# TW21A
Smartphone Controlled Electronic Lock

ATTENTION:

1. Keep mechanical keys in a safe place different from the lock installation place, so that in case of emergency/breakdown the door can be opened mechanically.
2. Pay attention to the battery level to be able of replacing the batteries on time.
3. Read the manual carefully before the installation and keep it safe for its future use.
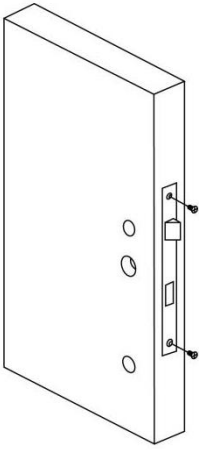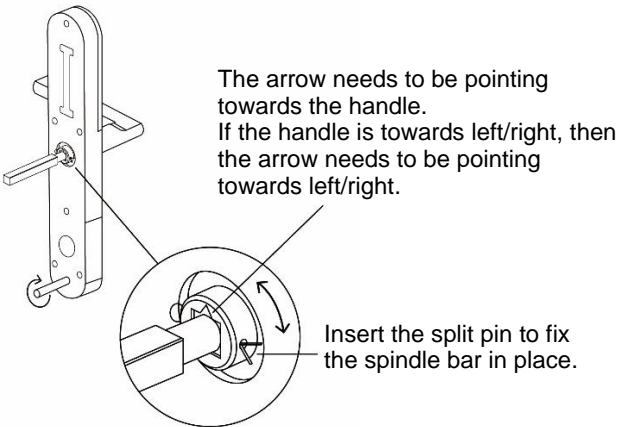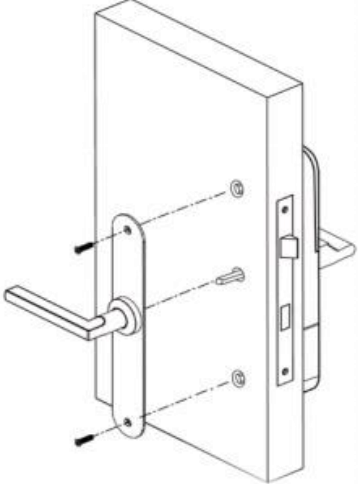
1. Dimensions
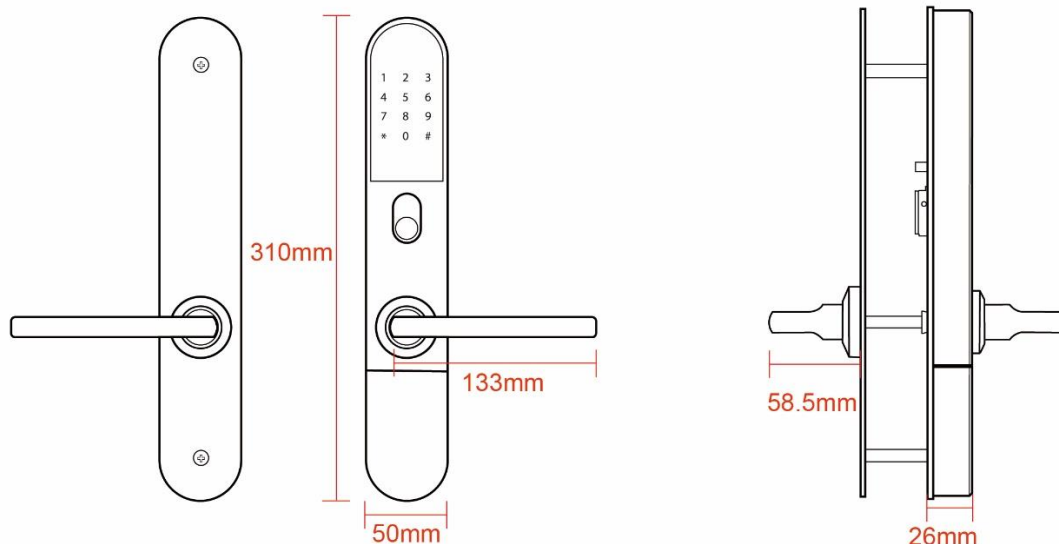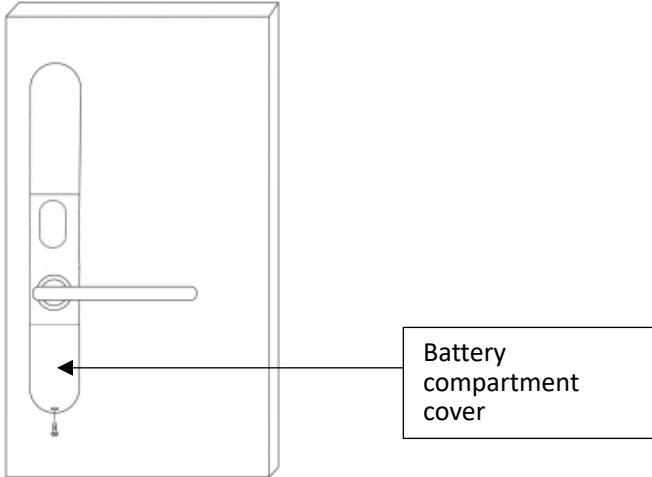
2. Types of Mortice/Mechanical Locks
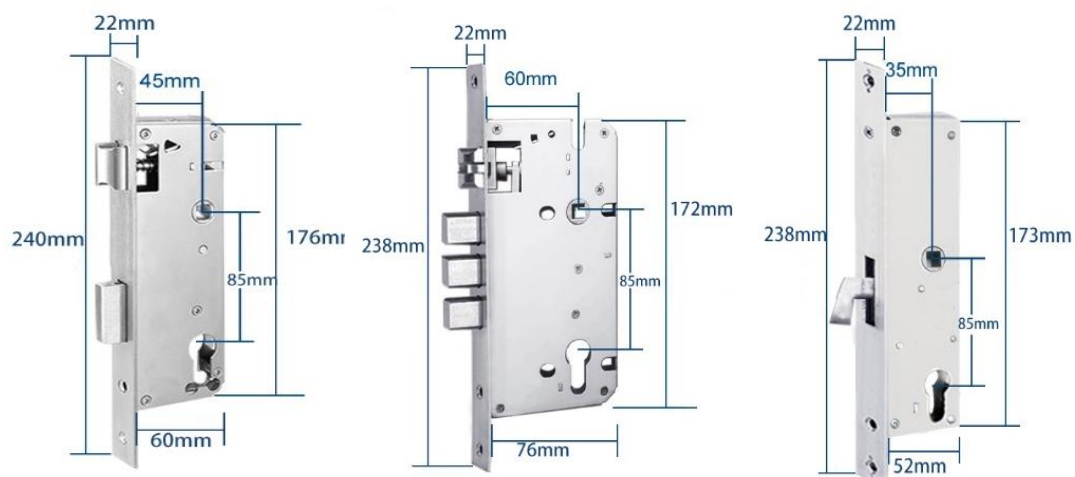
45*85	60*85 (security)	35*85 (hook)
Wooden/Metal Doors	Wooden/Metal Doors	Sliding Doors

