HÄFELE

User Manual & Installation Guide

Model: Hafele ALPHA
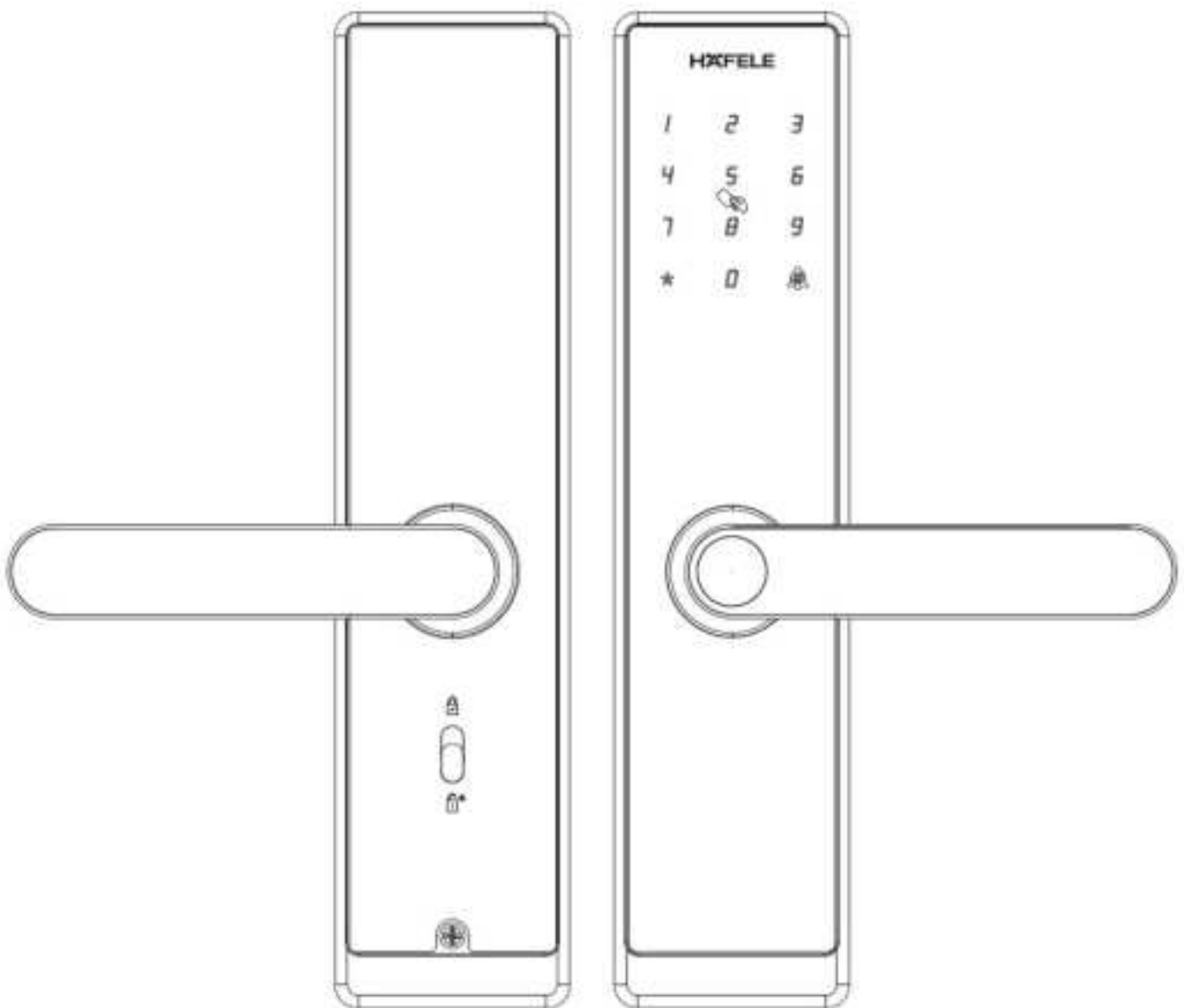
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Table of Contents

1. Read before use

1.1 Warnings

1. Read and understand all instructions before use.
2. Do not expose the product and accessories to rain or direct sunlight.
3. When cleaning the product, please wipe it with a soft cloth.
4. Do not scrape the fingerprint sensor with any sharp objects.
5. If damage is caused by failure to follow this instructions, the warranty does not apply.
6. Do not expose the product to corrosive substances to avoid damage.
7. Please make sure high quality alkaline AA batteries are used. If a low battery warning appears, please remove all batteries and replace them at once.
8. If the lock is not in use for a long time, please take out the battery to maintain its efficiency and extend its lifespan.

1.2 Product specifications

Features
Fingerprint
Key card
Password
Mechanical Key
Bluetooth APP
Alkaline AA Battery System
USB-C Emergency Power
ENG and TH Voice Prompts

Basic Specification		
User Capacity	• 10 Administrator ID's • Up to 150 users with password. • Up to 100 users with fingerprint. • Up to 150 users with key card. • 10 APP Custom passcodes	
5 unlocking ways	Fingerprint, Password, Key card, Mechanical Key and Smartphone APP	
Door Thickness	33 - 50mm	
Voice guide language	English, Thai	
Power Supply	Alkaline Battery	4 x AA size
	Emergency Power	5V, Type-C USB interface
	Operating Voltage	> 4.8V
Material	Lock panels	Aluminium alloy, PCT+PET, Tempered glass
	Mortise lock	Stainless steel
Working environment	Temperature	-20 to +70 Degree Celsius
	Humidity	40%-80%
	Ingress protection	Outdoor unit: IP54 Indoor unit: IP53

1. Read before use

1.3 Additional features

Locking Modes	
	Auto Locking When the door is closed only the latch bolt will lock automatically.
	Passage Mode (Remain unlocked) After activation the door is unlocked for everybody.
	Privacy Locking Mode When activated from the inside, only local administrators and the mechanical key can open the door from outside.
	Lift-up Handle for Double Locking When the handle is lifted upward, the deadbolt will engage to fully lock the door.

Security & Alarms	
	Random Passcode Random digits can be added before or after the passcode to hide your real code from other persons.
	Panic Exit It is always possible to unlock from the inside with a handle.
	System Lockout After 6 wrong attempts to unlock, the system enter a lockout mode for 90 seconds and sound an alarm.
	Burglar Alarm If the lock detects any mechanical manipulations it will sound an alarm for 120 seconds.
	Low Battery Alarm The lock will remind you to charge the battery with voice prompt.

