

FAQ video

Hello Dear Customer,

Greetings from **SMONET** Support Team, Thank you for your love and support, please feel free to tell us if you have any question about the lock or **Gateway**.

SMONET has a very professional customer service team, we will definitely be able to solve your problem.

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YouTube: SMONET Smart Lock

1. How to install the lock (Please note L/R side has different install method)

https://youtu.be/xDwPA8d3G_8 (Fingerprint Lock)

<https://youtu.be/Ih060bqA8bw> (Bluetooth Lock)

2. Determine the direction of the lock (Please note L/R side has different install method)

<https://youtu.be/0zy5aTL1ex8>

3. Paring step

<https://youtu.be/X1Qb9RunbBY>

4. How To Reset The SMONET Lock (Fingerprint Lock Only)

https://youtu.be/ZN6EsA_aJ9c

5. How to Reset the SMONET lock (Uninstall the back panel)

https://youtu.be/RGoR_dZ7f0w

6. How to Delete lock when you have reset the smart lock

https://youtu.be/UYEuaRx_oEc

7. How To Find the Toggle Button (Backwards Issue)

https://youtu.be/Scxo_VElavA

8. TTLock & Gateway & Alexa Connection (Gateway does not support 5G networks)

https://youtu.be/3I_ZVDuybsg