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› KUCACCI TTLock WiFi Gateway G2 Instruction Manual

KUCACCI G2

KUCACCI TTLock WiFi Gateway G2 Instruction Manual

Model: G2

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1. INTRODUCTION

The KUCACCI TTLock WiFi Gateway G2 is designed to enhance the functionality of Kucacci smart locks and other TTLock-compatible smart locks. This gateway enables remote unlocking, viewing of access records, and integration with smart home voice assistants like Alexa, providing a more convenient and secure smart home experience.

2. PRODUCT OVERVIEW

2.1. Package Contents

Verify that all items are present in your package:

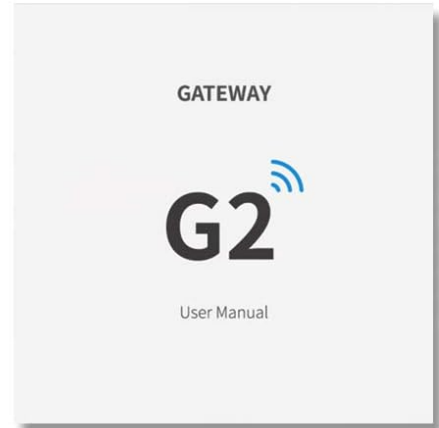
- KUCACCI TTLock WiFi Gateway G2 (Smart Gateway) x 1
- User Manual x 1
- Power Supply Cable x 1

Packaging and After sale

Kucacci team will provide you with **7*24 hours** after-sales service



Smart Gateway x 1



User Manual x 1



Power Supply x 1

This image displays the complete contents of the KUCACCI TTLock WiFi Gateway G2 package, which includes the smart gateway unit, a user manual, and a power supply cable.

2.2. Gateway Features



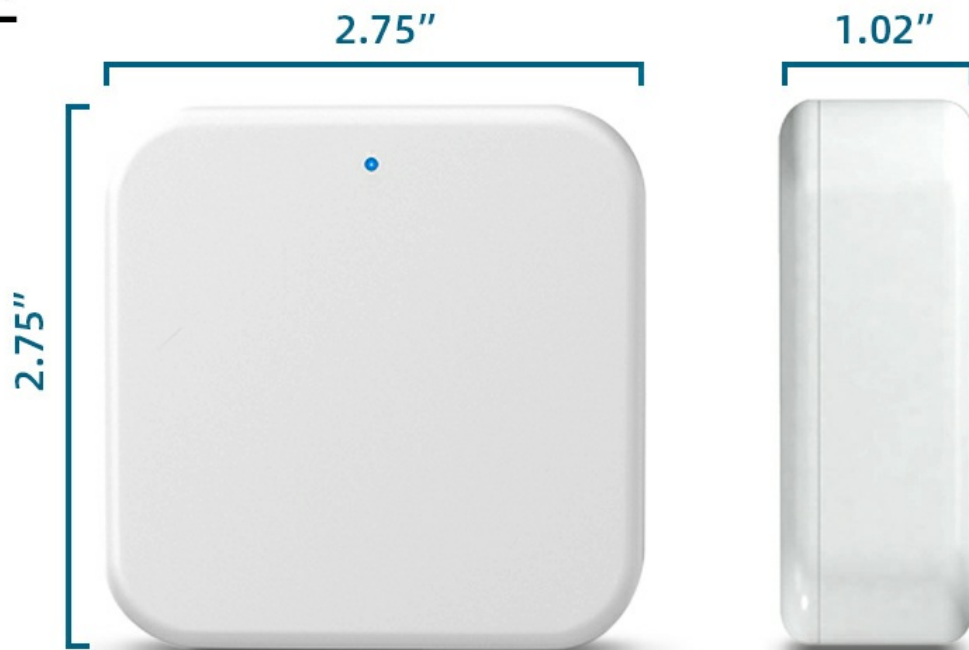
This image displays the KUCACCI TTLock WiFi Gateway G2 and highlights its core functionalities, including remote lock control, compatibility with Alexa and Google Home, remote viewing of unlock records, monitoring door status, and sharing e-keys or passcodes.

3. SPECIFICATIONS

Brand	KUCACCI
Model Name	G2
Item Dimensions (L x W x H)	3.3 x 1.26 x 5.59 inches
Item Weight	3.84 ounces
Connectivity Protocol	Wi-Fi (2.4GHz only, 5G WiFi not supported)
Controller Type	Amazon Alexa
Control Method	Voice
UPC	794471874313

3.1. Dimensions

SIZE



This image illustrates the compact dimensions of the KUCACCI TTLock WiFi Gateway G2, measuring 2.75 inches in length, 2.75 inches in width, and 1.02 inches in height.

4. SETUP

4.1. Placement Guidelines

For optimal performance, observe the following placement recommendations:

- The distance between the gateway and the smart door lock should not exceed 32 feet (10 meters). Exceeding this distance may negatively affect the gateway's connectivity.
- When adding the gateway, ensure it is connected to the same 2.4GHz Wi-Fi network as your smartphone. 5GHz Wi-Fi networks are not supported.

Easy Set Up

The distance between the gateway and the smart door lock is no more than 32'(10m), otherwise, it cannot be paired with the smart lock.



This diagram demonstrates the recommended placement for the KUCACCI WiFi Gateway G2, indicating that it should be installed within 32 feet (10 meters) of the smart door lock to ensure stable connectivity.

