

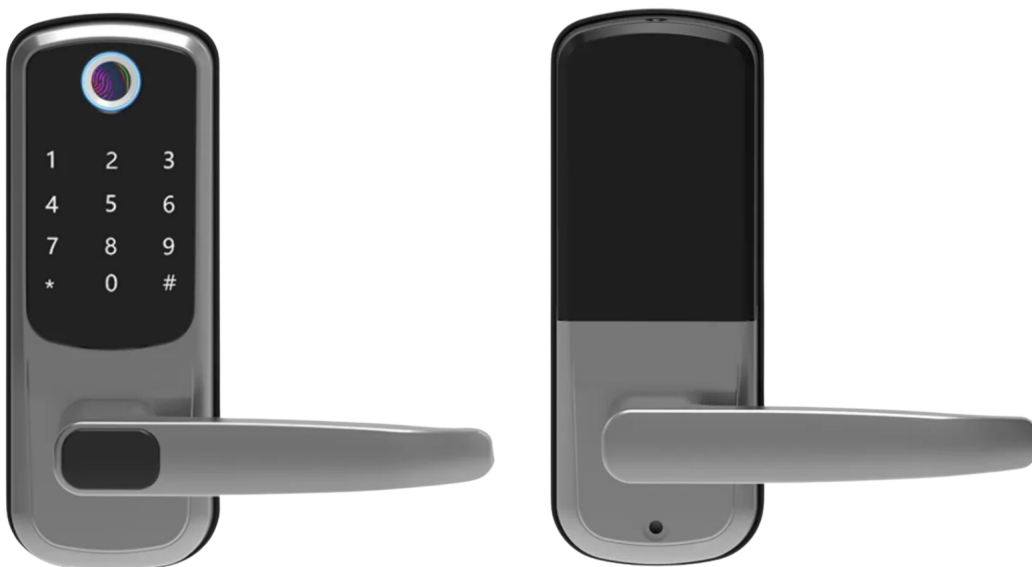


ArdanShield

SMART ACCESS / USER MANUAL

FortiLock™

Installation & user guide



Fit. Connect. Manage access.

Installation • TTLock • Everyday use



Your guide to FortiLock

From fitting your lock to sharing access, follow the section you need. Keep this guide for future reference.

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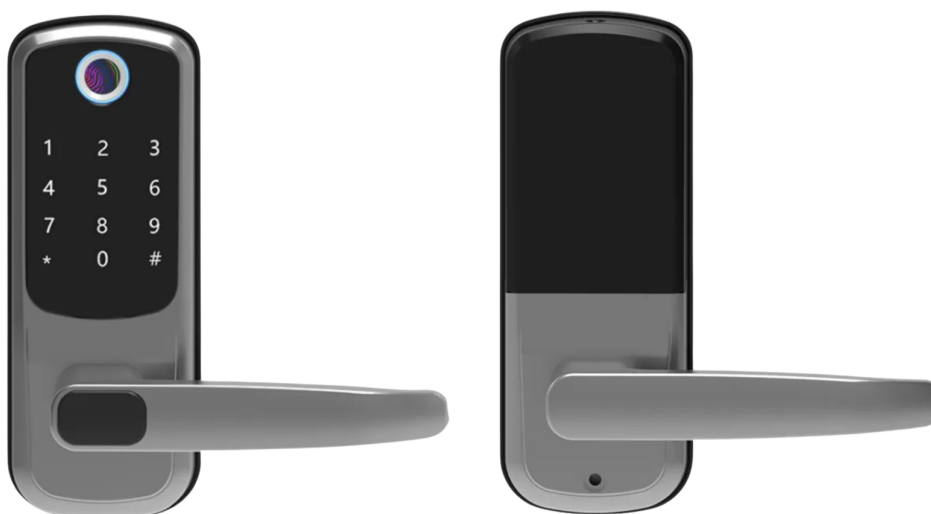
Before you begin

Keep the physical keys accessible outside the locked property. Complete the mechanical test with the door open before relying on electronic access.

