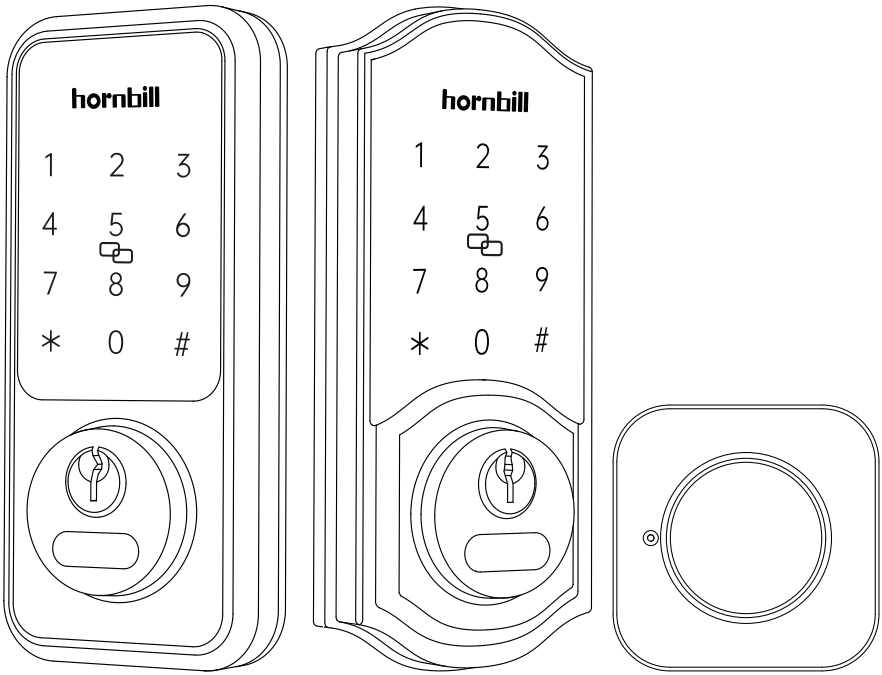
hornbill



USER MANUAL

Letter of thanks to clients

Hi dear client,
First of all, thank you so much for choosing the hornbill brand among plenty of products.

Hornbill aims at the "safe, simple, smart life". Hornbill has its own manufactory and mainly produces locks selling all around the world, such as the United States, Europe, Japan, etc. We started online sales in 2016 and hornbill has brought security and smart technology to more than 8 million families worldwide.

Further, all products are the most assuring products selected after countless uses, tests, and personal experiences of staff. Up to now, we have also received the encouragement and love of numerous customers, for which we are also very grateful. In the future, all staff of our company will work harder and hornbill will always study and integrate the world's most cutting-edge technology into our products that will exceed customers' expectations. We are also very willing to listen to every customer's opinions and advice to make more improvements and efforts in the future.

Last but not least, if you have any issues such as installation or suggestions about the product, please do not hesitate to contact us by phone or email at any time, "Customer foremost" will always be our constant principle.

Wish you all the best and luck. Please continue to support hornbill in the future, thank you~

Scan me

Installation Video:

APP download:

Or

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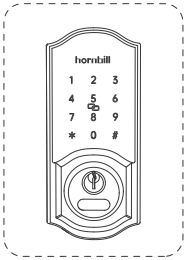
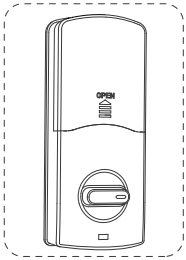
PRODUCT DETAILS

