

Smart Lock User Manual

Model: Command



PORT Security
Systems

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In the Box



1.) Front Panel (1)



2.) Back Panel (1)



3.) Latch (1)



4.) Manual Key (2)



5.) Waterproof
Rubber Gasket (2)



6.) Strike (1)



7.) Strike Box (1)



8.) Bushing: M4x30mm
(2)



9.) Bushing: M5x30mm
(2)



10.) Sliding Screws:
16x5mm (2)



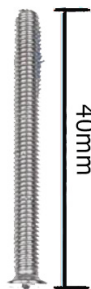
11.) Mortise Screws: 10x5
(For Aluminum Door) (4)



12.) Mortise
Screws: 25x4mm
(For Wooden Door)
(4)



13.) M4x20mm Screw
for Door Thickness
35mm-50mm
(1 3/8" - 2") (2)



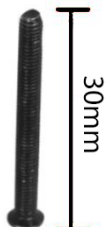
14.) M4x40mm Screw
for Door Thickness
50mm-65mm
(2" - 2 1/2") (2)



15.) M4x6mm Screws
(For the Back Panel
and Battery Panel) (4)



16.) M5x20mm Screw
for door thickness
35mm-50mm (1 3/8"-2")
(1)



17.) M5x30mm Screw for
door thickness
30mm-65mm
(1 1/8"-2 1/2") (1)



18.) M5x50mm Screws
for door thickness
50mm-65mm
(2"-2 1/2") (1)



19.) Wifi Gateway (optional)
(1)



20.) Suction Cup (1)



21.) IC Card (1)

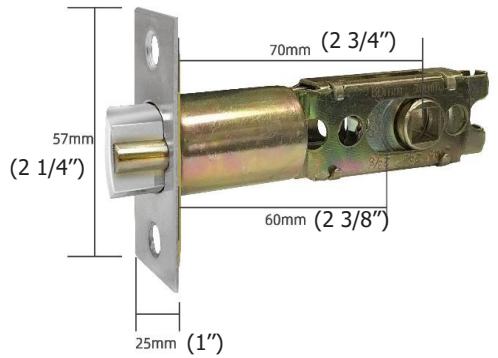
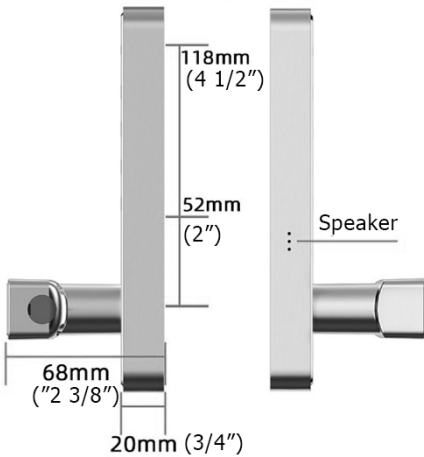
Product Specifications

Model	H11
Materials	304 Stainless Steel & Zinc Alloy
Front Panel Lock Size	170x70x20mm (6 3/4x 2 3/4x 3/4")
Back Panel Lock Size	170x70x20mm (6 3/4x2 3/4x3/4")
Lock Weight	1.5KG (3.3 lbs)
Unlocking Methods	Bluetooth Password Manual Key Card WiFi Remote
Finish	Satin Stainless Steel (SSS) Satin Black (SBL)
Door Types	Metal Wood
Working Voltage	6V/4x AA Batteries
Door Thickness to Fit	1 3/8-2 1/2" <i>*Can be installed on up to 4 1/2" thick door using extra long hardware</i>
Data Capacity	150 sets of passcodes
Working Temperature	14°F- 131°F
Working Humidity	0%-90%
Battery Replacement Warning	Less than 4.8V





Adjustable range from 52mm to 118mm



Adjustable backset latch (slide the spindle hub to your desired backset)



Features



Lock/Unlock

- Unlock using Passcode, Bluetooth app (iOS and Android), IC Card, Wi-Fi for remote and manual key
- The Port Smart Lock unlocks with a permanent Master Passcode
- Bluetooth keys based on duration can be generated and shared with guests. The mobile app can generate user passcodes, with validity duration from One-Time, Permanent, or a Duration based on Date-Time. Includes admin rights (limited)
- Manual key can be used to lock and unlock the door.
- Auto locking time setting option: After successfully unlocking, the Linnea Smart Lock will re-lock after a period of time (between 5 to 120 seconds). The owner sets this function. (See setting in the app)
- Voice guided lock/unlock command



