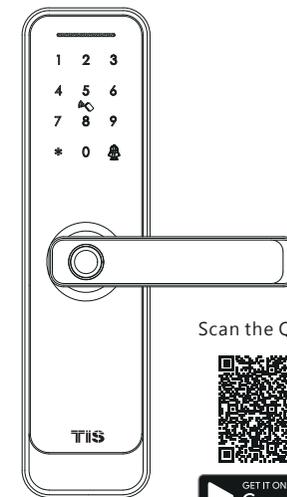




User Manual-Smart Digital Lock

TIS-A270 Series



Scan the QR code below to download the APP



Search google play or APPLE store with TISLOCK



IC Card



Password



Manual Key



APP

APP



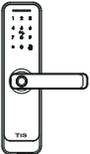
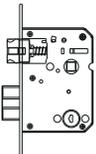
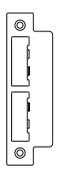
Fingerprint

Smart your life!

Version 1.1 Edition 2024

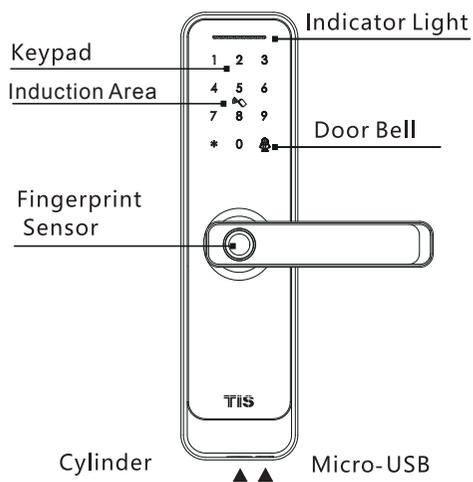
1 PACKING ACCESSORIES

Please check the packing box and accessories when you got the lock in hand.

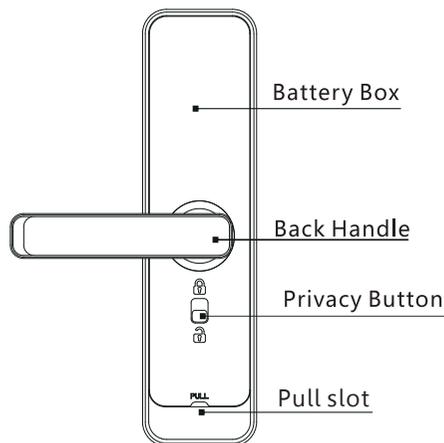
						
1 Pcs Front Panel	1 Pcs Back Panel	1 Pcs Mortise	1 Pcs Strike Plate	1 Pcs Strike Box		
Door Thickness Quantity	*f	*g	*h	*i		
					2Pcs Keycard	2 Pcs Manual Key
	35-39mm	M5x40:1	M5x20:1	8x8x60:1	4x20:4	
40-50mm	M5x50:1	M5x30:1	8x8x60:1	4x20:4		
51-60mm	M5x60:1	M5x40:1	8x8x80:1	4x20:4		

2 PRODUCT SPECIFICATION

Front Panel



Back Panel



TO OPEN AND CLOSE & BELL FUNCTION

Enter the valid password with # button or touch the card or press the finger to open the door.

Bell function: You can press the button “#” to ring the bell.

