</b>	<b>Front</b>	60(W) x 137(H) x 29(D) mm	
	<b>Back</b>	67(W) x 164(H) x 30(D) mm	

★ All specifications are subject to change without notice. All rights reserved.

## Important Safeguards

1. Read all instructions in their entirety.
2. Familiarize yourself with all warning and caution statements.
3. Remind all family members of safety precautions.
4. Always have access to your lock's standard key.
5. If using the Lock with the # key or Auto-Lock features, make sure to have your smartphone, passcode or standard key with you to prevent locking yourself out.
6. Replace low batteries immediately to prevent inadvertent unlocking of your door.

## Warning

Failure to follow these safeguards could result in your lock opening inadvertently.

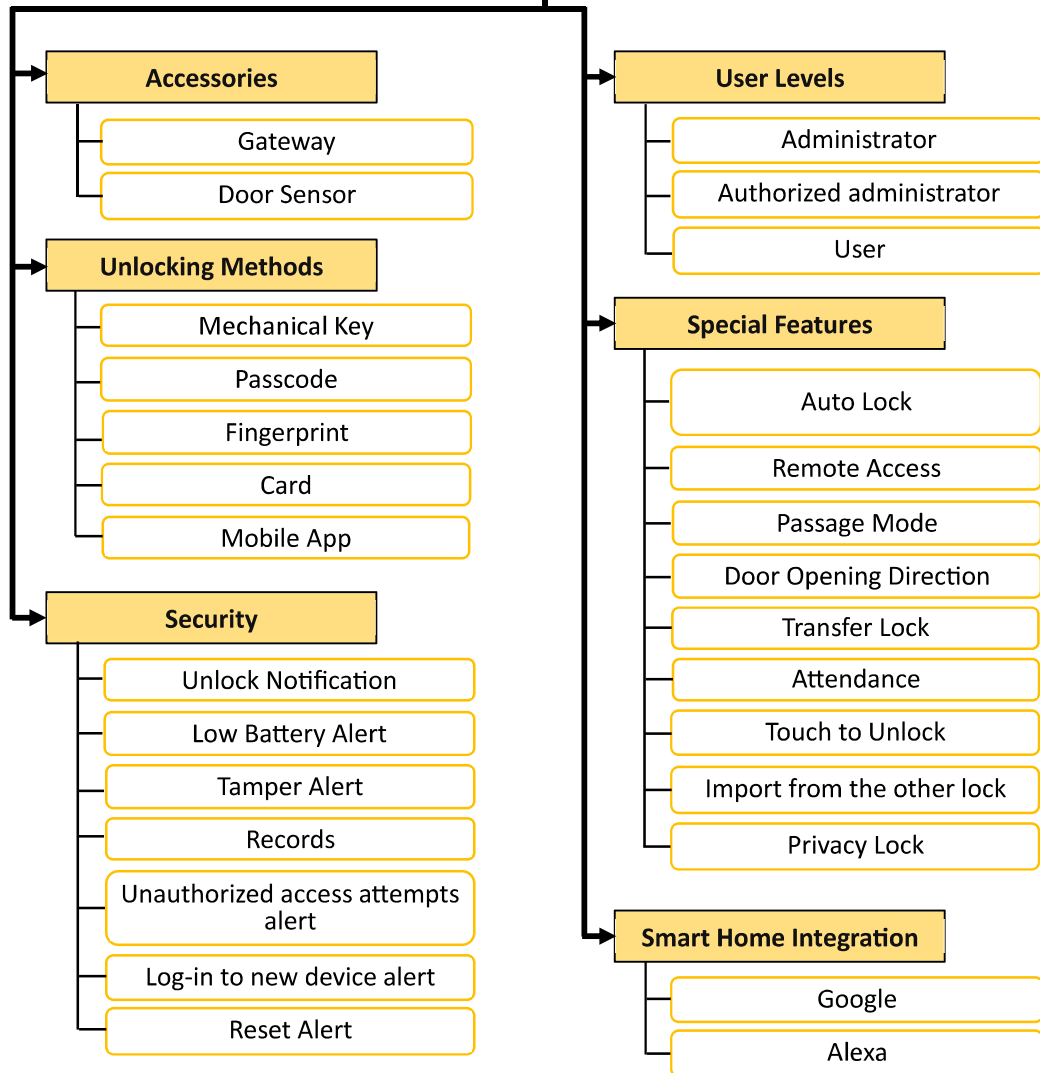
1. Avoid keeping and storing phones and fobs unnecessarily close to the lock when inside the home.
2. Restrict access to your lock's back panel and routinely check your settings to ensure they have not been altered without your knowledge.
3. Protect the password to your LockStar App and your account.

4. When sending an eKey, always double-check that you are sending it to the correct recipient.
5. Protect and restrict access to your smartphone so that your app settings cannot be altered without your knowledge.
6. When sending eKeys, be aware of the difference between an Admin user and other users in the system. The Admin user can send, disable and delete eKeys.
7. If your smart phone is lost or stolen, reset your lock. Resetting your smart lock system will restore your lock to factory settings and delete all smart phones and fobs.

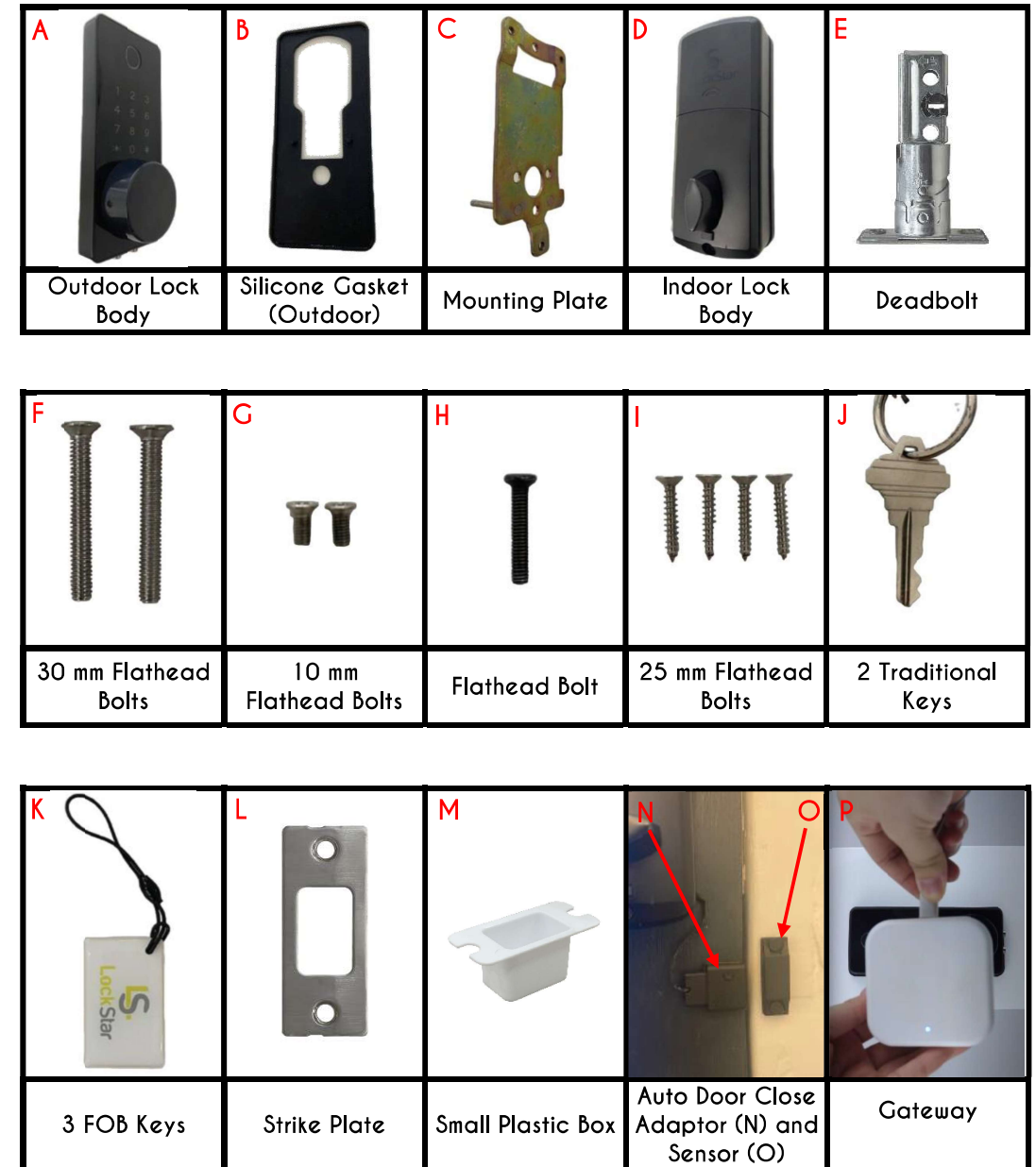
### Note:

1. This lock is equipped with mechanical keys for manual unlocking. Remove mechanical keys from the package and keep them in a safe place and always have access to them.
2. To power on the lock, four alkaline AA batteries (not included) are required. Non-alkaline and rechargeable batteries ARE NOT RECOMMENDED.
3. This lock is suitable for both outdoor and indoor use, designed to withstand exposure to direct sunlight and rain with a waterproof rating of IP45.
4. The operation of setting lock has a stand-by time limit of 8 seconds; without any activity, lock's keypad will shut after 8 seconds.
5. Keep your fingers clean when using this lock.