Security

- Smart Freeze: After entering the passcode wrong 5 times the entry lock will freeze for 30 seconds
- Activity Logs: Up to 500 operational records saving in the lock
- Anti-Theft Passcode: Decoy digits can be ADDED to passcode when entered to prevent passcode from being exposed to the person standing next to the user
- Tamper Alarm: The lock will sound if intruders try to pry the lock from the door



Other Features

- 304 Stainless Steel lever and panel
- 304 Stainless Steel and Zinc lock body and latch
- Easy switch from Passage mode and Privacy mode
- Emergency Power Supply through USB using a laptop or battery pack. USB cable supplied but not battery pack
- Unlimited e-key generation capability
- Only the owner can authorize administrators
- Authorized administrator cannot authorize others
- Works with Google Home

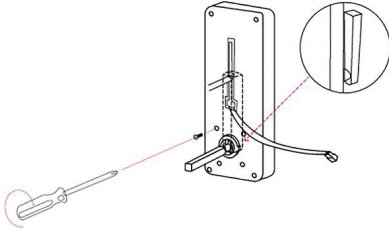
****Additional features can be found during the programming process**



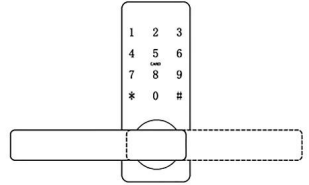
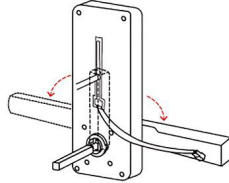
Preparing the Lock

Set up the levers to match the swing hand of the door.

Exterior Panel:



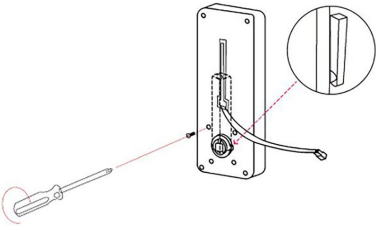
Remove the 4 screws.



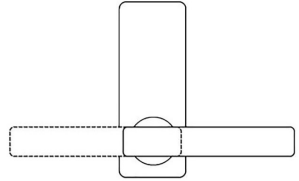
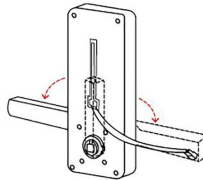
- For Left Swing:
Turn lever to left
and set
- For Right Swing:
Turn lever to right
and set

Put the screws back
and tighten

Interior Panel:



Remove the 4
screws.



- For Left Swing:
Turn lever to left
and set
- For Right Swing:
Turn lever to right
and set

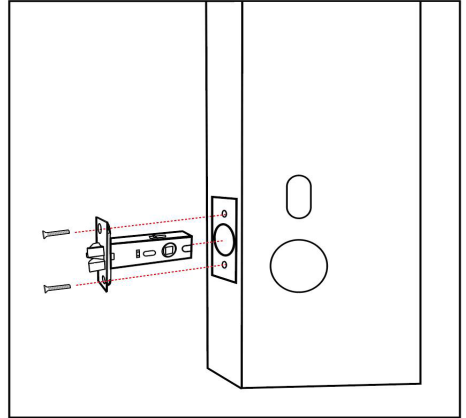
Put the screws back
and tighten



Installation Instructions

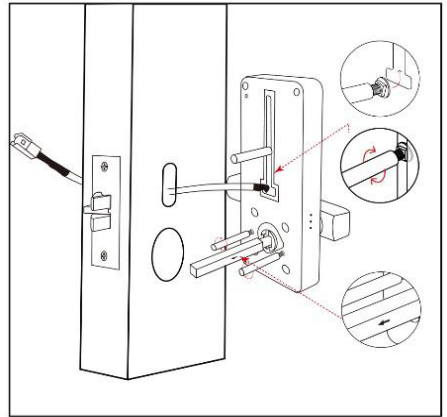
Install Latch

- 1) Use the template enclosed to cut holes for the door.
***It is important to follow the template**
- 2) Adjust the latch to the desired backset (2 3/8" or 2 3/4")
- 3) Install the latch using the 25x4mm (Parts #12) for wood doors and 10x5mm (Parts #11) screws for aluminum doors



