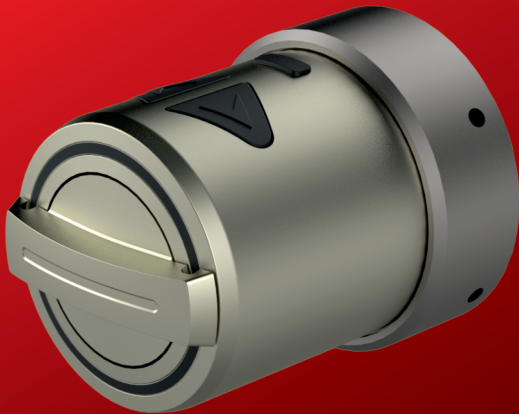


DESi

utopic  

Smart Lock
Device Type AD-O

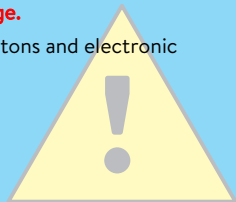
USER MANUAL



GENERAL INFORMATION and WARNINGS

- Before using your smart lock, **Locking way (right or left handed door)** and **Number of turns** should be adjusted properly. Otherwise, the smart lock will not work in the correct way and maybe broken.
- **For emergency conditions, we recommend you to put the keys in an accessible place (like car, bag etc.)**
- If there is any problem with the door or the locking mechanism, first of all, those problems have to be solved. The door's mechanical parts and locking mechanism have to work properly.
- If there is a problem with the device, first look to the troubleshooting part of this manual. If you cannot solve the problem, contact your dealer.
- All the system needs to be protected from water, direct sunlight and shocks.
- **Auto-rotating parts of the device can cause injuries during installation. BE CAREFUL!**
- If you are leaving your home for an extended period of time, first fully charge your smart lock and take your mechanical key with you. If you would leave more than 2 months, after charging your smart lock, either shift the smart lock to childlock mode. **Otherwise, the batteries of your product would die due to deep discharge.**
- The electronic knob is **not suitable for manual rotation**. If it is try to turned by force, the buttons and electronic system may be damaged. You can rotate the lock manually with the handle on the knob.

IMPORTANT WARNING: IF THE CHARGING PROCESS ENDS LESS THAN 15 MINUTES EVEN SMART LOCK HAS LOW BATTERY LEVEL, DO NOT ATTEMPT CHARGING AGAIN AND CALL SERVICE IMMEDIATELY.



POTENTIALLY EXPLOSIVE ATMOSPHERES

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; areas using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where it would normally be advisable not to install the Utopic.

SAFETY INFORMATIONS ABOUT BATTERIES

1. Dispose of the used battery according to the instructions provided with the battery.
2. Do not drop, puncture, disassemble, mutilate, or incinerate the battery.
3. Touching both terminals of a battery with a metal object will short circuit the battery. Do not carry batteries loosely if the contacts may touch coins, keys, and other metal objects.
4. Do not heat the batteries.
5. Please use smart lock in operating ranges.
6. We advise to not change battery by yourself.
7. Do not mix different batteries and install inside the Utopic.
8. Do not mix used and new batteries.
9. Charging period of your device is around 3 hours. We recommend you to charge it under supervision. We recommend to charge your device once in two months even if the batteries are not empty. Do not leave charger on the smart lock after fully charge operation.
10. With your own risk, you can use any 5 V DC microUSB chargers or a powerbank. Use high quality chargers, cables and powerbanks only.
11. You may use your motorized cylinder as it is always connected to charger. The device will automatically adjust itself to work as always connected. (valid for firmware version 72 and higher.)
12. If you are leaving your home for an extended period of time, first fully charge your motorized cylinder and take your mechanical key with you. If you would leave more than 2 months, after charging your motorized cylinder, shift the motorized cylinder to child lock mode. Otherwise, the batteries of your product will die due to deep discharge.

DISPOSAL OF WASTE BATTERIES

The symbol (crossed out wheeled-bin) on your battery indicates that the battery shall not be disposed with other unsorted waste, but shall be collected separately and handed over to your local community waste collection point or other available collection points for the recycling, at the end of its use.

If a chemical symbol is printed under the symbol it indicates that chemical substances (Hg = mercury, Cd = cadmium or Pb = lead) are contained in the battery.

Inappropriate waste handling could possibly have a negative effect on the environment and human health due to potential hazardous substances. With your cooperation in the correct disposal of this battery, you contribute to reuse, recycle and recover the batteries and our environment will be protected.

For more information, please contact the Government Waste-Disposal department in your country or the shop where the battery was purchased.

WARRANTY

DESi products are covered by a limited manufacturer warranty. DESi warranty is limited to the warranty rules and legislation present in each country. The warranty only covers manufacturing faults. The warranty does not cover misuse, wrong installation or damage due to a faulty installation or wrong maintenance. The invoice act as the proof of warranty, so please keep it as reference for any warranty complaints.

1. FEATURES OF THE DEVICE

Structure

ABS Plastic

Compatible Cylinder Type

Euro-Profile

Batteries and Battery Life

Your smart lock is equipped with rechargeable Lithium Ion batteries.

