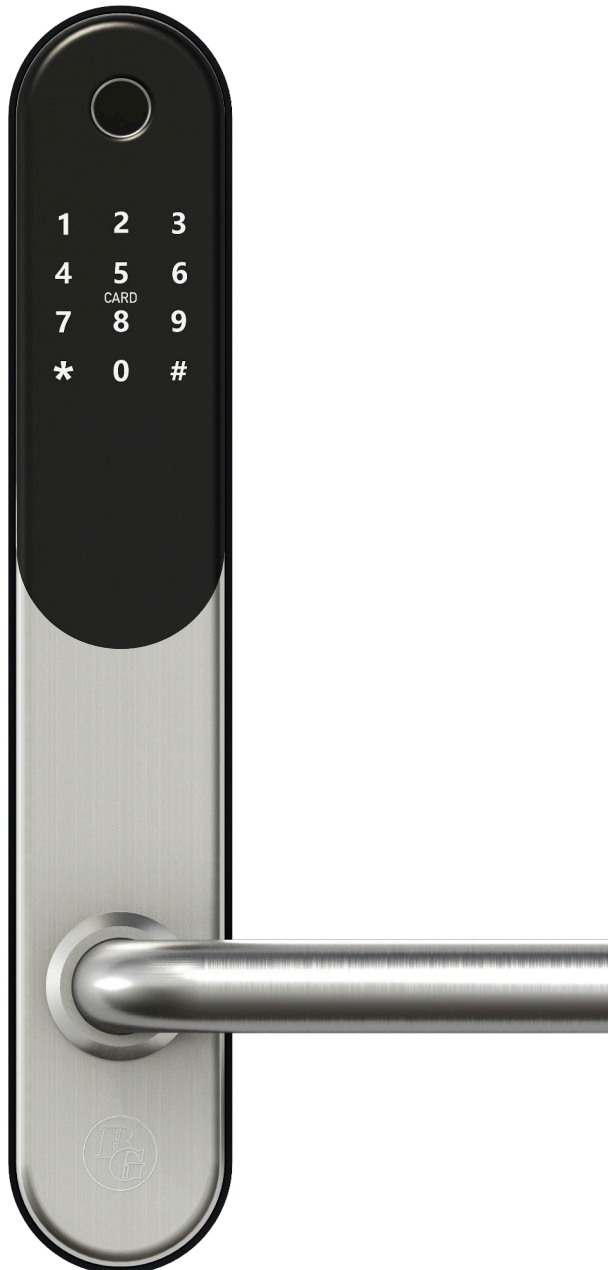# BG5000 User manual

Model: BG5000 with or without key cylinder

1. Introduction • General & advice

Attention

1. Keep the mechanical key in a safe place accessible outside the house.

2. Change batteries immediately when low battery alarm is showing.

3. Please read this manual carefully before installation and keep it for future reference.

Installation

It is important that the lock is mounted on a flat and smooth surface, especially on the outside, which is exposed to various weather conditions. This is to prevent water from seeping in behind the lock.

Never let the lock hang by the power cables during installation - risk of cable breakage.

Care advice

The lock should be cleaned regularly with a mild detergent and fresh water to remove dirt and salt. This is to prevent the material from discoloring.

This is especially important if the lock is mounted outdoors where rain does not reach or in a coastal and oxidizing environment.

About the App

The App is being automatically updated regularly. Therefore some functions and features may vary from these instructions.

4.2 Set English or Swedish voice guidance

The lock comes with Swedish voice guidance.

If you prefer English voice guidance, it is easiest to set it up now.

Remove the battery cover and insert 4 AAA batteries - connect the wires.

1. Touch the lock screen to light.

2. For English press: *39#....123456#2#

3. For Swedish press: *39#....123456#1#

4. Now start initiation process by pairing the lock with phone.

For more information, see section 4: Info & Reset.

If you wish to perform programming now, you may do so.

2.1 Specifications

Model	BG 5000
Material	Zamak 5
Front panel, measurement	295 x 49 x 21 mm
Back panel, measurement	295 x 49 x 20 mm
Lock weight	1.5 kg
Unlocking	Bluetooth Fingerprint Code RFID tag Mechanical key WiFi (optional) Apple Watch
Colors	Silver Black
Suitable for doors	Aluminum doors Wooden doors Metal doors
Working voltage	6V/4x AAA Batteries
Door thickness	35-95mm
Data capacity	Fingerprints 200 pcs. Code 150 pcs. RFID tag 200 pcs.
Temperature range	-30°- +60°
Humidity range	20% - 90%
Low voltage alarm	Less than 4.5V

Specifications

• Semiconductor fingerprint sensor (508dpi)
• Passage mode
• Zamak 5, stainless steel handle SS304 - recyclable
• Smart APP, check records and remote unlocking (optional Gateway)
• Voice guiding in Swedish or English
• Automatic alarm when repeated unauthorized opening attempts
• Voice (on/off)
• Time settings for code/tag/fingerprint
• Lock APP from unauthorized access
• Password protected
• Emergency opening via mechanical key or USB.

2.2 Lock structure

295 mm

127 mm

49 mm

105 mm

60 mm

20 mm

21 mm
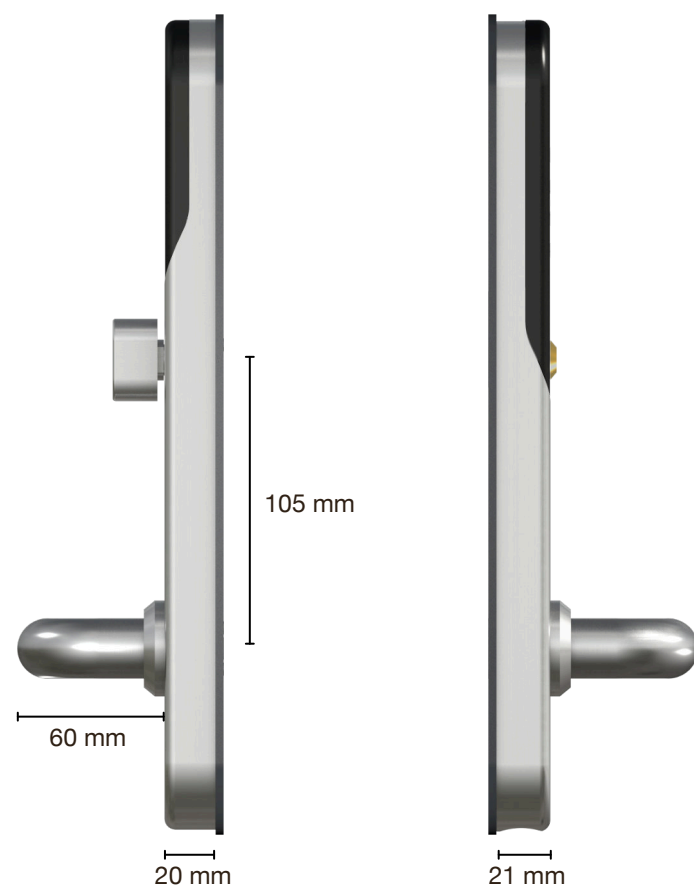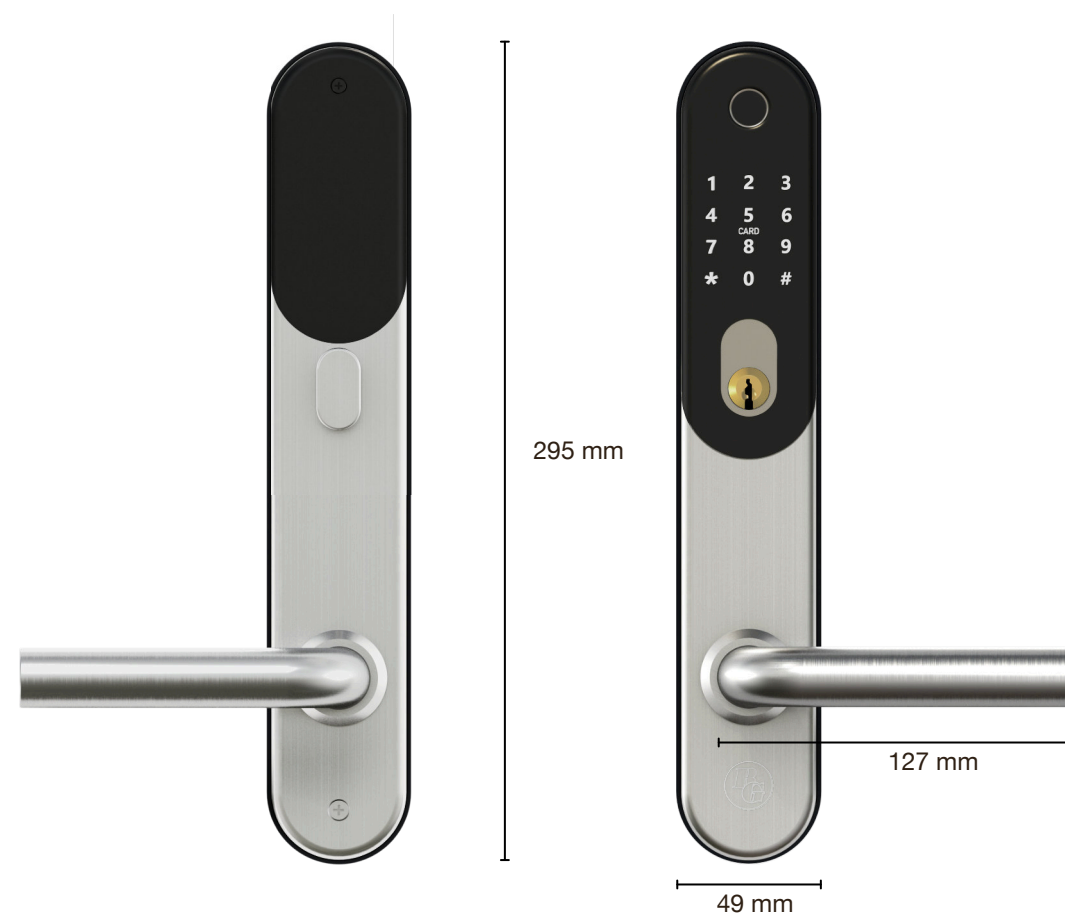
# 3.1 Installation • Handle, direction/change

3.1.1 Change of handle direction (if needed)

Please note: Adjust direction according to door opening direction.
The arrow MUST always be pointing in the opposite direction as handle.

