

ENGLISH

User manual

Smart Keybox **Model 3 pro E-T**

Ref. SKTSK007-E-T · Tuya version

This model works with the **Tuya Smart** and **Smart Life** apps only. It is **not compatible with the TTLock app**.

Contents

1	Before you start	4
2	Package contents	4
3	Product overview	5
4	Getting started	7
5	Installation	8
6	The Tuya app	10
7	Users and access	12
8	Settings	16
9	Remote access with the gateway	17
10	Door status, scenes and voice assistants	19
11	Emergency opening	19
12	Reset and change of owner	20
13	Troubleshooting	21
14	Technical specifications	23
15	Care, disposal, personal data and warranty	23

Up and running in 10 minutes

- i** This manual complements the printed quick start guide and booklet supplied in the box. Keep it: it contains the procedures you will only need once a year.

What you need: the keybox, the 4 AA alkaline batteries supplied, a smartphone and, only if you install the gateway, the name and password of your Wi-Fi network and a 5 V USB power adapter.

- 1** **Install the Tuya Smart or Smart Life app** (free, App Store or Google Play) and create your account with your email address or phone number. → [p. 10](#)
- 2** **Insert the batteries**, then reset the keybox: press the button under the battery cover for 3 seconds with the supplied pin. A long beep confirms. → [p. 7](#)
- 3** **Add the keybox to the app:** press a key to wake it up, then in the app tap + and Add Device. The keybox is detected automatically (it appears as K7). → [p. 10](#)
- 4** **Create your first passcode:** create a member, then add a passcode for them in Member Management. Test it straight away on the keypad: passcode, then #.
→ [p. 12](#)
- 5** **If you wish**, power the gateway with the supplied USB cable to control the keybox from anywhere. → [p. 17](#)
- 6** **Fix the keybox** to the wall or hang it on a door handle, and test every unlocking method before you leave. → [p. 8](#)

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

Four words to know

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

Gateway — the small USB-powered box that connects the keybox to the internet through your Wi-Fi. Without it everything works, but only within a few metres of the keybox.

Member — in the app, each person is a “member” to whom you attach their access rights: passcode, fingerprint, card.

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

1 Before you start

! Never store the backup keys inside the keybox. They are your only way in if the batteries are dead and no power bank is available, or if the electronics are damaged. Keep them in a safe place, away from the keybox.

- Change the default passcode **123456** as soon as the keybox is set up: pairing it with the app disables the default passcode.
- Use only **4 AA alkaline batteries**. Do not use zinc-carbon or rechargeable batteries, and never mix old and new batteries.
- Test every unlocking method with the front panel open before you lock anything inside.
- The keybox is rated IP66 for outdoor use. A sheltered location is still recommended; keep the silicone plugs in place.
- The keybox is a convenience device for handing over keys. It is not a safe: do not use it to store valuables.

i The app screens in this manual are shown in English. The app is displayed in the language of your phone, so the wording may differ slightly.

2 Package contents

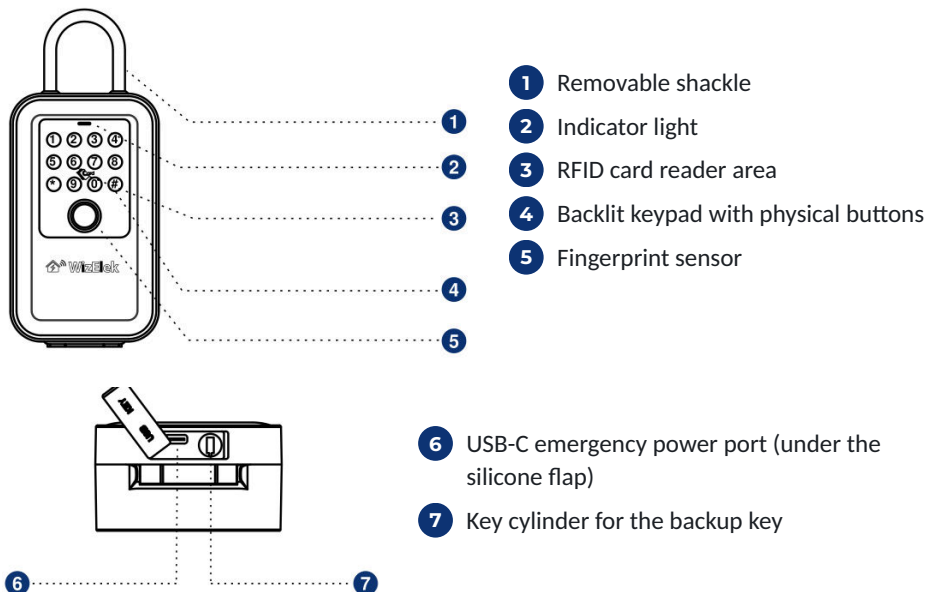
Check the contents when you open the box.