According to DESi laboratory tests, with a usage of 10 operations per day on a 2 turns lock, battery life of smart lock is as follows:

90* days (Either RF or BLE is active)

60* days (Both RF and BLE are active)

Communication Capability

Bluetooth Low Energy

ISM RF 434 Mhz

Control Options and Compatible Accessories

Wireless Fingerprint Readers

Wireless Keypad

Wireless Auto-Locking Module

Wireless Home Automation Interface Remote
Controllers

Remote Access Module

2. BOX CONTENT

1x Wireless smart lock

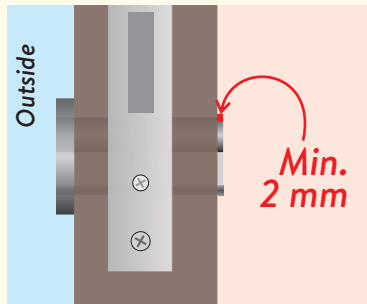
1x Charging Cable (USB)

1x Installation screws and Hex key

Smart Lock Installation, Adjustments and Pairing The Smart Phone Video

<https://www.youtube.com/watch?v=KF7SPaxDIws>

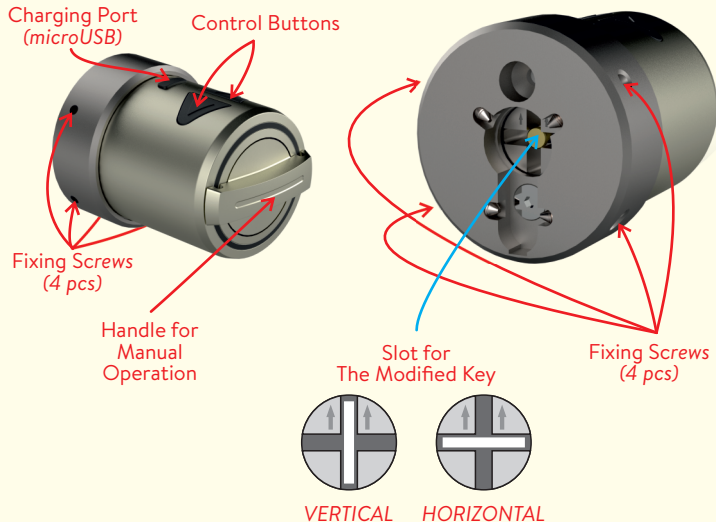
3. PARTS OF DEVICE and INSTALLATION (TYPE A)



Important



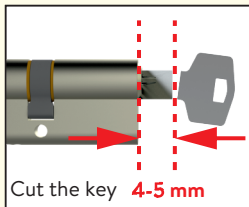
The existing cylinder should come out, at least **2 mm** to be caught by smart lock Type A.



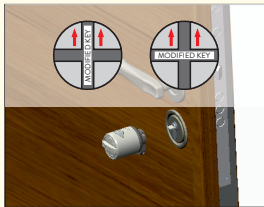
INSTALLATION (TYPE A)

Follow the steps below to install smart lock to the existing cylinder:

- Insert one of exiting keys to the cylinder and mark it 4-5 mm from the surface of cylinder.
- Take out the key and saw off the head of the key fom marked line. You may need some tools like vice, hacksaw etc. Use a rasp to smooth the edges. DESi accepts no liability for damages.
- Insert modified key to cylinder and verify that it is cut in a proper way.
- Install the smart lock on the cylinder where **the arrows on the key slot point upward** and the modified key is in the position that **it can be taken out from the cylinder without rotating** (could be either horizontal or vertical.)
- First tighten 4 fixing screws lightly, then tighten them firm.



Keep the modified key in the position that it can be taken out. Don't rotate!



Install the smart lock on the cylinder. The arrows on the key slot should point upward.



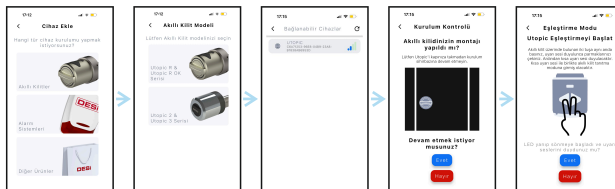
Tighten the 4 fixing screws.

If your key thickness is thinner than 2.4mm, please refer to the 'USE WITH THIN KEYS' section on the last pages.

5.1. HOW TO PAIR MOBILE PHONE

NOTE: iOS and Android phones will request your permission during App installation and when pairing with the smart lock. Please make sure to grant these permissions; otherwise, the application and smart lock may not work properly.

- Download the 'Desi Smart' application from app stores.
- Register, and then tap on the + in the bottom right corner to pair smart lock.
- From the screen, select 'Smart Locks,' then tap on 'Utopic R' smart lock and follow the steps.
- The easy setup wizard will guide you through pairing the lock and configuring all settings.



