doup x moorgen



T11 Pro

SMART DOOR LOCK

User Manual & Installation Guide

T11pros Face Recognition Smart Lock Installation Instructions

To users

Thank you for purchasing our products!
Please read these instructions carefully before use and keep it properly for reference!

Functions and Operations

- **Installation Settings**
  *Installation settings are normally used during installation and debugging. Please proceed with caution.
  After waking up the smart lock, press * and #, enter the administrator password (initial password is 123456) to enter the settings menu, press 3 to enter installation settings.
  Voice prompts: 1.Motor Setting 2.Rotation Time

  1. Motor Setting
  Set the motor's forward and reverse rotation to suit different door opening directions. After setting, the system will unlock once to confirm the rotation direction. If set during unlocking, the direction is normal.
  2.Rotation Time
  Select the reverse time of the emergency knob when the diagonal lock tongue pops up when the door is opened according to the lock body requirements (Note: The unit of reverse time is 0.1s, default 0.3s). The time setting corresponds to the numeric keys. For example, pressing "1" sets the time to 0.1 second, pressing "2" sets the time to 0.2 seconds. Choose the required time from "1-9" to set the time ranging from 0.1 to 0.9 seconds. After setting, there will be a voice announcement. For example, if you set it to 0.1 seconds, it will announce "zero one".
  3.Set Close Timer
  Locking wait time is the time from unlocking to the latch bolt's coming out, defaulting to 3 seconds. Note: The time should be appropriately designed to ensure normal locking.
  4.Auto Lock
  When automatic locking is enabled, the lock will automatically lock after 15 seconds each time it is unlocked.

- **Initialisation**

  Hold the "reset hole" on the rear panel for 5 seconds, prompting "Initialise operation, press # to confirm." Press #, the system will enter the factory reset state, all unlocking information and records will be cleared. Upon successful completion, the initial password will be 123456 (for administrator verification).

  Note: The initial password is 123456 and becomes invalid after setting the administrator password.

- **Functional Description**

  1. Anti-Pry Alarm

  If incorrect passwords are entered consecutively more than 5 times within five minutes, the keypad will lock for 90 seconds. During this time, the system will not respond to any operations.

  2. Password Anti-Peek Function

  When entering the password for unlocking, input it in the following format: XXX password XXX. You can add unrelated characters before and after the password, then press # to confirm. The password must be included within the inputted content.

  3. Child Lock

  To unlock from the rear panel, you must press and hold the "unlock button" while simultaneously touching the touch panel on the rear panel.

  4. Office Mode

  When office mode is enabled, unlocking the door from outside once activates continuous unlock mode. In continuous unlock mode, any fingerprint can unlock the door. Temporary exit from continuous unlock mode occurs after you deadlock the door from inside, allowing only administrators and regular users to unlock. Continuous unlock mode is re-activated after unlocking from outside again.

  Only in the system settings can the office mode be completely disabled.

  Note:

  (1)When office mode is activated, human body detection will be disabled. To use face recognition for unlocking, manually activate the keypad first.

  (2)In office mode, the linger warning will be disabled.

  5. Low Battery Reminder

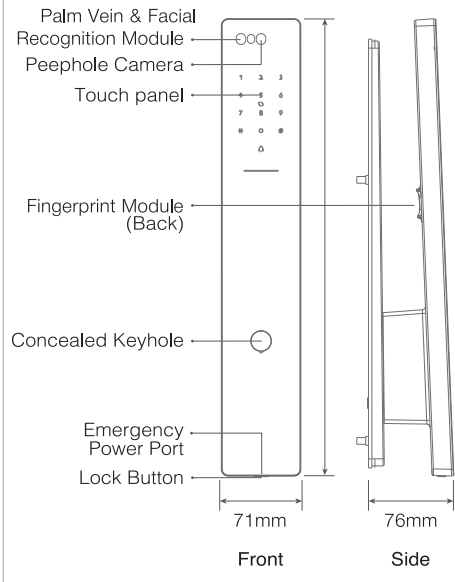
  When the voltage drops below 6.9V, an alarm will sound automatically each time you unlock the door. After the alarm, the lock can be unlocked 200 times. If you exceed this limit, unlocking will be disabled. Be sure to recharge the batteries before they are fully depleted.

