DESi
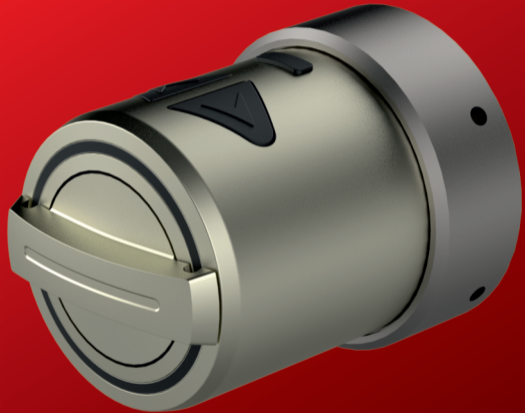
utopic R α

Wireless Smart Lock
USER MANUAL

GENERAL INFORMATION and WARNINGS

- Before using your smart lock, **Locking way (right or left handed door)** and **Number of turns** should be adjusted properly. Otherwise, the smart lock will not work in the correct way and maybe broken.

- For emergency conditions, we recommend you to put the keys in an accessible place (like car, bag etc.)

- If there is any problem with the door or the locking mechanism, first of all, those problems have to be solved. The door's mechanical parts and locking mechanism have to work properly.

- If there is a problem with the device, first look to the troubleshooting part of this manual. If you cannot solve the problem, contact your dealer.

- All the system needs to be protected from water, direct sunlight and shocks.

- Auto-rotating parts of the device can cause injuries during installation. BE CAREFUL!

- If you are leaving your home for an extended period of time, first fully charge your smart lock and take your mechanical key with you. If you would leave more than 2 months, after charging your smart lock, either shift the smart lock to childlock mode. Otherwise, the batteries of your product would die due to deep discharge.

- The electronic knob is not suitable for manual rotation. If it is try to turned by force, the buttons and electronic system may be damaged. You can rotate the lock manually with the handle on the knob.

IMPORTANT WARNING: IF THE CHARGING PROCESS ENDS LESS THAN 15 MINUTES EVEN SMART LOCK HAS LOW BATTERY LEVEL, DO NOT ATTEMPT CHARGING AGAIN AND SERVICE IMMEDIATELY.
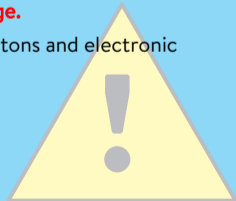
1. FEATURES OF THE DEVICE

Structure
ABS Plastic

Compatible Cylinder Type
Euro-Profile

Batteries and Battery Life
Your smart lock is equipped with rechargeable Lithium Ion batteries.
According to DESi labratory tests, with a usage of 10 operations per day on a 2 turns lock, battery life of smart lock is as follows:
90* days (Either RF or BLE is active)
60* days (Both RF and BLE are active)

Communication Capability
Bluetooth Low Energy
ISM RF 434 Mhz

Control Options and Compatible Accessories
Wireless Fingerprint Readers
Wireless Keypad
Wireless Auto-Locking Module
Wireless Home Automation Interface Remote Controllers
Remote Access Module

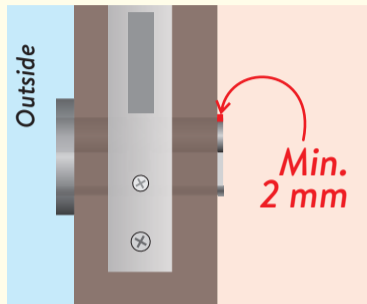## 2. BOX CONTENT

1x Wireless smart lock
1x Charging Cable (USB)
1 x Charging Adaptor
1x Installation screws and Hex key

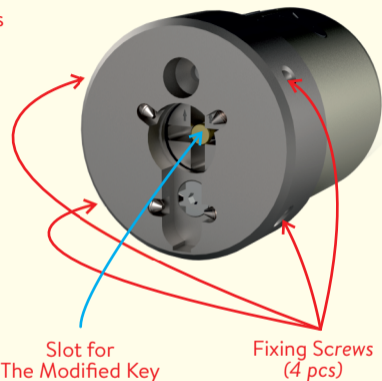# Smart Lock Installation, Adjustments and Pairing The Smart Phone Video
https://www.youtube.com/watch?v=KF7SPaxDlws

3. PARTS OF DEVICE and INSTALLATION (TYPE A)

Outside

Min. 2 mm

Important !

The existing cylinder should come out, at least **2 mm** to be caught by smart lock Type A.

Charging Port
(*microUSB*)

Control Buttons

Fixing Screws
(*4 pcs*)

Handle for Manual Operation

Slot for The Modified Key

Fixing Screws
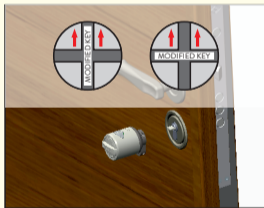(*4 pcs*)
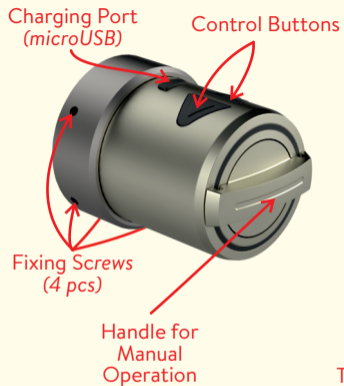
VERTICAL   *HORIZONTAL*

INSTALLATION (TYPE A)

Follow the steps below to install smart lock to the existing cylinder:

-   Insert one of exiting keys to the cylinder and mark it 4-5 mm from the surface of cylinder.

-   Take out the key and saw off the head of the key fom marked line. You may need some tools like vice, hacksaw etc. Use a rasp to smooth the edges. DESi accepts no liability for damages.

-   Insert modified key to cylinder and verify that it is cut in a proper way.

