

We Technology RL12

We Technology RL12 3D Face Recognition Smart Door Lock User Manual

Model: RL12 | Brand: We Technology

1. INTRODUCTION

This user manual provides detailed instructions for the installation, configuration, and daily operation of your We Technology RL12 3D Face Recognition Smart Door Lock. Please read this manual thoroughly before installation and use to ensure proper functionality and safety. Keep this manual for future reference.

2. PRODUCT OVERVIEW

Key Features

- **3D Face Recognition:** Advanced facial mapping for quick and secure keyless entry.
- **Multiple Unlocking Methods:** Supports Face ID, fingerprint, passcode, IC card, and mechanical key.
- **Integrated HD Camera & Doorbell:** Provides real-time video and alerts via the Usmart App.
- **Usmart Go App Control:** Remote lock/unlock, notifications, access management, and activity history.
- **Long Battery Life:** 3200mAh rechargeable battery with Type-C emergency backup.
- **Durable Construction:** Crafted from aluminum alloy with a 6068 mortise mechanism.
- **Smart Auto-Lock:** Automatically secures the door after closing.
- **Multi-User Access:** Manage up to 100 users with customizable access.

What's in the Box

- 1 x Double-sided Door Lock Assembly
- 1 x Lock Body
- 1 x C-level Lock Cylinder
- 1 x 4200mAh Battery
- 1 x User Manual
- 2 x Mechanical Keys

- 2 x IC Cards
- Mounting Screws and USB Cable



Figure 2.1: Included components of the RL12 Smart Door Lock package.

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Video 2.1: An overview of the We Technology RL12 Smart Door Lock, showcasing its design and various features.

3. SAFETY INFORMATION

- Ensure all components are securely installed according to the instructions to prevent malfunction.
- Do not expose the lock to extreme temperatures or direct water spray.
- Use only the specified battery type and charger.
- Keep mechanical keys in a safe, accessible location outside the property.
- Regularly check the lock for any signs of damage or wear.
- Change default passcodes immediately after installation.

4. INSTALLATION

Figure 4.1: Door and lock body dimensions for compatibility check.



Figure 4.2: Detailed measurements for door preparation before installation.

4.2 Installation Steps

For a visual guide on the installation process, please refer to the video below. It covers the step-by-step procedure for mounting the lock on your door.

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Video 4.1: A comprehensive guide to installing the We Technology RL12 Smart Door Lock, including preparing the door and assembling the components.

4.3 Adjusting Lock Direction

If the lock's motor direction needs adjustment to match your door's opening, follow the instructions in the video below.

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Video 4.2: Instructions on how to change the motor direction of the RL12 Smart Lock to suit left-handed or right-handed door configurations.

5. SETUP AND CONFIGURATION

After physical installation, configure your smart lock for optimal use. This section covers initial setup and user management.

5.1 Adding an Administrator

The first step is to set up an administrator for your lock. The administrator has full control over all lock settings and user management.

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Video 5.1: A step-by-step guide on how to add an administrator to your RL12 Smart Door Lock, including initial password setup.

5.2 Adding Users (Face ID, Fingerprint, Passcode, IC Card)

You can add multiple users with different access methods. The RL12 supports Face ID, fingerprint, passcode, and IC card entries.

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Video 5.2: Instructions on how to add new users to the RL12 Smart Door Lock, covering Face ID, fingerprint, passcode, and IC card registration.

5.3 Deleting Users or Administrators

To remove access for a user or administrator, follow the deletion procedure outlined in the video below.

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Video 5.3: Guide on how to delete existing users or administrators from the RL12 Smart Lock system.

5.4 Mobile App Configuration (Usmart Go)

The Usmart Go app allows for remote control and advanced management of your smart lock. Follow these steps to connect your lock to the app.



Figure 5.1: The RL12 Smart Lock is compatible with the Usmart Go app for remote control and management.

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Video 5.4: Detailed instructions for configuring the RL12 Smart Door Lock using the Usmart Go mobile application, including pairing and network setup.

5.5 Changing Lock Language

You can change the language of the lock's voice prompts and display. Refer to the video for instructions.

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Video 5.5: Guide on how to change the language settings of the RL12 Smart Lock.

6. OPERATING INSTRUCTIONS

The RL12 Smart Door Lock offers multiple convenient ways to access your property.

6.1 Unlocking Methods

The lock supports Face ID, fingerprint, passcode, IC card, and mechanical key unlocking. For a demonstration of these methods, please watch the video below.



Figure 6.1: Multiple unlocking methods available for the RL12 Smart Door Lock.

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Video 6.1: Demonstration of various entry methods for the RL12 Smart Door Lock, including fingerprint, card, password, key, and face unlock.

6.2 Smart Auto-Lock

The auto-lock feature automatically secures your door after a set period, providing peace of mind. This feature can be configured via the Usmart Go app.

6.3 Remote Control via Usmart Go App

With the Usmart Go app, you can remotely unlock your door, receive real-time alerts, and view activity logs from anywhere.

