

SMART KEYBOX

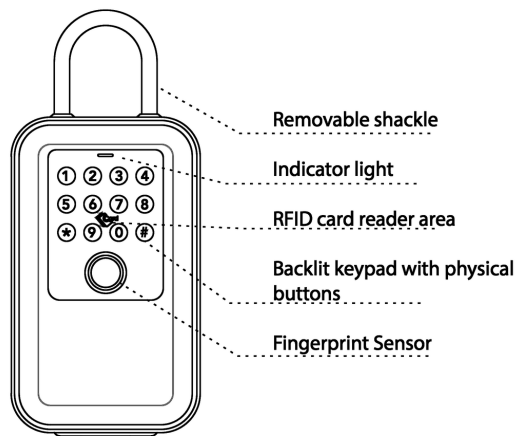
Model 3 pro-E-L

Connected key box with keypad, fingerprint and RFID card
Bluetooth / Wi-Fi gateway included

Complete user manual — English

Reference: SKLSK007-E-L

SMART KEYBOX DESCRIPTION



Get started in 10 minutes

What you need: the key box, the 4 AA alkaline batteries supplied, a smartphone, and — only if you install the gateway — your Wi-Fi network name and password.

- 1 Install the TTLock app** (free, App Store or Google Play) and create your account with your e-mail or mobile number. Choose your country carefully: this choice is permanent. [p. 8](#)
- 2 Insert the batteries**, then reset the box: press the button under the battery cover for 3 seconds, using the pin supplied. A long beep confirms. [p. 7](#)
- 3 Add the box in the app:** touch any key on the keypad to wake it up, then in the app **+** → **All Locks**. Give it a name. [p. 8](#)
- 4 Create your first passcode:** **Passcodes** menu → **Add**. Test it right away on the keypad: code then **#**. [p. 10](#)
- 5 If you wish**, plug in the gateway (the small white box) to control the key box from anywhere. [p. 12](#)
- 6 Mount the box** on a wall or a door handle, and test every unlocking method before you leave. [p. 17](#)

⚠ **IMPORTANT**

Keep the two backup keys in a safe place, **never inside the box**: they are your only way in if the electronics stop responding.

Four words to know

Pairing — linking the box to your phone, once, during setup.

Gateway — small box plugged into a power socket, connecting the key box to the Internet through your Wi-Fi. Without it everything works, but only within a few metres of the box.

eKey — an unlocking permission sent to someone else's phone.

RFID card — contactless card, like a building access badge.

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This document complements the quick start guide supplied in the box. Keep it: it contains the procedures you will only use once a year.

1. Package contents

Check the contents on receipt:

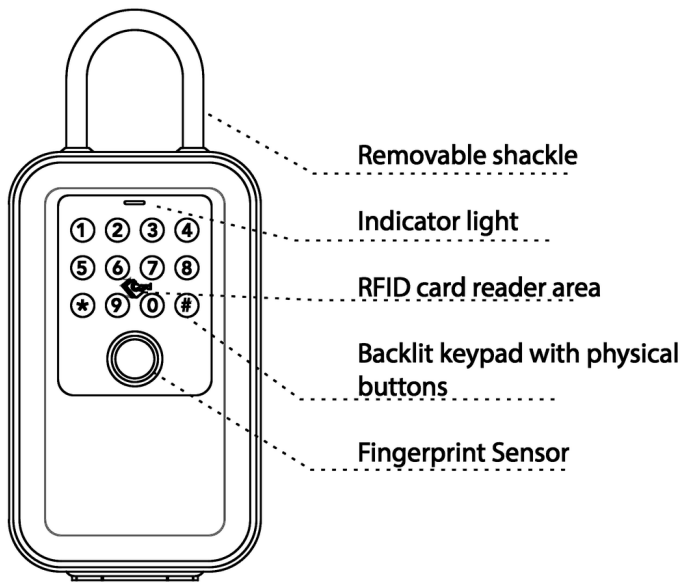
Item	Qty	Item	Qty
Key box	1	RFID card	5
Mechanical backup key	2	Bluetooth / Wi-Fi gateway	1
Wood screw D4 × 30 mm	4	USB cable	1
Expansion plug D6 × 30 mm	4	Removable shackle	1
Reset pin	1	AA alkaline battery	4