-   Install the smart lock on the cylinder where **the arrrows on the key slot point upward** and the modified key is in the position that **it can be taken out from the cylinder without rotating** *(could be either horizontal or vertical.)*

-   First tighten 4 fixing screws lightly, then tighten them firm.
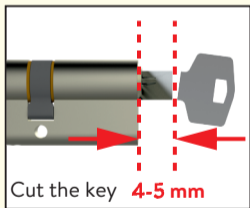
Cut the key **4-5 mm**

If your key thickness is thinner than 2.4mm, please refer to the 'USE WITH THIN KEYS' section on the last pages.

Keep the modified key in the position that it can be taken out. Don't rotate!

Install the smart lock on the cylinder. The arrows on the key slot should point upward.
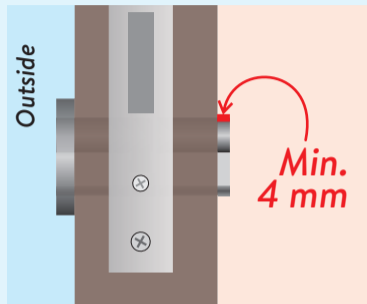
Tighten the 4 fixing screws.

Smart Lock Installation, Adjustments Video https://www.youtube.com/watch?v=KF7SPaxDlws

4. PARTS OF DEVICE and INSTALLATION (TYPE B)

Outside

Min.
4 mm

Charging Port
(microUSB)

Control Buttons

Handle for
Manual Operation

Gripping
Screws
(2 pcs)

Fixing
Screws
(2 pcs)

The Slot for Modified Key

Important

The existing
cylinder should
come out, at least
4 mm to be
caught by smart
lock Type B.

VERTICAL
(2 way slot)

HORIZONTAL
(2 way slot)

*In some
models*
(1 way slot)

INSTALLATION (TYPE B)

Follow the steps below to install smart lock to the existing cylinder: -

Insert one of exiting keys to the cylinder.

      If your device has 2 way slot, mark the key 5 mm from the surface of cylinder.

      If your device has 1 way slot, mark the key 7 mm from the surface of cylinder.

- Take out the key and saw off the head of the key fom marked line. You may need some tools like vice, hacksaw etc. Use a rasp to smooth the edges. DESi accepts no liability for damages.

- Insert modified key to cylinder and verify that it is cut in a proper way.

- Install the smart lock on the cylinder where **the arrrows (if exist) on the key slot point upward** and the modified key is in the position that **it can be taken out from the cylinder without rotating** *(could be either horizontal or vertical.)*

- First tighten 2 gripping screws and then tighten 2 fixing screws.
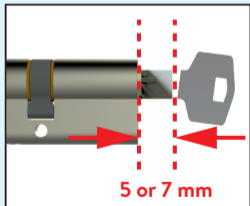
Cut the key in accordance with slot type of your smart lock.

Keep the modified key in the position that it can be taken out. Don't rotate!
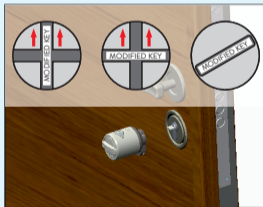
Install the smart lock to the cylinder. If it has 2 way slot, the arrows should point upward.

First, tighten 2 gripping screws and then, tighten 2 fixing screws.

5. SETTING UP YOUR DEVICE
5.1. ENROLLING A MOBILE PHONE AS MASTER CONTROLLER

**NOTE:** *For Android phones, when you are installing the app, it will ask permissions. All the requested permissions need to be given without any restriction. Otherwise, the app may not work properly.*

- Search "Desi Utopic" on application stores. Download, install and run the application.
- Choose desired language and define a password or skip it.
- Press and hold two buttons on smart lock until you hear a long warning tone and then release buttons. After that you will hear a short warning tone.
- On application screen, touch "+" on the top left corner to see the list of Utopic smart lock around.
- Touch the UTOPIC line, enter a name for your device and touch the "green tick". If the pairing is successful, you will hear multiple tones and your mobile phone will be master controller of smart lock.
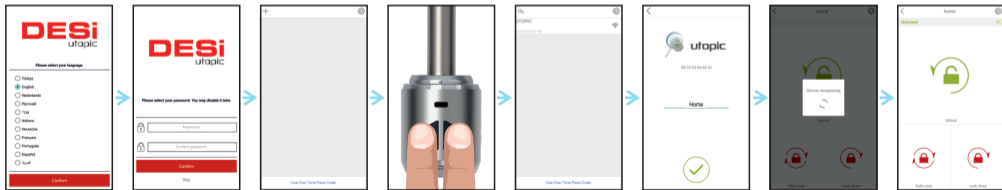
TIP: After the first pair, wait until the lock status (top left), battery status (top right) appear on the home screen.

MOBILE APPLICATION

If you enroll your smart phone as first controller, it will be master controller of your smart lock.

Both master and user controllers can lock/unlock the smart lock. Besides, only the master controller can change settings of smart lock.

Before using your smart lock, you should adjust it properly by setting "locking way" and then "number of rotation" according to your lock.

If you want to change the master controller of smart lock, check "HOW TO RESET SMART LOCK" topic on the last page or please click on the link to watch how to reset video https://www.youtube.com/watch?v=_4y8HBLEAyk

To use all available features of your device, **we highly recommend you to use a smartphone as master controller.**

NOTE: *For Android phones, when you are instaling the app, it will ask permissions. You need to approve all the permissions asked. Otherwise, the application will not work properly. If you deny permissions, you will need to delete the application and install it again.*

5.2. APPLICATION SETTINGS

If you touch the menu button in the top right corner when it is not connected to smart lock, you will reach settings menu of application. Related menu items are as follows:

PASSWORD: You can disable, enable or change the password of application.

