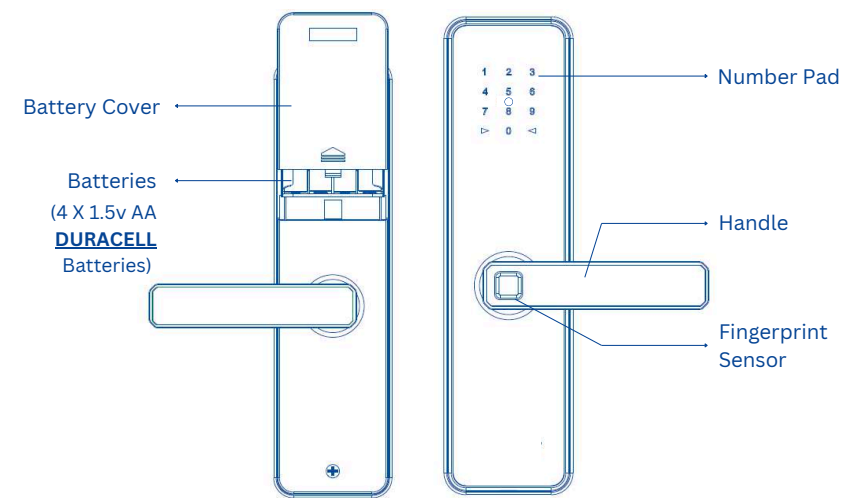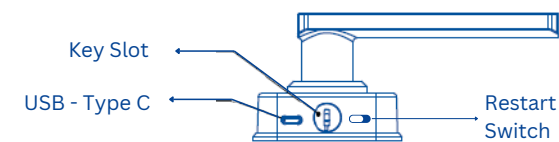# USER MANUAL

## Main Features

- WIFI ACCESS ALL THE TIME
- FINGERPRINT ACCESS
- MECHANICAL KEY
- NUMBER PAD - PINS
- MOBILE APP ACCESS

## Product diagram

### FRONT / BACK VIEW:

- Battery Cover
- Batteries (4 X 1.5v AA **DURACELL** Batteries)
- Number Pad
- Handle
- Fingerprint Sensor

### BOTTOM VIEW:

- Key Slot
- USB - Type C
- Restart Switch

## About the manual

- It is strongly advised to consult this manual prior to operating the lock for optimal usage.
- The manual encompasses comprehensive details regarding the lock, including its operating procedures, functionalities, as well as guidelines on do's and don'ts.
- Please note that the images provided in this manual serve merely illustrative purposes.

## Preparation

**YOU WILL NEED THE FOLLOWING ITEMS TO INSTALL YOUR UNIT:**

SMARTPHONE WITH IOS 11.0 OR ANDROID 11.0 OPERATING SYSTEM OR HIGHER (THIS MODEL DOES NOT WORK WITH A MAC, IPAD OR WINDOWS PC)

ANDROID          IPHONE

⚠ MAINTAIN A DISTANCE OF ATLEAST 0.2M FROM THE LOCK

**WIFI ROUTER :**

THIS LOCK DOES NOT SUPPORT 5.0 GHZ AND WILL ONLY CONNECT TO A 2.4GHZ WIFI ROUTER

2.4 Ghz

Wifi Router

## Lock specification

- Color: Matte Black.
- Dimension: 71 x 276 x 44 (L x W x H)
- Weight: 3kg
- Access Mode: Mobile App (WI-FI), Fingerprint, Pins, OTP, and Mechanical Key.
- APP-Based Management: Fingerprint, Pins, OTP, Schedule Access, Manage Privilege, Remote Access, Passage Mode.
- Outer body: Aluminium Alloy.
- Mobile App: Available on Play Store and App Store.
- Through mobile app:
  a. 24 Users
  b. 25 fingerprints
  c. 9 Digital pins
  d. Infinite OTP
  e. 2 mechanical keys.
- Server: Private Hosted Secure Server
- Operating Temperature: -20°~60° C.
- Door Thickness: 32 – 50mm.
- Battery Life: 10 Months to 1 year.
- Battery type: 4AA Alkaline Battery (Duracell Ultra)
- Emergency Power: USB C Type Port.
- Restart Switch for troubleshooting
- **Warranty: 1 year replacement warranty.**

