

# FQA & Troubleshoot

Hi Dear Customer,

Greetings from hornbill customer service team, please feel free to contact us if you have any questions about your hornbill smart lock. We will definitely be able to solve your problem.

E-mail: [hornbill211@outlook.com](mailto:hornbill211@outlook.com)

Toll Free: **+1-866-985-9909** (Available after 6:00 P.M. at Pacific time)

**Q1: The lock is backward or reversed, when you unlock it but it will locked, lock it but it will unlocked. Whether the toggle button is on L or on R, the smart lock still backward. Please follow the steps to fix it.**

**Step 1:** Please Open TTLock App>Click Settings>Firmware Update>Click Update, please make sure Bluetooth is turned on and your App close to your lock with 5 meters.

**Step 2:** When the smart lock is updated successfully. Open TTLock App>Click Settings>Click Door Opening Direction>Select Open to Right(As seen from the outside, the hinges are on right side), check if it works, if not, Select Open to Left(As seen from the outside, the hinges are on left side).

**Step 3:** If you didn't find the Door Opening Direction or you are unable to update the lock, please tell us your lock number, we will share the new version with you.

**Step 4:** Please Open TTLock App>Click Settings>Basic>Lock Number>take a screenshot and send it to us. Send us about your Amazon Order Number , Lock Number

**Q2: Only works with the physical key, when pull out the physical key, the App and passcode are not working. Or you can't pull out the physical key when use the key to unlock the door.**

We need to re-install the lock, please take off the back panel and front panel, and please pull out the key(Don't use the key before successfully installed) and adjust the flat ruler to the horizontal status, insert the deadbolt, make sure the deadbolt is in the unlocked status.

**Check this video:**

<https://youtu.be/Uu64uLjboyl>

If you still can't pull out the key, please contact us.

Send us about your Amazon Order Number , Phone Number , take a video of your lock and send it to us

**Q3: When the door is closed, the lock will beeps, when the door is opened, hold down the # sign, the lock didn't beeps.**

Please check the frame hole, make sure the frame hole is deep enough to make sure the deadbolt completely extend out.

**Q4: The smart lock works, but it always beeps.**

Please Open TLock App>Click Settings>Tamper Alert>Turn off this button.  
Or you can open TLock App>Click Settings>Lock Sound>Turn off this button.

**Q5: How to reset the lock?(When you adding the lock to your App, it shows the lock has been added)**

The reset button under the knob, please remove one battery and put it back again, and then press the button hold 15 seconds, you will hear DiDi sound, then the smart lock will be reset.

[https://youtu.be/prbw\\_TDM4tl](https://youtu.be/prbw_TDM4tl)

**Q6: How can it works with two smart phones?**

You need to use your App to authorize admin for your family member's TLock account, they need to download the App(TLock) and register an TLock account first. Open TLock App>Click Authorized Admin>Create Admin>Select Permanent>enter their account>give a name>Turn on allow remote unlocking>Send.

**Q7: How to get the personal passcode? How to get the admin passcode? How to modify/delete the passcode?  
(Make sure Bluetooth is turned on and close to the lock within 5 meters)**

**Personnal passcode:**

Open TLock App>Click Generate Passcode>Custom>Turn on Permanent button>enter name for the code>set the code you want, it is a 4-9 digits.

**Admin passcode:**

Open TLock App>Click Settings>Basic>Admin passcode>Set the code you want, it is a 4-9 digits.

**Modify/Delete passcode:**

Open TLock App>Click Passcodes>Select passcode name>click passcode>modify it, click delete the code.

### Q8: Why the knob is hard to turn?

Please take off the back panel and mounting panel, check if the IC wire is installed correctly.

check this video: <https://youtu.be/KmFI44KpqH0>

If the knob still hard to turn, please contact us.

Send us about your **Amazon Order Number**, **Phone Number**, **take a video of your lock and send it to us**

### Q9: How to unlock or lock the door via the Keypad? How to unlock or lock the door via the App?

#### Via Keypad:

Enter #passcode# on the keypad to unlock the door.

Hold down the # sign for 2 seconds to lock the door.

#### Via App: <https://youtu.be/kHtZovciEMg>

Touch the lock icon to unlock the door.

Hold and press the lock icon to lock the door.

### Q10: Does it support Wi-Fi control? (Or Remotely Control?)

Yes, it is. But the lock should be paired with G2 gateway(sold separately). And the gateway only works 2.4 Ghz Wi-Fi, if you are interested in the gateway please contact us. We will tell you more details of the gateways.

### Q11: We have the gateway, but it can't find the locks.

The gateway only works with 2.4Ghz Wi-Fi, please make sure your TLock App(the owner of the lock, not is the admin of the lock) and the gateway are connected with 2.4Ghz Wi-Fi, please make sure the distance between the lock and the gateway within 16 ft. If the gateway still can't to find the lock, please contact us.

Send us about your **Amazon Order Number**, **Phone Number**, **take a video of your lock and send it to us**

### Q12: How to remotely unlock or lock the door?

When you pair the gateway(sold separately) with the lock via the TLock App. Open your App>Click Settings(main page)>Remote Unlock>turn on.

<https://youtu.be/JYIz5DpbVeA>

### Q13: Why Alexa can lock the door, but can't unlock the door.

Please make sure the unlock via voice and unlock via App are turned on.

<https://youtu.be/xf-3MzbltAs>

Q14: How to transfer the lock to another phone? How to remove the defective lock from App?

**Transfer the lock:**

<https://youtu.be/FvCWNwiO2kc>

**Remove the defective lock:**

[https://youtu.be/TQm\\_SNkrMbg](https://youtu.be/TQm_SNkrMbg)

Q15: I can't to register TTLock Account.

Please download another App, the name is Next Lock.

Please remember if you use phone number to register TTLock account, please select correct Country Code, like: +18669859909

Q16: My door thickness is 70mm, how to adjust the deadbolt deeper?

The deadbolt can adjust to 60mm-70mm.

Check this video: <https://youtu.be/HBbnR7gxuFs>

Q17: How to set up my gateway(sold separately) and Alexa?

Please add the gateway with your lock and TTLock App.

Check this video: <https://youtu.be/C-S6DHwTLx4>