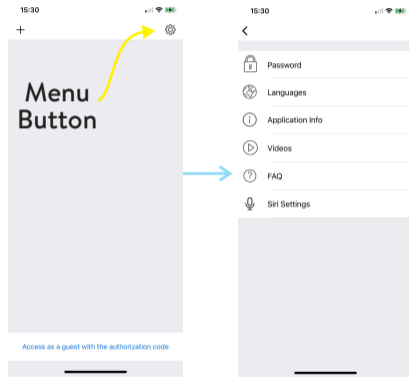Also you can enable biometric login or face ID from that menu.

LANGUAGES: You can change language of the application.

APPLICATION INFO: You can see the version of installed application.

VIDEOS: You can see videos about usage of smart lock.

FAQ: You can see questions and answers about usage.

SIRI SETTINGS: You can open your lock with voice commands (Only for

Iphone)

Menu
Button

5.3. KNOB SETTINGS / ADMINISTRATION MENU

If you touch the menu button in the top right corner when the application is connected to smart lock <u>as master controller</u>, you will reach to settings menu of connected smart lock. You can change settings of your smart lock and perform administrative activities via this menu.

Related menu has 4 tabs: **Device Info, Knob Settings, Users, Reports.**

5.3.1. DEVICE INFO TAB

In this tab, you can see following information:

> Device Name
> Favorite Device
> Battery Level
> Users - (Number of Enrolled Controllers)
> Operations- (Number of Locking or unlocking)
> Device Type
> Software version
> Button Mode
> Encoder or Key Entry

Menu Button

Device Info Tab
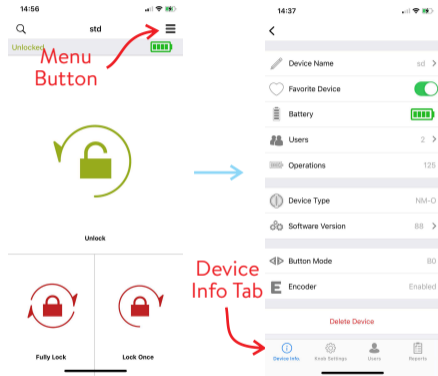
If you want to delete connected device from your mobile application, touch the "Delete Device" button in this menu.

NOTE 1: Blue colored menus and menu items are available <u>for master phone only</u>.
NOTE 2: Your device's firmware can be updated via master phone. For details please check page 27.
TIP: To access settings without problem wait until the lock status (top left), battery status (top right) appear on the home screen.

5.3.2. KNOB SETTINGS TAB

In this tab, you can change following settings:

SETUP WIZARD: You can reach quick setup settings and easily follow steps.

DELAYED LOCKING: If this feature is enabled, the device will lock the door 10 seconds after the locking button on the device is pressed. When you are going out, if you press the locking button on the device and then close the door, it will automatically lock your door in 10 seconds.

AUTO LOCK: Your device has an automatic locking feature which let the device locks itself -either one turn or full turns- automatically in 15, 30, 45 or 60 seconds after it is unlocked. If you enable auto-locking, you will see DAY MODE setting which gives flexiable options for office use. If DAY MODE is enabled, you can define 1 or 2 periods for selected days, which Auto-Locking **will not work.**

Please watch video for details https://www.youtube.com/watch?v=IiVxwj-7yyI
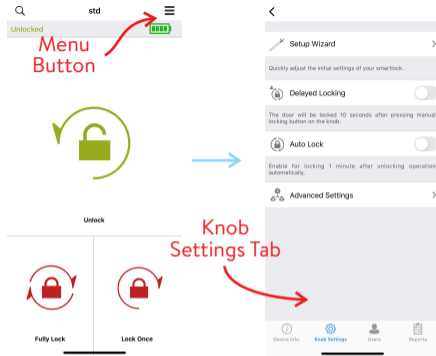
Mobile phone and the smart lock must be disconnected for the auto lock and delayed locking features to work.

Adjust Before Use !

INVERT LOCKING WAY: You should set locking way of the device in accordance with your door's locking way.

ADJUST NUMBER OF TURNS: You should set how long the device will rotate to lock the door in accordance with your door's lock. For this purpose, close the door (do not lock) and then touch "Blue Rotating Arrow" button. The device will retract the latch, lock and then unlock the door.

5.3.2.a. ADVANCED SETTINGS PAGE

BUZZER OF KNOB: You can enable / disable activation sounds coming from smart lock.

INVERT LOCKING WAY: You should set locking way of the device in accordance with your door's locking way.

ADJUST NUMBER OF TURNS: You should set how long the device will rotate to lock the door in accordance with your door's lock. For this purpose, close the door (do not lock) and then "Blue Rotating Arrow" button. The device will retract the latch, lock and then unlock the door.

DEFINING KEY OVERRIDE POSITION: Only work with Utopic-OK encoder series smart lock. **(Check last pages for details)**

LATCH RETRACTION PERIOD: You can adjust the time period which the smart lock keeps latch of the lock inside when it unlocks the door. (1 sec - 3 sec - 6 sec). 0 sec is for the doors without latch.

MOTOR POWER: You can adjust the power (and also speed) of motor in 4 different levels, adjust to the lowest level which can lock and unlock your door without any problem. Higher powers will decrease battery life.

MOTOR TYPE: If your smart lock is equipped with coreless motor, you need to change motor type to coreless. You can get detailed information from your dealer about coreless motor.

If you have a device with coreless motor and if it cannot keep the latch of the lock inside, enable "Power Hold" option.

BUTTONS FUNCTIONS: You can change roles of the buttons with this menu. B0- buttons work and you are able to get inside reset or child mode. B1- buttons work but you cannot able get inside reset or child mode. B2- buttons are disable.

POWERFUL RF CONNECTION: You should activate this mode only if you are having problems with keypad, fingerprint reader, remote control or similar RF-operated control devices. For example, if your lock only works when you enter your password 2-3 times or swipe your finger, this mode should be activated. If you have not such a problem and activate this mode, your smart lock will consume more battery.
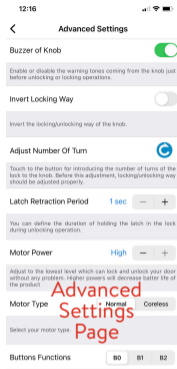
Advanced Settings Page

After making a change in any setting, it is recommended that you return to the main screen and press lock or unlock button.

