

Moer®

HOME.SMART MOES HOME

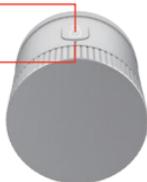


Smart Lock User Manual

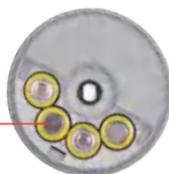
1. BUTTONS

Main Button/
Indicator light

Speaker



Battery AA x 4



Red light on for 3 seconds: Jammed/Reset

Blue light on for 3 seconds: Locked, unlocked or power on.

Lock/Unlock: Press the Main Button to Lock/Unlock.

Reset: Take out batteries and put them back into the Smart Lock again. Within 10 seconds from the moment you see a BLUE indicator light, long-press the main button until you hear a long beep and the RED indicator light is on.

2. IN THE BOX



Smart Lock x 1



Bluetooth Gateway x 1



Battery AA x 4



Base Plate E1



Power Cord x 1



Lock Adapter x 1



Keyhole Cover x 1



Keyhole Cover
Screw x 2



Plate Fixing
Screw x 6



Tamperproof
Screw x 2



Cylinder x 1



Key x 2



Philips Screwdriver x 1

3. INSTALLATION - SMART LOCK

The Smart Lock is compatible with following two types of European cylinder locks. Please check out the type of your lock, and follow the relative steps to install the Smart Lock on your existing cylinder lock.

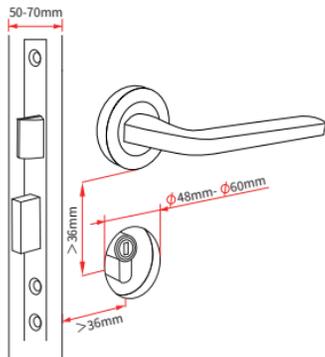


Drop-shaped Lock

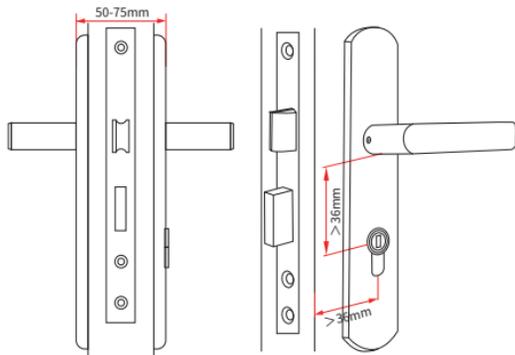


Longshielded Lock

Make sure the size of door is right for installing this Smart Lock.



Drop-shaped Lock

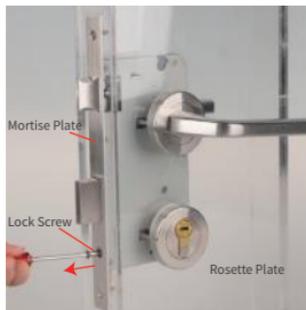


Longshielded Lock

DROP-SHAPED LOCK INSTALLATION:

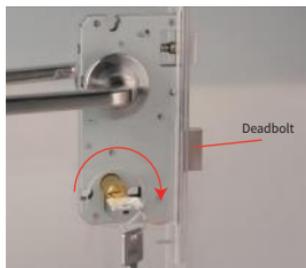
(1) Remove the existing rosette plates

Unscrew the lock screw in the mortise plate on the side of the door. Unscrew the screws on the rosette plates both on the interior and exterior side, then remove the rosette plates. If there has extra plates over the rosette plate, remove them as well.



(2) Pull out the cylinder

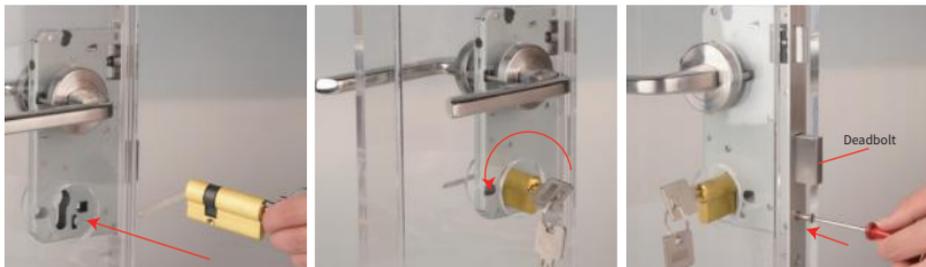
Insert your key and turn the deadbolt to the locked or unlocked position, so the cam lines up with the body of the cylinder. Then pull out the cylinder from the hole.



(3) Install the new cylinder

Insert the provided cylinder, and make sure the key side on the front of the door (outside), the tailpiece side on the back of the door (inside). Insert the provided key to the cylinder, and try to turn the key to lock the deadbolt, to make sure the cam is in place.