The mounting surface must be completely smooth, so the back of the lock closes completely tightly against the door leaf.

The procedure below is also used if a change to an alternative handle is to be made (optional).

The outer handle
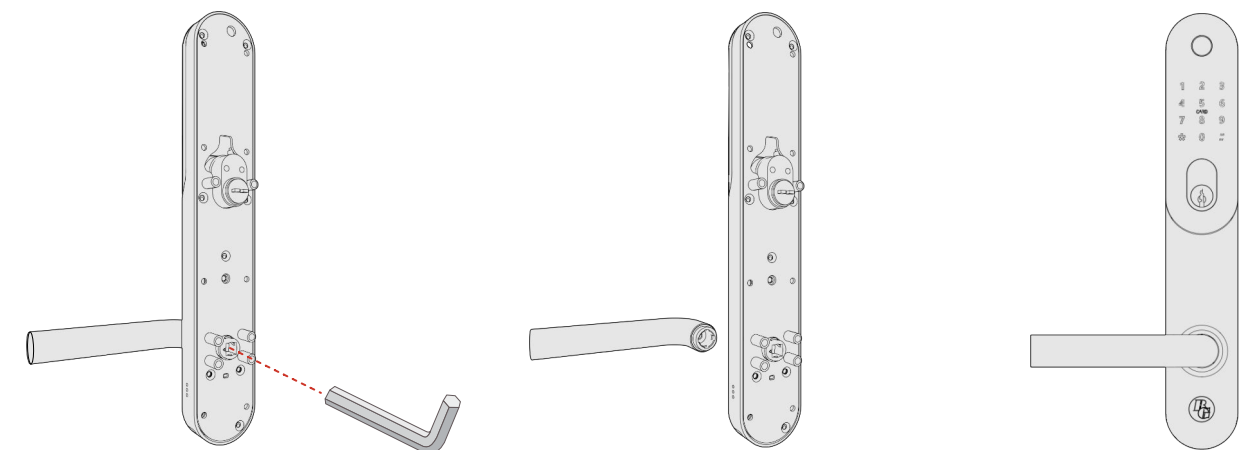
① To release the handle, unscrew the screw from the back with the included Allen key.

② Remove the handle and reverse direction.

③ Replace the handle and screw from the back.

At the same time, check that the arrow is pointing in the right direction.

The inner handle
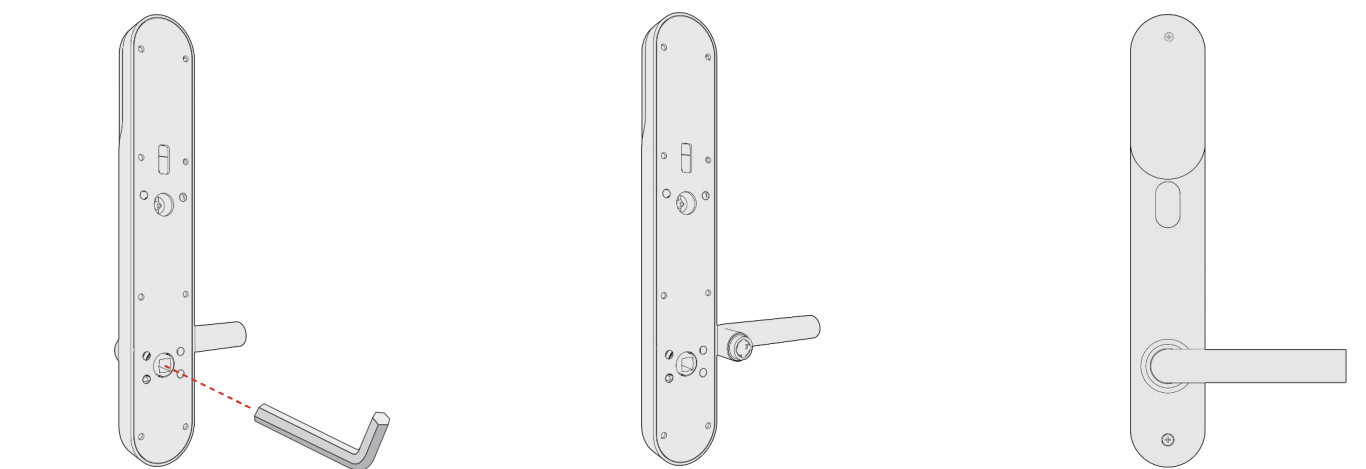
① To release the handle, unscrew the screw from the back with the included Allen key.

② Remove the handle and reverse direction.

Change to a new screw (available in the packaging).

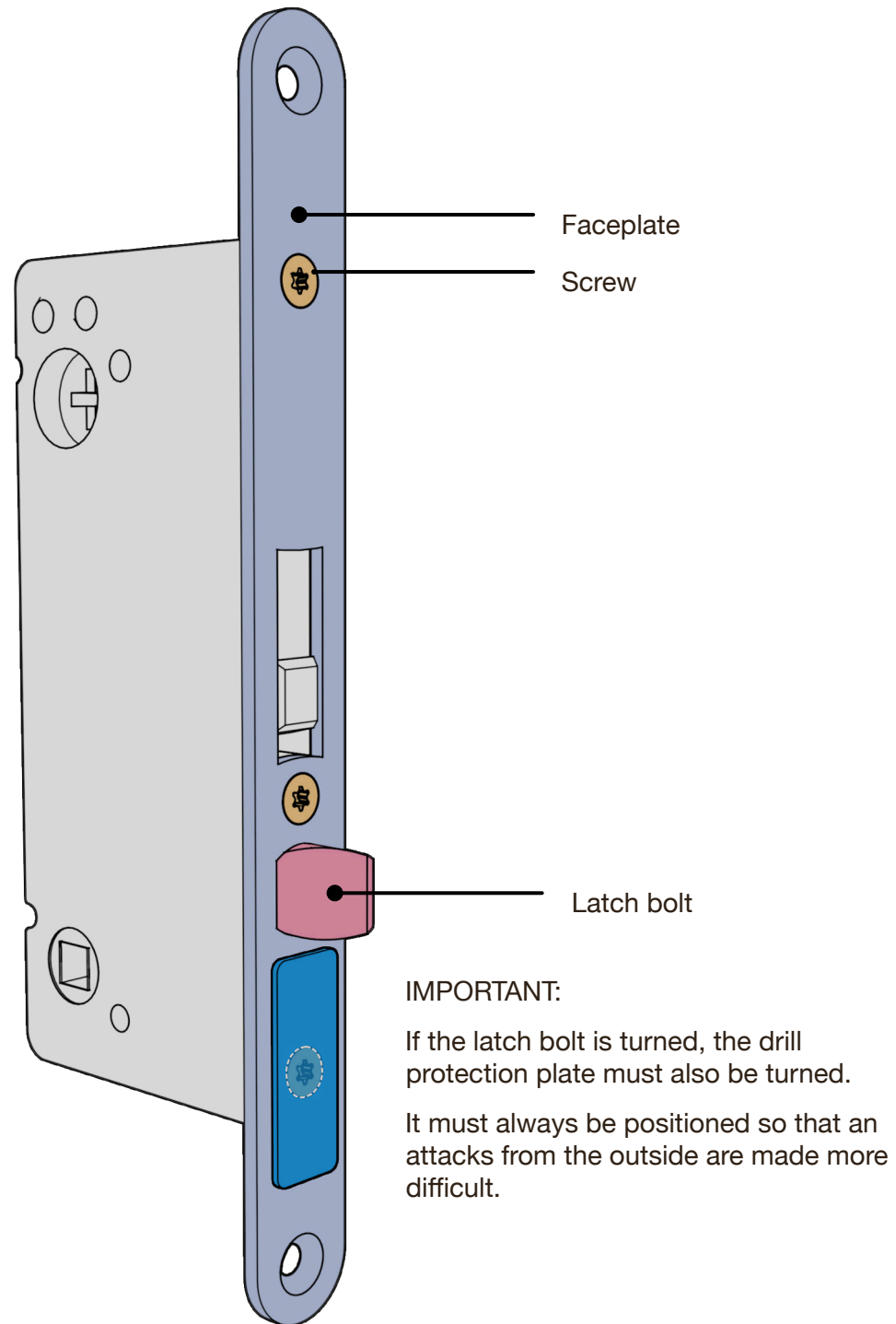③ Put back the handle and tighten with a new screw from the back.

3.1.2 - Instruction for reversal of the latch bolt

Model: BGAS510 and BGDK1418
Note: the images below differ from model BGDK1418. However, the principle of reversing the latch bolt is the same.
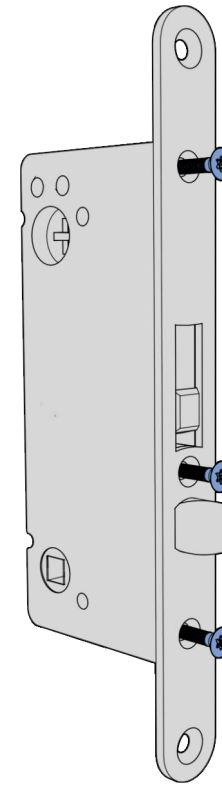
Reversing the latch bolt is done to fit left/right-handed door.
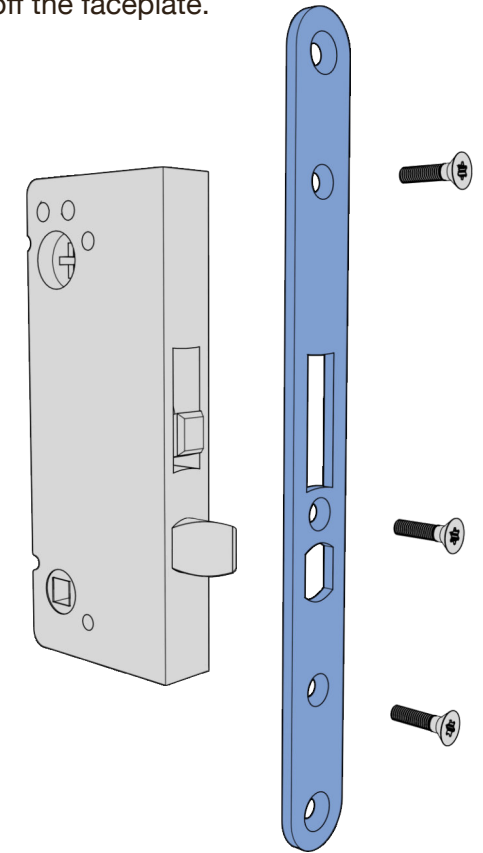
Faceplate

Screw

Latch bolt

IMPORTANT:

If the latch bolt is turned, the drill protection plate must also be turned.

