

# FAQ video

Hello Dear Customer,

Greetings from **SMONET** Support Team, Thank you for your love and support, please feel free to tell us if you have any question about the lock or **Gateway**.

SMONET has a very professional customer service team, we will definitely be able to solve your problem.

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**YouTube:** SMONET Smart Lock

**1. How to install the lock (Please note L/R side has different install method)**

[https://youtu.be/xDwPA8d3G\\_8](https://youtu.be/xDwPA8d3G_8) (Fingerprint Lock)

<https://youtu.be/Ih060bqA8bw> (Bluetooth Lock)

**2. Determine the direction of the lock (Please note L/R side has different install method)**

<https://youtu.be/0zy5aTL1ex8>

**3. Paring step**

<https://youtu.be/X1Qb9RunbBY>

**4. How To Reset The SMONET Lock (Fingerprint Lock Only)**

[https://youtu.be/ZN6EsA\\_aJ9c](https://youtu.be/ZN6EsA_aJ9c)

**5. How to Reset the SMONET lock (Uninstall the back panel)**

[https://youtu.be/RGoR\\_dZ7f0w](https://youtu.be/RGoR_dZ7f0w)

**6. How to Delete lock when you have reset the smart lock**

[https://youtu.be/UYEuaRx\\_oEc](https://youtu.be/UYEuaRx_oEc)

**7. How To Find the Toggle Button (Backwards Issue)**

[https://youtu.be/Scxo\\_VElavA](https://youtu.be/Scxo_VElavA)

**8. TTLock & Gateway & Alexa Connection (Gateway does not support 5G networks)**

[https://youtu.be/3I\\_ZVDuybsg](https://youtu.be/3I_ZVDuybsg)