Reinsert the lock screw in the mortise plate and secure the cylinder.



(4) Place the base plate over the cylinder

Take out E1 Base Plate from the box. Remove the backing of the double-side tape, make sure that the tailpiece goes through the central hole of the base plate and the "Up" sign is upright. Attach the base plate on the door. We provide 3 different plate fixing screws with different lengths, you can choose the one with a proper length that fits your door. Fix the base plate to the cylinder with Plate Fixing Screws and make sure there is NO GAP between the screws and the base plate.



Note:

Please do not over-tighten the screws as it may damage the door and the Smart Lock might not work well. Turn the tailpiece to check that the lock still works. If you can't lock and unlock this way please loosen the plate fixing screws.

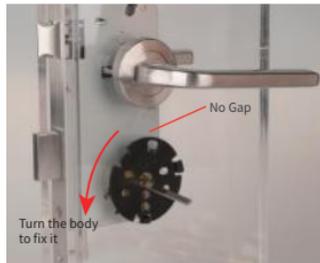
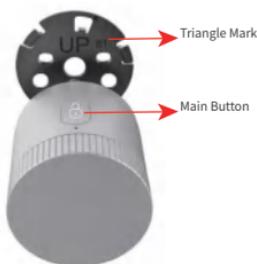
(5) Mount the Smart Lock

Take out the adapter from the box, and insert it into the Smart Lock. If the adapter fits the tailpiece but does not fit in Smart Lock's motor, flip the adapter and try again. Place the adapter in the motor and make sure there is **NO GAP** between the adapter and the lock.



(6) Install the Smart Lock

Align the Main Button on the Smart Lock with the small triangle mark on the base plate, and align the adapter with the base plate's tailpiece. If the adapter is not aligned with the tailpiece, turn the front cover of the Smart Lock to align them. Mount the Smart Lock over the base plate, and turn the Smart Lock's body slightly counterclockwise to fix the Smart Lock on the base plate. You may need to turn with a bit force. Make sure **NO GAP** between the Smart Lock and the door.



(7) Secure the Smart Lock

Slide up the silica cover at the bottom of the Smart Lock, and find the screw holes underneath. Use the provided screw to secure the Smart Lock onto the base plate. Use the screw hole on the Smart Lock that is closer the mortise plate, either side works. Finally, slide down the silica cover back to the bottom of the Smart Lock.

Note: Please do NOT put screws into both screw holes.



(8) Remove the front cover

Pull the front cover out of the Smart Lock.



(9) Remove the battery compartment cover

Slide the battery compartment cover in the direction indicated on the cover to remove it.



(10) Install the batteries

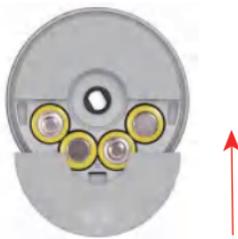
Install 4 batteries. Make sure that the positive/negative ends match those marked on the battery compartment cover.

Note: Please avoid using rechargeable batteries.



(11) Replace the battery compartment cover

Slide the battery compartment cover back, and make sure that it is secured.



(12) Replace the front cover

Push the front cover into the Smart Lock. Make sure that the pole on the front cover matches the hole on the Smart Lock.



(13) Mount Keyhole Cover on the front side

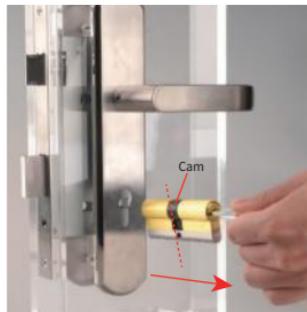
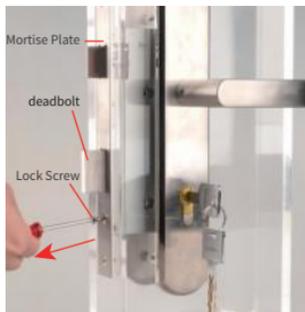
Align the cylinder-shape hole of Keyhole Cover with the cylinder, use the screwdriver we provide to fasten the screw at the bottom of the cover.



LONGSHIELDED LOCK INSTALLATION:

(1) Pull out the cylinder

Unscrew the lock screw in the mortise plate on the side of the door. Insert your key and turn the deadbolt to the locked or unlocked position, so the cam lines up with the body of the cylinder. Then pull out the cylinder from the hole.



(2) Install the new cylinder

Insert the provided cylinder, and make sure the key side on the front of the door (outside), the tailpiece side on the back of the door(inside). Insert the provided key to the cylinder, and try to turn the key to lock the deadbolt, to make sure the cam is in place.