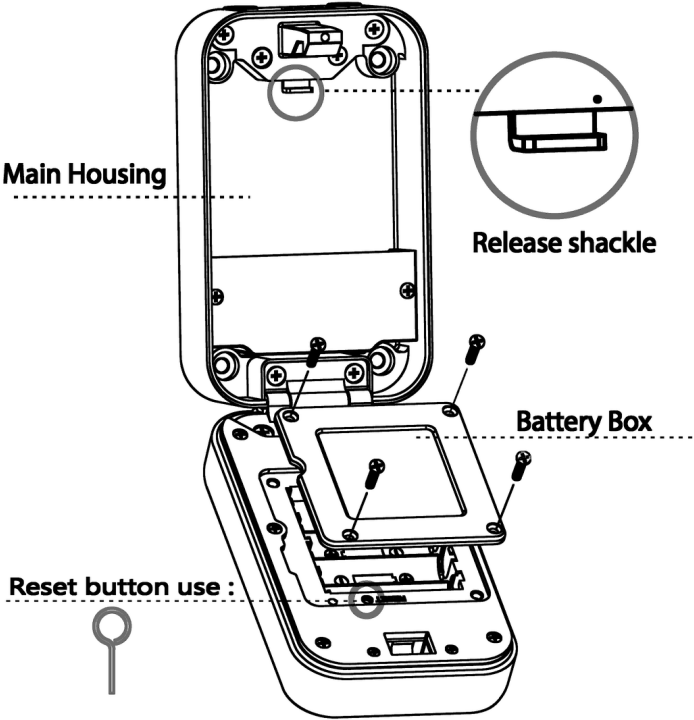
2. Product description

Bottom face: USB-C port (emergency power input) and key cylinder — the round lock where the backup key goes —, both protected by a silicone plug.

Five ways to open: passcode, fingerprint, RFID card, TTLock app (Bluetooth or remotely via the gateway), mechanical backup key.

SMART KEYBOX DESCRIPTION





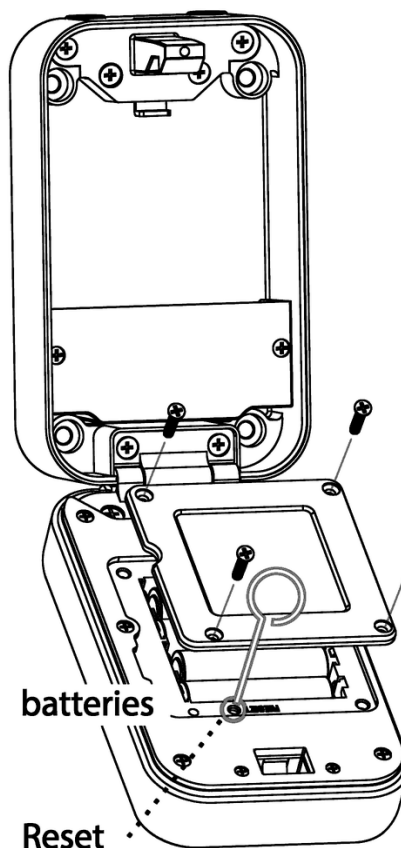
Inside view: the reset button sits under the battery compartment cover.

3. First set-up — in this order

⚠ **IMPORTANT**

Complete these five steps **before** mounting the box on the wall.

1. **Insert the 4 AA alkaline batteries.** Open the front cover with the factory code, unscrew the battery compartment cover, insert the batteries with the correct polarity, close it again.
2. **Reset the device.** With the pin supplied, press the reset button for 3 seconds. A long beep sounds and the green, red and blue lights flash once: the reset succeeded.
3. **Wake the device up** by pressing any key on the keypad.
4. **Open the TTLock app** and tap "Add Device". The KeyBox appears automatically in the list.
5. **Confirm and follow the steps** shown in the app.



Location of the batteries and the reset button.

Factory code: 123456 then #. This code is a temporary opening code: it becomes inactive as soon as the device is configured in the app. Create your own codes immediately.

⚠ IMPORTANT

Never store the mechanical backup keys inside the box. They are your only way in if the housing is damaged or the electronics stop responding.

