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## CATCHFACE G2 Gateway Smart Lock

# CATCHFACE WiFi Smart Lock with G2 Gateway Instruction Manual

## 1. INTRODUCTION

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Welcome to the CATCHFACE WiFi Smart Lock system. This manual provides comprehensive instructions for the installation, operation, and maintenance of your new smart lock and G2 Gateway. Please read this manual thoroughly before installation and use to ensure proper function and security.

## 2. PRODUCT OVERVIEW

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The CATCHFACE WiFi Smart Lock offers multiple keyless entry options and remote management capabilities when paired with the G2 Gateway. It is designed for enhanced security and convenience in residential and rental properties.

### 2.1 Key Features

- **6-in-1 Keyless Entry:** Fingerprint, Anti-peep Virtual Passcode, Smart Key Cards, Smartphone App, Physical Key.
- **Remote Control:** Lock/unlock, set codes, and check access logs from anywhere via the app when connected to the G2 Gateway.
- **Voice Control:** Compatible with Amazon Alexa and Google Assistant for convenient voice commands.
- **Auto-Lock Functionality:** Enhances security by automatically locking after a set time.
- **Low-Battery Alert:** Notifies users when batteries are low, with emergency power supply option.
- **Reversible Handle:** Suitable for both left and right-handed doors.

### 2.2 Package Contents

- Smart Lock (1)
- G2 Gateway (1)
- CATCHFACE IC Cards (5)
- Physical Keys (2)
- Installation Hardware



Image: Overview of the CATCHFACE Smart Lock's various unlocking methods and features.

### 3. SETUP AND INSTALLATION

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#### 3.1 Pre-Installation Checklist

- Ensure your door thickness is between 1.37"-1.88" (35-48mm).
- Confirm the door hole diameter is 2.125" (54mm).
- Verify the door hole backset is 2.375"-2.75" (60mm-70mm).
- A screwdriver and a drill may be required for installation.



Image: Door dimension requirements for proper smart lock fit.

### 3.2 Smart Lock Installation

Follow these steps to install the CATCHFACE Smart Lock. For a visual guide, refer to the installation video below.

1. Adjust the bolt to fit your door's backset (60mm or 70mm). Ensure the spindle hole is straight to the ground.
2. Install the front panel, threading the wire connector through the door.
3. Slide the mounting plate over the wire connector and secure it.
4. Connect the wire from the front panel to the back panel.
5. Install the back panel, securing the bottom screw.
6. Unscrew the battery box cover, install 4 AA batteries, and secure the cover.
7. Loosen the handle screws on both front and back panels.
8. Install the back panel handle and secure its screw.
9. Install the front panel handle and secure its screw.
10. Remove the protective film from the lock screen.

Video: CATCHFACE TTLock Smart Lock Fingerprint Installation Guide. This video demonstrates the step-by-step process of

# Reversible Handle

Suitable for both left-hand and right-hand doors



Image: The smart lock handle is reversible for left or right-handed door configurations.

## 3.3 G2 Gateway Setup

The G2 Gateway enables remote control features for your smart lock. Follow these steps to pair it with your lock. For a visual guide, refer to the gateway installation video below.

1. Power on the G2 Gateway. The indicator light will flash alternately in red and blue.
2. Open the TLock app and navigate to the "Gateway" option on the home page.
3. Select your gateway model (G2).
4. Choose the Wi-Fi network you are currently connected to and enter the Wi-Fi password.
5. The gateway will connect to the network, and once successful, it will be added to your app.

Video: G2 Gateway Installation Video. This video demonstrates how to power on the G2 Gateway and pair it with the TLock app, including Wi-Fi configuration steps.



Image: The G2 Gateway for remote smart lock control.

## 4. OPERATING INSTRUCTIONS

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### 4.1 Unlocking Methods

The CATCHFACE Smart Lock offers multiple ways to unlock:

- **Fingerprint:** Place your registered fingerprint on the sensor.
- **Passcode:** Enter your anti-peep virtual password on the keypad.
- **Smart Key Card:** Tap a registered IC card on the lock's card sensing area.
- **Smartphone App:** Use the TTLock app to unlock the door via Bluetooth or remotely with the G2 Gateway.
- **Physical Key:** Use the provided physical key for manual unlocking.



