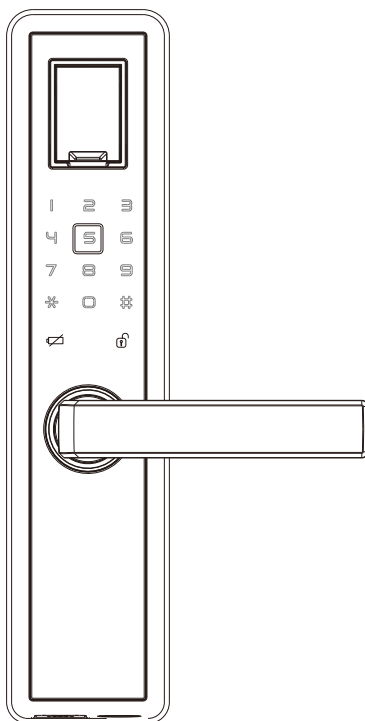


dormakaba 

# User's Manual

---

## M-series Lock



Dear user,

Thanks for purchasing our dormakaba smart lock!

Before using the product, please read the user's manual carefully and keep it properly.

We are so honored that you become our user. Before using the product, we strongly recommend you to read the instruction manual first in order to make sure the good using experience. Our company does not bear any liabilities if you suffer from any losses from improper operations of the lock according to the user's manual. The instruction manual is only applicable to use methods, operating conditions and environmental requirements of M5/M6 smart lock. It does not mean actual configurations and interfaces of the software and hardware, and the actual configurations shall be subject to the purchased products and packing list.

To improve performance and reliability of components and complete machine, we may modify hardware or software of the products, which may result in differences between the physical device and the instruction manual. However, the using of products won't be affected. Your understanding is much appreciated.

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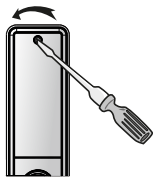
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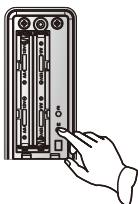
# 1 How to Use

## Admin PIN Code Setting

1 Remove the battery cover



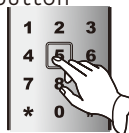
2 Press the [M] button for about 10 seconds



3 Input 6-12 digits new PIN code and press the # button



4 Input the PIN code again and press the # button



**Warning** • The default admin PIN code 00123456.

• After installation and commissioning of the door lock, please change the default admin PIN code as soon as possible.

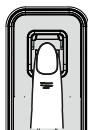
**Note** • The PIN code is consisted of random 6-12 digits.

## How to Enter Menu

1 By admin PIN code



2 By admin fingerprint



3 By admin card



① Wake up the keypad;

② Input PIN code and press the # button

① Open the fingerprint cover;

② Place admin fingerprint on the fingerprint reader

Swipe the card in front of the reader

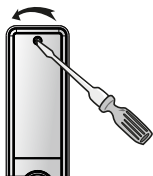
**Note** • The admin PIN code, admin fingerprint and admin card only have admin function and can't be used to open the door.

• This user's manual only introduces the operation methods of product and does not list the product hardware and software configurations. Functions and design of the products are subject to change without prior notice.

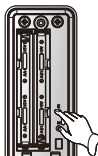
# 1 How to Use

## Factory Reset

- 1 Remove the battery cover



- 2 Simultaneously press [M] and [E] button on rear lock for 5 seconds



- 3 Input 6-12 digits admin PIN code and press # button



- 4 Select the language based on voice guide and press # button

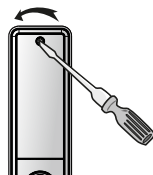


**Note** • After resetting successfully, the lock will restore to default setting.

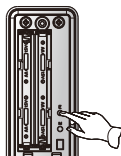
- After factory reset, the registered fingerprints, cards, remote controls and Bluetooth users will be cleared and the database bank only contains the default admin PIN code 00123456.

## Delete all Users Information

- 1 Remove the battery



- 2 Press [E] button for about 10 seconds.



- 3 Input 6-12 digits admin PIN code and press # button



**Note** • All users' fingerprints, PIN codes and cards will no longer be existing after successfully deleting all user information.

- The admin PIN code won't be affected by deleting all users' information.

## Menu Flow Chart

1. Fingerprint management (Input menu number and press [#] button to manage)

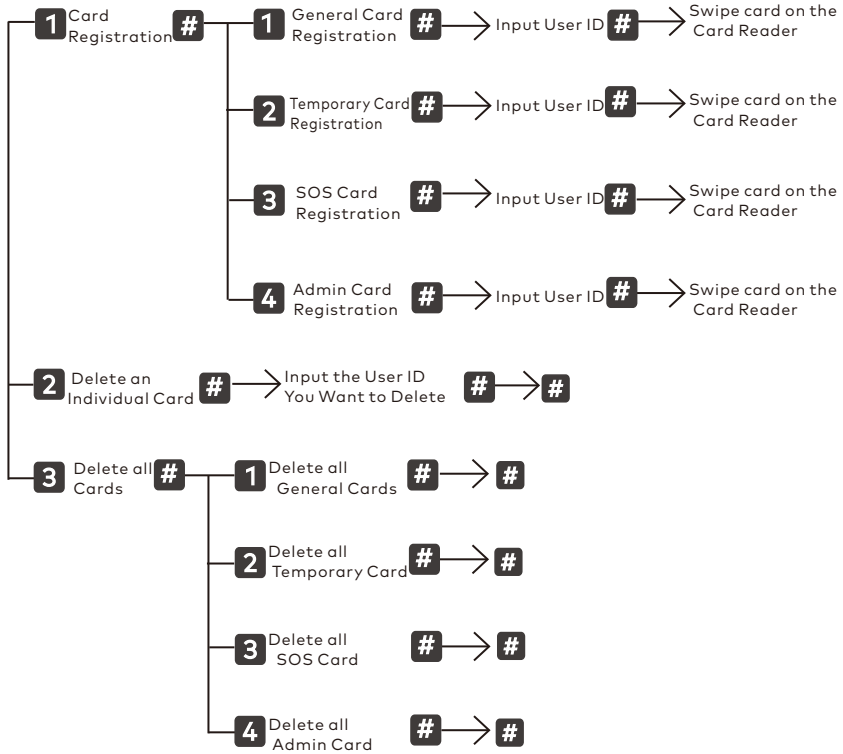


Note

- In flow chart, user needs to input the number and characters to enter the menu. For example, for "1 Fingerprint management #" the user needs input [1] and [#] to enter the fingerprint management interface (The same as below).
- General fingerprint user ID: 10-79, temporary fingerprint user ID: 80-89, SOS fingerprint user ID: 90-99, and admin fingerprint user ID: 00-09; One number only corresponds to one user.
- SOS user and SOS fingerprint are available only when wireless communication function is on.