6. Motion Detection
The motion detection function can automatically wake the system after detecting the movement of objects. The sensing distance can be adjusted as needed. Level 0 disables human body sensing, while levels 1 to 5 detect distances ranging from approximately 0.2 to 1 metre.After each unlocking, there will be a 10-second delay before it restarts to prevent accidental activation when leaving. If no face or unlocking is detected after 5 times sensing, the system temporarily disables sensing for 2 hours. Sensing will restart after 2 hours or with the next operation to prevent unnecessary battery drain in high-traffic areas.
7. Emergency Power Supply
When the door lock has no power, you can use a power bank for emergency power. The power bank can be connected via the charging port at the bottom of the front panel.
8. Linger Warning
After waking up the door lock, enter "081#" to activate the linger warning; enter "082#" to deactivate the linger warning.
Once this feature is enabled, the door will capture images and send notifications to the Moorgen App when someone lingers at the door. (Note: To enable this feature, you need to register face users, activate human body detection, and connect the door lock to the network.)
9. Electronic Deadlock
Press and hold the Lock button from inside for 5 seconds to activate the electronic deadlock function. The system will confirm successful operation.
Once enabled, regular users who are already registered cannot unlock the door. This function is deactivated upon successful unlocking.

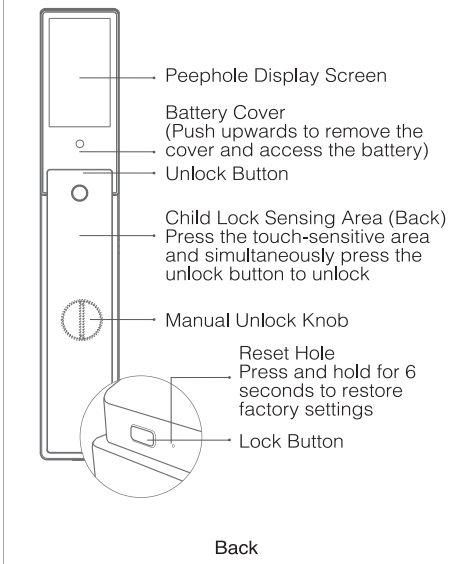
Specifications

- Product Name: T11pros Face Recognition Smart Lock
- Standby Current: <300uA
- Wake-up Dynamic Current: <300mA (average)
- Motor Dynamic Current: <2A (average)
- Face Recognition Capacity: ≤100
- Palm Vein Capacity: ≤100
- User Capacity: ≤300 users
  (faces + palm + fingerprints + passwords + cards)
- Power Supply: 7.4V (5000mAh lithium battery)
- Human Body Detection Distance: 0~1.0m
- Card Detection Distance: 0~20mm
- Face Recognition Angle: Vertical angle ≤15°
  (height 1.3~1.9 meters)
- Operating Temperature: -20°C~60°C
- Operating Humidity: 20%~93%