MOBILE APPLICATION

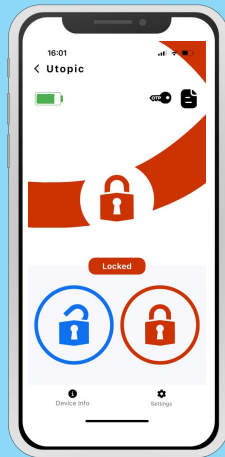
If you enroll your smart phone as first controller, it will be master controller of your smart lock.

Both master and user controllers can lock/unlock the smart lock. Besides, only the master controller can change settings of smart lock.

Before using your smart lock, you should adjust it properly by setting “locking way” and then “number of rotation” according to your lock.

If you want to change the master controller of smart lock, check “HOW TO RESET SMART LOCK” topic on the last page or please click on the link to watch how to reset video https://www.youtube.com/watch?v=_4y8HBLEAyk

To use all available features of your device, **we highly recommend you to use a smartphone as master controller.**



NOTE: For Android phones, when you are installing the app, it will ask permissions. You need to approve all the permissions asked. Otherwise, the application will not work properly. If you deny permissions, you will need to delete the application and install it again.

5.2. APP SETTING

If you touch the menu button in the top right corner while not connected to the smart lock, you will access the application's settings menu. The relevant menu items are as follows:

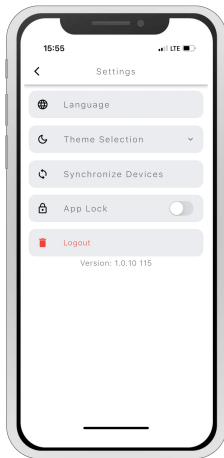
LANGUAGE: You can change the language of the application.

THEMES: You can view and select themes designed with different colors.

SYNC DEVICES: Registered devices are automatically stored in the cloud system.

APP LOCK: You can enable login authentication with FACE ID or fingerprint.

LOGOUT: It allows you to log out of the application. Your registered devices will not be deleted.



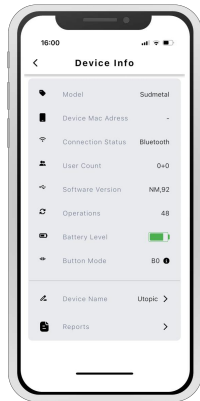
5.3. SMART LOCK SETTINGS

Master user can adjust settings by touching the 'SETTINGS' menu. These menus can only be viewed and modified by master users.

5.3.1. DEVICE INFO

In this tab, you can see the following information:

- Model
- Device Mac Adress
- Connection Status
- Users
- Software Version
- Operations
- Battery Level
- Button Mode
- Device Name
- Reports



Before you start using the smart lock, make sure to adjust the "locking direction" and "number of turns" of your cylinder. Otherwise, the smart lock may not work properly and can lead to malfunctions.

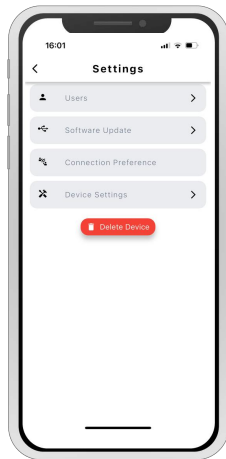
5.3.2 SETTINGS TAB

USERS: All user operations such as adding new users, deleting users, and granting time-limit access to users are performed here. Additionally, you can add or remove accessories such as fingerprint recognition, keypad, or remote control through the menu.

SOFTWARE UPDATE: If there is a newer version available for your smart lock, you can update it from this menu.

CONNECTION PREFERENCE: This option becomes available only after adding the DESi Wifi Hub product. From here, you can choose your preference for the connection to your smart lock, whether it will always be via Wi-Fi or Bluetooth.

DEVICE SETTINGS: You can configure all the settings for your smart lock from here.



5.3.2.a DEVICE SETTINGS

AUTO LOCK: If you activate this feature, you can always ensure that your door is locked. You can disable or enable it from this menu. Additionally, you can choose between 15-30-45-60 seconds for the smart lock to fully or single-turn lock. You can also set the smart lock to automatically lock at specific time intervals with the smart automatic locking option.

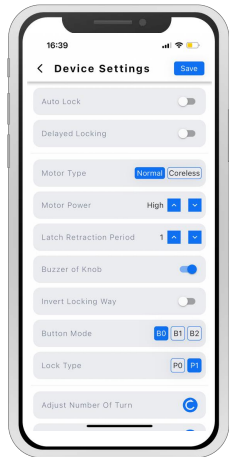
DELAYED LOCKING: If this feature is enabled, the device will lock the door 10 seconds after the locking button on the device is pressed. When you are going out, if you press the locking button on the device and then close the door, it will automatically lock your door in 10 seconds.

MOTOR TYPE: If your smart lock is equipped with coreless motor, you need to change motor type to coreless. You can get detailed information from your dealer about coreless motor. If you have a device with coreless motor and if it cannot keep the latch of the lock inside, enable “Power Hold” option.

MOTOR POWER: You can adjust the power (and also speed) of motor in 4 different levels, adjust to the lowest level which can lock and unlock your door without any problem. Higher powers will decrease battery life.