# 1 How to Use

## 2. Card Management(Input menu number and press [#] to manage)

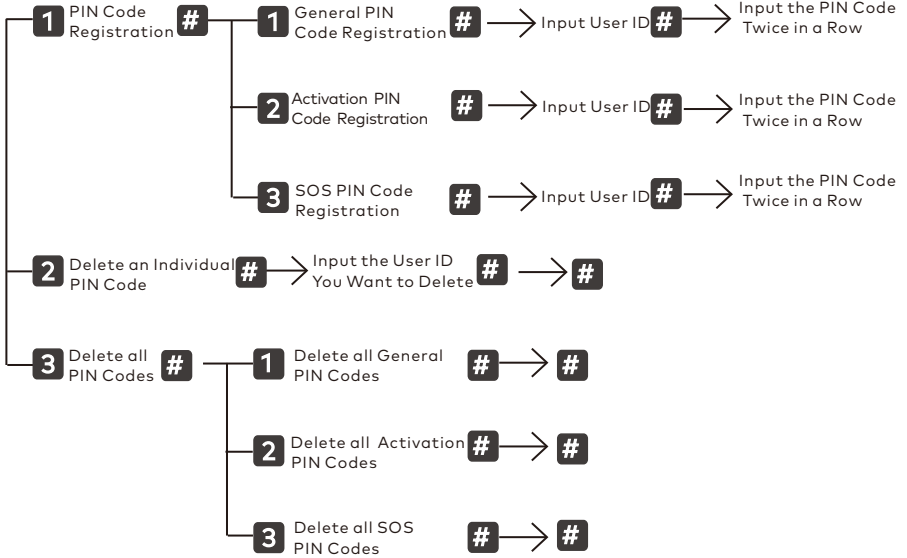


- SOS user and SOS card are available only when wireless communication function is on.
- General card user ID: 10-79, temporary card user ID: 80-89, SOS card user ID : 90-99, and the admin card user ID: 00-09. Please swipe the card in front of the the reader, distance between them should be within 10mm.



# 1 How to Use

## 3. PIN Code Management (Input menu number and press [#] to manage)

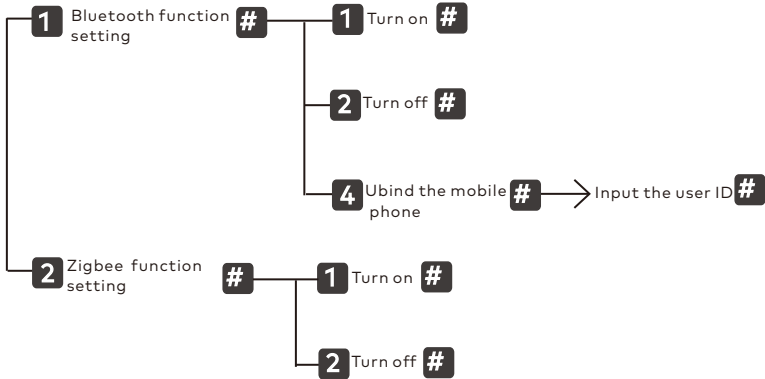


### Note

- General PIN code user ID: 01-07, activation PIN code user ID: 08, SOS PIN user ID: 09, and the admin PIN user ID: code is 00. The activation PIN code is used for remote unlocking by Zigbee APP, and default code is the last 6 digits of the lock serial number.
- The PIN code consists 6-12 digits. You can follow the voice guide to input the PIN code. Any numbers added before (after) the correct PIN code called scramble code, the PIN code and scramble code can not exceed 32 digits.
- SOS PIN code and SOS user are available only when wireless communication function is on.

# 1 How to Use

## 4. Wireless Communication Setting((Input menu number and press [#] to manage)

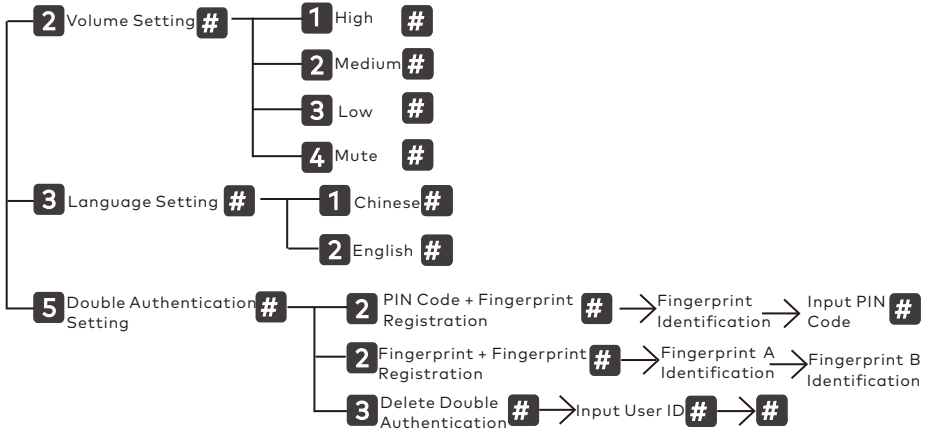


### Note

- Binding user ID: 00-09.
- The wireless communication will be automatically opened after installation if the lock is equipped with wireless module.

