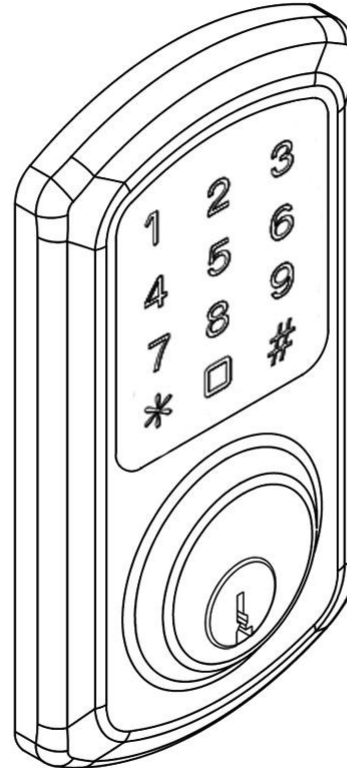


# TownSteel e-Smart 4000 Series Programming Guide

TS Smart Deadbolt  
e-Smart 5000-RF



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# GENERAL LOCK INFORMATION FOR THE RF FUNCTION

## APP TS Home

### 915 wireless smart lock introduction

2019/04/30

TS Home APP can be used as Admin to manage the door locks and management tasks.

#### APP functionality

- Unlocking
- Manage wireless gateway
- Manage clients
- Manage unlock key
- Query unlock records
- Authorize other users to unlock and query unlock records

#### Operations

1. Download APP TS APP

Search from Apple APP Store or Google Play, download TS Home APP and install:



TS Home

2. Activate TS Home account  
Register as a TS Home user by phone or email address
3. Add a gateway  
Add a networked device→Smart gateway→WI-FI router→Initialize the gateway→Connect WIFI→Binding device  
→Set the gateway name→Completed
4. Add lock  
Add a networked device→Gateway lock→Press the reset button→Pairing success→Set the door lock name→Add  
completed
5. Add key  
User→Key management→Add key→Password key→Enter new password→Completed
6. Add temporary key  
User→Key management→Temporary authorization→Set temporary password/times/duration→Keep
7. Authorize other users to lock and query unlock records  
Authorize user : More→QR code→Authorization→select authorization type→Permission settings→Completed  
Authorized party: Scan QR code→Apply→Completed
8. Unlocking  
Click unlock button→key in password→OK
9. Modify door lock setting  
More→door lock setting→Open door voice command/combination unlock→ON/OFF
10. Unbind the device  
More→Unbind device

# Factory Default Settings

**Master Code:** 123456

**Penalty Time:** 1 minute 30 seconds after 5 invalid entries

**Dual Verification Mode:** Disabled

**Sound:** Enabled

## Handing Information - IMPORTANT

Handing must be set before programming lockset. It will not allow you to program lockset until handing is set.

### Steps



1. Confirm lockset is in locked position, meaning deadbolt is extended.
2. Confirm handing indicator on battery tray is in correct position – RH (Right Hand) or LH (Left Hand).
3. Confirm lock spindle is in correct position – Horizontal Position for RH or Vertical Position for LH.
4. Wake up keypad by swiping or tapping surface, and press “0” key followed by “#” key.

After pressing “0” then “#”, deadbolt will retract then extend again. This means lockset handing is set.

If handing does not set, see Steps 1-3, then see **Reset Lock without Master Code** on page 9. Finally, see Step 4.

## Important Notes

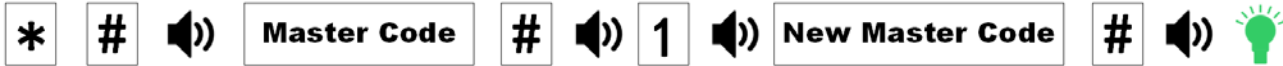
- To wake up the touch keypad from idle mode, gently swipe or tap the keypad.
- While in Factory Default Settings, the lock will flash **red** and then **green**. Any credential will open the lock until a Master Code is programmed into the lock.
  - The Factory Default Setting's Master Code must be changed before programming any other codes or system settings.
- The Master Code cannot be deleted.
- A Master Code or User Codes can be 6-10 digits (they do not need to be the same code length).
- Same credential, code or keycard, cannot be programmed twice in a lock.
  - To open the lock using a valid credential – enter a User Code or Master Code followed by Pound (#) or swipe a Keycard/Fob. This will be followed by a **green** LED and the lock opened.
  
