doup x moorgen



T9

SMART DOOR LOCK

User Manual & Installation Guide

Moorgen Smart Lock
User Manual

To users

Thank you for purchasing our product!
Please read this manual carefully before use and keep it properly for future reference!

Functions and Operations

- **Installation Settings**

*Installation settings are for initial installation and debugging; please operate with caution.
After waking up the door lock, press * and # keys, enter the administrator password (initial password is 123456) to enter the settings menu. According to the menu voice prompt, press the number 5 to enter the installation settings.
Voice prompt:
1 Motor Rotation 2 Auto-Latch Timer
3 Auto-Bolt Setting 4 Auto-Bolt Timer

1. Motor Rotation
Set the motor's direction to left or right to suit different door opening directions. After setup, the system will unlock once to confirm the rotation direction. If the lock unlocks during setup, the direction is correct.

2. Auto-Latch Timer
You can select the latch’s extension delay time after unlocking as needed. The default is 3 seconds with 3 selectable levels. A voice prompt will be broadcast upon successful setup.

3. Auto-Bolt Setting
Enable auto-bolt, and after you unlock the door, the main bolt will automatically lock it again after a time you can set.

4. Auto-Bolt Timer
Set the auto-bolt waiting time from 3 available levels. By default, the auto-lock delay is 10 seconds.

- **Initialization**

Long-press the "Reset Hole" on the rear panel for 6 seconds until the prompt "Press # to confirm" appears. Press #, and the system will enter factory reset mode. All unlocking data and records will be cleared. Upon successful reset, the initial password (for administrator authentication) is 123456.

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- **Function Description**

1. Anti-Tampering Alarm
If the wrong password is entered more than 5 times continuously within 5 minutes, the keypad will be locked for 90 seconds, and the system will not respond to any operations within 90 seconds.

2. Password Peep-Proof Function
When unlocking via password, enter your password in the format: XXXPasswordXXX. You may add irrelevant digits before and after your password, then press # to confirm.

Note:
--The valid password must be included in the entered content.
--The valid password must be 6–12 digits long.
--The total length of the entire entered digit sequence must not exceed 15 digits.

3. Child Lock
To unlock from the inside,you must press and hold the "Unlock Button" while touching the touchpad on the inner panel.

4. Always-Open Mode (Office Mode)
After enabling the mode, unlock once from the outside to activate it. Then, any fingers can open the door. Lock the door via the “lock button” will temporarily exit the mode. Then, only registered users can unlock. Unlock from the outside again, and the mode will reactivated automatically. The Office Mode can only be completely disabled through the system settings.
Notes:
1. After this mode is enabled, human body induction will be turned off. If you need to use face recognition to unlock, you can manually light up the screen and then use it.
2. In this mode, the loitering alert will be turned off.

5. Low Battery Reminder
When the voltage is lower than 6.9V, it will automatically alarm every time it is unlocked; after the alarm, it can still be unlocked 200 times, and unlocking will be prohibited if this number is exceeded, so be sure to charge the battery before the power is exhausted.

6. Sensing Distance
The door lock auto-wakes when it detects object movement within its sensing range; the range is adjustable as needed (Level 0 disables human detection, Levels 1–3: ~0.2–1m). After each unlock, it delays 10 seconds to restart sensing (prevents accidental activation when exiting). If human body detection is triggered 5 times automatically, but no face is detected or no unlocking is performed within the timeout for all 5 times, the system will temporarily turn off detection for 2 hours—detection can be restored after 2 hours or via the next operation—to avoid power consumption caused by accidental wake-ups in high-traffic areas.

7. Emergency Power Supply
The door lock can be emergency-powered via a power bank to unlock when it has no power—simply use the charging port at the bottom of the outside panel.

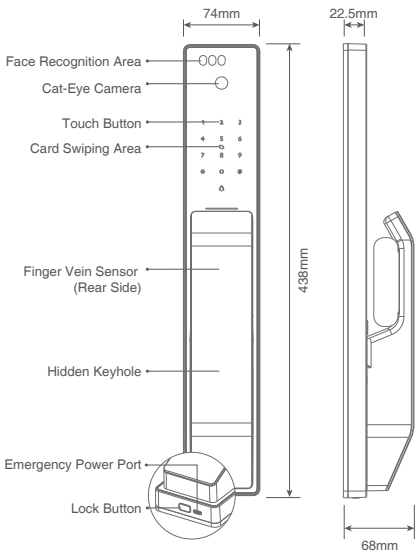
8. Stay Warning
After waking up the door lock, enter "081#" to turn on the stay warning and "082#" to turn it off. Once this function is enabled, the door lock will start snapshotting and send a notification to the Moorgen App when someone stays at the door. Note: This function requires registering face users, turning on human body induction, and connecting the door lock to the Internet.