1. Read before use

1.4 Product Overview

Touch screen keypad

Card reader area

Doorbell button

Battery cover

Status indicator

Fingerprint sensor

USB-C power port

Key cylinder

Privacy mode button

Spindle hole

Latchbolt

Deadbolt
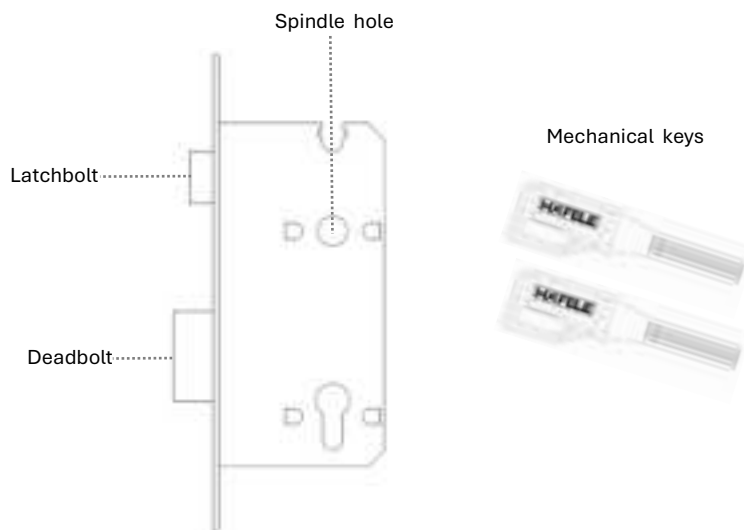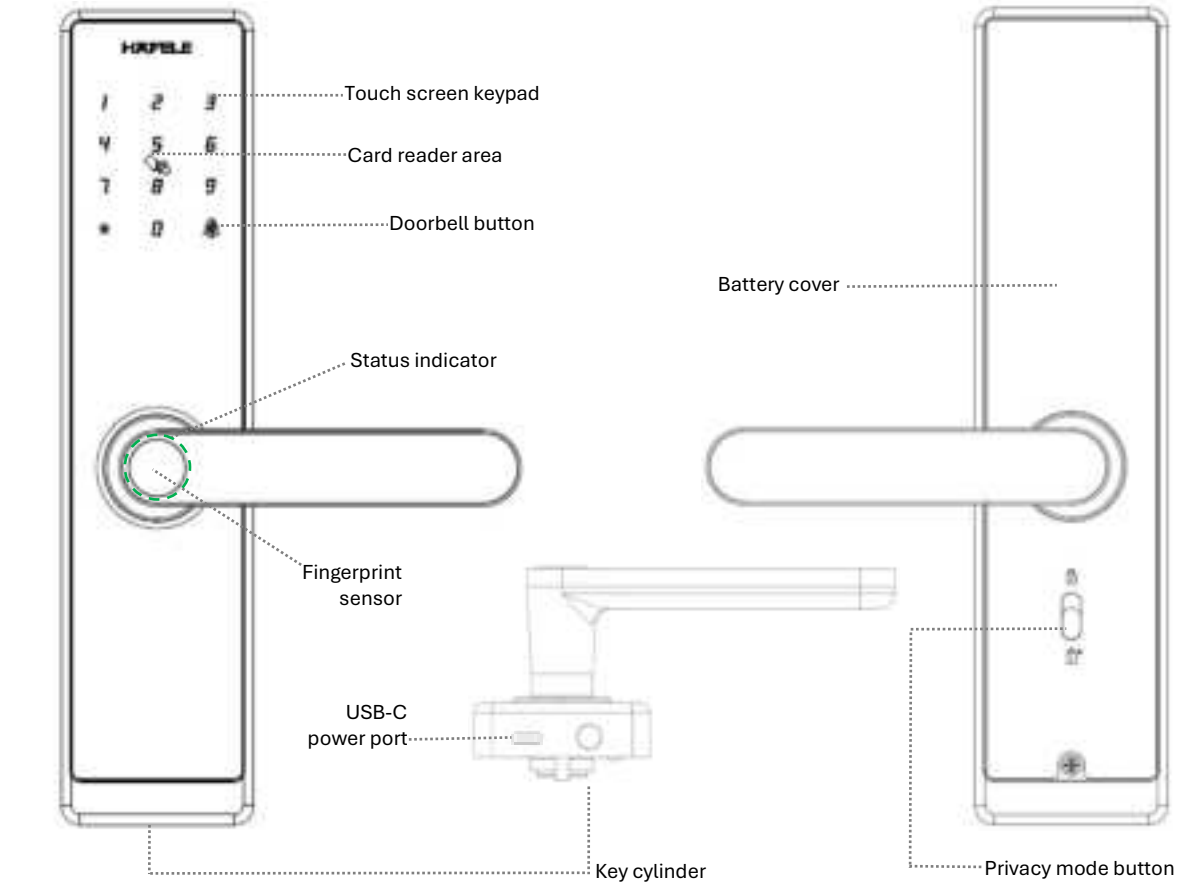
Mechanical keys

Packing List	
Outdoor unit	1 pc
Indoor unit	1 pc
Mortise lock pack	1 set
Accessories pack	1 set
Mechanical keys	2 pcs
Drilling template	1 pc
Quick start guide	1 pc

2. Installation guide

2.1 Components
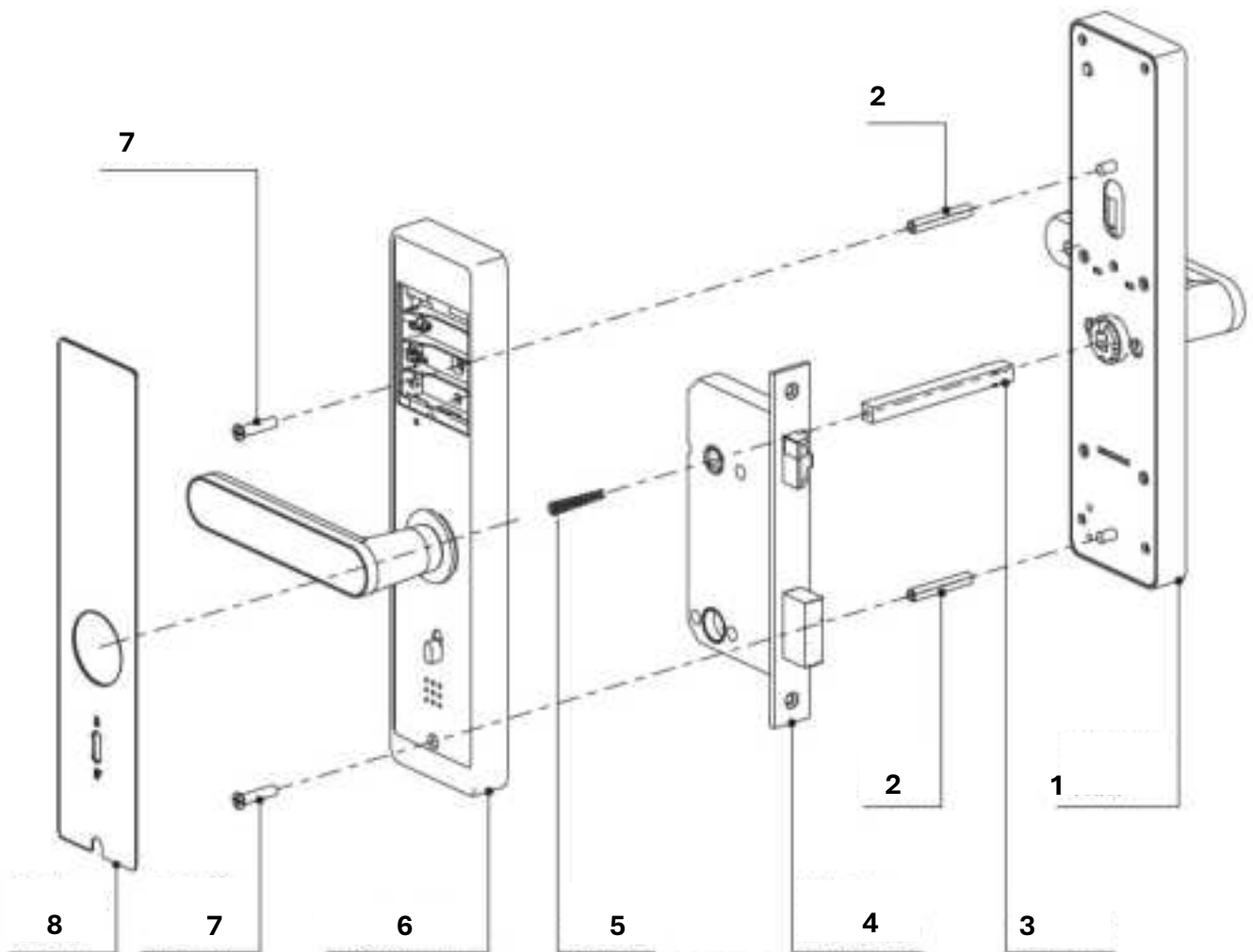
1. Outdoor unit
2. Stud
3. Square spindle
4. Mortise lock
5. Spring
6. Indoor unit
7. M4 Screws
8. Battery cover