5.3.3. USERS TAB

In this tab, you can manage controllers of smart lock including auto-locking module, home automation interface, keypad, fingerprint reader, remote controllers etc. If you touch "Controllers" line, you can edit enrolled controllers. If you touch any user, you reach dedicated controller page which you can edit name or delete the controller one by one. In addition, you can apply time limited access to any user or controllers from this menu.

You can enroll new controller if you touch "Enroll New Controller" line, Please check next 2 pages for detailed explanation.

If you touch "Delete All Contollers" line, all enrolled controllers will be deleted.

Please note that you cannot delete "Master Controller" till you FACTORY RESET the smart lock.

After making a change in any setting, it is recommended that you return to the main screen and press lock or unlock button.
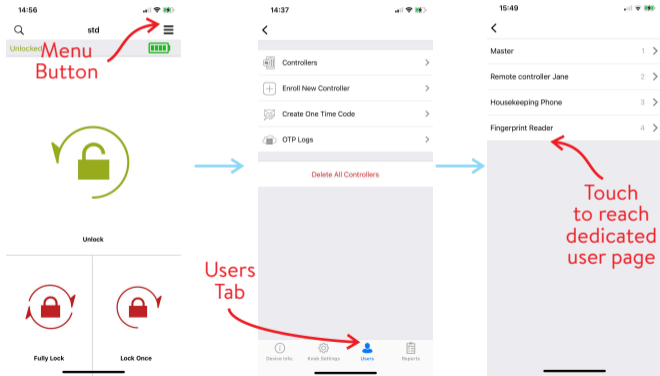

Besides managing contollers, you can generate and send "**one time/limited time access passwords**" by touching "Create One Time Code" line. Details will be explained on page 18, 19 and 20.

5.3.3.1. ENROLL NEW CONTROLLER:

Your smart lock may learn up to 39 controllers. To shift your smart lock to enrolling mode, touch "Green Plus" sign as shown and the smart lock will give a long then short warning tones. After the short tone, you need to send locking or unlocking signal via the new controller as explained below:

For how to video, please click on the link
https://youtu.be/7iKNoLvnvN8?t=30

Menu Button

Users Tab

Touch to shift smart lock to pair mode
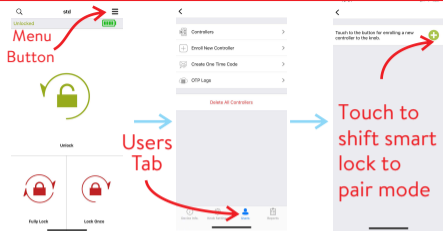
For fingerprint reader;

wake it up and touch the locking button.

For keypad;
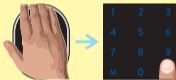
wake it up and touch the locking button.

For remote controller;

press and hold any button.

For auto-locking module;

take the magnet closer to triangle sign and wait indicator is lit.

For home automation interface;

3-12 V DC

power up the device and short-circuit and then open-circuit yellow and black cables.

For **other controllers**, send locking or unlocking signal via related controller.

For enrolling **a new mobile phone**, please check next page.

5.3.3. 2. ENROLLING A NEW (USER) MOBILE PHONE VIA MASTER MOBILE PHONE

NOTE: For Android phones, all the requested permissions need to be given without any restriction during installation of app.

- With *NEW MOBILE PHONE*, search "Desi Utopic" on application stores. Download, install and run the application.
- Choose language and confirm.
- Connect to smart lock MASTER MOBILE PHONE, touch menu button in the top right corner and go to Users tab.
- On Users tab, touch "Enroll New Controller" line to go enrolling new contoller page. After that touch to "Green Plus" sign next to "Enroll New Controller" line. Smart lock will give a long (5 sec.) and then a short warning tones.
- With *NEW MOBILE PHONE***,** Touch "+" on the top left corner to see the list of Utopic smart locks around.
- Touch the UTOPIC line and enter a name and press green tick. When multiple warning tones heard, smart lock and new mobile phone paired successfully.

For how to video, please click on the link https://www.youtube.com/watch?v=e8zrLpyHFvo
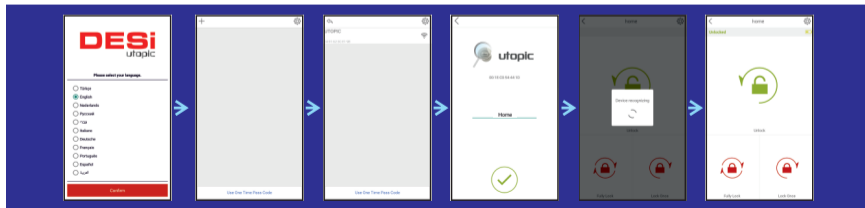
5.3.3.3. GENERATING ONE TIME/LIMITED TIME ACCESS CODE VIA MASTER PHONE

If you are the master user of smart lock, you can let anybody unlock the door via application or wireless keypad, even if you are far away. Internet connection is not needed for this function to work.

5.3.3.3.a. ONE TIME ACCESS VIA APPLICATION (Generating One Time Access Code)

- Touch to "Settings" and go to "Users" tab then to "Create One Time Code", then "Via App".

- If you want to limit the validity of the code by a period (you need to connect smart lock via bluetooth), enable "Time Limited Access" feature and set the beginning and ending date. (During defined period, the generated code **will work only 1 time** and if somebody tries to use generated code on a date which is not in defined period, it will not work.)