# 1 How to Use

## 5. System Setting (Input menu number and press # to manage)



Note

- The combined fingerprint and PIN code can only be user's fingerprint and PIN code, one use can be combined only once and combined users can only be deleted in combination.

# 1 How to Use

## Fingerprint Registration

1 Enter the menu



2 Press [1] and [#]



3 Press [1] and [#]



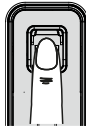
4 Press [1] / [2], [3] / [4] and [#]



5 Input 2-digit user ID and press [#]



6 Collect fingerprint for 3 times

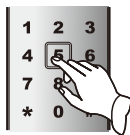


## Card Registration

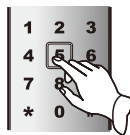
1 Enter the menu



2 Press [2] and [#]



3 Press [1] and [#]



4 Press [1] / [2], [3] / [4] and [#]



5 Input 2-digit user ID and press [#]



6 Swipe the card



# 1 How to Use

## PIN Code Registration

1 Enter the menu



2 Press [3] and [#]



3 Press [1] and [#]



4 Press [1] / [2], [3] / [4] and [#]



5 Input 2-digit user ID and press the [#]

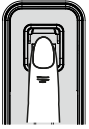


6 Input the PIN code twice and press [#]



## Unlocking Methods

### 1 Unlocking via fingerprint



- ① Open the cover to awake fingerprinter reader;
- ② Verify the registered fingerprint;
- ③ Press down the handle to open the door.

### 2 Unlocking via card



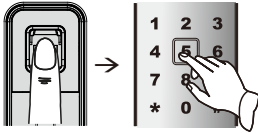
- ① Swipe the registered card;
- ② Press down the handle to open the door.

### 3 Unlocking via PIN code



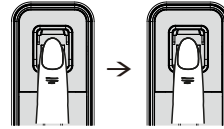
- ① Wake up the keyboard;
- ② Input 6-12 digit PIN code and press [#];
- ③ Press down the handle to open the door.

### 4 Fingerprint and PIN code combination



- ① Open the cover and verify the fingerprint;
- ② Input 6-12 digit PIN code and press # button;
- ③ Press down the handle to open the door.

### 5 Fingerprint + fingerprint combination



- ① Open the cover and verify the fingerprint;
- ② Verify another fingerprint;
- ③ Press down the handle to open the door.

### 6 Unlocking via Mechanical Key



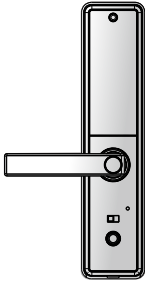
- ① Insert the key and rotate to the end.
- ② Press down the handle to open the door.



- Note
- The alarm may be triggered if the mechanical key is used to unlock.
  - The lock is made of class-C mechanical anti-theft cylinder with high security. Please keep the mechanical key in a safe place for future usage.

# 1 How to Use

## 7 Unlocking via interior Handle



The lock with safety handle (optional):  
Press the safety button and press down the handle to open the door.

For the lock without safety handle:  
press down the handle to open the door.

## 8 Bluetooth Unlocking (optional)

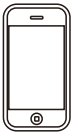


① Shake to unlock:

Enter the device interface, shake the mobile phone and the smart lock will be unlocked successfully.

② Single touch to unlock via APP: Enter the device interface, click the unlocking icon '🔓' to unlock.

## 9 Zigbee Wireless Unlocking (optional)



① One-key unlocking button:  
Enter the activation code at the lock end, then APP will receive a remote unlocking request. Click the unlock button, the lock will be unlocked within 30 seconds.

② Shake to unlock:  
Enter the activation PIN code at the lock end, then APP will receive a remote unlocking request. Shake your mobile phone on the device list interface, the lock will be unlocked within 30 seconds.

## Collect Fingerprint



Correct



Wrong



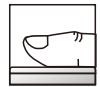
Wrong



Correct



Wrong



Wrong

**Note** Fingerprint registration and authentication are available only when the fingerprint collection indicator is on.

## Bluetooth APP Downloading (optional)



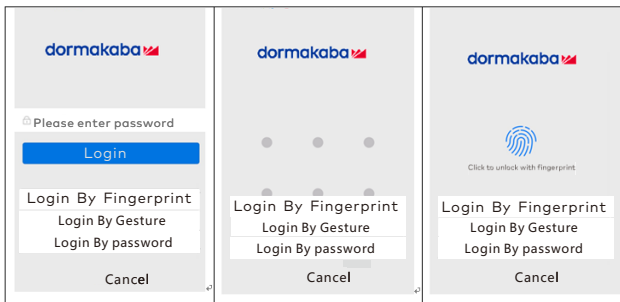
Download the APP installation package



Note Smart Lock APP hereinafter referred to as Bluetooth APP.

- ① Enable your mobile to scan QR Code above to download APP Installation Package.
- ② After entering the downloading interface, select the market matching your mobile system including Google Play, App Store, Huawei Market and Xiaomi Market.
- ③ Following the onscreen instruction "Open with Browser", click any browser in your mobile screen to download.
- ④ Enable the APP and login after successfully downloading and installing.

## Enable Bluetooth APP



Switch to Password Login    Switch to Gesture Login    Switch to Fingerprint Login

Enable the APP and enter the login interface, then click "Change the Login Model" and authenticate user by password, gesture or fingerprint, ensuring the Bluetooth function in phone is turned on. You can enter device management automatically after successful login.



# 1 How to Use



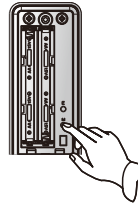
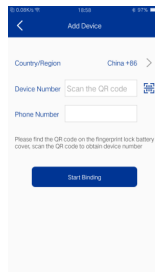
- Login by fingerprint must be supported by mobile, which is equipped with fingerprint sensor and running Android 6.0 and IOS 8.0 or above.
- If wrong password input for 3 times, the app will be locked for 30 seconds in Android system, whereas in IOS system another login model must be employed.


## Bind Device



The current list is no device, please bind the device first.


