

1 Install the Remotelock on the door

1a: Locate the QR code sticker on the box and record the **MacID** and **Serial Number** here. You **WILL** need these later.

MAC ID#: _____

SERIAL#: _____

1b: Follow the installation instructions. Insert 4 x AA batteries and make sure that the lock unlocks when you enter 1234# After five seconds the Auto-lock will engage.

TIP: If the handle does not engage properly, see FAQ Q7 overleaf.
Put the two over-ride keys somewhere safe outside of the property.



2 Connecting your lock to WiFi

Your lock produces a WiFi signal that you will need to connect with. To connect to the lock's network, you can use either a laptop or smartphone. The images here show an iPhone.

2a: Search for the Remotelock network. On a smart device, search for available WiFi networks, from the list of available networks, select the one starting with "Remotelock-xxxxxxx" (you will see unique characters instead of "xxxxx") which should correlate to your MacID.

2b: Select the Remotelock network from the list of available wireless networks.

TIP: If the Remotelock network is not showing up on your device, remove a battery for 10 seconds and then put it back in, this re-boots the lock. Still not showing up? On the keypad, enter 1 2 3 4 5 6 # 3 1 2 # This will force the lock to broadcast the Remotelock network.

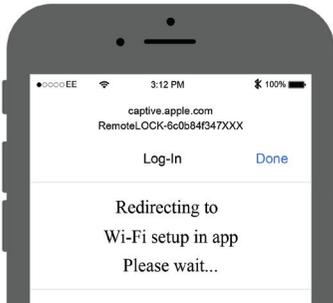


3 Connect Remotelock to your Wi-Fi

3a: After connecting to the Remotelock network, your browser should open automatically. If not, open the browser and type this IP address into the address bar: 192.168.0.1

3b: After the lock searches for available networks, select your Wi-Fi network and click connect.

TIP: Make sure there are no network restrictions that might prevent the lock from connecting.

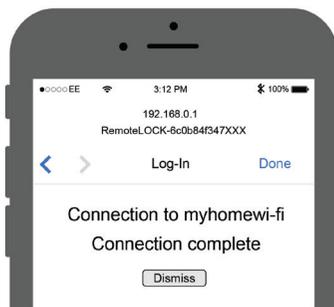


3c: Enter your Wi-Fi password and click Connect.

TIP: Listen for the lock beeping twice, this indicates that the lock has connected successfully. If not, go back to step 3a.



3d: Your Remotelock is now connected to the internet.



3e: If required go to your Wi-Fi settings and re-connect back to your normal wi-fi network.

Troubleshooting Tips:

1. If you don't see the 'Connection complete' message in step 3d, don't panic, so long as the lock beeped twice then it will have connected.
2. If you get an error message: "The Wi-Fi network "Remotelock-6c0b84XXXX could not be joined" Remove a battery, wait 10 seconds and then put back in, then go back to step 2.

4 Register for a smartCONNECT portal account

You need an online smartCONNECT portal account to manage and create codes.

4a: On your browser go to: www.lockstate.eu/smartconnect

Here you can choose your preferred billing currency, either Pounds or Euros.

Tip: Avoid FX exchange fees and choose your native currency, it does not matter which country the lock is located in.



4b: Click 'Sign Up', select the desired account plan based on your requirements. Information on the account types can be found here: www.lockstate.eu/subscription

Tip: There are 3 types of Account plan: Basic, Premium & Pro. Each offer additional options. You can always upgrade your account later.

Once you have chosen an account plan, you will enter your credit card details. In Step 5, as you add lock(s) to your account, the subscription will update automatically.

5 Add lock(s) to your smartCONNECT portal account

5a: Now click on 'Devices' and 'Add Device'

Choose your lock type and enter the serial number of your lock, it starts 'AC' and is printed on the box and on the lock. You may be prompted to add a Location first. Make sure you choose the correct time zone.

TIP: The serial number contains zeros not the letter O. If you forgot to take a note of the serial number, it is on the box and is printed on the reverse of the keypad.

5b: On the lock keypad, press any button on the keypad, this forces the lock to connect to the internet.

5c: Refresh your browser, the first time the lock connects it will download and install any firmware updates. The keypad may be momentarily disabled during this process. Look for the the wifi and battery indicators to turn green. You should also see a 'Connection Date & Time' This indicates that the lock is now ready for use. If the indicators remain greyed out, enter *411# on the keypad and then refresh the browser. If after several attempts there is no connection time, you will need to go back to step 2 and re-connect the lock to Wi-Fi.

