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We Technology 2404E

Biometric Smart Door Lock with Handle

Model: **2404E** | Brand: **We Technology**

1. PRODUCT OVERVIEW

The We Technology Biometric Smart Door Lock with Handle offers a secure and convenient keyless entry solution for your home or office. This advanced lock integrates multiple unlocking methods and smart features for enhanced security and ease of use.



Image 1.1: Overview of the Biometric Smart Door Lock components, including the exterior keypad, interior unit, handle, IC cards, and physical keys.

Key Features:

- **6-in-1 Keyless Access:** Unlock using fingerprint, Tuya app, passcode, IC card, physical key, or one-touch lock.
- **Fast Biometric Recognition:** High-speed fingerprint sensor unlocks in approximately 0.5 seconds. Supports up to 50 unique users.
- **Tuya App Integration:** Connect via Bluetooth for local access. For Wi-Fi remote control, real-time alerts, and smart home integration (e.g., Amazon Alexa, Google Assistant), a separate Gateway/Hub is required.
- **DIY Installation:** Designed for easy installation on standard doors with thicknesses between 35-55mm. Includes an adjustable 60/70mm mortise.
- **Weatherproof Design:** Constructed from durable zinc alloy and ABS plastic, suitable for outdoor use in various weather conditions.
- **Automatic Locking:** Customizable auto-lock timing via the app for added security.
- **Deadbolt-Level Security:** Provides robust protection against unauthorized entry.
- **Emergency Power:** Powered by 4 AA alkaline batteries (not included) for up to 8 months or 5000+ unlocks. Features a USB-C emergency power port for backup power.

2. INCLUDED COMPONENTS

Verify that all components are present before beginning installation:

- 1 x Double-sided Door Lock Unit (Exterior Keypad and Interior Unit)
- 1 x Lock Body (Mortise)
- 1 x Instruction Manual
- 2 x Physical Keys
- 2 x IC Cards
- Mounting Hardware (Screws, Spindle, etc.)