## LOCKSTAR SMART LOCK OVERVIEW



## What's Included





## Video Installation Guide

Please scan the QR code below to view our comprehensive video Installation Guide.



Alternatively, visit this link to access the video: [www.lockstarstore.com/howto](http://www.lockstarstore.com/howto)

## Hardware Installation Guide

### Step 1: Prepare Door

- Please check your Door Thickness and Door Width to meet the following:

Door Thickness



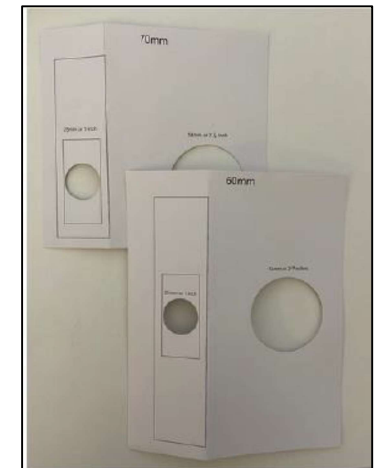
1.5-1.9 Inches (38-48 mm)

Door Width



$\geq$  4.3 Inches (110mm)

- The included templates show you exactly where to drill holes to prepare your door.
- You can use either the 60mm or 70mm option depending on the width of your Door Frame (either option is suitable, it just depends on your own preference for the lock position).

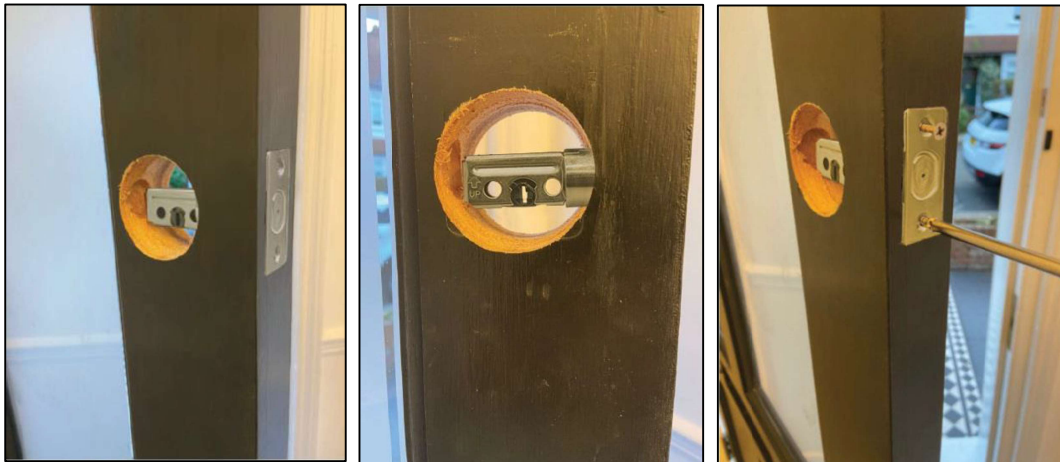


- Use the template included (60mm or 70mm) and drill the 3 holes required on your door (they may already be present depending on your previous lock).



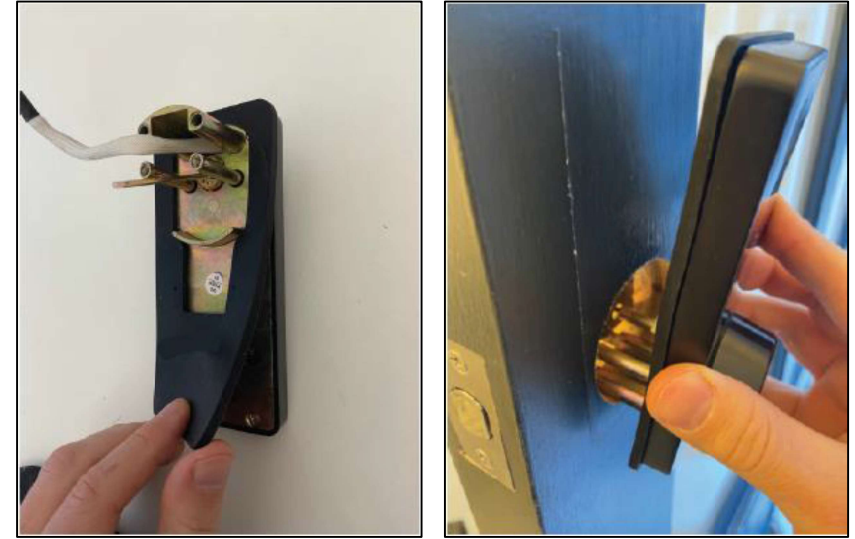
## Step 2: Install Deadbolt

- Select the 60mm or 70mm option on the Deadbolt [E].  
**Note:** To change from 60mm to 70mm, twist the barrel clockwise, pull it out, and then twist counterclockwise to lock into the 70mm position. The above-mentioned How-To video will show this step clearly.
- Attach the Deadbolt [E] to the door using the 25 mm Flathead Screws [I]. Refer to the images below to ensure that the deadbolt has been installed the correct way.
- Ensure the latch remains in the open position (not sticking out) during installation.



## Step 3: Install Outdoor Lock Body

- Align Silicone Gasket (Outdoor) [B] and Outdoor Lock Body [A] on the outside of the front door.



- Ensure spindle is passed through hole on deadbolt in the vertical position, and cable is passed underneath the deadbolt.

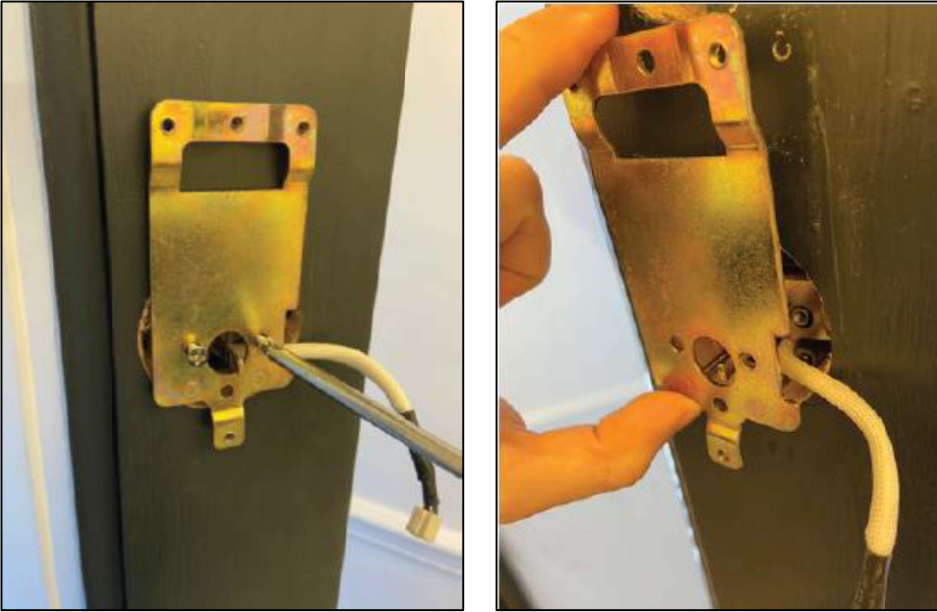
**Note:** The spindle can be cut if necessary for thinner doors.



## Step 4: Install Mounting Plate

- Attach Mounting Plate [C] to the inside of door, using 30 mm Flathead bolts (F).

**Note:** Ensure cable is passed to the side of the mounting plate as per image.



- Move switch to L or R, depending on whether your door is left or right open.



- Carefully plug cables into the Indoor Lock Body [D] as shown.

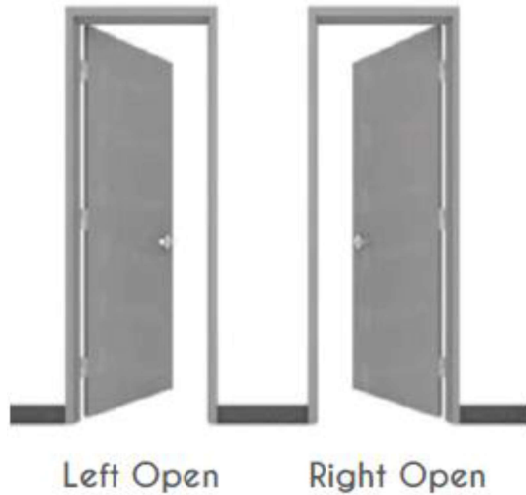
**Note:** This also includes the cable from the Auto Door Close Adaptor [N].



## Step 5: Install Indoor Lock Body

- Is your door left or right open?

**Note:** Stand outside your house and face your door.

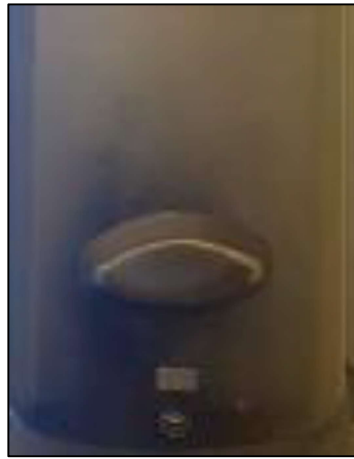




**Note:** Before completing the next step, place the knob in the vertical position for Right Open Door or horizontal position for Left Open Door.