This guide covers installation, TTLock setup and everyday use. App screens and wording may vary by version. Follow the prompts shown in your app.



Get to know your lock



FortiLock front panel (left) and rear panel (right).

Front panel	Rear panel
Fingerprint reader	Battery cover
Keypad and card/fob reader	Battery compartment
Mechanical keyhole beneath its cover	Reset button
Backup power port underneath	Interior handle

Backup access

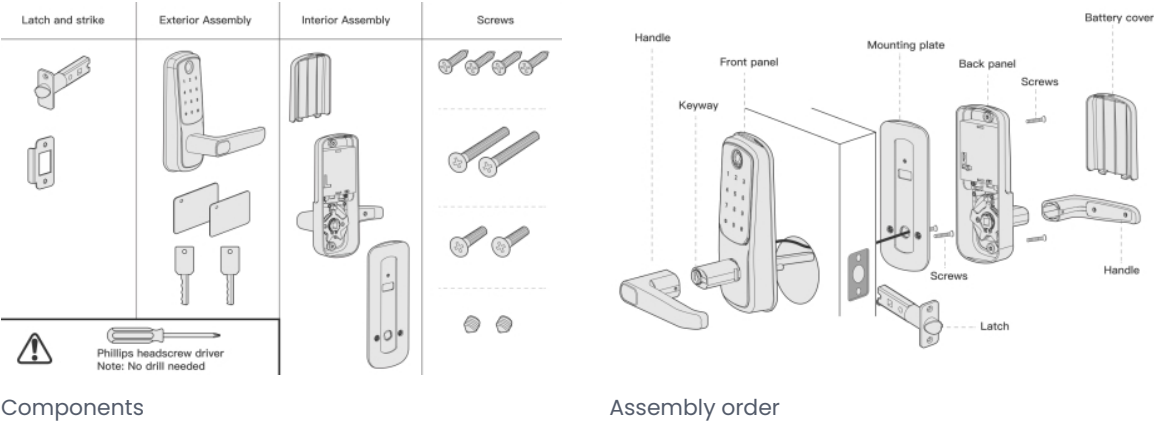
Use the physical key or connect a power bank to the backup power port if the batteries are depleted. Enter the property and replace the batteries. See page 20.

Do not use the reset button as a routine troubleshooting step. Contact ArdanShield if you need help restoring access.



Check the components

Check the supplied parts before fitting. Choose fixing screws to suit your door thickness, using the labels on the screw bags.



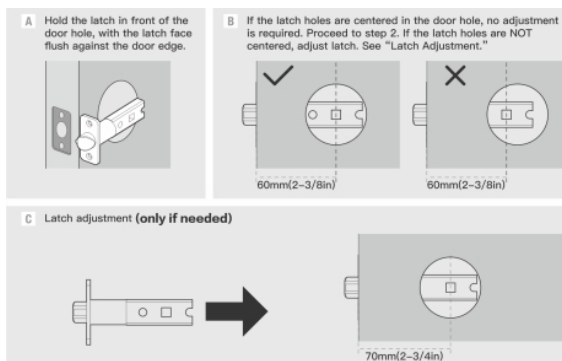
Assembly	Components
Latch and strike	Latch, strike plate and fixings
Exterior	Front panel, two cards and two physical keys
Interior	Rear panel, mounting plate and battery cover
Fixings	Screws and mounting hardware

Prepare for fitting

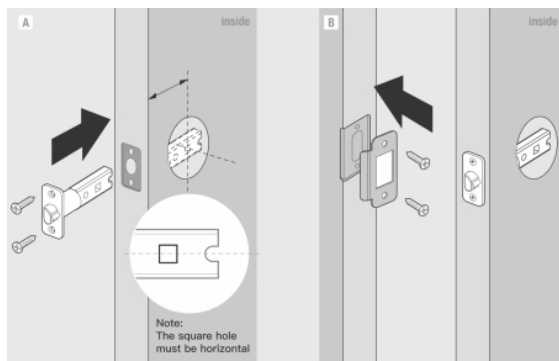
Use a Phillips-head screwdriver. Four AA batteries are required. For a correctly prepared opening, no drilling is needed. Have an installer assess any new holes or alterations to the door.