Reinsert the lock screw in the mortise plate and secure the cylinder.



(3) Place the base plate over the cylinder

Take out E1 Base Plate from the box. Remove the backing of the double-side tape, make sure that the tailpiece goes through the central hole of the base plate and the “Up” sign is upright. Attach the base plate on the back plate of the longshielded lock.

We provide 3 different plate fixing screws with different lengths, you can choose the one with a proper length that fits your door. Fix the base plate to the cylinder with the Plate Fixing Screws and make sure there is NO GAP between the screws and the base plate.



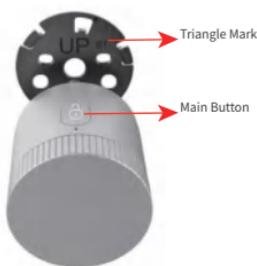
(4) Mount the Smart Lock

Take out the adapter from the box, and insert it into the Smart Lock. If the adapter fits the tailpiece but does not fit in Smart Lock's motor, flip the adapter and try again. Place the adapter in the motor and make sure there is NO GAP between the adapter and the lock.



(5) Install the Smart Lock

Align the Main Button on the Smart Lock with the small triangle mark on the base plate, and align the adapter with the base plate's tailpiece. If the adapter is not aligned with the tailpiece, turn the front cover of the Smart Lock to align them. Mount the Smart Lock over the base plate, and turn the Smart Lock's body slightly counterclockwise to fix the Smart Lock on the base plate. You may need to turn with a bit force. Make sure NO GAP between the Smart Lock and the back plate of the longshielded lock.



(6) Secure the Smart Lock

Slide up the silica cover at the bottom of the Smart Lock, and find the screw holes underneath. Use the provided screw to secure the Smart Lock onto the base plate. Use the screw hole on the Smart Lock that is closer the mortise plate, either side works. Finally, slide down the silica cover back to the bottom of the Smart Lock.

Note: Please do NOT put screws into both screw holes.



(7) Remove the front cover

Pull the front cover out of the Smart Lock.



(8) Remove the battery compartment cover

Slide the battery compartment cover in the direction indicated on the cover to remove it.



(9) Install the batteries

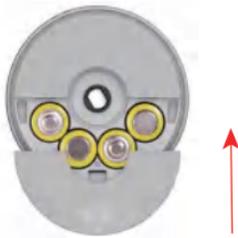
Install 4 AA batteries. Make sure that the positive/negative ends match those marked on the battery compartment cover.

Note: Please avoid using rechargeable batteries.



(10) Replace the battery compartment cover

Slide the battery compartment cover back, and make sure that it is secured.



(11) Replace the front cover

Push the front cover into the Smart Lock. Make sure that the pole on the front cover matches the hole on the Smart Lock.



4.PREPARATION FOR USE

- ① Download MOES App on App store or scan the QR code



MOES App is upgraded as much more compatibility than Tuya Smart/Smart Life App, functional well for scene controlled by Siri, widget and scene recommendations as the fully new customized service.

(Note: Tuya Smart/Smart Life App still works, but MOES App is highly recommended)

- ②Registration or Log in

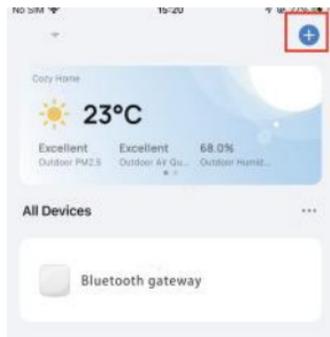


Enter the Register/Login interface; tap “Register” to create an account by entering your phone number to get verification code and “Set password”. Choose “Log in” if you already have a MOES account.

5.STEPS FOR CONNECTING THE APP TO THE DEVICE

Method One:

Scan the QR code to configure the network guide.



Scan this QR code



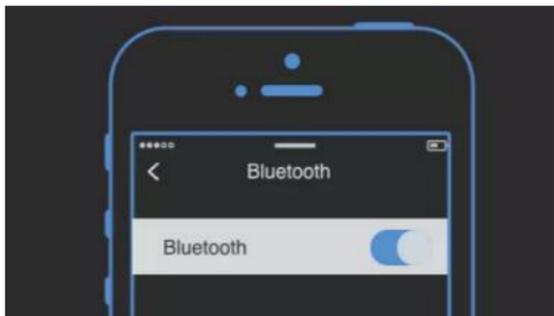
R2 Smart Lock

Add

④

Method Two:

(1) Turn on Bluetooth on the mobile.



