

## Tilvision QL-G002-Gateway

# Tilvision WiFi Smart Door Lock QL-G002-Gateway Instruction Manual

Model: QL-G002-Gateway

## 1. INTRODUCTION

This manual provides comprehensive instructions for the installation, setup, operation, and maintenance of your Tilvision WiFi Smart Door Lock (Model QL-G002-Gateway). Please read this manual thoroughly before installation and use to ensure proper function and safety. Keep this manual for future reference.

## 2. PRODUCT OVERVIEW

### 2.1 Key Features

- **Multiple Unlocking Methods:** Supports APP program, fingerprint, password, Fob keycard, mechanical key, and Alexa voice unlocking.
- **Remote Control:** Manage access, generate temporary passwords, and track unlocking history via mobile app.
- **Multi-functional Security:** Features auto-locking, one-touch locking, stand-alone mode, low battery alarm, anti-prying, anti-hacking touchscreen keypad, and IP65 waterproof rating.
- **Emergency Access:** USB-C port for temporary power with an emergency supply and mechanical key override.
- **Humanized Design:** Automatic lockout for 1 minute after 5 incorrect code entries.
- **Connectivity:** Bluetooth and Wi-Fi via Tuya Gateway.

### 2.2 Package Contents

The package includes the following components:

- Smart Deadbolt with Tuya Gateway
- Interior Door Lock with Knob
- Touchscreen Keypad Lock with Fingerprint Scanner & Hidden Key Hole
- 2 IC Cards
- 2 Mechanical Keys

- Installation Hardware (screws, strike plate, etc.)



Figure 1: Tilvision WiFi Smart Door Lock and included gateway.

### 3. INSTALLATION

The Tilvision Smart Door Lock is designed for easy installation and is compatible with most standard U.S. door bolts. A screwdriver is typically the only tool required. Refer to the detailed installation guide included in your package for step-by-step instructions.

#### 3.1 Door Preparation

Before installation, ensure your door meets the following dimensions. This lock is suitable for door thicknesses between 1-3/8 inches (35mm) and 2-1/8 inches (54mm). The backset should be 2-3/4 inches (70mm) or 2-3/8 inches (60mm).



Figure 2: Door measurement guide for installation.

Follow the instructions provided with the lock for mounting the deadbolt, exterior keypad, and interior assembly. Ensure all cables are connected correctly before securing the components.

## 4. SETUP

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After physical installation, configure your smart lock using the mobile application. The app is free to use and provides comprehensive control over the lock's features.

### 4.1 App Pairing and Initial Setup

1. Download the designated smart lock application from your device's app store.
2. Create an account and log in.
3. Follow the in-app instructions to add your Tilvision Smart Door Lock. This typically involves activating Bluetooth on your phone and pressing a button on the lock's interior assembly to enter pairing mode.
4. Once paired via Bluetooth, connect the lock to your home Wi-Fi network through the Tuya Gateway for remote access functionality.

# Smart App to Manage



Figure 3: Smart App interface for managing the lock.

## 4.2 User Management (Fingerprints, Passcodes, Fobs)

The app allows you to add and manage various access methods:

- **Fingerprint Enrollment:** Follow the app's prompts to register fingerprints. For optimal performance, register fingerprints while standing outside with the door closed to ensure the scanner recognizes them in typical use conditions. The lock can store up to 150 fingerprints.
- **Passcode Creation:** Set permanent or temporary passcodes for family members or guests. The anti-peeping feature allows you to enter random digits before or after your actual code to prevent others from guessing it.
- **Fob Keycard Registration:** Register the included IC cards (fobs) through the app for quick tap-to-unlock access.
- **Member Management:** Grant and revoke access privileges for different users, including administrators and regular members.

# Multiple Unlocking Methods



Figure 4: Overview of available unlocking methods.

# You Finger is the Key



Read Speed 0.5S



IP65 Waterproof



Storage 150



Figure 5: Fingerprint unlocking in action.