## THANK YOU FOR CHOOSING MACHAMP LOCKS.

# INSTALLATION MANUAL

## Tools required



PENCIL    CHISEL    TAPE    HAMMER    SCREW DRIVER    POWERDRILL

- 1/2 " (12.5mm) drill bit
- 5/16 (8mm) drill bit
- 13/4 " (44mm) drill bit

## General Info

- The installation and repair should only be done by an authorized service professional.
- Do not install the product in a place where the gap between the door and the frame is 5mm or more.
- Avoid exposure to direct sunlight.
- Do not use excessive force or sharp objects to operate the lock, as this can damage the product.
- Do not operate the product with wet hands and keep liquids such as water etc. away from the product to avoid malfunction or damage.
- Avoid using water, benzene, alcohol, or, acid for cleaning the product. A soft dry cloth can be used for the same.
- During Installation, box should be opened by authorised service person only.
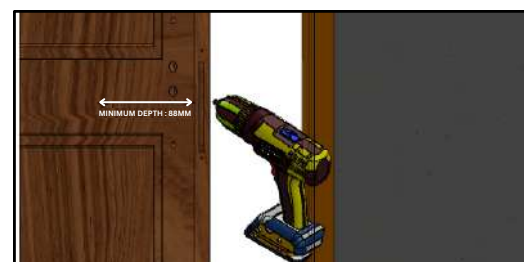- Be sure to match the battery polarities properly (+/-) when inserting the batteries.
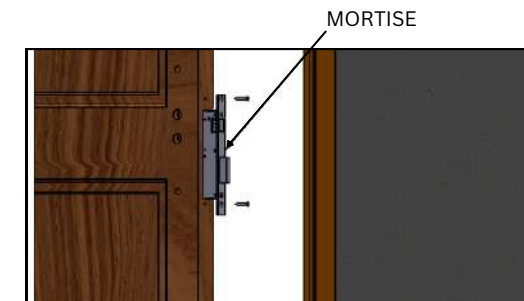
## Installation instruction

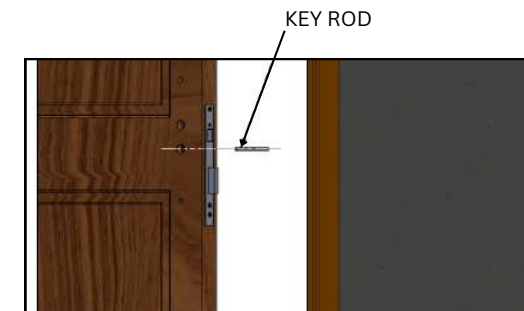**1** FROM THE BOTTOM OF THE DOOR, MEASURE 3.2 METER IN LENGTH.
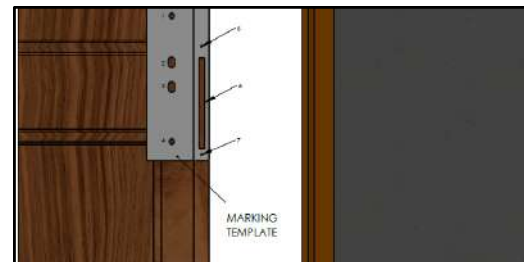
**2** MARK THE HOLE WITH A PENCIL AFTER POSITIONING THE MARKING TEMPLATE WHERE THE DOOR SHOULD BE.
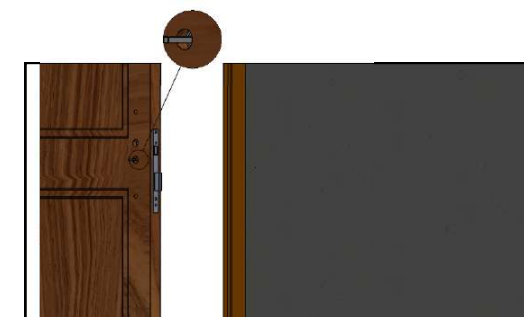
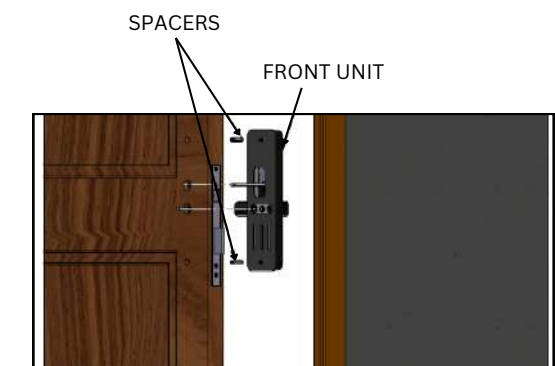**3** DRILL A HOLE FOLLOWING THE MARKING ON THE SIDES OF THE DOOR.