Product diagram

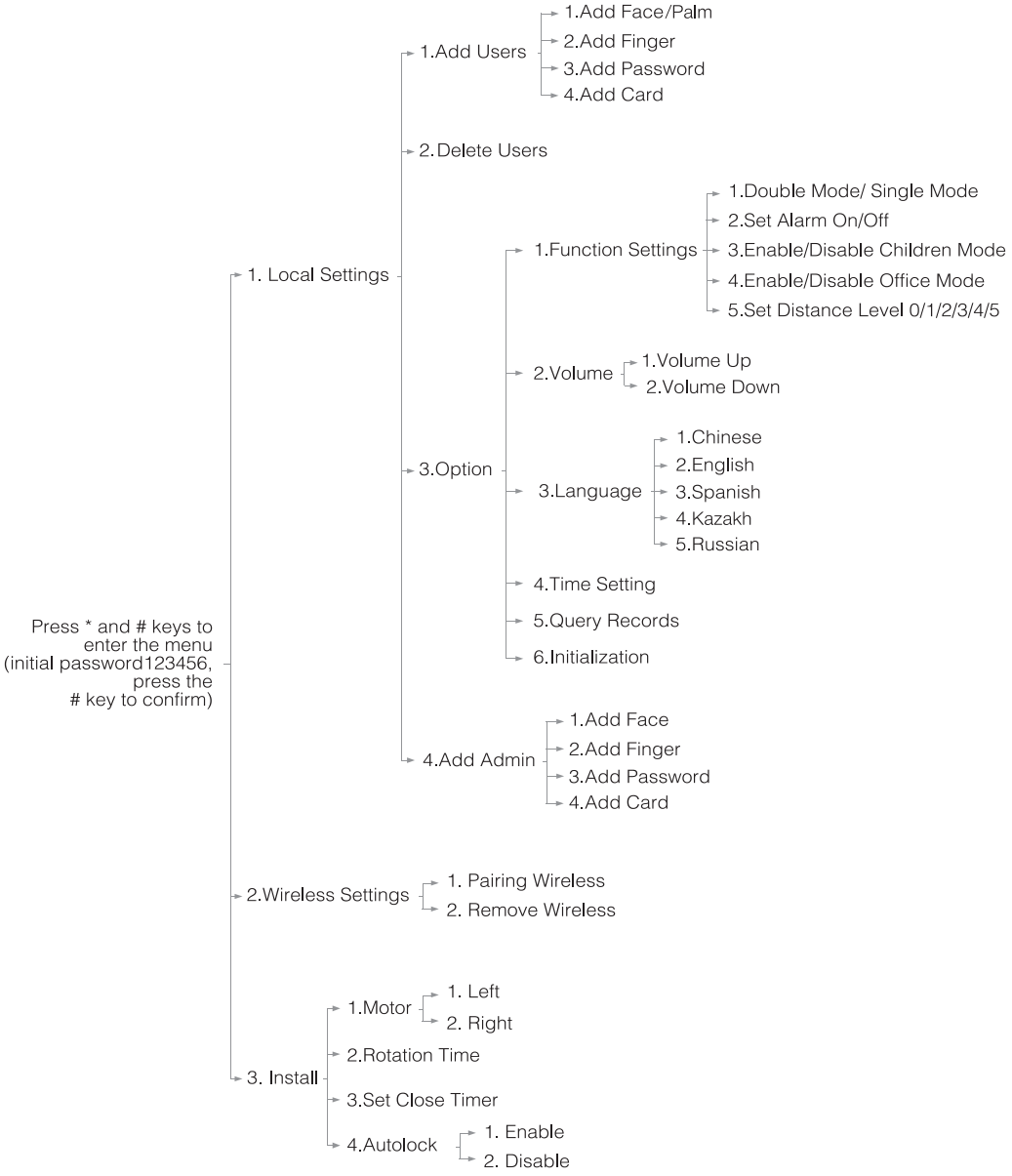


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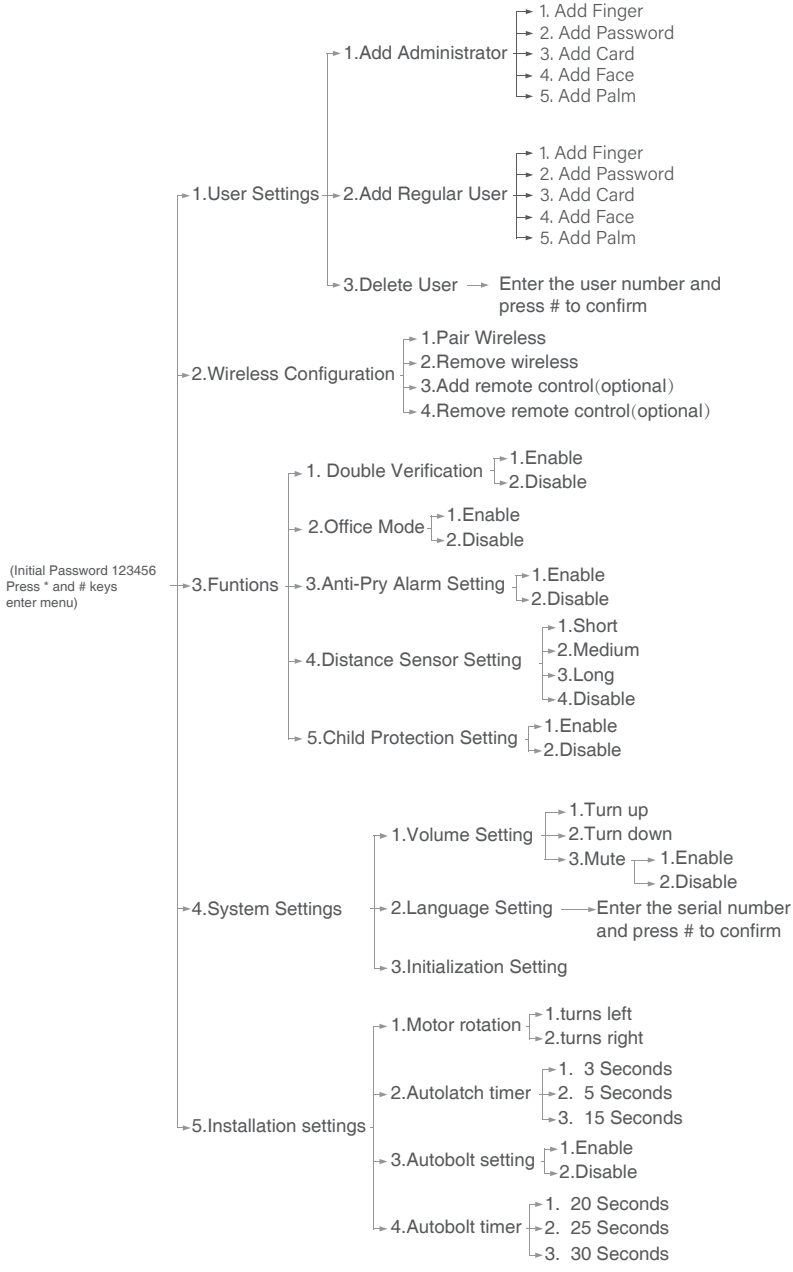


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Menu - Female Voice Version



Menu - Male Voice Version

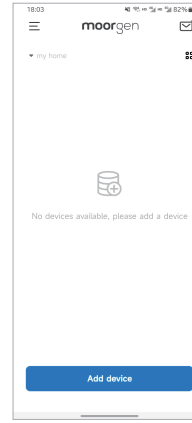


App installation

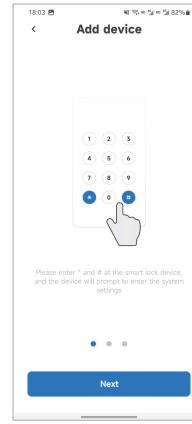
- Scan to download the Moorgen Smart App, register an account, and log in.

Instructions for use

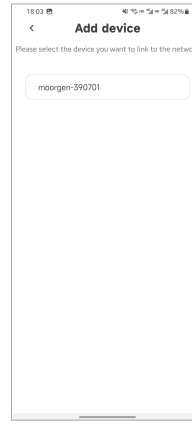
- After registering and logging in, navigate to the homepage, select "Add Device," and choose the corresponding model.



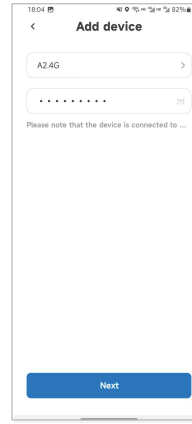
- Follow the App's network setup guide: Wake up the keypad on the smart lock and enter "*" and "#" keys. Verify the administrator password (initial password is 123456). Enter "2" to access wireless settings, then choose "2" to delete existing wireless devices, then select "1" to pair a new wireless device. Click "Next" to proceed.