## 4.3 Remote Access and Smart Home Integration

- **Remote Unlocking:** With the Tuya Gateway connected, you can remotely unlock your door from anywhere using the app.
- **Temporary Codes:** Generate one-time or time-limited passcodes for visitors or service providers.
- **Activity Log:** Review a detailed history of all lock and unlock events, including the method used and the user.
- **Alexa Voice Control:** Integrate your lock with Amazon Alexa for voice commands (e.g., "Alexa, unlock the front door").

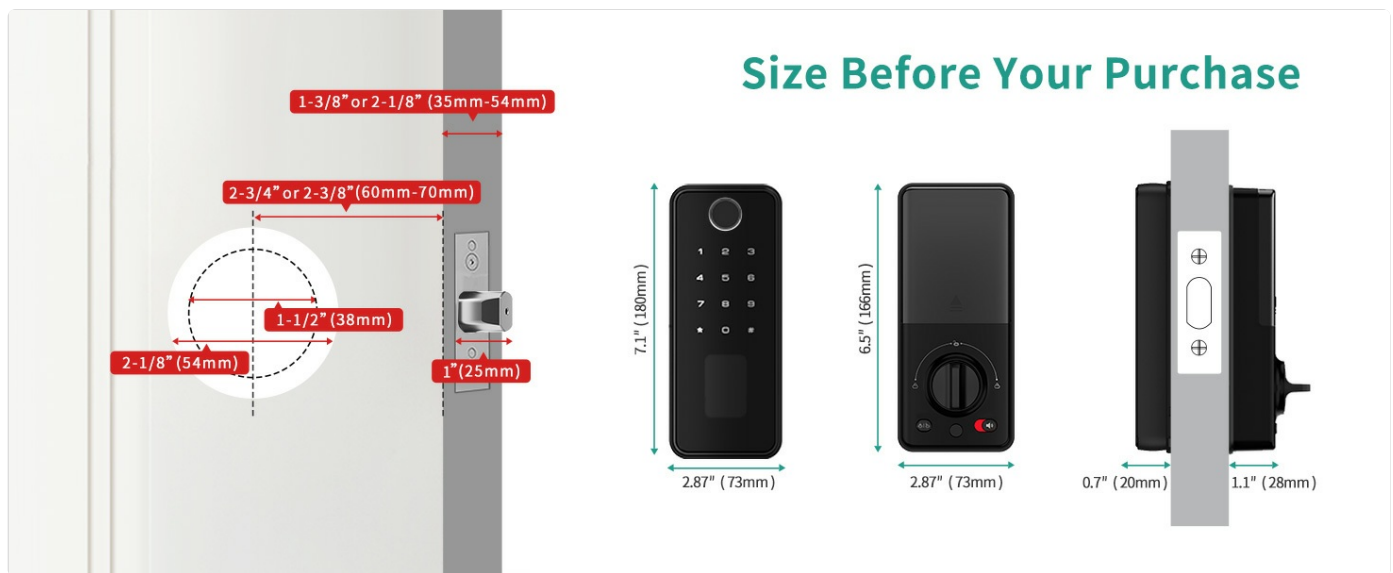


Figure 6: Alexa voice control for unlocking.

## 5. OPERATING INSTRUCTIONS

### 5.1 Unlocking the Door

- **Fingerprint:** Place your registered finger on the fingerprint scanner.
- **Passcode:** Enter your 6-8 digit passcode on the touchscreen keypad, followed by the '#' key. You can enter random digits before or after your actual code for privacy.
- **Fob Keycard:** Tap the registered IC card against the designated card reader area on the lock.
- **Mobile App:** Use the unlock function within the smart lock application.
- **Mechanical Key:** Insert the physical key into the hidden keyhole and turn to unlock.
- **Alexa Voice:** Use a configured voice command (e.g., "Alexa, unlock the front door").