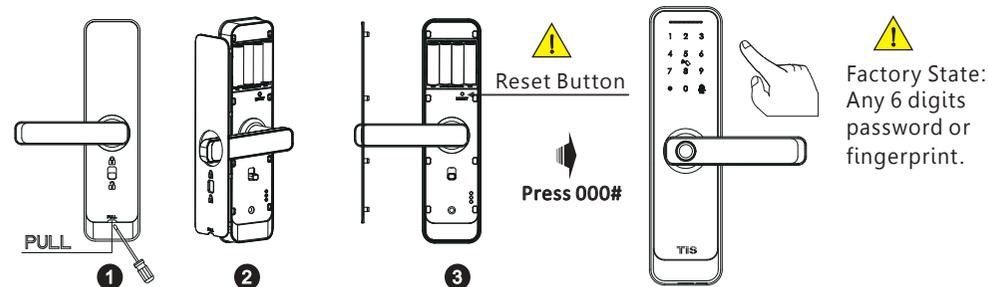
3 SYSTEM INTRODUCTION

Material	Aluminum Alloy,ABS, Tempered Glass
Available Color	Black/Satin Nickel
Door Thickness	35-60mm
Communication	BLE5.0
Support OS	iOS 12.0 or above, Android 4.0 or above
Battery Life	7000 times normal unlock(10-12 months)
Power Supply	DC6V:4 pcs AA alkaline batteries
Static Current	< 50uA
Dynamic Current	< 200mA
Unlock Way	Fingerprint, IC Card, password, APP, wristban, manual key
Unlock Time	1~1.5 seconds
Working Temperature	-20~50 degree
Working Humidity	10%~95%
Factory Password	Factory master password:123456, after configuration, it will be invalid
Available Mortise	Support 60#Single latch, 6050/5572/4585/6085/7085 mortise
Virtual Password	Available
User Capacity	Card:200 group/password:150 groups/Fingerprint: 100 groups, one admin

4 RESET TO FACTORY STATE

Attention

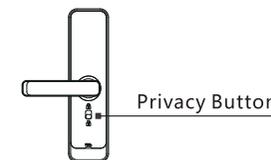
There is one Reset button on the back of rear panel. you can press this button for 3 seconds with sound tip, “please input initialization passcode,” enter: **000#**, with sound: “Successful”. Then the lock is under factory state, the default master password is: 123456 you can open the door with any password or fingerprint.



DEAD LOCK FUNCTION

Attention

There is one privacy button on the back panel. You can pull upward this button with sound tip “Secure Lock enabled”, then the lock is dead locked inside, only the administrator can access the door, other user password or card will be invalid. And you can pull downward the button one more time with sound tip “Secure lock disabled” to cancel this function.



5 INFORMATION AND SAFETY WARNINGS:

5.1 Introduction

This user manual will guide you through the functions and usages of our smart lock. It is important that you follow the instructions and regard all notes that appear throughout this manual. Consult this manual before you attempt to use this lock. If you have any questions that not answered by this manual or on need of non-routine service, please call our customer service hotline or send FAQ to us.

5.2 Safety Warnings:

! When reading this manual, note these icons: notes with the icon Must be read, understood and obeyed to prevent injury or damage to the lock.

! **General Usage**

- This lock shall only be used as described in this manual.
- Verify that all parts of the lock are accounted for. If any parts are missing, please contact our service person.
- Under factory default state, the lock is on always open status after you install the lock (no power on). It means the handle is free and lock can't be locked, you shall power on the lock with batteries or set admin and pair the lock with the APP and then the lock will be under private mode automatically.
- Handle directions are reversible, please kindly follow chapter 6 to change the direction if the door opening direction is not same with your lock. Should you have any problem, please contact our service person.
- There is protective film on the front touch panel, if there are some scratches on the film, please remove the film if you need.
- Please use 4pcs AA batteries. Do not mix old and new batteries or other Zn/Mn batteries. Never insert objects into the lock other than batteries as described in this manual.
- Verify all surfaces are flat and level before beginning installation, installation on doors or surface with any types of deformity such as gaps or warping may cause the lock to malfunction or fail to operate entirely.
- Never apply any cleaner directly to any part of this lock. Only use clean water or mild cleaner on a soft non-abrasive cloth when cleaning.
- Potential shock warning: do not allow water or liquids to get into the lock's electric parts.
- The lock must be used with TISLOCK APP. The lock will function without the APP but full functionality may only be achieved when the APP is on use.

5.3 SALES AND SERVICE TERMS

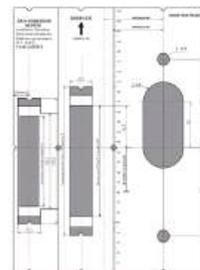
- Please read the manual carefully before use!
- Limited 1-Year Electronic Warranty Limited Lifetime Mechanical and Finish Warranty
This product comes with a 1-Year Limited Warranty on Electronic Parts and a Limited Lifetime Mechanical and Finish Warranty against defects in materials and workmanship under normal use to the original residential user. Proof of purchase and ownership is required for the warranty to be in effect.
- Any change submit to our confirmation
- Any error or question in our manual or sales term, please feel free to contact with us.
- It is forbidden to copy our manual and for other usage, except the authorized company and users.
- For any wrong operation or installation to the user or third party, we do not responsible for the duty.
- For the damage caused by anthropic factor or inevitable reason, we do not pay for the loss or maintain for free, please check our after sale service terms.
- Please do not take apart the lock if you are not technician, if necessary, please make the operations under the guide of technician.
- Notice: there maybe a little difference for product pictures with real product, please subject to our real products. After changing the battery, please do not throw away the battery, kindly refund to recycle bin in case of pollution!