It must always be positioned so that an attacks from the outside are made more difficult.

1 - Loosen the screws

Unscrew the 3 screws that secure the faceplate.

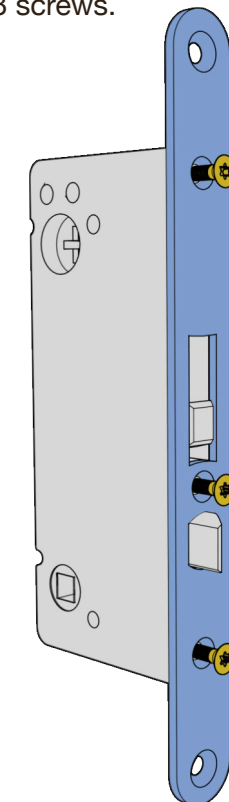### 2 - Release the faceplate

Lift off the faceplate.

3 - Rotate the latch bolt

Rotate the latch bolt 180°
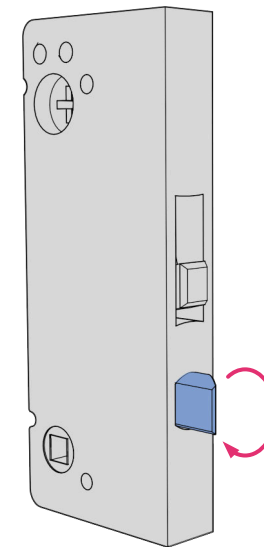
4 - Reattach the faceplate

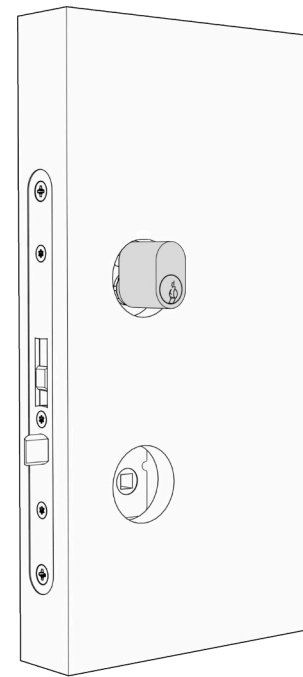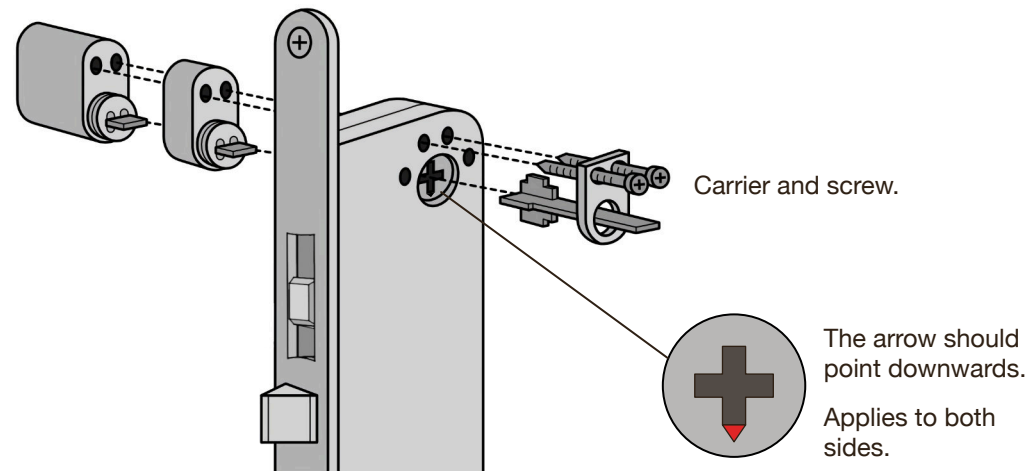Reattach the faceplate and secure it with the 3 screws.

3.2.1 - Install lock body and cylinder

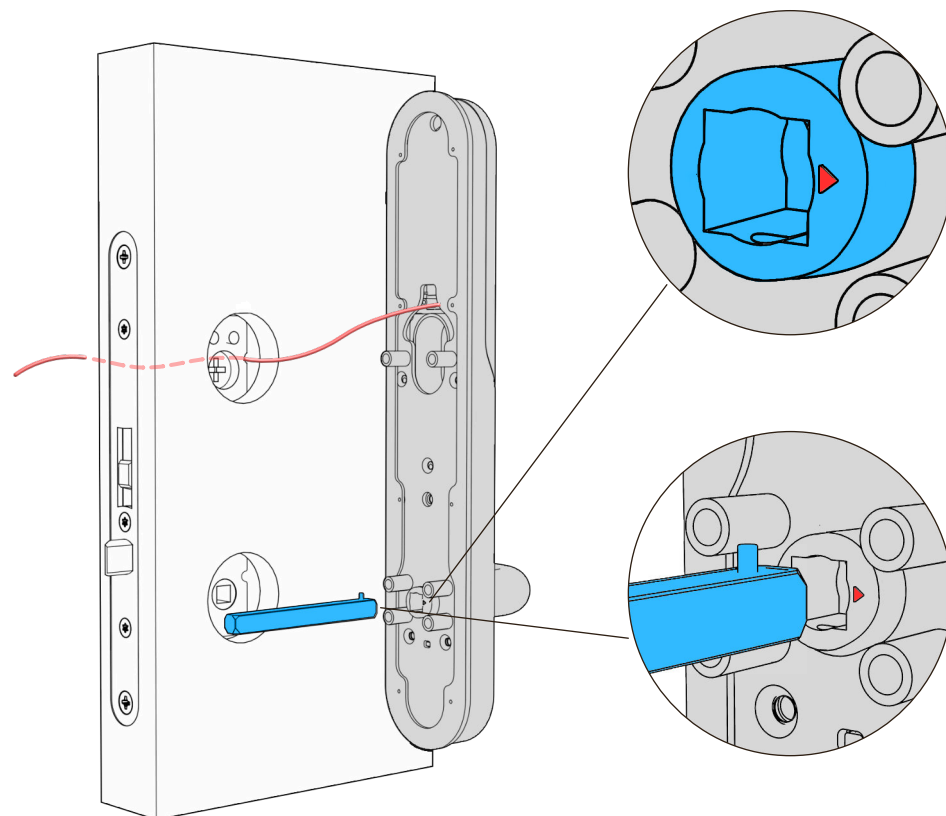Install the locking box and screw on.

Make sure cylinders with cylinder extenders fit in height. Aim to get the cylinder as close to level with the outer part as possible. Use screws of the appropriate length and screw together.

Carrier and screw.

The arrow should point downwards.

Applies to both sides.

3.2.2 - Install the outer part and the square pin

Fixes the gasket on the back.

Pass the cable through.

The arrow MUST point in the opposite direction relative to the handle.

Place the square pin in the hole.

Choose a square pin that reaches all the way into the inner handle.

Press the snap lock onto the square pin and fasten to the outer part. Make sure the snap lock locks into the hole and the pin is secure.
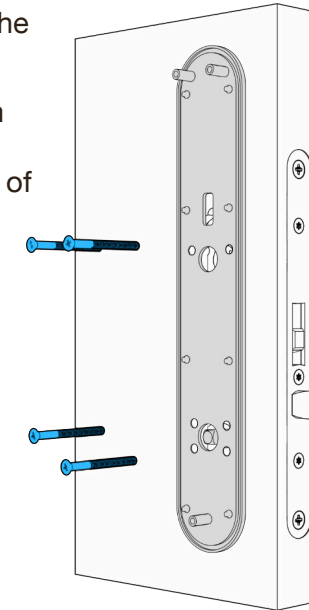
3.2.3 - Install the plate for the inner part

Fix the gasket on the plate that belongs to the inner part. Place the plate on the inside of the door.

A total of 4 x M5 screws with waist should be used. Cut to the correct length.

Which of the two bottom holes should be used depends on the location of the holes on the lock box.
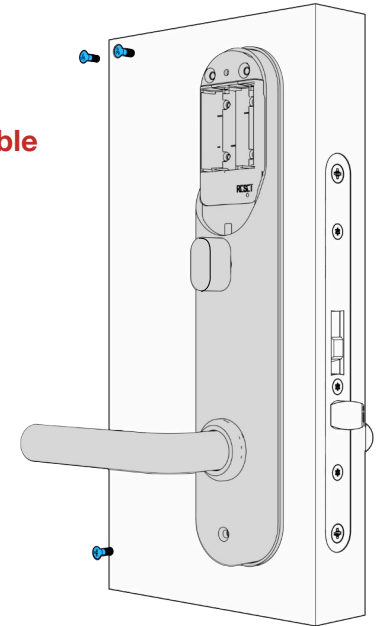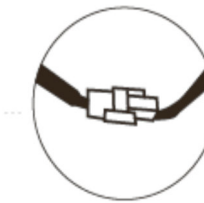
3.2.4 - Install the inner part and cables

Connect the cables. Place the inner part over the plate. Check that the locking knob works.
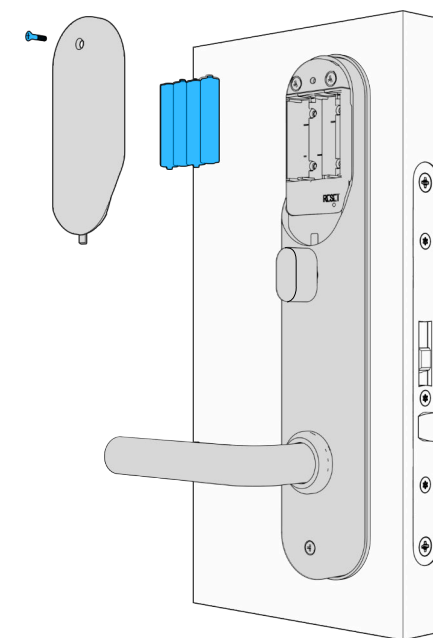
Screw on the inner part with 3 x M3 screws.