### 5.2 Locking the Door

- **Auto-Lock:** The lock will automatically engage after a set period (configurable in the app, typically 10 seconds to 30 minutes) once the door is closed.
- **One-Touch Locking:** Press and hold the '#' key on the keypad for 2 seconds to manually lock the door from the outside.
- **Mobile App:** Use the lock function within the smart lock application.
- **Interior Knob:** Turn the interior knob to manually lock the door from the inside.



Figure 7: Auto-lock and one-touch locking features.

### 5.3 Anti-Peeping Function

To enhance security when entering your passcode, you can input random digits before or after your actual code. For example, if your code is 123456, you can enter 987**123456**321#.



Figure 8: Anti-peeping passcode entry.

## 5.4 Silent Mode

The lock features a silent mode to disable sound prompts. This can typically be toggled on/off via the mobile application or a physical switch on the interior unit, if available.

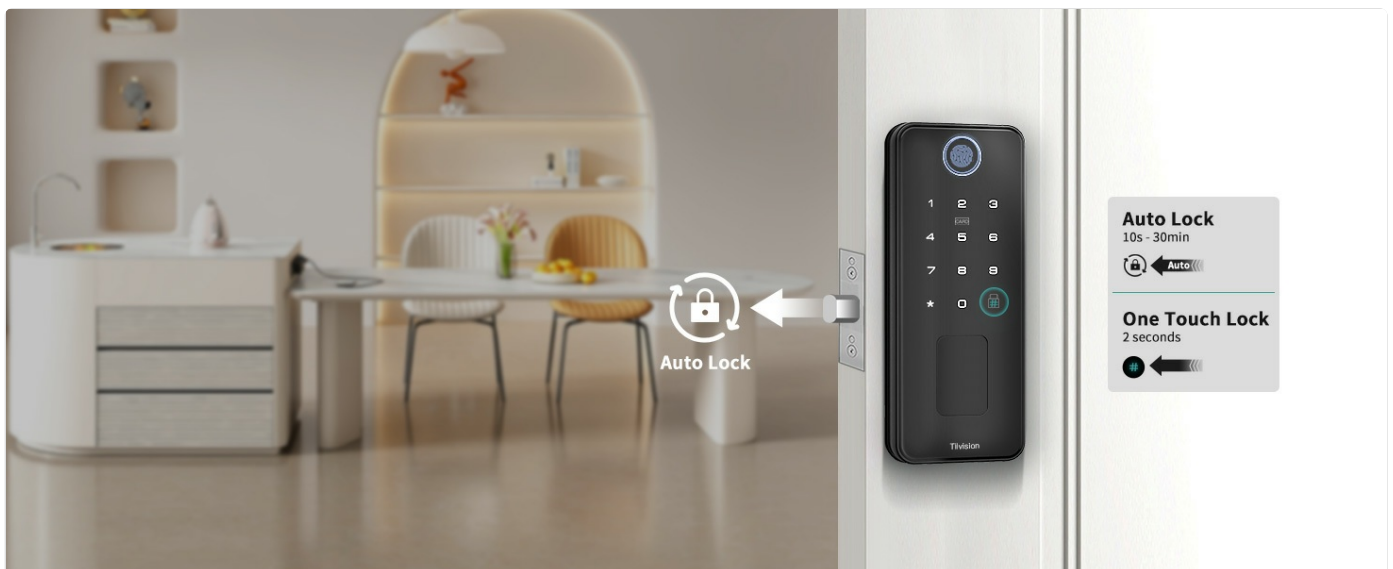


Figure 9: Silent mode control.

## 6. MAINTENANCE

### 6.1 Battery Replacement

The lock operates on batteries (not included). When the battery level is low, the lock will provide a low battery alert. Replace batteries promptly to ensure continuous operation. Refer to the installation guide for instructions on accessing the battery compartment.

### 6.2 Emergency Power

If the batteries are completely depleted, you can temporarily power the lock using a portable power bank connected to the USB-C port located on the exterior unit. This allows you to unlock the door using a registered method until the batteries can be replaced.