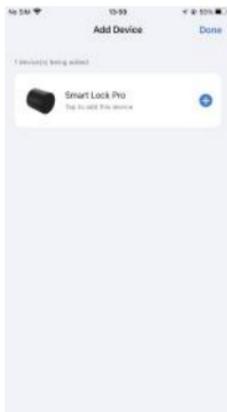
(2) Reset: Take out batteries and reset them into the Smart Lock and seeing a BLUE indicator light, long-press the Main Button within 10 seconds, until you hear a long beep and the RED indicator light is on.

Main Button/
Indicator light

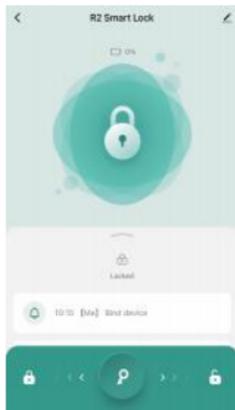
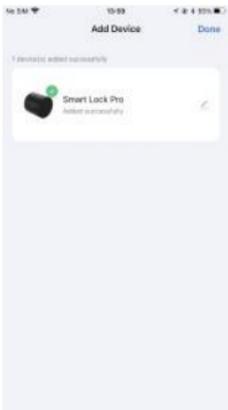
Speaker



(3) Open MOES App and Click "+", then the prompt page will automatically show on the screen. Click "Add".

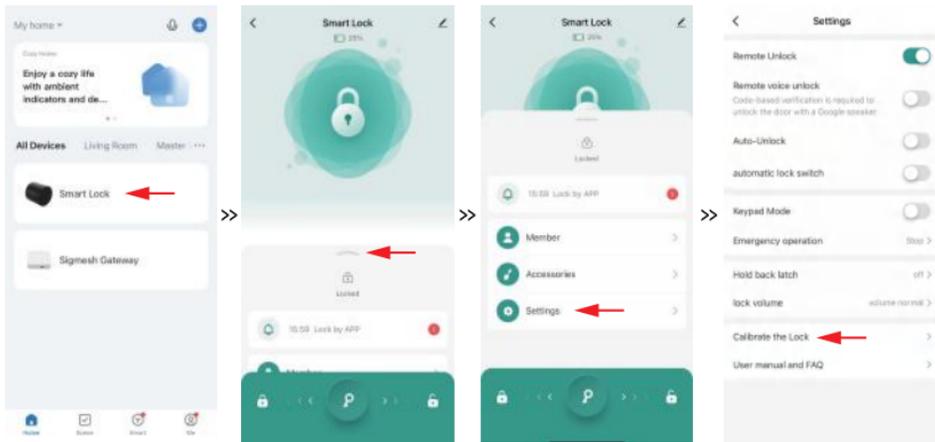


(4) Add the device successfully, you can edit the name of the device to enter the device page by click "Next"



(5) Calibrate the Smart Lock.

Tap the Smart Lock on the App Home page, the App will direct you to calibrate the Smart Lock the first time you use it, or when the Smart Lock is reset and re-added in the App. You can also click “Settings” on the main page of the Smart Lock and click “Calibrate the Lock” to calibrate the Smart Lock. Once the Smart Lock is calibrated, you can lock or unlock the Smart Lock in the App when the Bluetooth of your mobile phone connects to the Smart Lock.



Note:

- ① Make sure the Bluetooth and Networks of mobile are turned on.
- ② Make sure the App is allowed to access Bluetooth. (Click “Me” of the App and Click the setting icon at the Top right corner, click Privacy Settings and turn on the Bluetooth access)
- ③ Make sure batteries still have power.

Make sure the batteries are placed as directed on the back of the cover.

④ If you are not able to discover the device, reset the Smart Lock.

How to reset the Smart Lock? Take out batteries and put them back into the Smart Lock again. Within 10 seconds from the moment you see a BLUE indicator light, long-press the main button until you hear a long beep and the RED indicator light is on.

⑤ Lock calibration is ESSENTIAL after each time you add or reinstall the Smart Lock.

⑥ For European mortise lock, Nordic Scandi lock and other locks which have both deadbolt and latch, please leave the spring latch at the locked position during calibration. To unlock the spring latch of European mortise lock, please go to Smart Lock Settings, click “Hold back latch”, to set a time span you want.

6. INSTALLATION - GATEWAY

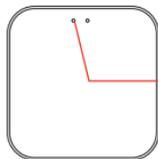
(1) Placing the Gateway

To optimize the connection performance, the Gateway is recommended to be placed within 5 meters (16 feet) from the Smart Lock. The required distance from your wireless router to the Gateway depends on many variables, it's recommended to place the Gateway at the location where your smart phone shows a full set of Wi-Fi "bars" to make sure the Gateway is able to have stable connection to the Wi-Fi.

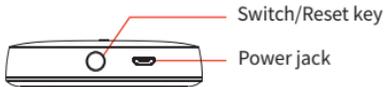
(2) Reset method: Press and hold the button for 5 seconds and see the blue indicator flashing several times, which means the reset is successful.

