



# Smart Lock

## User Manual

### SL36E

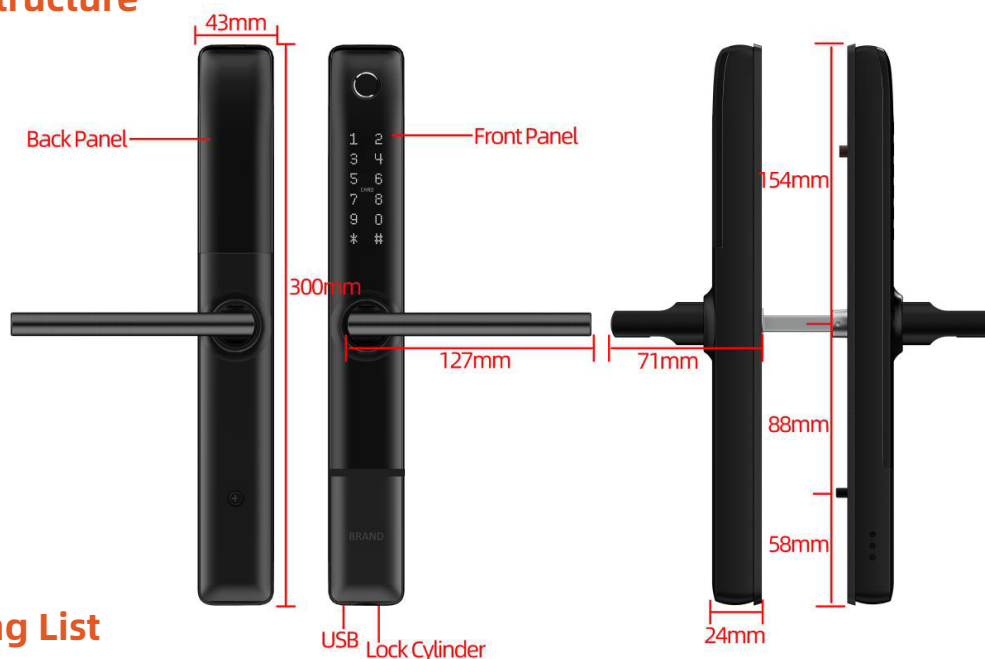


### Special Attention:

1. Mechanical keys please keep outdoor, just in case keys are required to unlock door in low power conditions.
2. Please replace for the battery when low wattage alarm. (check app status)
3. Reading this manual carefully before installation, and keep it for future reference.
4. Alkaline (4 x AA) batteries MUST be used, do not use lithium batteries.

# 1. Introduction

## 1.1. Lock structure



## 1.2. Packing List

Check the following drawing to check whether the package contains all the parts

NO	Name	Qty	NO	Name	Qty
1	Front Pane	1	12	Sliding Screws:16x5mm	2
2	Back Panel	1	13	Mortise Screws:10x5 (For Aluminum Door)	4
3	Mortise:SL36	1	14	Mortise Screws:25x 4mm (For Wooden Door)	4
4	Card	3	15	M5x25mm Screw for Door Thickness 33-40mm	1
5	Mechanical Key	2	16	M5x30mm Screw for Door Thickness 33-40mm	1
6	Waterproof Rubber Plate	2	17	M5x40mm Screw for Door Thickness 41-50mm	1
7	U-Clip	1	18	M5x50mm Screw for Door Thickness 41-50mm	1
8	User Manual	1	19	M5x60mm Screw for Door Thickness 51-65mm	1
9	Strike&Strike Box	1+1	20	M5x70mm Screw for Door Thickness 51-65mm	1
10	Machine Screws: 30x8mm	2	21	Square shaft 60mm for Door Thickness 35mm-45mm	1
11	Machine Screws: 35x8mm	2	22	Square shaft 80mm for Door Thickness 45mm-65mm	1

### 1.3.Specifications

Suitable for Models	SL36E	Doors Applicable	Aluminum door Wooden door
Materials	Handle: SS304 Panel: Aluminum alloy	Working Voltage	6V/4x AA Alkaline Batteries
Lock Weight	2.5KG	Door Thickness to Fit	35-65mm
Unlocking Way	Bluetooth Fingerprint(option) Password Card Mechanical key Gateway(option)	Data Capacity	Fingerprint: 200 Password: 150 Card: 200
Color	Silver Black	Working Temperature	-10°C-55°C
Low Wattage Alarm	Less than 4.8V	Working Humidity	0-95%
IP	Rating	IP	55

