

# APP Guide

Version 1.0

## HOW TO REGISTER

Download the Masgety Smart Lock app from Google Play or App Store. Search " TLLOCK."



**Register**

**STEP 1**  
Tap on register to get started!

**STEP 2**  
Fill out this and then tap "Get Code". You will be sent a verification code to verify your account! Once, you receive it, tap on "Register"

Note: The Smart Lock app is needed to use this lock. If this lock was professionally installed (or installed by someone other than the homeowner), make sure this step is performed by the homeowner.

## PAIRING YOUR LOCK

**STEP 1**  
Tap on the three horizontal lines.

**STEP 2**  
Tap on "+ Add Lock"

**STEP 3**  
Tap on "Next"

**STEP 4**  
Tap on the blue plus sign.

Note: You may need to tap on lock keypad.

## LOCK PAGE OVERVIEW

- Unlock/Lock**  
Unlock/Lock using phone's bluetooth
- Generate Passcode Page**  
Generate 6 different types of passcodes
- eKey Page**  
View and modify current eKeys
- Remote Unlock**  
Unlock remotely if Masgety Gateway is connected nearby
- Records Page**  
View entry times, attempts and methods
- Settings Page**  
View and modify settings
- Send eKey**  
Set up and send eKeys
- Cards/Fobs Page**  
Set up your fobs here
- Fingerprints Page**  
Set up fingerprints
- Passcode Page**  
View and modify passcode
- Authorized Admin Page**  
Create and edit admins
- Wireless Key Fob Page**  
Wireless Key Fob Page
- Unlock/Lock Status**  
Check status of lock

Note: Some of these icons may not appear if Masgety Gateway is not connected to the lock.

## APP UNLOCK/LOCK

To unlock the lock, tap this icon once.  
To lock the lock, press and hold on this icon.

Note: This will only work while you are within bluetooth range of the lock. Refer to Masgety Gateway Guide page for remote unlock/lock information.

## PASSCODES

**Generate Passcode**

**STEP 1**  
To access the passcode menu, tap on "Generate Passcode". This will take you to the passcode page.

**STEP 2**  
Enter a name for this Passcode.

Here is a breakdown of the 6 different code types for different durations.

Permanent	Lasts permanently	Erase	Erases all codes on lock
Timed	Lasts between selected hours	Custom	Choose your own digits such as 4321 (permanent or timed)
One-time	Lasts for one use	Recurring	Lasts during scheduled hours weekly

## PASSCODES

Pay attention to this text when generating a code. You may experience issues if these instructions are not followed.

Note: To generate custom codes, you will need to be within bluetooth range of the lock unless a Masgety Gateway is connected.

**Best Practice:**  
When inputting the passcode, use # + Code + #.

**Passcode Page**  
Within this page, you can:  
• Edit a passcode's number, validity, and name.  
• Delete code and view records.

Note: The above can only be done within bluetooth range unless a Masgety Gateway is connected.

## IC CARD / FOBS

**Cards**

To add a fob to your lock. Follow these steps.

1. Tap on "Cards".
2. Tap on "Add Card"
3. Choose the validity period of the lock.
4. Once the lock says "Please swipe your card", place the fob against 5 on the keypad.
5. If you hear "input successful", the fob can be used to unlock your lock.

## FINGERPRINTS

To add a fingerprint follow these instructions:

**Step1**  
Tap on Fingerprints.

**Step2**  
Tap on "Add Fingerprints"

**Step3**  
Select Fingerprint type depending on when you would like it to be valid.

**Step4**  
Follow instructions on app. You will be asked to place your finger on the sensor 4 times.

Experiencing issues with fingerprint recognition?  
 • Ensure the sensor surface is clean.  
 • Try a different finger.  
 • Ensure your finger is moist enough.  
 • Take out batteries for a minute and place back in.

## eKEYS

**eKey**

**Best Practices:**  
It is strongly recommended that the recipient first register for an account using the Masgety Smart Lock app.

**Step1**  
eKeys work by sharing app access of your lock with another Smart Lock account. eKey recipients will be able to use their phone to unlock/lock the lock.

**Step2**  
Enter recipient's username. It will be the phone number or email address used during registration. eKeys do not require wifi or bluetooth to be sent or revoked.

## AUTHORIZED ADMIN

**Authorized Admin**

**Step1**  
Authorized Admins are similar to eKeys; however, an authorized admin can do the following:  
 1. Unlock/lock via the app.  
 2. Generate, Edit, Delete passcodes, IC cards, & fingerprints  
 3. Adjust settings like passage mode, auto-lock timer, & turn on/off the lock sound.

**Step2**  
Enter recipient's username. It will be the phone number or email address used during registration.

## PASSAGE MODE & AUTO-LOCK

**Settings**

**Step1**  
Auto-lock will automatically lock the lock when it has been opened after 5 second by default. This can be adjusted with Passage Mode and Auto-lock timer. Outlined below is how to adjust these settings related to auto-lock.

**Step2**  
Select Passage Mode

**Step3**  
Passage Mode disables auto-lock during a set schedule.

## LOCK SETTINGS

Here are some settings you should familiarize yourself with.  
 Under **Basics**, you can view and change information such as Lock Name.  
**Gateway** shows signal strength if Masgety Gateway is connected.  
 With **Remote Unlock** on and a Masgety Gateway connected, you can remotely unlock/lock your lock.  
**Lock Sound** adjusts the locks sound level.  
**Import from another lock** allows for the transfer of passcodes and fobs from one lock to another.  
 Delete will remove the lock from your account and clear any settings one the lock. You must be near the lock to do this.