LATCH RETRACTION PERIOD: You can adjust the time period which the smart lock keeps latch of the lock inside when it unlocks the door. (1 sec - 3 sec - 6 sec). 0 sec is for the doors without latch.

BUZZER OF KNOB: You can enable / disable activation sounds coming from smart lock.



5.3.2.a DEVICE SETTINGS

INVERT LOCKING WAY: You should set locking way of the device in accordance with your door's locking way.

BUTTON MODE: You can change roles of the buttons with this menu.

B0- buttons work and you are able to get inside reset or child mode.

B1- buttons work but you cannot able get inside reset or child mode.

B2- buttons are disable.

LOCK TYPE: PO - To lock fully, you should press the button on the smart lock twice. P1 - To fully lock with a single turn, you should press the button on the smart lock once."

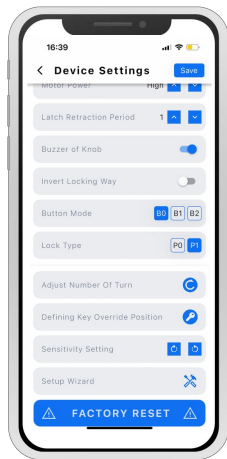
ADJUST NUMBER OF TURNS: You should set how long the device will rotate to lock the door in accordance with your door's lock. For this purpose, close the door (do not lock) and then "Blue Rotating Arrow" button. The device will retract the latch, lock and then unlock the door.

DEFINING KEY OVERRIDE POSITION: This is the feature that allows you to use the key from the outside on standard cylinders. Please refer to the last pages for more details.

SENSIVITY SETTING: It is used to make much more precise adjustments after setting the key override position.

SETUP WIZARD: You can reach quick setup settings and easily follow steps.

FACTORY RESET: The connection between phone and smart lock will be disconnected, and your smart lock will turn to factory settings.



5.3.3. USERS

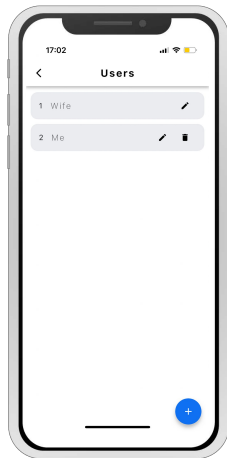
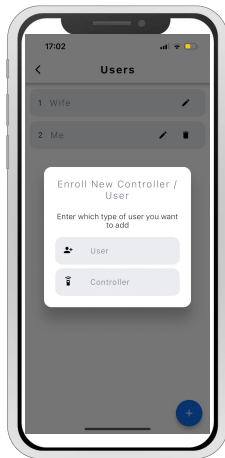
In this tab, you can manage the controllers of your smart lock, such as the automatic locking module, home automation interface, keypad, fingerprint reader, etc. If you touch any defined user, you will access a page where you can edit their name or individually delete users/controllers.

Add New User: You should touch the + sign located in the bottom right corner. From the options that appear, you should choose 'User' or 'Controller'.

If you are adding a user, you should send an invitation to the person's email address. Once the user downloads the application, completes the registration process, and accepts the invitation, they can add themselves to the smart lock as a user. It's important to note that the authorized user does not need to be physically close to the smart lock during this process.

To learn how to add control devices, please refer to the other page for instructions.

NOT: After sending the invitation to add a user, if any action is taken on the smart lock (such as unlocking or locking), the invitation will be considered invalid, and you will need to send the invitation again.



5.3.3.1. ENROLL NEW CONTROLLER:

Your smart lock can learn 37 different control devices. (This is the total of users and controllers.)

After you select add 'controller', your smart lock will enter the new control device learning mode. When you hear an warning tone from the smart lock, the learning mode will be active.

To add the new controller to the smart lock, you need to send a locking or unlocking signal through it. The steps are as follows:

For fingerprint reader;



wake it up and touch the locking button.

For keypad;



wake it up and touch the locking button.

For remote controller;



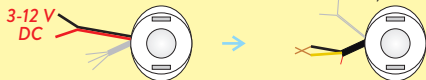
press and hold any button.

For auto-locking module;



take the magnet closer to triangle sign and wait indicator is lit.

For home automation interface;



power up the device and short-circuit and then open-circuit yellow and black cables.

For **other controllers**,
send locking or unlocking
signal via related
controller.

5.3.3.2. DEFINING THE USER AS MASTER

You can define 2 more users as master.

To do this, you should click the 'USERS' tab. Tap on the 'EDIT' icon next to the user you want to authorize.

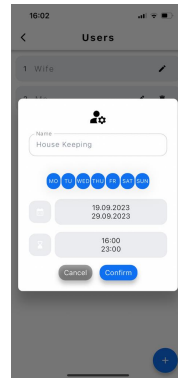
From the menu that appears, you can define the user as 'MASTER' or revert them to a normal user whenever you wish.

There is no difference in levels among master users. Therefore, any master user can delete or revert another master user to a normal user.

5.3.3.3. LIMITING USERS' ACCESS

You can limit the usage of any user through the same menu, or you can grant access only on specific days and/or hours.

You must be master to perform this operation. Additionally, while restricting user usage, you can choose to disable locking permission if desired.