#### System Initialization

Open the cover plate of the front panel ,long press the "Reset" button on the back panel for 5s, press "000#",and the initialization is complete

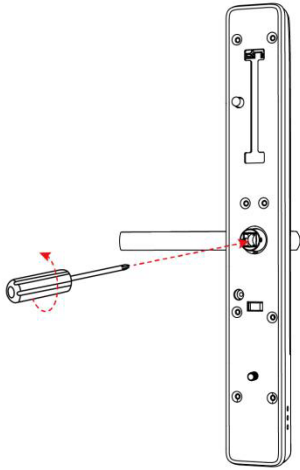


Reset button

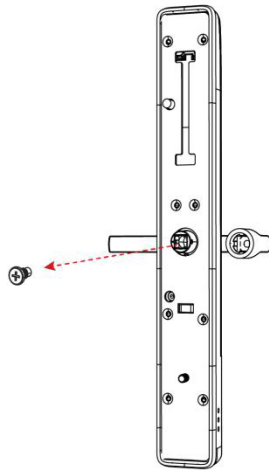
## 2. Installation

### 2.1 Turn the handle

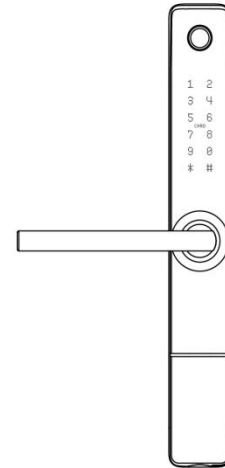
**Notice:** Adjust the handle according to the direction you open the door.



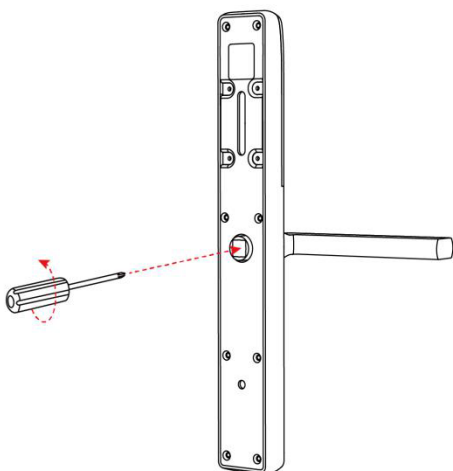
1. Turn the handle on the front panel loosen the screws on the handle counterclockwise



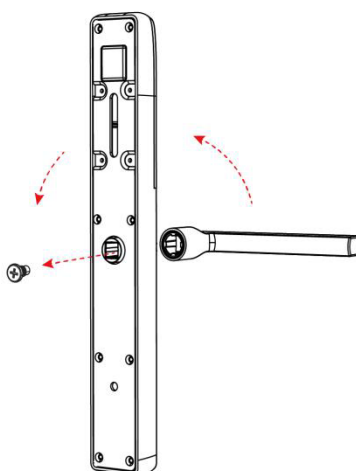
2. Undo captive screw to remove handle



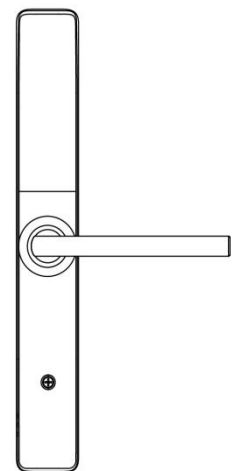
3. Flip the handle to desired side and re-seat onto spline, replace captive screw on the inside insuring this is done tightly to secure handle.



1. Turn the handle on the front panel loosen the screws on the handle counterclockwise



2. Undo captive screw to remove handle



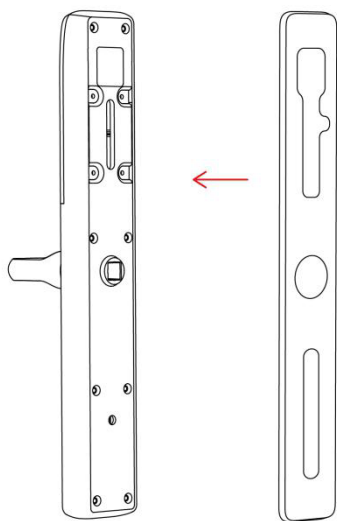
3. Flip the handle to desired side and re-seat onto spline, replace captive screw on the inside insuring this is done tightly to secure handle.