## Masgety WIRELESS KEY FOB

**Wireless Key Fob**

Do something similar with "Wireless Key Fob" Follow these steps.

1. Tap on "Wireless Key Fob"
2. Tap on "Add Key Fob"
3. Choose validity period.
4. Follow on app instructions to pair the wireless key fob.
5. Use unlock and lock to interact with lock.

Note: A Wireless Key Fob can only connect to one lock.

## INTEGRATIONS

Our locks work with the following software:

- WORKS WITH Google Assistant
- COMPATIBLE WITH Amazon Alexa

With more to come in the near future.

## MASGETY GATEWAY

The Masgety Gateway bridges any nearby locks to your local wifi allowing for remote control.

**Gateway**

With the Masgety Gateway connected.

- Receive unlock notifications wherever you are.
- Remote unlock/lock.
- Check access logs whenever you need them.
- Generate, edit, or delete custom codes for your guests.
- Access the features of the webportal version of our app for free!
- Check battery level remotely.

## FAQ

**Q:** I entered a code or fingerprint incorrectly too many times and my lock will not accept any new inputs.  
**A:** Unlock the lock once via the app or wait 5 minutes.

**Q:** How can I manually lock the lock?  
**A:** Press and hold # to lock the lock.

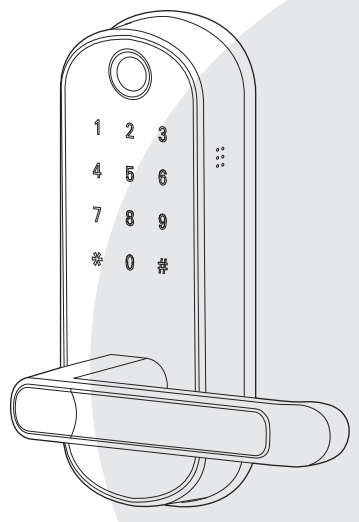
**Q:** The batteries died before I could replace them. What can I do?  
**A:** Use the provided physical keys to open or plug in a powerbank into the slot on the underside of the keypad to power it up to be able to enter and change the batteries.

**Q:** How do I share access of the lock on 2 different phones?  
**A:** Refer to eKeys or Authorized Admin section on how to do that is.

Not working like it should? Contact us with the following information for quicker resolution.

- Which product you do have?
- Where are you in the setup process?
  - Installing the product.
  - Setting up the app and pairing the product.
  - Already set up app with the product.
- How long have you had our products for?

Here is how you can contact us:  
 Email: allrightwish@gmail.com  
 Live Chat: masgety.com



Installation Guide  
Version 1.0

### Installation Video



go to <https://www.masgety.com/tutorials>  
to watch short installation video.

**WHAT'S INCLUDED**

Latch and strike	Exterior Assembly	Interior Assembly	Screws
			<p>Step 2</p> <p>Step 3</p> <p>Step 4</p> Backup screws

Phillips headscrew driver  
Note: No drill needed

**PRODUCT OVERVIEW**

FRONT PANEL	BACK PANEL
 1 2 3 4 5 6 7 8 9 * 0 # Key hole cover Backup power port	 Fingerprint reader Keypad & Fob Reader Battery cover Battery pack Reset button

**EXPLOSIVE VIEW**

**1 Adjust the backset of latch (if needed)**

**A** Hold the latch in front of the door hole, with the latch face flush against the door edge.

**B** If the latch holes are centered in the door hole, no adjustment is required. Proceed to step 2. If the latch holes are NOT centered, adjust latch. See "Latch Adjustment."

**C** Latch adjustment (only if needed)

**2 Install latch**

**A**

**B**

Note: The square hole must be horizontal

**3 Install front panel and interior mounting plate**

**A**

**B**

Note: Choose the screws that will fit the thickness of your door. Check labels on the screw bags.

**4 Connect wire connector and install back panel**

**A**

Note: The wire connectors can only be connected in one way.

**B**

**C**

**D**

**5 Install 4 AA batteries and battery cover**

**A**

**B**

**C**

**6 Install the door handles**

**A**

**B**

**C**

**A**

**B**

**C**

**7 Insert the key and test the installation**

Install our lock on top (only if needed)

Install our lock on top

Due to the size of our lock, our lock may interface with existing deadbolt. If there is a deadbolt lock on top, install our lock on top bore hole and move the deadbolt lock to the bottom bore hole to avoid installation issues.

**IC Caution**

-English:  
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:  
(1) This device may not cause interference, and  
(2) This device must accept any interference, including interference that may cause undesired operation of the device.  
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

-French:  
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:  
(1) l'appareil ne doit pas produire de brouillage, et  
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.  
Le matériel a été évalué pour répondre aux exigences générales d'exposition aux radiofréquences. Le dispositif peut être utilisé dans des conditions d'exposition portables illimitées.

**FCC**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Return and Warranty Information**

**Return Policy**  
30 day money back guarantee from date of purchase. Some exceptions may be made with a restocking fee on a case by case basis and buyer may be responsible for return shipping cost. For inquiries regarding this, please contact us at [allrightwish@gmail.com](mailto:allrightwish@gmail.com).

**Product Warranty**  
We offer a 1 year free replacement from the date of purchase. To claim your warranty replacement, the first request or inquiry must be made within 1 year of date of purchase. Any requests or inquiries after 1 year from the date of purchase are not eligible for warranty. Masgety reserves the right to deny a replacement request. For inquiries regarding this, please contact us at [allrightwish@gmail.com](mailto:allrightwish@gmail.com).