3. Installation

3.1 Installation Diagram

1 – Mortice Installation	2 – Spindle Bar
	The arrow needs to be pointing towards the handle. If the handle is towards left/right, then the arrow needs to be pointing towards left/right. Insert the split pin to fix the spindle bar in place.
3 – Front Panel Installation	**4 – Back Panel Installation**
5- Battery Compartment	
Battery compartment cover	

ATTENTION:

There is an arrow in the spindle bar fitting hole, which should be looking towards the handle so that the lock works properly, otherwise, the lock will not open electronically.

## 3.2 Turn the handle (right or left opening)

| Loosen the screw on the spindle bar hole. | Remove the handle from the fitting hole. | Install the handle in the desired position and tighten the screw. |

| Loosen the screw on the spindle bar hole. | Remove the handle from the fitting hole. | Install the handle in the desired position and tighten the screw. |
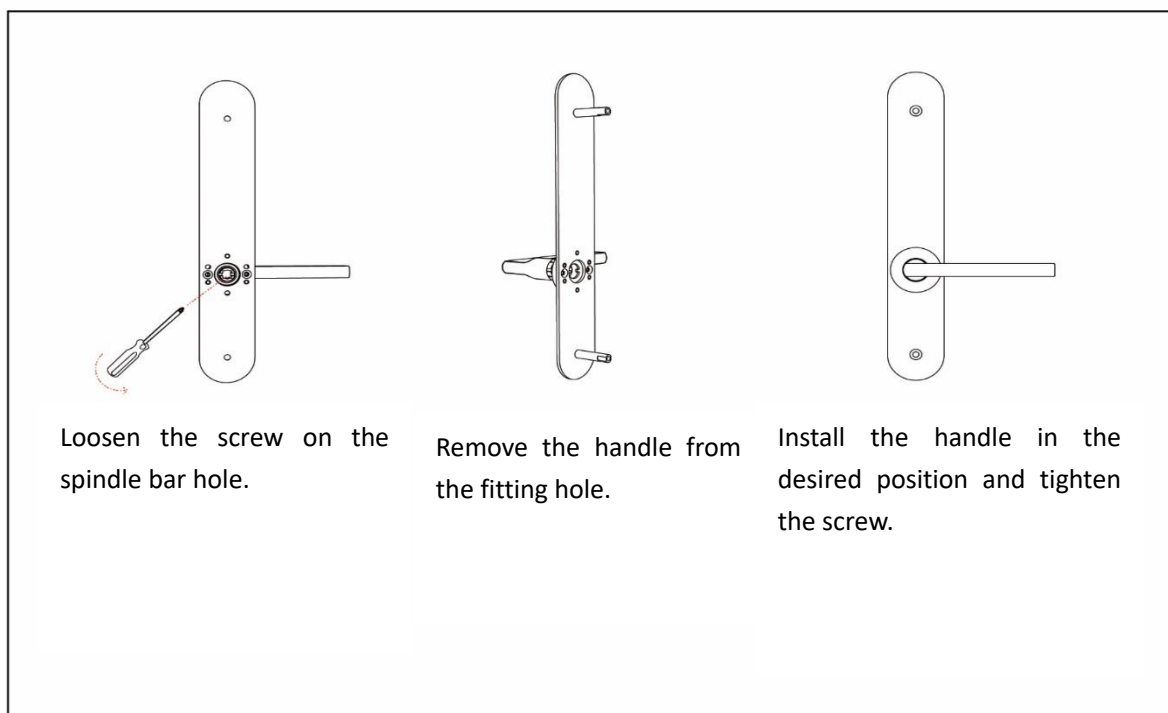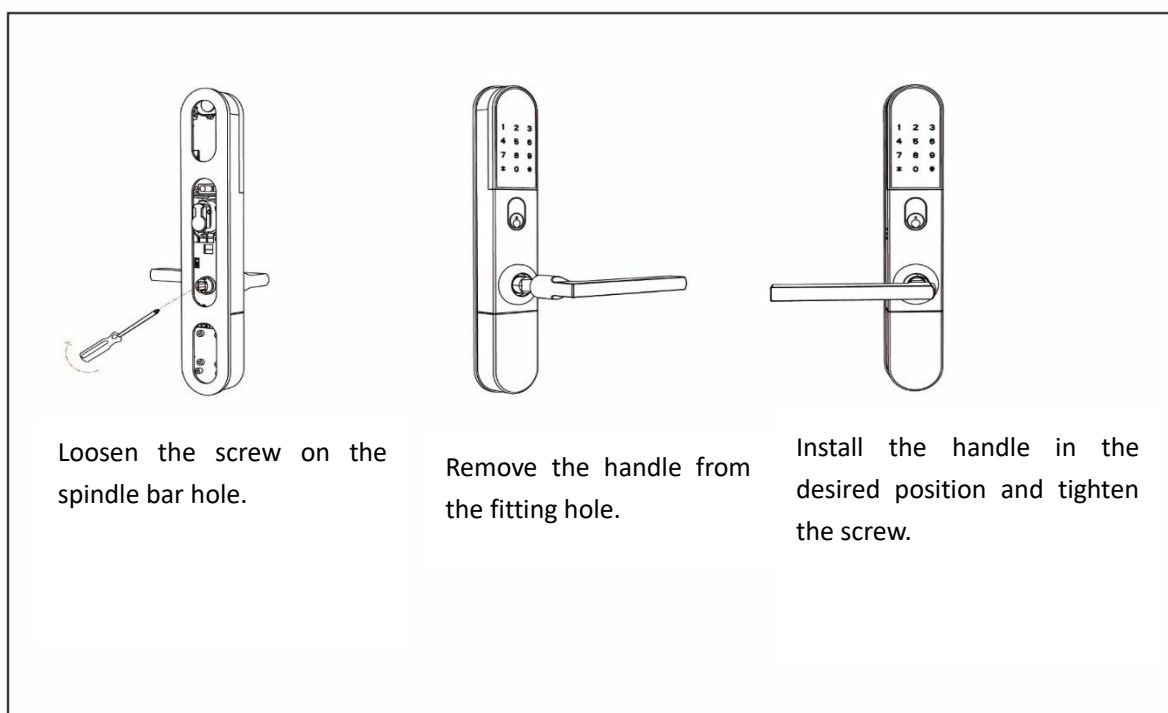
4. Technical specifications