4.2. Connecting to the TLock App

Follow these steps to connect your KUCACCI WiFi Gateway G2 to the TLock application:

1. **Activate the App:** Open the TLock application on your smartphone.
2. **Access Menu:** Tap the '≡' icon (menu button) within the app.
3. **Select Gateway:** Navigate to and select the 'Gateway' option.
4. **Choose G2:** Select 'G2' from the list of available gateway types.
5. **Power On Gateway:** Plug in the gateway and power it on. The indicator light will flash red and blue alternately.
6. **Add Gateway:** Tap the '+' sign in the app to begin adding the gateway.
7. **Configure Network:** Select your 2.4GHz Wi-Fi network and enter the password. Name your gateway if prompted.
8. **Complete Setup:** Wait for the gateway to connect successfully. The app will confirm 'Added Successfully'.

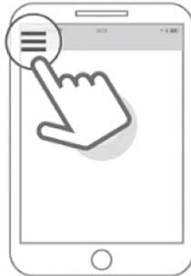
Notice: If the setup times out, power off the gateway and try again.

How to connect with APP

1 Activate the APP



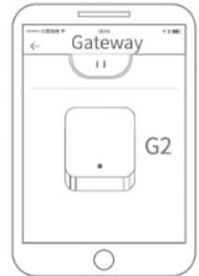
2 Press "☰"



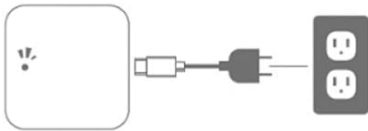
3 Select [Gateway]



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, power off and try it again

This visual guide provides a step-by-step process for connecting the KUCACCI WiFi Gateway G2 to the TTLock application, detailing how to activate the app, select the gateway, power it on, and configure the network settings.

4.3. Setup Video Guide



This video provides a visual guide for setting up and operating the Kucacci G2 WiFi Gateway, specifically demonstrating its integration with Kucacci H15B and T17B smart locks. It covers the process of adding the gateway to the TTLock app and connecting it to your smart lock for remote functionality.

5. OPERATING INSTRUCTIONS

Once your KUCACCI TTLock WiFi Gateway G2 is successfully set up, you can utilize its various features:

5.1. Remote Unlocking

The gateway enables you to remotely unlock your smart lock from anywhere, provided your smartphone has internet

access and the gateway is connected to Wi-Fi.



This image depicts a user successfully performing a remote unlock operation on a smart door lock via the TLock app, facilitated by the KUCACCI WiFi Gateway G2. An Alexa device is also visible, indicating voice control capabilities.

5.2. Viewing Access Records

Through the TLock app, you can view detailed records of who accessed your lock and when, offering enhanced security monitoring.

5.3. Voice Control Integration

The gateway is compatible with Amazon Alexa and Google Home, allowing you to control your smart lock using voice commands.

ENJOY THREE OTHER FUNCTIONS AFTER CONNECTING TO GATEWAY (SOLD SEPARATELY)

Alexa, open the front door



- Support real-time logging via TTLock App.
- Support remote unlocking anytime, anywhere.
- Support voice devices, such as Alexa or Google Home Assistant

NOTE:
**COULD NOT SET TTLOCK APP
VIA REMOTE CONTROL.**

This image illustrates the voice control capabilities of the KUCACCI WiFi Gateway G2, showing an Alexa speaker and the gateway working together to control smart locks.

5.4. Indicator Light Status

The gateway's indicator light provides visual feedback on its operational status:

- **Blue Light:** Indicates normal working mode.
- **Red Light:** Indicates a network failure.

6. MAINTENANCE

To ensure the longevity and optimal performance of your KUCACCI TTLock WiFi Gateway G2, follow these simple maintenance guidelines:

- **Cleaning:** Gently wipe the gateway with a soft, dry cloth. Avoid using abrasive cleaners, solvents, or strong chemicals, as these can damage the device's surface.
- **Environment:** Keep the gateway in a dry environment, away from direct sunlight, extreme temperatures, and high humidity.
- **Power Supply:** Use only the provided power supply cable or a compatible replacement to prevent damage.
- **Firmware Updates:** Regularly check the TTLock app for any available firmware updates for the gateway to ensure you have the latest features and security enhancements.

7. TROUBLESHOOTING

If you encounter issues with your KUCACCI TTLock WiFi Gateway G2, refer to the following common problems and solutions:

7.1. Connectivity Issues

- **Gateway not connecting to Wi-Fi (Red Light):** Ensure your Wi-Fi network is 2.4GHz. The gateway does not support 5GHz Wi-Fi. Verify the Wi-Fi password entered in the app is correct. Try restarting your Wi-Fi router.
- **Gateway setup times out:** If the app indicates a timeout during setup, unplug the gateway, wait a few seconds, and then plug it back in to restart the process. Ensure your smartphone is connected to the same 2.4GHz Wi-Fi network as the gateway during setup.
- **Poor connection between gateway and smart lock:** Ensure the gateway is placed within 32 feet (10 meters) of the smart lock. Obstructions like thick walls can reduce signal strength.

7.2. Remote Control Not Working

- **Unable to unlock remotely:** Check if the gateway is online (blue indicator light). Confirm your smartphone has an active internet connection. Ensure the smart lock is properly paired with the gateway in the TTLock app.

7.3. Gateway to Lock Ratio

While a single gateway can theoretically be equipped with numerous locks, it is recommended to maintain a 1:1 ratio between the gateway and the lock for optimal performance, especially considering the 10-meter distance limitation for stable communication.

8. WARRANTY

KUCACCI provides a 360-day warranty for the TTLock WiFi Gateway G2. Additionally, a 30-day return service is available for your purchase. Please retain your proof of purchase for warranty claims.

9. SUPPORT

For any questions regarding installation, product quality, or missing parts, please do not hesitate to contact the KUCACCI customer service team. They are available to provide assistance and support for your product.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question