Install Exterior Panel

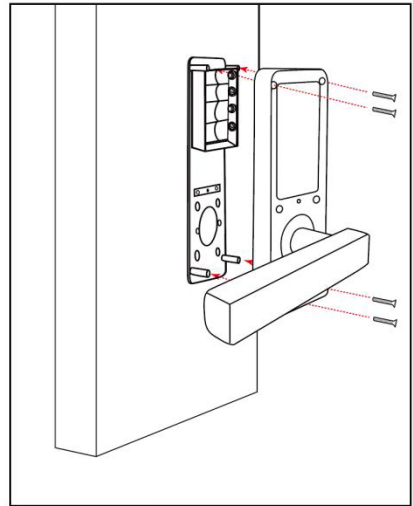
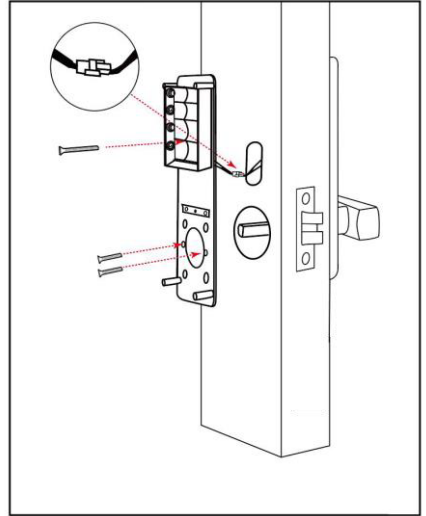
- 1) Install the M4x30mm (Part #8) bushing on the bottom two bolts next to the spindle
- 2) Screw the 16x5mm (Part #10) machine screw into the M5x30mm threaded bushing, then insert into the slot shown. Adjust the height based on the distance of the smaller hole and tighten
- 3) Install one of the waterproof rubber gasket (Part #5)
- 4) Insert the preinstalled spindle into the door, keeping the arrow on the spindle facing the same direction of the latch.



- * The two bottom bushing next to the spindle and top bushing need to be inserted through the hole simultaneously (Make sure to insert the wire through the top hole).**

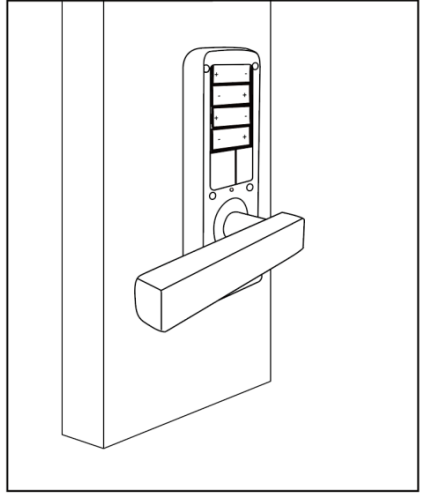
Installing Interior Panel and Wire

- 1) Install the second waterproof rubber gasket (Part #5)
- 2) Connect the wires to the exterior panel wire (just plug in and click)
- 3) Connect the interior panel to the exterior panel using the M4 screws (Parts 13 and 14) (pick the desired length based on the door thickness) that goes through the latch and screws onto the bushing
- 4) Do the same process using the M5 screws (Part #16, 17 and 18) that goes through the top hole and connects to the bushing. (Make sure to tighten screws all the way so it doesn't slide.)
- 5) Remove the glass battery cover using the suction cup (Part #20)
- 6) Install the interior case using the M4x6mm screws (Parts #15)