The lock must not hang from the cables. Risk of cable breakage.

3.2.5 - Install batteries and battery cover

Install 4 x AAA batteries in the battery holder and set the battery cover in place and screw on.

3.2.6 - Installation is complete

You have now finished mounting the BG5000, which is now ready to use.

Skip to Chapter 4, download the app and start the pairing procedure.

3.2.7 Important to consider after installation

If the lock has been locked with a key or knob, it **must** first be unlocked with a key or knob before digital opening can take place.
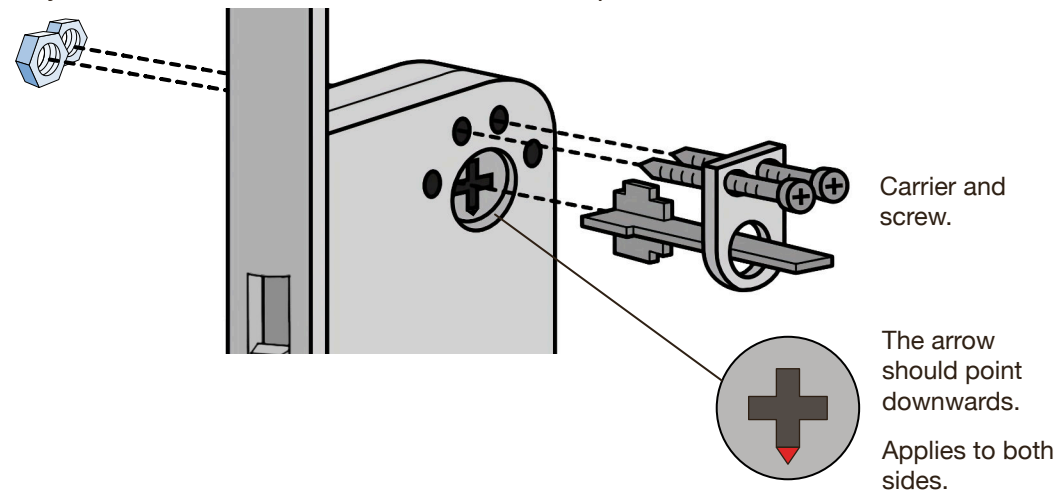
3.3.1 - Install lock body

Install the lock body and screw on. Feel free to try so that it is possible to pass the cable through to the inside.

If the knob is to be used, make sure to install the coupling.

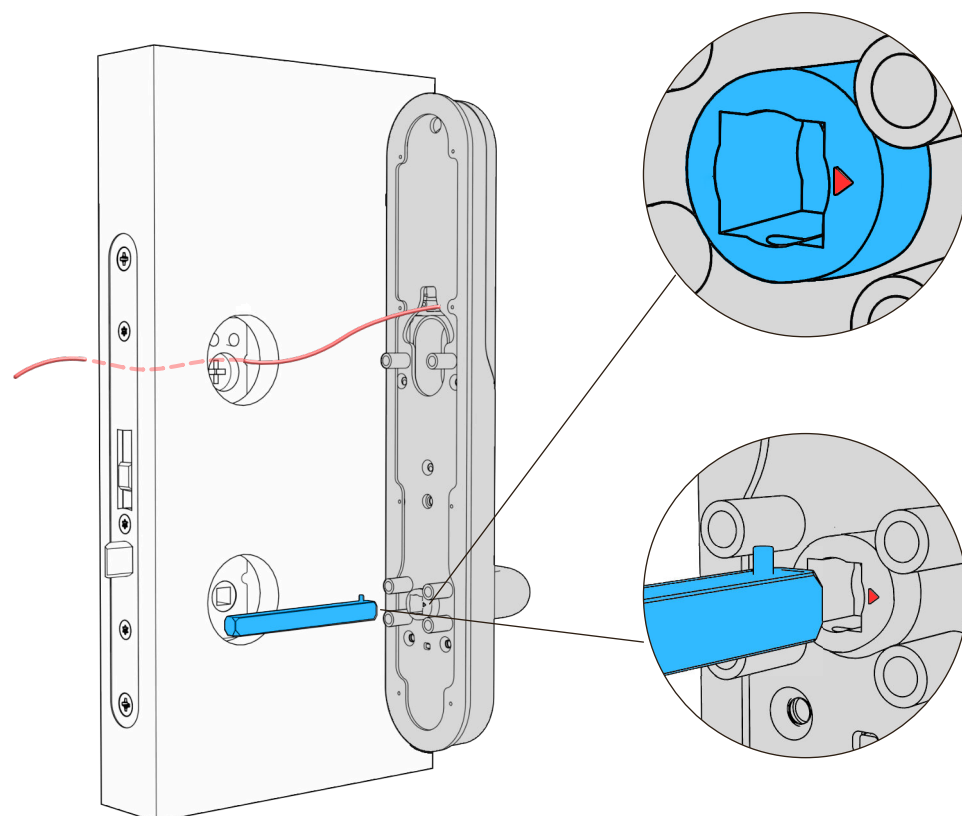The coupling is mounted securely with the included M5 nuts.

If you wish to remove the knob on the inner part, refer to section 3.4.

Carrier and screw.

The arrow should point downwards.

Applies to both sides.

3.3.2 - Install the outer part and the square pin

Fixes the gasket on the back.

Pass the cable through.

The arrow MUST point in the opposite direction relative to the handle.

Place the square pin in the hole.

Choose a square pin that reaches all the way into the inner handle.

Press the snap lock onto the square pin and fasten to the outer part. Make sure the snap lock locks into the hole and the pin is secure.
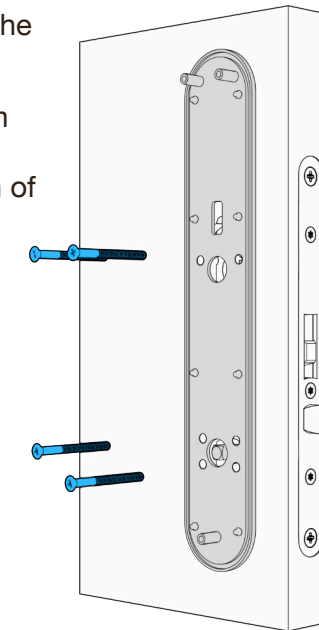
3.3.3 - Install the plate for the inner part

Fix the gasket on the plate that belongs to the inner part. Place the plate on the inside of the door.

A total of 4 x M5 screws with waist should be used. Cut to the correct length.

Which of the two bottom holes should be used depends on the location of the holes on the lock box.
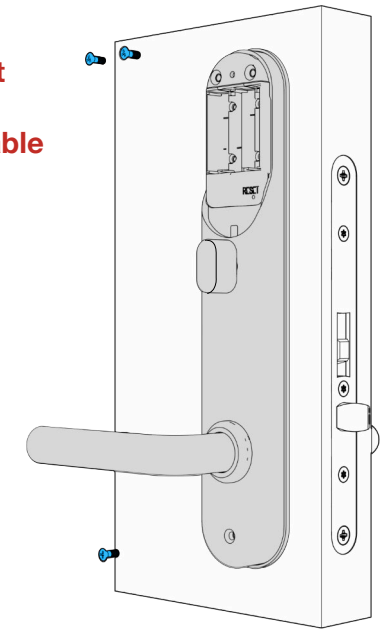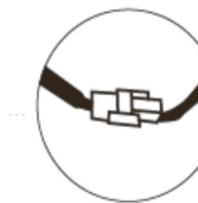
3.3.4 - Install the inner part and cables

Connect the cables. Place the inner part over the plate. Check that the locking knob works.
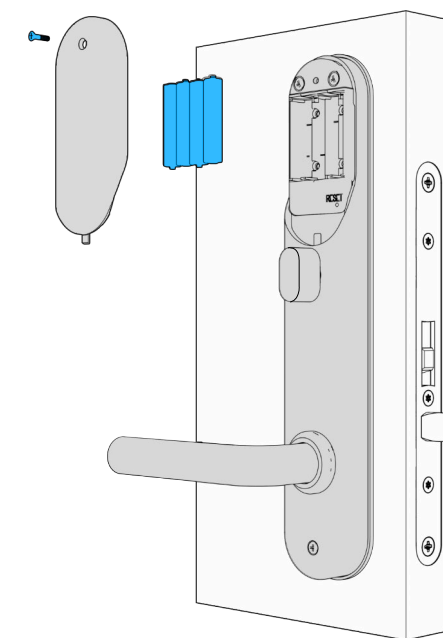
Screw on the inner part with 3 x M4 screws.

The lock must not hang from the cables. Risk of cable breakage.

3.3.5 - Install batteries and battery cover

Install 4 x AAA batteries in the battery holder and set the battery cover in place and screw on.

3.3.6 - Installation is complete

You have now finished mounting the BG5000, which is now ready to use.

Continue to Chapter 4, download the app and start the pairing procedure.