 Keybox × 1	 Removable shackle × 1	 Backup key × 2	 RFID card × 5	 Wi-Fi / Bluetooth gateway × 1
 USB cable × 1	 Screw (Ø 4 mm) × 4	 Wall plug (Ø 6 mm) × 4	 Reset pin × 1	 AA alkaline battery × 4

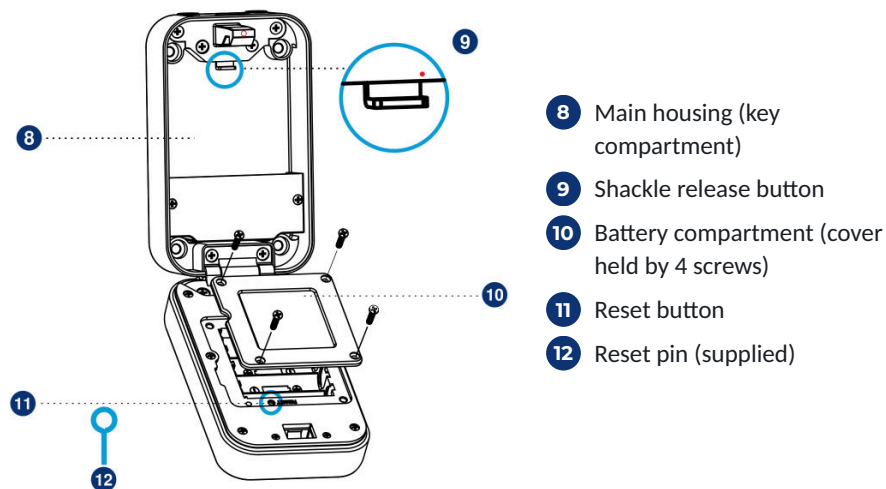
i Not included: a 5 V USB power adapter for the gateway (a standard phone charger is suitable). The gateway is powered through the supplied USB cable.

3 Product overview

Five ways to open: passcode, fingerprint, RFID card, the app (over Bluetooth, or remotely through the gateway) and the backup key.



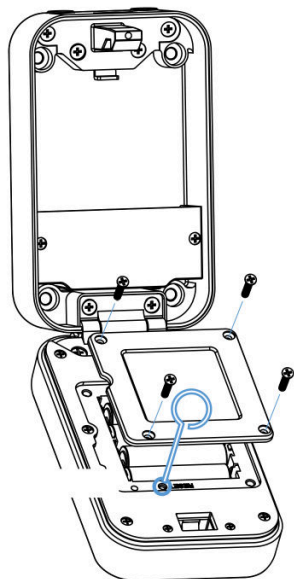
Inside



4 Getting started

! Carry out the steps below **before** fixing the keybox to the wall.

Insert the batteries and reset the keybox



- 1 Open the front panel and unscrew the battery cover (4 screws).
- 2 Insert 4 AA alkaline batteries, observing the polarity marks.
- 3 Press and hold the reset button for 3 seconds with the supplied pin (or a toothpick less than 2.5 mm in diameter). The green light comes on, then a long beep sounds and the green, red and blue lights flash once: the reset is complete.
- 4 Refit the battery cover.

Factory state

After a reset, the keybox is in factory state: it opens with the default passcode **123456** followed by **#**, and with any fingerprint. This state is only meant for the first test. As soon as the keybox is paired with the app, the default passcode and the open fingerprint mode are disabled.