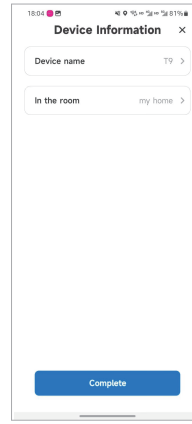
- Select the Bluetooth named "moorgen-****" and click on Connect.



- Enter the name and password of the 2.4GHz WiFi network that you want to connect to, then click Next.

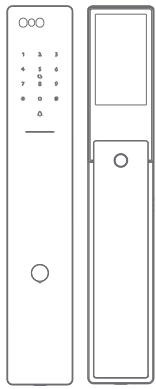


- After entering the device name and location, the connection setup is complete.

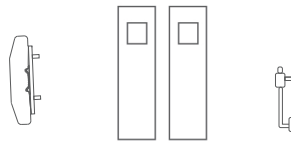


Product List

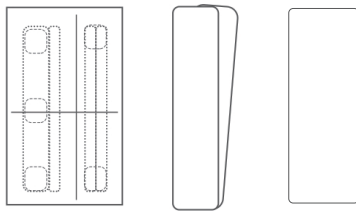
① Lock Panels x2
② RF Cards x2
③ Mechanical Keys x2
④ Battery x1
⑤ Finger Pinch Guards x1
⑥ Accessory Pack x2
⑦ Charging Cable x1
⑧ Drilling Diagram x1
⑨ Silicone Pads x2
⑩ Instruction x1



① ② ③ ④



⑤ ⑥ ⑦

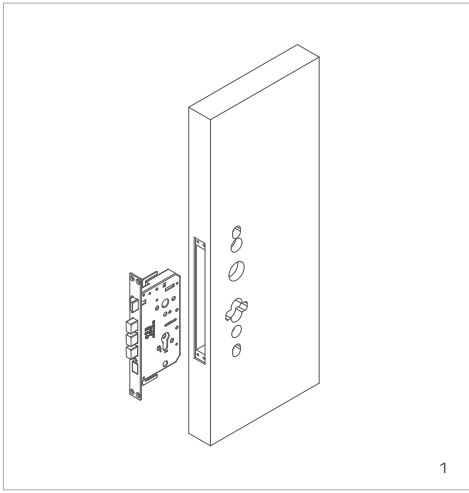


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Installation Steps

I. Door Drilling

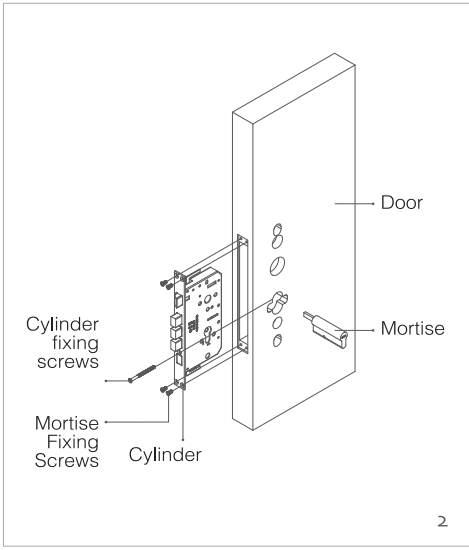
Drill holes in the door at the specified locations according to the Drilling Diagram. Ensure there is no sticking between the lock body and the door, and that the door opens and closes smoothly. Remove any debris from the lock position.