3.3.7 Important to consider after installation

If the lock has been locked with the knob, it **must** first be unlocked with the knob before digital opening can take place.
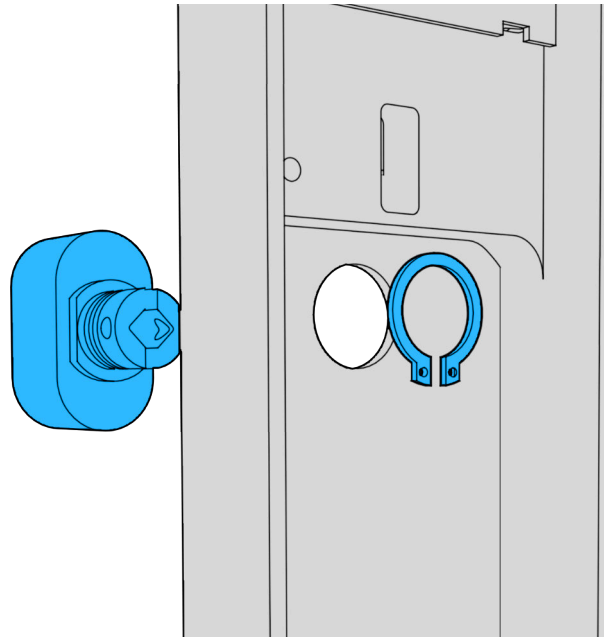
3.4 - Disassemble the inner part knob

The knob is intended only for a lock case with a home/away function.

If you do not want to use the lock knob, it can be disassembled. The included silicone cover can then be pressed in place to cover the hole.
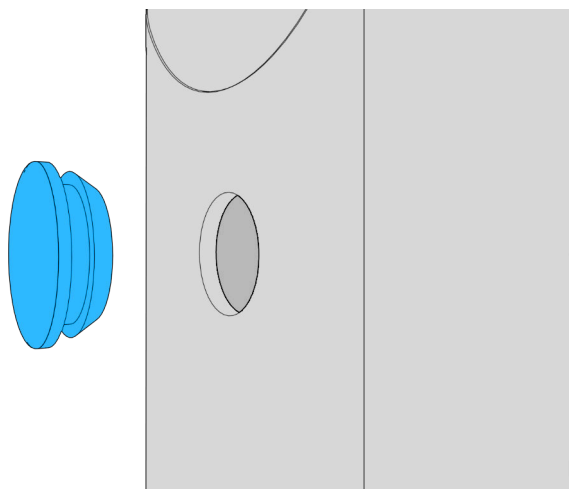
3.4.1 - Remove the knob

Use a clip plier to pry out the clip and thereby release the knob.

3.4.2 - Install the plug for the hole

Press the plug into the hole where the knob was previously located.

4.1 Demo mode

Note: The lock can be opened with the code: 123456 followed by # in demonstration mode.

Lock type

NOTE: The TTLock app can control several different lock types. You must first select type of lock. The lock must be added to the app. Normally, locks that have not been added before can be added after the lock panel has been activated. Locks that have previously been added to TTLock must first be removed by its owner, then added again.

4.2 Set English or Swedish voice guidance

1. Open the battery cover. Make sure working batteries are inserted and press the reset button, with a narrow object, for 5 sec. (Ignore any messages before 5 sec.)

2. Immediately press "000#". A verification will sound and the lock has been reset.

3. Touch the lock screen to light.

4. For English press: *39#....123456#2#

5. For Swedish press: *39#....123456#1#

6. Now start initiation process by pairing the lock with phone.

Reset button
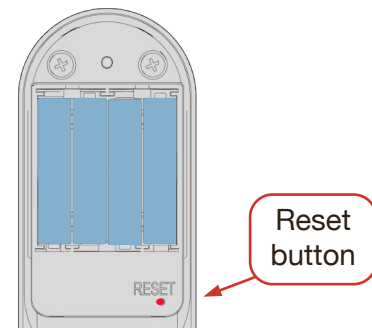
4.3 - Emergency Opening

Emergency opening of the digital function using a mechanical key or with a USB connection.

1. Emergency opening with the included keys is done through the keyhole located on the underside of the lock.

2. Only emergency opening with the help of a power bank and USB connection.

Note: Never use rechargeable batteries in the lock.

5.1 App and registration

5.1.1 Instructions online

In addition to this manual, you can find instructions on TTLock's website. Use the QR code below to open TTLock's instructions or click here.

5.1.2 Download the app
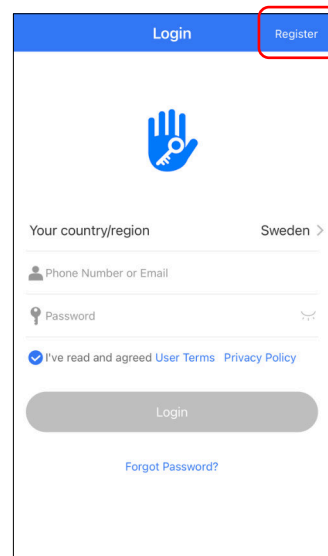
1. Android – scan the QR code to the left.

2. Apple - scan the QR code to the right.

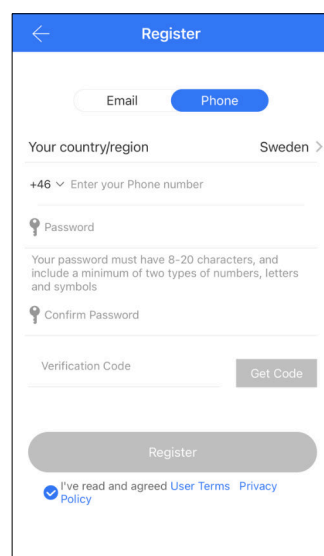3. Alternatively search for TTLock in Google Play or App Store.

5.1.3 Account registration

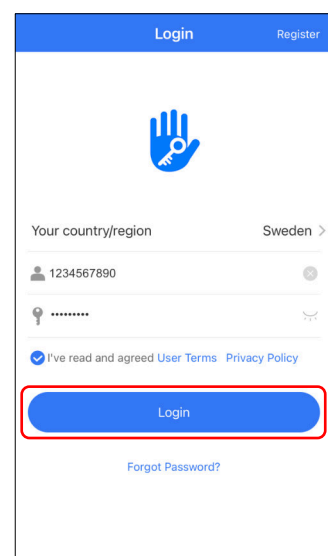Register a new account in one of the following ways
• mobile number (without the first zero)
• e-mail
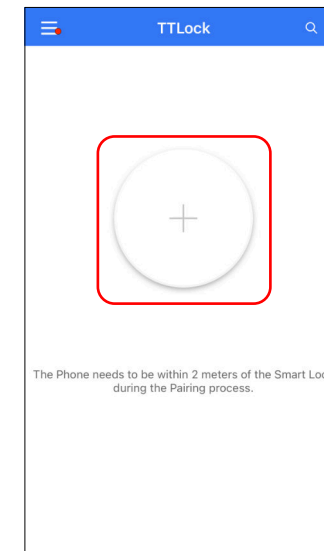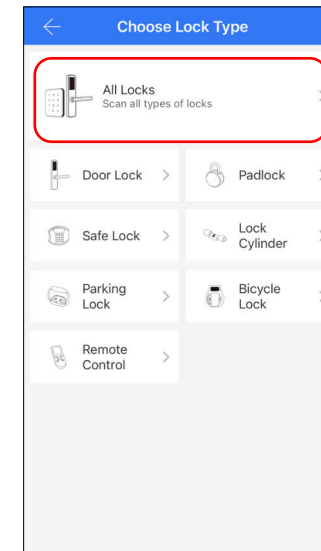• or log in with an existing account.

1-1   1-2   1-3
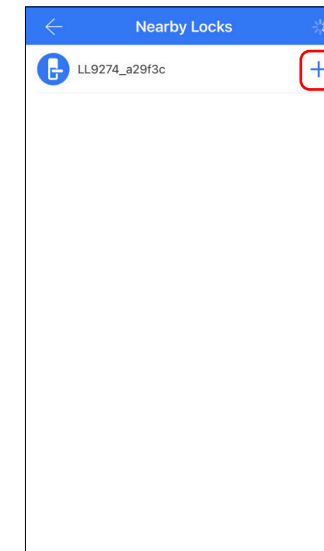
5.2 Add lock

5.2.1 Registration of the lock

1. Tap the lock screen to turn on, click "+ Add Lock"

2. Nearby lock will appear on the phone screen, select the lock and tap "+".

3. Rename the lock (click in the name field).
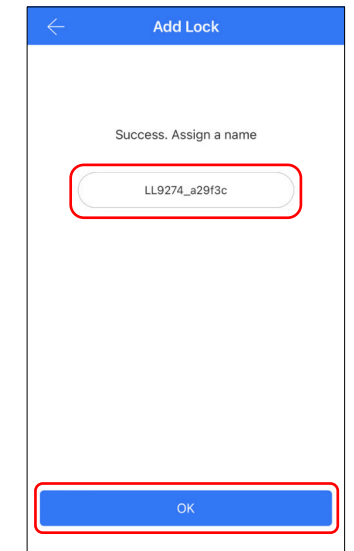
4. The lock has now been added.

1-4   1-5   1-6   1-7

5.3 Remote control

5.3.1 Bluetooth

Make sure Bluetooth is enabled in your Smartphone. After the phone and lock are connected, click in the padlock icon to unlock (phone must be within 2 meters from the lock).

5.3.2 Remote control (Optional via Gateway)

The lock is directly connected via Bluetooth and is not connected to the network itself, it is therefore not vulnerable to network attacks. Gateway is an option for Smart Lock. It is the bridge that connects the lock to your network. Through Gateway, users can, from a distance, calibrate the lock's clock, read the history of codes, cards, fingerprints etc. It is also possible to send, delete and modify codes and e-keys.