9. Dual Verification
Once enabled, two different regular users are required for verification when unlocking (e.g., card + fingerprint, fingerprint + face, etc.); administrators are not restricted by this.

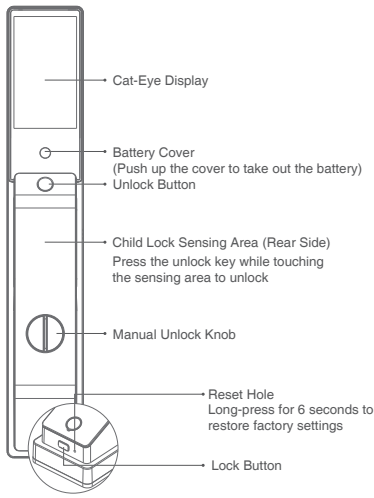
- **Product Parameters**

Product Model: T9
Working Voltage: 7.4V (5000mAh lithium battery)
System Standby Time: 6-8 months
Emergency Power Supply: DC5V, Type-C interface
Quiescent Current: ≤300uA (average value)
Dynamic Current: ≤300mA (average value)
Motor Dynamic Current: ≤2A
Low Voltage Prompt: ≤6.9V
Total User Capacity: ≤300 sets
Total Admin Capacity: ≤10 sets
Face Capacity: ≤100 sets
Finger Vein Capacity: ≤100 sets
Card Capacity: ≤299 sets
Password Capacity: ≤300 sets
Face Recognition Angle:
Vertical angle ≤15° (height 1.3-1.9 meters)
Radar Sensing Distance: 0-1m
Card Sensing Distance: 0-20mm
Working Temperature: -10-60°C
Working Humidity: ≤93% (no condensation)
Supported Door Thickness: 40-120cm