Figure 10: Emergency power and mechanical key access.

### 6.3 Cleaning and Care

The lock has an IP65 waterproof rating, providing protection against dust and water splashes. Clean the touchscreen and fingerprint scanner with a soft, dry cloth. Avoid using abrasive cleaners or solvents.

## 7. TROUBLESHOOTING

| Problem                            | Possible Cause      | Solution                                                    |
|------------------------------------|---------------------|-------------------------------------------------------------|
| Lock does not respond or power on. | Depleted batteries. | Replace batteries. Use emergency USB-C power if locked out. |

| Problem                                           | Possible Cause                                                      | Solution                                                                                                                                                                   |
|---------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lock beeps continuously or indicates input error. | Incorrect code entered multiple times; system lockout.              | The lock will automatically lock for 1 minute after 5 incorrect code entries. Wait for the lockout period to end. Verify correct passcode or use another unlocking method. |
| Fingerprint not recognized.                       | Finger placement incorrect; dirty sensor; unregistered fingerprint. | Ensure finger is clean and covers the sensor completely. Try different angles. Re-enroll fingerprint if issues persist.                                                    |
| Bluetooth/App connection issues.                  | Bluetooth off; app not updated; gateway disconnected.               | Ensure Bluetooth is enabled on your phone. Restart the app. Check gateway power and Wi-Fi connection. Re-pair the lock if necessary.                                       |
| Remote unlocking not working.                     | Tuya Gateway not connected to Wi-Fi or powered off.                 | Verify the Tuya Gateway is powered on and connected to your home Wi-Fi network. Check internet connectivity.                                                               |
| Lock does not enter setup mode.                   | Incorrect procedure; hardware issue.                                | Refer to the specific setup instructions in the manual or app. Ensure batteries are fresh. If the problem persists, contact customer support.                              |

## 8. SPECIFICATIONS

| Feature                | Detail                                                                                                               |
|------------------------|----------------------------------------------------------------------------------------------------------------------|
| Brand                  | Tilvision                                                                                                            |
| Model Name             | QL-G002-Gateway                                                                                                      |
| Lock Type              | App Control, Biometric, Deadbolt, Tuya Gateway                                                                       |
| Unlocking Methods      | Fingerprint, Passcode, Fob Keycard, Mechanical Key, App, Alexa Voice                                                 |
| Special Features       | Anti-Peeping Password, Auto-Lock, One-Touch Lock, Weather Resistant (IP65), Low Battery Alert, Emergency USB-C Power |
| Connectivity           | Bluetooth, Wi-Fi (via Gateway)                                                                                       |
| Material               | Fingerprint Scanner (main material not specified, typically zinc alloy/stainless steel)                              |
| Color                  | Black                                                                                                                |
| Dimensions (L x W x H) | 2.9 x 0.95 x 7 inches (exterior unit)                                                                                |
| Item Weight            | 2.79 pounds                                                                                                          |
| Power Source           | Batteries (not included)                                                                                             |
| Recommended Uses       | Front Door, Exterior Lock, Apartment Lock, Hotel Lock, Office Lock                                                   |

## 9. WARRANTY AND SUPPORT

Your Tilvision Smart Door Lock comes with a 30-day money-back guarantee from the date of purchase. For any questions, technical assistance, or warranty claims, please contact Tilvision customer service via email. 24/7 after-sales

email service is available to assist you.  
For further assistance, please refer to the contact information provided in your product packaging or on the official Tilvision website.

## 10. PRODUCT VIDEOS

No official product videos from the seller were provided in the product data to embed in this manual.

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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

### Answered questions about this manual

**Where can I find the reset button on the Tilvision QL-G002-Gateway smart lock?**  
Based on the Tilvision QL-G002-Gateway manual, the specific location of a dedicated "reset" button is not explicitly labeled in the text; however, the following steps are provided for pairing and setup which often involve...  
[Read full answer](#)