**4** PLACE THE MORTISE INTO THE DOOR'S SIDE.

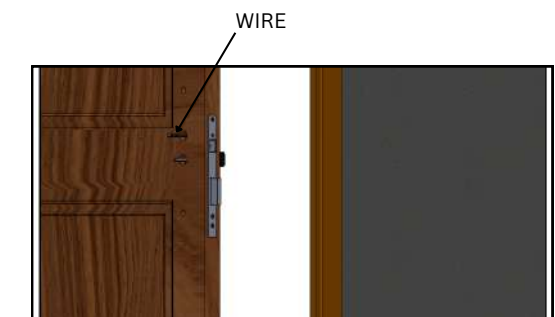**5** AFTER MOUNTING THE MORTISE, PUT THE SQUARE ROD THROUGH THE CENTRAL OPENING.

**6** THE SQUARE ROD NEEDS TO BE LEVEL - HORIZONTAL.

**7** ALIGN THE FRONT UNIT'S SPACER.

**8** TIGHTEN THE SPACERS ON THE FRONT UNIT'S STUDS
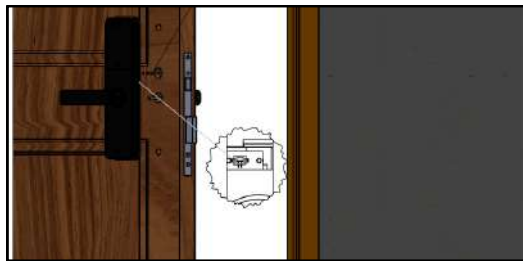
**9** POSITION THE LOCK'S FRONT COVER OUTSIDE THE DOOR. (VERIFY THAT ALL OF THE HOLES LINE UP.)
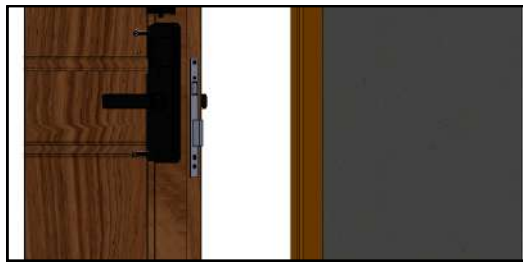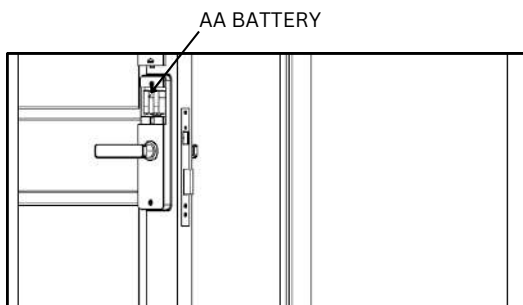