Set and fit the latch

The backset is the distance from the door edge to the centre of the lock opening. The latch has 60 mm and 70 mm backset positions.



Check the backset



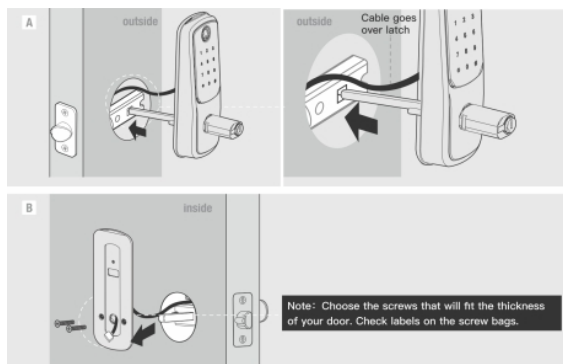
Fit the latch and strike

- 1 Hold the latch against the door with its face flush to the door edge. Check whether the latch holes are centred in the door opening.
- 2 If centred, leave the latch at its current setting. If not, adjust it to the alternative position shown, then check alignment again.
- 3 Fit and secure the latch. Keep the square opening horizontal, as shown. Fit the strike plate to the frame.

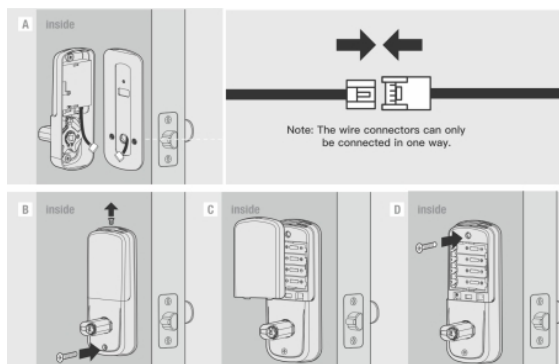
Not a drilling template

60 mm is approximately 2 3/8 in; 70 mm is approximately 2 3/4 in. Check the dimensions, not the printed size of these drawings.

Fit the front and rear panels



Exterior panel and mounting plate



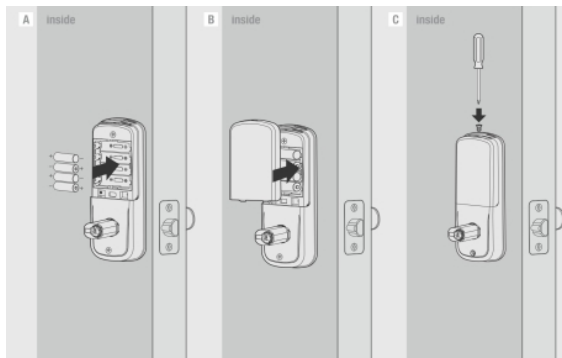
Connect and secure the rear panel

- 1 From outside, position the front panel and pass the cable **over the latch**. Fit the interior mounting plate from inside.
- 2 Secure the mounting plate with the screw length appropriate to your door. Check the screw-bag labels.
- 3 Join the cable connectors. They fit in one orientation only; align them before connecting.
- 4 Remove the rear battery cover as shown, position the rear panel and secure it with the illustrated screws.

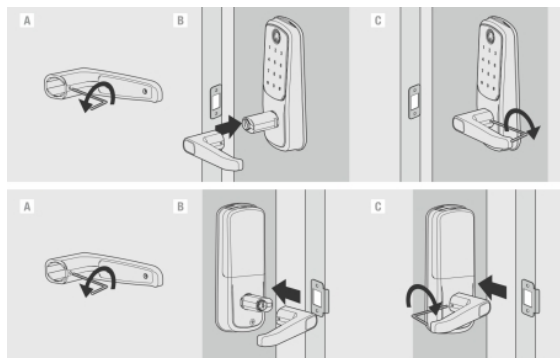
Fitting check

Check the cable route before tightening the panels. Do not trap or force the connector.

