

# **TownSteel 5000 RF Series Programming Guide**

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## GENERAL LOCK INFORMATION FOR THE WiFi FUNCTION

The 5000-RF Series lock is a versatile lock- it can be operated by a 6-10 digit PIN code, RFID card/FOB or through your smart phone APP via WiFi.

The APP is called TSE Home- it is available for Android and IOS.

The lock is operable without the APP (can use PIN codes and RFID credentials), the APP provides access to the WiFi features. The lock and APP require a Gateway to be used to interface between the lock-router-cloud-smartphone.

APP- download the TSE Home APP. Create a login. An email with a link will be sent to your login email. To activate your account you must click on the link within five minutes. If the account is not activated the previous steps must be repeated. The link will activate your account and allow you to login.

Once you have registered and log in successfully you can use the APP to pair with your Smart lock.

Pairing with your Smart lock: Only 1 smartphone can be the administrator (paired with the lock and Gateway), multiple smart phones can be added as users. If someone else has paired with the Gateway and lock and they wish to turn it over to another administrator they can unbind (disconnect) the Gateway and lock through their APP or you can reset the lock (see- Reset Lock to Factory Default Settings) and reset Gateway. (To reset the gateway, insert a tool and press the reset button on the gateway for approximately 5 seconds)

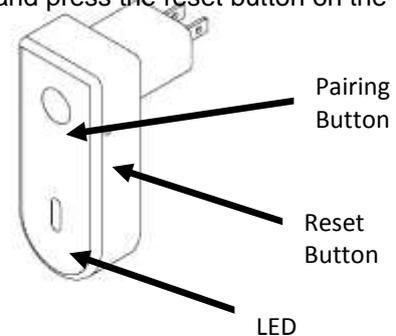
Before programming anything with the APP it is recommended you change your Master Code (see- Change Your Master Code) to avoid any unauthorized entry or operation of the lock. The new Master Code will be your administrator password (do not share).

In order to use the APP you must pair (connect) with the Gateway.

When you are ready to pair with the Gateway plug the Gateway into a wall socket. It should be placed within range of your WiFi router and a



Scan for additional information



place not likely to be unplugged. In order to pair the Gateway with the Smartphone they must be on the same WiFi connection. You will need your WiFi password. The APP is not compatible with 5G networks.

Click on the upper left corner of the APP to access the menu. Click on “Gateway Management”> “Add Gateway Box”> “Smart Gateway”> “Wi-Fi Box”. Your Gateway is plugged in and the LED should be flashing- if flashing click “Next Step” on the APP- enter WiFi password> “Next Step”- APP will pair with the Gateway. If the Gateway LED is not flashing- Reset the Gateway- use a small paperclip to press and hold the reset button on the Gateway- Gateway will beep 5 times- release the reset button and in about 10 seconds the LED will start flashing indicating the Gateway is in search mode. You can now pair with the Gateway.

After the Gateway is paired you can now pair with the lock.

Add a lock- click on the upper left on the APP to access the menu. Click on “Add Network Connected Device”- “Gateway Door Lock”- the screen will come up to “Add Door Lock”- press the reset button on the back of the battery tray (see page 10)- click “Add Door Lock”- lock will pair with your Smart Phone and Gateway- name the device in your APP and click “Completed”. The APP will go back to the home screen.

You can now unlock the lock using the APP.

See the APP (or scan the QR code) for additional features of adding Users, codes, etc.

# Definitions

- **Credential:** The lock requires a valid credential to operate. A credential can be a 6-10 digit Master Code, User Code, or Keycard/Fob.
- **LED Indicator:** The LED indicators are located around the keypad of the lock. Lock flashes **green** LED and/or **red** LED dependent on inputs. While unlocking, a **red** LED followed by a **green** LED means the lock is not programmed and can be unlocked with any 6-10 digit code or Keycard/Fobs.
- **Master Code:** The Master Code programs all User Codes, Keycards/Fobs (Credentials), and System Settings. The Factory Default Setting's Master Code is 123456. This must be changed before programming the lock. Each lock has one Master Code. Master Code cannot be deleted.
- **User Code:** User Codes are used to operate the lock. User Codes are programmed by the Master Code. The lock can have a maximum of 400 User Codes (interchangeable with Keycards/Fobs).
- **User Keycard/Fob:** Keycards or Fobs can be used to operate the lock. Master Code is used to program User Keycards/Fobs. Swipe the touch keypad with a Keycard/Fob to operate the lock. The lock can have a maximum of 400 Keycards/Fobs (interchangeable with User Codes). Standard MiFare Keycards/Fobs can be programmed into the lock.
- **Passage Mode:** When a passage credential is entered the lock will remain unlocked until the Master Code or the Passage Credential is re-entered.
- **Dual Verification Mode:** Two valid credentials are needed to unlock the door.
- **Sound:** Keypad sound is enabled by Factory Default Settings. Disabling the sound only affects general operation, not during programming of the lock. During programming, lock will temporarily re-enable sound.