- After that, touch to "Create One Time Code". Pop-up will appear which shows the generated code. You can touch to "Share" button to share related information.
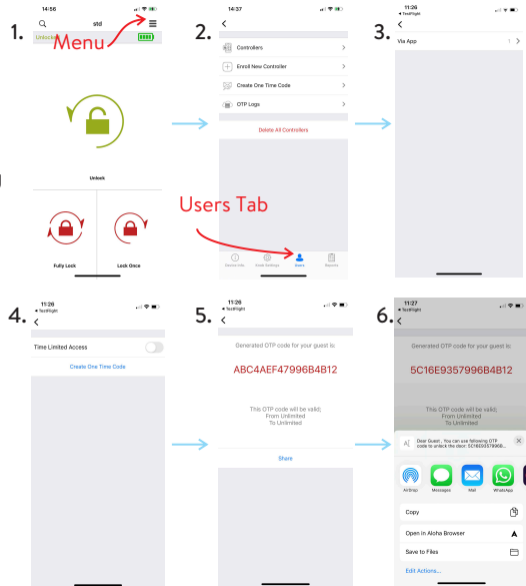
Unlocking The Door By Using Generated Code

- Copy the shared code to clipboard. (You can copy all the shared text. The app will filter the code automatically.)
- Install Utopic application to your mobile phone, launch the app, choose the language.
- Hold your mobile as close as possible to the door that smart lock is installed and on the main screen, touch to "Use One Time Pass Code" button located at the bottom of main screen.
- The application searches available smart locks around and when it finds, it will ask to use the code on the clipboard with a pop up. Touch the confirm button. When you see the code as it is written on the screen, touch to "Green Tick" to unlock the door.
- If the code is valid for the lock, the smart lock will unlock the door and you will see a confirmation pop-up.

5.3.3.3.b. TIME LIMITED ACCESS VIA WIRELESS KEYPAD *(The Wireless Keypad is sold separately as an accessory)* Before enrolling the wireless keypad to your smart lock, you need to enable "Time Limited Access" mode on keypad's settings. To enable/disable "Time Limited Access" mode, follow the instruction below:

- Tap with your palm to wake up the device. Then touch the
- "SETTINGS" button. "MASTER" will be displayed on the screen.
- Enter 5 digit master password. "≡≡" symbol will appear on the screen.
- Touch the "0" button. "OTP" will appear on the screen. Touch the "SETTINGS" to enter menu.
- Touch the 'LOCK' to cycle through the selections; "ON" means
- OTP is on, "OFF" means OTP is off.
- Touch the "SETTINGS" to save your choice.

Display
Touch Buttons
Lock Button
Menu Button
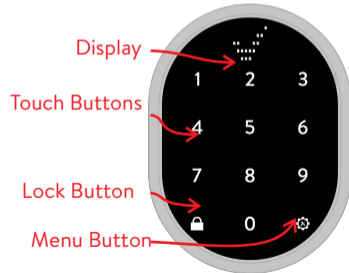
After enabling OTP mode on keypad, follow the steps below to enroll it to the smart lock:
- Launch the app on the master phone and connect to the smart lock.
- Touch to "Settings" icon located on upper right corner and go to "Users" tab.
- Touch to "Enroll New Controller" and then touch to "green plus" sign on the right. The smart lock will give a long and then a short warning tone.
- After warning tones, wake the keypad up by putting your palm to the touch keys and then enter "2222".
– The smart lock will give multiple warning tones and the keypad will be enrolled to the smart lock. After that launch the app on master phone, connect to the smart lock, touch to "Settings" icon located on upper right corner and go to "Users" tab. If the enrolling process is successful, you will see "Via Keypad" line, besides "Via App" when you touch to "Create One Time Code" line.

Generating Time Limited Access Code To Use Via Keypad
- Launch the app on the master phone and choose the smart lock that you want to generate codes.
- Touch to "Settings" icon located on upper right corner and go to "Users" tab.
- Touch to "Create One Time Code" and then "Via Keypad".
- To have an enhanced / explanatory usage log, choose one of the following roles for the time limited code: *Guest, Administrator, Room Service, Maintenance, Runner*
- After choosing the role, you will see following titles to set on coming page:
 Check In & Out Time: Default check-in time is 14:00 and check-out time is 10:00. This period is valid for all the time limited access codes. (To change default values of this setting, you need to connect smart lock via bluetooth)
 Usage: You can choose if the generated password will be a one time (single) or multi time usable during given period.

From: You can choose beginning date of the period which the generated password will be valid.
To: You can choose ending date of the period which the generated password will be valid.
After choosing desired settings, touch to "Create One Time Code" line.
- A pop-up will appear which shows 8 digit password. You can share generated information by touching related button.

Unlocking The Door Via Keypad By Using 8 Digit Time Limited Access Code
Wake the keypad up and enter the 8 digit code. If it is valid, the smart lock will unlock the door.
After first succesful usage of the 8 digit code, you can use last 4 digits of code during the period.

Besides, keypad has master password (and +1 user password, if enabled) for unlocking the smart lock. If you touch to Menu button after waking the keypad up, you can enter the master (or user) password to unlock the smart lock.

Adjust Before Use !

You should change the default master password of the keypad before using it as mentioned below:
- Tap with your palm to wake up the device. Then touch the "SETTINGS" button. "MASTER" will be displayed on the screen.
- Enter "12345" as the default password. "≡ ≡" symbol will appear on the screen.
- Touch the "7" button. "PASSWORD" will appear on the screen. Touch the "SETTINGS" button to enter menu.
- When the "MASTER" appears, touch the "SETTINGS" button again.
- Enter your new 5-digit master password when "NEW PASS" is displayed on the screen. When "REPEAT" is displayed, re-enter the 5 digit password. Thus, your master password will be changed.

IMPORTANT NOTES

- You can generate time limited access codes while you are away. Bluetooth or internet connection is not necessary. Besides, if you want to change check-in/out times, you should connect to the smart lock via bluetooth.

- "Single" usage codes can be used "1 time only". "Multi" usage code will be valid during selected period.