Blue: bluetooth status

- Flashing means to be connected and allowed to connect to the network
- keep "on" for a long time, which means device is activated
- keep "off" for a long time, which means device is not activated



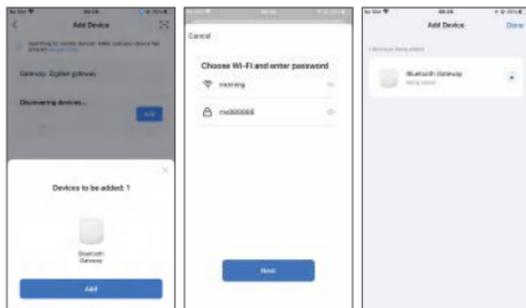
Blue
Bluetooth status indicator



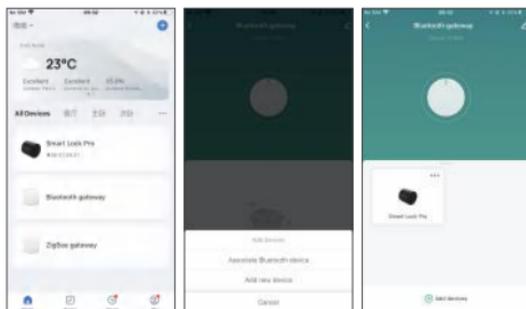
(3) Make sure your phone is connected to 2.4G Wi-Fi and the Bluetooth is enabled.



(4) Open MOES App and Click “+”, then the prompt page will automatically show on the screen. Click “Add”. Enter Wi-Fi Password and click “Next”, waiting for the connection completed. The connection will take about 30-120 seconds, depending on your network condition.



(5) Once the device has been added successfully, you will be able to find the device on “My Home” page. Go to the Bluetooth Gateway homepage, tap “Add device by list”, select the Smart Lock, add the Smart Lock to the Gateway.



Note:
Gateway power input: DC 5V 1A, power over the Micro USB port.

7. OPERATION OF SMART LOCK

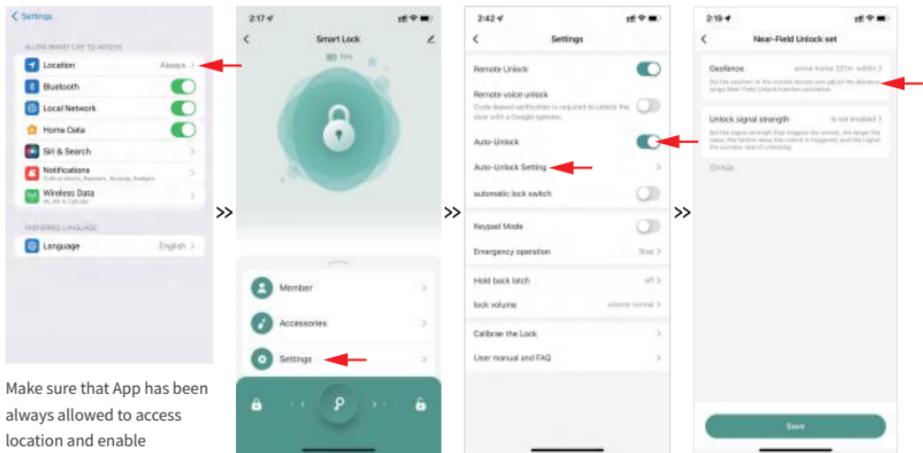
Locking and unlocking

(1)Auto unlock

The smart lock supports unlock automatically when your Bluetooth is in range.

How to enable Bluetooth auto unlock?

Tap “Settings” of the Smart Lock and enable the “Auto-Unlock”, tap the “Auto-Unlock Setting”, tap the Geofence to set up the Auto-unlock.



Make sure that App has been always allowed to access location and enable Bluetooth.

Auto-unlock Settings

Note:

It's Necessary to set a range from 200 to 300 meters (650 to 984 feet) to make sure the auto-unlocking works the best. Make sure the Unlock signal strength is not enabled.

In order to have auto-unlocking working, it's necessary to make sure:

- ① The App is ALWAYS allowed to get location;
- ② Background App Refresh is turned on for the APP;
- ③ The Bluetooth of the phone is turned on;
- ④ The internet of the phone is turned on and stable;
- ⑤ The Geo-fence is set up and the range should be from 200 to 300 meters (650 to 984 feet).

(2) Auto lock

You can set the Smart Lock to lock automatically based on a time delay.

How to set an auto unlock time delay?