2. Installation guide

2.2 Screw size matrix

ALPHA Installation Accessories Instruction

Door Thickness	M4 top	M4 lower	Square Spindle
≥33mm <40mm	M4x30mm 1pc	M4x35mm 1pc	8x8x55mm
≥40mm < 50mm	M4x35mm 1pc	M4x50mm 1pc	8x8x70mm

Screws

M5x9mm black 2pcs

M4x30mm black 1pc

M4x35mm black 1pc

M4x50mm black 1pc

Spring

Square Spindle

8x8x55mm

8x8x70mm

M4 Stud 2pcs
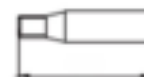
⚠ Caution: Do not forget to install this spring in the spindle hole of the indoor unit.

2. Installation guide

2.3 Installation steps

1 Adjust the handle direction of the indoor and outdoor unit. Move the handle to the desired position and fix the M5x9mm screw tightly. Repeat the same for the outdoor unit.

Positioning Screw

Right hand opening:

Positioning Screw

Left hand opening:

Positioning Screw
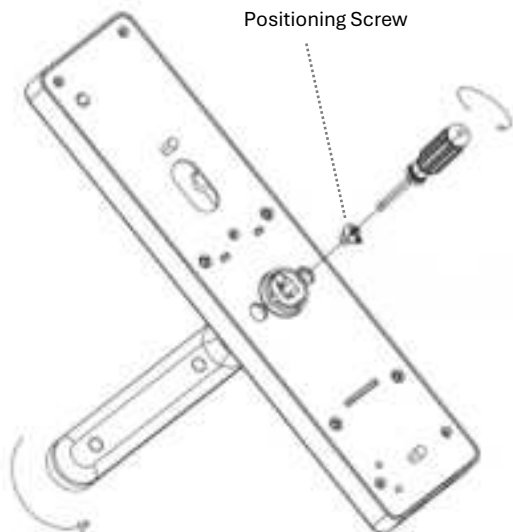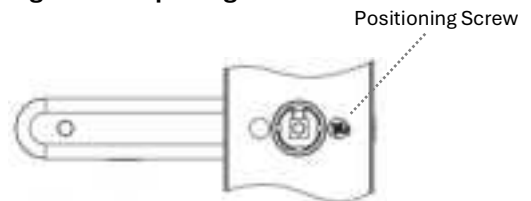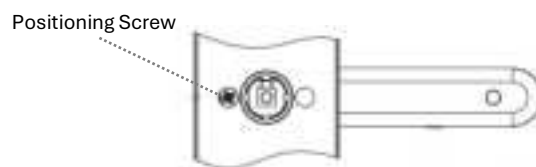
2 Adjust the latch direction by sliding up the small slider, then pushing the latch bolt inside the gap and rotate it 180 degrees.

1. Move small slider Up

2. Push the latch fully inside

3. Rotate the latch 180º
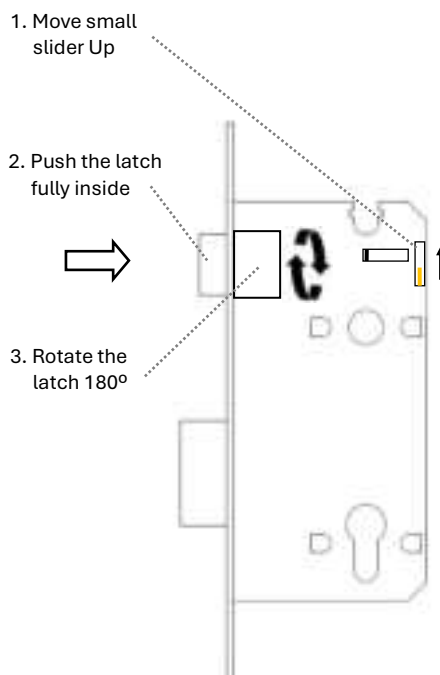
3 Draw lines on the door as marked on the drilling template, the suggested distance between the lock and the floor is 1m - 1.2m. Then drill the holes as required.

2. Installation guide

2.3 Installation steps

4 Then insert the mortise lock into the door and use two pieces of self tapping screws (from mortise lock pack) to fix it in place.

Screw
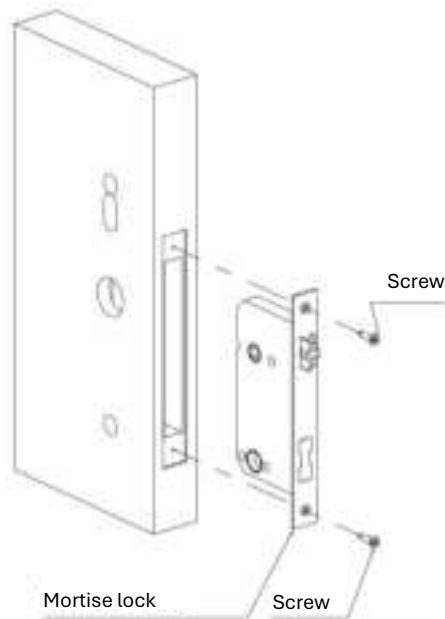
Mortise lock   Screw

5 Install two studs into the outdoor unit and align the square spindle in place until it locks securely. Pass the cable through the top hole in the door and align the square spindle into the mortise lock.