(For Right Open Door)

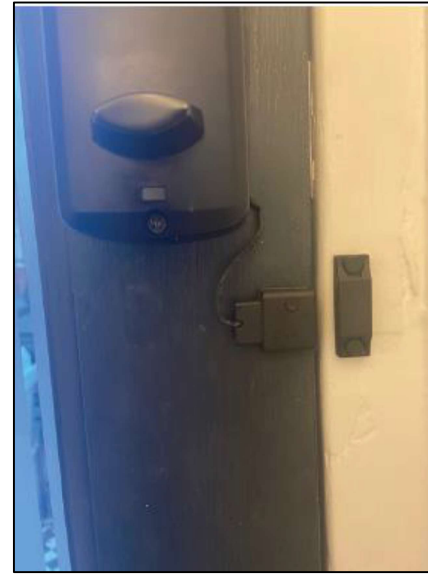


(For Left Open Door)

- Install Indoor Lock Body [D] to the inside of the door using Flathead Bolts [G and H], carefully passing the cable from the Auto Door Close Adaptor [N] out the left or right hand side.



- Peel back the cover and stick the Auto Door Close Adaptor [N] and Sensor [O] to your door as shown.



## Step 6: Install Batteries

- Install the 4 AA batteries within the Indoor Lock Body, and replace cover.



## Step 7: Prepare Hole for Strike Plate

- Prepare hole on door frame to house the Small Plastic Box [M] and Strike Plate [L].
- Place the Small Plastic Box [M] into the hole and secure in place by attaching Strike Plate [L] with 25mm Flathead Screws [I].



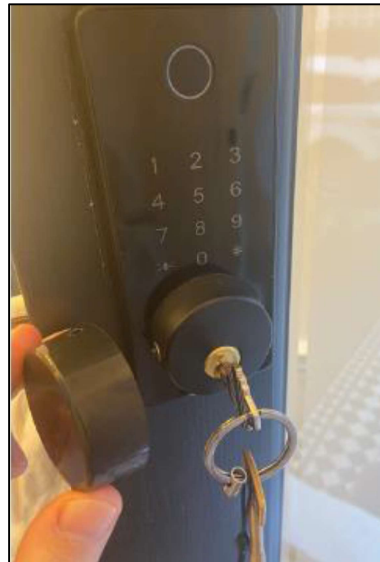
## Step 8: Traditional Key, Knob and Keypad Check

(For Manual Lock Operation)

- Use a small pin tool to gently remove cap from Outdoor Lock Body [A]. Insert Traditional Key [J] into lock and turn clockwise to open, or counterclockwise to close. (This is for right opening door, vice versa for left opening door).

- Manually twist the knob on the back panel to lock/unlock.

- **LOCK** your door by **tapping and holding the #** sign in the lock's keypad.



# LockStar App Installation and Set-up Guide

## Step 1: Lockstar App Installation

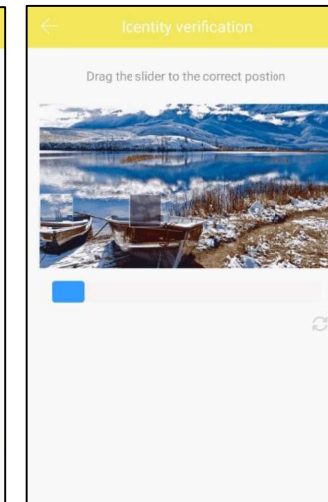
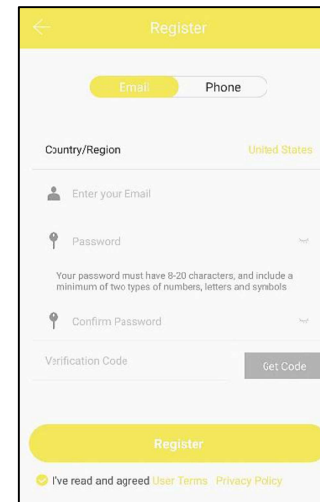
1. Open App Store (iOs) or Play Store (Android).
2. Search "LockStar"  app.
3. Click "Get" (iOs) or "Install" for Android users.

## Step 2: Account Registration

**Note:** You need to register an account first before you can use the app.



1. Open the "LockStar" app and in the the Login screen, tap "Register" in the top right of the app screen.
2. Choose either "Email" or "Phone".
3. Select your country/region based on your actual location and confirm that it is correct.
4. Enter your "Email" or "Phone number" in the corresponding field.
5. Input your preferred "Password" and re-type it again to confirm.
6. Click "Get Code", and proceed with identity verification by dragging the slider to move the tile in its correct position.
7. Enter the verification code then click register.



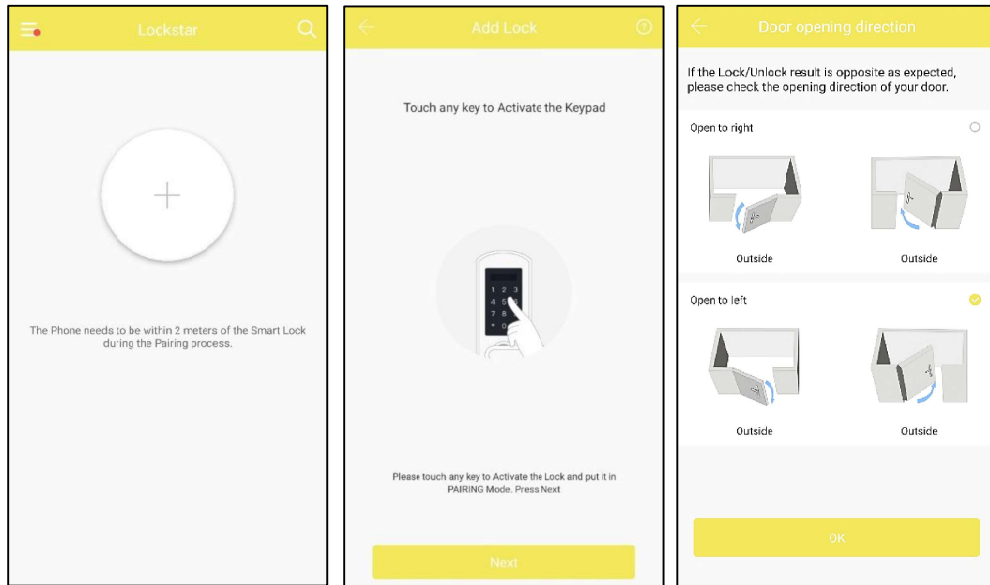
### **Auto register:**

If you send an eKey to a phone number or email that hasn't been registered yet, it will automatically create a new account for that phone number or email.

## Step 3: Adding a Lock in the App



1. Open the LockStar app.
2. If you're a new user, click the big circle with "+" in the app's main interface.  
*Alternative:* Click the hamburger "=" menu at the top left, and select "Add Lock" option.
3. Put the lock into pairing mode by tapping any key in keypad, then press "Next".
4. In the "Nearby Locks" screen, you will see the locks detected by Bluetooth.
5. Press + button to add the lock.
6. You can leave the default lock name or assign a new name.
7. Select your correct door opening direction, then click "OK".

