From Hornbill

Dear Valued Customer,

Greeting from Kelly, hope all is well with you.
Thanks for choosing Hornbill smart lever lock with touch keypad. We hope you could enjoy it and the smart lock could bring convenience to your life.

Please feel free to contact us if you have any questions. Our Customer Service Team and Tech Support Team will follow up your issue until you are happy.
May you have a great day^^

Kelly
Toll Free: 1888-605-1615
Mail: smartlock01@hotmail.com

Related Video Guide

Detail Questions	Videos Reference
1. How to reverse door handle?	https://youtu.be/zZ9EAbl_fbE
2. How to install hornbill smart lock?	https://youtu.be/97D9TlpaUNU
3. Pay attention to the hole on the latch	https://youtu.be/gbfu8cpqoUU
4. How to pair your lock with TT lock APP?	https://youtu.be/IshO8oKRkik
5. How to pair your lock to Wi-Fi gateway?	https://youtu.be/DOmlOpVL_CM
6. How to add & delete fingerprints?	https://youtu.be/GF3JZy4eU1c
7. How to add & delete IC cards?	https://youtu.be/VET7dhteI-o
8. How to generate custom code and edit existed passcodes?	https://youtu.be/f-Y12T0mo6c
9. How to unlock with key?	https://youtu.be/xRFBpU7WKuo
10. How to remove the battery cover?	https://youtu.be/sWU7_ffMUNg
11. How to reset the lock?	https://youtu.be/gbfu8cpqoUU
CSR: Kelly Toll Free: 18886051615 Mail: smartlock01@hotmail.com	

Frequently Asked Questions

1. How to lock/unlock via keypad?

Long press "#" and hold for 2s to lock the door.
Enter the passcode and press "#" to unlock the door.

2. What is [Send e-key]?

Send e-key to authorize to other accounts. The recipient also needs to download TT Lock and register an account. Recipients will have permission to control the lock via their phone APP.

3. Does it support Wi-Fi connection (Remotely unlock)?

Yes, it supports to Wi-Fi connection. Please note that it needs to match the gateway (please contact us for the gateway).

4. What if I forgot my TT Lock account password?

You can reset the user password through [Forgot Password] in the login interface.

5. How many passcodes/fingerprint/IC cards could it add?

Please kindly note that you can only set one admin passcode, but you can generate at least 150 guest passwords/fingerprints/IC cards. The guest passcode needs to be activated within 24 hours and use it at least once, otherwise it will be invalid.

6. Can I remotely share / generate a guest passcode?

Yes, you can generate remotely and share the passcode even far away from the door lock (without Wi-Fi).

7. What is the initial code while resetting?

The initial code is "000". Please enter "000"and press "#" on the keypad so you could reset successfully.

8. Can I use one IC card to match different door locks?

Yes, you can use one IC Card to match different door locks. Please follow below video to match IC cards with lock.
https://youtu.be/VET7dhteI-o

9. Unlock failed with key or fingerprint & password, what to do?

When you install the lock, please make sure that cotter pin inside to lock the barrel in place. Please refer to https://youtu.be/gbfu8cpqoUU

10. What to do if you have any other questions?

Please feel free to contact Kelly, your satisfactory is our priority.
Toll Free: 18886051615
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