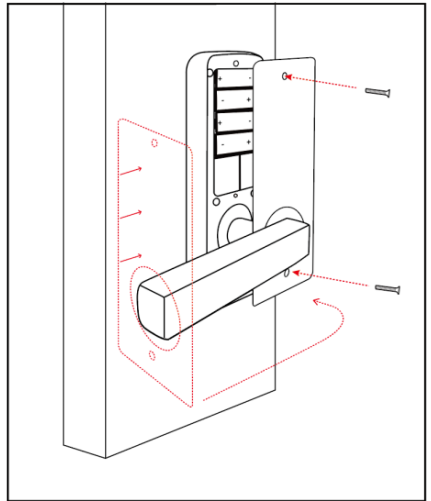
Install the Battery

1) Install (8) new AAA batteries into the battery chamber



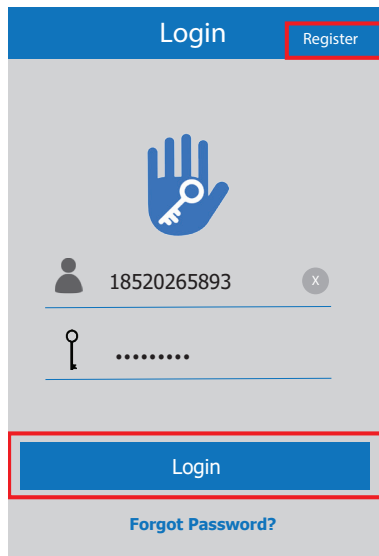
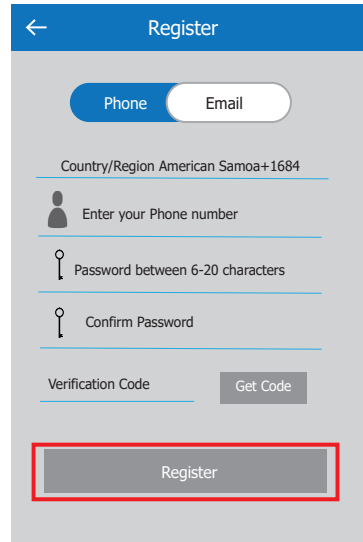
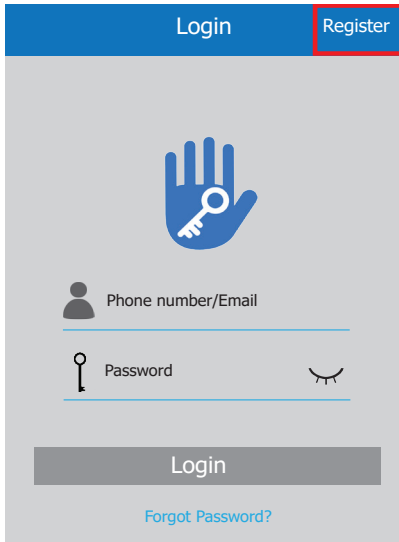
Reinstall the Battery Cover

1) Put the battery cover back

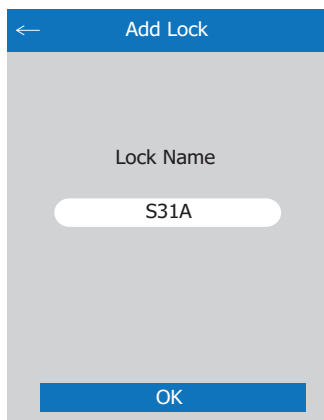
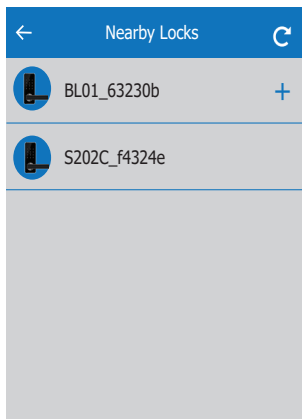
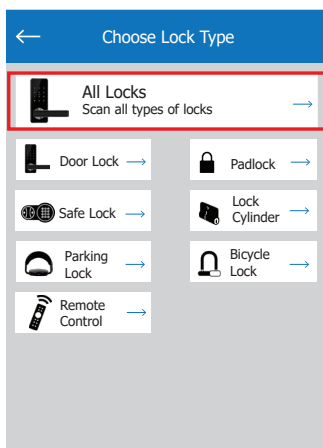
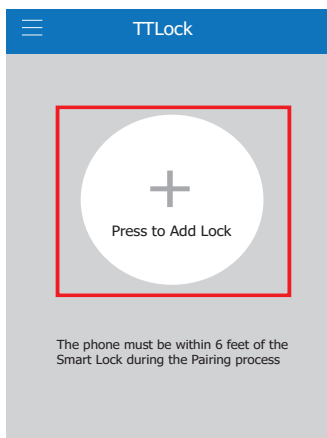


Programming Your Lock


1) Search for TTLock in the App Store or Google Play to download



- 2) Register a new account with your email address or login with an existing account (skip this step if you have an existing account)
 - The verification code will be sent to the user's mobile phone or email and registration will be successful after verification
- 3) Touch the glass panel to light, click "+Add Lock" on the app (TTLock supports multiple types of lock devices. You must select the lock type)
- 4) The lock nearby will appear on the phone screen, click "+"
- 5) Rename the lock if you wish (EX: front door, back door, office, etc.)
- 6) Wait for "lock added" confirmation (Often times it will be a soft sound once confirmation is received.)