Fit batteries and handles



Four AA batteries and cover



Fit the handles

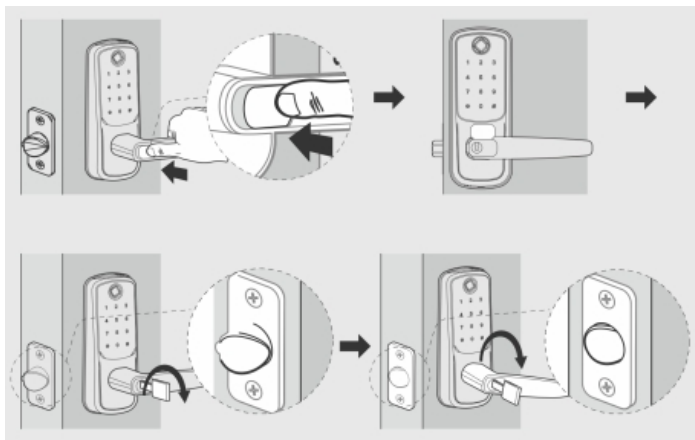
- 1 Insert **4 AA batteries** into the rear compartment, following the polarity markings. Refit the battery cover and secure its screw.
- 2 Prepare the handle fixing as illustrated. Slide the exterior handle onto its spindle and tighten the fixing. Repeat for the interior handle.

Before you close the door

Check both handles are secure and move freely before proceeding to the key test.

Check the battery requirements and polarity markings on your unit before fitting replacement batteries.

Test the physical key



Open the keyhole cover, insert the key and test the handle.

- 1 Open the keyhole cover on the exterior handle, following the illustrated sequence.
- 2 Insert and turn the physical key, then operate the handle. Check the latch retracts freely. Complete this test with the door open.



If there is a deadbolt above

The illustrated arrangement places this lock above a separate deadbolt to avoid interference. If your door has a deadbolt above the lock, have your installer check clearance before fitting. Do not reposition door hardware solely from this illustration.

Next / Set up the app

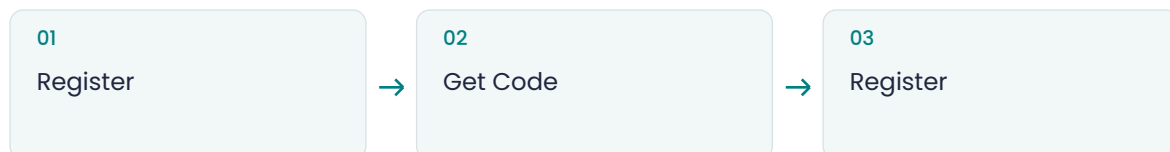
Once the mechanical test is complete, continue with TTLock setup. Keep the keys available as a backup.



Connect your lock to TTLock

Download **TTLock** from the Apple App Store or Google Play. The lock owner should complete registration and pairing, including when an installer fits the hardware.

IN TTLOCK / CREATE YOUR ACCOUNT



IN TTLOCK / PAIR YOUR LOCK



- 1 Tap **Register**, enter the requested details and select **Get Code**. Enter the verification code, then complete registration.
- 2 Open the menu using the three horizontal lines. Select **+ Add Lock** and follow the on-screen prompts.
- 3 Tap **Next**, then the blue **+** beside the discovered lock. You may need to touch the keypad to wake it.

Owner setup

Stay near the lock during setup. The account used for pairing controls the lock; use the owner's account.



Use the app day to day



Tap to unlock. Hold to lock.

On the lock page, tap the large lock icon once to unlock. Press and hold it to lock. These controls work within Bluetooth range; remote operation requires a connected compatible gateway.