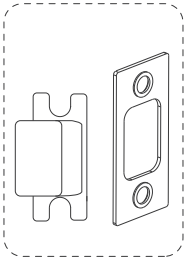
(1) Package Included



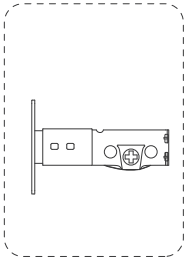
Front Panel



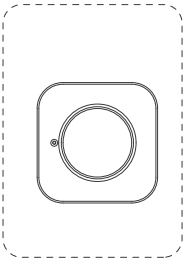
Back Panel



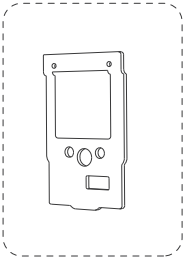
Strike Cover
Strike Plate



Deadbolt

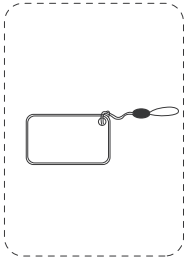


Wifi Gateway

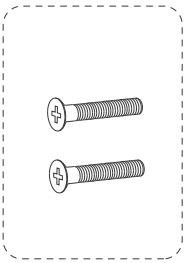


Mounting Plate

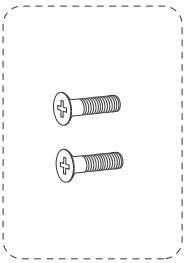
Physical Keys



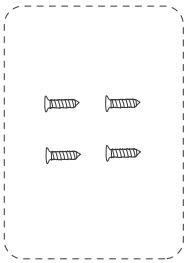
IC Cards



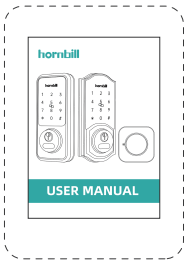
Mounting Plate
Screws



Back Panel
Screws



Bolt/Strike
Screws

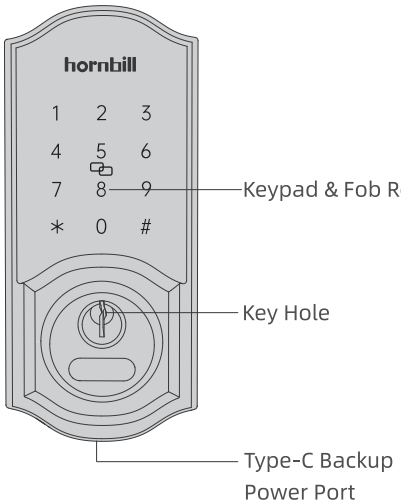


User Manual

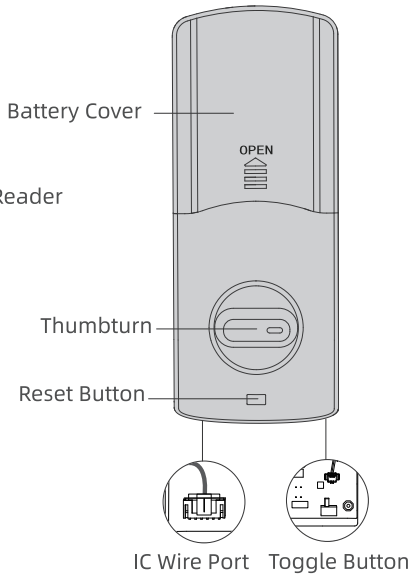
PRODUCT DETAILS

(2) Product Overview

Front Panel:



Back Panel:



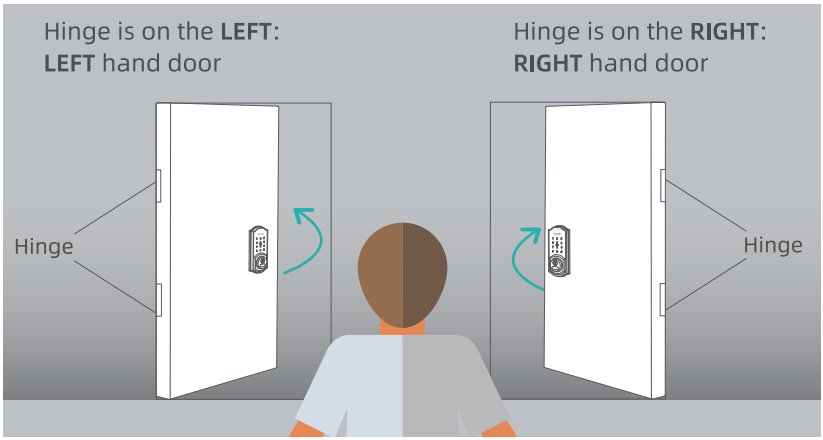
(3) Specifications

Material	Alloy
Communication Mode	Bluetooth 5.0
Power Supply	4pcs AA Batteries （Not provided）
Operating Temp Range	-4°F~158°F
Waterproof	IP65(Front panel)
IC Cards Storage	1000+
Maximum Access Code	300
Maximum Ekey	1000+
Maximum Authorized Admin	1000+
Times to Unlock and Lock	250,000 Times (Mechanical)

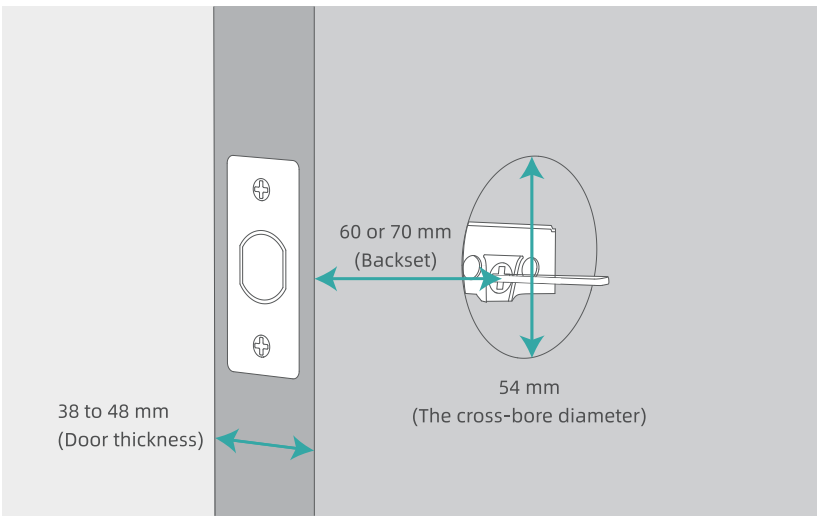
GETTING STARTED

(1) Identify Left/Right Hand Door

Stand by OUTSIDE facing the keypad.



(2) Check Door Measurements



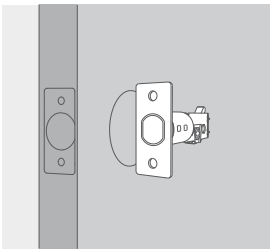
(3) Installation Video

(4) Download the Smart Lock App

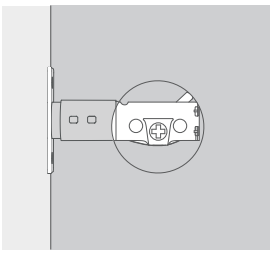
Or

INSTALL THE LOCK

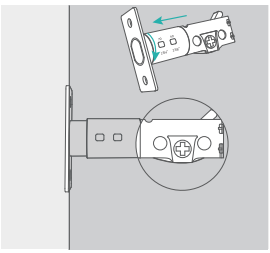
(1) Adjust the Deadbolt



A Make the deadbolt edge face the door edge measuring with eye to check if thedeadbolt is long enough.

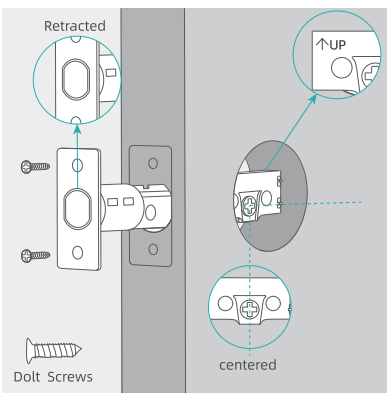


B If the deadbolt hole is centered in the door hole, no need to adjust.