Settings of the Smart Lock >> enable" automatic lock switch" >> " auto lock delay time set"

(3)App lock and unlock

If your mobile Bluetooth is enabled and you are within range (approx. 3-5 meters/10-16 feet), your App will connect to the Smart Lock. If you bind the Smart Lock to the Gateway, the App will connect to the Smart Lock when you are outside of the range. When connected, you can unlock and lock the Smart Lock by long pressing the Unlock Button on the main page of the App. If you don't operate the App within 2 minutes, the App will disconnect the lock automatically. You can press the Unlock Button on the main page of the App to get it connected again.

(4) Temporary access sharing

Tap "Member" on the Smart Lock Page, tap the "+" on the Member page and tap the "share", you can set up the temporary sharing now on the "Share" page. Temporary sharing like single sharing or multi-ple times sharing limited by dates and times are both available.

(5) Keypad Mode

If you have a Keypad, it's necessary to go to the Smart Lock App Page and tap the "Settings" to turn the "Keypad Mode" on so that the Keypad can unlock the Smart Lock successfully.

You have to turn the Keypad Mode off before the following 3 actions, otherwise these 3 actions might be failed:

- ① When you have to recalibrate the Smart Lock.
- ② When you have to update the firmware of the Smart Lock.
- ③ When you bind the Keypad.

(6) Emergency operation



The emergency operation is intended to provide a control operation that can be rotated in a specified direction when the Smart Lock is in an abnormal state.

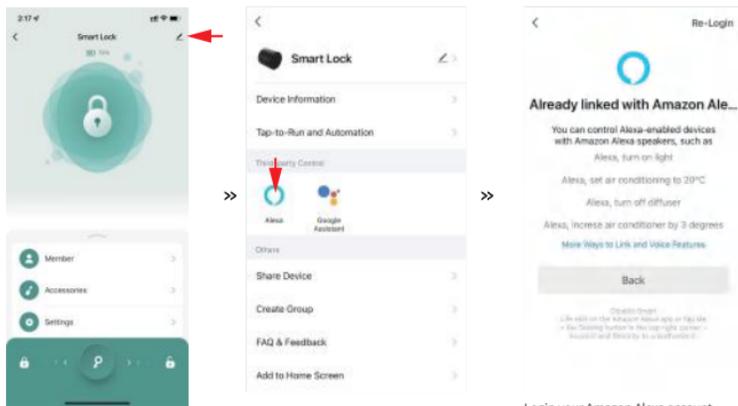
If you click the App to unlock the door, the motor of the Smart Lock is working but can't unlock the door or you can't spin the cover of the Smart Lock to unlock the door manually, you have to click this to make the Smart Lock automatically turn left or right for 3 seconds until you solve the issues.

Note: DON'T CLICK THIS when the Smart Lock works fine.

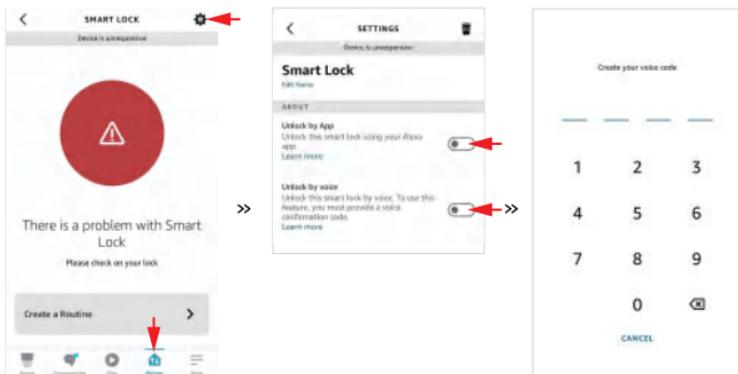
(7) Hold back latch

This feature is only available for locks with more than 1 latch and rotating more than 1 circle, like European cylinder lock. It has both deadbolt and latch bolt. Normally the Smart Lock only unlock the deadbolt. You have to enable "Hold back latch" this feature to enable the Smart Lock to unlock the latch bolt and keep it unlocked for certain seconds.