4. The TTLock app

4.1 Installation and account

1. Download **TTLock** from the App Store or Google Play.
2. Create a free account with your e-mail address or mobile number.
3. Select your country or region. This choice determines the server your account is attached to and **cannot be changed later**.
4. Choose a password of 8 to 20 characters combining at least two character types.

The app may display in English or your phone's language. The illustrations in this guide show the English version; the menu names given here match them.

Turn Bluetooth on before any operation on the key box. On Android, also allow location for the app: the system requires it for Bluetooth scanning; no position data is used to locate you.

4.2 Pairing

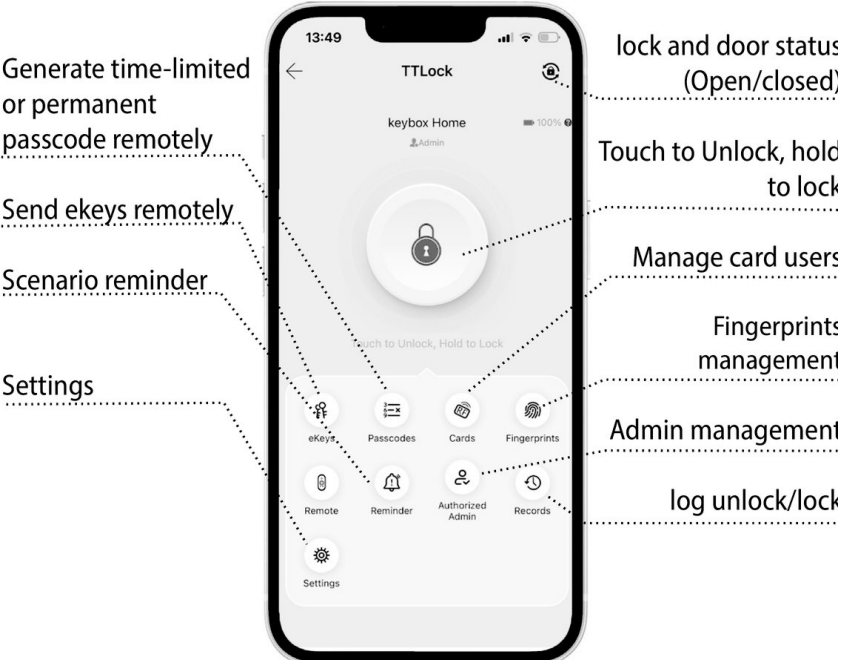
Wake up the key box, then in the app: **+** at the top right → **All Locks** → the box appears under a name like TT931_xxxxxx → tap **+** next to it → give it a meaningful name.

The first person to pair the device becomes its administrator. If the box does not appear in the list, it is already attached to another account: it must be reset (§ 8) or deleted by its current administrator.

⚠ IMPORTANT

Stay within Bluetooth range for a few seconds after pairing: the internal clock synchronises with the phone. Without this synchronisation, timed codes will be off.

4.3 Main screen



Short press on the central circle: unlock. Long press: lock. The top banner shows the lock and door status and the battery level.

5. Managing access

Which solution for whom?

Your situation	Recommended solution	See
Short-term rental guest	Timed code, valid from check-in to check-out	§ 5.1
Cleaner or regular contractor	Recurring code (fixed days and hours)	§ 5.1
Courier, one-off visit	One-time code	§ 5.1
Family, daily use	Fingerprint, card or permanent eKey	§ 5.2–5.4
Agency or caretaker managing for you	Authorized admin	§ 5.5

5.1 Passcodes

Type	Behaviour	Typical use
Permanent	Valid until deleted	Occupant, manager
Timed	Valid between a start and an end date	Tenant, contractor
One-time	Expires after the first opening	Delivery, visit
Custom	A code you choose yourself	Easy-to-remember code
Recurring	Certain days, certain time slots	Cleaning, staff

Entering on the keypad: type the code then confirm with #.

Changing a code from the keypad (no phone needed): ***10#** current code **#** new code **#** new code **#**. Only a code already used at least once on the keypad can be changed this way; the administrator can always do it from the app.

⚠ IMPORTANT

A timed code must be used at least once within 24 hours of its creation, otherwise it is suspended for security.

Deleting a code is not instantaneous. It only takes effect when the device receives the order: either you are within Bluetooth range, or the gateway is online. Without one or the other, the code stays active until it expires.