TIP: In the Event History, if the time is incorrect, this is because the lock is awaiting an update, this can take a couple of hours to correct itself.

6 smartCONNECT portal account - Quick Setup

Now your Remotelock is setup we recommend you carry out these steps:

6a: Create an Access code for your own use. Go to Users, 'Add Access Users' and enter your details.

6b: In the Lock settings page, change the Programming Code to a unique 6 digit number.

6c: Under 'Local Pins' uncheck 1234, this will remove the default code.

6d: Change the 'Heartbeat Interval' to 4, 8 or 12 hours, this will conserve battery life.

6e: Make sure the correct battery type is selected, Alkaline or Lithium.

6f: Click Save and then press any button on the lock keypad to upload these settings.

Visit the Remotelock Help pages for further setup information, in the portal, click on the orange ?

Product Support



Videos - FAQ - Troubleshooting
<http://support.remotelock.com>



support@lockstate.eu or support@lockstate.com



EUR 00 (44) 1273 930045

Available Mon to Fri, 9am to 5pm, GMT

USA 001-877-254-5625

Available Mon to Fri, 9am to 5pm, MDT

FAQ - TROUBLESHOOTING GUIDE

Q1: When I try to connect my lock to my Wi-Fi router, there is no Remotelock network showing up.

A: Re-broadcast the Wi-Fi signal. On the lock keypad enter: PROG CODE # 3 1 2 #
The default PROG CODE is: 1 2 3 4 5 6

Q2: When I click on the Remotelock network, nothing happens.

A: On your browser, enter 192.168.0.1 and choose the Wi-Fi network you want the lock to use. Listen for the lock to beep twice, this indicates a successful connection.

Q3: How do I know if my lock is connected to the internet.

A: Once you have added the lock to your portal. Press any button on the keypad. This forces the lock to connect to the internet. Refresh the browser, after a few minutes the battery level and Wi-Fi indicator should display percentage readings. Additionally the last connection time should be displayed in the top right corner: "Connected at Sep 21, 2017 8:59 AM BST"

Q4: Why did the batteries only last a couple of days.

A: If the batteries drain very quickly, within 24 - 48 hours then check that the WiFi Update interval is not set to 'Always On' Change it to a longer interval, 4, 8 or 12 hours. Make sure you are using quality branded batteries, do NOT use rechargeable batteries. Install fresh batteries. Check that the connector cable is not damaged.

Q5: What happens if my WiFi goes down.

A: If your lock loses the WiFi signal, it will continue to work as normal. However the lock will not be able to connect to the portal and download any new codes or instructions until the Wi-Fi is back up and running. If the Wi-Fi is down for a long period of time then you may need to re-broadcast the Wi-Fi signal and re-connect to your Wi-Fi network. See [Q1](#)

Q6: Nothing happens when I press the keypad.

A: Most likely a battery problem, try different batteries. Batteries okay? remove the battery pack and check the connecting wire is plugged in properly, make sure the wire is not damaged.

Q7: I have just installed the lock, it powers up but it will not lock OR unlock from the keypad.

A: Try lifting the handle first. If this solves the problem then the lock is not aligned properly. Remove the battery pack and re-align the keypad making sure the spindle is centered. Do not over tighten the screws.

Q8: The time in the Event History is not correct.

A: By default, the lock is set to Mountain Time. In the portal, go to 'Locations' and change the time zone to a different time zone and Save. Now go back and change to the correct time zone and Save.

Q9: I created a guest code and it did not work.

A: Check that your 'Location' is using the correct time zone, this can be edited via the Locations tab. If it is correct, choose a different time zone, save, then go back and change to the correct time zone and save again. Open up the User or Guest in the portal, a green tick indicates that the code has been sent to the lock. If the tick is grey, click on the TRASH icon and delete the door, then click 'Add Door Access' and choose the door. This will re-send the code to the lock. Codes will only update after the lock wakes up or is woken up and connected to the internet.

Q10: How do I re-boot the lock.

A: Remove a battery and then re-insert, this power cycles the lock. You will not lose any codes or wifi network settings. A re-start often solves many issues!

Further information available at <http://support.remotelock.com/>