

ENGLISH

# User manual

## TTLock Wi-Fi gateway **G2**

Ref. GWLSRG2 · TTLock app



[wizelek.com/help/  
GWLSRG2.html](https://wizelek.com/help/GWLSRG2.html)  
Online help

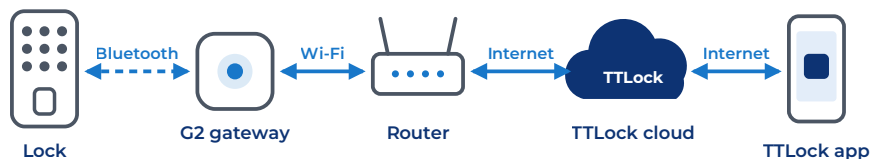
This gateway works with the **TTLock** app only. It is **not compatible with Tuya Smart / Smart Life**.

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## 1 How the gateway works

Your TTLock lock communicates by Bluetooth only: on its own, it can be controlled only from a phone a few metres away. The G2 gateway connects it to the internet through your Wi-Fi network. You can then open it, manage access and receive notifications from anywhere, with the TTLock app.



### Three things to know

**Same account** — the gateway only works with the locks added with the TTLock account you use to add the gateway (administrator account).

**2.4 GHz Wi-Fi** — the gateway uses the 2.4 GHz band only. Most routers broadcast a 2.4 GHz and a 5 GHz network: choose the 2.4 GHz one.

**Bluetooth range** — the gateway talks to the lock by Bluetooth. Walls, metal doors and large appliances reduce the range: place the gateway as close to the lock as possible.

## 2 Before you start

- ✓ The **TTLock** app (free, App Store or Google Play) is installed on your phone and you are signed in to your account.
- ✓ The lock has already been added in the app with **this same account**.
- ✓ You know the name and password of your **2.4 GHz** Wi-Fi network. 5 GHz networks are not supported.
- ✓ Your phone is connected to this Wi-Fi network, with Bluetooth on.
- ✓ You have a **5 V USB power adapter** delivering at least 500 mA (not supplied). A phone charger is fine.

**!** **Indoor use only.** Keep the gateway away from water, humidity and heat sources. Do not open or modify it: it contains no user-serviceable parts. Use only a USB power adapter that complies with the standards in force.

**i** The app screens and menu names may vary slightly with the app version and the language of your phone.

### 3 Package contents



G2 gateway × 1



USB-C cable × 1

**i** **Not included:** a 5 V USB power adapter (500 mA minimum). A standard phone charger is suitable.

### 4 Status light



**Red and blue, flashing alternately**

Ready to be added in the app (setup mode).



**Blue, steady**

Connected and working normally.



**Red, steady**

Network problem: no internet access, or the TTLock server cannot be reached (see section 9).



**Off**

No power: check the USB adapter, the cable and the socket.

## 5 Setting up the gateway

≡ Menu › Gateway › + › G2 › + › Wi-Fi + password

- 1 **Plug in the gateway:** connect it to the USB adapter with the supplied USB-C cable and plug the adapter into a socket — if possible where the gateway will stay (see section 6).
- 2 **Wait** until the light **flashes red and blue alternately**: the gateway is ready to be added.
- 3 In the TTLock app, tap the **menu** ≡ (top left), then **Gateway**.
- 4 Tap **+** (top right) and choose **G2**.
- 5 Tap **+** next to the gateway that the app has detected.
- 6 Select your **2.4 GHz** Wi-Fi network and enter its password.
- 7 Give the gateway a name — for example “Entrance” — and confirm.
- 8 The light turns **steady blue**: setup is complete. The gateway connects by itself to the locks of your account that are within range — no pairing is needed.

**i** If the operation times out, unplug the gateway, wait 10 seconds, plug it back in and start again from step 2. Keep your phone close to the gateway during setup.

## 6 Placement and range

- Indoors, plugged into a wall socket, where your Wi-Fi signal is good.
- **As close to the lock as possible** — ideally less than 10 metres, with no thick wall, metal door or large appliance in between.
- One gateway can serve **several locks** of the same account. For locks far apart, add a second gateway: for each command, the system automatically uses the gateway with the best signal.
- Leave the gateway plugged in permanently. If it is unplugged, remote functions stop, but your locks keep working on site (passcode, card, fingerprint, Bluetooth with the app).

## 7 Using your locks remotely

- ✓ Unlock the door from anywhere — and lock it, if your lock supports it.

- ✓ Check the lock status and the battery level.
- ✓ Create, change and delete passcodes and eKeys (electronic keys sent to another person's app), with dates and time slots; change the validity of cards and fingerprints, or delete them.
- ✓ Check and adjust the lock clock.
- ✓ See the access records, uploaded automatically, and receive a notification at each opening.

**i** A remote command can take a few seconds — up to 30 seconds — while the gateway connects to the lock. Send one command at a time and wait for its result before the next one. A command fails if someone is using the lock keypad at the same moment.

## 8 Voice assistants

- 1 In the TTLock app, select the lock, go to **Settings** and switch on **Remote unlock**.
- 2 **Amazon Alexa:** in the Alexa app, search for the **TTLock** skill, enable it and sign in with your TTLock account.
- 3 **Google Home:** in the Google Home app, add the **TTLock** service and sign in with your TTLock account.

**i** Voice control needs the gateway to be online. For unlocking, the assistant may ask you to set a security code.

## 9 Troubleshooting

### The app does not find the gateway.

Check that the light flashes red and blue alternately; if not, unplug the gateway and plug it back in. Keep Bluetooth on and stay close to the gateway.

### My Wi-Fi network is not listed, or the connection fails.

The gateway only works with 2.4 GHz networks (802.11 b/g/n). On a dual-band router, choose the 2.4 GHz network or give it a separate name. Check the password: it is case-sensitive.

