KEYLESS SOLUTIONS

Wi-Fi

Gateway

Set-up guide for the 2.4 GHz and dual band gateway

Plugs in indoors. No batteries.



Our Dual Band Gateway

Your lock, while you are away.

Keep this guide with the gateway.

KEYLESS SOLUTIONS

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Before you start

The gateway plugs into a power point inside the house and joins your home Wi-Fi. It is what lets you unlock the door, check whether it is locked, or hand out a code while you are not there.

In this guide

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You will need

- Your lock installed, and added to TTLock on the phone of the person who owns it
- That phone, with Bluetooth and Wi-Fi on
- Your home Wi-Fi name and password
- A power point inside the house, near the door
- The gateway's power lead and plug (page 3)

Important

- You do not need the gateway to use the lock. Codes, cards, the key and the app beside the door all work without it. The gateway adds the remote features.
- Set the lock up in TTLock first, on the owner's phone. Then add the gateway from the same account.
- The 2.4 GHz gateway joins 2.4 GHz Wi-Fi only. The dual band gateway joins 2.4 GHz or 5 GHz. Page 3 shows which one you have.

Works with

KS150 **KS200** **KS250** **KS280** **KS300** **KSL** **Cylinders** **KS-PL50**

The KS150-BKP has Wi-Fi built in and does not need a gateway.

Anything else? Call us on 09 238 2377 before you pair the gateway with any other product of ours.

Which gateway you have

There are two kinds, and they join different Wi-Fi. Check which one you have before you start.



Dark grey KS carton

Marked Smart Lock Gateway. Inside: the gateway (a white square with the KS badge and one small light), a USB power lead, a KS wall plug and a small QR card.

Which kind is inside? Check what is printed on the gateway, or call us on 09 238 2377.

On the carton and the label underneath

DUAL BAND WIRELESS SMART LOCK GATEWAY

2.4G 5G ALL IN ONE

White dual band carton

Marked Dual Band Wireless Smart Lock Gateway, 2.4G 5G all in one, as on the label under it. This is the dual band gateway.

Parts: check them against the booklet in its box. Anything missing? Call us on 09 238 2377.

The two kinds

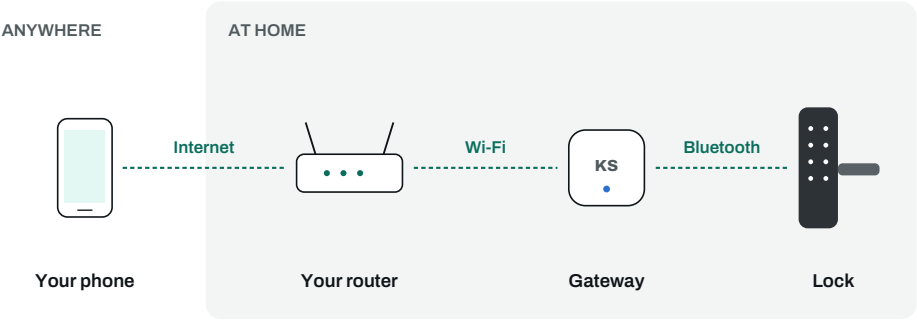
	2.4 GHz gateway	Dual band gateway
Size	70 x 70 x 26 mm	75 x 75 x 24 mm
Wi-Fi	2.4 GHz only	2.4 GHz or 5 GHz
Power	5 V DC, 500 mA	5 V DC, 500 mA
Printed in	The gateway section of the KS200 and KS300 manuals	Its carton and the label under it

Not sure which one you have?

- Send us a photo of your gateway, top and underneath, or call us. We will tell you which pages apply.

How it works

Your phone reaches the gateway through the internet. The gateway talks to the lock by Bluetooth, the same way your phone does beside the door.



Where to put it

1. **Inside the house**
   Plug it into a power point indoors, near the door the lock is on.
2. **In reach of both**
   It must be within Bluetooth reach of the lock and Wi-Fi reach of your router. The fewer walls and appliances between it and the lock, the better.
3. **Leave it on**
   It needs power all the time. It has no batteries.