First opening

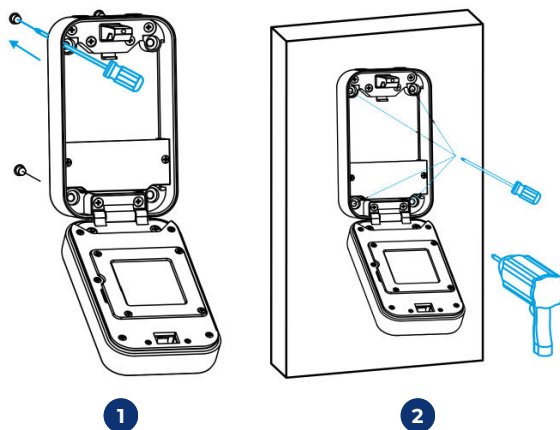


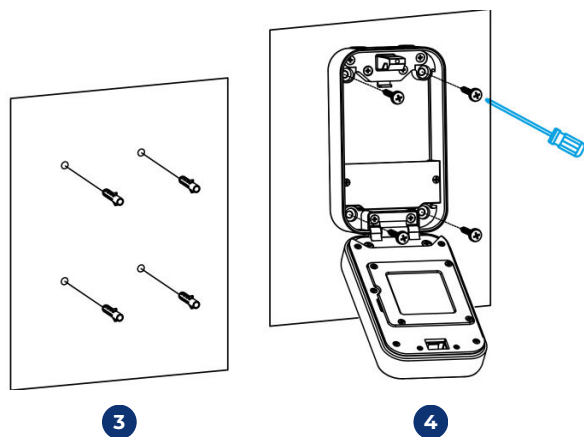
- 1 Press any key to wake up the keypad.
- 2 Enter **123456** then **#**.
- 3 The keybox unlocks within 1 to 1.5 seconds: pull the front panel down to open it.
- 4 Close the front panel: the keybox locks again automatically after about 5 seconds.

5 Installation

The keybox can be fixed to a wall or hung as a padlock with its shackle. Choose a location within Bluetooth range of where you will stand with your phone and, if you use the gateway, less than 5 m from the gateway.

Wall mounting

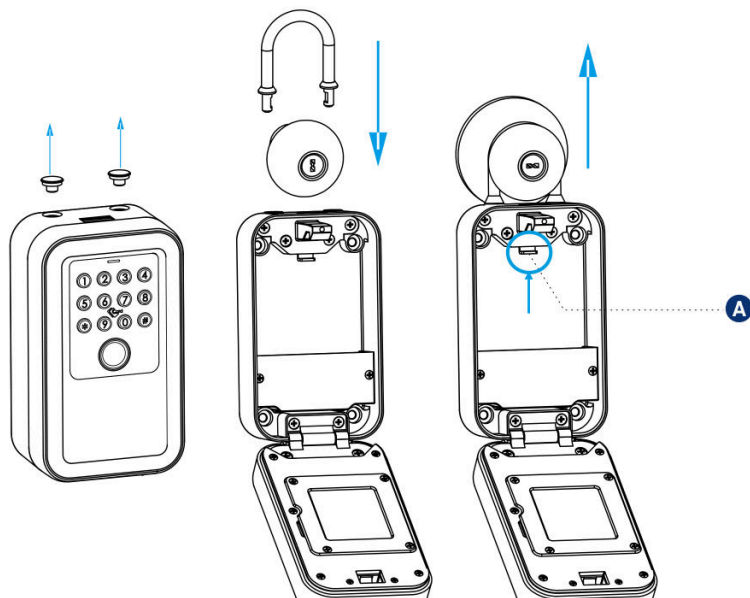




- 1** Open the front panel and push out the 4 plugs that close the fixing holes. Keep them: they restore the waterproof seal if the keybox is later removed from the wall.
- 2** Hold the keybox against the wall at a comfortable height, use it as a template to mark the 4 holes, then drill. Masonry: Ø 6 mm, 40 mm deep. Wood: Ø 2 mm pilot holes, 20 mm deep, without wall plugs.
- 3** Insert the 4 wall plugs.
- 4** Screw the keybox firmly to the wall with the 4 screws.

The four fixing holes are about 60 mm apart horizontally and 110 mm apart vertically.