6 PREPARING TO INSTALL

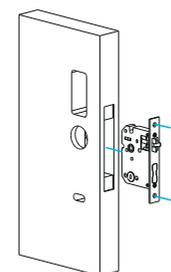
6.1 Line Drawing

Draw a horizontal center line inside and outside the door at 1 meter from the ground. Fold the hole template, make the handle center line align at the door horizontal center line, then draw out the hole lines at front and side.

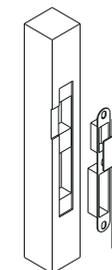
Drawing Center Line



Drill Hole with Template
Step 1



Test with Mortise
Step 2



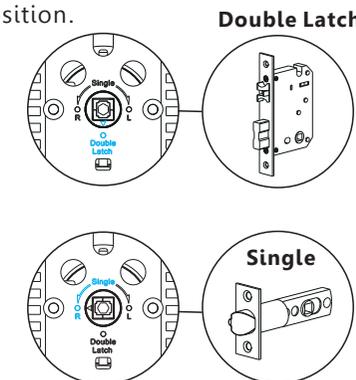
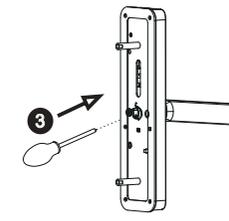
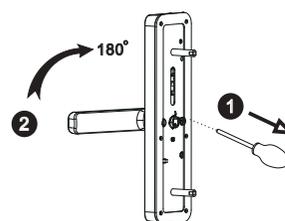
Drill hole for Strike
Step 3

6.2 Adjust Direction

! Make sure the arrow point to the right position according to the different mortise.

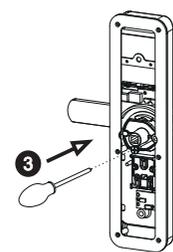
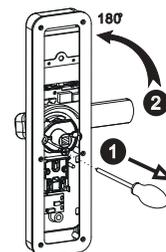
6.2.1. Adjust from Right to Left Direction (For Sample)

1. Use the allen key to take off the screw on the right position.
2. Turn the handle to 180 degree counterclockwise.
3. Tighten the screw in left position.



6.2.2. Adjust from Right to Left Direction (Back Panel)

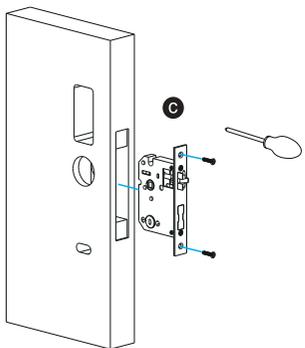
1. Use the allen key to take off the screw on the right position.
2. Turn the handle to 180 degree clockwise.
3. Tighten the screw in left position.



7 LOCK INSTALLATION STEPS

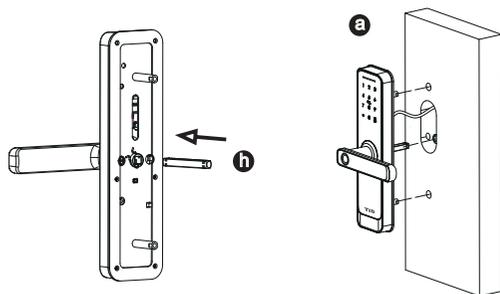
7.1 Assemble the Mortise

Assemble the mortise(c) into the slot which is drilled according to the template.



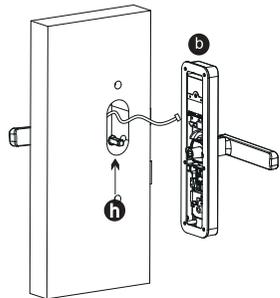
7.2 Assemble the Front Panel

7.2.1 Press hard the spindle (h) into the handle hole.
7.2.2 Fix the front panel(a) on the door and cross the cable through the hole.



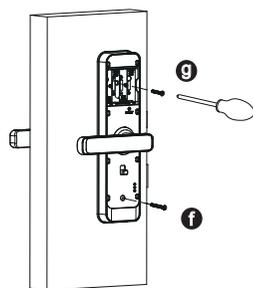
7.3 Connect the Cable

Insert the 70L spindle on mortise, cross the cable through the hole and connect with the PCB board.