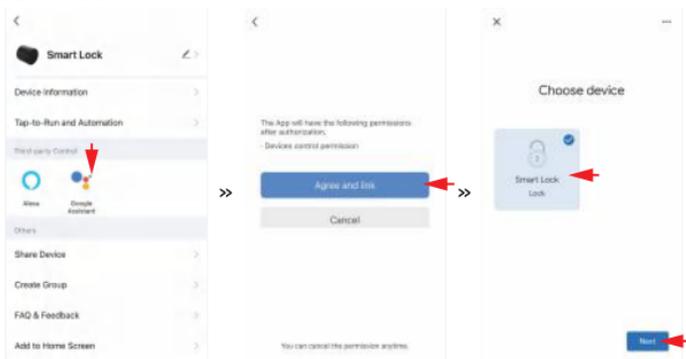
(8) Alexa Device Control



Access the Information List of the Smart Lock

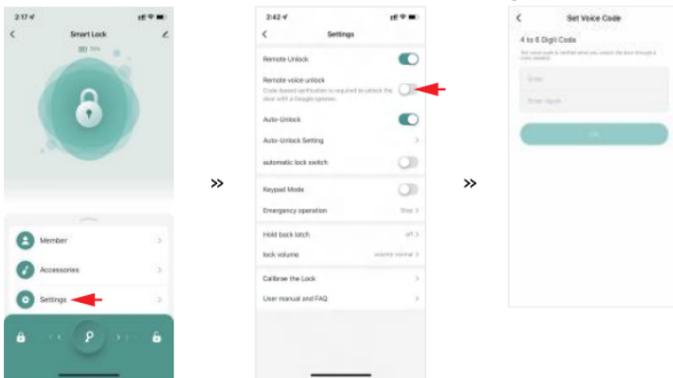


(9) Google Assistant Control



Link the App account with your Google Home account

Choose Smart Lock and finish other settings



Enable Remote voice unlock and set voice code for your Smart Lock in the App

- ① "Device is unresponsive" is due to the first time connecting with Alexa or no operation within 2 minutes. It will go online once the connection is completed or you control the lock via Alexa.
- ② The connection depends on your network or Google Home/Alexa connection, once you complete the device connection with Google Home and/or Alexa, it may take hours before you can voice control the device.
- ③ The menu and opening methods of Alexa and Google Assistant are subject to change without notice.

8. TROUBLESHOOTING

1. What should I do if the Smart Lock can't be found?

- Make sure the Bluetooth and Networks of mobile are turned on.
- Make sure the App is allowed to access Bluetooth. (Click "Me" of the App and Click the setting icon at the Top right corner, click the privacy settings and turn on the Bluetooth access)
- Make sure batteries still have power.
- Make sure the batteries are placed as directed on the back of the cover.

If the App is still not able to discover the device after checking out above 4 steps , Please reset the Smart Lock. How to reset the Smart Lock?

Take out batteries and put them back into the Smart Lock again. Within 10 seconds from the moment you see a BLUE indicator light, long-press the main button until you hear a long beep and the RED indicator light is on.

2. What should I do if I failed to add a Gateway?

- Choose to connect to a 2.4G Wi-Fi. 5G Wi-Fi is not compatible.
- Make sure to enter the right Wi-Fi Password.
- The router is too far away and the signal is unstable. Please place the Gateway closer to the router.
- Make sure the Bluetooth of the mobile phone is turned on. The Gateway needs Bluetooth to assist the connection.

If the App is still not able to add a gateway, please reset the Gateway and add it again. How to reset it?

Long-press the button of the Gateway for more than 5s, release and see the red and blue lights flashing at the same time, and then the red light keeps flashing slowly. It is reset successfully and you can add it again now.

3. If I have a Keypad, what should I do if the Keypad can't be found?

- Make sure the Bluetooth and Networks of mobile are turned on.
- Make sure the App is allowed to access Bluetooth. (Click "Me" of the App and Click the setting icon at the Top right corner, click the privacy settings and turn on the Bluetooth access)
- Make sure batteries still have power.
- Make sure the batteries are placed as directed on the back of the cover.

If the App is still not able to discover the device after checking out above 4 steps, Please reset the Keypad. How to reset the Keypad?

Long Press the unlock icon(), take out the batteries and then put them back in, close the battery cover. Do not release the unlock icon() until you hear beeps from the Keypad. Keypad is reset successfully when you hear a beep.

4. I have set the auto-unlock feature, but there is still no response when I approach the Smart Lock. What are the conditions for the auto-unlock?

- The App is ALWAYS allowed to get location;
- Background App Refresh is turned on for the APP;

- The Bluetooth of the phone is turned on;
- The internet of the phone is turned on and stable;

The Geo-fence is set up and the range should be from 200 to 300 meters to avoid repeated unlock due to mobile phone positioning drift.

This feature relies on mobile phone geo-fencing. Therefore, there is a possibility that this feature fails.

What is the working principle of auto-unlock?

If you just set the auto-unlock feature, the phone is not really far from the smart lock, such as within 200 meters, it is judged that you have not walked out of the geo-fence, and there is no condition to trigger the auto-unlocking, so it does not auto-unlock.

Only after actually walking out of the geo-fence, then enter the geo-fence range again. At this time, the mobile phone receives a push notification “Auto-unlock activates”, which means that the precondition for auto-unlock has been reached. When the mobile phone is close to the Smart Lock and reaches the Bluetooth working range, the Smart Lock will auto-unlock.