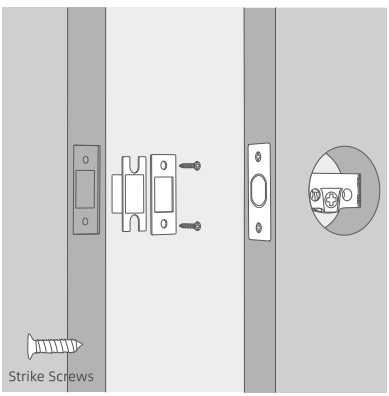


C If not, please twist and expand to 70mm and check if it is centered.

(2) Install Deadbolt and Strike Plate



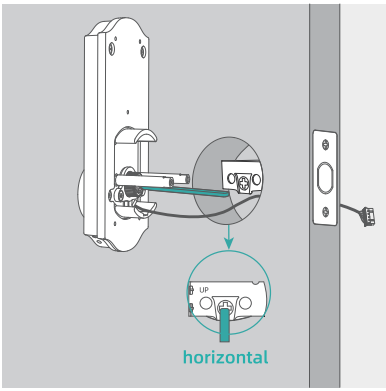
A Insert the deadbolt and keep the square hole horizontal. Bolt must be in retracted (unlocked) and note the "UP" icon.



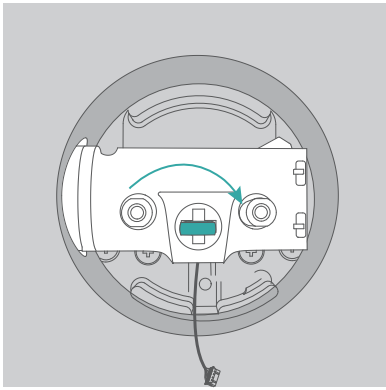
B Use the related screws to tight up.

INSTALL THE LOCK

(3) Install the Front Panel



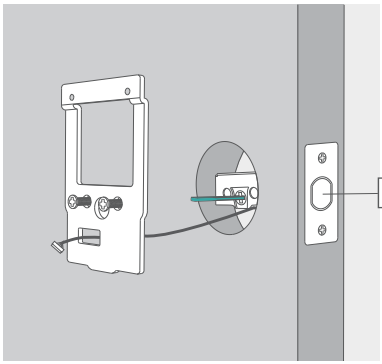
A Adjust the lock spindle to horizontal.



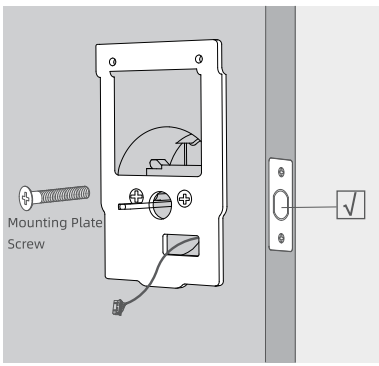
B Test if deadbolt responds when rolling the spindle.

NOTE: When installation, make sure the deadbolt is retracted and do not insert the key.

(4) Install the Mounting Plate & Route the IC Wire



A Route the IC wire through the under hole and notice the direction of the plate.



B Tighten the 2 mounting plate screws on the mounting plate.

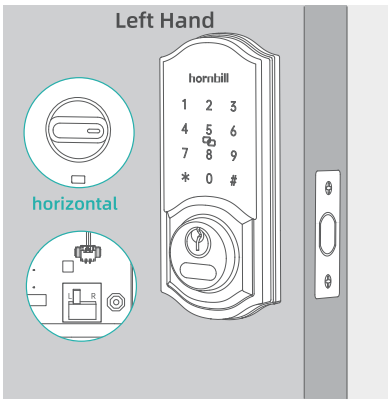
Note: Make sure the spindle is in horizontal position.

INSTALL THE LOCK

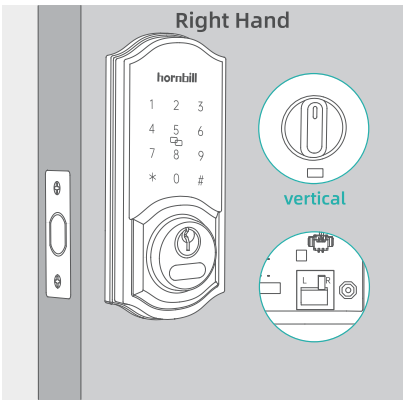
(5) Install the Back Panel

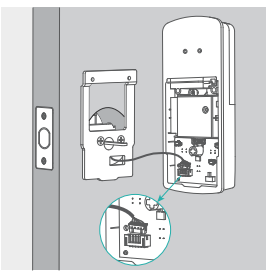
Facing to the keypad

Hinge on the left, switch toggle button to "L", thumbturn switch to horizontal.

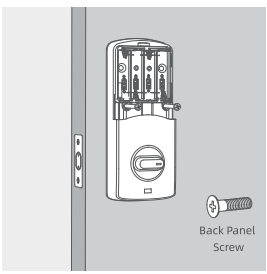


Hinge on the Right, switch toggle button to "R", thumbturn switch to vertical.

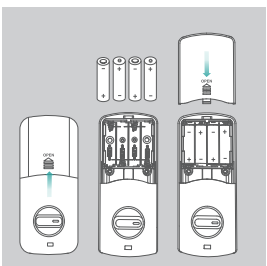




A Connect IC wire to the wire connector securely.



B Install the related screws.

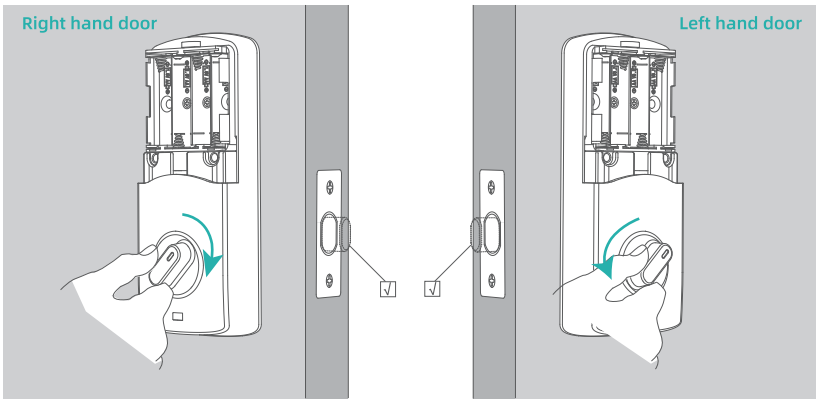


C Install the batteries & cover.