After generating a code, the app offers sharing by SMS or e-mail.

5.2 Fingerprints

Bluetooth range only. **Fingerprints** → **Add** → choose the type (permanent, timed, recurring) → name the user → place and lift the finger **4 times** on the sensor, shifting it slightly each time.

Tip: register two fingers per person (one on each hand). A wet, dirty or very cold finger may not be recognised.

5.3 RFID cards

Bluetooth range only. **Cards** → **Add** → choose the validity period → hold the card on the keypad reading area until the confirmation sound → name the card after its holder. The 5 cards supplied are blank: they only work once registered.

5.4 eKeys

eKeys → **Send eKey** → choose the type (permanent, timed, one-time, recurring) → enter the recipient's identifier (exactly the number or e-mail of their TTLock account) → name the key → send.

The recipient must have a TTLock account created in the same country as yours. Sending and revoking go through the Internet and do not require being near the box.

5.5 Authorized admins

An authorized admin can open the box and create or delete codes, cards and fingerprints, but cannot change critical settings or delete the device. Useful for an agency, a caretaker or a housemate.

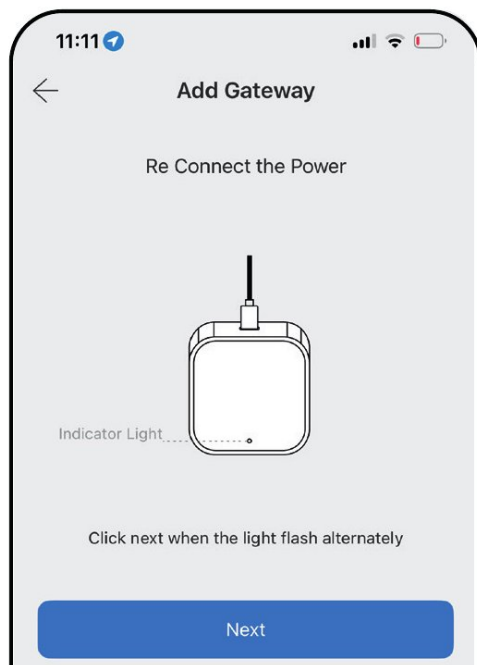
6. Remote access — the gateway

The box communicates over Bluetooth: without a gateway, your phone must be within a few metres of it. The gateway supplied — the small white box — removes this limit: plugged into a socket and connected to your Wi-Fi, it links the box to the Internet.

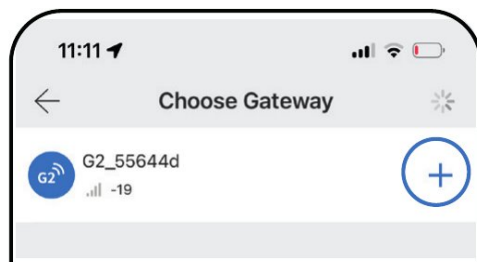
You can then, from anywhere: open the box, create or delete access, view the log in real time, receive a notification at each opening, check the battery level. The box's clock also stays accurate at all times.

6.1 Installation

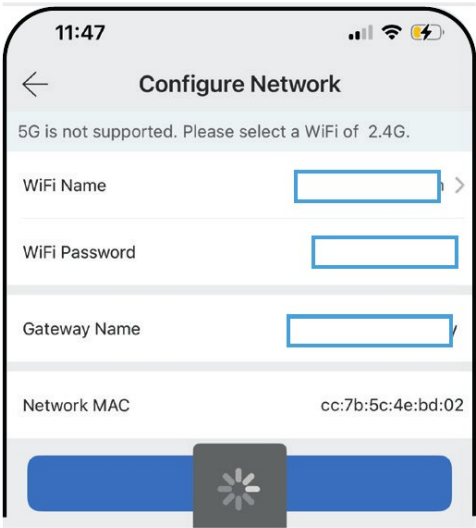
1. Plug the gateway into a power socket (USB-C cable supplied), halfway between your Internet router and the key box.
2. On power-up, the light flashes alternately red and blue: the gateway is ready. If not, hold its button for 5 seconds.
3. In the app: **+** → **Gateway** → **G2 (Wi-Fi) 2.4G**.
4. Wait for the light to flash quickly, then tap **Next** (screen 1).
5. Select the detected gateway, name like G2_xxxxxx (screen 2).
6. Enter your **2.4 GHz Wi-Fi** network name, its password, and a name for the gateway (screen 3).
7. The gateway scans for about three minutes for the TTLock devices attached to your account, then assigns them automatically.