### Adding the gateway times out.

Unplug the gateway, wait 10 seconds, plug it back in and start again from step 2 of section 5.

**The light stays red.**

Check that your router is working and has internet access. Restart the router, then the gateway.

**The gateway does not see the lock, or the lock appears offline.**

The lock and the gateway must be added with the same TTLock account. Move the gateway closer to the lock.

**A remote command fails.**

The Bluetooth signal is too weak: move the gateway closer to the lock. Make sure nobody is using the lock keypad, and send one command at a time.

**I changed my router, or my Wi-Fi name or password.**

Delete the gateway in the app (section 10), unplug it, plug it back in and add it again.

## **10 Removing or giving away the gateway**

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In the app, tap ≡ → **Gateway**, select the gateway, then **Delete**. Unplug the gateway and plug it back in: the light flashes red and blue again, and the gateway can be added to another account.

Your locks keep their passcodes, cards and fingerprints: only remote access stops until a gateway is added again.

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## Technical specifications

|                   |                                                   |
|-------------------|---------------------------------------------------|
| Reference         | GWLSRG2                                           |
| Model             | G2                                                |
| Wi-Fi             | 2.4 GHz, IEEE 802.11 b/g/n (5 GHz not supported)  |
| Link to the locks | Bluetooth                                         |
| Power supply      | USB-C, 5 V DC, 500 mA (adapter not supplied)      |
| Status light      | red and blue                                      |
| Locks per gateway | no fixed limit                                    |
| Dimensions        | 70 × 70 × 26 mm                                   |
| Weight            | 49 g                                              |
| Housing           | white plastic                                     |
| Use               | indoors                                           |
| App               | TTLock (iOS and Android)                          |
| Compatibility     | locks and key boxes that work with the TTLock app |

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## Care, disposal, personal data and warranty

### Care

Wipe the gateway with a soft, dry cloth. Do not use solvents or abrasive products, and never spray liquid on it.

### Disposal

This product must not be disposed of with household waste. Take it to a collection point for waste electrical and electronic equipment.

### Personal data

The TTLock app and its cloud service are published by a third party. Account creation, the storage of access rights and the event history are the responsibility of their publisher and are governed by its privacy policy, which we invite you to read before signing up. The gateway only relays data between your locks and the TTLock cloud: it sends no data to BGA SAS, and we have no access to your passcodes, your event history or your account.

## Warranty

This product is covered by the legal warranty against manufacturing defects under normal conditions of use.

The warranty does not cover damage resulting from opening or modifying the gateway, the use of an unsuitable power adapter, contact with water, or use outside the intended conditions.

**Manufacturer:** BGA SAS, 36 boulevard du Montparnasse, 75015 Paris, France. WizElek™ is a trademark of BGA SAS. Made in China.

Documentation: [www.wizelek.com](http://www.wizelek.com)

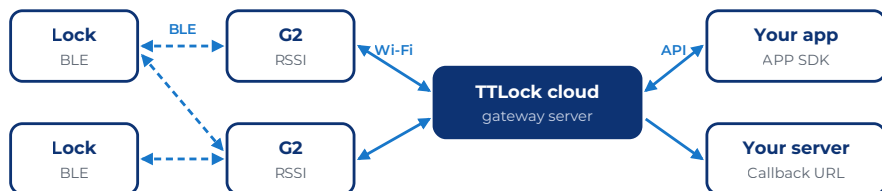
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## Appendix — Technical information

*For developers and advanced users. Not needed for everyday use.*

### A1 How it works



- The lock uses Bluetooth only. The gateway links it to the TTLock cloud through Wi-Fi.
- The gateway automatically scans the locks around it and reports them to the gateway server.
- The server creates a **many-to-many** relationship between the gateways and the locks of the same administrator account. No manual binding is needed.
- For each remote command, the server uses the gateway with the **best RSSI** (strongest Bluetooth signal) to the lock.
- There is no fixed limit to the number of locks per gateway.

### A2 Initializing the gateway from your own app

End users add the gateway with the TTLock app (section 5). In your own application, use the gateway interfaces of the TTLock **APP SDK**. The SDK needs the **uid** of the account that will own the gateway: it is returned with the access token (OAuth 2.0) or by the *Get user id* API.

- 1 Initialize the gateway with the APP SDK. Once configured, it connects to the gateway server and registers in the cloud.
- 2 Call *Query the init status of the gateway* to confirm the registration: a **gatewayId** is returned on success.
- 3 Call *Upload detail info of gateway* to store the gateway details in the cloud. They are required for firmware updates.

A3 Useful cloud APIs

|                                    |                                                     |
|------------------------------------|-----------------------------------------------------|
| Get the gateway list of an account | Gateways of an account                              |
| Get the lock list of a gateway     | Locks seen by a gateway, with their RSSI            |
| Get the gateway list of a lock     | Gateways that can reach a lock, with their RSSI     |
| Lock records notify                | Access records pushed to your server (callback URL) |

**i** Access records are uploaded to the cloud automatically. To receive them on your own server, set a **callback URL** on the application details page of the TTLock Open Platform.

A4 Rules for remote commands

- Establishing the Bluetooth link can take several seconds: a weak RSSI slows the command down or makes it fail.
- Any break in the Bluetooth link makes the command fail — for example when someone touches the lock keypad.
- The server timeout is **30 seconds**. Do not set a shorter timeout on your side, or you may miss the response.
- A gateway holds **only one Bluetooth connection** at a time: send commands one by one and wait for each result.

A5 Documentation

TTLock Open Platform (Europe): **euopen.ttlock.com** — user guide “Unlock via network (Gateway)”, APP SDK and cloud API.