Using the keybox as a padlock



- 1 Pull out the 2 rubber plugs on top of the keybox.
- 2 Pass the shackle around the door handle, railing or pipe, then push the shackle and the keybox together, in the direction of the arrow, until the shackle locks.
- 3 To remove it, open the front panel, push the shackle release button (A) firmly upwards and pull the keybox off the shackle.

Functional test

Before putting any key inside, test every unlocking method you have configured (passcode, fingerprint, card, app) and check that the backup key opens the keybox.

! Do not leave the backup keys inside the keybox.

6 The Tuya app

Install the app and create an account

Download **Tuya Smart** (or **Smart Life**) from the App Store or Google Play. Create a free account with your email address or phone number, then set a password.



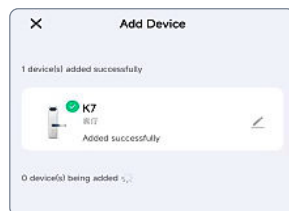
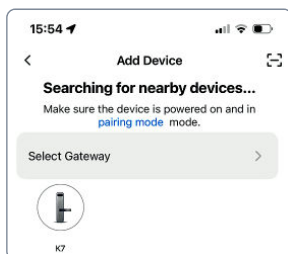
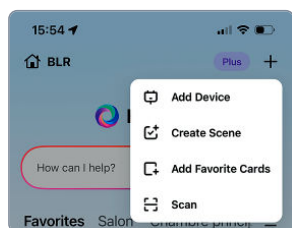
App Store



Google Play

Check the country or region suggested when you sign up: your account is attached to it. Turn on Bluetooth before any operation on the keybox. On Android, also allow location access for the app: the system requires it for the Bluetooth search; your position is not used to locate you.

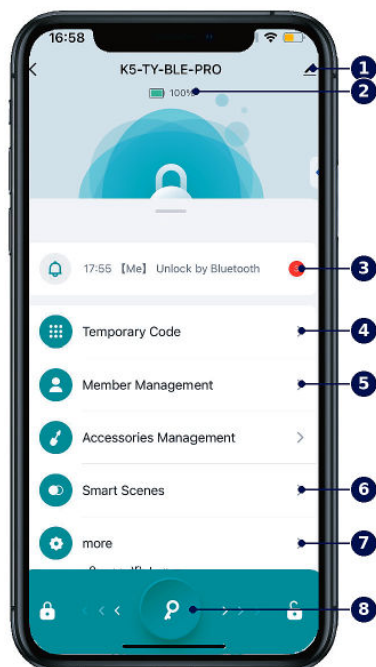
Pair the keybox with the app



- 1 Turn on Bluetooth on your phone. The keybox must be in factory state (see section 4): press any key to wake it up.
- 2 In the app, tap + in the top-right corner, then **Add Device**.
- 3 The app searches for nearby devices. When the keybox appears, tap **Add**.
- 4 When the keybox has been added, tap **Done**. You can rename it at this stage.

The keybox is attached to the account that pairs it. If it does not appear in the search, it is already linked to another account: it must be reset (section 12) or removed by its current owner.

Main screen

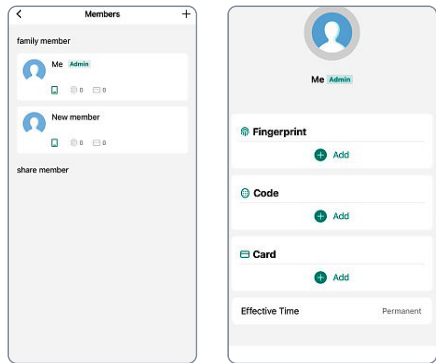


- 1 Device information and name
- 2 Battery level
- 3 Latest event and full event log
- 4 Temporary codes
- 5 Member management
- 6 Smart scenes
- 7 Settings ("more")
- 8 Slide the key to unlock

To open the keybox from the app, stand within Bluetooth range and slide the key icon to the right. With the gateway installed, the same gesture works from anywhere (see section 9).

7 Users and access

Access rights are organised by **member**. Each member can have one or more fingerprints, passcodes and RFID cards, and a validity period (permanent or limited). Capacity: 100 fingerprints, 100 passcodes and 100 cards.