Bind icon




- ① Enter the device interface and click the binding icon "+" on the bottom;
- ② On the device binding interface, click the code scanning icon ; scan the QR code on the battery cover and enter the mobile phone number and click "start binding".
- ③ When the APP sending request of binding and the lock prompts "In operation", press "M" button on the back lock body.
- ④ Choose the default name or input a new name, following the onscreen instruction "Please name this device" and click "save" button to confirm.

## Device Management



Unlocking: enter management Interface and click the locking icon “”. The smart lock is unlocked.

Locking: enter management Interface, and click the locking icon “”. The smart lock is successfully locked.

Refresh device information:

Enter device management interface and press one binding device until a selection menu pops up. Click “Refresh Device Information” to synchronize the data in APP and smart lock system.

Unbind the device:

Enter device management interface and press one binding device until a selection menu pops up. Click “Unbind the Device” and then click “OK” to delete the device from the APP device list.

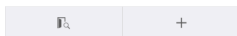
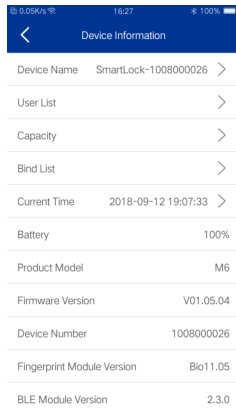
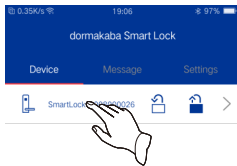
Shake to Unlock:

Enter “Device Information” and shake your mobile to unlock.



To realize unlocking by shaking the mobile phone, the distance between the mobile phone and the lock shall be within 10 m and they are connected successfully.

## View Device Information



- ① Click the binding device after bound with the smart lock successfully.
- ② Enter "Device Information" interface, you can view or change the lock name and view the user list, capacity, bind list, current time, battery, product model, firmware version, device number, date of manufacture, fingerprint module version, BLE module version. ( Not all the datum can be displayed in one full page. Please scroll the page to view the complete information.)

**Synchronize Time:** Enter "Device Information" interface, click "Current Time" to finish time synchronization.

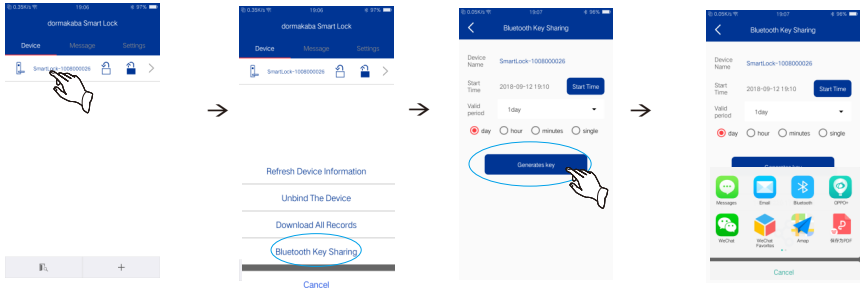
**Binding list:** Enter "Device Information" interface and click "Bind List" to display the mobiles bound with the smart lock. Click the deleting icon "⊗" on the right of the user you want to delete and then click "Confirm" to confirm the operation.



Note

The first mobile successfully bound with the smart lock is the administrator. Only the administrator has the right to synchronize the time and unbind other devices on the bind list.

## Bluetooth Key Sharing



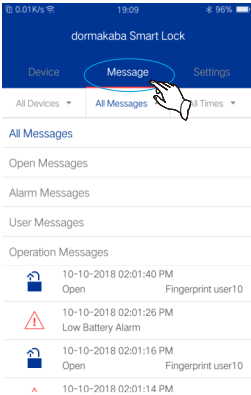
- ① Enter the device management interface, long press the connected device, pop up a selection menu and click "Bluetooth key sharing";
- ② Choose the start date, time and valid period, and click "generates key".
- ③ Click the sharing icon "📎" to share the new key to other users via email, Wechat, QQ, etc. The receiver can input the key to open the door.



### Note

- ① Only the administrator is equipped with "Bluetooth Key Sharing" on the management interface.
- ② When single valid term is selected, only 10 Bluetooth key can be shared, 10+ keys can be shared but the door cannot be opened.
- ③ The shared keys will be valid within 24 hours; if you select other time ranges, the Bluetooth key sharing is not restricted.

## Check Messages



- ① Click "All Devices" after entering "Message" interface.
- ② Select a device name, click "All Messages" to unfold options including "All Messages", "Open Messages", "User Messages", "Operation Messages" and "Alarm Messages". You can click "All Times" to unfold operations including "All Times", "Recent 1 day", "Recent 7 days", "Recent 15 days", "Recent 30 days" and "Custom Time zones"
- ③ Select the required message type or time zone to view.

**Synchronize Message:** In the "Message" interface, press a lock icon until a dialogue box pops up on the bottom of the screen and click "Synchronize" to keep the message on the APP in line with the smart lock system.






- In the "Message" interface, press a lock icon until a dialogue box pops up on the bottom of the screen to select "All" or delete some certain records.
- Android users can operate the APP following above instruction, operation system is slightly different for IOS users. The mobile APP shall prevail in actual operation and menu.

## Language Setting

- ① Click Settings in your mobile and enter the Language interface and choose the language you want.
- ② Enable the APP to find the device, message and setting interfaces has been synchronized.

## Bluetooth APP Function Preview

After installed the APP in your mobile successfully, enable your mobile Bluetooth, login, and bind your mobile with the lock then enter lock management.

Device management interface	Unlock					
	Lock					
	Refresh device information	Press a device name for several seconds	Refresh device information			
	Unbind device	Press a device name for several seconds	Unbind device	Click "Confirm"		
	Download all records	Press a device name for several seconds	Download all records			
	Bluetooth key sharing	Press a device name for several seconds	Share bluetooth key	Choose start date, time and valid period	Generate key and click icon	
	View user information	Click a binding device	Device information	View or change lock name, user list, current time, capacity , electricity capacity, product model, etc		
	Shake to unlock	Click a bound device	Device information	Shake to unlock		

# 1 How to Use

## Bluetooth APP Function Preview

Message interface	View message	Click "All Device" to choose a device	Choose Message Type Including "All Messages", "Open Messages", "User Messages", "Operation Messages" and "Alarm Messages".	
			Choose Period Time including All Times, "Recent 1 day", "Recent 7 days", "Recent 15 days", "Recent 30 days" and "Custom Time Zone".	
Setting interface	Click "login settings"	Switch Login Model and Change Settings		
	Click "Autosync"	Records in APP changes in accordance with lock system		
	Click "Time Format"	Choose the required format		
	Click "Message Hints"	In the APP, the generated new messages are hint in sound and vibration, enable/disable setting		
	Click "About Us"	Get the latest version		



Note  
This flow chart only introduces how to manage locks through mobile. The APP shall prevail in the actual operation and menu.