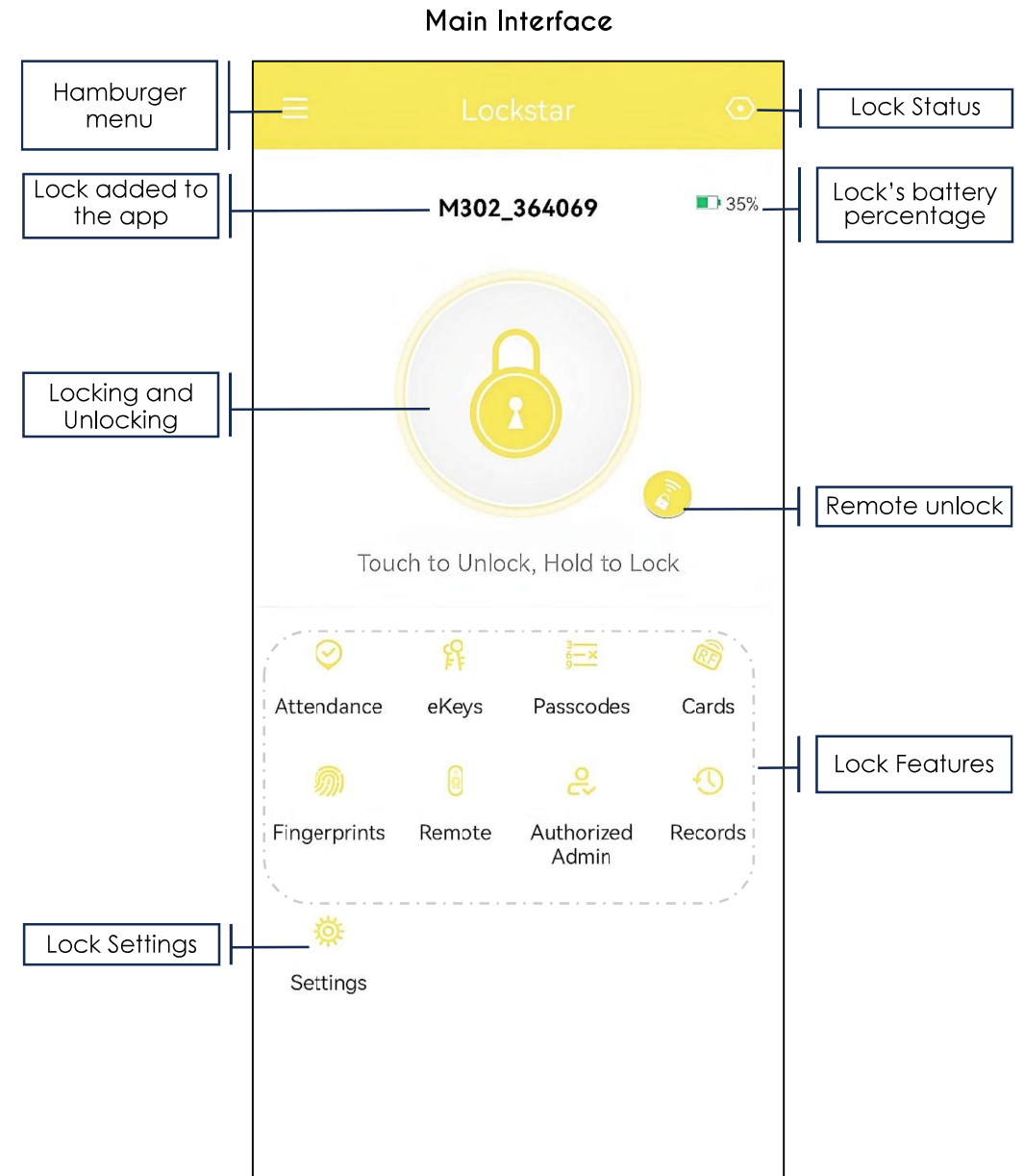


**Note:** If you cannot see the "+" sign when pairing the lock, follow the steps below to reset the lock:

Remove one of batteries to power off the lock for about 5 seconds, put the battery back and keep pressing the reset button (right below the knob on the back panel) for about 10 seconds, when hearing the voice prompt, please input "0000#", finally, remove one battery and put in back again.

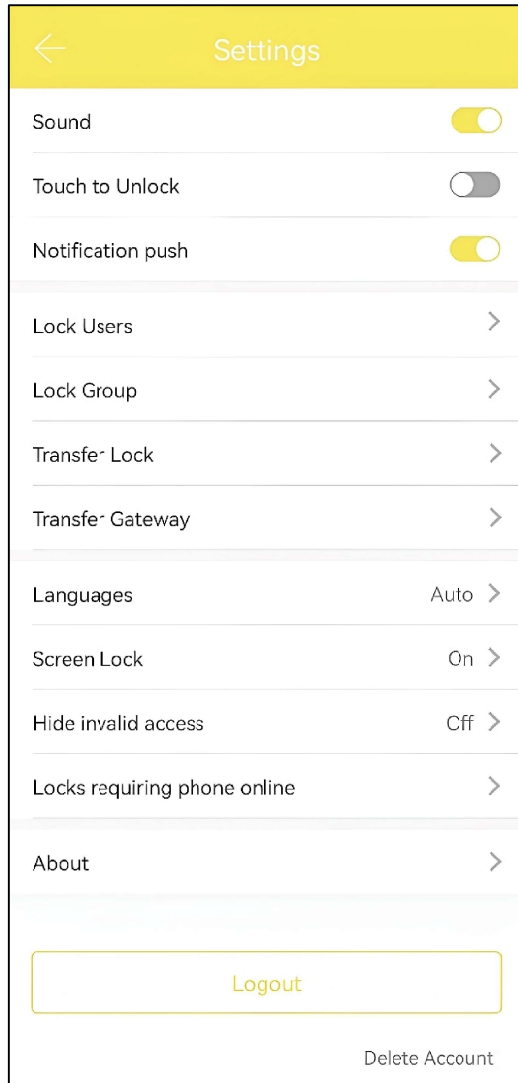
Remember that your phone must be connected to the internet (3G / 4G / Wi-fi) when pairing. Once you pair the lock with your account, the device will not be able to link to other accounts, unless you remove the lock from your App.

## Lockstar App User Interface

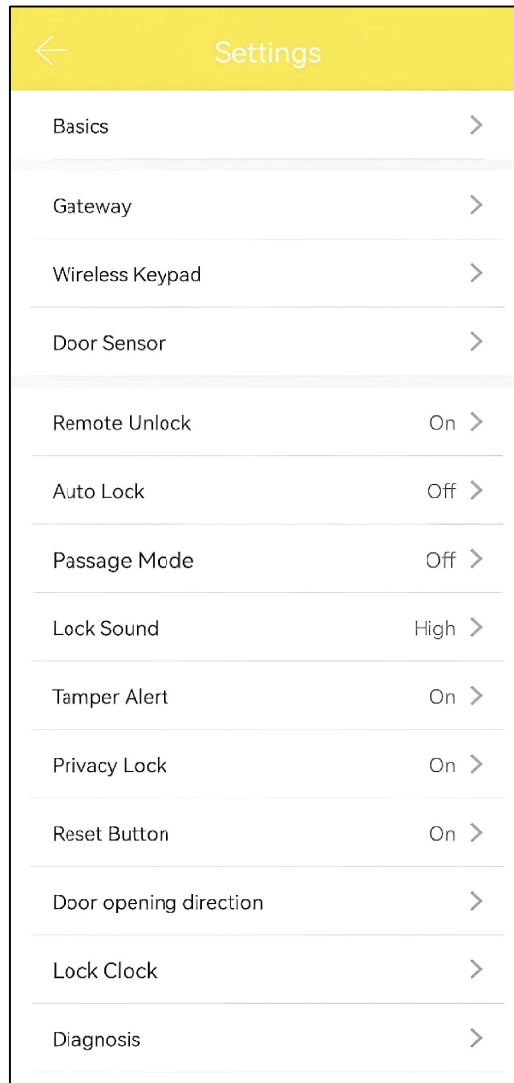




## Inside System Settings (Under Hamburger Menu)



## Inside Lock Settings



**Note:** There are two settings you can navigate within the LockStar app: the **System Settings** under the hamburger menu mainly for configuring the application, and the **Lock Settings** intended for configuring the lock added in the app.

## Gateway Installation

The gateway connects the lock to network. With a gateway, you can manage locks from remote, like open door, delete passcode, etc.

**Note:** Before adding the gateway, kindly take note of the following:

1. The smart lock should be within 5 meters (16 ft) of the gateway, without any obstructions.
2. The gateway should be within range of your internet router's Wi-Fi signal. Please ensure that your home has a 2.4G Wi-Fi network - most routers come with both 5G and 2.5G so this rarely is a problem. If unsure, you can contact your internet service providers to confirm.
3. Please plug in the gateway to a power source.
4. Your phone must be near the lock and the gateway during setup.
5. You also have to keep the gateway plugged in if you wish to have remote access to the lock via the app.

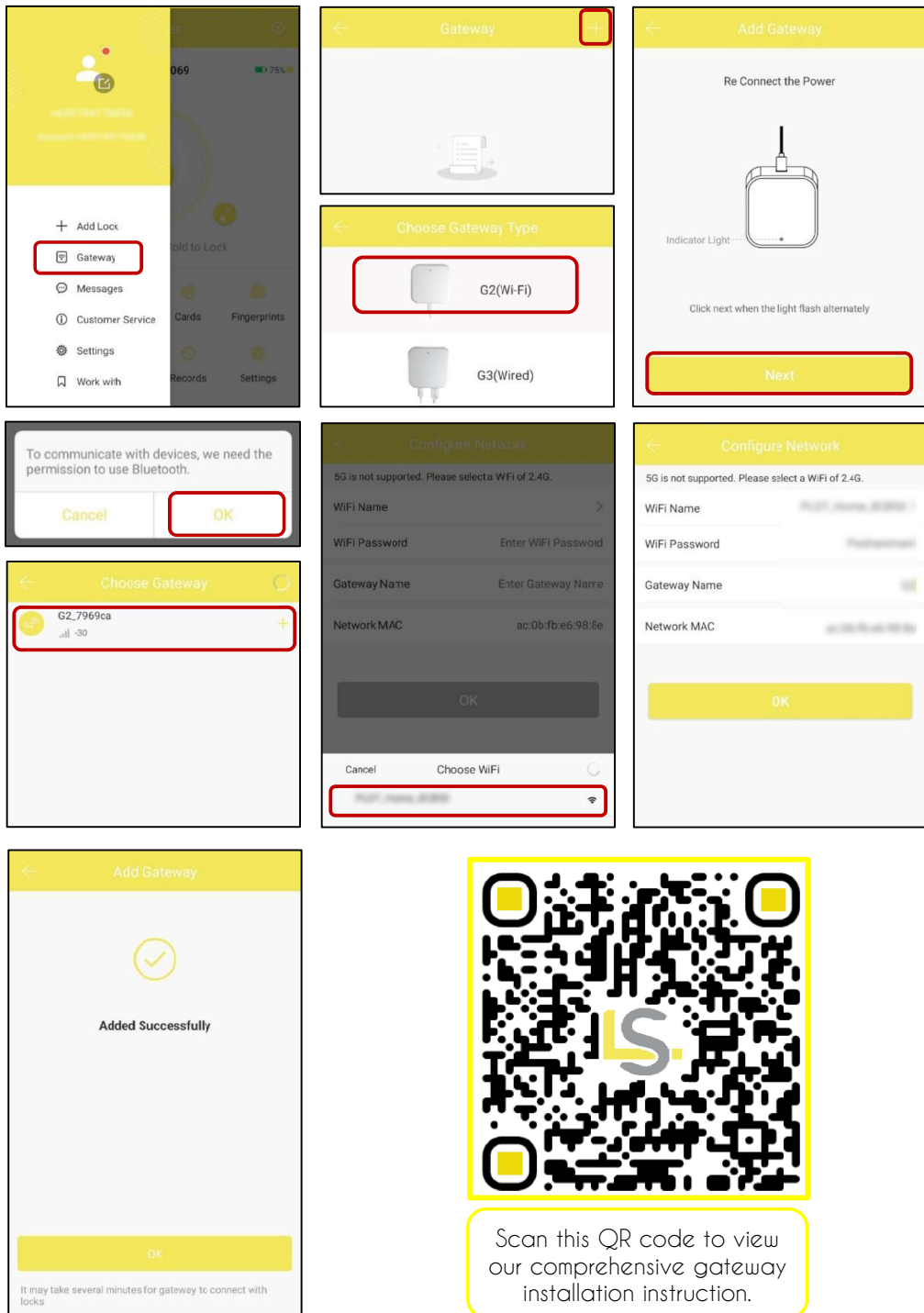
To add the gateway:



1. In app main interface, click on the hamburger "≡" icon at the upper left corner of the screen and select "Gateway".
2. Click "+" then select 'G2'.
3. Reconnect the gateway's power source. Click 'Next' when the indicator light flashes alternately.
4. Allow the app to use Bluetooth.
5. Click on the newly added gateway.

**Note:** Choose the same Wi-Fi network where your phone is connected during this time.

6. Select your Wi-Fi, then enter the WiFi password.
7. Assign your preferred Gateway Name, then click 'OK'.
8. Click on the newly added gateway, then select 'Nearby Locks'. Wait for the gateway to scan and connect to a nearby lock.



Scan this QR code to view our comprehensive gateway installation instruction.

# Locking/Unlocking Operation Guide

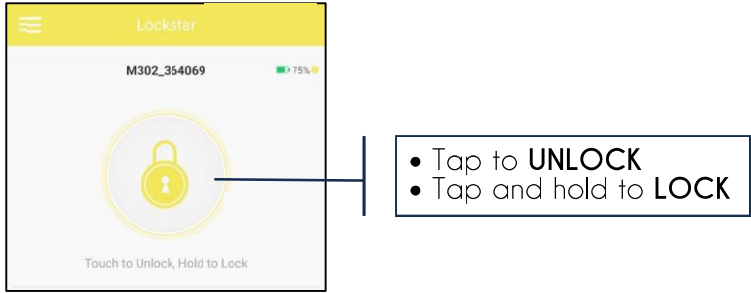
LockStar smart door lock can be accessed through five different methods: mechanical key, via the app, passcode, card, and fingerprint.

**Note:** Passcodes, fingerprints and fob cards can **only be used for UNLOCKING** the lock.

## A. Lock/Unlock via App

### 1. Nearby Locking/Unlocking (via Bluetooth)

- Please ensure that your phone's Bluetooth is turned on and you are near the lock.



### 2. Remote Locking/Unlocking (Thru Gateway/Internet)

**Important Note:**

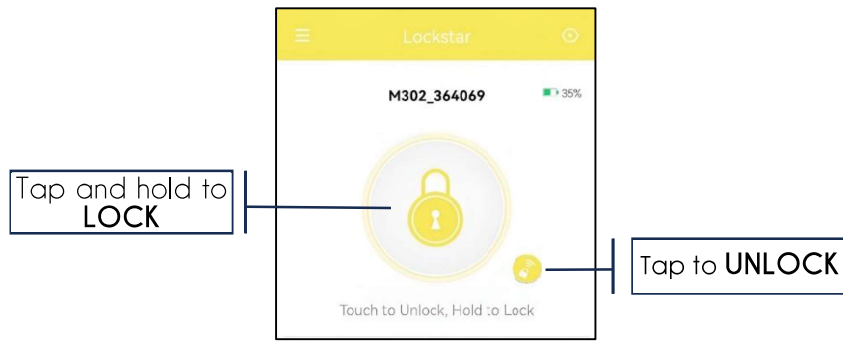
- Gateway should be set-up first for the remote locking/unlocking feature to work. Kindly see previous section about adding the gateway in the app.
- Remote Unlock must be enabled in the app.



1. Go to Lock "Settings" in the LockStar App's main interface.
2. Ensure that "Remote Unlock" is turned on. Turn it on if its initially turned off.

**Note:** You should be near the lock when enabling the Remote Unlock.

3. Return to the main interface, and you'll notice a small icon next to the large lock icon.



**Note:**

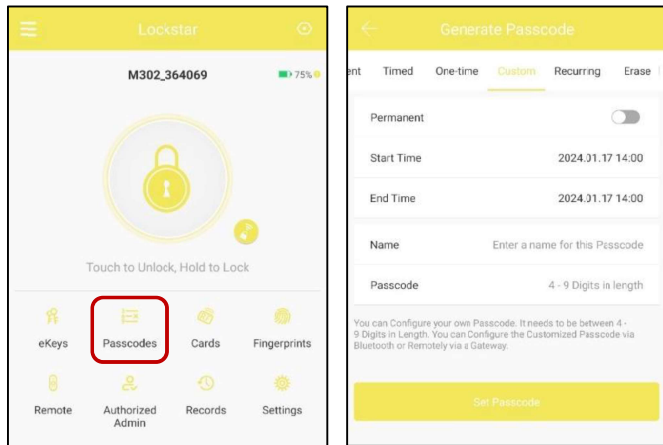
- You can send the passcode to those in need by mail or chatting tools.
- To **create** your own **preferred passcode** (not auto-generated), choose the **CUSTOM** type under step 2.
- Auto-generated passcode can be edited to preferred passcode for as long as it has been used once. Simply choose the passcode you want to edit and input your preferred 4-9-digit passcode.

**B. Passcode**

To create/generate passcode:



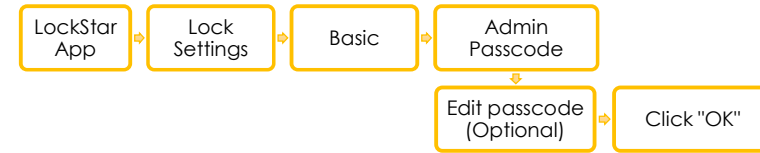
1. Click "Passcodes" in the app main interface, then press "Generate Passcode".
2. Choose the type of passcode – Permanent, Timed, One-time, Custom, Recurring, or Erase
3. Complete the required field, the click "Generate/Set Passcode".



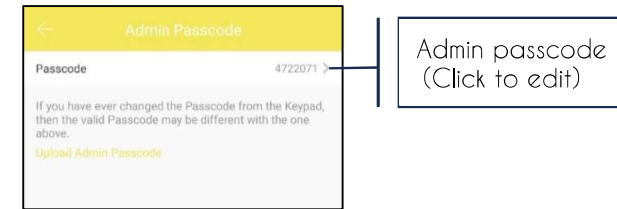
**Admin Passcode:**

Admin passcode can be used as regular passcode for unlocking the lock. This is the only passcode that can unlock the door when "Privacy Lock" is activated.

To find and/or edit the admin passcode of your lock:



1. Click Lock "Setting" in the app's main interface.
2. Click "Basic", then select "Admin Passcode".
3. You may use this default admin passcode or edit it if you preferred.



**How to use the passcode:**

Tap any key in the lock's keypad to wake it up, then input the passcode followed by the # sign.

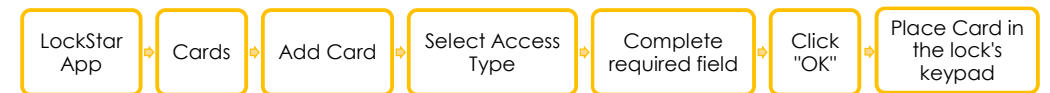


Example: 123456#

**C. Fob Card**

**Adding the Card Using Lock's Sensor (Located in the Keypad)**

Please make sure you are near the lock when doing the following steps.



1. Go to app's main interface and select "Cards".
2. Click "Add Card".
3. Choose the access type - permanent, timed or recurring.