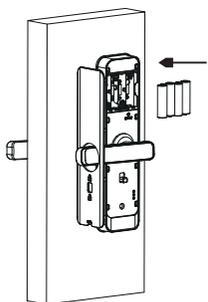
7.4 Fix the Lock Panel

Tight the back panel with front panel with the two long screws.



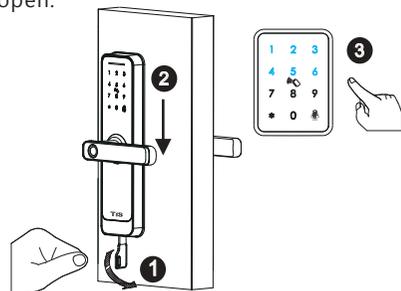
7.5 Assemble the Battery Box

Put 4pcs AA alkaline batteries and fix the battery box cover.



7.6 Adjust the Lock Panel

After finishing installation, please adjust the position of the lock panel or the screws whether it is too tight. Test with password: 123456 and turn the manual key and then press the handle to open.



APP OPERATION STEPS

Search Google play or APPLE Store with TISLOCK to download the APP. Install it or scan the below QR code we provided to install the APP program. You can also turn to us to download the application. please read the manual carefully before installation and keep it properly.



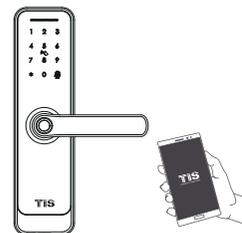
- Please turn on your phone's Bluetooth function before any operation.

Attention



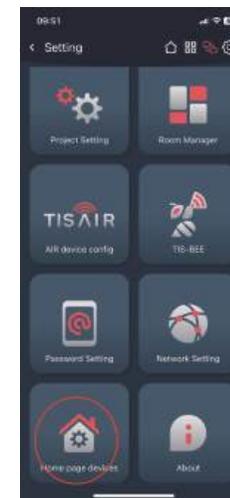
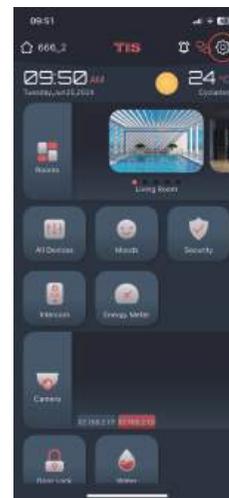
1. Add one smart lock on your phone

- When adding the door lock, operations must be completed near the lock and the keypad is activated during paring.



Step1: Open the app and enter the settings page

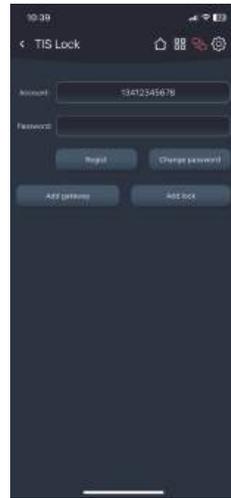
Step2: Enter the home page settings page



Step3: Select the TIS Lock function under Door Lock and click the Add Lock button



1-3

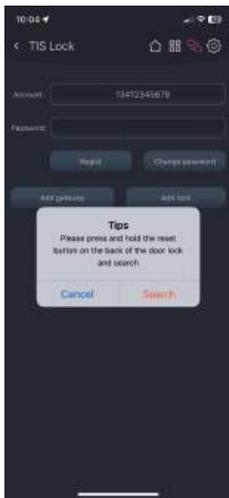


1-4

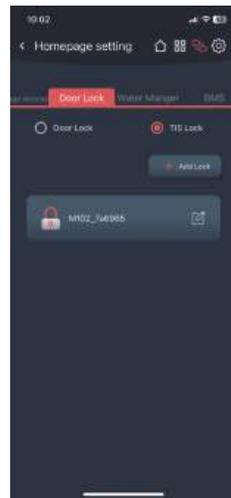
Step4: Enter your account and password and click Register to register your account for use with TIS lock. If you already have an account, you can enter it directly to log in automatically.

2. Adding Locks

Step1: Please press and hold the reset button on the door lock for 3 seconds to put the door lock into the configuration state, then click Add lock - Search, the app will automatically configure the door lock to the account via Bluetooth.



2-1

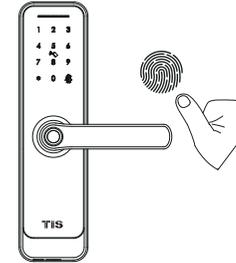


2-2

Step2: If successful, it will return to the previous tab and display the door lock in the list. You can modify the name of the lock and delete it by swiping left.