Check your Wi-Fi first

- 2.4 GHz gateway: 2.4 GHz only. If your router shows two network names, one of them is usually the 2.4 GHz one: use that.
- Dual band gateway: 2.4 GHz or 5 GHz.
- Not sure which gateway you have? See page 3, or call us.
- Have the Wi-Fi name and password ready. Capitals count.

A small QR card in your gateway's box? Follow this guide instead.

Add it in TTLock

On the owner's phone, with Bluetooth and Wi-Fi on, standing near the gateway. The lock must already be in the app.

1. **Open TTLock**
   Tap the menu button (three lines) and choose Gateway.

2. **Choose the type**
   Choose the one that matches your gateway. Not sure which? Call us on 09 238 2377 before you go on.

3. **Plug it in**
   Plug it in at a power point inside the house and switch on. Wait until its light flashes red and blue. It is ready to pair.

4. **Tap +**
   Then Add Gateway.

5. **Your Wi-Fi**
   Choose your home Wi-Fi and enter its password. Give the gateway a name, for example Hall, and tap Next.

6. **Finish**
   Wait while the app finishes pairing. If it times out, switch the gateway off and on at the wall and start again from step 1.

7. **Test it**
   Turn your phone's Wi-Fi off and unlock the door from the app over mobile data, while you can still see the door. Lock it again.

If it will not pair

- Check the Wi-Fi password. Capitals count.
- 2.4 GHz gateway: make sure you chose a 2.4 GHz network.
- Switch the gateway off and on at the wall, and start again from step 1.
- Still stuck? Call us on 09 238 2377 or 027 8 ACCESS (222 377).

The light

On the 2.4 GHz gateway, as printed in the lock manuals:

🔴🔵	**Flashes red and blue in turn**	Stand-by: ready to pair
🔵	**Blue**	Working
🔴	**Red**	Network failure: check your internet and your Wi-Fi password

Dual band gateway: its light means the same.

If the app says the lock is offline

1. **Check the door first**
   Go to the door. A code, card, the key or the app beside the door should still work. If they do, the lock is fine.

2. **Check the gateway**
   Plugged in, switched on at the wall, and not moved out of reach. The light should be blue.

3. **Check your internet**
   Try your home internet on your phone over Wi-Fi.

4. **Restart**
   Switch the gateway off at the wall and on again. If that does not clear it, restart your router too.

5. **The lock's batteries**
   Check them in the app, and change them if they are low.

Pairing times out. Switch the gateway off and on again, and pair it again.

Still stuck? Call us on 09 238 2377 or 027 8 ACCESS (222 377).

Everyday use

Once it is paired, the gateway works in the background. Leave it plugged in and switched on.

What it lets you do while you are away



Unlock
the door from the app



Check
whether it is locked



Send a code
to someone, while you are not there

Good to know

- At the door nothing changes. Codes, cards, the key and the app beside the door work with or without the gateway, and without the internet.
- Anyone with the owner's TTLock login can use the remote features. Keep that password private.
- It is made for indoors. Keep it dry, and on a power point inside the house.

Something changed at home?

- A new router, a new Wi-Fi password, or moving house: call us and we will talk you through setting the gateway up again.
- Moving the gateway to another room: check it is still in reach of the lock, then test it from the app.

Questions? Call us on 09 238 2377 or 027 8 ACCESS (222 377).

Specifications

2.4 GHz gateway	70 x 70 x 26 mm, Wi-Fi 2.4 GHz only, as printed in the lock manuals
Dual band gateway	75 x 75 x 24 mm, Wi-Fi 2.4 GHz or 5 GHz, as printed on its carton and label
Power, both	5 V DC, 500 mA. No batteries.
Where	A power point inside the house
Works with	KS150, KS200, KS250, KS280, KS300, KSL, the smart cylinders and the KS-PL50 padlock
Not needed for	KS150-BKP: Wi-Fi built in
Lets you	Unlock, check whether it is locked, send a code, while away
App	TTLock, free from the App Store or Google Play

Warranty

Two years on the gateway. Nothing in our warranty limits your rights under the Consumer Guarantees Act 1993.

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