INSTALL THE LOCK

(6) Test

A Test the deadbolt.



B Put the batteries in and Test the keypad, enter #123456# to unlock, press the # for seconds to lock.

If the default code do not work, reset your lock.

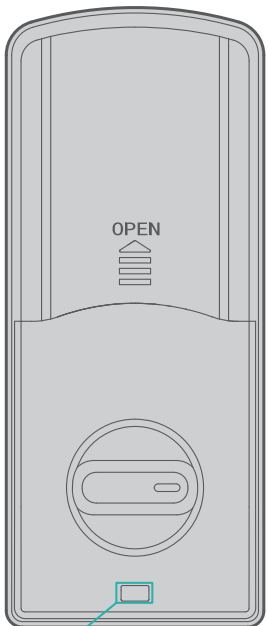
If everything is backward, back to the step "Install the Back Panel".

INSTALL THE LOCK

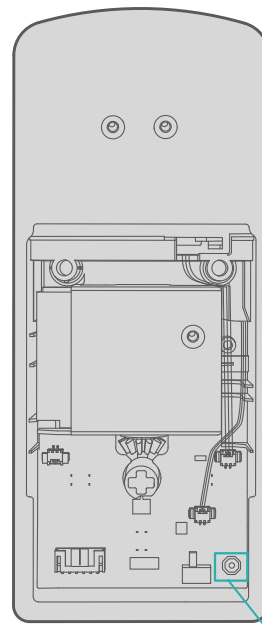
(7) How to reset

A: Take one of the batteries waiting for 8 seconds, then put it back and quickly press the reset button for 10 seconds until you hear “Please enter the initialization password”, enter #000# to confirm.

B: If A can not reset the lock, take the back panel apart and press the inside reset button for 3s until you can hear “Please enter the initialization password”, enter #000# to confirm.
(Make sure the IC wire and battery is installed properly in the period.)



Reset button



Reset button

APP Guide

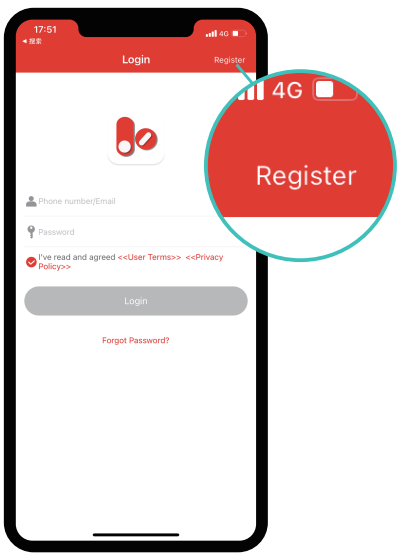
(1) Account Registration

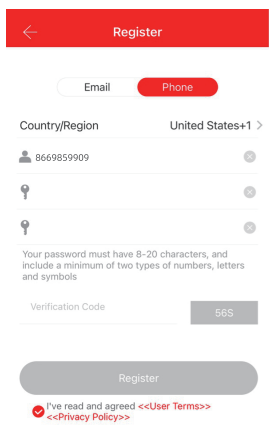
① Download the Smart Lock app from Google Play or App Store.

② Search “Next Lock” or “TT Lock”.

③ Click register to get started.

④ Enter the email or phone number (e.g. 8669859909), and set the password, click Get Code and enter the verification code. (Please select the correct Country/Region.)

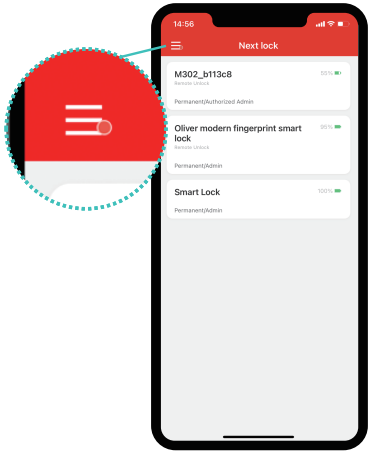


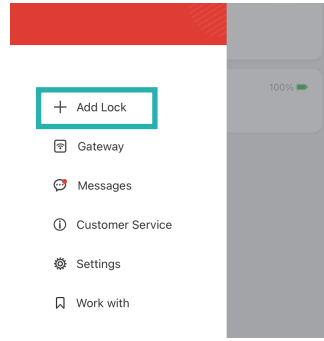


(2) Pair Your Lock with APP

Step 1: Click on the three lines on the upper left corner.

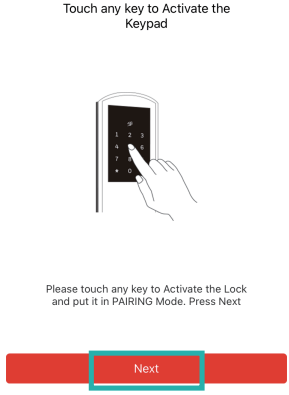
Step 2: Click “+ Add Lock” Please make sure your phone Bluetooth is turned on, and make sure you are nearby the lock within 3 meters.

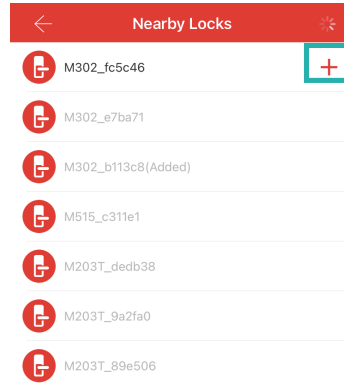




Step 2: Touch the keypad and click "Next".