- You can generate both "single" or "multi" usage codes for the same date.

- If you generate two different multi usage codes whose periods have intersection and if the code which has a recent beginning date is used, it cancels the code which has a former beginning date, as explained below:

    Let's say you generate a code which is valid from 20th to 25th of September *(1st code)*

    After that, you generate another code which is valid from 23th to 25th of September *(2nd code)*

    On 23th of September, if you use *1st code*, it unlocks the smart lock.

    On 23th of September, if you use *2nd code*, it unlocks the smart lock and cancels *1st code*. After the first usage of *2nd code*, *1st code* will not unlock the smart lock anymore.

- If you generate a multi usage code whose validity interval begins in a month and ends in next month and if the code is not used in first month, it will be cancelled automatically, as explained below:

    Let's say you generate a code which is valid between 30th of September to 5th of October.

    If the code is used on 30th of September, it unlocks the smart lock and will be valid till 5th of October. If the code is not used in September, it will be cancelled automatically. So it will not work in October too.

5.3.4. REPORT TAB

In this tab, you can see which user unlocked or locked the device with time and date information.

5.4. USAGE
Before you use your smart lock, you should adjust it properly according to the lock which smart lock will work together.
First, you should adjust "direction of locking" and then "number of rotation" (see page 12)

5.4.1. UNLOCKING AND OPENING THE DOOR
Launch the app, connect to your smart lock and touch UNLOCK button. Your smart lock will unlock and open the door.
You can also unlock and open the door via button on smart lock. For emergency conditions, the handle and key also can unlock and open the door.

5.4.2. LOCKING THE DOOR
Launch the app, connect to your smart lock and touch either LOCK ONCE (to lock the door 1 turn) or FULLY LOCK (to lock all the turns) button. Your smart lock will lock the door.
You can also lock the door via button on smart lock. For emergency conditions, the handle and key also can lock the door.

5.4.3. CHILD LOCK (NIGHT) MODE
If you enable child lock mode, smart lock will behave like a standard mechanical lock. You can use it either with a mechanical key or the handle only. **None of enrolled controllers (except master controller - FW 87 and above only) and buttons on the smart lock will not work** till child lock is disabled.
To enable child lock, press and hold two buttons on the smart lock till you hear a long (3 sec.) warning tone. To disable child lock, press and hold two buttons on the smart lock till you hear 3 short warning tones.

5.5. MAINTENANCE

You can clean external surfaces by soft, slightly damp cloth. Never use abrasive chemicals or water for this purpose. Don't try to disassemble your smart lock.

5.5.1. CHARGING YOUR SMART LOCK

If you hear three short tones after operation of the smart lock or if the rotation speed is too slow compared to normal working speed, you need to charge your smart lock.

Important !

- Charging period of the device is around 3 hours. We recommend to charge it under supervision and at least once in two months even if the batteries are not empty. Use provided charger and cable. With your own risk, you can use any 5 V DC microUSB chargers or a powerbank. Use **high quality** chargers, cables and powerbanks **only.**

- You may use your smart lock as it is connected to charger. The device will automatically adjust itself to work as always connected. (valid for firmware version 72 and higher.)

- If you are leaving your home for an extended period of time, first fully charge your smart lock and take your mechanical key with you. If you would leave **more than 2 months**, after charging your smart lock, shift the smart lock to child mode. **Otherwise, the batteries of your product would die due to deep discharge**.

- If your recharging time falls below a week, please contact the technical service or dealer.

Do not leave the charger on the smart lock after the charging process is finished.

6. TROUBLESHOOTING

SMART LOCK CANNOT FULLY LOCK/UNLOCK THE DOOR

- There can be high friction on the lock or latch bold. It may be caused by sag of the door or unadjusted locking mechanism. Check if you can open the lock and the latch with a key easily. If there is a problem on door or lock, that need to be fixed.
- Batteries of smart lock may be weak. Recharge the batteries.
- The smart lock need to be adjusted according to the lock after installing your smart lock. Please check page 12.

THE LOCK IS NOT UNLOCKED/LOCKED EVEN THE SMART LOCK IS ROTATING

- The mechanical key would be cut shorter during installation. Please check page 5 and 7 for details.
- There would be a problem related with connection between motor and rotating shaft. Call your dealer and ask for service.

THE CONTROLLERS CANNOT OPERATE THE SMART LOCK

Child lock would be activated. To deactivate child lock, press two buttons on smart lock and wait till you hear 3 short warning tones.

I CANNOT ADJUST THE SETTINGS OF SMART LOCK WITH MY PHONE

The phone is not enrolled to the smart lock as master controller. If you want to change the master controller of smart lock, check "HOW TO RESET SMART LOCK" topic on the page 28.

Smart Lock Installation, Adjustments and Pairing The Smart Phone Video

https://www.youtube.com/watch?v=KF7SPaxDIws

I CANNOT ENROLL MY PHONE AS THE MASTER CONTROLLER

There would be a controller which is already enrolled to smart lock. If you want to change the master controller, first you need to reset the smart lock (check last page) and then enroll your mobile phone (check page 8.) If you reset the smart lock, all the controllers including auto-locking module, keypad, fingerprint reader etc. need to be reenrolled to the smart lock after enrolling new master phone.

MY PHONE CANNOT CONNECT TO THE DEVICE

- For Android smartphones, all the permissions (e.g. location, bluetooth etc.) requested during installation of application need to be given without any restriction. If you did not allow the app to reach requested permission, you need to uninstall, then reinstall the application and allow the requested permissions during installation.

- If you have this issue during enrolling your phone to the smart lock, maybe you foget to shift the smart lock to enrolling mode. Please check pages 8, 14, and 16 for details about enrolling your phone to smart lock.

BUTTONS OF SMART LOCK DO NOT WORK

- The smart lock would be in child lock (night) mode. Please check page 22 for details of child lock (night) mode.