2

# INSTALLATION MANUAL
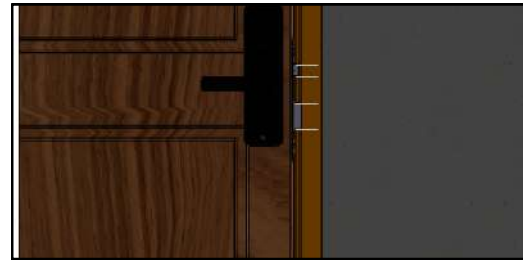
## Installation instruction

**10**

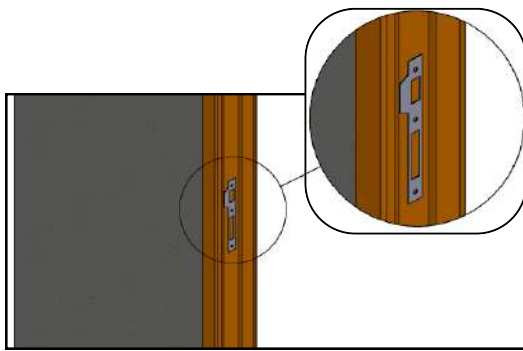CONNECT THE FRONT UNIT'S WIRE TO THE REAR UNIT'S CONNECTOR.

**11**

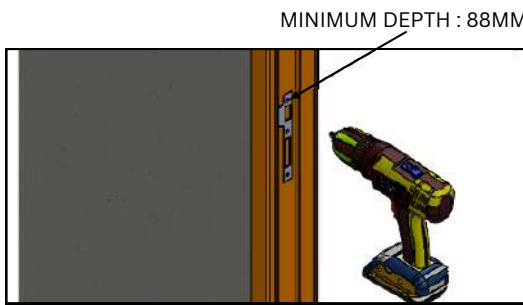LOCK'S MOUNTING SCREWS SHOULD BE SECURED AFTER OPENING THE BACK UNIT'S BATTERY COVER.

AA BATTERY

**12**

INSERT FOUR AA BATTERIES (DURACELL ULTRA) INTO THE BACK PANEL'S BATTERY COMPARTMENT.

**13**

MAKE THE PENCIL MARKS FROM THE INSIDE OUT

**14**

PLACE THE MARKING DOOR PLATE AT THE LEVEL OF THE MORTISE TO MARK THE AREA.

MINIMUM DEPTH : 88MM

**15**

DRILL A HOLE ON THE OPPOSITE SIDE, AS INDICATED.

**16**

TIGHTEN THE DOOR PLATE WITH MOUNTING SCREWS AFTER POSITIONING

| DOOR SIZE | SCREW LENGHT |
|---|---|
| 32-40MM | 40MM |
| 40-50MM | 50MM |
| 50 & ABOVE (CUSTOMIZED) | ABOVE 60MM (CUSTOMIZED DOOR) |

NOTE

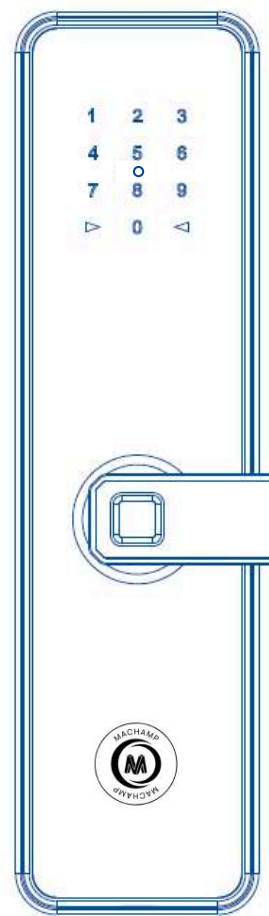SCREW SIZES ACCORDING TO DOOR THICKNESS

**20**

THE LOCK IS NOW FIXED.

INSERT THE BATTERIES AND WAIT FOR THE LOCK TO SWITCH ON.

# OPERATIONAL MANUAL

## UNLOCK

PULL DOWN THE
HANDLE TO OPEN

## Auto Lock & Manual Lock

FREE BOLT
(Auto Lock)

DEAD BOLT
(Lift Handle to lock)

