

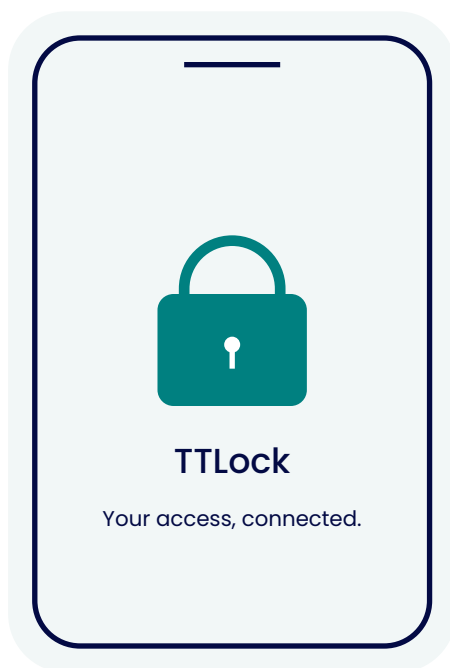


ArdanShield

SMART ACCESS / USER MANUAL

TTLock

App setup & access guide



Connected access, made simple.

Connect • Share access • Stay in control



Your guide

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Start here

Use this guide with an ArdanShield product that uses TTLock. It covers account setup, adding a lock, everyday access and access management.

Connection	What it is for
Bluetooth nearby	Adding a lock, local unlocking and settings while you are within range.
Internet on your phone	Account services, sharing and retrieving supported generated credentials.
Compatible gateway or built-in network	Remote functions supported by your particular lock and connection.

Your lock determines the features

Only use the functions available for the device in TTLock. A phone internet connection alone does not create a live connection to a Bluetooth-only lock.

Keep the product's own manual for installation, batteries, keypad commands, emergency entry and factory-reset instructions.



Create your account

- 1 Install TTLock from your phone's app store. Open it and choose Register.
- 2 Choose your country or region and register using your mobile number or email address.
- 3 Request the verification code and enter it in the app. Set your own account password.
- 4 Complete any security or recovery questions offered, and keep your account details secure.
- 5 Sign in and allow Bluetooth and nearby-device permissions when requested.

Changing phones or recovering access

Use the same TTLock account on your new phone. Complete the verification checks requested. If you have forgotten the account password, use the recovery option and the code sent to the registered email or phone.

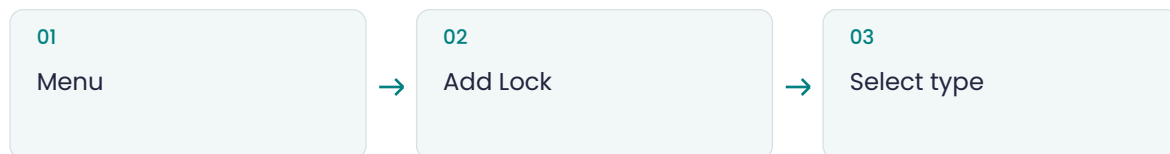
Keep verification codes private

Do not share account passwords or verification codes. Give visitors an individual eKey or passcode instead.



Add your first lock

IN TTLOCK / PAIR A LOCK



- 1 Fit and power the lock, then keep the door open. Stand beside it with Bluetooth enabled.
- 2 Put the lock into its initial pairing state using its own product instructions. Wake its keypad if it has one.
- 3 In TTLock, open the menu and choose Add Lock. Select the appropriate type, or scan nearby locks as offered.
- 4 Select your lock, add it and give it a recognisable name.
- 5 Complete the initial data upload while your phone has internet access. If Upload Data is offered after a failed upload, retry it. Test local app unlocking.

Already linked to another owner

The existing owner should remove the lock through their account while beside it. Do not reset or take ownership of a lock without authorisation.



Unlock & organise locks

Nearby unlocking

Open the intended lock and tap the central lock icon while within Bluetooth range. Wait for the success indication, then open the door. Where supported, holding the lock icon sends a locking command.

Touch to unlock

If your lock offers Touch to Unlock, enable it in its settings. Open the app and touch the lock as described in the product guide.

Names, users and groups

Use clear lock names and groups to distinguish doors, cabinets or locations. The user list helps you find recipients and the locks associated with their access.

Check the physical door

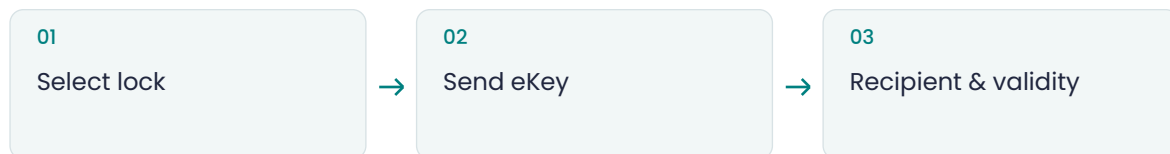
A successful app command is not a substitute for checking that the door has closed and the latch or bolt has engaged.

Supported wearable devices may use Bluetooth keys. Set them up only through the options offered for your account and lock.



Send an eKey

IN TTLOCK / SHARE APP ACCESS



- 1 Choose Send eKey for the intended lock.
- 2 Enter the recipient's TTLock account details carefully.
- 3 Select permanent, timed or one-time access as offered. For timed access, set the start and end precisely.
- 4 Send the eKey. The recipient signs in to that account to use it.
- 5 Ask the recipient to test the key during its valid period.

Manage eKeys

Open the key record to change its validity, revoke it or review its activity. Expiry indicators help identify keys approaching their end date. One-time keys are removed after their permitted use.

Administrator permissions

Authorised-administrator access can allow a recipient to manage keys and PINs. Grant it only where needed. An authorised administrator cannot pass on that administrator authorisation to another person.