- Due to low battery, the smart lock would stop working. Charge the device via provided charger for 3 hours.

- If the device is not used for a long period, the rechargeable batteries may be damaged. Call your dealer and ask for service.

- Check the button mode, if it is in B2 mode, you would not able to use buttons. (FW 87 and above)

Please see the FAQ section for more http://en.desi.com.tr/faqutopicr.pdf

LOCK / UNLOCK BUTTONS WORKS IN WRONG DIRECTION
You need to invert the locking way. Please check page 12.

I FORGOT THE PASSWORD OF MOBILE APPLICATION
If you forget your password, there is no chance to get it back. As a solution, you need to delete the application and reinstall it. However, in this case, your phone will not recognize your smart lock. You must reset your smart lock and enter the smart lock to the pair mode.

I CANNOT ADJUST THE MOTOR POWER
If your smart lock software/firmware version is below 80, you cannot change motor power even though you see the that setting. To use this feature, you need to upgrade your smart lock to latest firmware. (please check page 27)

I CANNOT GENERATE A TEMPORARY ACCESS CODE / ONE TIME ACCESS CODE
If your smart lock software/firmware version is below 80, you cannot create a temporary access code via application. To use this feature, you need to upgrade your smart lock to latest firmware. (please check page 27)

I CANNOT USE MECHANICAL KEY FROM OUTSIDE
-   Encoder or Key Enterance section on device information screen should be active. If not, you need to reset your smart lock and pair the master user. Firmware 89 or above has ability to activate Key Enterance mode over the App.
-   Press 'Activate Key Enterance' button and disconnect from lock then wait 10 seconds. After these steps you need to able to use key from outside.
-   You may not have adjusted the key override position. You can make the setting in the advanced settings section.

Please see the FAQ section for more http://en.desi.com.tr/faqutopicr.pdf

7. HOW TO UPDATE FIRMWARE OF SMART LOCK

Please follow the steps below:

- Connect to the smart lock **via master phone** and touch to menu button.
- On "Device Info" tab, touch to '"Software Version" line.
- If a new firmware is available, the application will inform you.
- Touch the Start button and follow the instructions on application.

For how to video, please click on the link
https://www.youtube.com/watch?v=WloejflEWF4

Menu Button

Device Info Tab

IMPORTANT NOTES:

- Make sure master phone and smart lock charge level are at least 50% during the update process.

- To prevent interruptions, it is recommended to switch master phone to flight mode before launching the app for updating firmware.

- The update process will take approximately 10 minutes. During this time, keep the phone close to smart lock.

- Make sure that the Bluetooth connection does not lost and the application does not close. If your phone has an automatic screen lock, always turn off this feature during the update.
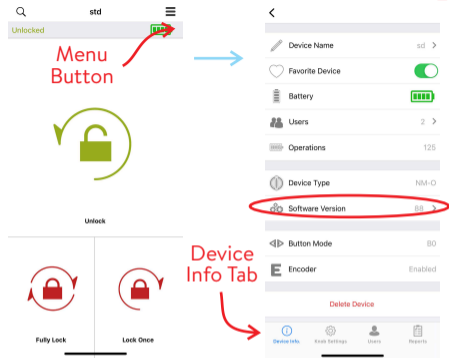
8. HOW TO RESET SMART LOCK

If you want to change master controller of your smart lock or if you want to delete all controllers enrolled to the device, you can reset your smart lock as follows:

- Press and hold 2 buttons on the smart lock. A long warning tone will be heard. Continue to hold the buttons. After a while, second warning tone will start.

- During second warning tone, release the buttons and plug the provided charger into charging port of smart lock as soon as possible. The charger should be plugged to electricity as well.

- After a while, double tone and then triple tone will be heard and all the controllers, including master controller, enrolled to the device will be deleted.

For how to video, please click on the link
https://www.youtube.com/watch?v=_4y8HBLEAyk

After resetting the smart lock, please check if old master controller of smart lock is deleted or not. If it is not deleted, repeat the procedure above.

For how to video, please click on the link
https://www.youtube.com/watch?v=kjLH2HGA7k8

9. HOW TO SET ATC (Defining Key Override Position) / HOW TO USE KEY FROM OUTSIDE

First insert the key from outside and rotate it quarter turn. Then touch to key icon on the right to define the rotational position which would help you to override the key from outside. When you adjust this setting, device will stop in defined rotational position after every locking and unlocking.

IMPORTANT NOTE: *Please be sure that ENCODER or KEY ENTERANCE is enable. If not, you need to reset your smart lock and pair the master user. Firmware 89 or above has ability to activate Entry With Key mode over the App. Press 'Activate Entry with Key' button and wait 10 seconds. Then you will be able to use key from outside.*