## 2.2. Installation Diagram(For 3585)

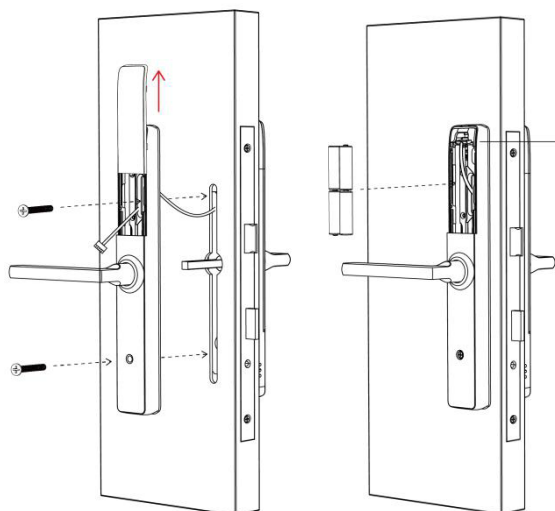
<b>Step 1 Install Mortise</b>	
	<p>1. According to the size indicated by the hole icon, open the corresponding hole position as needed, and install the lock body.</p> <p>2. Adjust the direction of the bolt according to the door opening direction</p>
<b>Step 2 Install Sliding Screw Casing and Square Shaft</b>	
	<p>1. Choose a screw column suitable for the thickness of the door, install it on the front panel,</p> <p>2. Install waterproof in alignment with the holes</p> <p>3. Install the square shaft, put on the U-Clip, The arrow is in the same direction as the handle</p> <p><b>HANDLE</b> <b>Important</b></p>
<b>Step 3 Install Front Panel</b>	
	<p>1. Align the front panel of the installed accessories with the holes of the door and install</p>

### Step 4 Install Back Panel



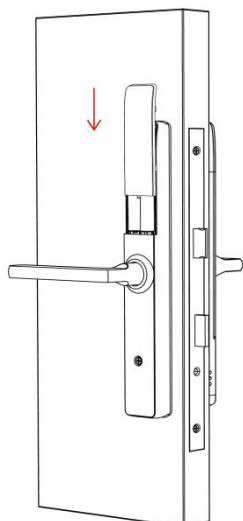
1. Install another waterproof pad to the rear panel

### Step 5 Connect Front and Back Panels Wires



1. Fix the front and back panels with screws suitable for the thickness of the door
2. Connect the front power cord to the back panel

### Step 6 Install the Battery



1. Install 4x Alkaline AA Batteries
2. Install the battery cover

## 3. Operation

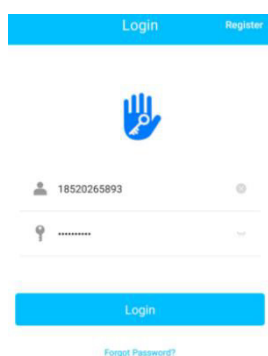
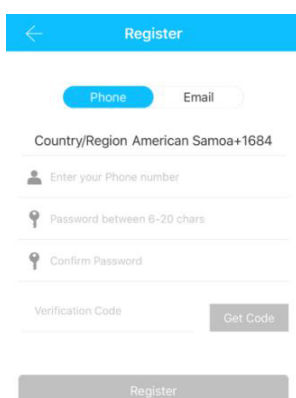
### 3.1. Registration

**SEARCH:**  
**“TTLock” in your  
 smartphone app store  
 to download software**

The software (iOS version) can be downloaded from the app store, and the Android version can be downloaded from the application store of Google play, Yingyongbao, Baidu, Ali, 360, Huawei, and Xiaomi.