Choose the right passcode

Passcode	Suitable use
Permanent	A person who needs ongoing access.
Timed	A visit, booking or defined access period.
One-time	A single visit within the displayed validity window.
Recurring / cyclic	Repeated weekday, weekend or scheduled access.
Custom	A PIN you choose, subject to the lock's rules.
Clear	An administrative code that clears existing effective passcodes.

Open the lock's Passcodes / Get Passcode controls, select the type and follow the validity fields. Give each code a meaningful name.

A clear code is destructive

Do not send a Clear code as a guest access code. It can remove other users' PIN access. Use it only when you intend to clear passcodes.



Passcode timing & activation

Read the displayed validity

Check the app's activation deadline as well as the start and end times. A generated PIN may become invalid if it is not first used within its activation window.

Type	Timing to check
Permanent	A generated permanent PIN may require first use within 24 hours.
Timed	Check the start, end and first-use deadline. The generated-PIN workflow may require first use within 24 hours of the start.
One-time	Check both the single-use restriction and expiry time.
Recurring	Check the selected days and daily time range.
Clear	Check its short validity window before deliberately using it.

The generated timed-PIN workflow supports periods from one hour to three years; date precision may become coarser for periods longer than one year. Always use the actual choices and validity shown for your lock.

Local time matters

Check the lock clock and the intended time zone before issuing timed or recurring access.



Custom PINs & sharing

Create a custom PIN

- 1 Open the lock's passcode controls and choose Custom.
- 2 Set the validity period and enter a PIN that meets the displayed length and format rules.
- 3 Save while connected beside the lock, or through a supported online gateway.
- 4 Test the code before sharing it.

Share privately

Use the available sharing option, such as message, email or WhatsApp. Send only the intended person's code and validity information. Never send the administrator PIN to a guest.

Change or remove a PIN

Open its passcode record to rename, modify validity or delete it. Stay beside the lock when the app requires a Bluetooth update. Wait for success before assuming the change has reached the lock.

Deleting access

A pending change or a missing network connection may mean the lock has not yet received an update. Reconnect and verify the result.



Cards & fingerprints

These controls appear only on locks equipped with the matching reader.

Add a card

- 1 Open IC Cards and choose Add. Set a name and the available validity period.
- 2 Stay beside the lock and present the card when the app requests it.
- 3 Wait for success and test the card.

Add a fingerprint

- 1 Open Fingerprints and choose Add. Name it and choose its validity.
- 2 Follow the repeated scans shown on the phone and prompted by the lock.
- 3 Wait for completion and test the enrolled finger.

Open an individual card or fingerprint record to rename it, change validity or delete it. Remote card-issuance options require compatible hardware and a suitable connection; they do not remove the need to present a physical card when the workflow asks for one.



Records, clock & updates

Read activity

Open the lock's records, or an individual key or credential's records. A Bluetooth-only lock may need a nearby connection to upload its stored activity. A compatible online gateway can support remote updates.

Synchronise time

Use the lock's time or calibration setting while nearby. An online gateway can keep the clock synchronised where supported. Recheck time-dependent access after clock changes.

Update lock firmware

- 1 Keep the lock powered and the phone beside it. Open Settings / Lock Upgrade.
- 2 Follow the update prompts. Keep the app open and avoid interrupting power or Bluetooth.
- 3 After completion, check that the lock and its existing access work normally.

Diagnostics

Use the app's diagnosis tools while beside the lock if ArdanShield support asks you to. Record any error message without sharing private credentials.



Connect a gateway

A compatible gateway bridges supported locks to the network. Position it where it can communicate with the locks and connect to the intended Wi-Fi network.

- 1 Power the gateway and put it into pairing mode using that gateway's instructions.
- 2 Connect your phone to the intended Wi-Fi network. Open TTLock's gateway section and choose Add / +.
- 3 Choose the gateway type, enter the Wi-Fi details and give it a name.
- 4 Complete addition and wait for the gateway to find the locks owned by your account.
- 5 Check that the intended locks appear connected and test the available remote function.

Gateway controls differ

For the gateway version with a setting button and green pairing light, hold the setting button for 5 seconds to enter pairing mode. Use your gateway's own procedure if its controls differ.

Remote unlocking also depends on the lock's supported settings. Keep the gateway powered and online.



Ownership & advanced tools

Transfer administrator rights

Use the account's Transfer Locks / administrator-transfer option to choose the lock and the intended recipient. Check the account details and complete verification. A transfer gives the recipient primary control and removes yours.

Where a Room Master transfer is offered, the destination must be an administrator account. Check the selected locks before confirming a bulk transfer.

Attendance, where supported

Supported lock versions can provide attendance records and employee statistics. Enable attendance in the relevant settings only when you intend to use it, then configure people and schedules.

Removing an unavailable lock

The recycle-bin or account-removal function can clear a lock record that cannot be removed normally. This is an account action; do not assume it has physically reset an offline lock or revoked locally stored credentials.

Hand over securely

Complete transfer or removal while you can still reach the lock. Check the physical lock and credentials before handing it to a new owner.



Quick help & account care

Issue	Try this
Lock not found	Wake it, move closer, check Bluetooth permissions and confirm that it is ready for pairing.
PIN rejected	Check the full PIN, activation deadline, validity period and lock clock. Wait out any lockout specified by the product.
Changes not reaching the lock	Connect nearby, or check the compatible gateway and its internet connection.
Records look old	Connect to upload recent local activity.
Changed phone	Sign in to the same account and complete verification.
Remote opening missing	Check device support, network hardware and the lock's remote setting.

Keep TTLock updated through the app store. Use About to find the app version when contacting support. Keep your recovery email or phone number current.

[Contact ArdanShield](#)