Screen 1 — the gateway has just been powered on.



Screen 2 — selecting the detected gateway.



Screen 3 — entering the 2.4 GHz Wi-Fi network.

6.2 Light meanings

Light	Meaning
Alternating red and blue	Waiting for pairing
Blue	Normal operation
Red	Network connection failure

6.3 Enabling remote unlock

In **Settings** → **Remote Unlock**, enable the function. This can only be done over Bluetooth, near the box. A remote-unlock icon then appears next to the central circle.

6.4 Points to watch

- **2.4 GHz network required:** the 5 GHz band is not supported. If your router broadcasts one name for both bands, separate them temporarily during pairing.
- On failure or timeout, unplug and replug the gateway, then start again.

- The gateway must stay powered at all times; after a power cut, it reconnects by itself.
- **Opening notifications:** they are only sent for openings made with the app or when the box is linked to an online gateway. No notification is sent when the administrator opens it themselves.

6.5 Voice assistants (Amazon Alexa, Google Home)

With the gateway online, the box can be linked to Amazon Alexa or Google Home: enable the corresponding service in **Settings** → **Amazon Alexa** / **Google Home**, then link your TTLock account from the assistant's app ("TTLock" service). You can then lock and check the box's status by voice. For security, voice unlocking, where offered, requires confirmation with a code.

7. Useful settings

Setting	Effect
Auto Lock	Automatic relocking delay
Passage Mode	Keeps the box unlocked on chosen days and hours
Lock Sound	Turns keypad beeps off or on
Remote Unlock	Allows remote opening
Reset Button	Enables or disables the physical reset button
Lock Clock / Diagnosis	Checks and corrects internal clock drift
Upload Data	Uploads the log stored in the device
Import from another lock	Copies access from another device
Firmware Update	Firmware update (charged batteries, nearby)
Unlock Notification	Notification at each opening

⚠ IMPORTANT

Passage mode: never enable passage mode without a defined end time.

Automatic relocking: after each opening, the box relocks automatically 5 seconds after the front panel is closed.

8. Resetting and changing owner

From the app (recommended method): **Settings** → **Delete** → enter the administrator password, then choose "Disconnect and Wipe Data". The device returns to factory state, all access is erased and the code 123456 # becomes active again.

Hardware reset (lost account, device unreachable): open the front cover, unscrew the battery cover, press the reset button for 3 seconds with the pin supplied (diameter under 2.5 mm) until the confirmation beep. If a confirmation code is requested on the keypad, enter **000#**.

IMPORTANT

After a hardware reset, the device may remain attached to the old account in the cloud. Always prefer deletion from the app.

Transferring ownership without erasing everything: in the app's account settings menu, the **Transfer Locks** function hands the administrator rights to another TTLock account while keeping the configuration.

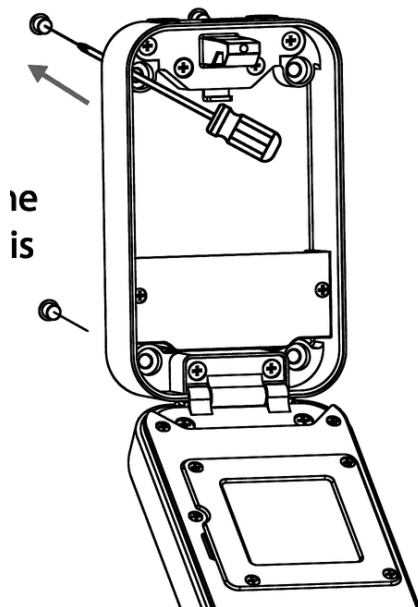
Resale or change of occupant: delete the device from your app before handing it over (or transfer it as above). The new owner can then set it up from scratch.