Stud

Outdoor unit cable

Square spindle

Outdoor unit

Stud
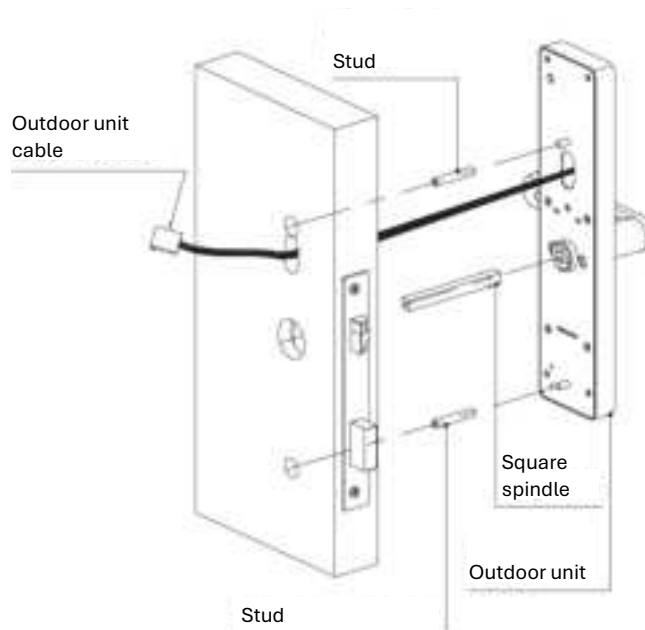
2. Installation guide

2.3 Installation steps

(6) Connect the cable from the outdoor unit to the matching connector. Then use the screws to fix the indoor unit to the outdoor unit. Make sure the handle operates smoothly.

Outdoor unit cable

Indoor unit cable

M4 Screw

⚠ Caution: Install the bigger end of spring first into the indoor unit.

ⓘ Check: Make sure the handle direction positioning screw is fixed. See step 1.

Indoor unit

M4 Screw
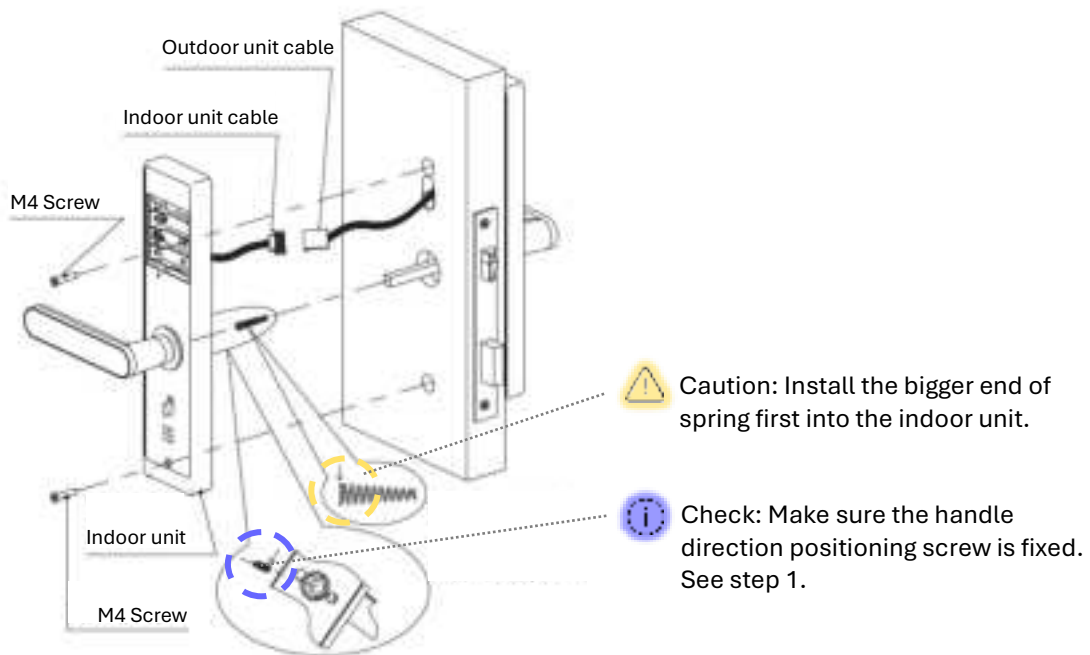
(7) Install a fresh set of premium 4x AA alkaline batteries. Do not use re-chargeable NiMh batteries, because their voltage is lower. Then secure the battery cover with the magnetic points.
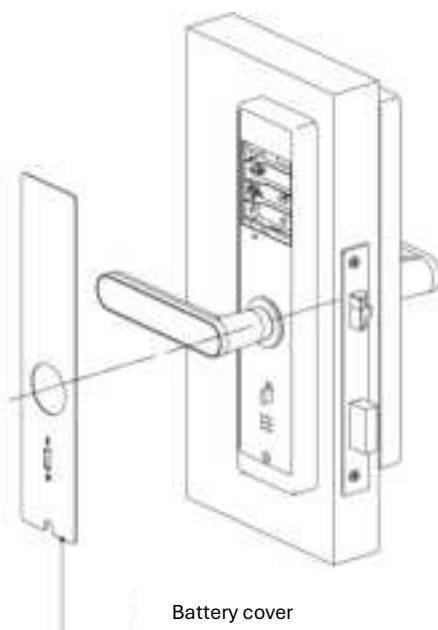
ⓘ Note: The installation is now finished. After inserting the battery, the lock should power on. Please proceed with lock settings.

⚠ Caution: After first start-up, the lock is in **Demo Mode**. Any fingerprint, key card or and password can open the door.

Battery cover

3. Settings

3.1 Demo Mode

Demo mode (First use or after a reset to factory settings)

Touch the screen	➡	Choose a method to unlock: any Password /Fingerprint or Key card	➡	Red and then green light: Voice prompt: "Lock Open"
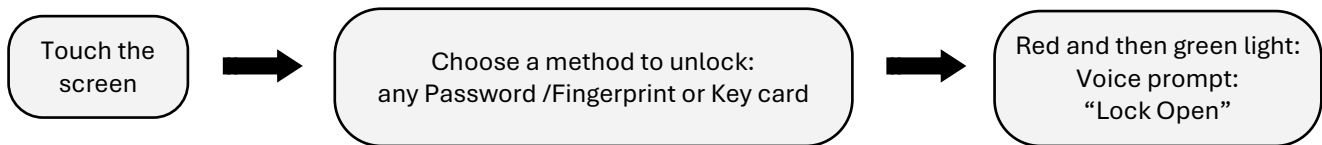
⚠ Caution: Any fingerprint, key card or password can open the door. The lock prompts a reminder: "Lock open, for your safety please add an administrator password in time!"