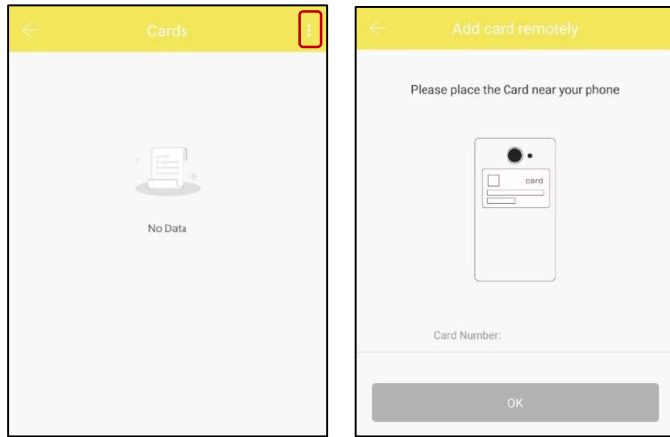
- Complete the required field such name or validity then click "OK" to proceed.
- The app will now try connect to the lock.
- When connected successfully, place the fob card against the lock's keypad.
- You can now use the fob card to **unlock** the door by swiping it near the lock's keypad.

### Adding the Card Remotely Using Phone's NFC Reader

**Note:** NFC must be supported by the phone and should be turned ON.



- Open "Cards" in the app's main interface.
- Click the three vertical dots/ellipsis ":" at the top right corner of the screen.
- Select "Add card remotely".
- Choose access type and complete required field.
- Place the card near your phone then click OK to finish.



### D. Fingerprints

Before registering a fingerprint, please make sure your finger and the lock's fingerprint scanner is free from dirt.



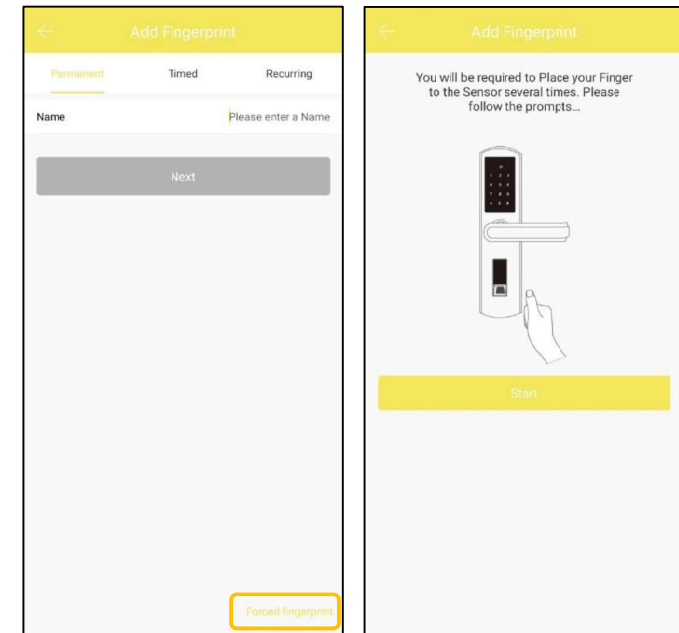
- In the app's main interface, tap "Fingerprint".
- Click on "(+) Add Fingerprint".

- Choose access type – permanent, timed, or recurring.
- Complete required field.
- Click "Next", then "Start".
- If your phone's Bluetooth is not turned on, tap 'Allow' in the prompt that appears.
- Place your finger on the lock scanner (located above the keypad).

#### Tips on Improving Scanner's Accuracy

- Try registering the same finger more than once while varying the finger's angle, tilt, and position slightly during each registration.
- Ensure that both your finger and the fingerprint scanner are clean and free from any dirt when registering your fingerprint.

- The registered fingerprint will now appear in the app.



#### Forced Fingerprint

Click the "Forced fingerprint" at the bottom right corner of the screen when registering a fingerprint. If someone forces you to open door, you can use this fingerprint (it's recommended to use other fingerprint to register for this purpose). The alarm message will be sent to the administrators. To use this feature, please make sure your lock is online.

# Managing Access Permission

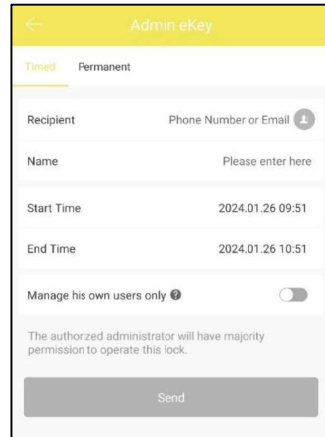
There are three user levels: **administrator**, **authorized administrator**, and **user**.

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.

## A. Adding Authorized Administrator



1. Go to app's main interface and click "Authorized admin".
2. Click "Create admin".
3. Choose access type - timed or permanent.
4. Enter the account and validity period.
5. Click "Send".
6. The authorized admin will appear both in the "Authorized Admin" section and the "eKeys" list.



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

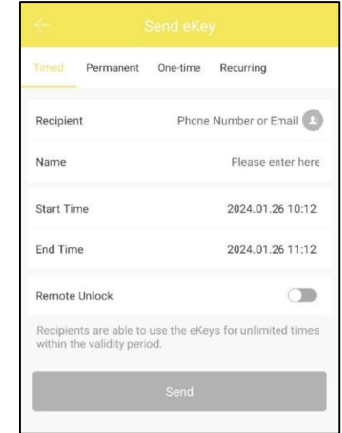
Permission/Identity	Administrator	Authorized Administrator
Manage the Reset key	✓	✗
Export records	✓	✗
Create authorized administrator	✓	✗
Transfer or delete lock	✓	✗
Get the administrator's passcode	✓	✗
Import data from another lock	✓	✗
Configure Alexa and Google home	✓	✗
Configure attendance	✓	✗
Configure unlock notification	✓	✗
Configure ""locks requiring phone online	✓	✗

## B. Adding A User/Sending an Ekey

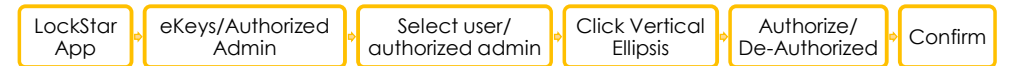
You can send eKeys to others to grant them access to the lock. Recipient of the eKey needs to install also the LockStar app into their phone.



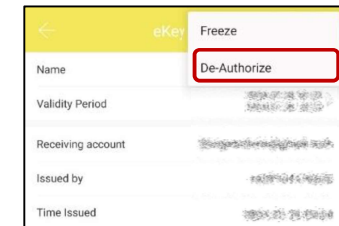
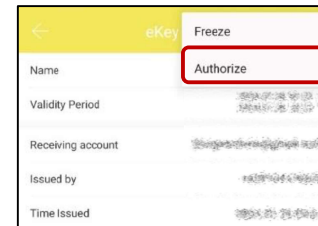
1. Click "eKeys" in the app main interface, and press "Send eKey".
2. Choose the type of eKey - timed, permanent, one-time, or recurring.
3. Complete the required field - recipient's phone number or email address, name, start and end time (for timed eKey), or validity period (for recurring eKey). You may enable "Remote Unlock" if you wish them to be to unlock the lock remotely.
4. Click "Send". Recipient of the eKey can now lock and unlock the lock via the LockStar app.



## Convert eKey User to Authorized Admin or Vice Versa



1. Click "eKeys" or "Authorized Admin" in app main interface.
2. Select from the list the user or authorized admin you want to authorized or de-authorized.
3. Click the three vertical dots/ellipsis ":" at the top right corner of the screen.
4. Tap authorized or de-authorized.
5. Confirm to finish.



# Special Features Operation Instruction

## A. Auto Lock

There are two types of automatic locking features: one associated with the door sensor and the other with the app.

### 1. Immediate Automatic Locking (Door Sensor)

When the door sensor is installed, this particular auto-lock feature is activated by default, meaning the door will automatically lock immediately upon closing.

*To disable* this feature, deactivate the door sensor by entering the following command in the lock's keypad:

\*23# → Admin Passcode → # → 00#

Example: \*23#123456#00# (where the 123456 is the admin passcode)

*To re-enable:*

\*23# → Admin Passcode → # → 01#

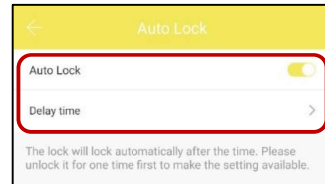
Example: \*23#123456#01# (where the 123456 is the admin passcode)

### 2. Delayed Automatic Locking (App Feature)

**Note:** Immediate Automatic Locking needs to be disabled (\*23#Admin Passcode#00#) for this feature to work properly.

LockStar App → Lock Settings → Auto Lock → Enable/Disable → If enabled, set delay time → Save

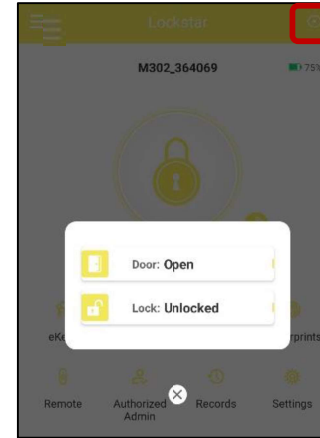
- Click Lock "Settings" in the app's main interface.
- Select "Auto Lock" from the option.
- Turn on and set your preferred delay time.
- Click Save.



**Note:** When enabled, this feature does not detect whether your door is open or closed and will extend the deadbolt after the Delay Time, regardless of the door's position. **This is ideal if you have a door closer installed.**

## B. Checking Lock Status

In the app's main interface, click the hexagon icon  at the top right corner of the app.



