



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

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

Q1: How to change language to English?

Please enter these codes on the keypad: ***39#Administrator passcode#2#**, then it will be changed. How to find your Admin passcode: Open your TTLock>Click Settings(main page)>Basics>Admin Passcode.

Q2: How to add fingerprint on the keypad/on TTLock APP?

On the keypad:

Please enter these codes on the keypad:
***85#Admin passcode# place your finger for four times, you can add more fingerprints, press *** to end up.

How to find your Admin passcode: Open your TTLock>Click Settings (main page)>Basics>Admin Passcode

On TTLock APP:

Open your TTLock APP>Click Settings (main page)>Click Fingerprints>Click the menu upper right corner>Add Fingerprint>Choose a type you want and enter the name>Click next>Click Start>place your finger for several times.

Q3: How to modify Admin passcode on the keypad/TTLock APP?

How to find your Admin passcode: Open your TTLock>Click Settings (main page)>Basics>Admin Passcode

On the keypad:

Please enter these codes on the keypad:
***12# the current Admin passcode#*12# new Admin passcode#new Admin passcode#**

On the TTLock APP:

Open your TTLock APP>Click Settings (main page)>Basics>Click Admin Passcode >Click Passcode and change it.Please make sure Bluetooth is turned on and your phone is close to the lock within 5 meters.

Q4: How to reset the lock? (When you adding the lock to your App, it shows the lock has been added)

1>Please take off the back panel, make sure the IC wire keeps staying in connection status and you don't need to take off the batteries. You can find a little button on the outside of the back panel.

2>Long press the button for about 3 seconds until you hear the tip, enter the initial passcode"000#", and then you will hear a sound says reset successfully.

Q5: When using the TTLock APP/entering the passcode/IC card/fingerprint to lock or unlock the door, the lock doesn't work at all.

1>Please try to use the physical key to lock/unlock the door, if it still doesn't work, please try to re-install it correctly, please check the inside of the front panel, and make sure you have inserted the pin through the little hole.
2>If you can use physical key to lock/unlock your door, but you can't use the APP/enter the passcode to do that. Send us about your **Amazon Order Number**, **Phone Number** , **take a video of your lock**

Q6: 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 wifi, if you are interested in the gateway please contact us. We will tell you more details of the gateways.

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 TTLock 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 TTLock App>Click Settings>Basic>Admin passcode>Set the code you want, with 4-9 digits.

Modify/Delete passcode:

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

Q8: How to unlock or lock the door via the Keypad/App?

Via Keypad:

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

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

Via App:

Unlock: Touch the lock icon to unlock the door.

Lock: Hold and press the lock icon to lock the door.

Q9: How can it works with two smart phone?

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

Q10: We have the gateway, but it can't find the locks.

The gateway only works with 2.4Ghz Wi-Fi, please make sure your phone and the gateway are connected with 2.4Ghz wifi, 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**

Q11: How to remotely unlock or lock the door?

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

Q12: 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>

Q13: 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

Q14: 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

Q15: How to set up my gateway and Alexa?

Please add the gateway with your lock and TTlock App, check this video:

<https://youtu.be/C-S6DHwTLx4>

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

The deadbolt can adjust 60 to 70 mm.

Check this video: https://youtu.be/LqumHXqAD_g

Q17: The mounting plate is missing.

The mounting plate is close to the back panel, please take apart them,

Check this video: <https://youtu.be/zdgzudwh8W8>