### 3.2. Connect lock to the phone

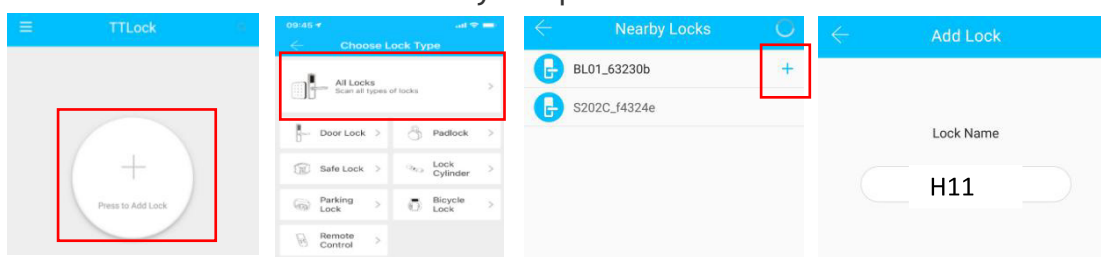
- 1) please scan the QR code to download the app
- 2) You can also search for TTPlock in the APP store(Google Play)to download
- 4) Register a new account (phone number or email) or login with an existing account.
- 5) Touch the lock screen to light, click "+ Add Lock"
- 6) The lock nearby will appear on the phone screen, Click "+"
- 7) Re-name the lock
- 8) The lock added successfully



TTPlock users can register the account by mobile phone and Email which currently support 200 countries and regions on the world. The verification code will be sent to user’s mobile phone or email, and the registration will be successful after the verification.


### 3.3. Add locks

TTPlock supports multiple types of lock devices. The lock needs to be added by the app after entering the add mode. Generally, a lock that has not been added, as long as the lock keyboard is touched, it will enter the add mode. The default password is 123456 if not added by the phone



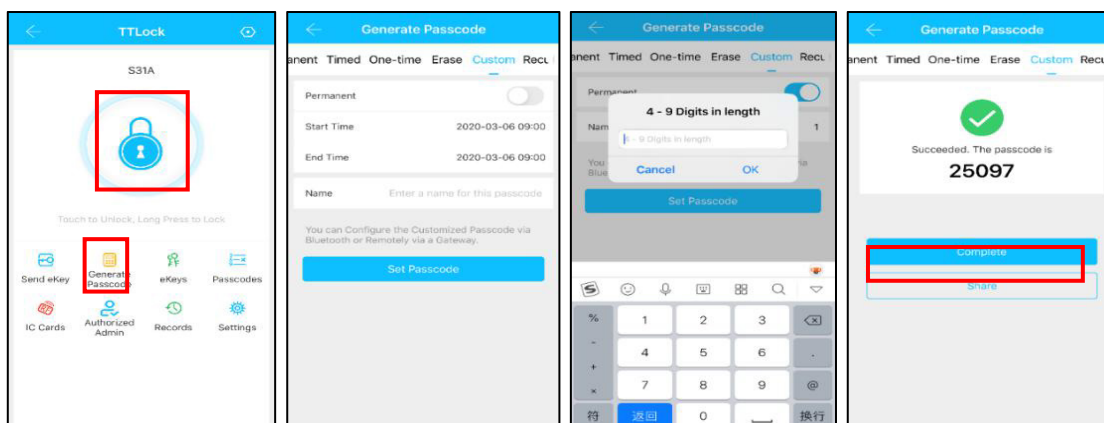
## 3.4. User Management

### 3.4.1. Bluetooth management


Make sure there is no problem with Bluetooth communication. After connecting the phone to the door lock as above, Click "  "to unlock.(the phone is within 5meters from the door lock)

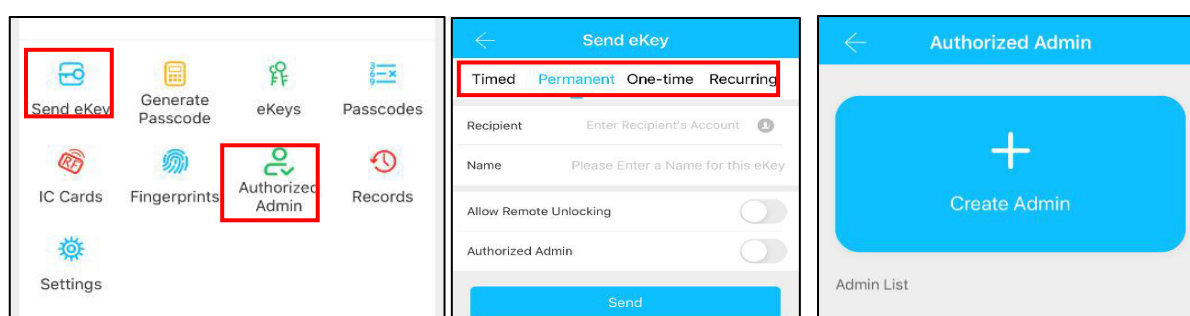
### 3.4.2. Setting Passcode

Passcodes are also a way to unlock. After entering the passcode on the locked keyboard, press the unlock button in the lower right corner to unlock. Passcodes are divided into permanent, time-limited, single, clear, cycle, and custom.(You can share the Passcode to other user via WeChat, SMS, Email, Messenger, WhatsApp)