Note:

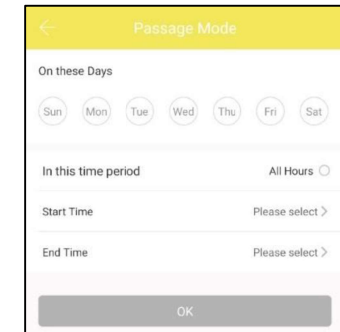
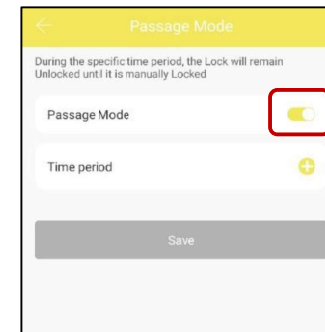
- The hexagon icon will only appear if gateway is added in the app.
- The app may not show correct door status when lock is manually operated (via mechanical key/knob inside).

## C. Passage Mode

This feature will temporarily turn off auto lock. It keeps the lock unlocked for a specific time.

LockStar App → Lock Settings → Passage Mode → Enable → Set Date and Time → Save

1. Click the lock's "Settings" icon in the main interface of the app.
2. Choose "Passage Mode", then toggle the Passage mode button to enable it.
3. Set "Time period". You can pick the days and hours (Mon to Sun) or specify particular hours (like 8:00 to 17:00 every Sat, or 7:00 to 16:00 every Sat, Sun, and Thu).
4. Click "OK" then "Save".





### Note:

1. The lock won't automatically unlock or lock at the start or end of Passage Mode, so ensure it's in the desired state.
2. If the door is locked during Passage Mode, you'll hear "Passage Mode is On" after unlocking to remind you that the door won't lock even if you close it.
3. You can still manually lock the door from the inside using the knob or from outside by tapping and holding "#" on the keypad.
4. Passage Mode is set to repeat, so remember to turn it off after the scheduled time if you only want it for that day. Leave it on if you want automatic locking suppressed during specific times or days.
5. The font color of the name of the lock added to the app will change from black to orange as an indication that passage mode is enabled.

## D. Door Opening Direction

If the Lock/Unlock operation is working in reverse, check opening direction of your door (app/hardware). To check/correct it from the app:



1. Click Lock's "Settings" in the app's main interface.
2. Choose "Door opening direction" from the list.
3. Choose the correct/other opening direction, then click "OK" to finish.

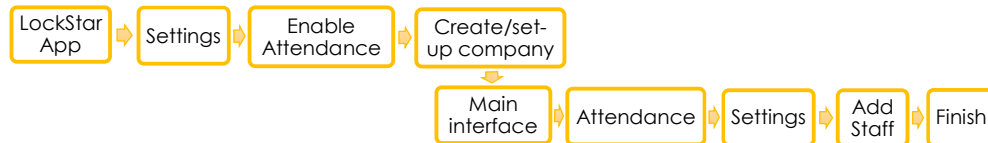
Alternatively, you can manually adjust the door opening direction inside the lock.

1. Unscrew the indoor lock body.
2. Locate the switch labeled L and R.
3. Move the switch from L to R or vice versa.



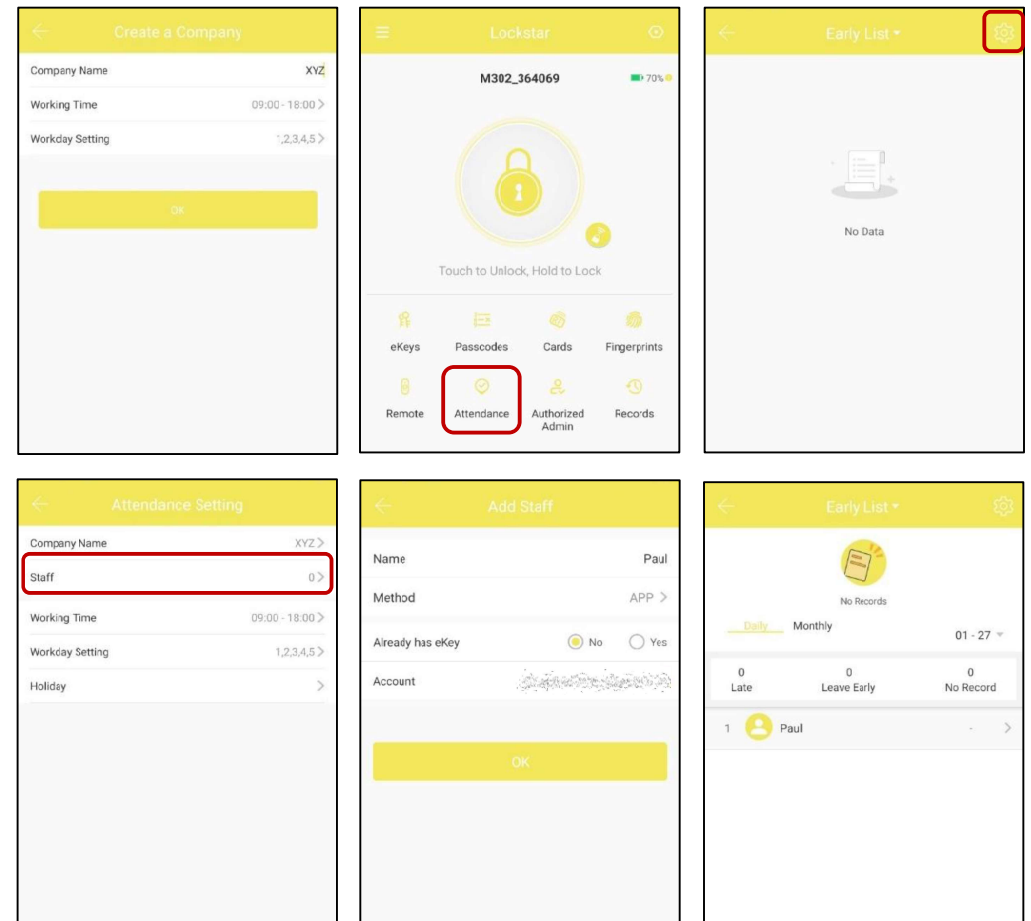
## E. Attendance

The LockStar smart door lock includes a special feature designed for managing employee attendance. It comes with functions for setting up work hours, checking statistics, and more. To use this feature, it must be enabled first in the lock settings.



1. Select Lock "Settings" in the app's main interface.
2. Choose "Attendance", then enable it.
3. Create a company and setup the working time.
4. Go back to main interface, then click Attendance.
5. Click gear settings icon at the top right corner of the screen.
6. Set-up attendance and add staff.
7. You can view the attendance records of staff and edit staff information.

**Note:** No log-out or exit records for fingerprint, card, and passcode users, as these methods are designed for unlocking the lock only. However, the system will record their entry time.

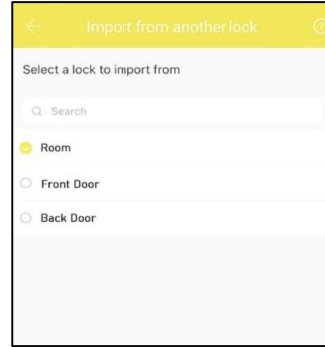


## F. Import from Other Lock

Import valid eKeys, passcodes, and cards (but not fingerprints) from one lock to another lock that were added to the app.



1. Open Lock "Settings" in the app main interface.
2. Select "Import from another lock".
3. Choose the lock from the list that you want to import its permissions.
4. Click "OK" to begin copying the data.



**Note:** This is done via Bluetooth, so make sure you are near the lock (recipient) when importing the data from the other lock.

## G. Privacy Lock

This feature is similar to "Do Not Disturb" in hotels. When activated, the lock can only be unlocked by the *admin passcode* or mechanical key. A voice message, 'Secure lock is on,' is triggered when attempting to unlock the door through alternative methods.

To activate the Privacy Lock:



1. Turn on "Privacy Lock" in the lock "Settings".
2. Press and hold for about 3 seconds the *secure/reset* button at the back panel of the lock (just below the knob) until a voice prompt "Secure Lock is On" is heard.



Press and hold for about 3 seconds to activate  
(Press and hold again to deactivate.)

## Why is it important to *TURN OFF* the Privacy Lock?

This feature may not be necessary in various situations and settings, as it holds the potential to lock out family or team members. This occurs if the Privacy Lock option is left ON and the *secure/reset* button is unintentionally pressed for about 3 seconds, thereby activating this feature unknowingly. It is recommended to turn OFF the Privacy Lock when you do not intend to use this feature.

## H. Lock Clock

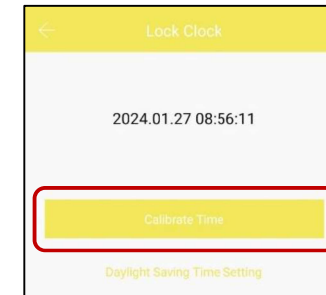
It's important to calibrate lock's clock especially if you are in different time zone with that of the lock's physical location. All the time-related codes/permissions created in the app will be with reference to this lock's time. Consideration should be made regarding the time difference when setting up code/permission validity periods.