## Smart Lock Installation, Adjustments and Pairing The Smart Phone Video

https://www.youtube.com/watch?v=KF7SPaxDIws
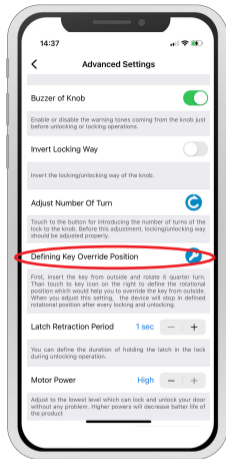
10. HOW TO USE *'SETUP WIZARD'*
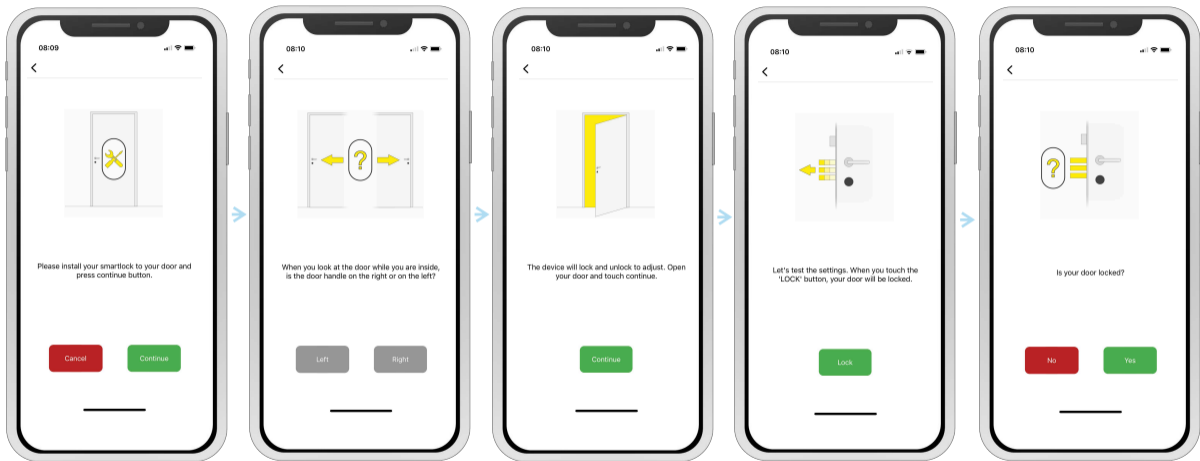
- First install your smartlock to door. Please watch how to assemble video, https://youtu.be/KF7SPaxDIws?t=45
- When you look at the door handle from inside the house, you should choose which side it is. Then click continue for automatic adjustments of turns.
- Press LOCK to see if everything works good.
- Then click YES if everything is working properly. If it is not, please start from the first step again.

## 10.1. SET KEY OVERRIDE POSITION WITH *'SETUP WIZARD'*
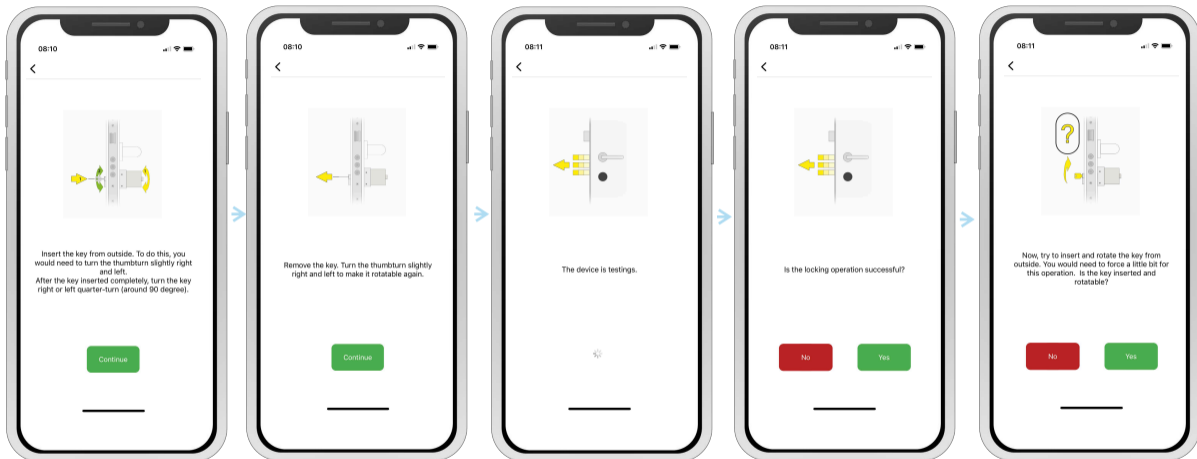
- Insert key from outside and from inside move smart lock handle left or right gently to find key override position and press continue. Please watch video https://youtu.be/KF7SPaxDIws?t=249
- Remove the key from outside and turn smart lock handle left or right few times to rotatable again. Then press continue to let device makes tests.
- If locking operation is successful, press YES to move to next step to test overriding key from outside. You may have some difficulty pushing the key from the outside. Because there is also a key inside. If everything is fine, press YES.

10.1. SET KEY OVERRIDE POSITION WITH 'SETUP WIZARD'
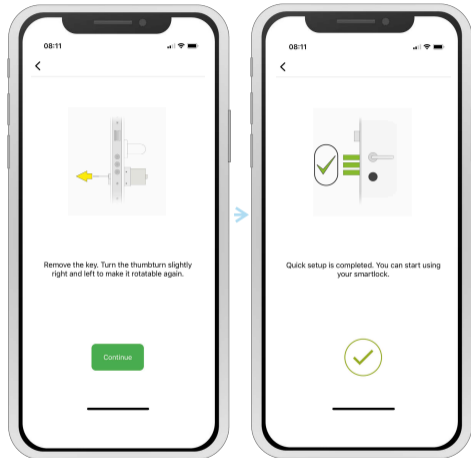
- Remove the key from outside and turn smart lock handle left or right few times to rotatable again.
- Press continue and confirm to finish setup.

Smart Lock Installation, Adjustments and Pairing The Smart Phone Video
https://www.youtube.com/watch?v=KF7SPaxDIws

11. HOW TO FIX CONNECTION PROBLEM IN SOME ANDROID PHONES

Some Android phones may have problems when pairing to the smart lock for the first time. These problems are due to the difference of Android versions. To solve this problem, just follow the steps below.

1. Go to Settings of Android device
2. Select "Application Manager"
3. Click the 3 dots in the top right corner and select All System Apps
4. Select Bluetooth from the large list of Applications
5. Force Stop
6. Select Storage
7. Clear Data
8. Clear Cache
9. Restart the mobile phone

Note: In Android 11 versions, instead of the 3 dots in the top right corner, there is a small icon with down arrow and a lines located at the bottom in the middle sections.

12. USAGE WITH THIN KEYS

Some keys may be thinner than 2.4mm (approx. two euro coin thickness). In this case, you may need to thicken the key with a few turns of tape after or before cutting the key. To do this, follows the steps below:

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