3.2 First time settings (Register admin)

Add a local **admin** password (Lock owner):

Touch the screen	➡	Press [*]	➡	Press [#]	➡	Input default admin password [123456] and press [#}

➡	Input new admin password (6-8 digits)	➡	Press [#]	➡	Re-confirm the new admin password and press [#]
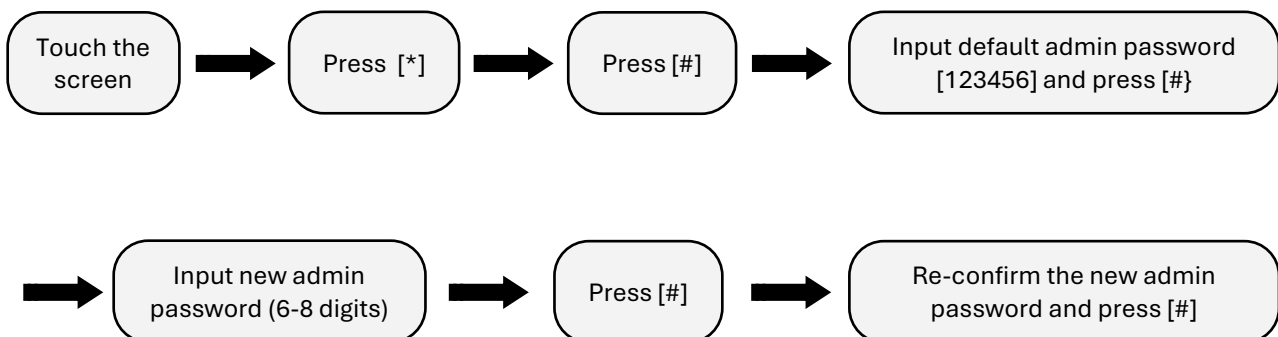
ⓘ Note:
- When the lock is paired with the smartphone APP, you can add/edit or delete admins, except when there is only 1 left.
- The lock supports totally 10 admins, which use the first data storage Nr. 1-10. Only APP users with admin rights (e.g. Home Owners) can add lock admins.

⚠ Attention:
- You have to register an admin user password first, then proceed with the other lock settings.
- When you do the first registration, the default admin password is 123456.
- Admin password registration is not completed when you hear the voice prompt "Operation failed". Please try to enter the password again.

3. Settings

3.3 Add normal users

ℹ️ Important: Only add users locally if no smartphone with Bluetooth is available to pair your lock with the Hafele Smart Living APP. It is recommended to use the smartphone APP to manage users and lock settings.

Note: Locally added users will appear in the smartphone APP, but need to be manually assigned to an APP user.

```
┌──────────┐      ┌──────────────┐      ┌────────────────┐      ┌──────────┐
│ Touch the│  ──▶ │ Press [*] and│  ──▶ │Identify the    │  ──▶ │ Press [#]│
│  screen  │      │    [#]       │      │admin password  │      │          │
└──────────┘      └──────────────┘      └────────────────┘      └──────────┘

       ┌────────────────┐      ┌────────────────────┐      ┌──────────────────┐
  ──▶  │ Lock prompt:   │  ──▶ │Directly enter a    │  ──▶ │Repeat until all  │
       │"Please input   │      │Password /          │      │users are added.  │
       │ User"          │      │Fingerprint or Key  │      │Exit with [*]     │
       └────────────────┘      │card                │      └──────────────────┘
                               └────────────────────┘
```
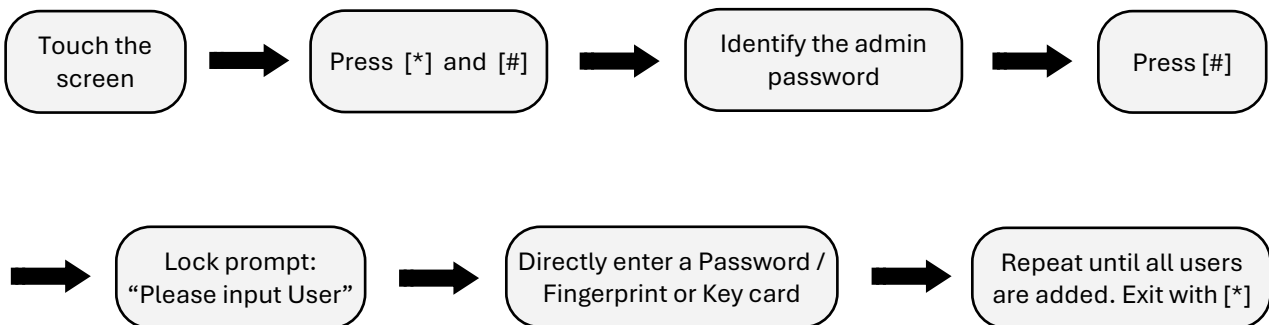
⚠️ Caution:
- Normal users cannot enter when the privacy mode is ON.
- Make sure your fingers are clean and dry before using the fingerprint reader. Dirt, oil and moisture can interfere with the recognition.

3. Settings

3.4 Network settings

⚠️ Caution: The first step is to set an admin password before connecting the lock to the Hafele Smart Living application. See page 12 - 3.2

A. Built-in Bluetooth module settings / Smartphone APP Pairing

1. Download "Hafele Smart Living" application from Apple Store or Google Play.

2. Sign up APP's account by email or log in if you already have an account.
3. Enable Bluetooth on your smartphone.
4. Enable lock pairing mode.

| Touch the screen | ➡ | Press [*] | ➡ | Press [#] | ➡ | Identify the admin password and press [#] |

5. Click "Add device" in the top right corner of the APP, the next screen will show any available lock on the top with an "Add" icon.
6. Click "Add" to start the process, then click "Done" to finish the pairing process.
7. You can now manage users and lock settings with your smartphone APP.
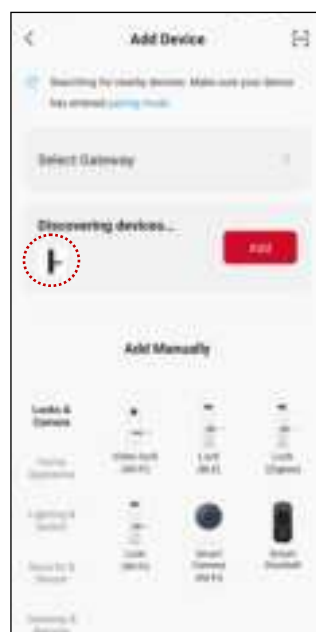
3. Settings

3.5 Add admins and normal users via APP

Important: If the APP User has Hafele Smart Living administrator rights, any newly added user Password /Fingerprint or Key card will automatically have lock admin rights. This happens until the **maximum of 10 admins** is reached.

Indicates that this APP User has administrator rights for your home. You can change rights in the APP's Home Settings.

⇒ You can identify admin users by their default name, for example: "Finger2", Password5, Card3, etc.
⇒ Any user data with "Finger11", "Card 12", Password15, etc. will be normal users.

Add Users via smartphone APP.

1. Turn on your phone's Bluetooth and open the Alpha lock in the Hafele Smart Living APP.

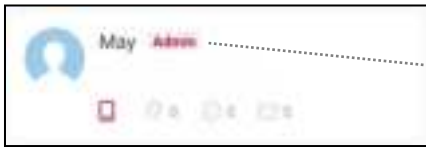2. Tap "Member Management", then select the desired User account.