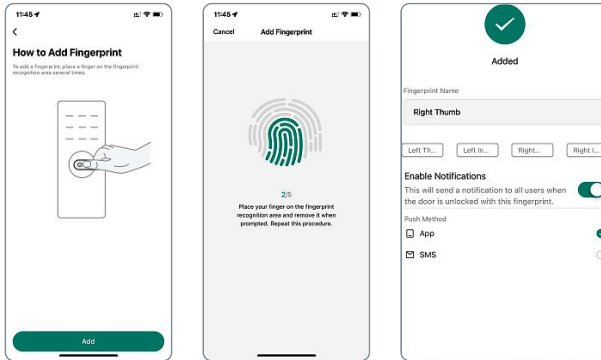


Open **Member Management**, tap **+** to create a member (family member or guest) or select an existing one. The member page shows three headings, **Fingerprint**, **Code** and **Card**, each with an **Add** button, and the **Effective Time** of the member.

Which solution for whom?

Your situation	Recommended solution
Short-term tenant or guest	Temporary code
Delivery or one-off visit	Temporary code with a short validity
Cleaner or regular contractor	Member with a passcode, limited in time if needed
Family, daily use	Member with a fingerprint or an RFID card
Agency or caretaker managing for you	Member of your home with administrator rights

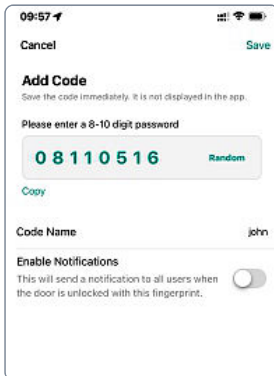
Add a fingerprint



- 1 On the member page, tap **Add** under **Fingerprint**, then **Add** again to start.
- 2 Place the finger on the sensor and lift it when prompted. Repeat **5 times**, slightly changing the position of the finger each time.
- 3 Name the fingerprint (for example “Right thumb”) and confirm. You can choose to be notified each time it is used.

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

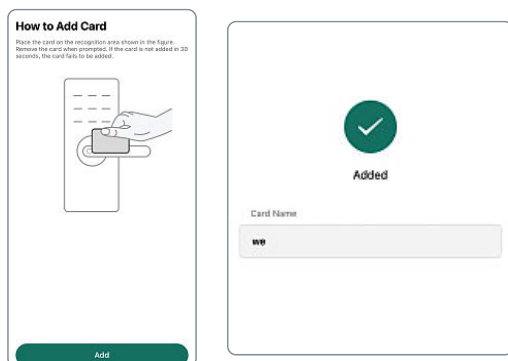
Add a passcode



- 1 On the member page, tap **Add** under **Code**.
- 2 Enter a passcode of 8 to 10 digits, or tap **Random** to generate one.
- 3 Note the passcode or copy it before saving: for security reasons, it is not displayed in the app afterwards.
- 4 Give the passcode a name and tap **Save**.

To open the keybox, wake up the keypad, enter the passcode and press **#**.

Add an RFID card



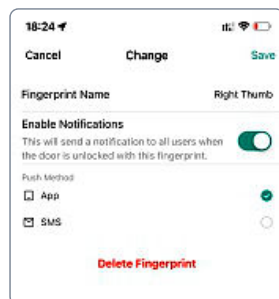
- 1 On the member page, tap **Add** under **Card**, then **Add** again.
- 2 Within 30 seconds, hold the card against the reader area of the keybox, then remove it when prompted.
- 3 Name the card and confirm.

The 5 cards supplied are blank: they only work once they have been registered.

Temporary codes

The **Temporary Code** menu creates passcodes for guests, cleaners or tradespeople: a code valid once, a code valid between two dates, or a recurring code valid on chosen days and time slots. Send the code to the visitor; it stops working automatically at the end of its validity.

Delete a fingerprint, a passcode or a card



On the member page, tap the name of the fingerprint, passcode or card, then tap **Delete** at the bottom of the screen. Deleting a member removes all of that member's access rights at once.

! Access rights are stored in the keybox itself. To add, change or delete a fingerprint, a passcode or a card, your phone must be connected to the keybox: within Bluetooth range, or from anywhere when the gateway is online.

Sharing management

To let another person manage the keybox from their own phone (partner, agency, caretaker), invite them to your home in the app (**Me** › **Home Management** › **Add Member**). Depending on the role you give them, they can simply open the keybox, or also manage members and access rights.