To check/calibrate the lock's time:



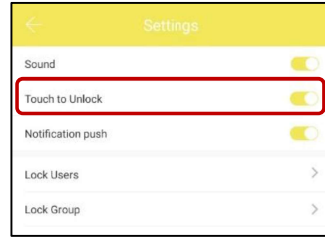
**Note:** When phone is connected to the internet (and provided that the lock's gateway is working), the lock's clock will be calibrated automatically based on your current time zone.

For manual calibration:



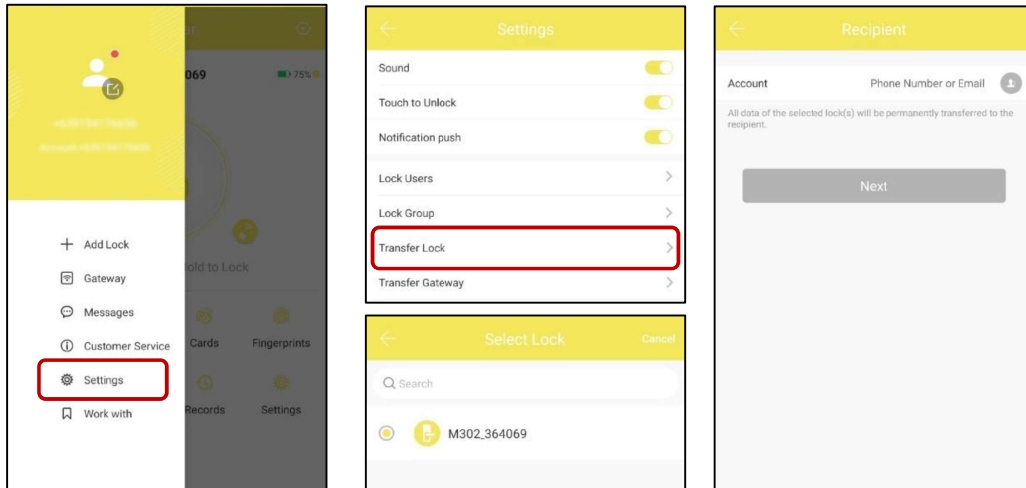
## I. Touch To Unlock

When enabled, you can effortlessly unlock your door by simply waking up and pressing any key in the lock's keypad, and for as long as the LockStar app is open (main interface). To activate:



## J. Transfer Lock Ownership

This feature provides convenience by allowing the seamless transfer of lock ownership to another account without the need for a reset and the hassle of reconfiguring the lock from scratch. To transfer lock ownership:



## Security Features

- 1. Keypad Locked:** After 5 failed passcode attempts, the keypad will shut down for 3 minutes before being able to attempt the passcode again. Mechanical key and App can be used to unlock in this state.
- 2. Records:** View locking and unlocking information to check when and who used it.
- 3. Unlock Notifications:** Received notifications when someone unlocks the door. Enable this feature by turning ON the "Unlock Notification" in the Lock Settings.
- 4. Messages:** Received messages (in the app) regarding lock activities. View the messages by clicking the hamburger menu.
- 5. Tamper Alert:** Triggers an alert if someone attempts to tamper with or force open the lock. This feature helps deter and notify users of any suspicious activity or unauthorized attempts to access the property. Access this feature by clicking lock "Settings" in the app's main interface.
- 6. Screen Lock:** Access the app only after being successfully verified with fingerprint, face ID or password. Enable this feature by selecting the system "Settings" under the hamburger menu.
- 7. Reset Button:** The reset button on the lock will be deactivated when this feature is disabled, enhancing security by preventing easy access to the lock's reset function.

## Other Functions Operation Instruction

### 1. Lock Settings

**Basics:** Display the Lock Number, MAC/ID, Battery level, Lock Name (You can rename the lock), Lock Group (The administrator can add multiple locks for grouping, which is suitable for rental housing), Admin Passcode (It is the unlocking passcode of the administrator, which can be changed to a custom passcode).

**Lock Sound:** On-by-default. By turning off, you will not hear the sound from the lock, such as the sound when pressing number keys on lock's keyboard.

**Upload Data:** Analyze the problem of the lock.

**Firmware Upgrade:** To check whether there is any update version.

### 2. System Settings

**Sound:** On-by-default, you can close it to turn off the sound of App unlock operation.

**Lock Users:** You can check your lock users here.

**Lock Group:** the administrator can add multiple locks for grouping, which is suitable for rental housing.

**Languages:** App system language setting.

### 3. System Reset

The lock can be reset by below two methods. (The default passcode for unlocking is 123456 after reset.)

**Method 1:** Reset by LockStar App (The phone needs to be near the lock.)

- Click Lock "Settings" in the app's main interface, then tap "Delete".
- Enter your account password then click "OK" to finish.

**Method 2:** Reset on the lock

**Note:** Reset Button needs to be **enabled** first in the app. To check: click lock Settings in the app's main interface, then locate Reset Button option - ensure that it is enabled.

- Remove one of batteries.
- Put the battery back, press and hold the reset button for about 10 seconds.
- When hearing the voice prompts "Please input the initialization passcode", release your finger from reset button and input "0000#".
- Remove one battery and put it back again.

Press and hold



### 4. Emergency Power Supply

Emergency power supply interface equipped on the front bottom side of the smart lock: to unlock the door temporarily by connecting to the emergency power supply interface with a 9V backup battery.



## Smart Home Integration

**Note:** To ensure proper functionality, the initial step involves setting up the **Gateway** and enabling **Remote Unlock** within the LockStar app.


### A. Google Home

1. In the Google Home App, go to "Devices" tab and tap "+ Add device" to add a device.
2. Choose "Works with Google Home".
3. Search for "ScienerSmart" and input your LockStar account and password on the ScienerSmart page to finish the authorization.
4. Follow the other steps in the Google Home app to complete the set-up.
5. Set a security code to use when unlocking with Google Home:
  - a. Open LockStar app, and go to lock Settings.
  - b. Select "Google Home" and set/change the "Security Code".

### B. Amazon Alexa

1. In the Alexa App, go to "More" tab and select "Skills and Games".
2. Search and enable the skill name "ScienerSmart" or "TTLock".
3. Input your LockStar account and password on the ScienerSmart/TTlock page to finish the authorization.
4. Follow the other steps in the Alexa app to complete the set-up.
5. To let Alexa unlocks your LockStar smart door lock:
  - a. Click the LockStar smart door lock added in the Alexa app.
  - b. Click the gear setting icon then enable "Unlock with Alexa App" and/or "Unlock By Voice And Echo Hub", then set-up your unlocking PIN code.

### Lock/Unlock Your LockStar Automatically Thru Alexa Routine:

1. In the Alexa app, select your LockStar smart door lock and tap "Create a Routine". Add a routine by clicking  symbol.
2. Name your routine (e.g., Lock Front Door).
3. Click "Add Event" and set up a "Schedule" for when the door will lock/unlock.
4. Click "Add an action":
  - For **Automatic Locking:** Choose "Smart Home", then "Locks" and select your LockStar smart door lock. Click "Add" then "Save".
  - For **Automatic Unlocking:** Choose "Customised" and enter "unlock [name of door/group] with [PIN code]". *Example: unlock Front Door with 1234.* Click "Confirm", select a responding device (e.g., This mobile device), and tap "Save".

## Frequently Asked Questions (FAQs)

Q: How can I reset my LockStar account if I forgot my password?

- A:
1. Open LockStar App, click Forgot password, enter the email address/phone number you registered for your LockStar account.
  2. Enter a new password, check Get code. You should receive verification code in the email/phone number. Enter the verification code to reset your password. Use the new password to sign in the account.

Q: Can I still use the smart lock when my phone is lost or turn off?

- A:
1. Yes. You can still use the traditional physical key or password to lock / unlock the door.
  2. Use a new phone to download the App. Sign in your App account with the email or phone number and password. Enter the verification code, then you can use the new phone to unlock the door. Don't forget to reset the door after you unlock it.

Q: The door won't lock automatically when I close it.

- A:
1. Check if Auto Lock is set. If not, press and hold the # key on the panel keypad for 3 to 5 seconds to lock the door.
  2. If the door doesn't lock automatically when Auto Lock is set, then the lock has been installed incorrectly.
  3. The Auto Lock function is not activated when the batteries are completely discharged. Check if the batteries are discharged.

Q: Lock configuration failed.

- A:
1. Remove the mechanical key from the cylinder.
  2. Check that the door was closed properly or if lock operation was interfered.

Q: The App is disconnected from the door unit and / or I can't find my lock on the App.

- A:
1. Close the App, turn off your phone's Bluetooth. Then turn Bluetooth back on, and open the App.
  2. Refresh the App.
  3. The lock can only be connected to one user's App. It's possible that another user's phone App is already connected to the lock. If you don't know which user is connected to it, you have to reset the lock.

Q: The smart lock has started beeping whenever I lock or unlock the door.

- A: This is an indication your battery is low; it's time to change the batteries.

Q: I'm unable to open the door from a distance of 10 meters / yards

- A:
1. The app works via a Bluetooth connection, which can be impacted by the environment.
  2. For both security and functionality reasons, try moving as close as possible to the lock.
  3. The battery is low, use the emergency power supply for the door.