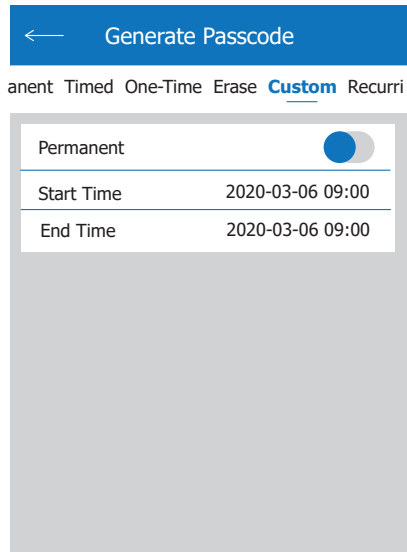
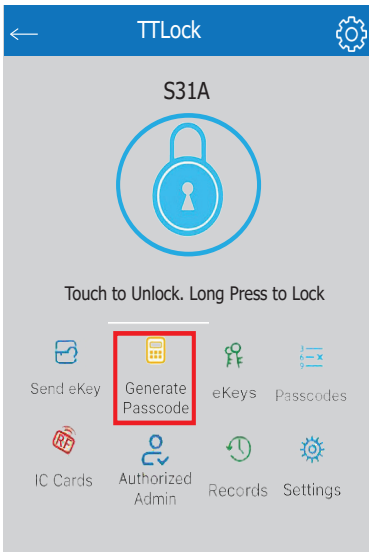
Bluetooth Management

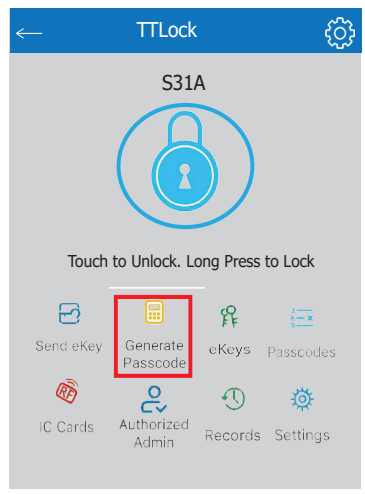
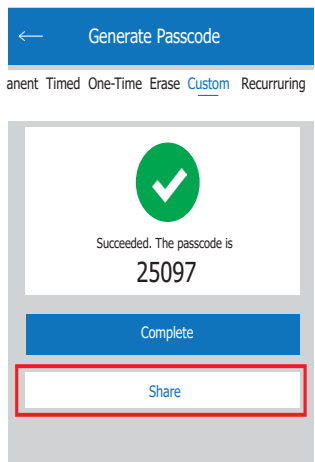
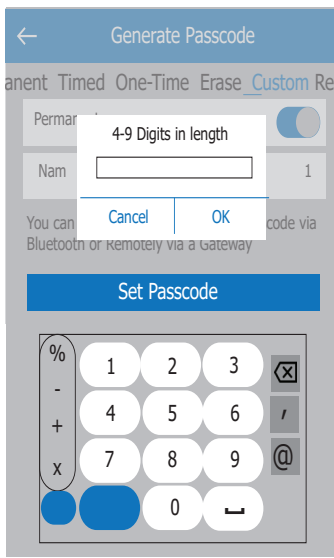
Make sure there is no problem with Bluetooth communication. After connecting the phone to the door lock, click “” to unlock (the phone needs to be within 16 feet of the door to unlock. The door will always remain locked until or unless it is changed to passage mode-see setting)

On the app a voice command will sound “unlock”, and if there is any communication problem with bluetooth, voice command will sound “operation failed”. Then close the app and start over.