8 Settings



Tap **more** on the main screen to reach the settings.

- **Remote Unlock:** allows opening from anywhere. Requires the gateway (section 9).
- **Remote Voice Unlock:** allows opening by voice through a smart speaker, protected by a spoken code.
- **Near-Field Unlock:** opens the keybox automatically when your phone comes close to it. Leave it off unless you need it.
- **Two-Factor Authentication:** when enabled, two unlocking methods must be presented to open the keybox.
- **Auto Lock and Auto Lock Delay:** the keybox locks again automatically after the chosen delay (5 seconds by default).
- **Lock Volume:** volume of the keypad beeps.

Hidden passcode

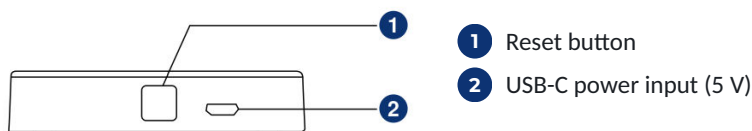
To prevent anyone watching from learning your passcode, you can type random digits before and after it. The keybox opens as long as the correct passcode appears in the sequence, followed by **#**. Example: if your passcode is **25801357**, typing **472580135791** then **#** opens the keybox.

Device information, notifications and updates

Tap the pencil icon at the top right of the main screen to rename the keybox, view the device information, set the notifications, check for firmware updates or remove the device.

9 Remote access with the gateway

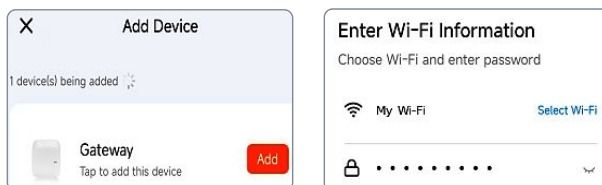
The keybox communicates by Bluetooth. The supplied Wi-Fi / Bluetooth gateway connects it to the internet through your Wi-Fi network, so that you can open it, manage users and receive notifications from anywhere.



- 1 Reset button
- 2 USB-C power input (5 V)

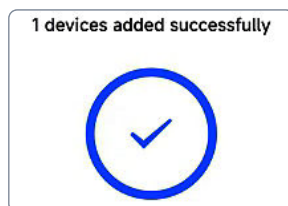
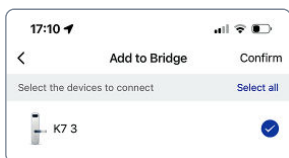
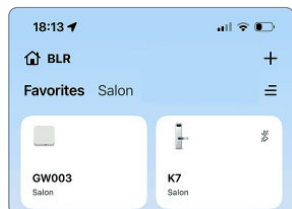
- i Power the gateway with the supplied USB cable and a 5 V USB power adapter (**adapter not included**). The gateway only works on a **2.4 GHz** Wi-Fi network; 5 GHz networks are not supported.

Add the gateway to the app



- 1 Power the gateway through its USB-C port, less than 5 m from the keybox. Press and hold the reset button until the indicator flashes (about 5 seconds): the gateway is ready to be paired.
- 2 Connect your phone to the 2.4 GHz Wi-Fi network and turn on Bluetooth.
- 3 In the app, tap +, then **Add Device**. The gateway appears automatically: tap **Add**.
- 4 Select your Wi-Fi network, enter its password and confirm. Wait until the gateway has been added, then tap **Done**.

Link the keybox to the gateway



- 1 In the app, open the gateway.
- 2 Tap **Add Device**, then **Add Existing**, tick the keybox in the list and tap **Confirm**.
- 3 When the app confirms that the device has been added, the keybox is linked to the gateway.

Open the keybox remotely

- 1 In the keybox settings (**more**), turn on **Remote Unlock**.
- 2 On the main screen, slide the key icon to the right. The keybox unlocks; it locks again automatically once the front panel has been closed.

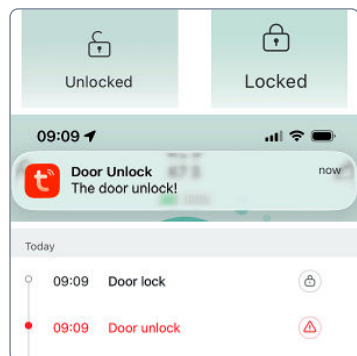
i If the link fails or times out, unplug the gateway, plug it in again and repeat the procedure, keeping the keybox within 5 m of the gateway and in open space.