## Network Accessing Preparations



IOS

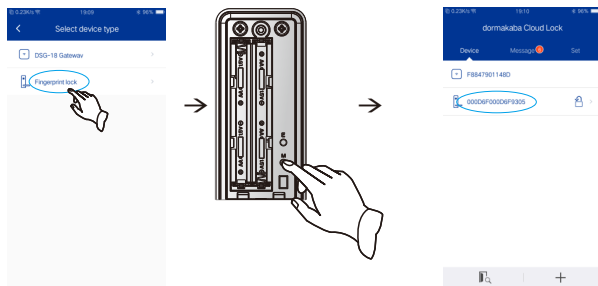


Android

Download and install dormakaba Cloud Lock APP (notes: hereinafter referred to Zigbee APP), and bind DSG-18 EN gateway according to user's manual.

 **Note** •Scan the QR code on the user's manual to download and install the dormakaba Cloud Lock APP.

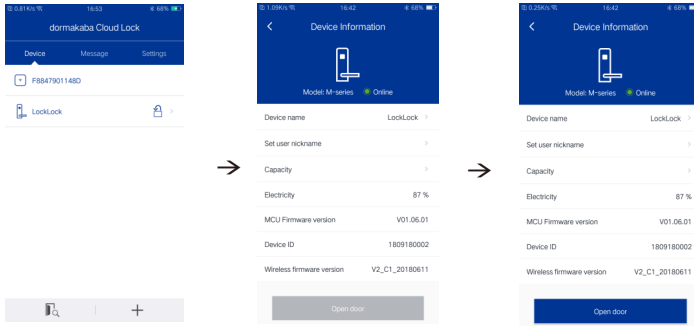
## Add Door Lock



- ① After the gateway is successfully added, click the lock under device list to start adding process;
- ② As instructed by the mobile phone APP, open the battery cover of the rear lock body, click [M] button for 5 times to enter the device network accessing. The APP pops up the "successful adding".
- ③ Hidden Menu Function: Admin user pressing the bound lock when the gateway is online, then a hidden menu will pop up, including: "modify the device name", "delete device", "cancel", Select one and confirm.



## View Device Information



- ① Click the connected device;
- ② Enter the "device information" interface, view and modify the device name, set nickname and view lock icon, product model, online status, electricity, firmware version and device ID etc.

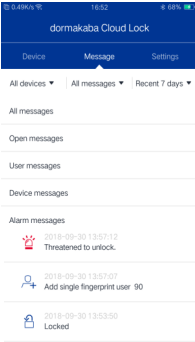
Click to unlock : input the activation code at the lock end, after the APP received the remote unlocking request, the "unlocking" button is on and the button can be clicked within 30 seconds to open the door.

Shake to unlock: on the device management interface if the lock has been activated, the lock can be unlocked by shaking phone .



- Only admin user can modify the user nickname.
- Device name and setting user's nickname are unavailable for sub-account.
- The default activation PIN code is the last 6 digits of the lock serial number (the QR code on the battery cover) and you can enter the voice menu to set the activation password.
- On the device management interface, if the same lock is activated for several times, the last activation is the starting point of activation. On the device information interface, if there is no lock being activated, the lock won't response if you shake phone.

## # Check Messages



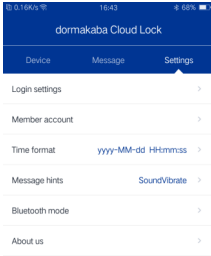
- ① On the APP "message" interface, click "All Devices" option button and select a device to check.
- ② Click "All messages" option button (including: open Msg, user Msg, device Msg and alarm Msg" and "all time" option button (including: all times, recent 1 day, 7 days, 15 days, 30 days and custom timezones). All the information shall be sequences according to time.
- ③ Select the required types and periods to view.



### Note

- On all the messages, click "Open Msg" to display all the fingerprints, passwords, cards, Bluetooth and Zigbee users' open message; select the "User Msg" to display added or deleted users; select the "Device Msg" to display re-powering and factory reset messages; select alarm message to display wrong entries alarm, latch bolt alarm, anti-prying alarm and SOS alarm.
- Above is the operating procedures for Android system, which may vary from the IOS system. Actual operations and menus shall be subject to mobile phone APP.

## Setting Function



- ① Login Setting: Click "Login Settings" on APP setting interface to edit name, sex, address and zip code, as well as change login password or exit.
- ② Member Account: You can find out all the member accounts on APP setting interface, admin user is the first one who registered successfully, others are sub-users. Click "+" button on Member Account interface to add new account, account number will be generated randomly, your name, sex and password are required.
- ③ Time Format: There are four options, and default setting is: yyyy-MM-dd HH:mm:ss
- ④ Message Notification: You can choose sound or vibrate when the message notification function is on.
- ⑤ Bluetooth Mode: Click to jump to the login interface of Bluetooth APP.
- ⑥ About Us: Click to get the latest APP version.



### Note

Only admin account can add or delete general users, except for deleting his/her own account. Admin can slide to the left on Member Account interface to edit or delete general users.

## Zigbee APP Function Preview

After successfully installed the Zigbee app on mobile phone, and paired with gateway and lock, you can enter dormakaba Cloud Lock to review more information about the lock, and operation messages will be sent to your phone. Remote unlocking is also supported by using our app.