## Lock

LIFT THE HANDLE TO
RELEASE THE DEAD BOLT
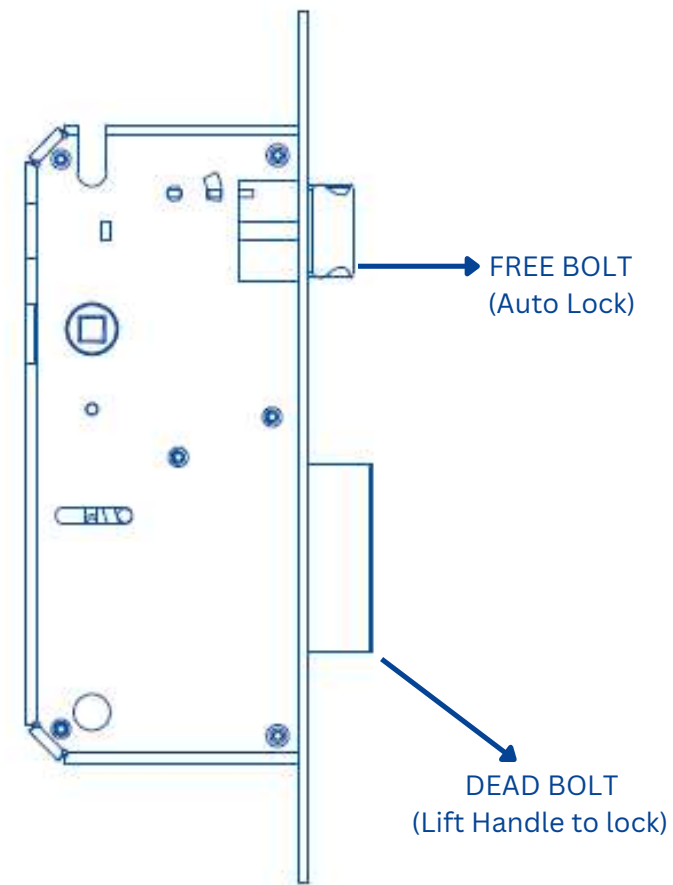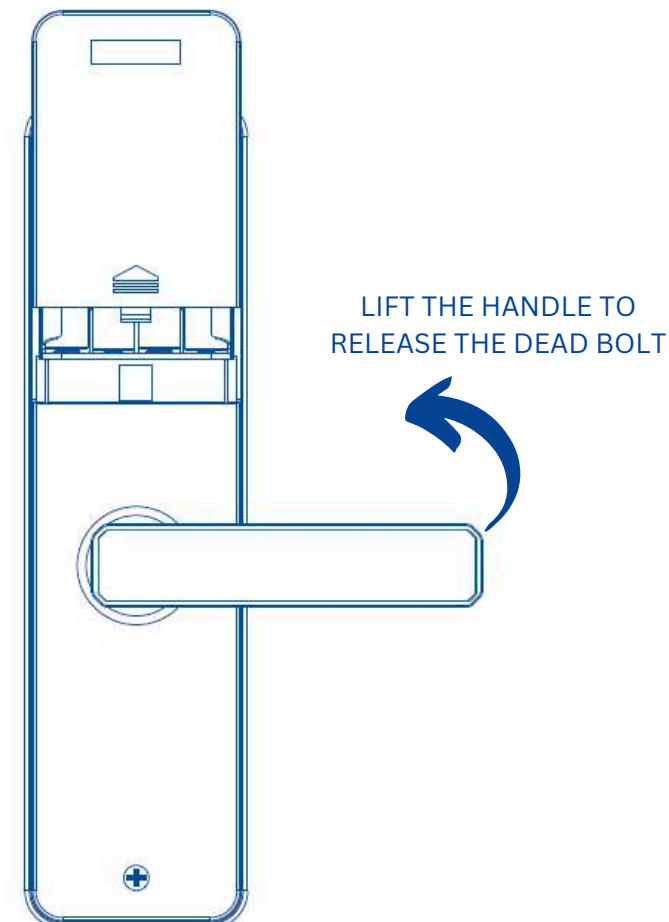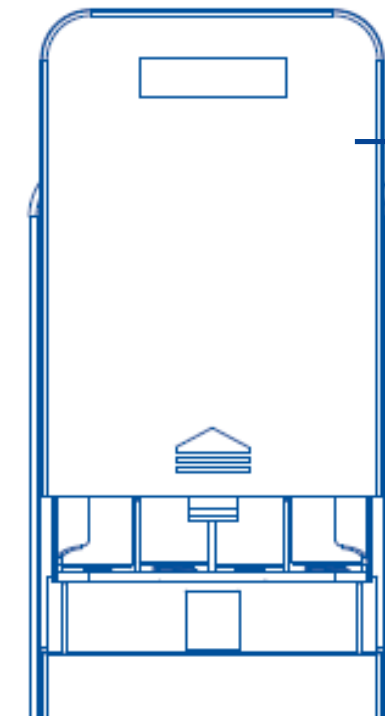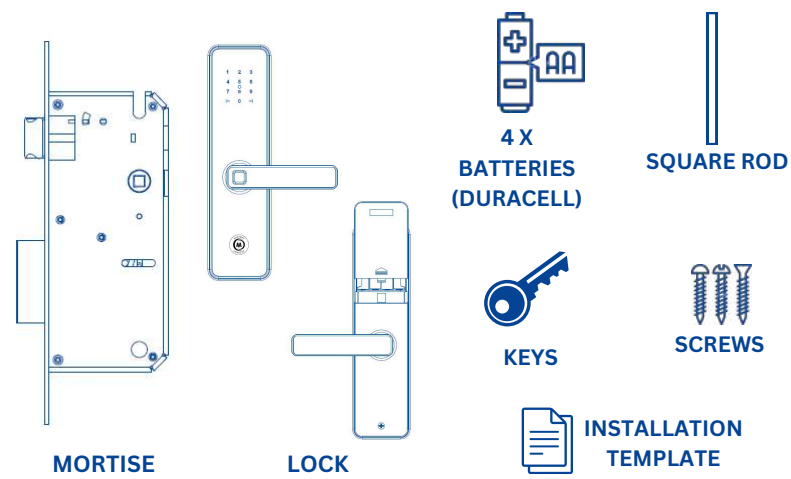
## Battery Slot