Product Schematic Diagram

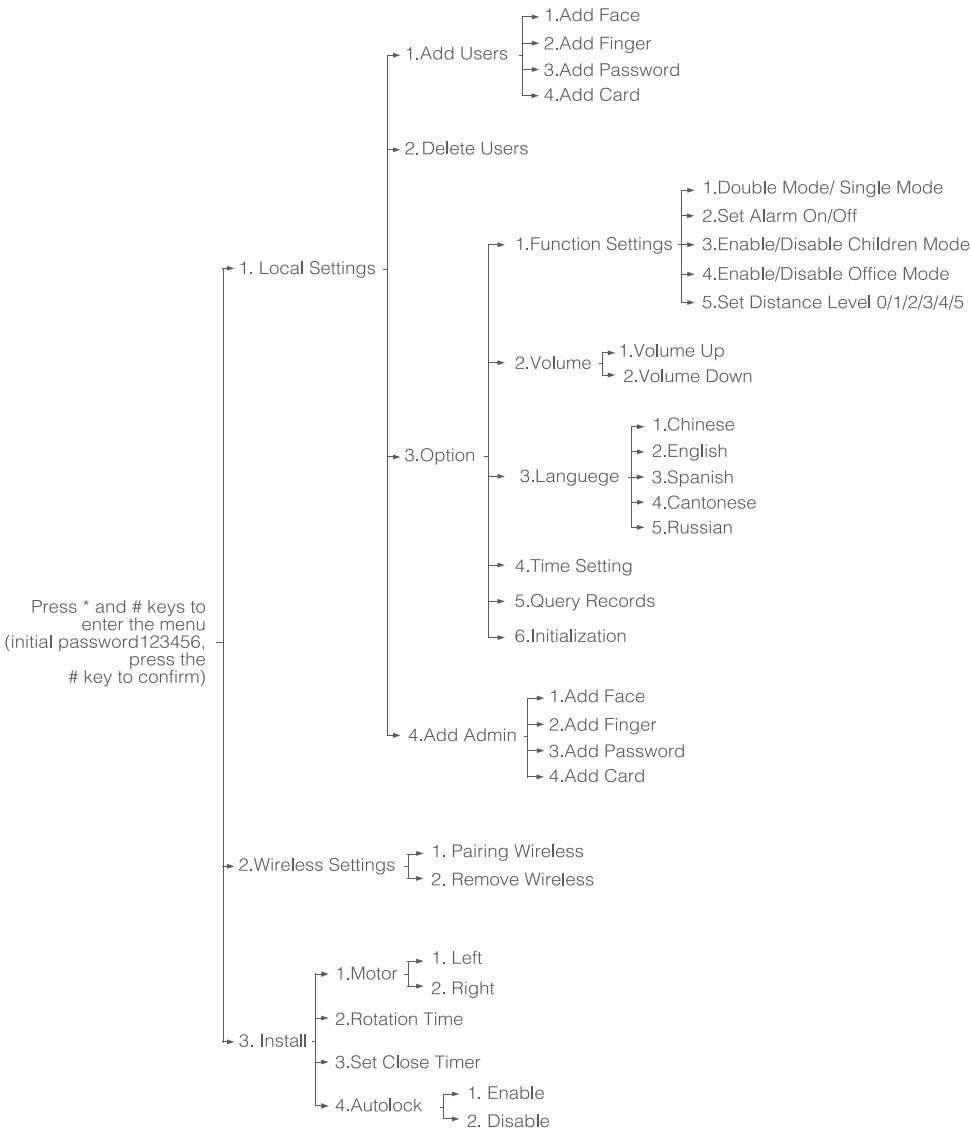


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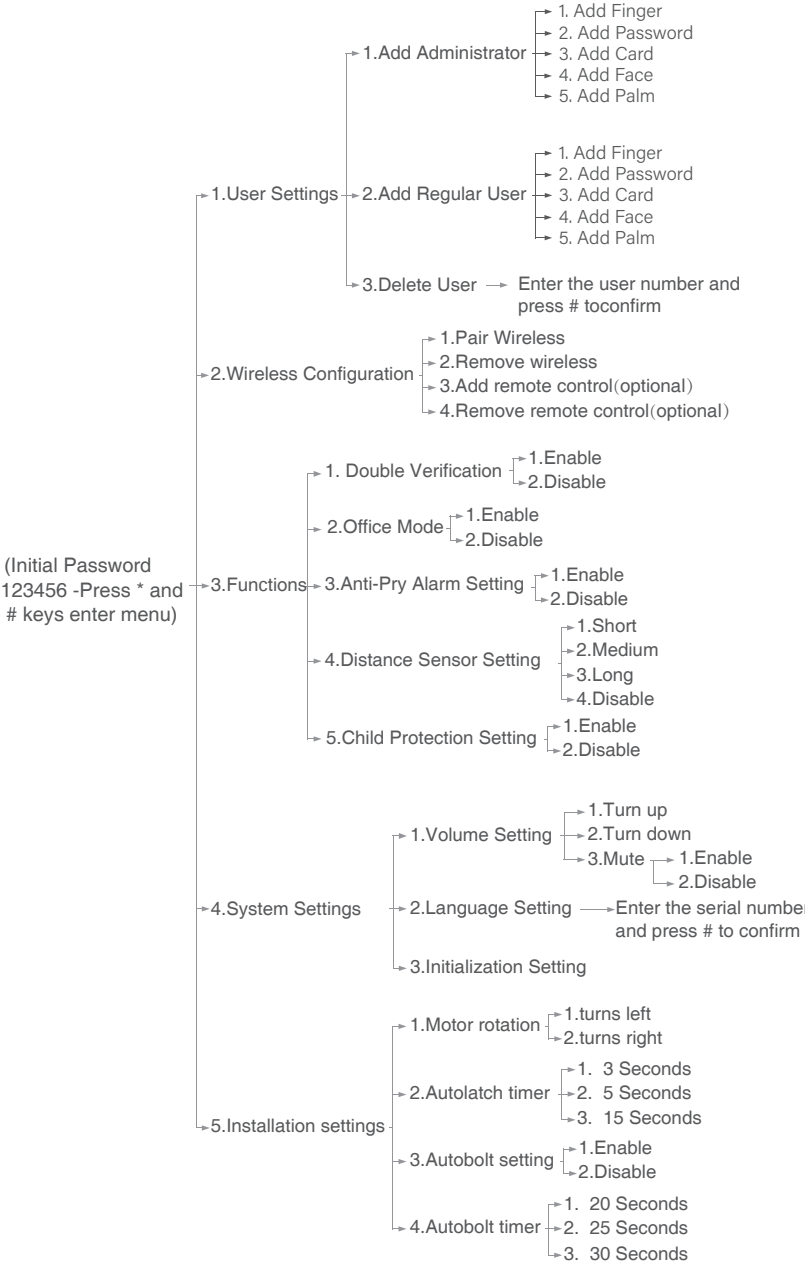