Points to watch

- **2.4 GHz network required:** the 5 GHz band is not supported. If your router broadcasts a single name for both bands, separate them temporarily while you pair the gateway.
- Place the gateway between your router and the keybox, within 5 m of the keybox.
- The gateway must stay powered at all times; after a power cut, it reconnects by itself.
- **Remote Unlock** must be turned on while you are next to the keybox, over Bluetooth.

10 Door status, scenes and voice assistants

Open and closed detection



A built-in magnetic sensor detects whether the front panel is open or closed.

- **Real-time status:** the Locked / Unlocked icon is visible in the app at any time.
- **Alert:** a notification is sent if the keybox is left unlocked.
- **Event log:** full history of openings and closings, with date, time and user.

Remote status and notifications require the gateway.

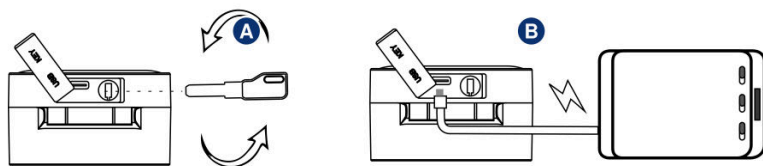
Smart scenes

The **Smart Scenes** menu links the keybox to your other Tuya devices: for example, switch on the porch light when the keybox is opened, or receive an alert when a particular member comes home.

Voice assistants

With the gateway installed, the keybox can be added to Amazon Alexa or Google Home by linking your Tuya account in the assistant's app. You can then ask for the status of the keybox. Opening by voice is disabled by default; if you enable **Remote Voice Unlock**, a spoken code is required each time.

11 Emergency opening



Batteries dead: power bank (B)

- 1 Lift the silicone flap under the keybox.
- 2 Connect a power bank to the USB-C port with a USB-C cable.
- 3 Open the keybox as usual with your passcode, fingerprint, card or the app, then replace the 4 batteries.

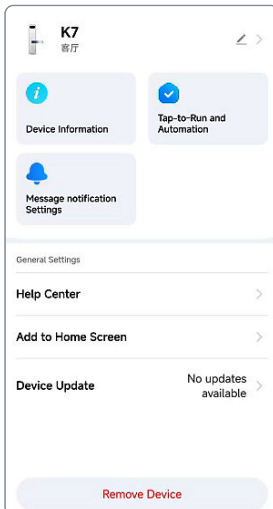
Backup key (A)

- 1 Lift the silicone flap under the keybox.
- 2 Insert the backup key into the key cylinder and turn it clockwise.
- 3 Pull the front panel to open the keybox.

The app shows the battery level. Replace the 4 batteries as soon as the low-battery warning appears. Your users, fingerprints, passcodes and cards are kept when the batteries are replaced.

12 Reset and change of owner

From the app



- 1 Tap the pencil icon at the top right of the main screen.
- 2 Tap **Remove Device**, then choose **Disconnect and Wipe Data**.
- 3 The keybox returns to factory state: all users, fingerprints, passcodes and cards are erased, and a new owner can add it to their own account.



The first option, **Disconnect**, only removes the keybox from your app **without erasing** the passcodes, cards and fingerprints stored in it. Before a resale or a change of occupant, make sure you choose **Disconnect and Wipe Data**.

With the reset button

If you no longer have access to the app, open the keybox and press the reset button for 3 seconds as described in section 4. The keybox returns to factory state.



In factory state the keybox opens with the default passcode 123456 and with any fingerprint. Pair it with the app again immediately.

13 Troubleshooting



Don't panic

Phone lost or replaced? Install the app on the new phone and sign in with the same account: you will find the keybox and all its access rights.

Batteries dead, keybox closed? Connect a power bank to the USB-C port, or use the backup key (section 11).

Passcode forgotten? Create a new one in the app in a few seconds.

The keybox does not react? Press a key to wake it up; if nothing lights up, the batteries are dead.

The app cannot find the keybox.