Models	TW21A
Material	SS304 + Zinc Casting
Front plate size	310*50*26mm
Back plate size	310*50*3mm
Weight	2.5KG
Opening methods	Bluetooth Code Proximity card Mechanical key
Colour	Silver Black Grey
Types of door	Aluminium/PVC door Wooden/metal door Sliding door
Voltage/Battery	6V/4x AAA
Door width	30-80mm
Storage capacity	Unlimited – Management by APP
Operating temperature	-20℃ | +70℃
Operating humidity	20% ~ 90%
Low voltage alarm	Less than 4.5V

Lock initialization:

The lock is disassembled. At the back side of the front panel there is a RESET button. Press the button for 5 seconds.
Next, type "000 #" on the front panel keypad. Initialization is complete.
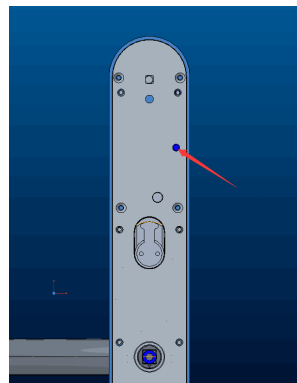
5. Smartphone application

5.1.1 Download the TTLOCK application

  Download the application from Play Store/App Store in your smartphone - Android or iOS (The following QR code can be used to be directed to the application).
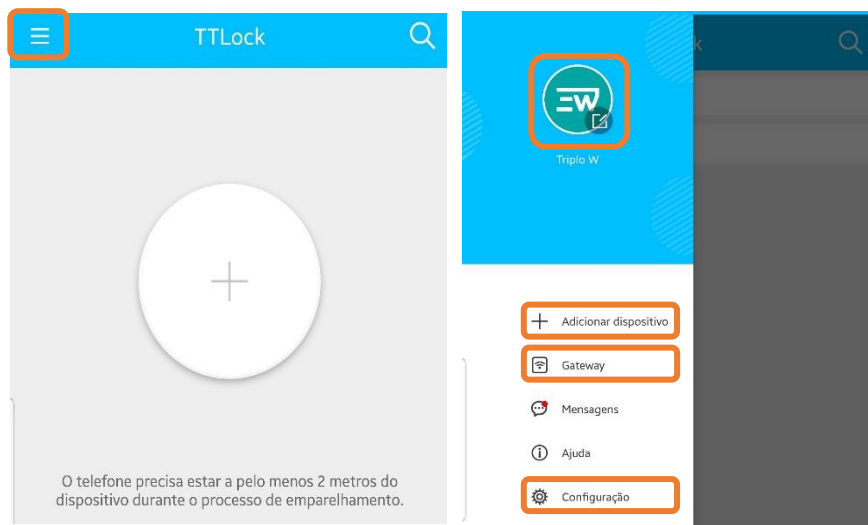