Step 3: Click the red plus sign to add the lock, please name the lock like front door.

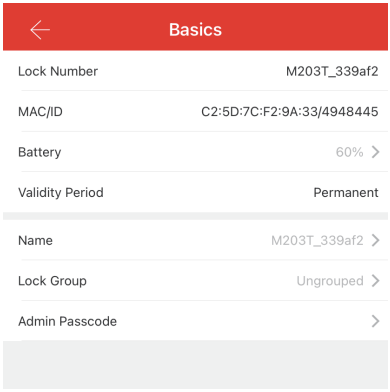


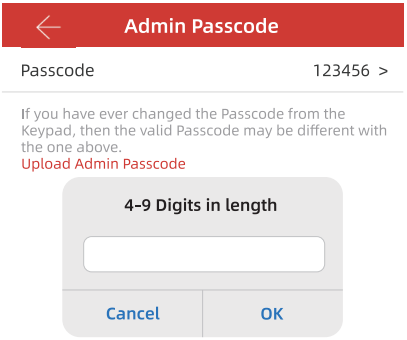


Step 4:

Note: The default code will be invalid after pairing successfully.

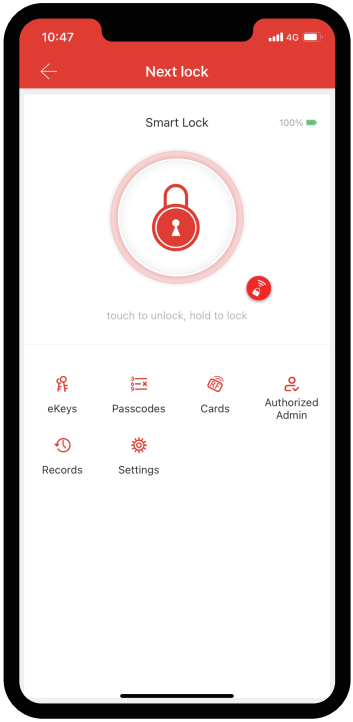
Set your new Admin passcodes: Click settings > Basics > Admin Passcode.





APP Guide

(3) Lock Page Overview



Unlock/Lock
Unlock/Lock using phone's bluetooth

Remote Unlock
Unlock remotely if G2 Gateway is connected nearby

eKeys
Others can control the lock via the app

Passcodes
Generate 5 different types of passcodes

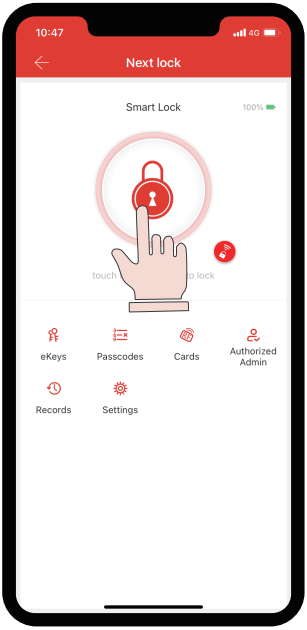
Cards
Set up your fobs here

Authorized Admin
Create and edit admins

Records
View entry times, attempts and methods

Settings
Set auto lock and passage mode here

(4) APP to Lock/Unlock



Unlock: Tap this big icon once.

Lock: Press this big icon for seconds.

Tap to remotely unlock (Need Gateway).

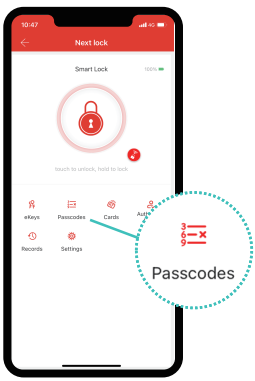
(5) Passcodes

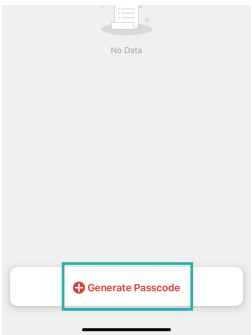
Step 1: Click passcodes to code page.

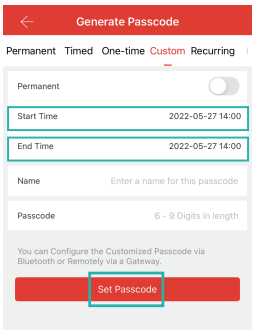
Step 2: Click Generate passcode.

Step 3: Name your code > Set Time Duration > Set 4-9 digits code > Click Generate (Set passcode).

NOTE: To generate custom codes or change any type codes, please make sure you are nearby the lock within 3 meters and the Bluetooth is turned on, unless you have the G2 gateway and it is connected.







Here are some illustrations for 6 different codes.

Permanent	Lasts permanently
Timed	Lasts between selected hours
One-time	Lasts for one use
Erase	Erases all codes on lock
Custom	Set your own digits such as 123456 (permanent or timed)
Recurring	Lasts during scheduled hours weekly

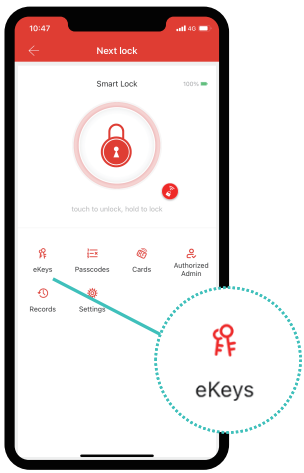
(6) eKeys

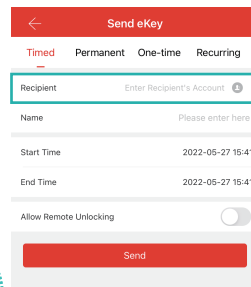
NOTE: eKeys are different from passcodes. eKeys require the other user to download the Next Lock app and then they can lock/unlock by APP too.