REMOVE THE COVER TO
INSERT BATTERIES
4 X 1.5v AA
DURACELL Batteries

NOTE : Wait for 10 seconds
for the lock to boot after
inserting the batteries.
(the lock will switch on and
get back to sleep)

4

# OPERATIONAL MANUAL

## What's inside the box



MORTISE  LOCK

4 X BATTERIES (DURACELL)  SQUARE ROD

KEYS  SCREWS

INSTALLATION TEMPLATE

## Install – MACHAMP

GET IT ON Google Play

GET IT ON App Store

SEARCH FOR MACHAMP APP IN THE PLAY STORE OR APP STORE, DOWNLAOAD AND INSTALL IT.

## App Features

ACCESS HISTORY

REMOTE ACCESS

ADD / REVOKE - FINGERPRINT

OTP GENERATION

MANAGE PRIVILEGE

TRANSFER OWNER

BATTERY NOTIFICATION

PASSAGE MODE

ADD / REVOKE - MOBILE USERS

ADD / REVOKE - PINS

SCHEDULED MOBILE ACCESS

## STEP 1

## Account Registration



**1**

SIGN IN BY CREATING A NEW ACCOUNT. VERIFY YOUR ACCOUNT THROUGH LINK SENT IN EMAIL.

**2**

SET YOUR SECURITY PIN

**3**

CONFIRM YOUR SECURITY PIN

**4**

PRESS CONTINUE