5.1.2 Create an application account

1.   Press **Registration** to create an account.
2.   Select the registration mode by **Phone.**
3.   Select the country of your telecommunication operator and after filling in the data, click on **Get code**. You are going to receive a SMS with the validation code.
4.   After entering the received code, click on **Registration**.

5.1.3 First login

At the upper left corner, on the created profile icon, you will find the following options:
1. **Profile management** – Profile picture, modification of access credentials or name, etc.
2. **Add device** – Add new access control.
3. **Gateway** – Add and manage the TW-GATE devices.
4. **Setting** – Application settings and transfer of equipment to other accounts.

5.1.4   Add device

Make sure the device is connected to the power supply before starting the set up; it is recommended to carry out a RESET.


1   Press **Add device** or **"+".**
2   Select **Lock/Keypad**
3   Activate the device (the keypad light is going to turn on) or press continuously the RESET button until there is a sound signal followed by two beeps. Press **Next**.
4   Next, the application will search the access control by Bluetooth.
    1. On the mobile app the name and symbol **+** will be displayed (if the symbol **+** does not appear, a RESET will necessary).
    2. Press the symbol **+** to finish the initial synchronization.
5   Assign a name to the access control added and click on **OK.**
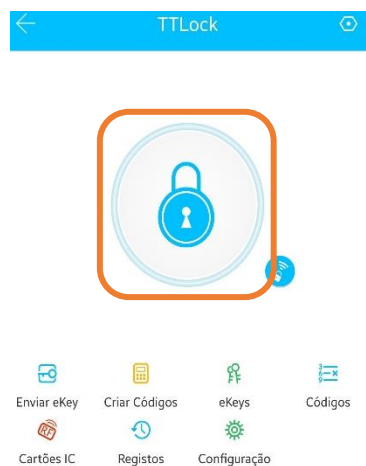
5.2 Device management

5.2.1 Main device menu

1. Abertura pela aplicação;
2. Atribuir códigos;
3. Gestão dos códigos atribuídos
4. Registo
5. Definições
6. Adicionar utilizadores da aplicação móvel
7. Gerir utilizadores da aplicação móvel
8. Abertura Remota (apenas disponível com o dispositivo TW-GATE)
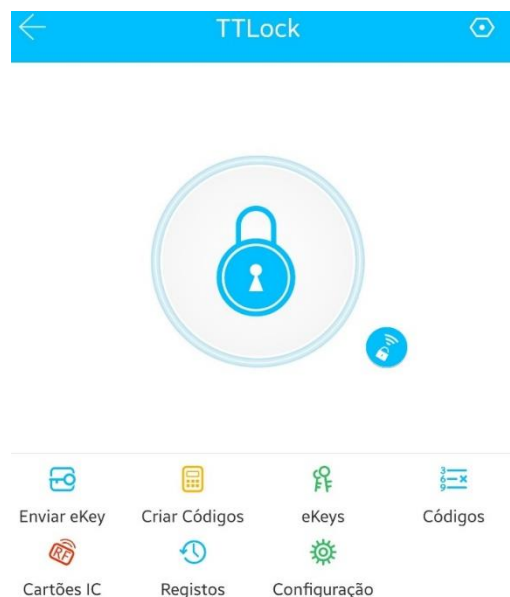
5.2.2 Opening by using the application/keypad

- Press the symbol

> Note: This function is only available when standing next to the lock (locally) by Bluetooth.

- To open the door by using the keypad, press: **# (access code) #**
- To open the door by using the application along with the installed TW-GATE: press 🔵 .

5.2.3 Assign codes

- Select **Create code**

- Select the type of code intended to be created:
  - **Permanent** – Code with no time limit that is active until is deleted by the administrator. A random 6-digit code is generated.