3. Choose the type of access to add (Fingerprint, Password, or Key card) and follow the on-screen instructions.

Note:
- Make sure you are within the lock's Bluetooth range .
- The user added through this process will be a permanent user.
- Make sure your fingers are clean and dry before using the fingerprint reader. Dirt, oil and moisture can interfere with the recognition.

3.6 Delete users data via APP

Note: One admin user must remain for the lock to function and cannot be deleted.

Delete User via APP

Follow the steps below to complete the process:

1. Turn on your phone's Bluetooth and open the Hafele Smart Living APP.

2. Tap the "Member Management" icon, then select the desired user account.

3. Choose the access type to delete (Fingerprint, Password , or Key card) and tap "Delete".

Caution:
- Make sure you are within the lock's Bluetooth range.
- The last admin user cannot be deleted, add a new admin and then delete the old one.

4. Lock operation

4.1 Indoor and outdoor unit description

Battery cover

Touchscreen keypad

Card reader area

Exit / Cancel

Enter / Doorbell button

Indoor unit handle

Status indicator

Fingerprint sensor

Privacy mode button

Outdoor unit handle

Fixing Screw
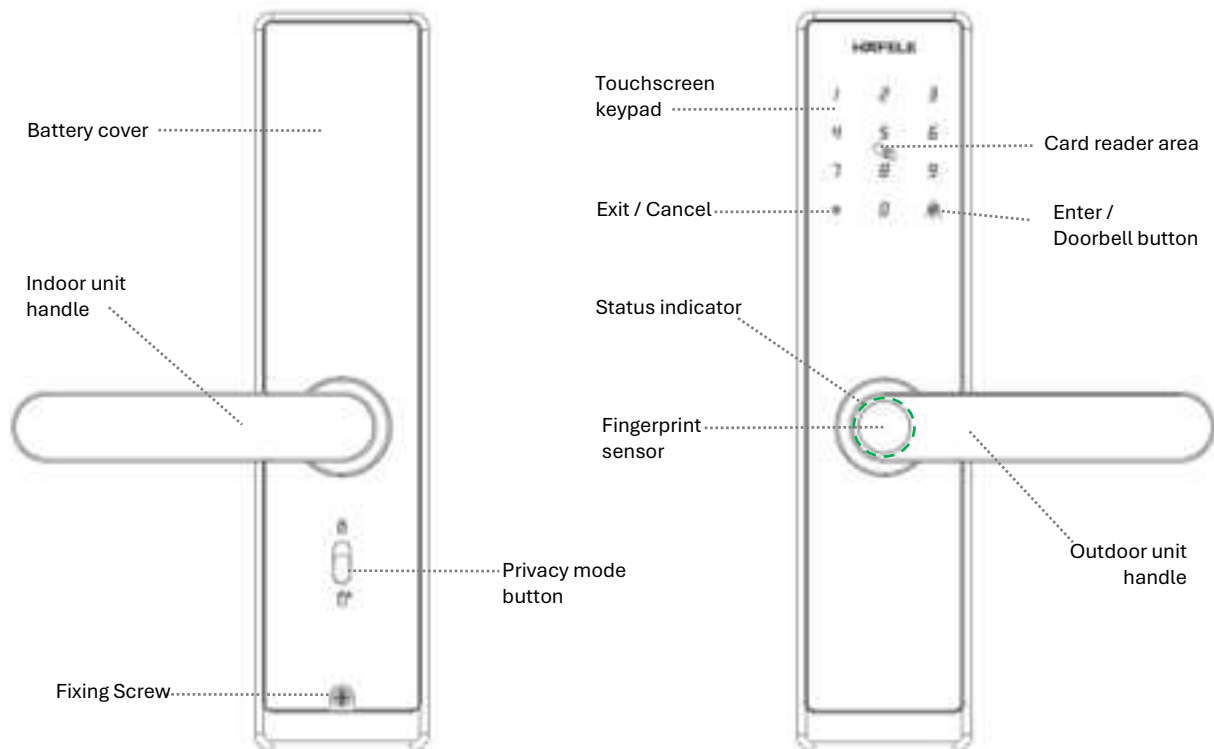
4.2 Indicator Lights

Status indicator
The indicator light will flash blue when the lock is activated, green if authentication is successful and red when authentication failed.

Low battery indicator
When battery is too low, the indicator light will flash red with voice prompts (Mute mode is excepted).

System locked indicator
If enter wrong user ID for 6 times, the lock will suspend for 60 seconds with an alarm, the status indicator light flashes red and a voice prompt "System is locked down".

Restore factory settings indicator
When system data is cleared, the indicator light will flash blue with voice prompts.

4. Lock operation

4.3 How to lock & unlock the door

1. Locking the door
Close the door and lift the handle upwards to lock the deadbolt.

2. Unlock from outside
a.) Fingerprint: Place the registered finger on the fingerprint sensor area.
b.) Key card: Place the registered key card on the card reader area in front of the keypad.
c.) Password: Touch the keypad to wake-up the lock and input an 6-8 digits password, then press the [#] button to confirm.
d.) Mechanical Key: Insert the mechanical key and rotate it 90 degrees, then press down the handle to open the lock.

3. Unlock from inside
Pull down the handle on the indoor unit to unlock the door.

4. Lock from inside
Lift up the handle on the indoor unit to lock the door.

4.4 Passage mode (Remain unlocked mode)

⚠️ Caution: When the lock is in passage mode, everyone can open the lock by pressing the handle. The door remains unlocked.

How to enable passage mode:

Locally enable: Verify any registered user to unlock the door. The keypad numbers "2" and "8" will light up for 5 seconds, then press "2" and "8" to enable passage mode.

Enable via APP: Open Hafele Smart Living APP. Select "Settings", then press the "Passage Mode" button to enable the function.

How to disable passage mode:

Locally disable: Verify any registered user to unlock the door. The keypad press [*] to disable passage mode.

Disable via APP: Open Hafele Smart Living APP. Select "Settings", then press the "Passage Mode" button to disable the function.

ℹ️ Note: When someone tries to unlock, there is a voice prompt "Passage mode ON".
> In passage mode : To open the door any user can just press down the handle.
> In auto locking mode: To open the door, only registered verification data can unlock.

4. Lock operation

4.5 Privacy mode

The privacy mode is designed to temporarily block users to open the door. If switched on, only admin users and mechanical key can unlock from outside.
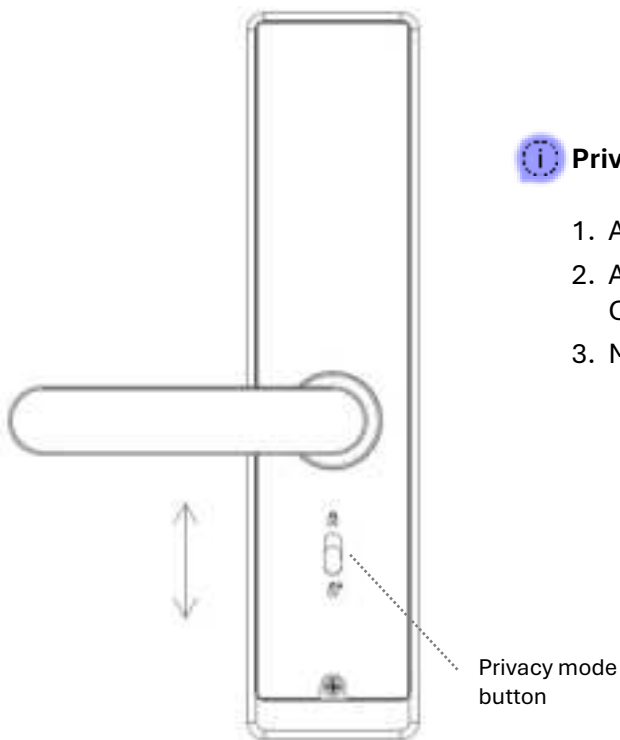
(i) **Privacy Mode On**; Who can still open the lock?