1

II. Installing Mortise and Cylinder

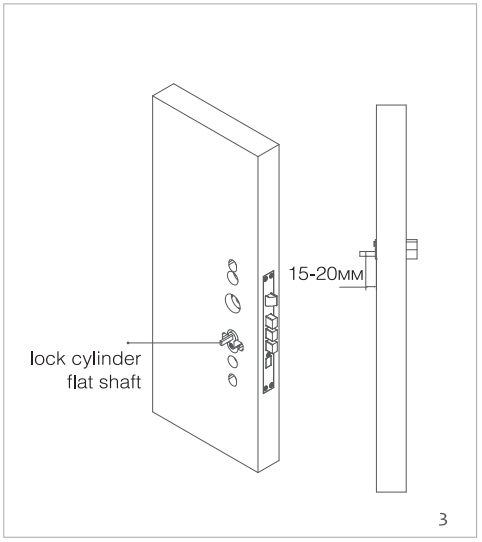
1. Secure the mortise to the door using four M5 screws.
2. Insert the cylinder from the outside of the door into the mortise and secure it with M5 screws.



2

III.Lock Cylinder Flat Shaft Cutting

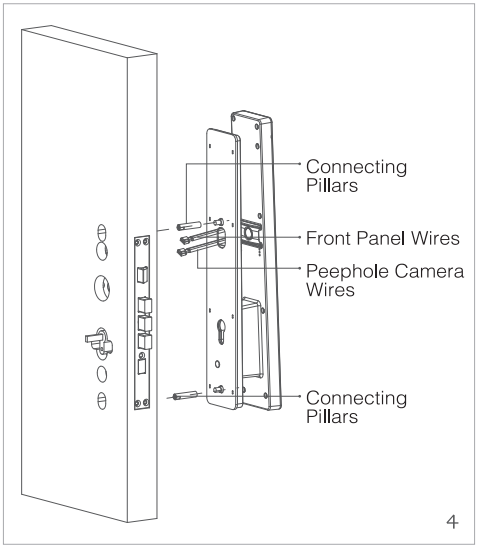
Cut the lock cylinder flat shaft to protrude from the outer door surface by 15~20mm. After cutting, smooth the sharp edges.



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IV. Front Panel Installation

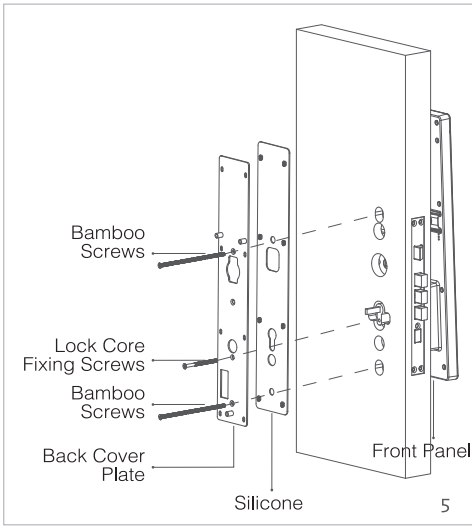
1. Secure the two connecting pillars onto the front panel.
2. Align the front panel with the lock core hole and insert it into the lock body, ensuring the front panel wires are threaded outwards through the door."



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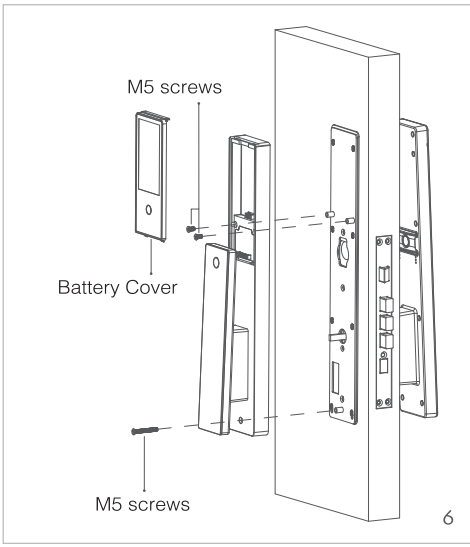
V. Securing the Front Panel

1. Press the back cover plate and silicone pad onto the door.
2. Cut two bamboo screws to the required length based on the door thickness for securing the front panel; screw in the lock core fixing screws.