> Note: The code needs to be entered into the device within 24h for it to be valid.

  - **One-Time** – It is a one-time use code. It is deactivated after it is used. A random 6-digit code is generated.

> Note: The code needs to be entered into the device within 6h for it to be valid.

  - **Programmed** – It is a code set by the administrator that has a time interval (start time/date and finish time). The generated code is going to work for the set time. A random 6-8 digit code is generated.

> 1- Set start date/time.
> 2- Set the finish date/time.
> 3- Generate the code.
> Note: The code needs to be entered into the device within 24h for it to be valid.
> Only one code can be created for the same time interval. After generating the code, it can only be deleted locally or when the time interval ends.

- **Delete** – It is a generated code that deletes every other type of code created previously. When entering **Delete** into the access control, every code will be deleted.
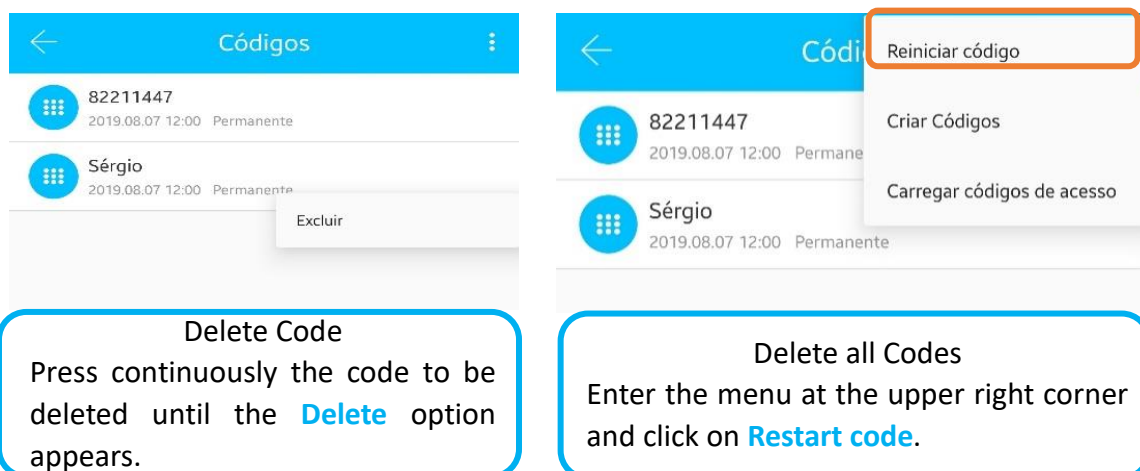
Note: This option needs to be used only for security failures. All codes are deleted after using the **Delete** code, including the **Programmed** codes and it will not be possible to create new codes with the same time interval than the ones previously created, the latter can only be done after a local lock reset.

The code needs to be entered into the access control within 24h for it to be valid.

5.2.4 Assigned code management
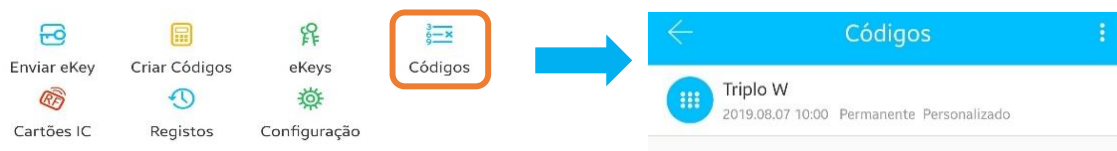
- **Codes** – Management of every type of created code until then. It is possible to delete them as long as the entire process is carried out locally by Bluetooth with the TW-GATE device.

Delete Code
Press continuously the code to be deleted until the **Delete** option appears.