9. Installation

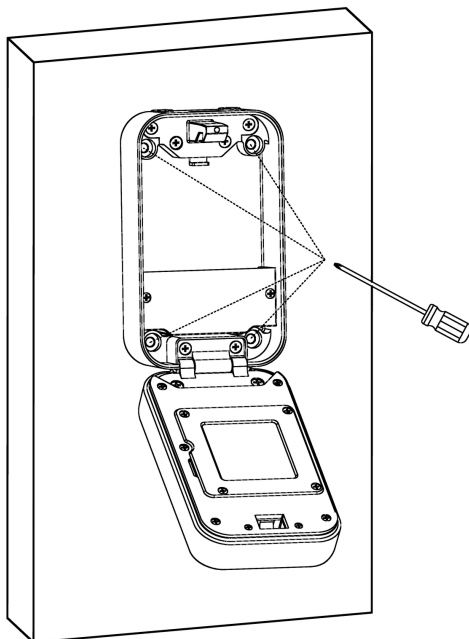
9.1 Wall mounting on solid wall (brick, concrete)

Step 1 — Remove the 4 plugs from the fixing holes inside the cover.

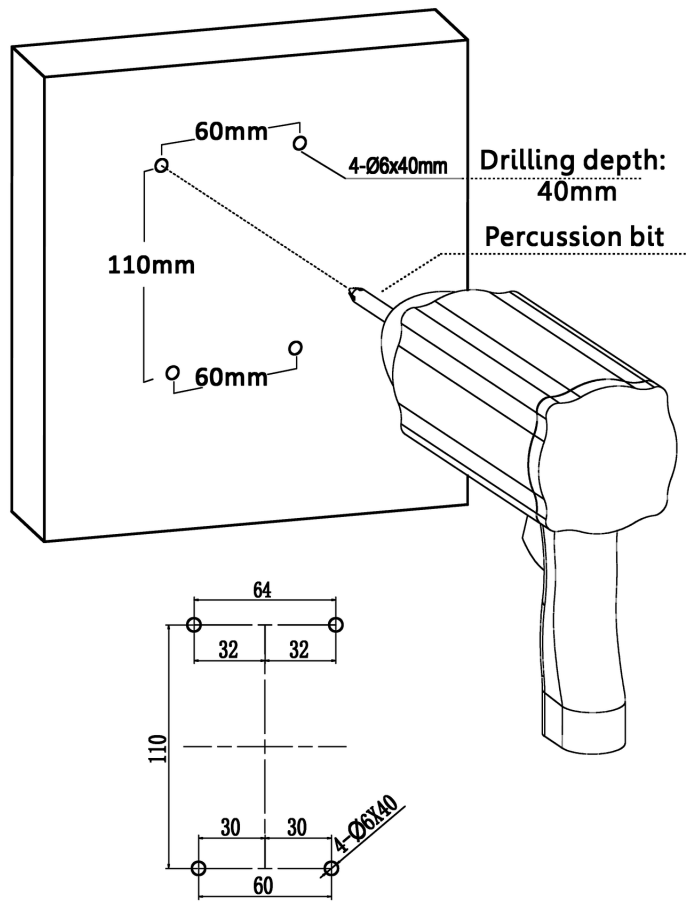
Keep them: they maintain the seal if the box is ever removed from the wall.



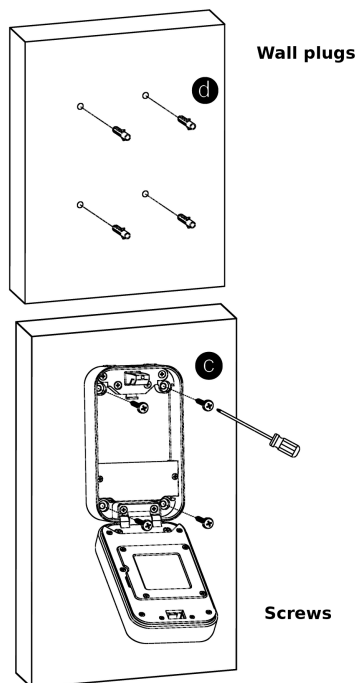
Step 2 — Use the box as a template. Position it at a comfortable height, level, and mark the 4 drilling points.



Step 3 — Drill. Percussion bit Ø 6 mm, depth 40 mm. Hole spacing: 60 mm across, 110 mm vertically (dimensioned drawing below).