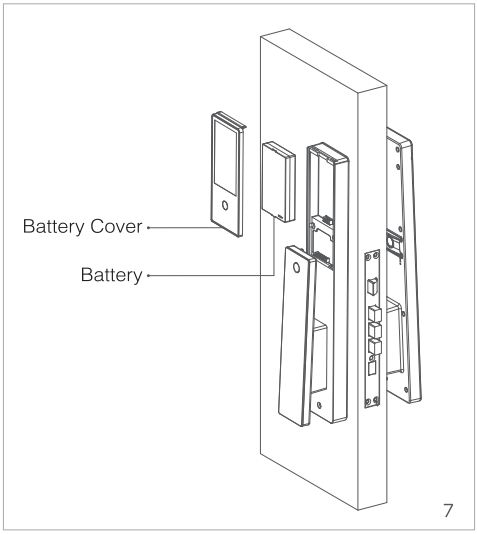
VI. Securing the Back Panel

1. Open the battery cover, ensure the alignment of the front and rear connecting wires, and the peephole connecting wires are properly inserted. Tuck any exposed wires inside the door.
2. Secure the back panel using three M5 screws.



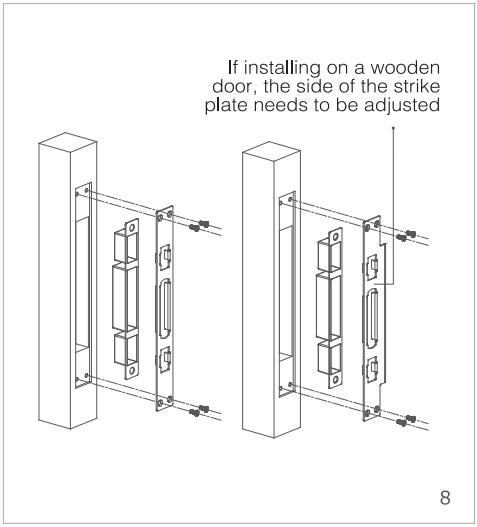
VII. Battery Installation

1. Place the battery into the battery slot and secure the battery cover.
2. Check if the motor rotates smoothly and the electronic functions function properly by locking and unlocking.



VIII. Installing the Latch Box/Strike Plate

1. Securely fix the latch box and strike plate onto the door frame.
2. Test the lock core to ensure normal door opening operation and check the emergency knob for proper functionality.
3. Complete the installation.



RoHS Compliant

This product complies with RoHS Directive 2011/65/EU and its amendment (EU) No. 2015/863



Warranty Descriptions and Attentions

- This product comes with a one-year overall warranty, and the battery's warranty is one year.
- To qualify for warranty service, customers must present their proof of purchase to demonstrate that it is within the warranty period.
- Within three years of purchase, customers can receive free repairs for any quality issues with the product (excluding issues caused by improper use). Please contact the local dealer with the proof of purchase.
- The following circumstances will incur repair charges for the user, even during the warranty period:① Failure to install or use the door lock and associated products as instructed in the manual. ② Malfunctions caused by unauthorised service personnel repairing or disassembling the lock. ③ Damage or malfunctions caused by natural disasters such as fire, earthquake, or flooding. ④ Faults or damages caused by door breakage or cracking, warping due to moisture or dryness, power issues, improper storage of the product, impacts, lack of necessary preventive maintenance, or faults or damages caused by using non-company supplied accessories, parts, or components. ⑤ The anti-pry alarm function of this lock is for user alert purposes only. The company bears no responsibility for any losses caused by door lock damage
- The warranty will not cover products where the barcode, model label, or serial number has been removed, damaged, or altered.

Warranty Guidelines

- If the smart lock malfunctions, please contact support@t-five.com.au and provide the following information:
  ① Lock model
  ② Proof of purchase
  ③ Your contact phone number, email address
  ④ Description of the issue (a detailed description helps expedite the resolution)
  ⑤ Any feedback or suggestions
- Please cooperate with the maintenance specialist's inquiries, including details about the on-site conditions, symptoms of the malfunction, the frequency of the issue (whether it occurs frequently or intermittently). This information will help them understand and analyze the problem more effectively.

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