Setting Your Passcode

Passcodes can be used to unlock the door. Create a passcode by clicking “Generate Passcode” on the app. System will create a generic passcode and it can be changed to your favorite code after using the generic code once. To change the passcode click passcode and type your desired code; and click ok. Passcodes can be generated for: permanent, limited time, single use and custom schedule.





*You can share the Passcode to other users via WeChat, SMS, Email, Messenger and WhatsApp

Passcode Types

Passcode Type	Description
Permanent	General Use passcode
Limited-Time	Passcode with set time frame
Single Use	Single-use short term password
Custom Schedule	Set your own passcode and time frame


Passcode Management

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.

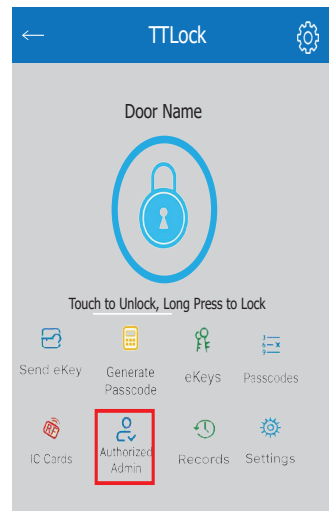
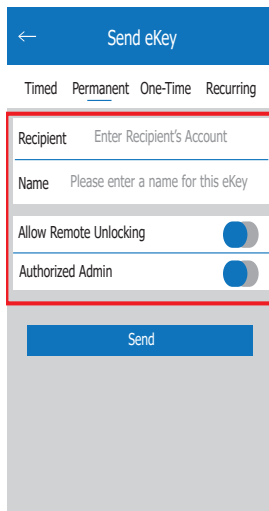
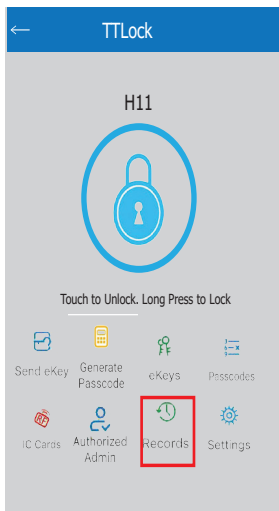
Unlock with Passcode

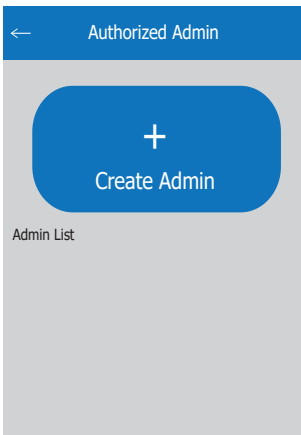
- In order to open the door using passcode, enter the code and “#”
1. You will hear a voice command “unlock” and then open the door
 2. If the wrong passcode is entered, you will hear “operation failed” and re-enter
 3. You can enter a decoy code along with the actual code followed by “#”

Sending E Keys

- 1) Click on “  ” as shown in the figure below; you can send the eKey to other users of TTLock to authorize the unlock (the receiver must download the app and set up an account)
- 2) Select e-key format (timed, permanent, one-time, recurring)
- 3) Enter the recipient’s account of TTLock, then set the name and effective time of the eKey. (The admin can choose to allow remote unlocking or disallowing, authorized administrator or not, as shown below)
- 4) Then click “Send”. (The recipient’s account has Bluetooth unlock permission. Only the administrator can authorize the ordinary key.)
- 5) After the authorization is successful, the authorized key is the same as the administrator’s interface.

*You can send keys, passwords, etc. to others; however the authorized administrator can not authorize others, only the main administrator