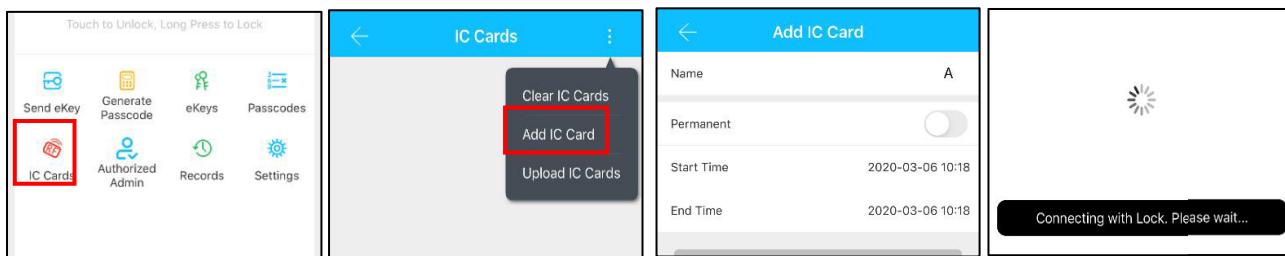
### 3.4.3. Send e-Key

Click on the "  " as shown in figure, you can send the eKey to other users of TTlock to authorize the unlock(the receiver must be download the APP and set up an account)→ Select e-key format (Timed, permanent, One-time, Recurring) → Enter recipient's account of TTlock,set the name and effective time of the eKey, Can choose to allow remote unlocking or disallowing, authorized administrator or not authorized, as shown in figure →Send→The recipient's account has Bluetooth unlock permission



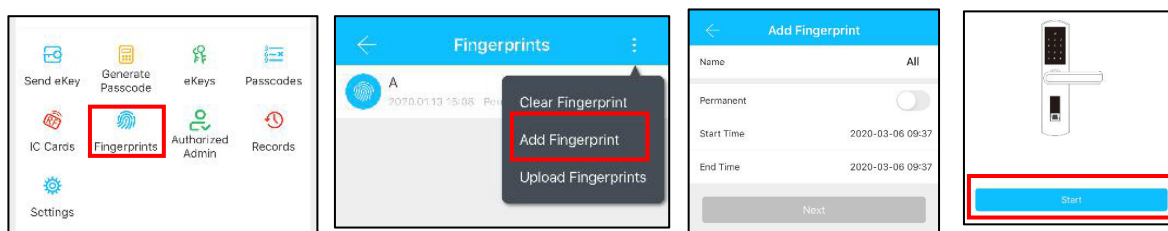
### 3.4.4. Add card

Supports opening doors through various IC cards. Before an IC card is used to open the door, it needs to be added first. The adding process needs to be performed by the app beside the lock. The validity period of the IC can be set, it can be permanent, or it can be limited in time.




### 3.4.5. Add fingerprint


The premise that a fingerprint can be used to open a door is that it needs to be added first. The adding process needs to be performed by the APP beside the lock. The fingerprint expiration data can be set, it can be permanent, or it can be limited. After setting, you can modify its validity period.




### 3.4.6. e-Key management

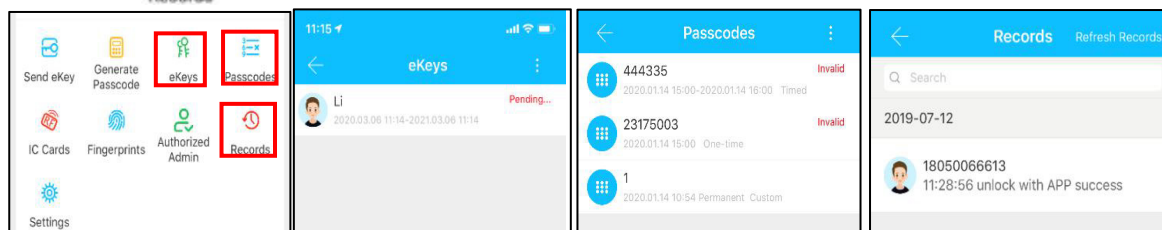
Click "  " The manager can delete ekey, reset ekey, send and adjust the ekey, meanwhile he can search the lock record.