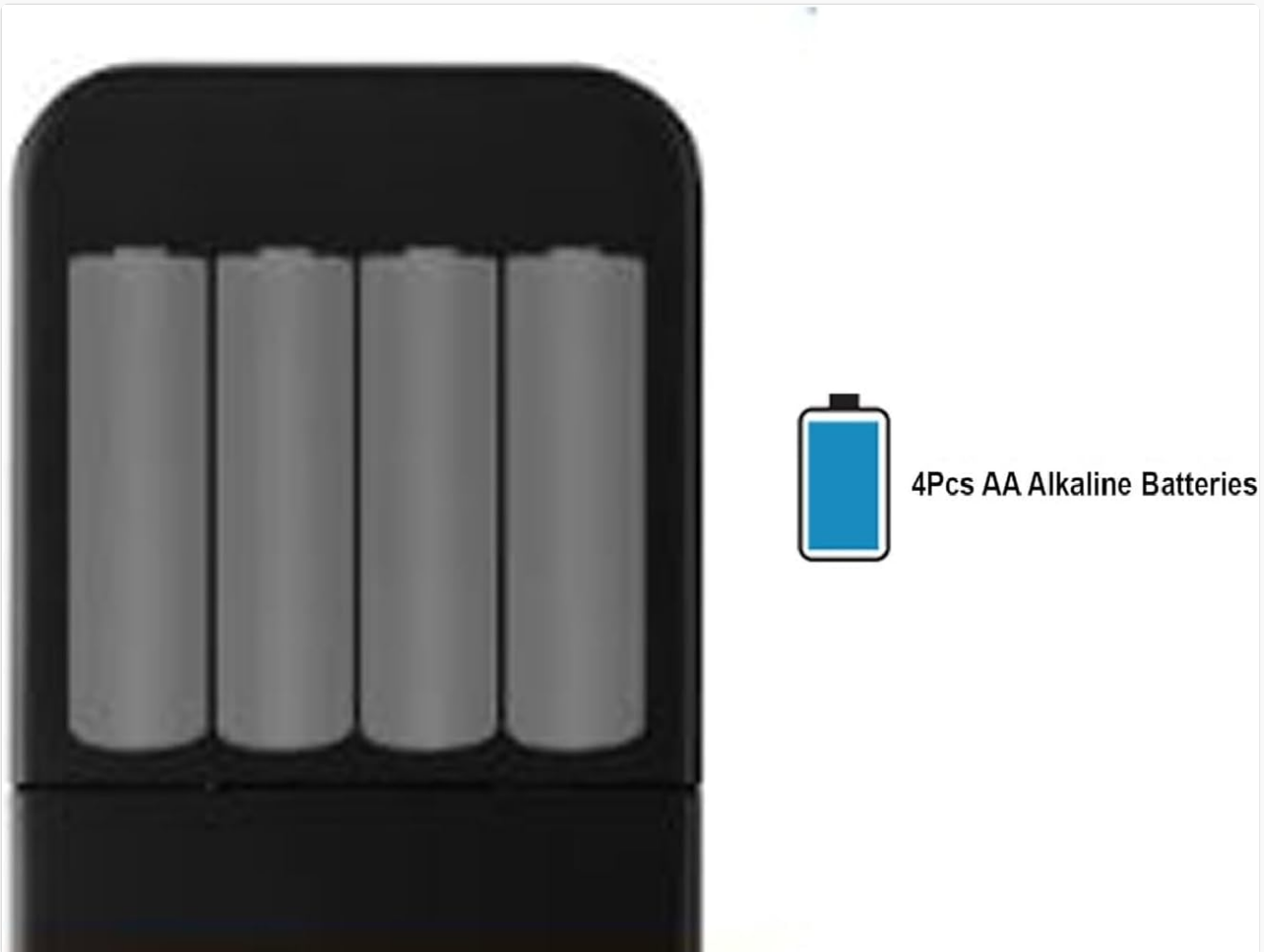


Image 2.1: Labeled diagram of the smart door lock components, including the battery box, thumb knob, deadlock button, touch keypad, card sensing area, mechanical key hole, and emergency power supply port.

3. SETUP AND INSTALLATION

3.1 Pre-Installation Check

Before installation, ensure your door meets the following specifications:

- **Door Thickness:** 35mm to 55mm (1-3/8" to 2-1/8")
- **Hole Diameter:** 38mm or 54mm (1-1/2" or 2-1/8")
- **Backset:** 60mm or 70mm (2-3/8" or 2-3/4") - adjustable mortise
- **Minimum Distance:** 101.6mm (4") from the center of the bore hole to the edge of the door.

- **Door Type:** Compatible with single cylinder doors. Not compatible with mortise/integrated or rim cylinder locks.

Check The Door Size Before Purchasing



Image 3.1: Diagram illustrating required door dimensions (thickness, hole diameter, backset, minimum distance) and compatible door types (single cylinder) for installation.



Image 3.2: Visual representation of the smart lock's dimensions and guidance for identifying right-handed versus left-handed door configurations.

3.2 Installation Steps

Follow the detailed instructions provided in the included manual for step-by-step installation. A general overview includes:

1. Prepare the door: Ensure existing holes match the required dimensions.
2. Install the mortise (lock body) into the door edge. Adjust backset if necessary.
3. Install the exterior keypad unit, feeding the cable through the door.
4. Install the interior unit, connecting the cable from the exterior unit.
5. Secure both units with screws.
6. Install the handle.
7. Insert 4 AA alkaline batteries into the interior unit's battery compartment.
8. Test the lock's functionality with a physical key before proceeding with app setup.

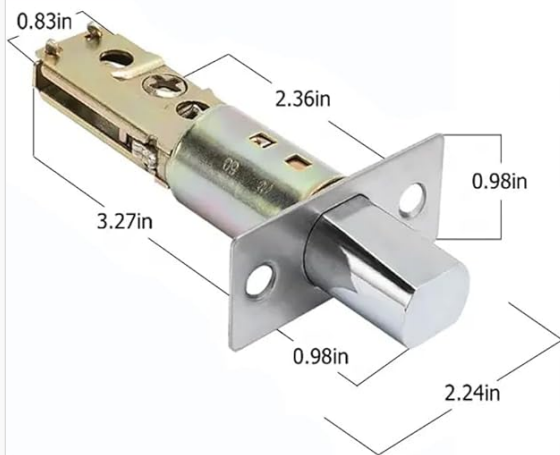


Image 3.3: Diagram showing the mortise (lock body) and its dimensions, along with its placement within the door frame.

4. OPERATING INSTRUCTIONS

4.1 Tuya App Setup and Management

The Tuya Smart app is essential for managing your lock's features, including user registration, passcode generation, and activity logs.

1. Download the Tuya Smart app from your device's app store.
2. Create an account or log in.
3. Add your smart door lock by following the in-app instructions. Ensure Bluetooth is enabled on your smartphone.
4. Once connected, you can manage users, generate various types of passcodes (permanent, one-time, recurring), and view access records.



Image 4.1: Screenshot of the Tuya app interface demonstrating how to add and manage the smart door lock, with a focus on Wi-Fi 2.4 GHz connectivity.