Step 4 — Insert the 4 expansion plugs into the holes. **Step 5 — Screw** in the 4 screws supplied and tighten firmly, then put the plugs back in place.



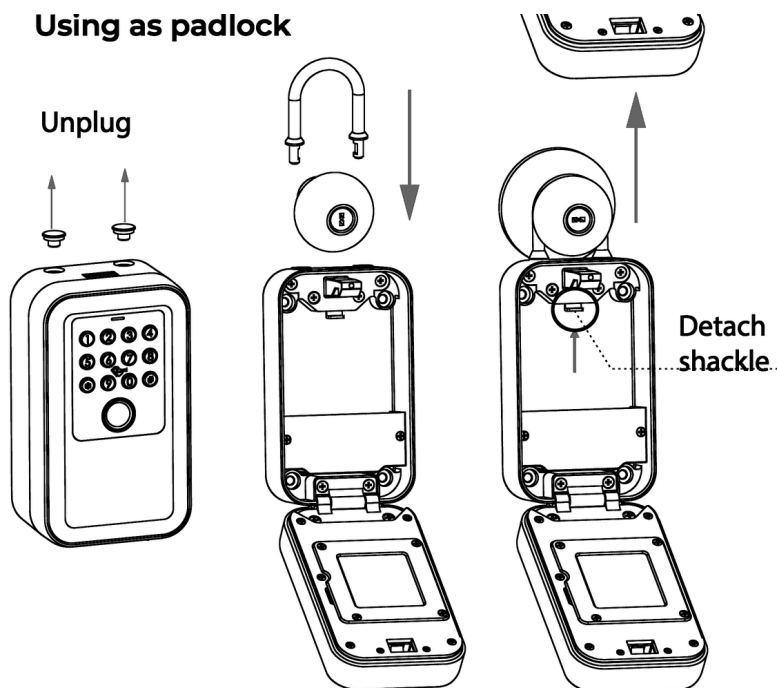
9.2 Mounting on partition, wood or panel

Same method, with a Ø 2 mm wood drill bit and a drilling depth of 20 mm; the screws go straight in, without plugs.

9.3 Using as a padlock (on a door handle or lever)

1. Remove the two rubber plugs on the top.
2. Insert the shackle and hook it around the handle.
3. Push the box downwards, in the direction of the arrow, until it locks.
4. To remove it: push the release button firmly upwards, then separate the box from the shackle. This button needs a firm push.

Using as padlock



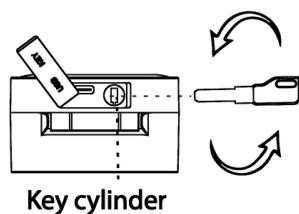
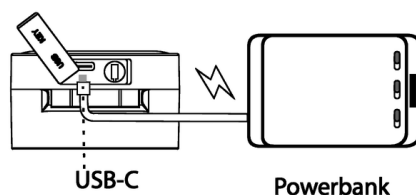
9.4 Function test

Before leaving, test **all** configured methods: code, fingerprint, card, app — and the mechanical key.

10. Power and emergency opening

- **Batteries:** 4 × AA alkaline (DC 6 V). Do not use zinc-carbon (Zn/Mn) or rechargeable batteries: they degrade operation and can damage the device.
- Replace the batteries as soon as the app reports a low level. Never mix new and used batteries.
- Codes, cards and fingerprints are kept during replacement.

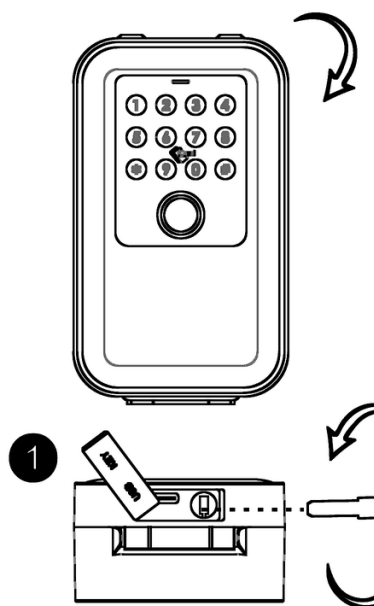
Batteries completely flat, box closed — two solutions:

Mechanical override key**Use powerbank.**
In case of dead batteries

1. Power bank. Remove the silicone plug from the USB-C port on the bottom, connect a power bank: the box powers up and opens normally.