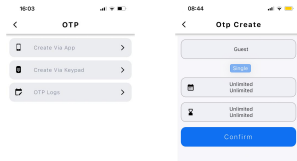


5.3.3.3. GENERATING ONE TIME/LIMITED TIME ACCESS CODE VIA MASTER PHONE

If you are the master user of smart lock, you can let anybody unlock the door via application or wireless keypad, even if you are far away. Internet or bluetooth connection are not needed for this function to work.

You can create one time access codes by following these steps

- Open the mobile application and select your smart lock from the main screen.
- Tap on the OTP key icon located in the upper right corner.
- On the page that opens, touch the 'Create Via App' tab.
- Tap the 'Confirm' button to create the code.
- Share the code via SMS, email, or WhatsApp using the 'Share' option



Unlocking The Door By Using Generated Code

- Copy the shared code to clipboard. (You can copy all the shared text. The app will filter the code automatically.)
- Install the DESi Smart application on your mobile phone, launch the application.
- Keep your mobile phone as close as possible to the door where the smart lock is installed and tap 'Use One-Time Code' (OTP Key icon).
- Paste the code or all message and tap the 'Confirm' or 'Send' button to unlock the door.

If the code is valid for unlocking, the smart lock will open the door, and the application will provide confirmation that the lock has been opened.

5.3.3.3.1. OTP - One Time Password Feature Activation

- Tap with your palm to wake up the device. Then touch the "SETTINGS" ⚙️ button. "MASTER" will be displayed on the screen.
- Show master fingerprint or enter master password. Sliding "<- ->" symbol will appear on the screen.
- Touch "5" button then "OTP" will appear on the screen. Touch "SETTINGS" ⚙️ button to enter menu.
- Touch "1" to enable or disable OTP function and touch the "SETTINGS" ⚙️ button to save your choice.

After enabling OTP mode on keypad, follow the steps below to enroll it to the smart lock:

- After tapping on the 'Users' tab, you should tap on the + sign in the lower right corner. From the options that appear, select 'Controller.'
- You will hear a long warning tone from your smart lock.
- Enter the numbers 1 2 3 4 on the keypad.
- The smart lock will give multiple warning tones and the keypad will be enrolled to the smart lock.



Generating Time Limited Access Code To Use Via Keypad

- Launch the app on the master phone and choose the smart lock that you want to generate codes.
- Touch to “OTP key” icon located on upper right corner. Then touch “Via Keypad”.

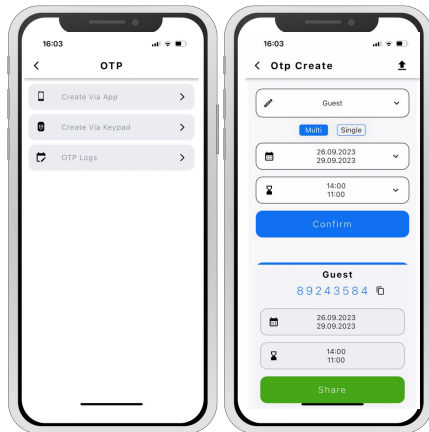
- Choose one of the following roles for the time limited code:

Guest, Administrator, Room Service, Maintenance, Runner

- After choosing the role, you will see following titles to set on coming page:

Check In & Out Time: Default check-in time is 14:00 and check-out time is 10:00. This period is valid for all the time limited access codes. (To change default values of this setting, you need to connect smart lock via bluetooth)

Usage: You can choose if the generated password will be a one time (single) or multi time usable during given period.



IMPORTANT NOTES

- You can generate time limited access codes while you are away. Bluetooth or internet connection is not necessary. Besides, if you want to change check-in/out times, you should connect to the smart lock via bluetooth.
- “Single” usage codes can be used “1 time only”. “Multi” usage code will be valid during selected period.
- You can generate both “single” or “multi” usage codes for the same date.
- If you generate two different multi usage codes whose periods have intersection and if the code which has a recent beginning date is used, it cancels the code which has a former beginning date, as explained below:

Let's say you generate a code which is valid from 20th to 25th of September (**1st code**)

After that, you generate another code which is valid from 23th to 25th of September (**2nd code**)

On 23th of September, if you use **1st code**, it unlocks the smart lock.

On 23th of September, if you use **2nd code**, it unlocks the smart lock and cancels **1st code**. After the first usage of **2nd code**, **1st code** will not unlock the smart lock anymore.

- If you generate a multi usage code whose validity interval begins in a month and ends in next month and if the code is not used in first month, it will be cancelled automatically, as explained below:

Let's say you generate a code which is valid between 30th of September to 5th of October.

If the code is used on 30th of September, it unlocks the smart lock and will be valid till 5th of October. If the code is not used in September, it will be cancelled automatically. So it will not work in October too.

5.3.4. REPORT TAB

In this tab, you can see which user unlocked or locked the device with time and date information.