### 3.4.7. Passcode management

Click "  ". All generated passwords can be viewed and managed in the password management module. This includes a password change, password deletion, password reset, and password unlock record.

### 3.4.8. Unlock records

Click "  " you can query your unlock record as shown in figure



### 3.5. Gateway management(Optional)

The TT lock is directly connected via Bluetooth, that is why it is not attacked by the network. The gateway is a bridge between smart locks and home WIFI networks. Through the gateway, the user can remotely view and calibrate the lock clock, read the unlock record. Meanwhile, it can remotely delete and modify the password.

#### 3.5.1. Add Gateway

##### Light Status



When the gateway is powered on:

- Light flashes alternately in red and blue: Stand-by mode, ready for pairing
- Blue light: Working mode
- Red light: Network failure

##### Pair the Gateway with APP

- 1 Activate the APP
- 2 Press "☰"
- 3 Select [Gateway]
- 4 Select [G2]
- 5 Plug in the gateway and power it on, while the light flashes alternately in red and blue
- 6 Press "+" sign
- 7 Add Gateway
- 8 Select the network and fill in the password
- 9 Add complete

⚠ Notice: If times out, please power off and try it again.

#### 3.5.2. Manual

After a short period of time, you can see which locks are in their coverage in the app. Once the lock is bound to the gateway, the lock can be managed through the gateway

## 4.FAQ

1) How to read operation records?	In the Records of the main interface. .
2) Why can't I unlock it after open the passage mode	You need to perform an unlock verification in any method, than the passage mode will take effect.
3) What is the purpose of Auto Lock	You can set how long to lock after unlocking
4) After installation, touch sensing keyboard, screen no respond  <div data-bbox="116 976 730 1106" style="background-color: red; color: white; padding: 5px; text-align: center;"> <b>Alkaline batteries must be used. Do not use Lithium Batteries.</b> </div>	a) In this case, first check that the positive and negative electrodes of the battery have been installed upside down, whether the battery has enough power b) Remove the back panel and see if it's connected. c) To eliminate the above situation, you need to remove the lock ,check whether the wires of the lock body are squeezed, and the re-wire.
5) Unable to register fingerprint	Check the fingers for dirt or wear, check the fingerprint head on the lock for dirt and oil stains, etc. Check to see if the fingerprint is working properly(Press to see if there is any responds.
6) What is the reason why the smart lock consumes fast power?	a) Large standby power consumption b) Short circuit
7) There is no response to pressing the handle on outside the door, and there is unlock normally on inside the door, but the verification is normal, and the motor is normal.	It may be the triangle direction on the clutch was error, please check correction.
8) How many times will the passcode be locked? How long is it locked?	Enter the wrong password more than 5 times in a row, the keyboard is locked for 5 mins, Other ways to can open the door

# PRODUCT WARRANTY

Customer Name: \_\_\_\_\_

Customer Phone: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Store Name: \_\_\_\_\_

Receipt #: \_\_\_\_\_

Product Name: \_\_\_\_\_

Product Model: \_\_\_\_\_

## Note:

1. Please keep this card so that you can use it when you need warranty service.
2. We provide you with a two-year warranty from the date of purchase.

**GDRutter**  
Limited

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Glenfield  
Auckland 0627  
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Email: sales@gdrutter.co.nz  
Web: www.sylvan.co.nz



Thank you for choosing our Sylvan Smart Lock, as with all Smart Locks there are a few key tips that will ensure your Smart Lock meets your expectations.

- Good quality Alkaline batteries should always be used
- The supplied rubber boot must be installed, however smart locks are not suitable for use on a tongue and groove door, water can penetrate the lock via a groove.
- The lock must be mounted onto a flat surface and must have protection from the rain
- This lock is not suitable for the use on a gate