5. What should I do if the Bluetooth is disconnected and I can not lock or unlock through the APP?

Tap “Tap to connect the device” on the main page of the Smart Lock to get it connected. If you can’t get it connected. Please check out the following steps to connect it.

- Make sure the Bluetooth of the phone is turned on.
- The phone is within 5 meters away from the Smart Lock if there is no obstacle between the phone and the Smart Lock.
- Make sure the network of the mobile phone is stable.
- If the Smart Lock is bound to a Gateway, and the Bluetooth of Smart Lock can’t be connected, Please make sure to place the Gateway within 5 meters away from the Smart Lock. The required distance from your wireless router to the Gateway depends on many variables, it’s recommended to place the Gateway at the location where your smart phone shows a full set of Wi-Fi “bars” to make sure the Gateway is able to have stable connection to the Wi-Fi.

If the App still can’t connect the Bluetooth after trying above steps, please close the App and reopen it. If it still doesn’t work, please reset the Smart Lock and add it to the App again.

Note:

- If you turn on Keypad Mode, the Bluetooth of phone will automatically disconnect the Bluetooth of the Smart Lock in 10 seconds if there is no any operation on the App. You can easily connect the Bluetooth again by tapping “Tap to connect the device” on the main page of the Smart Lock.
- If you don’t turn on Keypad Mode, the Bluetooth of phone will automatically disconnect the Bluetooth of the Smart Lock in 2 minutes if there is no any operation on the App. You can easily connect the Bluetooth again by tapping “Tap to connect the device” on the main page of the Smart Lock.
- All above two cases are very normal, they are not issues, this is how we develop for the Smart Lock.

The Bluetooth of Mobile phone can connect up to 3-7 Bluetooth devices. If the phone is connected to multiple Bluetooth devices at the same time, there is a risk of disconnection for the Smart Lock. This is same for all Bluetooth products.

6. What should I do if the Bluetooth is connected but the Smart Lock can't unlock or lock?

This will happen if you don't calibrate the Smart Lock for the following scenarios:

- If you re-added the Smart Lock to the App
- If you skip the Calibration step when you add the smart lock for the first time
- If you remove the smart lock and reinstall it
- When you unlock the door, the latch is not fully opened or closed

Please calibrate the Smart Lock if you have any of the 4 actions mentioned above. Once you recalibrate the Smart Lock, it will work fine.

All FAQ about smart lock, gateway and keypad, please scan the QR code and log in to "Google Cloud Drive" to view them.



SERVICE

Thank you for your trust and support to our products, we will provide you with a two-year worry-free after-sales service (freight is not included), please do not alter this warranty service card, to safeguard your legitimate rights and interests. If you need service or have any questions, please consult the distributor or contact us.

Product quality problems occur within 24 months from the date of receipt, please prepare the product and the packaging, applying for after-sales maintenance in the site or store where you purchase; If the product is damaged due to personal reasons, a certain amount of maintenance fee shall be charged for repair.

We have the right to refuse to provide warranty service if:

1. Products with damaged appearance, missing LOGO or beyond the service term
2. Products that are disassembled, injured, privately repaired, modified or have missing parts
3. The circuit is burned or the data cable or power interface is damaged
4. Products damaged by foreign matter intrusion (including but not limited to various forms of fluid, sand, dust, soot, etc.)

RECYCLING INFORMATION

All products marked with the symbol for separate collection of waste electrical and electronic equipment (WEEE Directive 2012/19 / EU) must be disposed of separately from unsorted municipal waste. To protect your health and the environment, this equipment must be disposed of at designated collection points for electrical and electronic equipment designated by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences for the environment and human health. To find out where these collection points are and how they work, contact the installer or your local authority.



Thank you for your support and purchase at we Moes, we are always here for your complete satisfaction, just feel free to share your great shopping experience with us.



If you have any other need, please do not hesitate to contact us first, we will try to meet your demand.

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WARRANTY CARD

Product Information

Product Name _____

Product Type _____

Purchase Date _____

Warranty Period _____

Dealer Information _____

Customer's Name _____

Customer Phone _____

Customer Address _____

Maintenance Records

Failure date	Cause Of Issue	Fault Content	Principal

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Tel: +44-292-1680945

Email: contact@evatmaster.com

 AMZLAB GmbH

Laubenhof 23, 45326 Essen

Made In China



Manufacturer:

WENZHOU NOVA NEW ENERGYCO.,LTD

Address: Power Science and Technology Innovation Center, NO.238, Wei 11 Road, Yueqing Economic Development Zone, Yueqing, Zhejiang, China

Tel: +86-577-57186815

After-sale Service: service@moeshouse.com