1. Admin Users Nr. 1-10.
2. APP unlock switch: Only APP user with "Home Owner" Family Role.
3. Mechanical Key.

Privacy mode button

Enable:

Slide the privacy mode switch on the indoor unit to the unlock icon to enable privacy mode.

Disable:

To cancel the privacy mode, just verify the administrator data to unlock or use the privacy mode switch on the indoor unit.

(i) Note:
> If the lock is in passage mode, enabling privacy mode will automatically disable passage mode.
> When privacy mode is turned on, passage mode cannot be enabled neither from the lock or via the APP.

4. Lock operation

4.6 Important Information - Bluetooth APP features

Thank you for purchasing a Hafele Digital Door Lock.

For full functionality, this lock is designed to use a Bluetooth connection to your smartphone. Yet Bluetooth has only a range of 15-20 meters. Therefore if you require remote unlock and real-time access to your lock from anywhere, you will need to purchase the optional Wi-Fi multimode gateway; item code 499.21.220. For more information please contact your local Hafele offices.

4.7 Hafele Smart Living APP

Hafele Smart Living APP features

APP Remote unlock
The smartphone APP allows you to unlock your door from anywhere. You may also share this permission to other APP users in the family.

Member Management
You can fully manage all Family and other Members access credentials. The smartphone APP allows you to add/delete users Fingerprints, Key Cards and Passwords.

Temporary Passcodes
You can create Custom Passwords with limited time plans from anywhere when the lock is active and on-line with a gateway. Additionally the APP also offers a password generator for offline use. This is useful if you allow someone temporary access to your door.

Lock Settings
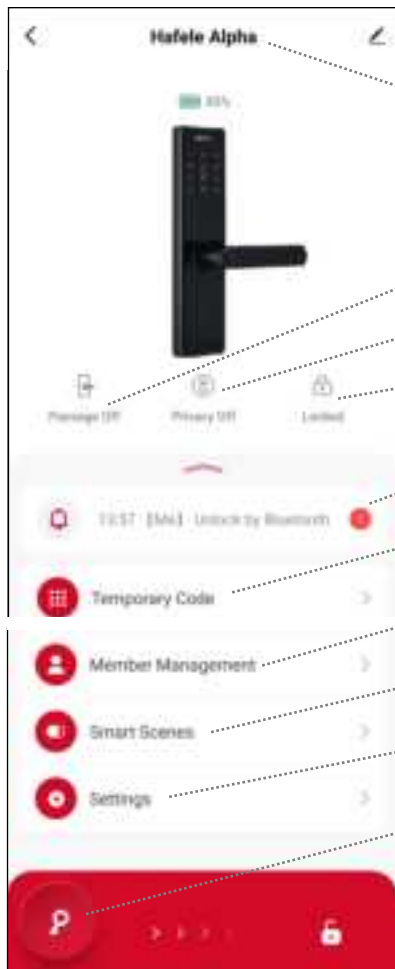In the APP you can also enable/disable passage mode and set the voice guide volume or voice guide language.

⚠️ Caution: Extensive use of APP features and/or connecting a Wi-Fi multimode gateway will reduce the battery life.
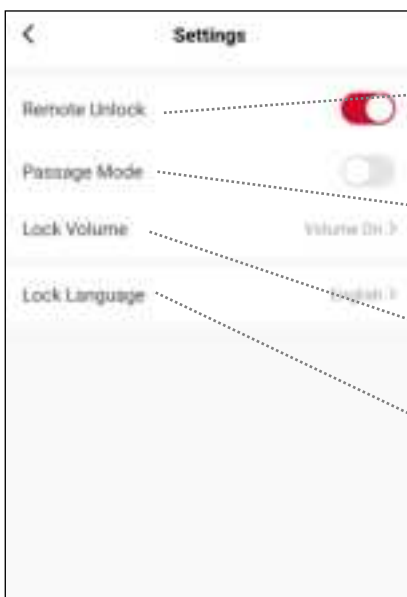
4. Lock operation

4.8 How to use the Smartphone APP

1. Main Screen

1. **Lock name - click** [✎] **to change**

2. **Passage Mode Status**

3. **Privacy Mode Status**

3. **Lock Status**

4. **Door opening and Alarm records**

5. **Temporary Passcode management**

6. **User Management**

7. **Smart Scenes Management**

8. **Lock Settings**

9. **APP Unlock Button**

2. Settings

1. **Remote APP Unlock Permission**
   App unlock can be disabled for non-admin APP members.

2. **Passage Mode**
   If enabled the lock will remain unlocked, any person can enter the door.

3. **Lock Volume**
   Adjust the lock volume on or off.

4. **Lock Language**
   Adjust the lock language English or Thai.

4. Lock operation

4.8 How to use the Smartphone APP
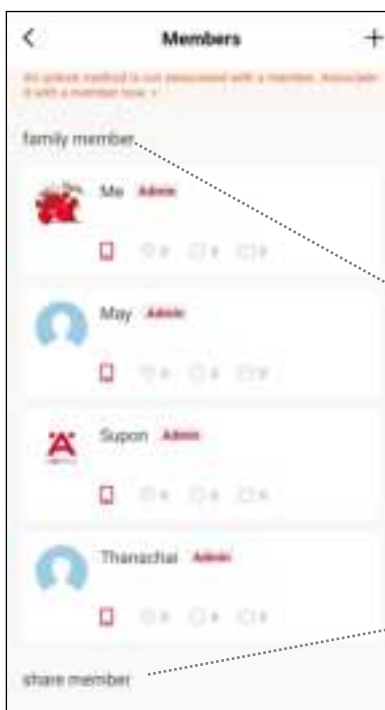
3. Locally added users

Local Users from the lock's memory
This message appears, for users added via the locks local menu (not the APP). Click this message to see the screen on the right to assign them to APP Users.

a.) Locally added normal users will start from Nr.11

b.) The locally added Admin user will show up here:
Password1 (first admin)