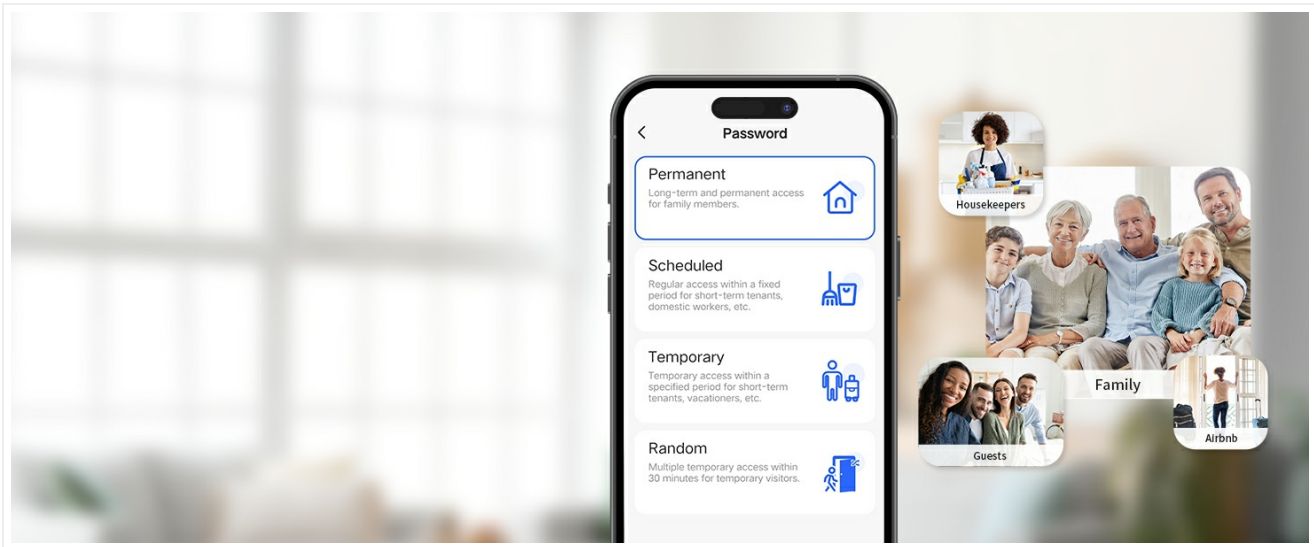


Figure 6.2: Remote unlocking and management through the Usmart Go app.

7. MAINTENANCE

- **Cleaning:** Wipe the lock's surface with a soft, dry cloth. Avoid abrasive cleaners or solvents.
- **Battery:** The lock features a 3200mAh rechargeable lithium battery. Recharge when the low battery alert is displayed. Use the Type-C port for emergency power if the battery is fully depleted.
- **Firmware Updates:** Keep the Usmart Go app updated to receive notifications for firmware updates for your lock, ensuring optimal performance and security.

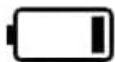
3200mAh Large Capacity Lithium Battery



Rechargeable
Lithium Battery



Prompt for
long battery life



Low voltage
remind



Figure 7.1: The 3200mAh rechargeable lithium battery powers the RL12 Smart Lock.

8. TROUBLESHOOTING

- **Lock Not Responding:** Check battery level. If low, recharge using the Type-C emergency port.
- **Unlocking Issues:** Ensure your registered Face ID, fingerprint, or passcode is correctly entered. For IC cards, ensure proper placement.
- **App Connectivity Problems:** Verify your Wi-Fi connection and Bluetooth on your smartphone. Ensure the Usmart Go app is up to date.
- **Hard Reset:** If the lock experiences persistent issues, a hard reset may resolve them. This will erase all user data and settings, requiring re-configuration.

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Video 8.1: Instructions on how to perform a hard reset on the RL12 Smart Door Lock, which can resolve persistent operational issues.

9. SPECIFICATIONS

Feature	Detail
Model Number	RL12
Brand	We Technology
Unlocking Methods	3D Face ID, Fingerprint, Passcode, IC Card, Mechanical Key
Camera Resolution	1080p HD
App Compatibility	Usmart Go (Android, iOS)
Connectivity	Bluetooth, Wi-Fi
Power Source	Battery Powered (3200mAh Lithium Battery)
Emergency Power	Type-C Backup
Material	Aluminum Alloy
Mortise Type	6068 Mortise
Door Thickness	35-100mm
Dimensions (L x W x H)	16.5 x 2.8 x 3.9 inches
Item Weight	5.5 Pounds
Color	Grey
Indoor/Outdoor Usage	Outdoor

10. WARRANTY AND SUPPORT

The We Technology RL12 Smart Door Lock comes with a standard manufacturer's warranty. For detailed warranty information, technical support, or service inquiries, please refer to the warranty card included in your product packaging or visit the official We Technology website.

For further assistance, you may also contact customer support through the Usmart Go application.