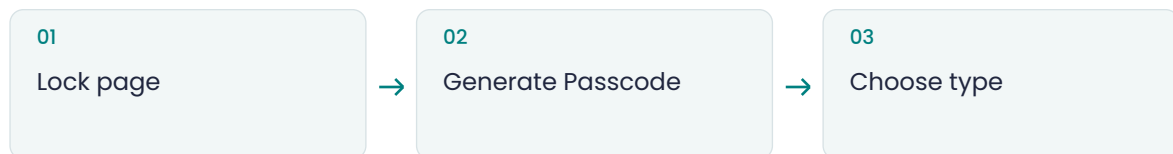
App control	What it does
Generate Passcode	Create a code for the required access period.
Passcodes / eKeys	View and manage existing access.
Cards / Fingerprints	Add and manage local credentials.
Records	View access events, attempts and methods.
Settings	View and change the lock's settings.
Send eKey / Authorized Admin	Share app or management access.
Wireless Key Fob	Pair a supported wireless remote.
Remote Unlock / Lock status	Gateway-dependent remote controls and status.

Some icons may not appear without a gateway connection. Available controls also depend on the connected hardware.



Choose the right passcode

IN TTLOCK / CREATE A PASSCODE



- 1 On the lock page, tap **Generate Passcode**.
- 2 Choose the code type and enter a useful name. Follow the validity and use instructions displayed by the app.

Code type	Purpose
Permanent	Ongoing access without a scheduled end.
Timed	Access between the selected times.
One-time	A single use.
Recurring	Access during selected hours each week.
Custom	Choose your own digits; permanent or timed.
Erase	Deletes all passcodes on the lock.

Take care / Erase codes

An Erase code is a deletion function. Do not create or share it as a normal visitor code.



Use and manage passcodes

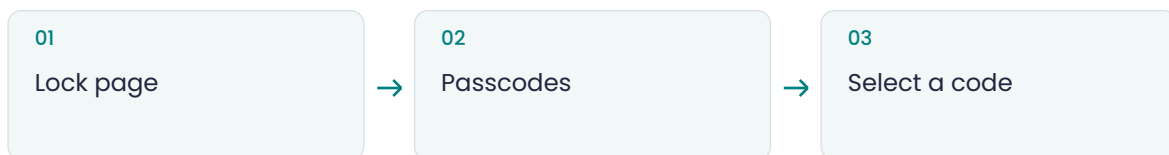
Enter a code on the keypad

Enter your passcode in this order:

→ your code →

Read the instructions shown in TTLock when generating each code. They explain any activation or validity requirements.

IN TTLOCK / MANAGE AN EXISTING CODE



Edit or remove a code

In **Passcodes**, select the entry to change its number, validity or name. You can also delete the code and view its records.

Connection required

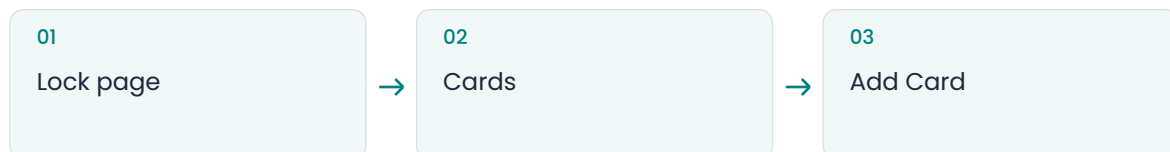
Creating custom codes and editing or deleting codes require Bluetooth range, unless a compatible gateway is connected.

Choose clear names so you can identify access later, for example by person or visit. Keep passcodes private.



Add an access card or fob

IN TTLOCK / ENROL A CONTACTLESS CARD



- 1 Tap **Cards** on the lock page, then **Add Card**.
- 2 Choose the required validity period.
- 3 When the lock says **Please swipe your card**, hold the card or fob against the keypad within **5 seconds**.
- 4 Wait for **Input successful**. The card or fob can then be used to unlock.