5.4. USAGE

Before you use your smart lock, you should adjust it properly according to the lock which smart lock will work together. First, you should adjust “direction of locking” and then “number of rotation” (see page 12)

5.4.1. UNLOCKING AND OPENING THE DOOR

Launch the app, connect to your smart lock and touch UNLOCK button. Your smart lock will unlock and open the door. *You can also unlock and open the door via button on smart lock. For emergency conditions, the handle and key also can unlock and open the door.*

5.4.2. LOCKING THE DOOR

Launch the app, connect to your smart lock and touch either LOCK ONCE (to lock the door 1 turn) or FULLY LOCK (to lock all the turns) button. Your smart lock will lock the door. *You can also lock the door via button on smart lock. For emergency conditions, the handle and key also can lock the door.*

5.4.3. CHILD LOCK (NIGHT) MODE

If you enable child lock mode, smart lock will behave like a standard mechanical lock. You can use it either with a mechanical key or the handle only. **None of enrolled controllers (except master controller - FW 87 and above only) and buttons on the smart lock will not work** till child lock is disabled.

To enable child lock, press and hold two buttons on the smart lock till you hear a long (3 sec.) warning tone. To disable child lock, press and hold two buttons on the smart lock till you hear 3 short warning tones.

5.5. MAINTENANCE

You can clean external surfaces by soft, slightly damp cloth. Never use abrasive chemicals or water for this purpose. Don't try to disassemble your smart lock.

5.5.1. CHARGING YOUR SMART LOCK

If you hear three short tones after operation of the smart lock or if the rotation speed is too slow compared to normal working speed, you need to charge your smart lock.



- Charging period of the device is around 3 hours. We recommend to charge it under supervision and at least once in two months even if the batteries are not empty. Use provided charger and cable. With your own risk, you can use any 5 V DC microUSB chargers or a powerbank. Use high quality chargers, cables and powerbanks **only**.
- You may use your smart lock as it is connected to charger. The device will automatically adjust itself to work as always connected. (valid for firmware version 72 and higher.)
- If you are leaving your home for an extended period of time, first fully charge your smart lock and take your mechanical key with you. If you would leave more than 2 months, after charging your smart lock, shift the smart lock to child mode. **Otherwise, the batteries of your product would die due to deep discharge.**
- If your recharging time falls below a week, please contact the technical service or dealer.

Do not leave the charger on the smart lock after the charging process is finished.

6. TROUBLESHOOTING

SMART LOCK CANNOT FULLY LOCK/UNLOCK THE DOOR

- There can be high friction on the lock or latch bolt. It may be caused by sag of the door or unadjusted locking mechanism. Check if you can open the lock and the latch with a key easily. If there is a problem on door or lock, that need to be fixed.
- Batteries of smart lock may be weak. Recharge the batteries.
- The smart lock need to be adjusted according to the lock after installing your smart lock.

THE LOCK IS NOT UNLOCKED/LOCKED EVEN THE SMART LOCK IS ROTATING

- The mechanical key would be cut shorter during installation.
- There would be a problem related with connection between motor and rotating shaft. Call your dealer and ask for service.

THE CONTROLLERS CANNOT OPERATE THE SMART LOCK

Child lock would be activated. To deactivate child lock, press two buttons on smart lock and wait till you hear 3 short warning tones.

I CANNOT ADJUST THE SETTINGS OF SMART LOCK WITH MY PHONE

The phone is not enrolled to the smart lock as master controller. If you want to change the master controller of smart lock, check “HOW TO RESET SMART LOCK” topic on the page 26.

I CANNOT ENROLL MY PHONE AS THE MASTER CONTROLLER

There would be a controller which is already enrolled to smart lock. If you want to change the master controller, first you need to reset the smart lock (check last page) and then enroll your mobile phone (check page 6.) If you reset the smart lock, all the controllers including auto-locking module, keypad, fingerprint reader etc. need to be reenrolled to the smart lock after enrolling new master phone.

MY PHONE CANNOT CONNECT TO THE DEVICE

For Android smartphones, all the permissions (e.g. location, bluetooth etc.) requested during installation of application need to be given without any restriction. If you did not allow the app to reach requested permission, you need to uninstall, then reinstall the application and allow the requested permissions during installation.

If you have this issue during enrolling your phone to the smart lock, maybe you forget to shift the smart lock to enrolling mode.

BUTTONS OF SMART LOCK DO NOT WORK

- The smart lock would be in child lock (night) mode.
- Due to low battery, the smart lock would stop working. Charge the device via provided charger for 3 hours.
- If the device is not used for a long period, the rechargeable batteries may be damaged. Call your dealer and ask for service.
- Check the button mode, if it is in B2 mode, you would not able to use buttons. (FW 87 and above)

Please see the FAQ section for more <http://en.desi.com.tr/faqutopicr.pdf>

LOCK / UNLOCK BUTTONS WORKS IN WRONG DIRECTION

You need to invert the locking way.

I FORGOT THE PASSWORD OF MOBILE APPLICATION

If you forget your password, there is no chance to get it back. As a solution, you need to delete the application and reinstall it. However, in this case, your phone will not recognize your smart lock. You must reset your smart lock and enter the smart lock to the pair mode.

I CANNOT ADJUST THE MOTOR POWER

If your smart lock software/firmware version is below 80, you cannot change motor power even though you see the that setting. To use this feature, you need to upgrade your smart lock to latest firmware.