- Pressing the Asterisk (\*) key will cancel any on-going code input or programming sequence. Pressing Asterisk (\*) two times will set the lock on idle.
- Pressing the Asterisk (\*) key followed by Pound (#) and entering the Master Code opens programming.
- During programming, allow for the lock's sounds to end before pressing any keys to make sure the system recognizes the programming sequence.
- During programming, the **green** LED indicates success and the **red** LED indicates failure.
- Outside of programming, the **green** LED indicates unlocked and the **red** LED indicates locked.
- To prevent unauthorized entry, the lockout feature is activated for 1 minute and 30 seconds after 5 invalid credential inputs have been inputted. During lockout, no credential will be accepted. Penalty time is 1 minute and 30 seconds, and the **red** LED and alarm will operate repeatedly for the duration of the penalty.
- This lock features anti-pry cryptographic functions. Users can add random digits before and/or after a valid code. Enter a valid code in the following method: "XXXXCODEXXX(15 digits are the limit)" followed by (#).
- Replacing batteries does not change existing settings.

The symbols  and  are used in this programming guide to represent the audio and visual cues the lock uses to show successful progression during the programming process.

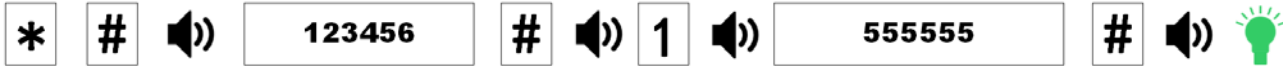
***Disclaimer: The codes used in the following examples are not recommended for actual valid codes - accepted protocol should be followed for secure codes - repeated strings of numbers are not secure.***

# Change Master Code

## Key Sequence



*For example*, to change Master Code to “555555”, press:



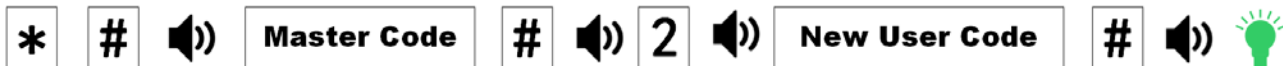
## Notes

- Factory Default Setting's Master Code is 123456. It must be changed with the user's own Master Code immediately.
- Manufacturer assumes no liability, direct or indirect, due to failure to change Master Code.
- No other programming will be accepted until Factory Default Setting's Master Code has been changed.
- Master Code can be changed at any time. Changing the Master Code does not affect other lock settings.
- A lock has only one Master Code. Multiple locks can have the same Master Code.

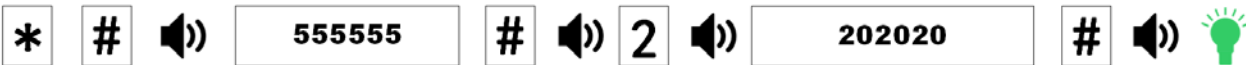
# Add Credentials

Add a User Code

## Key Sequence



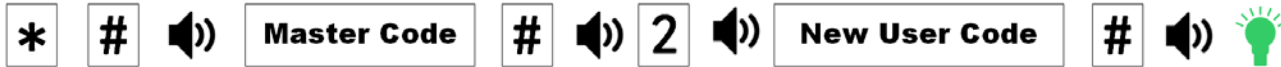
*For example*, to add User Code of “202020”, press:



## Add Multiple User Codes

### Key Sequence

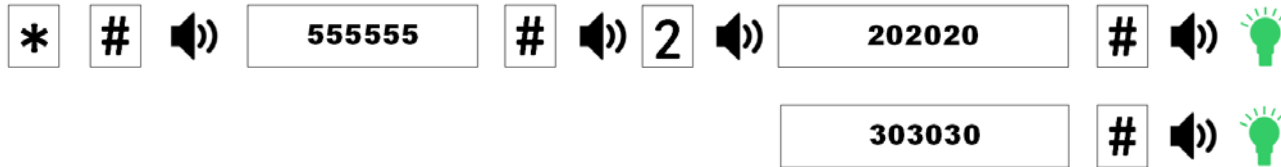
1<sup>st</sup> User Code Key Sequence



Additional User Codes Key Sequence:



*For example*, to add User Codes “202020”, “303030”, and “404040”, press:



### Notes

- The input of additional credentials must start before lock goes into Idle Mode (12 seconds). If the lock goes into Idle Mode, start the key sequence from the beginning.
- To exit, press asterisk (\*) or wait until the lock goes into Idle Mode (12 seconds).