Delete all Codes
Enter the menu at the upper right corner and click on **Restart code**.
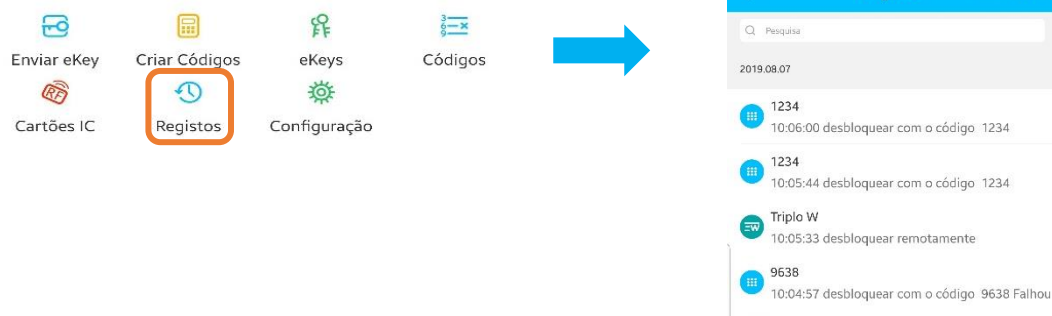
5.2.5 Assign proximity card

- In order to record a proximity card, you need to be standing next to the lock, activate the lock keypad and wait for the synchronization until a message to bring the card closer to the lock reader appears.

5.2.6 Opening records

This entire process needs to be carried out locally, with a Bluetooth or WIFI connection to the TW-GATE device.

5.2.7 Device setting

Basic settings
- Change lock name
- Group the lock
- Battery level
- Change administrator code

Gateway – If there is a TW-GATE, check the connection status.

Device sound – Activate/deactivate the lock keypad sound.

Synchronize the device time – Synchronize the smartphone time to the device time.

Update the firmware – Update the lock firmware.

Open remotely – Activate the remote opening function.

Delete – Delete the application lock.

This entire process needs to be carried out locally with a Bluetooth or WIFI connection to the TW-GATE device.

5.3 Add Gateway (Optional)

Gateway Light Meaning

The gateway is connecting to the power supply.

Blue-red intermittent light- The gateway is getting ready for pairing.

Blue light – Connected to the network.

Red light – Failure to connect to the network.

Pairing the gateway to the App

1 Enter the APP **2** Press "≡" **3** Select "GATEWAY" **4** Seleccionar "G2" **5** Conectar el gateway a la alimentación
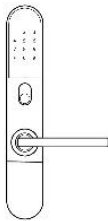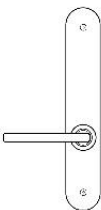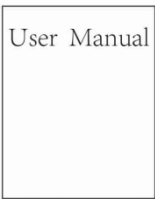
6 Press "+"
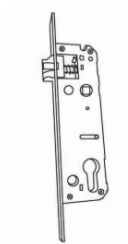
7 WIFI network setting menu

8 Fill in all data to connect the WIFI network

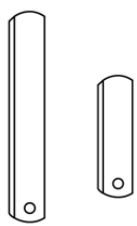**9** After adding the gateway successfully, the application is going to search for the devices on the gateway´s range.

⚠ Attention: If the time is exceeded, disconnect the gateway from the supply and connect back again.

Front plate	Back plate	Instruction manual	Mortice lock
1	1	1	1
Armature plate	Waterproof protection rubber sheet	Mechanical keys	Tag MF (Mifare)
1	2	3	(Optional)
Split pin for the spindle bar	Fixing screw for armature plate	Fixing screw	Threaded connector nut
1	4	1	2
Spindle bar	Rubber gasket		TW-GATE
2	1		(Optional)

Warranty

Client Name：　　　‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗

Client Phone Number：　‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗

Purchase Date：　　　‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗

Product：　　　　　‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗

Model:　　　　　　‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗‗

Note:

1) Please keep this manual in order for you to be able of using it when the warranty service is needed.

2) The warranty has a two-year validity from the purchase date.

3) Equipment are protected against factory defects starting from the purchase date.
   The warranty does not protect against breakdowns caused by a misuse of the system, by a deficient electric installation not checked by Triplo W., by natural disasters like: storms, floodings or similar, nor by wear components depending on use.

Seal and Signature of the Dealer