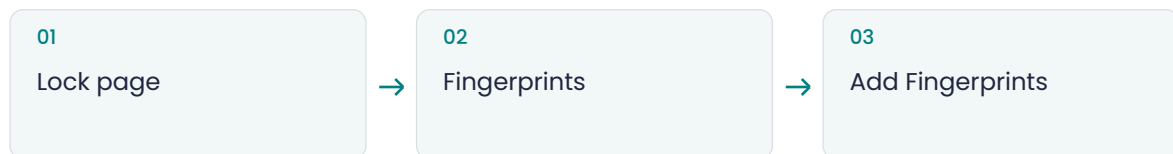
After enrolment

Stay next to the lock for enrolment. Confirm the card works before relying on it for access.



Add a fingerprint

IN TTLOCK / ENROL A FINGERPRINT



- 1 Tap **Fingerprints**, then **Add Fingerprints**.
- 2 Choose a fingerprint type to set when it will be valid.
- 3 Follow the app prompts. Place the finger on the sensor **4 times** as instructed.

If recognition is unreliable

Clean the sensor and try a different finger. Make sure your finger is not too dry. If the problem continues, remove the batteries for **1 minute**, then reinstall them.

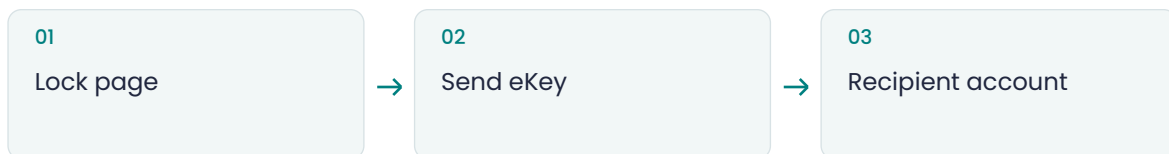
Temporary input lockout

After repeated incorrect attempts, unlock once through the app or wait 5 minutes before trying again. See page 20.



Share access with another person

IN TTLOCK / SHARE APP ACCESS



eKeys / everyday app access

An eKey shares lock/unlock access with another TTLock account. Ask the recipient to register first, then use **Send eKey** and enter the phone number or email address used for their account. eKeys do not require Bluetooth proximity to be sent or revoked.

Authorized Admin / management access

An authorised administrator can unlock/lock through the app; generate, edit and delete passcodes, IC cards and fingerprints; and adjust settings such as Passage Mode, the auto-lock timer and lock sound.

Open **Authorized Admin** and enter the recipient's registered phone number or email address.

Choose the access level deliberately

Admin access includes credential and settings management. Use it only for someone who needs that level of control.

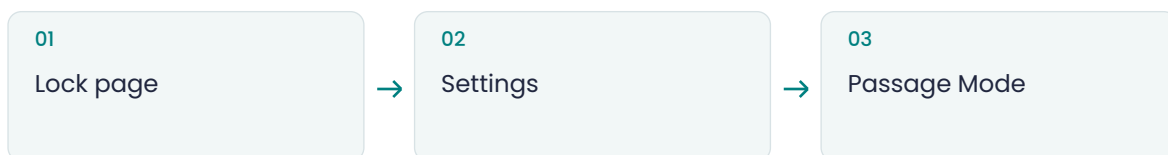


Choose how the lock relocks

Auto Lock

The default auto-lock delay is **5 seconds** after opening. Check the current setting in your app and adjust the timer as required.

IN TTLOCK / SCHEDULE PASSAGE MODE



Passage Mode

- 1 Open **Settings** on the lock page.
- 2 Select **Passage Mode**.
- 3 Set the required days and times, then follow the app prompts to apply the schedule.

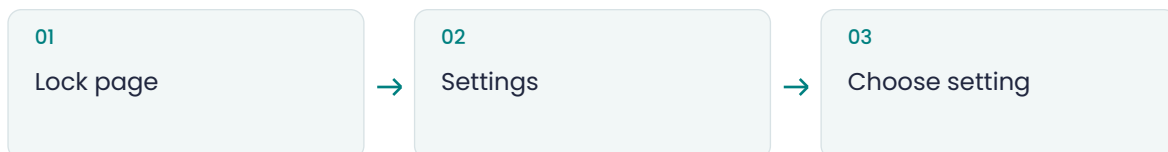
Understand the effect

Passage Mode disables automatic locking during its scheduled period. Check the schedule carefully and test the resulting behaviour.