I CANNOT GENERATE A TEMPORARY ACCESS CODE / ONE TIME ACCESS CODE

If your smart lock software/firmware version is below 80, you cannot create a temporary access code via application. To use this feature, you need to upgrade your smart lock to latest firmware.

I CANNOT USE MECHANICAL KEY FROM OUTSIDE

- Encoder or Key Entrance section on device information screen should be active. If not, you need to reset your smart lock and pair the master user. Firmware 89 or above has ability to activate Key Entrance mode over the App.
- Press 'Activate Key Entrance' button and disconnect from lock then wait 10 seconds. After these steps you need to able to use key from outside.
- You may not have adjusted the key override position. You can make the setting in the advanced settings section.

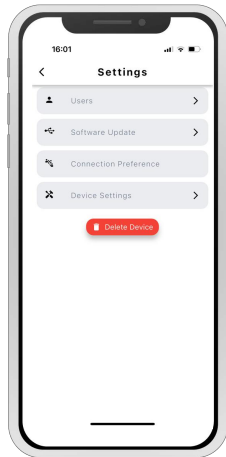
7. HOW TO UPDATE FIRMWARE OF SMART LOCK

Please follow the steps below:

- Connect to the smart lock via master phone and touch to menu button.
- On “Settings” tab, touch to “Software Version” line.
- If a new firmware is available, the application will inform you.
- Touch the Start button and follow the instructions on application.

IMPORTANT NOTES:

- Make sure master phone and smart lock charge level are at least 50% during the update process.
- The update process will take approximately 1-2 minutes. During this time, keep the phone close to smart lock.
- Make sure that the Bluetooth connection does not lost and the application does not close. If your phone has an automatic screen lock, always turn off this feature during the update.



8. HOW TO RESET SMART LOCK

If you want to change master controller of your smart lock or if you want to delete all controllers enrolled to the device, you can reset your smart lock as follows:

- Press and hold 2 buttons on the smart lock. A long warning tone will be heard. Continue to hold the buttons. After a while, second warning tone will start.
- During second warning tone, release the buttons and plug the provided charger into charging port of smart lock as soon as possible. The charger should be plugged to electricity as well.
- After a while, double tone and then triple tone will be heard and all the controllers, including master controller, enrolled to the device will be deleted.

For how to video, please click on the link

https://www.youtube.com/watch?v=_4y8HBLEAyk

After resetting the smart lock, please check if old master controller of smart lock is deleted or not. If it is not deleted, repeat the procedure above.

For enrolling a master controller, please check page 6.

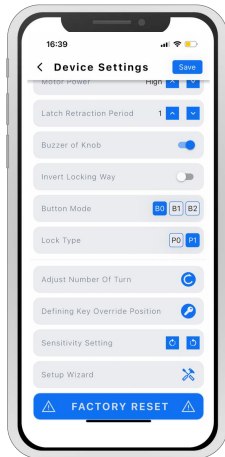
For how to video, please click on the link

<https://www.youtube.com/watch?v=kjLH2HGA7k8>

9. HOW TO SET ATC (Defining Key Override Position) / HOW TO USE KEY FROM OUTSIDE

First insert the key from outside and rotate it quarter turn. Then touch to key icon on the right to define the rotational position which would help you to override the key from outside. When you adjust this setting, device will stop in defined rotational position after every locking and unlocking.

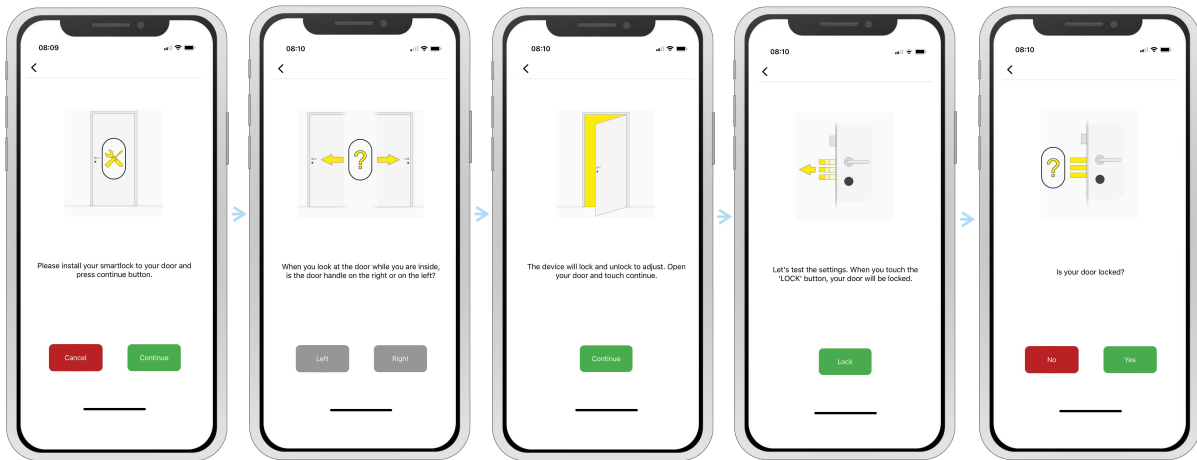
Sensitivity Setting: If, after setting the key override position, you see that entry cannot be made from outside using a key, you should use the 'Sensitivity Setting' tab.