## Zigbee APP Function Preview

Device management interface	Keep pressing the gateway	Modify device name, delete device and cancel setting		
	Keep pressing the lock	Modify device name, delete device and cancel setting		
	View device information	Click a connected device on the right	Device information	View and modify device name, set user's nickname and view capacity, electricity and firmware version etc.
	Click to unlock	Input the activation PIN code at the lock end	The unlocking icon on the APP will be activated and light up	Click to unlock within 30 seconds
	Shake to unlock	Input the activation PIN code at the lock end	The unlocking icon on the APP will be activated and light up	Remote unlocking by shaking
Message interface	check message	Click the device	Click message(including all messages, open message, user message, device message and alarm message)	
			Select the time interval (including all times, recent 1 day, 7 days, 15 days, 30 days and select time)	

## Zigbee APP Function preview

Setting interface	Click login settings	Modify name, sex, address and Zip code
		Confirm, change logon PIN code and quit logon
	Click member account	View all members and click the "+" icon at the upper right corner to add sub-account
	Click time format	Select the format required
	Click message hints	New notifications will be sent to app end if it's being enabled, you can choose to close the notification or set the volume by choosing sound/vibrate
	Click Bluetooth mode	Click the jump button to enter the Bluetooth APP logon interface
	Click aboutus	Obtain the latest APP version

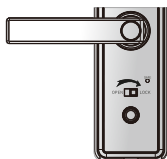


The flow chart only introduces the operation of lock management by mobile phone and actual operation and menu shall be subject to mobile phone APP.

# 1 How to Use

## Lock the Door from Inside

### 1. Automatic locking mode



Press the switch button on the rear lock body to [LOCK] to enter automatic locking mode and the door will be automatically locked when the door is closed.



Caution • Press down the external handle to open the door on passage mode.



Warning • Please be alert and watch out if the door is open.

### 2. Passage mode



Press the switch button on the rear lock body to [OPEN] to enter passage mode and the door won't be automatically locked when the door is closed.

## Visitor Mode

The visitor mode is enabled when user uses temporary password, card, fingerprint and digital key shared by bluetooth or Zigbee for remote door unlocking.



Caution

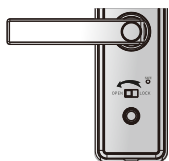
- On visitor mode, user is unable to do factory reset, clear users, change admin PIN code or other operations.
- Except for the unlocking methods mentioned above, you can exit visitor mode by using other unlocking methods.

# 1 How to Use

## Passage Mode

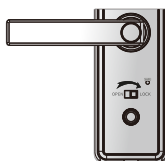
### 1 Enter Passage Mode


Press switch button on the rear lock body to [Open] end.



### 2 Exit Passage Mode

Press the switch button on the rear lock body to [Lock] end.

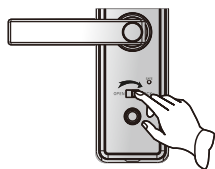


-  **Note** • Lock will prompt "passage mode" when press down the handle to unlock on passage mode, as well as unlocking with fingerprint, password, card and app.

## Privacy Mode

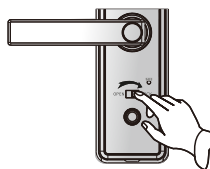
### 1 Enter privacy mode

Press the swith button on the rear lock body to [Lock] end, the auto dead bolt will be retracted to mortise, press the button for few seconds till you see a indication flashing for 2 seconds.



### 2 Exit privacy mode

Press the button on privacy mode to exit. The indicator will flash for 2 seconds after successful operation.



 **Note**

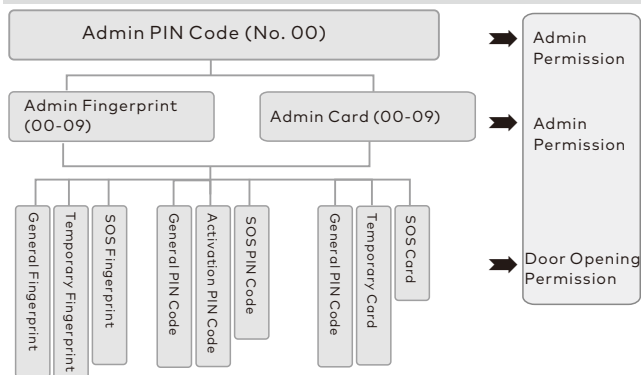
- Privacy mode can only be set when the door is locked.
- Once the handle being pressed down or the auto dead bolt ejected, The privacy mode will be cancelled automatically.
- On the privacy mode, only switch button, interior handle and the mechanical key can work, and "privacy mode" will be prompted when any other operations are carried out.

# 1 How to Use

## User's Permissions Assignment Table

Item	Quantity	No.	Permission
Admin PIN code	1 group	00	All operations after entering the menu
General PIN code	7 group	01 ~ 07	Unlocking the door
Activation PIN code	1 group	08	Activate the lock and unlock the door with Zibgee
SOS PIN code	1 group	09	Unlocking the door
Admin fingerprint	10 pcs	00 ~ 09	All operations after entering the menu (except modifying the user of admin permission)
General fingerprint	70 pcs	10 ~ 79	Unlocking the door
Temporary fingerprint	10 pcs	80 ~ 89	Unlocking the door
SOS fingerprint	10 pcs	90 ~ 99	Unlocking the door
Admin card	10 pcs	00 ~ 09	All operations after entering the menu (except modifying the user of admin permission)
General card	70 pcs	10 ~ 79	Unlocking the door
Temporary card	10 pcs	80 ~ 89	Unlocking the door
SOS card	10 pcs	90 ~ 99	Unlocking
Bluetooth APP user	10 pcs	00 ~ 09	All operations after device binding
Cloud Lock APP user	Unlimited	None	All operations after device binding

## User Permission Level



**Note** Admin user unable to open door.



## Product Function Configurations

NO.	Item	M5	M6
1	Fingerprint capacity(PCS)	X	100
2	PIN code capacity(Set)	10	10
3	Card capacity(PCS)	100	100
4	Privacy mode	√	√
5	Passage mode	√	√
6	Fake code function	√	√
7	Low battery alarm	√	√
8	Break in and tamper alarm	√	√
9	Keypad lockout	√	√
10	Voice guide	√	√
11	SOS alarm(optional)	⊙	⊙
12	Bluetooth APP(optional)	⊙	⊙
13	ZigBee APP(optional)	⊙	⊙



Note

Operation Frequency:

BLE: 2402-2480MHZ

Zigbee: 2405-2480MHZ

RFID: 13.56MHZ

Transmitted Power:

BLE: 8dBm

Zigbee: 8dBm

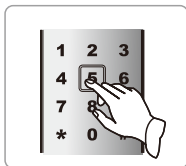
## Alarm Function

### ① Alarm Function



The red indicator will flash when the battery voltage is low, and prompt low voltage when awake. In this case, please replace the batteries.