# Factory Default Settings

**Master Code:** 123456

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

**Passage Mode:** Disabled

**Dual Verification Mode:** Disabled

**Sound:** Enabled

# Important Notes

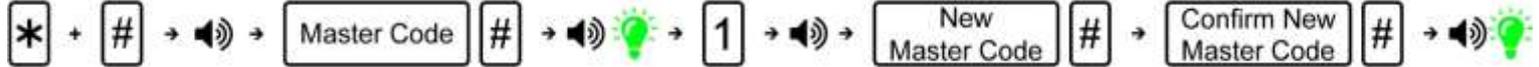
- To wake up the touch keypad, gently swipe or tap the keypad.
- While in Factory Default Settings any credential will open the lock until a Master Code is programmed into the lock. When any credential is presented the lock will flash **red**, then **green**, and unlock.
- The Factory Default Setting's Master Code must be changed before programming any other codes or system settings.
- A Master Code or User Code can be 6-10 digits (they do not need to be the same code length).
- 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 will open for 5 seconds before automatically re-locking.
- Pressing asterisk (\*) will cancel any on-going code input or programming sequence. Pressing asterisk (\*) two times will set the lock on idle.
- Pressing asterisk (\*) followed by pound (#) and entering the Master Code initializes 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 30 seconds after 5 invalid entries. 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: "XXX – CODE - XXX" (15 random digits are the limit), followed by pound (#). Note: due to this feature- do not program codes of different lengths that have a sequential string of 6 digits that are the same.
- 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.

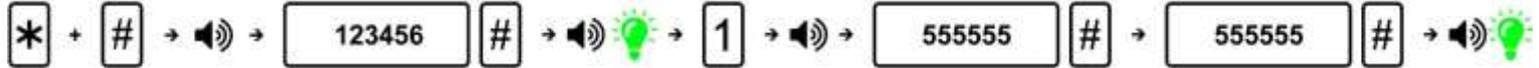
***Disclaimer: The codes used in the following examples are not recommended for actual valid codes - accepted protocol should be followed for secure codes - repeated strings of numbers are not secure.***

# 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

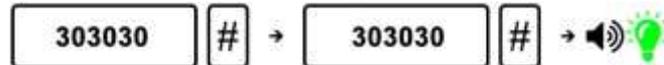
1<sup>st</sup> User Code Key Sequence



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.
- Same User Code cannot be added twice.
- To exit, press asterisk (\*) or wait until the lock goes into Idle Mode (12 seconds).

## Add Keycard or Key Fob

### Key Sequence



### 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).
- Same Keycard/Fob cannot be programmed twice.
- 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

- The Master Code cannot be deleted.
- Multiple Keycards/Fobs can be deleted during the same programming sequence (like Additional User Codes Key Sequence).
- To exit, press the asterisk (\*) or wait until the lock goes into Idle Mode (12 seconds).

# Reset Lock to Factory Default Settings

### Key Sequence



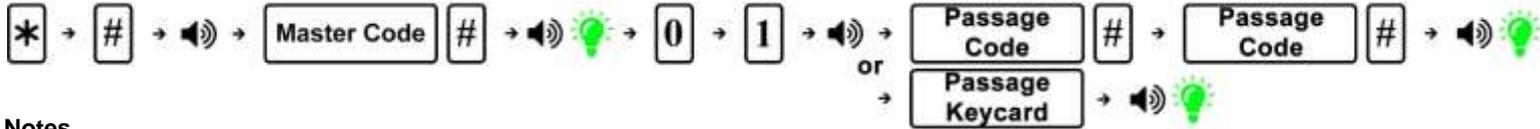
### Notes

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

# System Settings

## Passage Mode

### Key Sequence



### Notes

- After creating a Passage Code or keycard, presenting it will activate the Passage Mode function.
- The lock will remain actively unlocked until the Passage Code or keycard or Master Code is entered to disable the function.
- Passage Mode and Dual Verification Mode cannot be programmed simultaneously.
- Passage code can be 6-10 digits.

## Dual Verification Mode

### Key Sequence



### Notes

- Dual Verification Mode, when enabled, requires 2 valid credentials to operate the lock.
- A credential can be a Master Code, User Code, or Keycard/Fob.
- The Factory Default Setting is set to one credential.
- Dual Verification Mode and Passage Mode cannot be programmed simultaneously.

## Adjust Keypad Sound

### Key Sequence



### 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

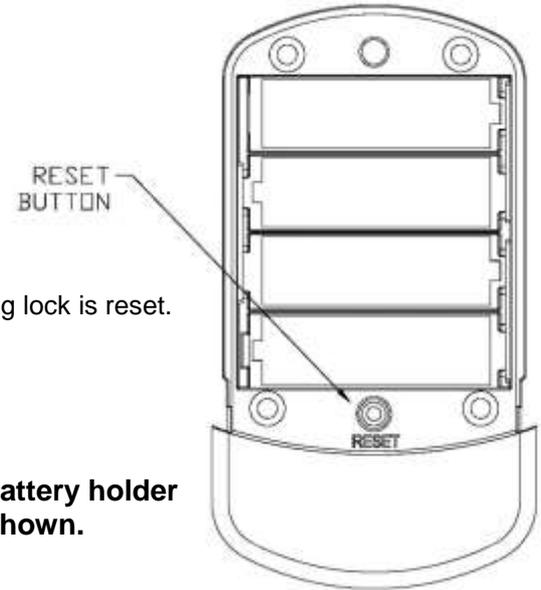
## Steps

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.

**NOTE: The reset button will be marked “RESET”, the shape of the battery holder and location of the reset button may differ from the picture shown.**



## 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.

Visit ***www.TownSteel.com*** for more.

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