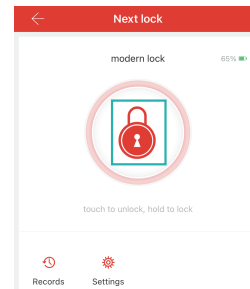
Step1: eKeys works by sharing app access of your lock with another Next lock account. eKey recipients will also be able to use their phone to unlock/lock the smart lock.

Step2: Enter recipient's account, it can be the phone number or email address used during registration.

Step3: The recipient needs to log into their Next lock account, then they can find the code in their messages and gain the privilege to lock/unlock.







(7) Authorized Admin

NOTE: Authorized Admin is similar to eKeys but has more rights than eKeys.

An authorized admin can do the following:

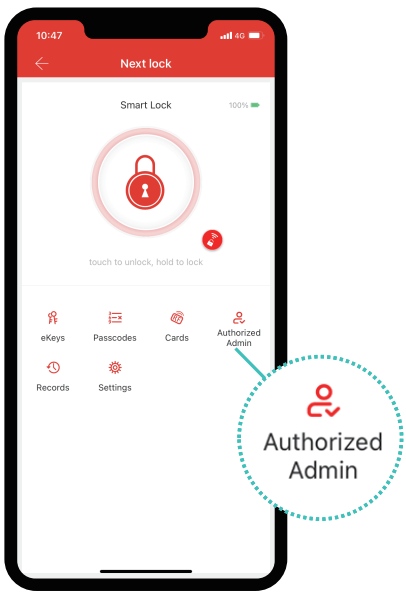
① Unlock/lock via the app.

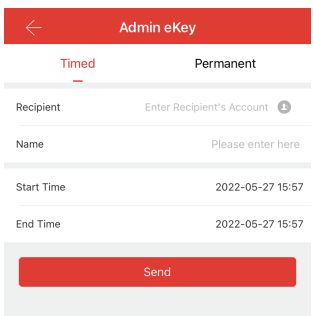
② Generate, Edit, or Delete passcodes, IC cards, and fingerprints.

③ Adjust settings like passage mode, auto-lock timer, and turn on/off the lock sound.

Step1: Click Authorized Admin.

Step2: Enter recipient's account, it can be the phone number or email address used during registration.





(8) IC Cards

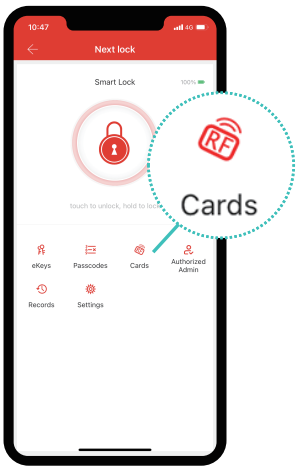
① Click "Cards".

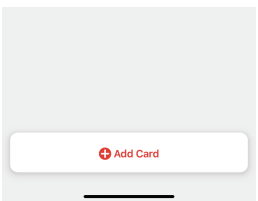
② Click "Add Card".

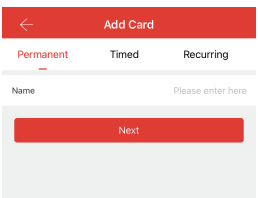
③ Set up the valid period of the IC card.

④ Once the lock says "Please swipe your card">place the IC card against 5 on the keypad.

⑤ If you hear prompt voice "input successful", the IC card can be used to unlock your door.





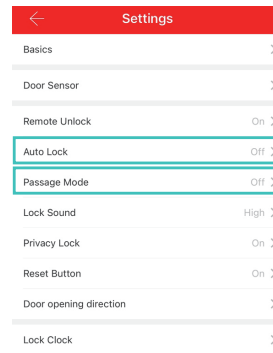


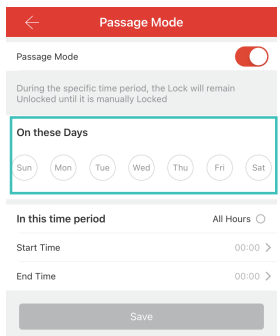
(9) Auto Lock/ Passage Mode

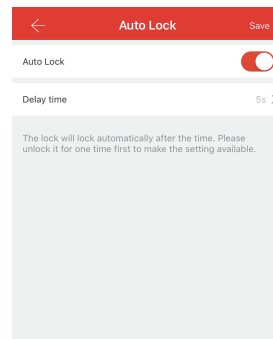
Auto Lock: Tap "Settings" > Tap "Passage Mode" > Auto-lock will automatically lock the door when it set up after 5 seconds by default.

Note: Please Lock the door 1 time manually after setting auto lock, unlock the door 1 time manually after setting the passage mode.

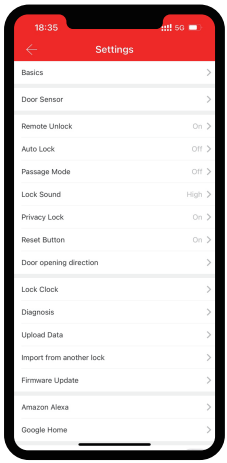
Passage Mode: Tap "Settings" > Tap "Passage Mode" > set up the specific time period > During the specific time period, the lock will remain unlocked until it is manually locked. (Auto lock will be disabled during Passage Mode validity period.)







(10) Lock Setting



Basic: You can view and Lock basic information, lock name etc.

Door Sensor: You will be able to get door status and auto-lock the door with a door sensor (Sold separately).

Remote Unlock: Allows you to unlock the smart lock remotely via a gateway.This feature can only be turned on/off via Bluetooth.

Lock Sound: Turn on/off the sound of the lock, Adjust the lock prompt voice volume.

Door opening direction: If your door lock/unlock result is opposite as expected, you can change this feature.

Import from another lock: Allows for the transfer of eKeys, Authorized Admin, passcodes and IC cards from one lock to another.