### ② Keypad Lockout Alarm



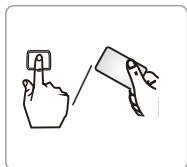
If wrong PIN codes being input 3 times, the lock will enter lockout mode automatically for about 15 minutes and you will hear "keypad locked" when you try to press any keys on the keypad during lockout period. If wrong input times are not consecutive and not up to 3 times, the wrong inputs will be cleared automatically after 20 seconds.

### ③ Damage Alarm



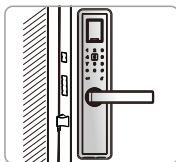
An alarm will be activated and will last for 30 seconds if an outsider tries to break into the house by damaging the door lock, and the red indicator will flash at the same time.

### ④ Keypad Unlocking



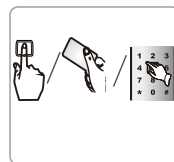
Open the door by any correct methods (except PIN code and mechanical key) or remove battery to unlock keypad.

### ⑤ Locking status change



If the sensor inside auto-dead bolt mortise detect the locking status signal over 5s, but the signal was interrupted, the alarm will last for 30s and the keypad lights on. A success unlocking via admin users or wireless users will release the alarm.

### ⑥ SOS Alarm



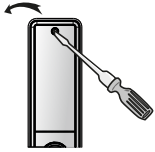
When the user is subject to duress, please open the door by SOS fingerprint, card or PIN code of number 90~99 to enable duress alarm. The alarm info can be viewed in Cloud Lock app (Zigbee app).

Notes: Mechanical key unlocking may also trigger alarm, and it will last for 30 seconds.

## 2 Emergency Use

### How to Replace Batteries

1 Open the battery cover.



2 Remove the used batteries.



3 Insert new batteries.



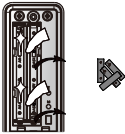
4 Put on the battery cover.



### Precautions for Using Batteries

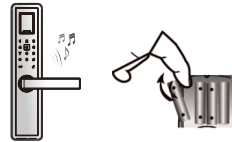
1 Do not mix

Do not mix used and new batteries or batteries of different models.



2 Replace with new batteries in time.

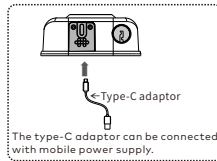
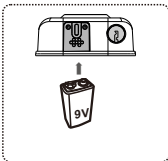
Please replace used batteries with new ones when hearing the low battery alarm and seeing the red indicator flashing.



**Note** No registered information will be affected during and after replacing batteries. Please also be notice that, after re-powering of the lock with BLE function, the time shall be synchronized.

### Use of Emergency Power Supply

Plugged 9V square battery or type-C adaptor into the interface at the lower part of the front lock body, then open the door in any methods.



**Note** Power supply won't affect unlocking by mechanical key.

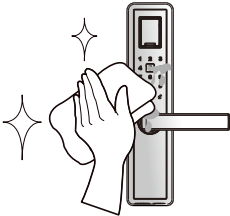
# 3 Safety Regulations



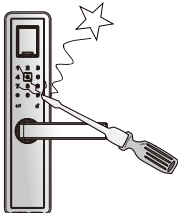
**Caution** Consult a qualified installation



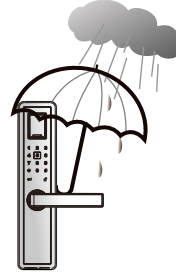
**Note** Do not clean the product with water



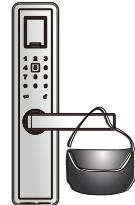
**Warning** Do not disassemble or reassemble or repair the lock by yourselves. This may cause damage or malfunction to the lock.



**Warning** Do not install the lock where it's exposed to rainwater, which may cause malfunctions of the product.



Do not hang any object on the handle



**Warning** Keep the lock away from corrosive substances to avoid damaging of protective layer of the lock.



# 4 Troubleshooting

Type	Symptoms	Solution
Basic operations	The door can't be opened by mechanical key.	<ol style="list-style-type: none"> <li>① Check if the mechanical key is correct.</li> <li>② Ask professionals to check the mortise, cylinder and clutch, and replace in time if there is any problem.</li> </ol>
	The door can't be opened with successful fingerprint, PIN code or card authentication and the green indicator on.	<ol style="list-style-type: none"> <li>① Ask professionals to check if cylinder wire and connecting wire are installed properly.</li> <li>② Check if the motor works normally.</li> </ol>
	Fingerprint authentication fails.	<ol style="list-style-type: none"> <li>① Check if the fingerprint has been deleted.</li> <li>② Clean the fingerprint and reader.</li> <li>③ Expand the scanning position by harder pressure on the reader.</li> </ol>
Installation	Door lock keeps always opened or closed, and can't work normally.	<ol style="list-style-type: none"> <li>① Ask professionals to check the clutch.</li> <li>② Check if the handle is equipped with square shaft spring.</li> </ol>
	Front handle idles and the door can't be opened.	<ol style="list-style-type: none"> <li>① Return the handle back and re-authenticate.</li> <li>② Check if the handle is equipped with square shaft spring.</li> </ol>
	The deadbolt can't completely engage when rotating the front handle.	<ol style="list-style-type: none"> <li>① Check if the greased parts of the cylinder are contaminated with dust or if the cylinder is clamped by the front and back lock connecting cable.</li> <li>② Check if the up and bottom rod is loose.</li> </ol>
	Touch keys do not respond.	<ol style="list-style-type: none"> <li>① Check the battery power or if the positive pole and negative pole are reversed.</li> <li>② Open the door by the mechanical key, and ask professionals to check if the connecting cable of front and back lock is loose.</li> </ol>
	Keypad is locked, and the door can't be opened.	<ol style="list-style-type: none"> <li>① Operate the keypad after 15 minutes.</li> <li>② Open the door by fingerprint or card.</li> </ol>
Bluetooth function	Failed to connect with Bluetooth APP	<ol style="list-style-type: none"> <li>① Please check whether Bluetooth in your phone is on.</li> <li>② Please check Bluetooth in lockset is on.</li> </ol>