Note on Wi-Fi Connectivity and Smart Home Integration: For remote Wi-Fi control, real-time alerts, and integration with smart home platforms like Amazon Alexa or Google Assistant, a compatible Tuya Gateway/Hub (sold separately) is required. The lock connects to the app via Bluetooth directly; the gateway bridges the lock to your Wi-Fi network.

4.2 Unlocking Methods



Image 4.2: Visual representation of the multiple unlocking methods available: App Unlock, Fingerprint, Card Unlock, Password, and Key Unlock.

- **Fingerprint:** Place your registered finger on the fingerprint sensor. The lock will unlock if the fingerprint is recognized.
- **Passcode:** Enter your registered passcode on the keypad, then press '#'. The lock supports anti-peeping functionality, allowing you to enter random digits before or after your actual code to prevent others from guessing it.
- **IC Card:** Present a registered IC card to the card sensing area on the keypad. The lock will unlock upon recognition.
- **Physical Key:** Insert the physical key into the mechanical keyhole and turn to unlock. This is an emergency backup method.
- **Tuya App (Bluetooth):** Open the Tuya Smart app on your smartphone and tap the unlock icon when within Bluetooth range of the lock.
- **Tuya App (Wi-Fi - with Gateway):** If a gateway is connected, you can remotely unlock the door from anywhere via the Tuya Smart app.

4.3 Automatic Locking

The lock features an auto-lock function that can be configured via the Tuya app. You can set a delay time (e.g., 5-900 seconds) after which the door will automatically lock once closed. This provides peace of mind, ensuring your door is always secured.

5. MAINTENANCE

5.1 Battery Replacement

The smart door lock is powered by 4 AA alkaline batteries (not included). When the battery level is low, the lock will provide an indicator light alert and/or an audible warning. It is recommended to replace all four batteries simultaneously with new, high-quality alkaline batteries.



Image 5.1: Illustration showing the requirement for 4 AA alkaline batteries to power the smart door lock.



Image 5.2: An indicator light alert on the lock's keypad, accompanied by a smartphone app notification showing a 15% remaining battery level, prompting replacement.

Emergency Power: If the batteries completely drain, you can use a USB-C cable to connect a power bank to the emergency power port on the exterior unit to temporarily power the lock and gain entry.

5.2 Cleaning

Clean the lock's exterior surfaces with a soft, damp cloth. Avoid using abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish or electronic components.

6. TROUBLESHOOTING

- **Lock not responding:** Check battery level. If low, replace batteries or use the USB-C emergency power. Ensure the lock is properly installed and all cables are connected.
- **Fingerprint not recognized:** Ensure your finger is clean and dry. Try re-registering your fingerprint in the app. Ensure the sensor is clean.
- **Passcode not working:** Verify the correct passcode is entered. Ensure you are pressing '#' after the code. Try generating a new passcode in the app.
- **App connection issues:** Ensure Bluetooth is enabled on your phone and you are within range. Restart the app and/or your phone. If using Wi-Fi, ensure your Tuya Gateway/Hub is properly connected and online.
- **Lock beeps continuously or behaves erratically:** This may indicate a low battery or an installation issue. Check batteries first. If the problem persists, consult the full manual or contact support.
- **Door does not lock/unlock mechanically:** Check for any obstructions in the door frame or latch. Ensure the mortise is correctly aligned and installed.

7. SPECIFICATIONS

Feature	Detail
Model Name	Smart Door Lock
Model Number	2404E
Brand	We Technology
Lock Type	Biometric, Deadbolt
Material	Zinc alloy + ABS plastic
Color	Black

Dimensions (L x W x H)	5.5 x 2.36 x 0.63 inches
Item Weight	2.3 Pounds
Door Thickness Compatibility	35-55mm (1-3/8" to 2-1/8")
Backset	Adjustable 60/70mm (2-3/8" or 2-3/4")
Power Source	4 x AA Alkaline Batteries (not included)
Emergency Power	USB-C Port
Connectivity	Bluetooth, Wi-Fi (requires separate Gateway/Hub)
Control Method	App, Remote (with Gateway), Touch
Special Features	Anti-Peeping Password, Fingerprint, One-Touch Lock, Passcode Unlock, Weather Resistant
Included Components	Double-sided door lock, lock body, manual, 2 keys, 2 IC Cards

8. WARRANTY AND SUPPORT

For warranty information, technical support, or assistance with installation and operation, please refer to the contact details provided in the packaging or on the official We Technology website. Keep your purchase receipt as proof of purchase for any warranty claims.