Smart Lock Installation, Adjustments and Pairing The Smart Phone Video

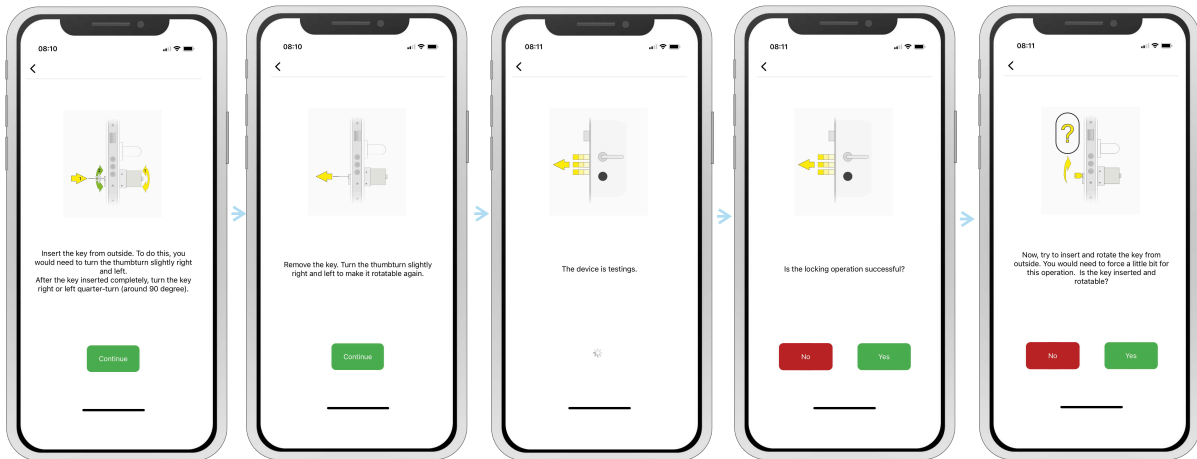
<https://www.youtube.com/watch?v=KF7SPaxDIws>

10. HOW TO USE 'SETUP WIZARD'



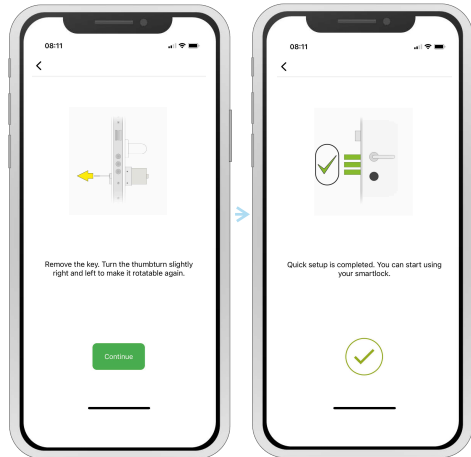
- First install your smartlock to door. Please watch how to assemble video, <https://youtu.be/KF7SPaxDIws?t=45>
- When you look at the door handle from inside the house, you should choose which side it is. Then click continue for automatic adjustments of turns.
- Press LOCK to see if everything works good.
- Then click YES if everything is working properly. If it is not, please start from the first step again.

10.1. SET KEY OVERRIDE POSITION WITH 'SETUP WIZARD'



- Insert key from outside and from inside move smart lock handle left or right gently to find key override position and press continue. Please watch video <https://youtu.be/KF7SPaxDIws?t=249>
- Remove the key from outside and turn smart lock handle left or right few times to rotatable again. Then press continue to let device makes tests.
- If locking operation is successful, press YES to move to next step to test overriding key from outside. You may have some difficulty pushing the key from the outside. Because there is also a key inside. If everything is fine, press YES.

10.1. SET KEY OVERRIDE POSITION WITH 'SETUP WIZARD'



- Remove the key from outside and turn smart lock handle left or right few times to rotatable again.
- Press continue and confirm to finish setup.

11. HOW TO FIX CONNECTION PROBLEM IN SOME ANDROID PHONES

Some Android phones may have problems when pairing to the smart lock for the first time. These problems are due to the difference of Android versions. To solve this problem, just follow the steps below.

1. Go to Settings of Android device
2. Select “Application Manager”
3. Click the 3 dots in the top right corner and select All System Apps
4. Select Bluetooth from the large list of Applications
5. Force Stop
6. Select Storage
7. Clear Data
8. Clear Cache
9. Restart the mobile phone

Note: In Android 11 or above versions, instead of the 3 dots in the top right corner, there is a small icon with down arrow and a lines located at the bottom in the middle sections.

12. USAGE WITH THIN KEYS

Some keys may be thinner than 2.4mm (approx. two euro coin thickness). In this case, you may need to thicken the key with a few turns of tape after or before cutting the key. To do this, follows the steps below:



A solid red vertical bar on the left side of the page.

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