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Menu - Female Voice Version



Menu - Male Voice Version



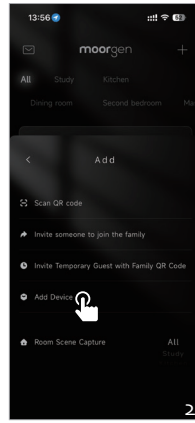
APP Installation

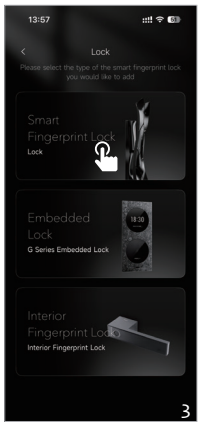
Scan the QR code to download the Moorgen Life App, register an account, and log in.

- **Usage Instructions**

  1.After registering and logging in, enter the homepage, select "Add Device" in the upper right corner, and then select Smart Lock - Smart Fingerprint Lock - select the corresponding model in sequence

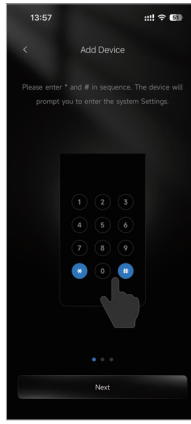




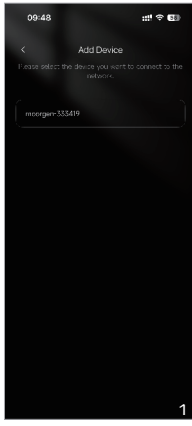


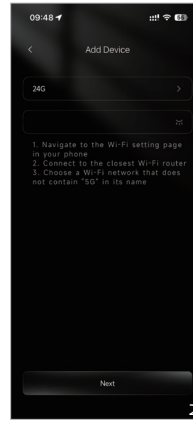


2.Operate according to the App network configuration process guide page. After waking up the keypad on the smart door lock, enter the "*" and "#" keys, verify the administrator password (initial password is 123456), then enter "2" to enter the wireless settings. First select "2" to delete the wireless device, then select "1" to pair the wireless device; click "Next" on the app.

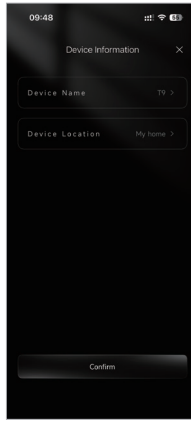


3.Select the device starting with "moorgen-xxxx", click Connect, enter the name and password of the connectable 2.4G WiFi, click Next.





4. Customize the device name and device location, then complete the process.



Product List

① Door Lock Panel x 2

② RF Sensing Card x 2

③ Mechanical Key x 2

④ Battery x 1

⑤ Anti-Pinch Component x 2

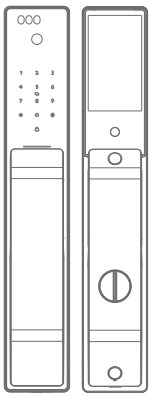
⑥ Accessory Kit x 2

⑦ Charging Cable x 1

⑧ Installation Hole Drilling Diagram x 1

⑨ Silicone Pad x 2

⑩ User Guide x 1



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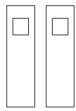
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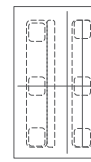
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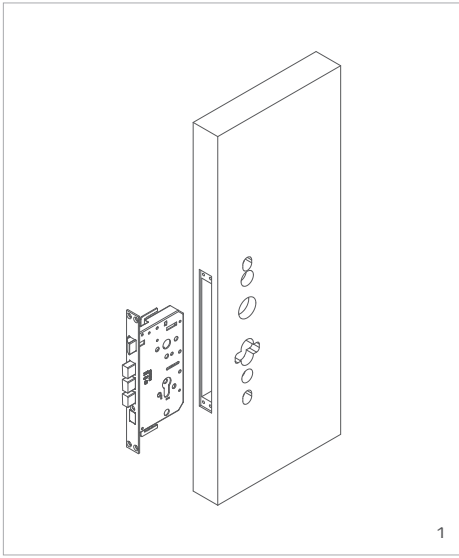