## 4 Troubleshooting

Type	Symptoms	Solution
Bluetooth function	Failed to connect with Bluetooth APP	<p>③ Please check whether the distance between mobile phone and lock is beyond connection distance (the best performance distance between the mobile phone and the door lock is within the range of visibility and connection distance may vary from mobile phone models and door lock installation environment).</p> <p>④ If still failed to connect after eliminated the possibilities listed above, please check the compatibility of smart phone. Android should be 5.0 and IOS should be 8.0 or above.</p>
Zigbee function	Failed to unlock remotely	<p>① Please check whether Zigbee function is open at lock end.</p> <p>② Please ensure the gateway is online and APP has been bound.</p> <p>③ Please ensure the mobile phone network works well.</p> <p>④ Please ensure the correct activation PIN code is entered on the lock end.</p>
	App has not received pushing notification	<p>① Please check whether the message notification function has been enabled in the mobile system setting.</p> <p>② Please confirm that APP is under running.</p>

# Warranty and Service of dormakaba (Door Lock)

Thanks for purchasing dormakaba smart locks. We provide warranty services for our door lock products. To protect your rights, please read the following guarantee clauses carefully.

1. We provide one year free warranty for the door lock purchased from our authorized sales channels and which is correctly used from the date of purchase.
2. We do not provide warranty services for the products bought from non-authorized dealers, although the products is under "dormakaba" branding.
3. Bar code is affixed on the Warranty Card and the product. Please make sure that the bar code is intact when you purchase our lock, and ask the seller for an invoice and keep it properly.
4. After installed the lock, please request the installation staff to fill out the Installation Receipt on the service card, then seller will register product information according to the Receipt. Warranty Card and invoice are required for warranty service. If the product isn't registered and invoice isn't available, we can provide 15 months of warranty if a bar code can be provided, otherwise we do not provide warranty service.
5. Please contact our sellers or call our service hotline, our authorized unit will provide warranty services if you need support service.
6. Other cases are not covered by warranty:
  - ① Warranty expired;
  - ② Product model and bar code on the Warranty Card do not match the product;
  - ③ Warranty Card or bar code is amended without permission;
  - ④ Product installed by unqualified personnel and in malfunction;
  - ⑤ Product is disassembled or modified without permission;
  - ⑥ Damage caused by force majeure (earthquake, fire, flood, etc.).

Please refer to our official website, official WeChat platform, or call our service hotline 4008-868-188 for more information of the warranty clauses.

Kaba (China) Technologies Limited  
Manufacturing base: 5F, Block 2, IOT Industrial Park, No. 4012, Wuhe Avenue, Bantian Sub-district, Longgang District, Shenzhen, China  
T/ +86 755 6661 8999 F/ + 86 755 8254 2855

## Warranty Card of dormakaba (Door Lock)

Client name	
Tel.	
Installation address	

Product model	
Cylinder model	
Bar code	Please paste the bar code here
Date of purchase	
Date of installation	

Dealer	
Address	
Tel	
Stamp	



## Service Records Table

No.	Date	Symptoms	Maintenance unit	Technician
1				
2				
3				
4				
5				
6				

Bar code (for after-sales service):

**Tip:**

To ensure your legal rights, please keep the Warranty Card and relevant purchase credentials properly. Alteration and tearing will make it invalid.

# Certificate of Approval

dormakaba 

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# 合格证

CERTIFICATE OF APPROVAL

---

质量检查  
Quality Control

---

出厂日期  
Manufacture Date

---

多玛凯拔门控系统有限公司  
dormakaba China Ltd.

## Tip:

1. Before installation, please make sure the product model matches your door, and authorize our service unit for installation and debugging.
2. Keep the product away from organic solvents and corrosive chemicals and avoid exposing to strong radiation in order to avoid corrosion and oxidation.
3. Please refer to the user's guide or manual for correct use and maintenance. Take out the the batteries and buy an emergency battery if the product won't be used for a long time.
4. Service hotline: 4008-868-188.

## Installation Receipt of dormakaba (Door Lock)

Client name		Tel.	
Inatallation address		Product Model	
		Mortise Model	
Dealer		Date of Purchase	
		Dealer's Tel.	
Installation Unit		Date of Installation	
		Installation Unit Tel.	
Bar code	Please paste the bar code here		
Below is filled out by user			
Installation	Check before installation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Clean up the site after installation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Use guidance	Master the setting of admin PIN code and fingerprint	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Master the setting of general fingerprint, MF card, PIN code	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Understand the daily maintenance	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please rate for our services : <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor			
I have finished the installation, debug and guidance for the user according to technical requirements, and the operation is normal.		Installation unit has installed, debugged and instructed as required and the operation is normal.	
Installed by:		Customer signature:	

To guarantee your rights and interests, please supervise and fill relevant information of the service card. The installer will mail back the installation receipts to our company.

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Manufacturing base:

5F, Block 2, IOT Industrial Park, No. 4012,  
Wuhe Avenue, Bantian Sub-district,  
Longgang District, Shenzhen City

T/+86 755 6661 8999      F/+86 755 8254 2855

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**Service hotline: 4008-868-188**

dormakaba China Ltd.

P/N:204050356(V1.0)



[www.dormakaba.com](http://www.dormakaba.com)