3. Add fingerprint

Step1: Click on the lock in the list to enter the lock configuration page, and click the add fingerprint button



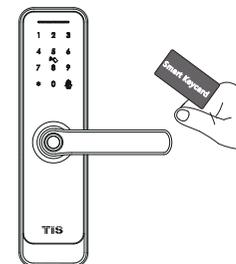
3-1 3-2

Step2: The lock will enter the fingerprint adding state. At this time, repeatedly press the fingerprint recognition area of the door lock with your finger until the addition is completed. The fingerprint name can be modified and deleted

4. Add IC card

Step1: Click on the lock in the list to enter the lock configuration page, and click the add IC card button

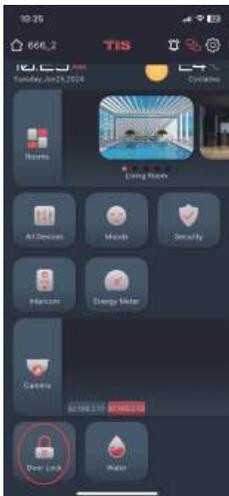
Step2: The lock will enter the IC card adding state. At this time, place the IC card in the IC card identification area and the addition will be completed. The IC card name can be modified and deleted



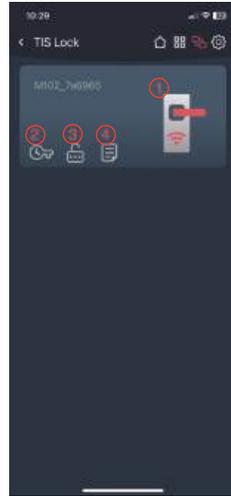
4-1 4-2

5. Lock control

Step1: Go to the home page and click the Door lock button



5-1



5-2

Step2: Function Description

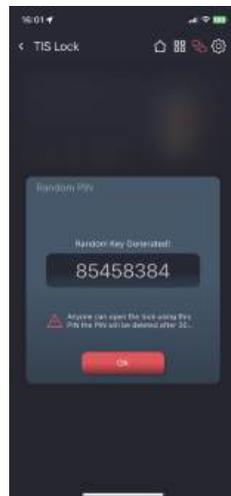
① Turn on the door lock button to unlock via Bluetooth and remote. Remote unlocking requires configuring the gateway (see “6” for details) and turning on the Remote unlock button in the door lock settings



② Temporary password settings, you can add a password that can be used within a period



5-2-②



5-2-③

③ Random password: randomly generate a password, which is valid for 30 minutes and can be deleted at any time in the temporary password list



④ Message log, showing the relevant messages triggered by the door lock



6. Add a gateway - optional

The new version Wi-Fi gateway is with improved performance and long communication distance. please refer to the below parameters and operations:

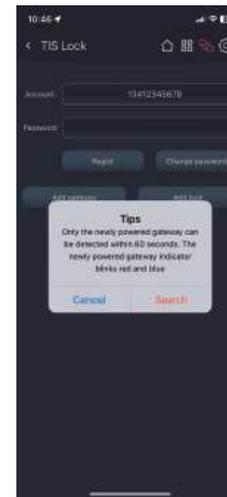
Model: TIS-Lock2_HUB
 Dimension: 70x70x26mm
 Network: Wi-Fi 2.4G
 IEEE Standard: 802.11b/g/n
 Power Interface: Type C USB
 Power Input: DC5V/500mA

Light Status:



- When the gateway is powered on:
 - Light flashes alternately with red and blue: Stand-by mode, ready for connection
 - Blue light: working mode
 - Red light: network failure

Step1: According to see “1”, enter the TIS Lock settings tab and add a gateway, and enter the phone's wifi password to pair the gateway with the network, then click the search button

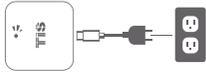


5-1



5-2

Step2: Re-insert the gateway into the power source to start it up. The gateway will enter the network configuration state to pair with the app. After successful pairing, the gateway will be bound to the account. When the door lock and gateway are nearby and under the same account, they will automatically match and connect, which takes about ten minutes. The gateway can modify and delete the name.



Step3: Re-insert the gateway into the power source to start it up. The gateway will enter the network configuration state to pair with the app. After successful pairing, the gateway will be bound to the account. When the door lock and gateway are nearby and under the same account, they will automatically match and connect, which takes about ten minutes. The gateway can modify and delete the name.



5-3