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Installation Steps

1. Door Hole Drilling

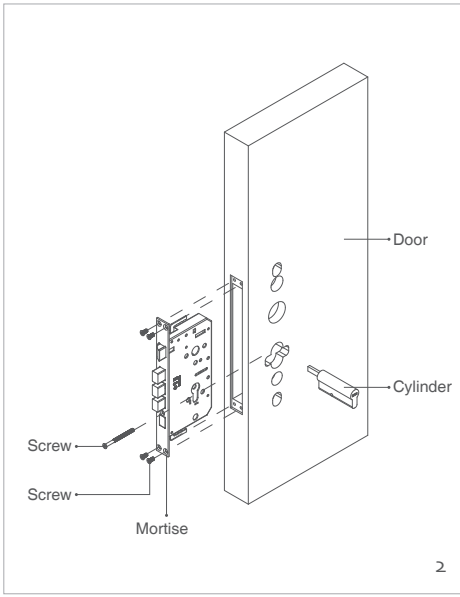
Drill holes in the door at the specified positions according to the hole drilling template. Confirm that there is no jamming between the Mortise and the door, the door can be opened and closed smoothly, and clean up the residues at the Mortise position inside the door.



1

2. Install Mortise and Cylinder

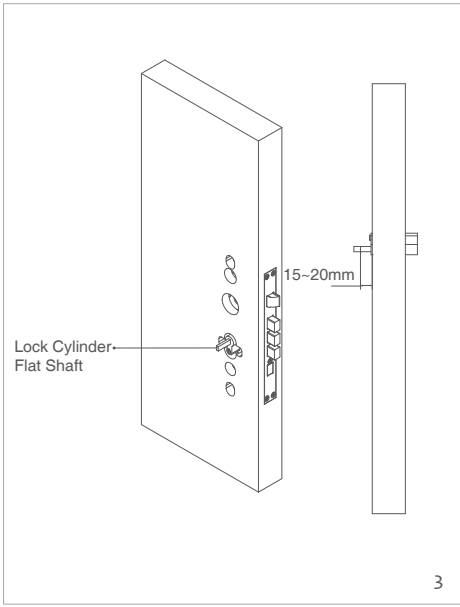
1. Fix the Mortise inside the door with four M5 screws;
2. Insert the Cylinder into the Mortise from the outside of the door and fix it with M5 screws.



2

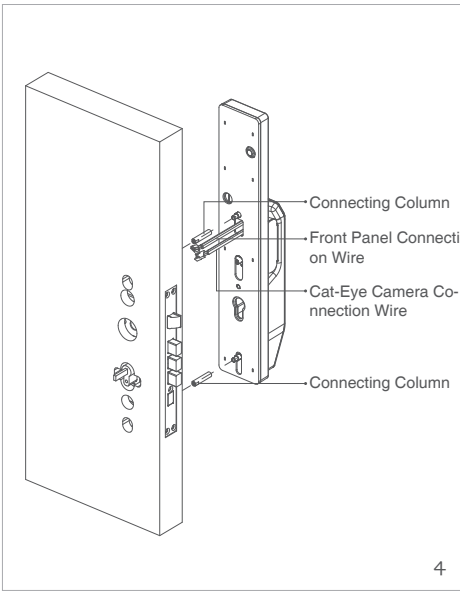
3. Cylinder Flat Shaft Cutting

Cut the cylinder flat shaft so that 15–20mm is exposed outside the door. After cutting, polish the sharp edges until smooth.