Check that Bluetooth is on and that the app is allowed to use it, wake up the keypad by pressing a key, and stand close to the keybox. If the keybox was already paired with another account, reset it (section 12).

The default passcode 123456 no longer works.

This is normal once the keybox has been paired with the app. Use the passcodes created in the app.

The keypad does not light up.

The batteries are dead or inserted the wrong way round. Open the keybox with a power bank or the backup key (section 11) and replace the 4 batteries.

Which batteries should I use?

4 AA alkaline batteries. Other types, including zinc-carbon batteries, may affect performance or damage the keybox.

Does the keybox lock again by itself?

Yes. It locks automatically about 5 seconds after the front panel has been closed. The delay can be changed in the settings.

A fingerprint is not recognised.

Clean and dry the finger and the sensor. If the problem persists, delete the fingerprint and record it again, or record the same finger twice.

Remote unlocking does not work.

Check that the gateway is powered and online in the app, that it is on a 2.4 GHz Wi-Fi network, that the keybox is within 5 m of the gateway and linked to it, and that **Remote Unlock** is turned on in the settings.

The gateway is not found by the app.

Hold its reset button until the indicator flashes (about 5 seconds), check that your phone is on the 2.4 GHz network with Bluetooth on, and try again.

I turn the backup key but the keybox does not open.

Lift the silicone flap, push the key fully in, turn it clockwise as far as it goes, then pull the front panel.

How do I hand the keybox over to a new owner?

Remove it from your account with **Disconnect and Wipe Data** (section 12). The new owner can then set it up from scratch.

I cannot add or delete an access right.

Your phone must be connected to the keybox: go within Bluetooth range, or check that the gateway is online.

I do not receive opening notifications.

Notifications travel over the internet: the keybox must be linked to the gateway and the gateway must be online. Also check that notifications are allowed for the app on your phone.

Someone could see my passcode when I type it.

Use the hidden passcode: surround your passcode with random digits. The keybox opens as long as the sequence contains the exact passcode (section 8).

14 Technical specifications

Model	Smart Keybox Model 3 pro E-T · ref. SKTSK007-E-T
Materials	Aluminium alloy, ABS
Colour	Black
Mounting	Wall mounting, or padlock mode with removable shackle
Unlocking methods	App, passcode, RFID card, fingerprint, backup key
Capacity	100 passcodes · 100 RFID cards · 100 fingerprints
Communication	Bluetooth Low Energy 5.0; Wi-Fi 2.4 GHz through the supplied gateway; RFID 13.56 MHz
App	Tuya Smart or Smart Life (iOS, Android)
App functions	Members, temporary codes, schedules, event log, alerts, hidden passcode, door status
Door status detection	Open / closed, built-in magnetic sensor
Power supply	4 AA alkaline batteries (6 V DC); USB-C emergency power port
Battery life	Up to 7,000 openings (10 to 12 months)
Current	< 165 mA in operation · < 50 µA in standby
Unlocking time	1 to 1.5 s
Operating conditions	-20 °C to +55 °C · 20 % to 95 % relative humidity
Protection rating	IP66 (outdoor use; sheltered location recommended)
Internal space	H 89 mm × W 68.5 mm × D 20 mm
Weight	840 g
Gateway	Wi-Fi 2.4 GHz + Bluetooth; USB-C power input, 5 V (USB cable supplied, power adapter not included)

15 Care, disposal, personal data and warranty

Care

Clean the keybox with a soft, slightly damp cloth. Do not use solvents, abrasive products or a pressure washer. Remove the batteries if the keybox is not used for a long period.

Once a year, check that the sealing plugs are in place and that the battery contacts show no corrosion. Never use alcohol on the keypad or the fingerprint sensor.

Disposal

This product and its batteries must not be disposed of with household waste. Take them to a collection point for waste electrical and electronic equipment and for used batteries. Remove the batteries before disposal.

Personal data

The Tuya Smart and Smart Life apps 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 product itself works over Bluetooth without sending any data to BGA SAS: 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 cost of returning the product is borne by the customer.

The warranty does not cover damage resulting from improper installation, dismantling, immersion, the use of batteries other than those recommended, or use outside the intended conditions. Batteries and sealing plugs are wear parts.

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

Documentation: www.wizelek.com