Add Keycard or Key Fob

### Key Sequence



For example, the Master Code in sequence above is 555555.

### Notes

- Keycards/Fobs can be added interchangeably with User Codes.
- Multiple Keycards/Fobs can be added during the same programming sequence (like Additional User Codes Key Sequence).
- To exit, press asterisk (\*) or wait until the lock goes into Idle Mode (12 seconds).



# Delete Credentials

Delete User Codes

**Key Sequence**

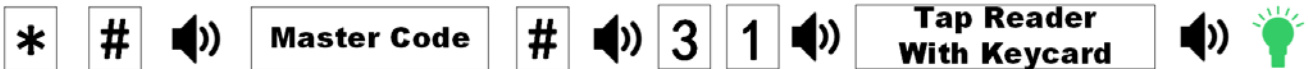


**For example**, to delete User Code “202020”, assuming the Master Code is “555555”, press:



Delete User Key Cards

**Key Sequence**



## Notes

- Multiple Keycards/Fobs can be deleted during the same programming sequence (like Additional User Codes Key Sequence).
- To exit, press asterisk (\*) or wait until the lock goes into Idle Mode (12 seconds).

# Reset Lock to Factory Default Settings

## Key Sequence

\* #  Master Code #  3 2   # - Confirms  
\* - Cancels  






## Notes

- All credentials will be deleted, and the lock will reset to Factory Default Settings.

# System Settings

## Dual Verification Mode

### Key Sequence

\* #  Master Code #  0 2  1- One Credential  
2- Two Credential  

## Notes

- Dual Verification Mode, when enabled, requires 2 valid credentials to operate the lock.
- A credential can be a Master Code, User Codes, or Keycards/Fobs.
- The Factory Default Setting is set to one credential.

## Adjust Keypad Sound

### Key Sequence

\* #  Master Code #  0 3  1- Enable  
2- Disable  

## Notes

- Disabling the sound only affects general operation, not during programming of the lock.
- During programming mode, lock will temporarily re-enable sound.

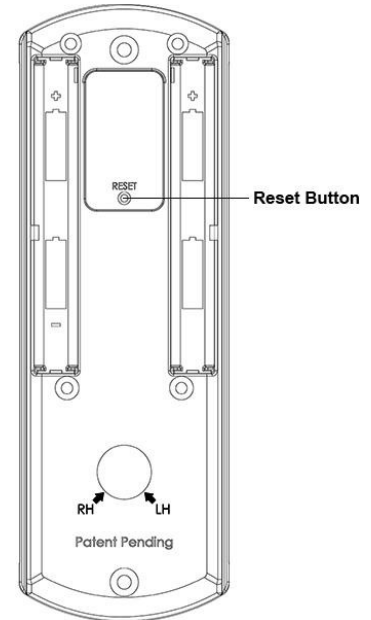
## Reset Lock to Factory Default Settings without a Master Code

### Steps

1. Unscrew the back cover.
2. Locate the reset button on the battery holder.
3. Press and hold the reset button. After approximately 4 seconds, the lock will beep 2 times, and you can release the reset button.
4. The green LED indicator will light up and it will beep 1 time indicating lock is reset.

### Result

Lock is reset to Factory Default Settings.  
All codes are deleted and Master Code changes to 123456.



## Low Battery Warning

When the battery voltage is low, unlocking the lock will display a green LED with an alarm followed by a red LED, then followed by a yellow LED with an alarm to indicate low power. Batteries should be changed as soon as this happens.



When locking under low battery voltage condition, the lock will only use the warning sound to indicate low power. Only 200 operations are allowed under low battery condition - must change batteries to ensure lock operates properly.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

FCC Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- o Reorient or relocate the receiving antenna.
- o Increase the separation between the equipment and receiver.
- o Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- o Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Visit [www.Townsteel.com](http://www.Townsteel.com) for more.

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