You can authorize admin status to other users

Managing E Keys

1) Click “  ” to manage the eKeys you send. The key management

eKeys

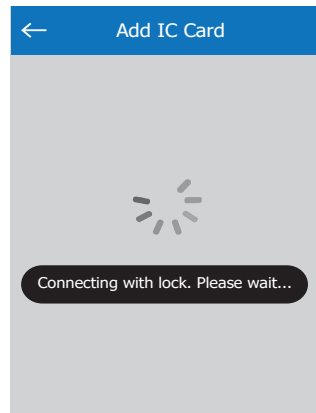
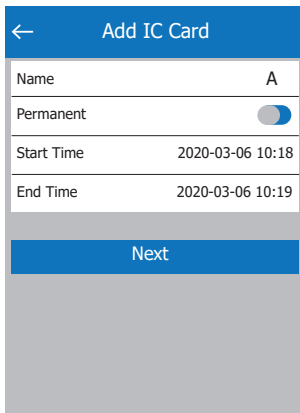
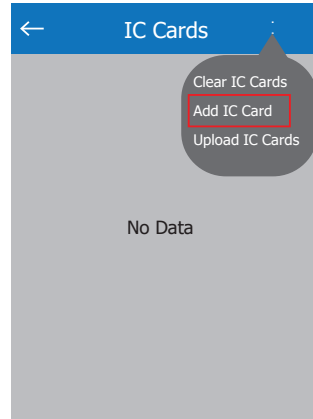
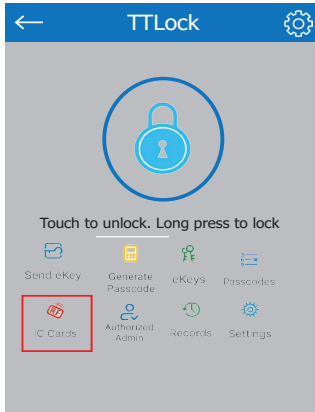
here refers to the Bluetooth key management.

2) After the administrator has successfully added the lock, the administrator will have the highest rights of the lock. The administrator can do the following:


- They can send keys to other people, specify the time limit, and select time-limited, permanent or single-time Bluetooth key permissions
- Add management of expiring keys (reminders of expired keys)
- The administrator can manage all keys issued by them including:
 - * Deleting the keys
 - * Resetting the keys
 - * Sending the keys
 - * Adjusting the validity period of the keys
 - ◇ Lock users about to expire (**Yellow** shows the number of days remaining)
 - ◇ Expiration Reminders are shown in **red**
 - * View unlock records of the keys

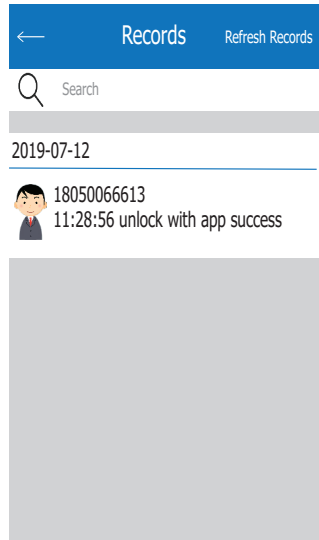
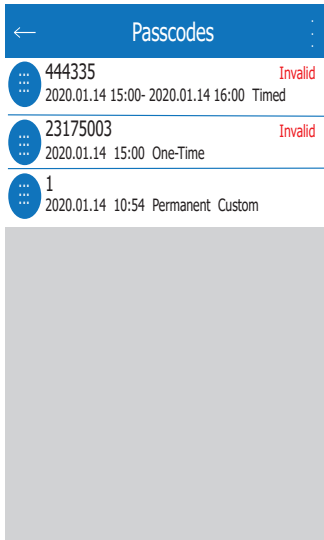
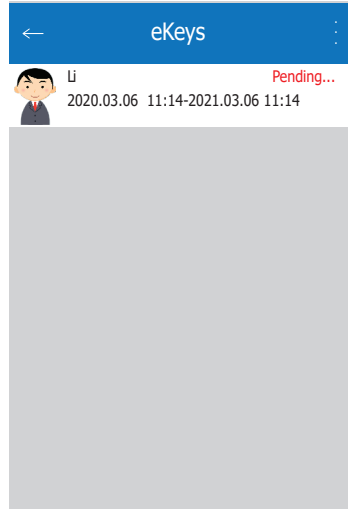
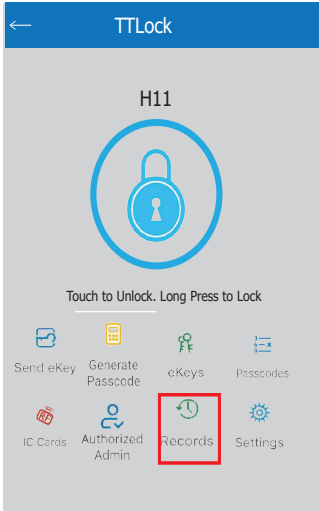
Adding IC Cards

H11 supports opening door through 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. The validity period of the IC can be set, permanent or time limited. After setting the validity period, you can modify it.