Image: Unlocking the smart lock using an IC Card.

## 4.2 TTLock App Control

The TTLock app provides comprehensive control over your smart lock:

- **Monitor Lock Status:** View remaining power and alerts.
- **Send eKey:** Share virtual keys with other TTLock users.
- **Remote Control:** Lock/unlock remotely with gateway connection.
- **Check Operation Logs:** Review unlock and alarm records.
- **Manage Access Information:** Generate or delete passcodes, fingerprints, cards, or eKeys.



Image: Key features and functions available within the TTLock smartphone application.

### 4.3 Remote Control with G2 Gateway

With the G2 Gateway connected, you can:

- Lock/unlock your smart door lock from anywhere.
- Set up temporary or permanent access codes remotely.
- Check real-time access logs and receive notifications.
- Integrate with Amazon Alexa and Google Assistant for voice control.



Image: Remote control capabilities of the smart lock via smartphone.



Image: Smart voice control integration with Amazon Alexa and Google Assistant.

### 4.4 Passage Mode

Passage mode allows the door to remain unlocked for a specified period, eliminating the need for repeated unlocking. This is useful for high-traffic times or events. You can activate and schedule Passage Mode through the

TTLock app.



Image: Configuring Passage Mode settings in the TTLock app.

## 5. MAINTENANCE

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### 5.1 Battery Replacement

The smart lock is powered by 4 AA batteries. When the battery level is low, the lock will provide an alert. To replace batteries:

1. Unscrew the battery box cover on the back panel.
2. Remove the old batteries and insert 4 new AA batteries, ensuring correct polarity.
3. Securely replace the battery box cover.

In case of complete battery depletion, you can use a power bank to charge the lock via the emergency USB port to gain temporary access.

### 5.2 Cleaning

To maintain the appearance and functionality of your smart lock:

- Wipe the lock surface with a soft, dry cloth.
- Avoid using abrasive cleaners, solvents, or chemical sprays, as these can damage the finish and electronic components.
- Keep the fingerprint sensor and keypad clean and free of debris.

## 6. TROUBLESHOOTING

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### 6.1 Common Issues and Solutions

Issue	Possible Cause	Solution
Lock not responding	Low batteries, incorrect installation, or system error.	Replace batteries. Check wiring and installation. Perform a factory reset if necessary.
Fingerprint not recognized	Dirty sensor, unregistered fingerprint, or improper placement.	Clean the sensor. Re-register fingerprint. Ensure proper finger placement.
Remote unlock not working	G2 Gateway not connected, Wi-Fi issue, or app error.	Ensure G2 Gateway is powered on and connected to Wi-Fi. Check app and network settings.

Issue	Possible Cause	Solution
Keypad not lighting up	Batteries are dead.	Use the emergency power supply or physical key to open the door and replace batteries.

## 7. SPECIFICATIONS

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Feature	Detail
Brand	CATCHFACE
Lock Type	Biometric Smart Lock (TTLock compatible)
Material	Zinc
Color	Black
Power Source	4 x AA Batteries
Connectivity	Bluetooth, Wi-Fi (via G2 Gateway)
Control Method	App, Remote, Touch, Voice
Controller Type	Amazon Alexa, Android, Google Assistant, iOS
Door Thickness	1.37"-1.88" (35-48mm)
Bore Hole Diameter	2.125" (54mm)
Bore Hole Backset	2.375"-2.75" (60mm-70mm)

## 8. WARRANTY AND SUPPORT

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CATCHFACE products are designed for reliability and performance. For specific warranty details, please refer to the warranty card included with your product or contact CATCHFACE customer support. If you encounter any issues or have questions regarding your smart lock or G2 Gateway, please reach out to our support team for assistance.

**Customer Support:** Please visit the CATCHFACE store on Amazon or refer to the contact information provided in your product packaging.