When the phone and lock are connected, click the remote padlock icon to unlock (see the figure below). You can unlock anywhere you are connected to a network (to add Gateway, see step 6). To activate this function: In the respective lock - press "Settings" and then "Unlock remotely"
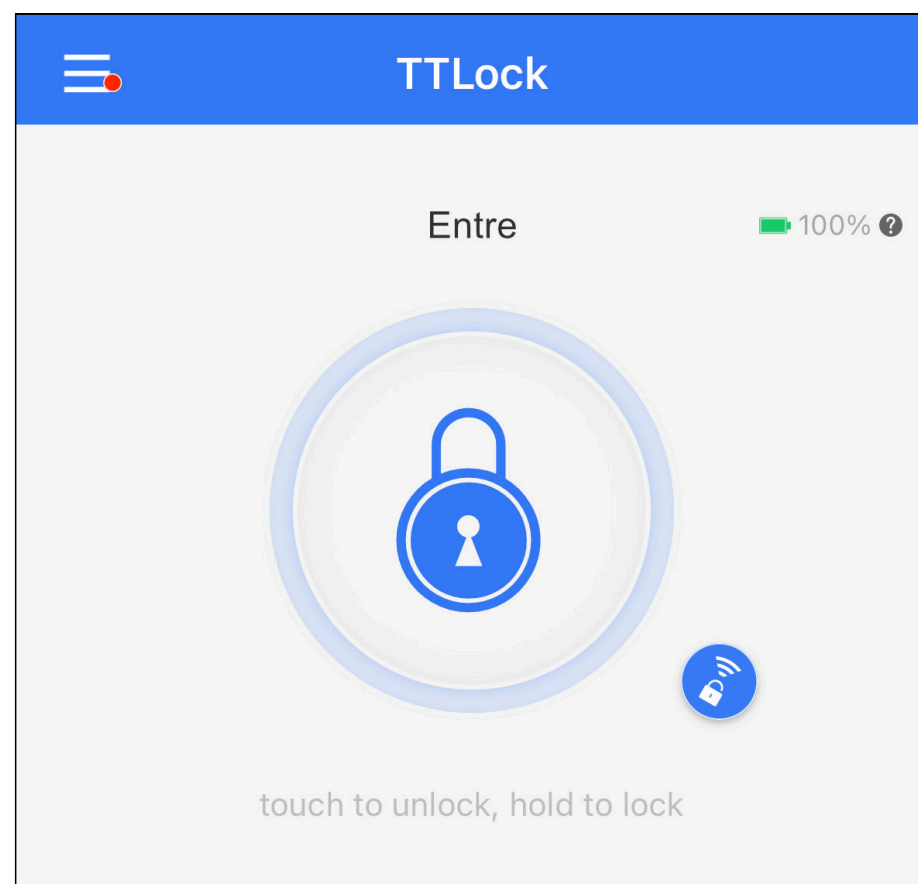
5.4 Fingerprint

5.4.1 Adding Fingerprints

To be able to unlock with fingerprints, it must first be added. For this to work, the phone and lock need to be next to each other and the APP started. Fingerprints can be set to apply permanently, or under restriction. After it is added, the validity period can be changed.
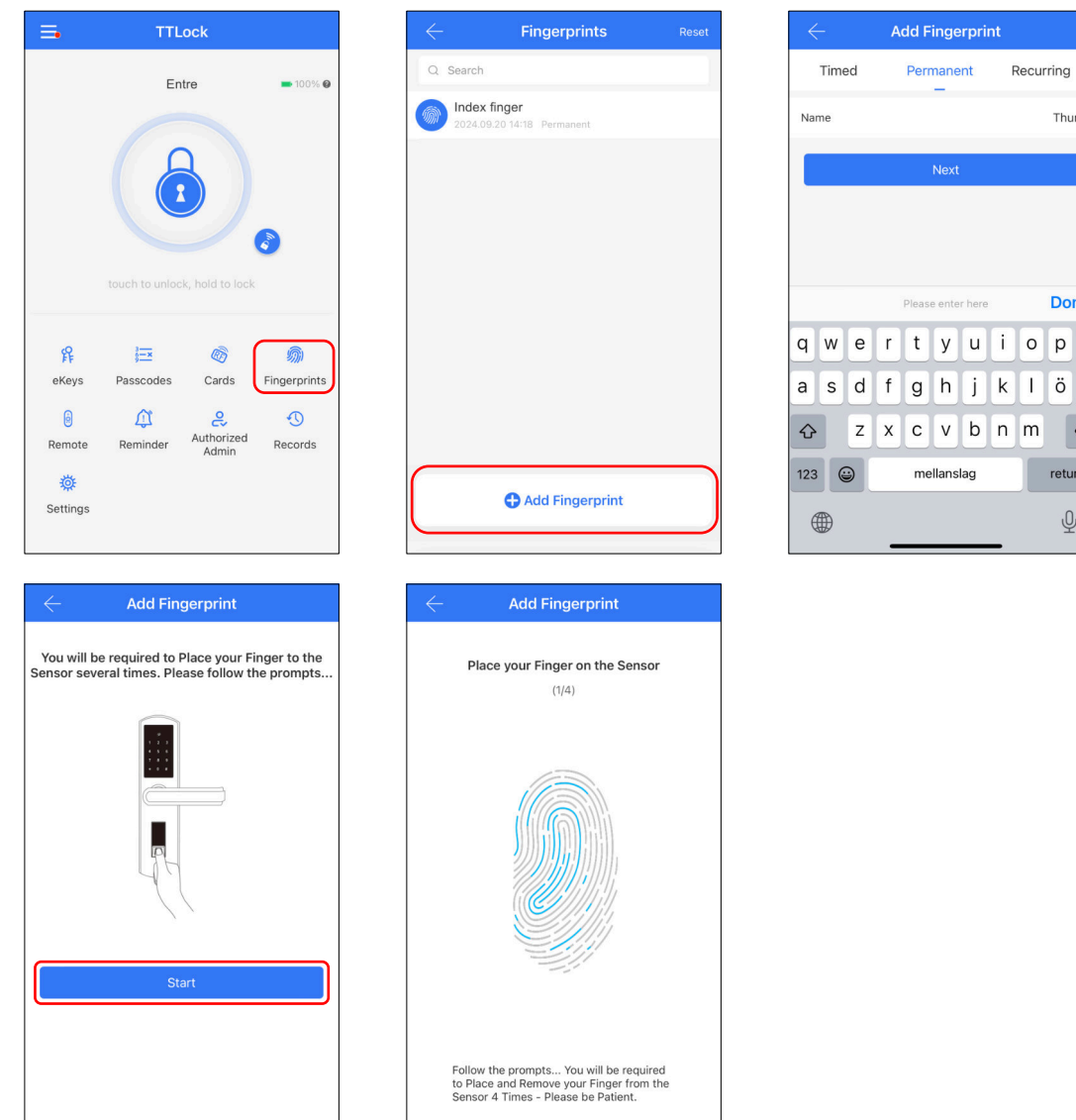
Please note:

1. Before using fingerprint, it is important that the sensor area is clean and dry. The finger must also be clean and dry and free from e.g. water, grease, dirt etc.

2. The maximum number of fingerprints that can be added is 200 pcs. It is recommended that each user enter at least 2 fingerprints to prevent problems if any finger is damaged or otherwise unable to be used.

3. When adding fingerprints, the finger needs to be read several times. Place your finger on the sensor at different angles each time and with a light push until your voice prompts you to lift and press again.

4. When the current is too low for the sensor, be reminded that it flashes blue when the Fingerprint sensor is used. After the impression is verified, the light continues to flash blue quickly and the light is slightly dim; in this case, replace the batteries as soon as possible to prevent the batteries from running out.

5.5 Passcode

5.5.1 Passcode management

Code is another way to unlock. After entering the code on the display, press "#" at the bottom right to unlock. Codes are available as permanent, time-limited, one-time, recurring, custom and delete.

Anti-peep. Up to 4 optional digits can be used before and after code, to make reading difficult.

It is important that the code is entered in sequence between the optional digits. End with "#".
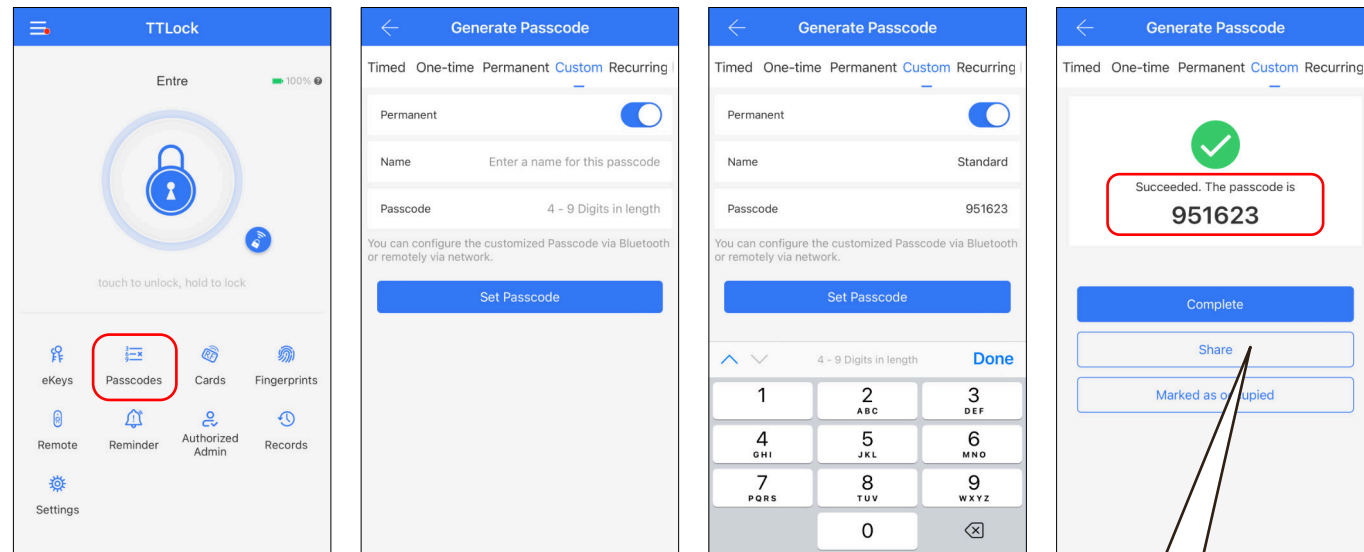
You can share the unlock code with others via WeChat/SMS/Email/Messenger/WhatsApp

5.6 e-Key

5.6.1 e-Key management

Click "Send eKey" as shown.

e-Keys can be sent to other users of TTLock to authorize unlocking (recipient must have downloaded the APP and registered an account)
→ Choose e-key format (timed, permanent, one-time or recurring).
→ Enter users TTLock account, name the e-Key and enter validity.
→ Send
→ The receiver is now allowed to open via APP/Bluetooth.