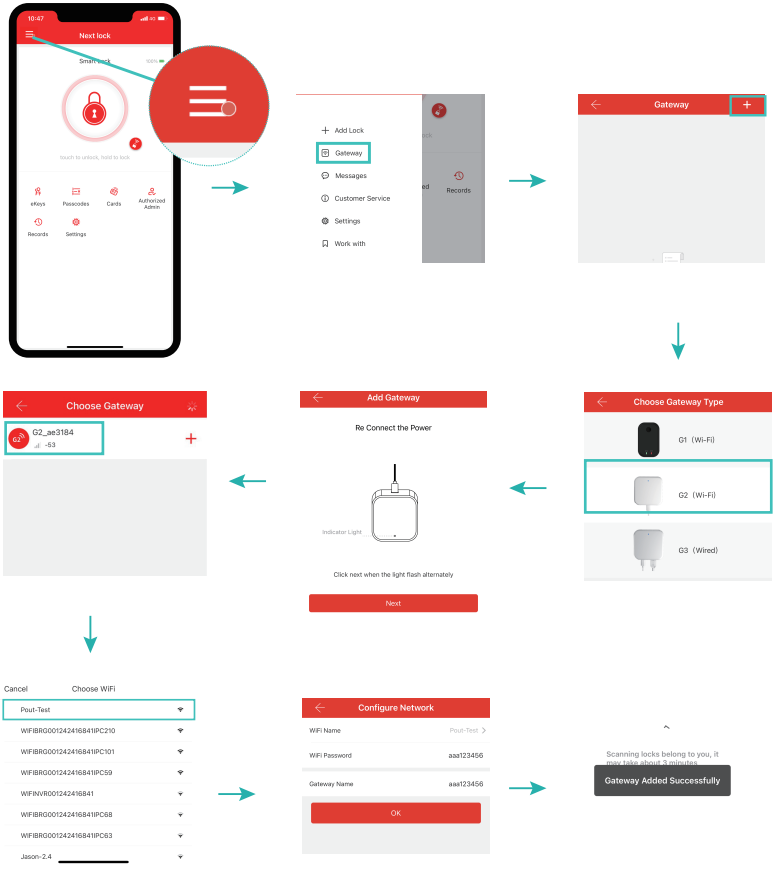
Privacy Lock: Turn on/off the reverse locked function via the reset button on the back panel.

Reset Button: Turn on/off the reset function via the reset button on the back panel.

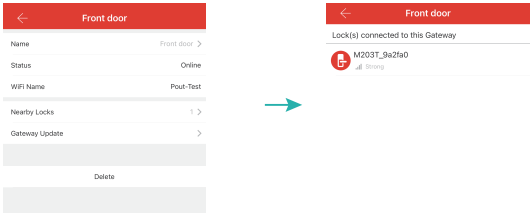
Pair Your Gateway with the Locks and Alexa Device

(1) Pair the Gateway

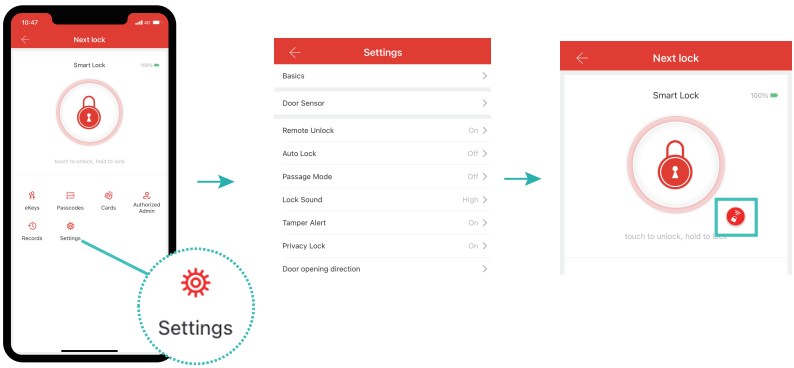
① After pairing, check the signal: Gateway > choose the gateway connected > Nearby locks > Check if the signal is Strong > Move the gateway closer to lock if the signal is weak.



Pair Your Gateway with the Locks and Alexa Device



② Hit Settings > Turn on remote unlock > Check if the little icon shows in the main page > Hit to unlock remotely.



(2) Pair the Alexa(Need Gateway)

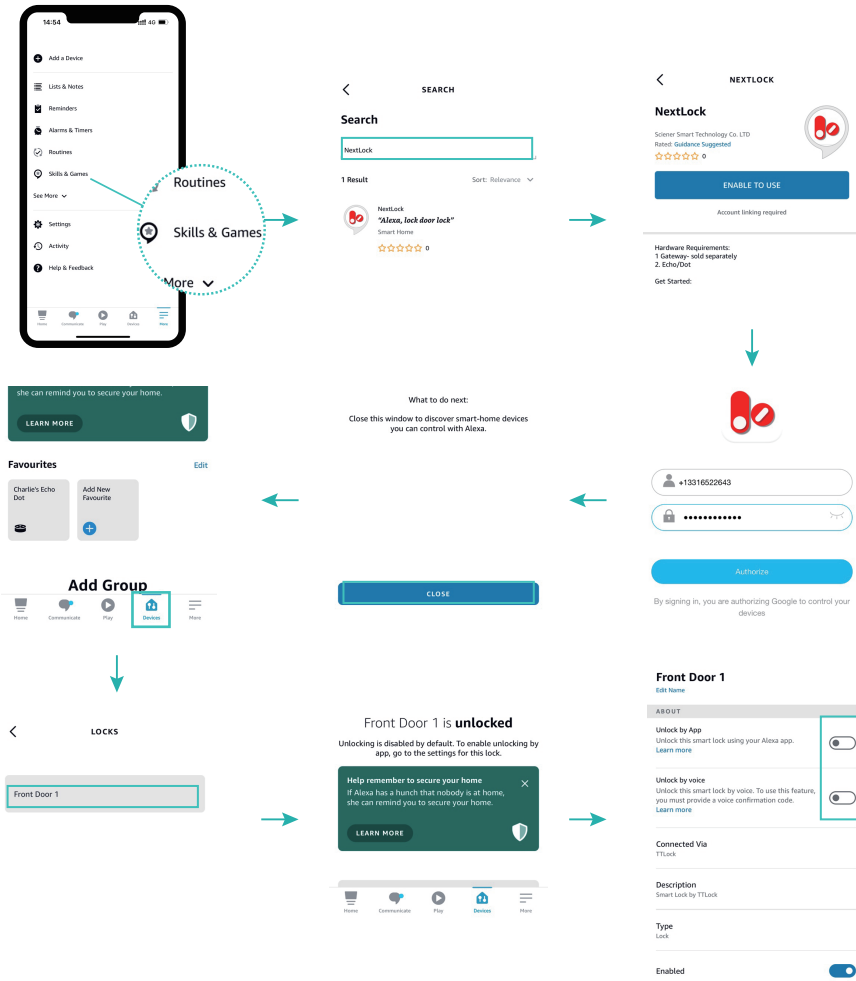
(1) Alexa home page > Hit More > Skills and Games > Search "Nextlock" > Enable to use.