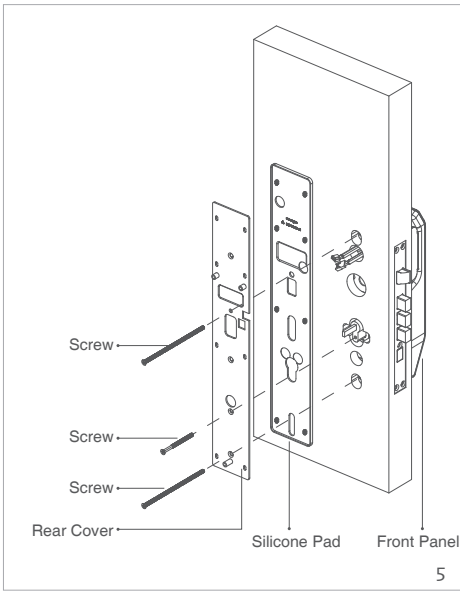
4. Install Front Panel

1. Fix the two connecting columns on the panel;
2. Align the front panel with the Cylinder hole and insert it into the Mortise, and pass the front panel connection wire out of the door.



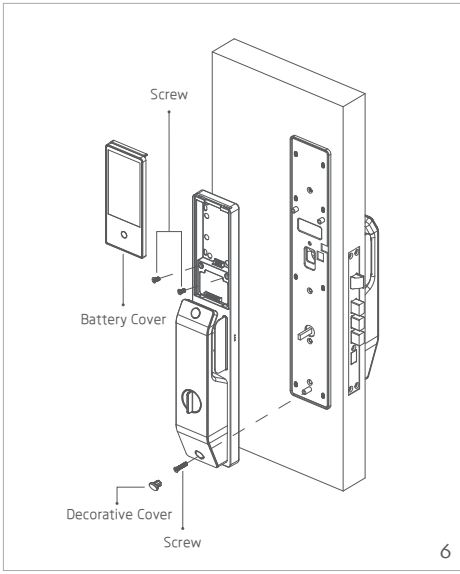
5. Fix Front Panel

1. Press the rear cover and silicone pad onto the door;
2. Cut two bamboo joint screws to the required length according to the door thickness to fix the front panel; screw on the Cylinder fixing screws.



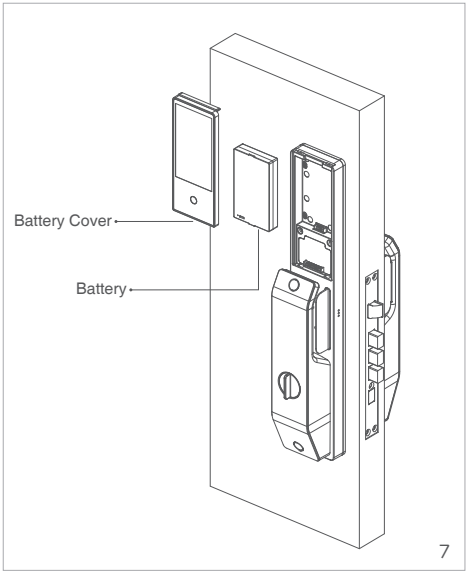
6. Fix Rear Panel

1. Open the battery cover, ensure the front and rear connection wires and the cat-eye connection wire are properly plugged in, and stuff the exposed wire length into the door;
2. Fix the rear panel with three M5 screws.



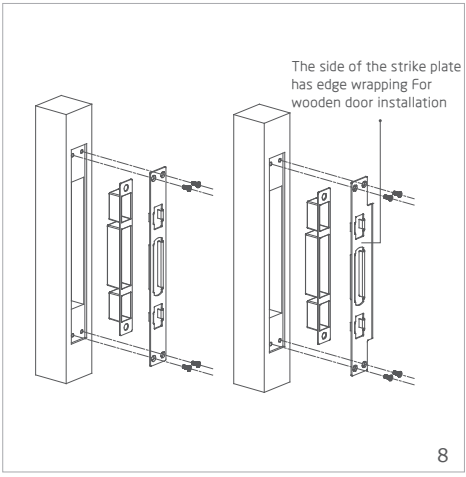
7. Install Battery

1. Put the battery into the battery slot and fasten the battery cover;
2. Check whether the motor rotates smoothly by locking and unlocking, and verify whether the electronic functions are normal.



8. Install Door Strike Box/Door Strike Plate

1. Fix the door strike box and door strike plate on the door frame in sequence;
2. Test whether the Cylinder can open the door normally and whether the rear emergency knob can open the door normally;
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

- To qualify for warranty service, customers must present their proof of purchase to demonstrate that it is within the warranty period.
- 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 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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