Manage the lock settings

IN TTLOCK / OPEN LOCK SETTINGS



Setting	Use
Basics	View or change information such as the lock name.
Gateway	Check the signal strength of a connected gateway.
Remote Unlock	Enable remote operation with a connected gateway.
Lock Sound	Adjust the lock's sound level.
Import from another lock	Transfer passcodes and fobs from another lock.
Delete	Remove the lock from your account and clear its settings. You must be near the lock.

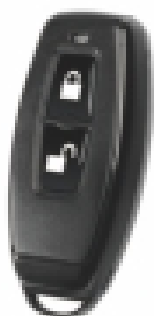
Take care / Delete

Delete removes access settings as well as the lock from the account. Do not use it as a first troubleshooting step.

Available settings depend on the connected hardware and app version. Follow the app's prompts when adjusting other options.



Pair a wireless key fob



A button-operated remote

This accessory uses lock/unlock buttons. It is separate from a contactless card or fob that you tap against the keypad.

- 1 Tap **Wireless Key Fob** on the lock page.
- 2 Select **Add Key Fob**.
- 3 Choose the required validity period.
- 4 Follow the app instructions to pair the remote.
- 5 Use its unlock and lock buttons to operate the lock.

One remote / One lock

A wireless key fob can be connected to **one lock only**.

These instructions apply to a compatible wireless key fob, available separately.



Add remote connectivity



Gateway connection

A compatible gateway links a nearby lock to local Wi-Fi for remote control. It must be connected to the lock; Bluetooth alone does not provide remote access.

With a connected gateway

A compatible gateway enables remote lock/unlock, unlock notifications, access-record and battery-level checks, and remote management of custom guest codes. Online management is available through the app provider's supported services.

Voice assistants and services

Google Assistant and Amazon Alexa integration requires compatible hardware and supported accounts. Follow the setup instructions for your gateway and chosen service.

Optional services

A gateway is a separate accessory. Features and service availability depend on compatible hardware and provider support. Check the provider's current terms when setting up online services.

For remote operation, open **Settings / Gateway** and **Remote Unlock**. Follow the instructions supplied with your compatible gateway to complete pairing.



Help when you need it

The lock will not accept another code or fingerprint

After too many incorrect attempts, unlock once through the app or wait **5 minutes** before trying again.

How do I lock it manually?

Press and hold **#** on the keypad to lock. In the app, press and hold the large lock icon while in Bluetooth range, or use the supported gateway connection.

The batteries have run out

Use a physical key. Alternatively, connect a power bank to the backup power port underneath the lock, then unlock and enter. Replace the batteries once inside. Use this port for emergency access; replace depleted batteries in the battery compartment.

Can I use the lock from two phones?

Use **eKeys** to share app access, or **Authorized Admin** for management access. See page 15.

Contact support

Tell ArdanShield the product name, how long you have had it, and whether the issue occurs during installation, app pairing or everyday use. Never send passwords or active access codes.

ardanshield.com



Care and support

Keep backup access available

Keep your physical keys accessible outside the locked property. Test the key periodically with the door open so it is ready when needed.

If radio interference occurs

If the lock causes interference to radio or television reception, try repositioning the receiving antenna or increasing the distance between the lock and the affected equipment. For mains-powered equipment, a different electrical circuit may help. Contact a qualified radio/TV technician if the problem continues.

Do not modify the electronics

Do not make unauthorised changes to the lock or its radio components. Contact ArdanShield before arranging repairs or alterations.

Contact ArdanShield

For help with FortiLock, use the contact options at ardanshield.com. Include the product name and describe the issue. Never send passwords or active access codes.

Visit ArdanShield support