The lock owner can authorize the administrator through e-key, which in turn can grant permissions to users. However, the administrator can not authorize other administrators.
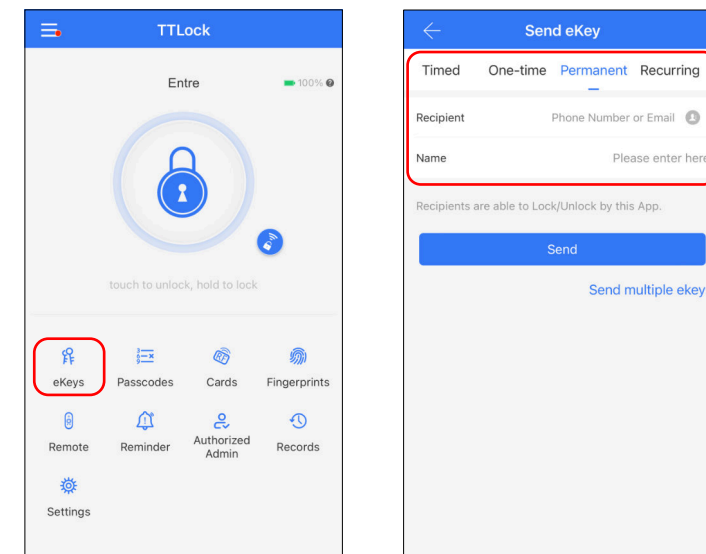
5.6.2 Additional administrators
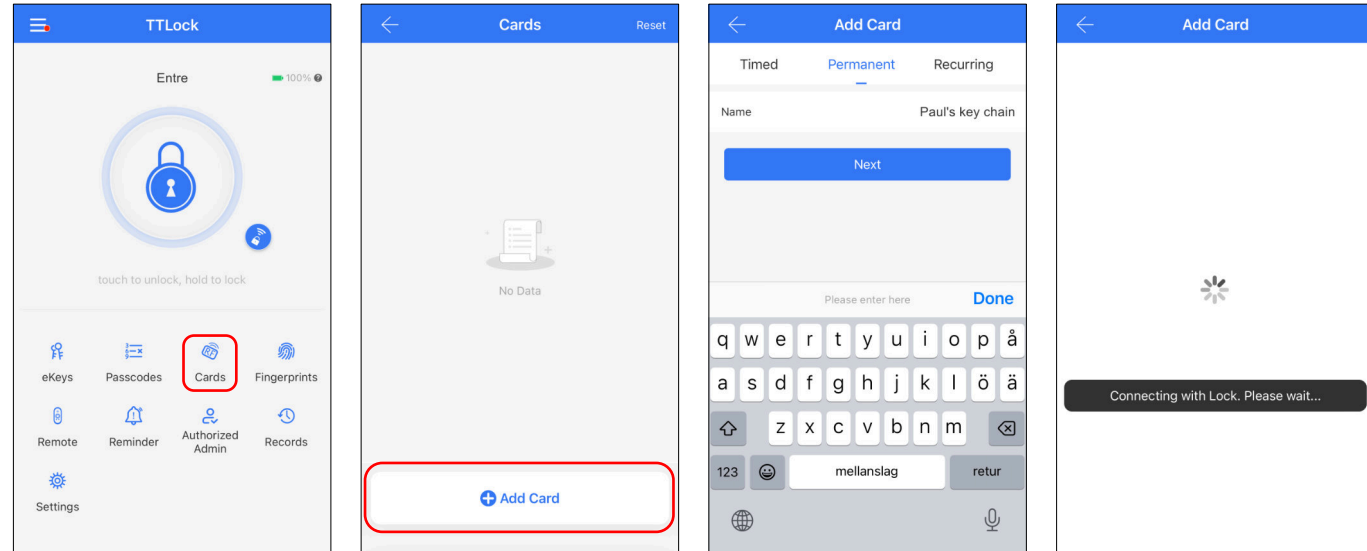
You can add additional administrator of the lock.
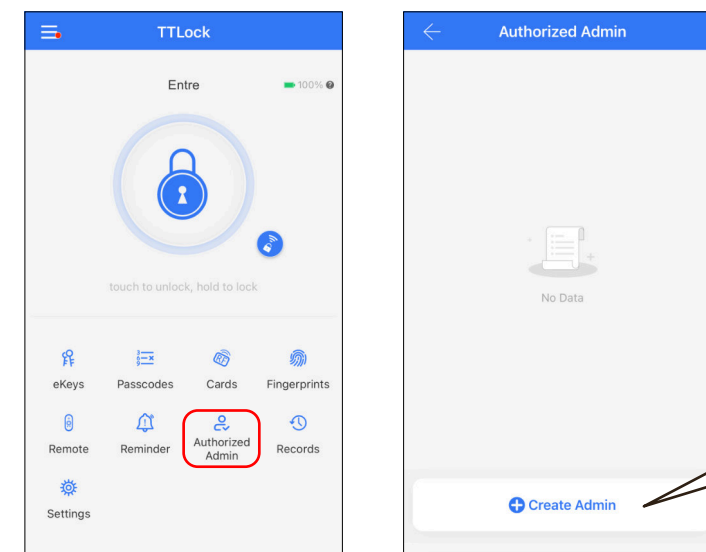
Here you can authorize new administrator

Enables opening with different RFID cards. Before an RFID card can be used, it must be added. Adding must be made by phone and lock next to each other. The validity period for RFID cards can be set. It can be permanent or limited time. You can also subsequently regulate the validity period for RFID cards.

5.7.1 Add tags/cards (RFID)

5.7.2 Add tags/cards remotely (Android only, with NFC enabled)

Gateway must been added

Hold the card against the NFC sensor on the back of the phone.
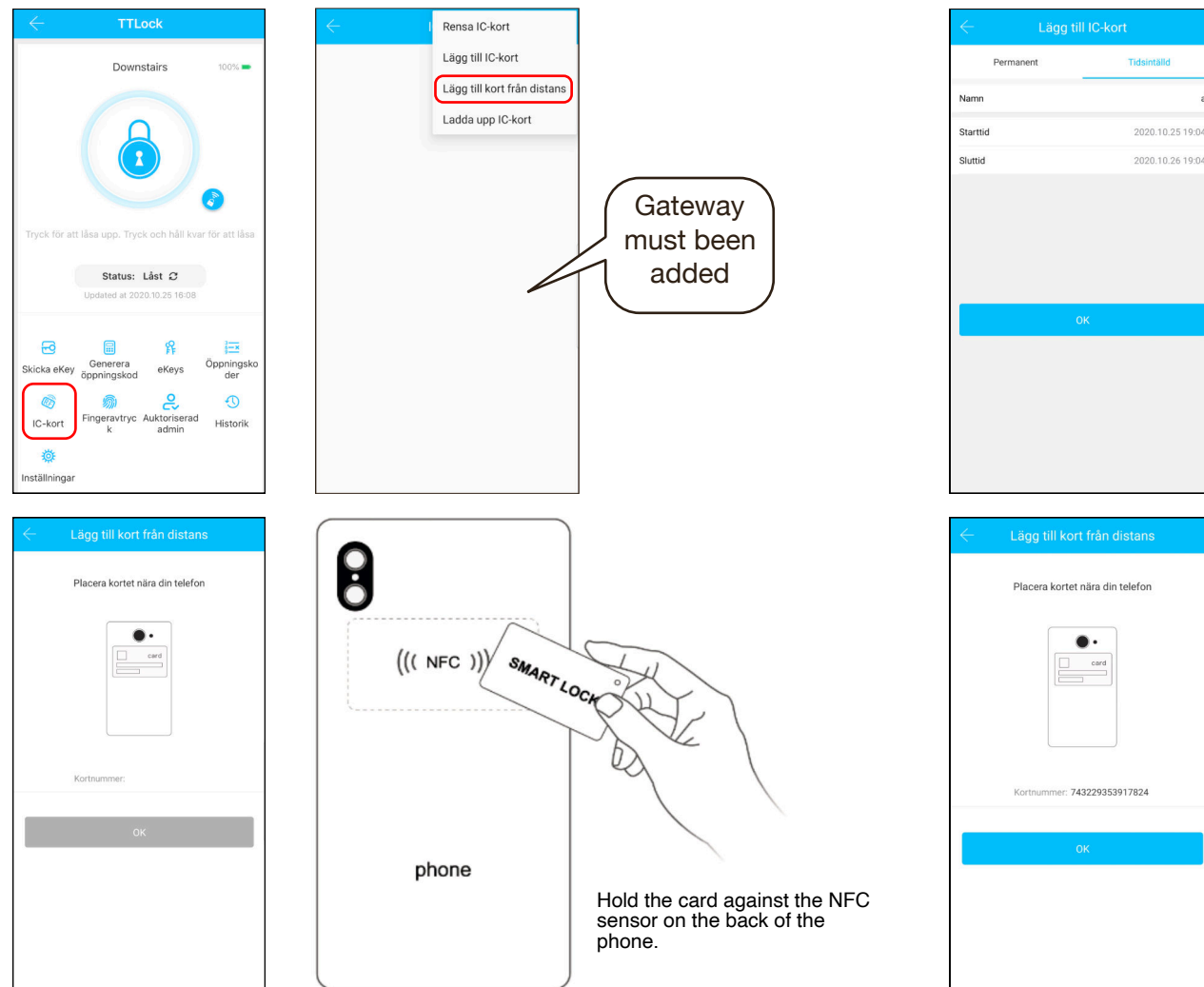
5.8.1 Admin passcode management

Click "Settings"
→ Basics
→ Click Admin passcode
→ Enter this code on the lock display, followed by
→"#" to unlock.

5.8.2 e-Key management

Click "eKeys".