2. Mechanical key. Remove the silicone plug from the cylinder, insert the key, turn clockwise, then pull the front panel to open it.

Replace the batteries immediately afterwards.



Opening with the mechanical key.

11. Care

- Clean with a soft, slightly damp cloth. Never use solvents, alcohol or a pressure washer on the keypad or the fingerprint sensor.
- Once a year, check that the sealing plugs are in place and that the battery contacts show no corrosion.
- Outdoors, a sheltered location considerably extends the life of the device.

12. Frequently asked questions

Don't panic

Phone lost or replaced? Install TTLock on the new phone and sign in with the same identifier and password: you get the box and all access back.

Batteries flat, box closed? Connect a power bank to the USB-C port, or use the backup key (§ 10).

Code forgotten? The administrator creates a new one in seconds in the app.

The box does not react? Touch the keypad to wake it up; if nothing lights up, the batteries are flat.

Question	Answer
Can I open the box with a fingerprint right after set-up?	Yes. Once the batteries are in, any registered fingerprint works immediately, even before full configuration in the app.
Does the box relock by itself?	Yes, 5 seconds after the front panel is closed.
Which batteries should I use?	4 AA alkaline batteries only.
How do I give away or resell the box?	Delete it from your app ("Delete", then "Disconnect and Wipe Data"). The new owner sets it up from scratch.
A code I deleted still works.	The deletion has not yet reached the device: get within Bluetooth range, or check that the gateway is online.
A timed code does not work.	The internal clock has drifted. Run Settings → Diagnosis within Bluetooth range.

The gateway will not pair.	Make sure you are on the 2.4 GHz network, unplug and replug the gateway, then start again.
The keypad no longer reacts.	Flat batteries: power via the USB-C port with a power bank, open, replace the batteries.
I get no opening notification.	Notifications are only sent via the app or an online gateway, and never when the administrator opens the box themselves.
Can I change a code without a phone?	Yes, on the keypad: *10# current code # new code # new code #, for a code already used at least once.

13. Technical specifications

Feature	Value
Materials	Aluminium alloy and ABS
Installation	Wall mounting or as a padlock on a handle
Communication	Bluetooth BLE 5.0 · Wi-Fi 2.4 GHz via the gateway
Supported systems	iOS 7.0 and above · Android 4.3 and above
Unlock methods	App, passcode, RFID card, fingerprint, mechanical key
User capacity	250 passcodes · 1,000 cards · 100 fingerprints
Power supply	4 AA alkaline batteries (DC 6 V) + USB-C backup
Battery life	Up to 5,000 openings (10 to 12 months)
Current	< 200 mA operating · < 50 µA standby
Unlock time	1 to 1.5 seconds
Status detection	Magnetic sensor (open / closed)
Operating temperature	−20 °C to +55 °C
Humidity	20 % to 95 %

Protection rating	IP66 — outdoor use, sheltered location recommended
Usable inner space	H 89 mm × W 68.5 mm × D 20 mm
Weight	840 g
Colour	Black

Gateway: model G2 · 70 × 70 × 26 mm · Wi-Fi 2.4 GHz · IEEE 802.11 b/g/n · USB Type-C power, DC 5 V / 500 mA.

14. Warranty and after-sales service

This product is covered by the statutory warranty of conformity and the statutory warranty against hidden defects. The warranty does not cover damage resulting from improper installation, disassembly, immersion, the use of non-recommended batteries or use outside the intended conditions. Batteries and sealing plugs are wear parts.

Return shipping costs are borne by the customer.

Manufacturer: BGA SAS — 36 Boulevard du Montparnasse, 75015 Paris, France.

15. Personal data

The TTLock app is published by a third party. Account creation, access hosting and log upload are handled by its publisher under its own privacy policy, which we invite you to read before signing up. The product itself works over Bluetooth without sending any data to BGA SAS: we have access neither to your codes, nor to your opening logs, nor to your account.

The conformity and data-transparency documentation (Regulation (EU) 2023/2854) is available at www.wizelek.com.

16. Disposal

This device and its batteries must not be thrown away with household waste. Take them to a WEEE collection point or to the bins provided for used batteries.