4. Member Management


Member Management
Here you can add/remove and manage all user access credentials for your lock. Select to see the screen on the right

a.) Family Member
These are the APP users you share your "Home" and all smart home devices, that includes this lock. Users need to sign-up with an APP account to be added. To set permissions or remove, use "Home Management" of the main APP.
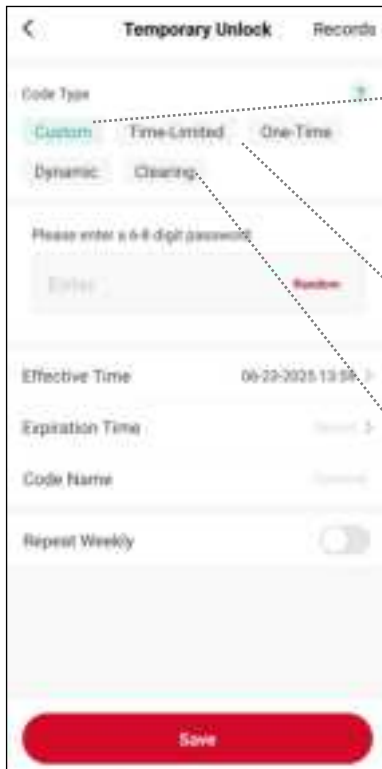
b.) Share Member
Other APP users you share access for this lock.
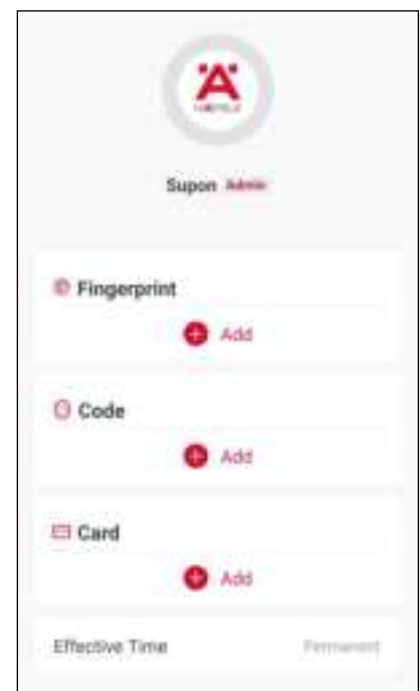
4. Lock operation

4.8 How to use the Smartphone APP

5. Temporary Passcodes

1. Custom passcode (online)
   - You can define the passcode digits and set a name for the code by yourself.
   - The lock must be active and connected to the APP in order to transfer this code to the locks memory.
   - You can check if the code has been successfully transferred by clicking "Record"

2. Time-Limited, One-Time, Dynamic passcodes (offline)
These codes can be created offline and the system automatically assign the digits. The lock will recognize their validity with and an algorithm.

3. Clearing passcode (offline)
Since the codes in Nr. 2 are not actually in the locks memory, they can only be de-activated by entering a clearing code on the lock itself.

Table comparison of passcodes

Type	Must connect to App	How to activate the Code	How to Delete the Code before it expires
Custom	Yes	Unnecessary	After the App connects to the door lock,delete it through the App
Time-Limited	No	The code Activated after use it at least once within 24 hours of the validity period	Use the Clearing Code to delete it
One-Time	No	It can be used only once within 6 hours after creation	Invalid after one use
Dynamic	No	Unnecessary	Expires automatically unavailable
Clearing	No	Use once within 24 hours after creation	Invalid after one use

5. Service features

5.1 Emergency key

**Unlocking with mechanical key**

Use the mechanical key for emergency unlocking.

1. Insert the key into the keyhole located at the bottom of the outdoor unit.

2. Turn the key 90° to the left (counterclockwise).

3. Press down the handle to open the door.

⚠️ Caution: Do not press the handle while turning the key — this may damage the lock. Always turn the key first, then press the handle to open the door.

5.2 Emergency power supply
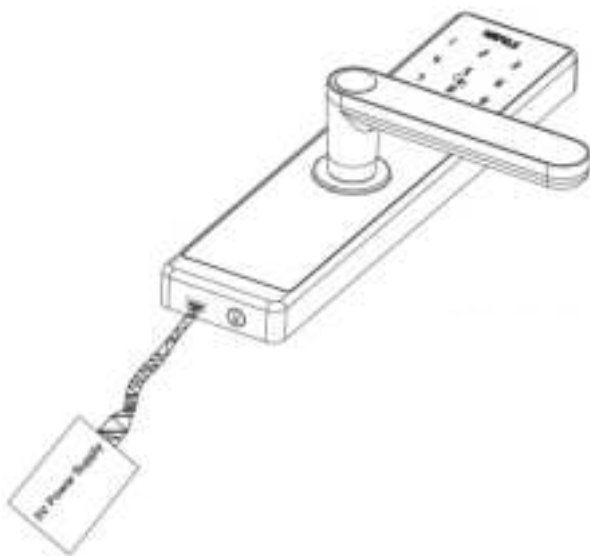
Emergency power supply

If the batteries are completely empty and the lock is without power, perform these steps to recover normal operation:

1. Connect a 5V power supply to the USB-C port at the outdoor unit, wait 10s for the lock to startup and unlock the door.

2. Replace all batteries with a new set of alkaline AA batteries.

5. Service features

5.3 Battery replacement instructions
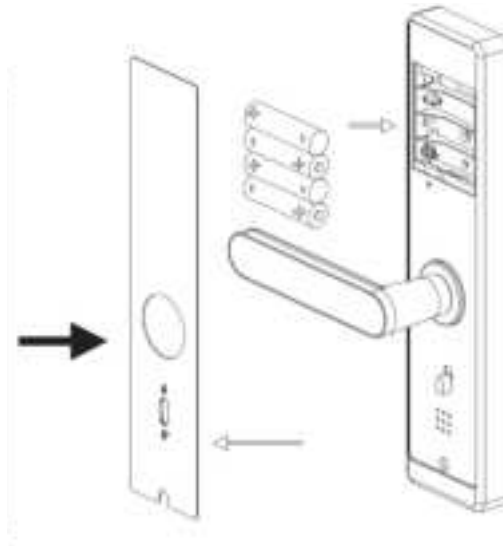
Battery removal

1. Lift the indoor units cover from the holding magnets and remove it.

2. Replace the old batteries with a new set of 4 x AA size alkaline batteries, then reinstall the battery cover.

5.4 Restore factory settings

⚠ Caution: This action will delete all user data, APP and accessories pairing information, settings and all user data!
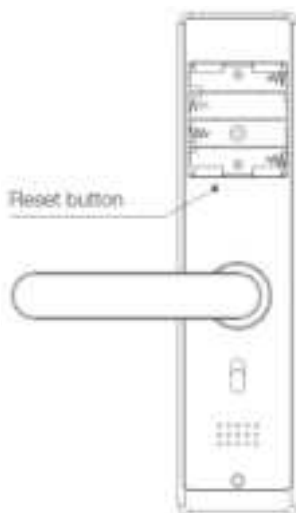
Restore factory settings

1. Locate the "Reset" button under the battery socket of the indoor unit.

2. Gently press the reset button with a paper clip or similar until you hear 5 short beeps and a voice prompt "Please wait".

3. The lock will now reboot and confirm with a voice prompt "Initialize system, system has been emptied".

5. Service features

5.5 Troubleshooting guide

Problem description	Possible solution	Reference page