After the Owner has added the lock to the APP, the Owner will have the highest authority in the lock. The owner can send eKeys to other users of TTLock, set time limits, permanent or one-time Bluetooth eKey rights. An Admin can handle all their own exhibited eKeys, including removing these, restoring, sending, changing the validity period and viewing the history of these. For eKeys whose validity is about to expire, the number of remaining days is displayed in yellow and a reminder in red.

5.8.3 Passcode management

Click "Passcodes".
→ figure 2-4. All generated Passcodes can be viewed and managed here. This includes code change, deletion, restore and history.

5.8.4 Passage mode (in settings)

Activate Passage mode in the APP by dragging the slider to the right.

Set the desired day / days.

If all hours are desired, this is activated by dragging the slider to the right.

If start and end time are desired, this is stated.

Do not forget to tap "Save" at the top right of the screen.

Enter Passage mode by making one valid opening via app or other method.

The next time you open with permission, the lock enters Passage mode (if the Passage mode is still set to active).

When the lock is programmed for Passage mode, the color of the lock name changes in the main menu. This is to remind that the lock is programmed for Passage mode.
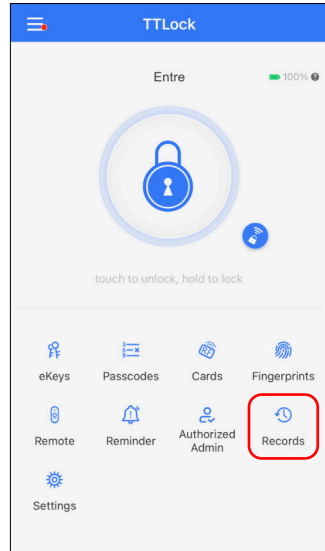
5.8.5 Manual locking

To lock manually, e.g. temporarily cancel the passage position, press and hold "#", until the locks lock.
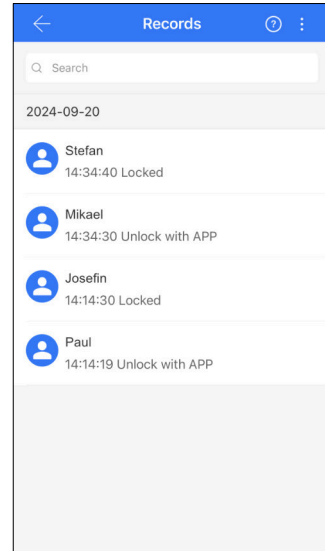
5.9.1 Unlock records

Click "History"as shown in 2-1
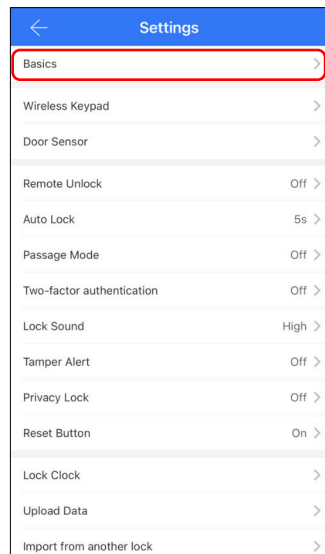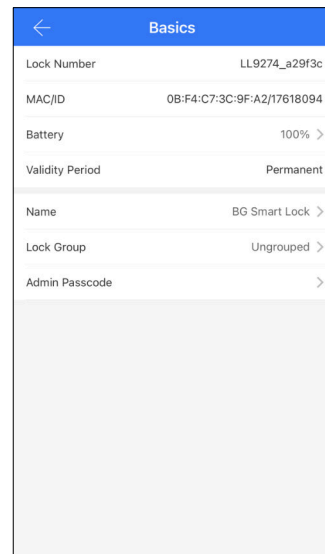→fig 2-2 You can query your unlock records as shown.

2-1   2-2

5.9.2 Settings

Here you can make settings and see information about the lock.

2-3   2-4

Gateway

If you have a gateway, now is the time to connect it.

With a gateway, it is possible to control the lock remotely. It communicates with the lock via bluetooth and on to WiFi and also via Ethernet cable. POE means that the device receives power via Ethernet cable.

Please see the manual that comes with the gateway or use the QR code below to download the manual.

Gateway BG-G2

Connects via WiFi.
Power via USB cable.

Gateway BG-G3

Connects via WiFi or Ethernet cable.
Power via USB cable.

Gateway BG-G3P

Connects via WiFi or Ethernet cable.
Power via USB cable or via Ethernet cable (POE).
Note that power over Ethernet cable (POE) requires that the network switch supports POE.

7. Frequently Asked Questions (FAQ)

1	How to read operation methods?	In the "records" of the main interface / or web interface TTLock
2	For what reason are you able to upload fingerprints?	What is uploaded is not fingerprints but the number of fingerprints. Because some locks do not need the APP to add fingerprints, they can not be seen in the APP until they have been uploaded
3	How many e-Keys can be added?	Unlimited
4	Why does "pending" show when sending an e-Key?	Before receiver has opened App for receiving the e-Key "pending" is showing.
5	Why do I not receive a one time passcode?	This may be due to a problem with the operator or the SMS server, or it may be due to an incorrect parameter. Remember to enter the mobile number without the first zero. Otherwise contact the support service in the APP.
6	Can users use their account simultaneously on two devices?	No, that does not work. But you can authorize Admin, which is on another device.
7	Can I download records/history?	With Bluetooth: Yes, otherwise No.
8	Why does Passage mode not work immediately?	You have to verify Passage mode by performing one verified opening first.
9	What is "Automatic lock"?	Set the length of time before the lock returns to the locked position.
10	Why can I not send e-Key?	Check if the account you are sending to is registered / already received.
11	How many locks can be added in the APP?	Unlimited
12	Is it possible to add Passcodes, fingerprints or RFID-tags remotely?	A) Auto-genererated Passcode: Can be sent Custom Passcod: Can be sent if Gateway is connected B) Fingerprint: Not possible to add remotely C) Adding tag/card is possible only through Android with NFC activated.
13	The lock display is flickering.	This can be due to the protection plastic film has not been removed from the display. Try removing the film. Water may also be the cause, so try wiping the display with a dry cloth.

APP is being automatically updated regularly. Therefore some functions and features may vary from above instructions.

8. Trouble shooting hardware

1	After installation the display does not light up.	A) Check that batteries are correctly inserted and that they have enough power. B) Check cable between front and back parts is connected correctly.
2	I can not add fingerprint	Finger must be dry and clean. The sensor must also be dry and clean.
3	Fingerprint verification works well, but lock can not be opened	Fingerprint lock has two important components: one is the fingerprint module and the other is the electrical lock. If the verification succeeds with the lock not opening, you can listen carefully when the fingerprint is verified if you can hear the engine sounding inside the lock. If it is heard, the error is often due to the handle lock. If the motor is not heard, it is probably because the circuit board is broken. The front panel needs to be replaced. If you have a valid guarantee, this can be invoked.
4	Batteries are draining fast.	A) High use of the lock B) Only use batteries of high quality. Consider the use of lithium batteries.
5	Can volume be adjusted?	A) Systems with Bluetooth can only turn the sound on or off B) Non Bluetooth systems can control volume.
6	Nothing happens or the lock can always be opened when you press the handle on the outside.	Check that the assembly has been carried out correctly with the arrow pointing in the same direction as the handle direction. Also ensure that the lock is set to "Auto-lock" in the settings for the lock.
7	Display is i not working and/or light is weak	This probably due to weak battery power. Please install new batteries and check.
8	How long is the lock in the locked position after 5 incorrect opening attempts?	After the 5 sec. alarm, the lock is closed for 2 minutes. During this time the lock can only be opened through the app with bluetooth or remotely (Gateway option).
9	How many records can be stored in the lock?	500 pcs
10	On how many locks can a single RFID tag/card be used?	Unlimited
11	Lock does not lock.	Make sure that the outside and inside are mounted parallel to each other. Also see p. 6 above.

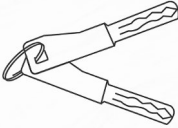**Factory reset (after unresolved software problems)**

Open the battery door and press the reset button, with a thin object, for 5 seconds. (Ignore any messages within 5 sec.)

Then dial "000#". A verification takes place and then the lock is restored.

Reset button
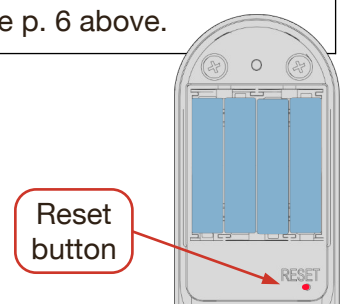
9. Packing list

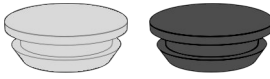May vary depending on model.

No	Name	Pcs	Picture
1	Outer part IP66 (SS304)	1	
2	Inner part No IP classification (SS304)	1	
3	User manual	1	
4	RFID tag	3	
5	Mechanical key	2	
6	Waterproof rubber gasket	2	
7	Square bolt 8 x 80 mm (snap lock) Square bolt 8 x 100 mm (snap lock) Square bolt 8 x 120 mm (snap lock)	1	
8	AAA batteries	4	

No	Name	Pcs	Picture
9	Screw (cuttable with waists) M5 x100	6	
10	Cylinder extension (6mm) when oval cylinder is to be used (Other lengths are available)	1	
11	Screw with waists M5 x 50 when oval cylinder is to be used	2	
12	Screw M3	3	
13	Allen screw. With thread locking (for handle)	2	
14	Extra screw for battery cover	1	
15	Allen key	1	
16	Rubber plug (if knob not desired) Color may vary		

Optional

No	Name	Pcs	Picture
17	Remote control (optional)		
18	Door contact (optional)		
19	Gateway (optional)		

Warranty

Customer name: _____

Customer phone: _____

Date of purchase: _____

Product name: _____

Model: _____

**Date markings are located on the back of both devices.
These must NOT be removed or destroyed!**

NOTE:

1) Keep this card so that it can be used in any warranty case.

2) We offer 2 years warranty from the date of purchase.

3) The warranty is valid worldwide.