(2) Sign in the Nextlock account (Need to add "+1" before your phone number) > Hit close after the successful connection).

(3) Home page > Device > Find your lock and hit it.

Pair Your Gateway with the Locks and Alexa Device

(4) Hit setting (on the upper right) > Turn on the "unlocked by voice" set the code for unlocking by voice every time).



Troubleshooting

Symptom	Suggested Action
The lock works backwards. Lock turns unlock while unlock turns lock.	**A:** Open the Next Lock app--Click "Settings"--Click "Firmware Update". **B:** The Next Lock APP > Settings > Door opening direction > Open to right/left. **C:** If it still malfunctions, switch the toggle button inside the back panel to the other side.
Can not pair the lock with APP.	**A:** Turn on the Bluetooth and near your lock > Open the Next Lock App > click "+" button > Choose "All Locks" > Touch the lock keypad to lit up it > Click the "+" to add the lock during the time when the keypad is lighted. **B:** If no lock shows(all gray), please reset your lock. **C:** Follow the above steps to add the lock again after the reset.
The lock can't work normally unless you insert the key.	**A:** Pull out the key and take off the front and back panel. **B:** Please reinstall the lock (Refer to the step" Install the Front Panel). **NOTE:** Do not inset the key and deadbolt is retracted during in the period of installation. Keep the spindle horizontal when installing the front panel.

Troubleshooting

Symptom	Suggested Action
The knob is hard to rotate.	**A:** Take off the back panel and mounting panel. **B:** Check if the IC wire is installed correctly. (Refer to the step "Install the Back Panel")
After replacing the new battery, the App shows that the batter level is incorrect.	**A:** Open the Next Lock APP > Go to the Settings(main page) > Basics > Battery > Update. **B:** If it still fails, Open the Next Lock App > Click Settings > Click Basic > Lock Number, and send it to the customer service to update.
Keypad do not respond.	**A:** Check if the batteries are new. **B:** Check if the IC wire is installed correctly. (Refer to the step "Install the Back Panel")
Can not pair the gateway. Can not remotely control after connecting with the gateway.	**A:** Check if the distance between the lock and the gateway is within 16 feet. **B:** Check if the phone and the gateway are connected with 2.4Ghz wifi. **C:** Open Next Lock APP > Gateway (upper left corner), if the gateway shows blue lighting, succeed. **D:** If it still fails, unplug it for minutes and reconnect doing the above steps again.

FAQ

Questions	Answer
Q1: How to lock/unlock via keypad?	**A1:** Lock: light up the keypad and press the # for 2 seconds. Unlock: Enter #passcodes#.
Q2: How many different passcodes/fingerprint /IC card can I set?	**A2:** One lock has only one admin code while it can generate at least 150 guest passwords/ 250 fingerprints / IC cards. **Note:** All the guest passcode needs to be used at least once, otherwise it will be invalid.
Q3: How long is the lock warranty period?	**A3:** 1-year smart lock warranty, including the free replacement if confirmed and lifetime customer service.
Q4: Does it support Wi-Fi connection(Remotely unlock)?	**A4:** Yes it supports Wi-Fi connection which needs to purchase the G2 gateway (sold separately).
Q5: Can I remotely share / generate a guest passcode?	**A5:** Yes you can generate remotely and share the passcode even far away from the home (without Wi-Fi). **Note:** Only Custom code changes need to turn on the bluetooth and near the lock/ G2 gateway.
Q6: How to set the account password?	**A6:** Next Lock - Upper left corner(menu button) - Click on your profile picture(edit) - Reset Password.

FAQ

Questions	Answer
Q7: What is the ekeys?	**A7:** ekeys could be Sent to other accounts by the administrator, the recipients will have permission to control the lock via their phone APP. **Note:** The recipient also needs to download the APP and register an account.
Q8: Can I use one IC card to match different door locks from the same brand?	**A8:** Yes, you can use one IC card to match different door locks. It will be risky in case you lose it.
Q9: How to make my family members to control the lock via APP?	**A9:** They have to download the Next Lock APP and register their account first. Then admin Opens Next Lock App > Click Authorized Admin > Create Admin > Select Permanent > enter family's account > give a name > Turn on allow remote unlocking > Send.
Q10: How to unlock if battery power runs out?	**A10:** Type-C can directly power the lock and activate the keypad. Charging it via the ports under the lock.
Q11: How to set auto lock?	**A11:** Open the Next Lock > Settings > Auto Lock > Turn on and set the timer.

How to program by KEYPAD

Type	Method
Set new admin code. (Initialization password: #123456#)	**A:** Enter *12 #123456# New admin code # New admin code #. **B:** Open Next Lock > Settings > Basics > Admin code > Upload the new admin code.
Set general passcode.	Enter *85# New admin code # New admin code # new passcode #.
Set IC cards.	Enter *85# New admin code # Program IC cards.
Delete all IC cards.	Enter *69# Admin code #.
Set English as language.	Enter *39# Admin code #2#.