Lock Records

Click “” as shown below. With “Lock Records” you can view: eKeys, saved passcodes and unlock history



Remote Wifi Management

Adding a Gateway

Please note that when adding a gateway, your smartphone and the gateway must be connected to the same Wi-Fi network.

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



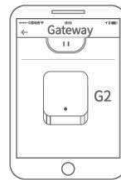
2. Press "☰"



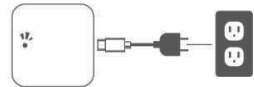
3. Select [Gateway]



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

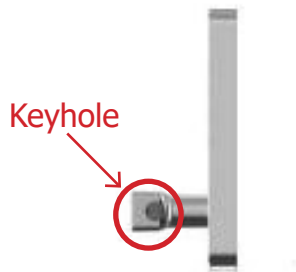
⚠ Notice: If times out, please power off and try it again.

TTLock is directly connected via Bluetooth and is not connected to the network itself, which is why it is not vulnerable to network attacks. The gateway is an accessory of the smart lock, it is the bridge connecting the smart lock and the home wifi network. Through the gateway, users can remotely view and calibrate the lock clock, read the unlocking records of passwords in a timely manner and remotely delete and modify passwords.

After confirming that your phone and door lock are connected to the gateway click “  ” to unlock. You can unlock it anywhere you have a network.

Unlock Using Manual Key

To unlock the door with manual key, remove the cover at the end of the exterior lever, using a pointed device (like pen, toothpick, nail, etc.) Insert the key and turn to unlock. Once unlocked, remove the key and put the cover back by pushing with thumb.



Troubleshooting

Programming Troubleshooting

1) How do I read operation records?	In the "Records" of the main interface or on the TTLock website
2) What is the maximum limit of e-Key?	There is no limit
3) Why does it show "pending" when I send e-Keys to other people?	Before the receiver opens the app to receive, the status shows pending
4) I am unable to receive OTP?	This may be due to a problem with the operator or the SMS server; or it may be due to some parameters being incorrect. This prevents it from receiving OPT please provide a mobile phone number for inspection
5) Can the same name be used at the same time on a different mobile phone?	No it can't, but you can authorize the admin to the other user
6) How do I download unlock records?	<ul style="list-style-type: none">• Connected to Bluetooth: you can download on the website• Not Connected: you cannot download
7) Why can't I unlock after I turned on passage mode?	You need to perform an unlock verification in any method, then the passage mode will take effect.
8) What is the purpose of Auto Lock mode?	You can set how long to lock after unlocking
9) Why won't the e-Key send?	Check to see if the account sent to the user is already registered
10) Does the app have a maximum limit of locks?	No limit.

<p>11.) Is it possible to obtain the password remotely?</p>	<ul style="list-style-type: none"> • IC Card: The remote add card currently only supports Androids with NFC • Non Custom: Password can be obtained directly • Custom: Password can be obtained remotely by adding a gateway
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Hardware Troubleshooting

<p>1) After installation, the touch keypad is not responding</p>	<p>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 then re-wire</p>
<p>2) Why does the smart lock consume so much power?</p>	<p>The primary reason for so much consumption is that this requires a large standby power. What could also affect this is a short circuit</p>
<p>3) Can you adjust the volume?</p>	<p>a.) The Bluetooth system can only turn the sound On or Off, and cannot adjust the volume b.) The non-Bluetooth system can adjust the volume</p>
<p>4) There is no response, when using the handle on the outside of the door; and the inside of the door is responsive, but the verification and motor is normal</p>	<p>It may be that the triangle direction on the clutch has an error, please check connection</p>
<p>5) The keys do not respond, and the lights are off</p>	<p>Most of the time this happens because the door lock is out of power</p>

6.) How many times can I put the incorrect password before it locks me out?	Enter wrong 5 times and it locks for 30 seconds
7) How many records can be kept on the lock?	<ul style="list-style-type: none"> • Bluetooth: 500 • Non-Bluetooth: 10,000
8) How many locks can match at the same time?	No limit
9) I cannot automatically wake lock when unlocking	Change the spring wire

Resetting the Lock

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



PORT Security
Systems

1 (800) 219-2366
authority@portsmartlock.com
<http://www.portsmartlock.com/>