# OPERATIONAL MANUAL
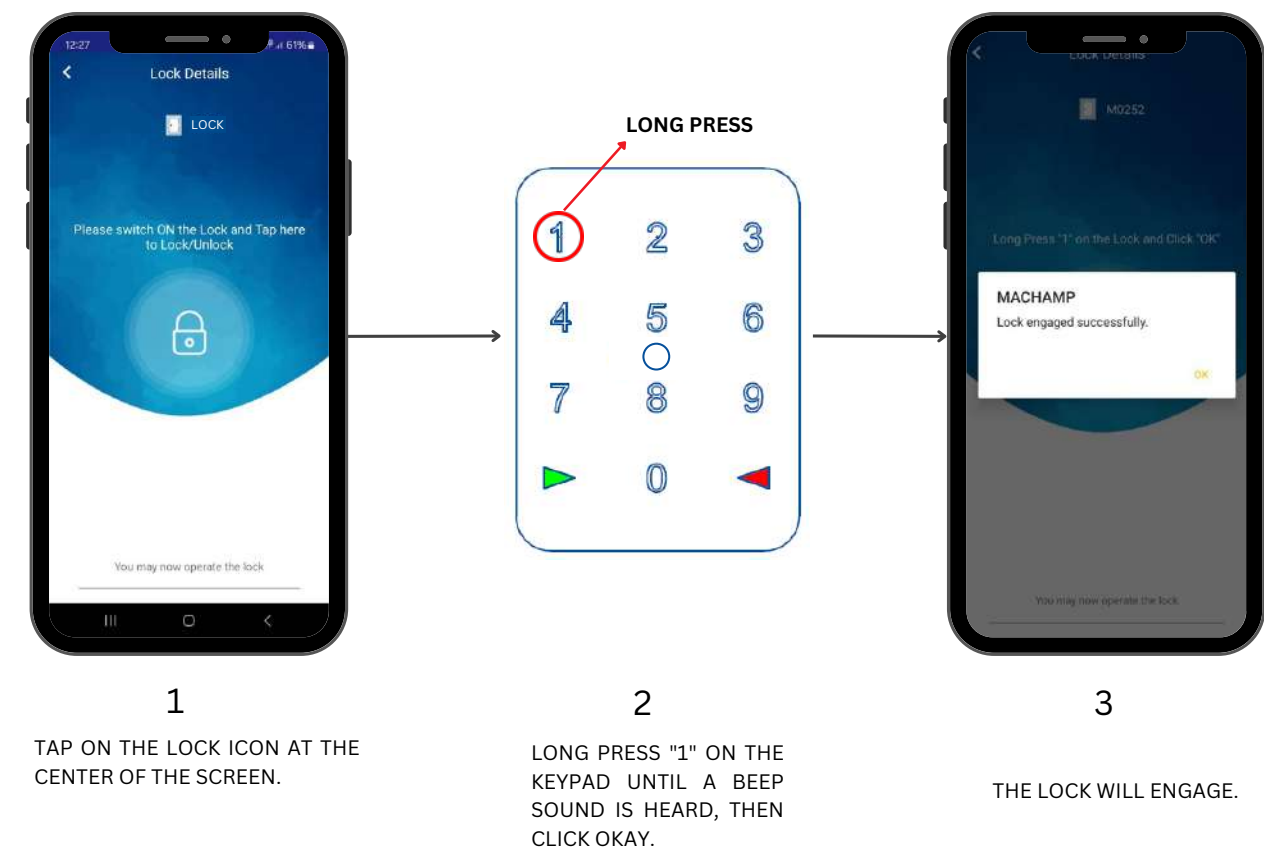
## STEP 2

### Add lock

• POSITION YOURSELF CLOSE TO THE LOCK THAT YOU WISH TO ADD



BACK COVER

3 5 4 6 8 9 5 0 1 8 7 8 4

LOCK CODE

Lock Name

Lock Code

CANCEL    ADD

LOCK 1

**1**

TAP ON THE PLUS ICON LOCATED AT THE BOTTOM RIGHT CORNER OF THE SCREEN.

**2**

LOCATE THE LOCK CODE ON THE INNER SIDE OF THE BATTERY COVER.

**3**

TAP THE "ADD" ICON AFTER ENTERING THE LOCK CREDENTIALS.

**4**

ACCESS THE LOCK FROM YOUR DASHBOARD.

## STEP 3

### Access the lock

• ACCESS TO ALL FUNCTIONALITIES IS GRANTED UPON INITIAL ACCESS THROUGH THE MOBILE APP.



LONG PRESS

Please switch ON the Lock and Tap here to Lock/Unlock

You may now operate the lock

1  2  3
4  5  6
7  8  9
   0

MACHAMP
Lock engaged successfully.

**1**

TAP ON THE LOCK ICON AT THE CENTER OF THE SCREEN.

**2**

LONG PRESS "1" ON THE KEYPAD UNTIL A BEEP SOUND IS HEARD, THEN CLICK OKAY.
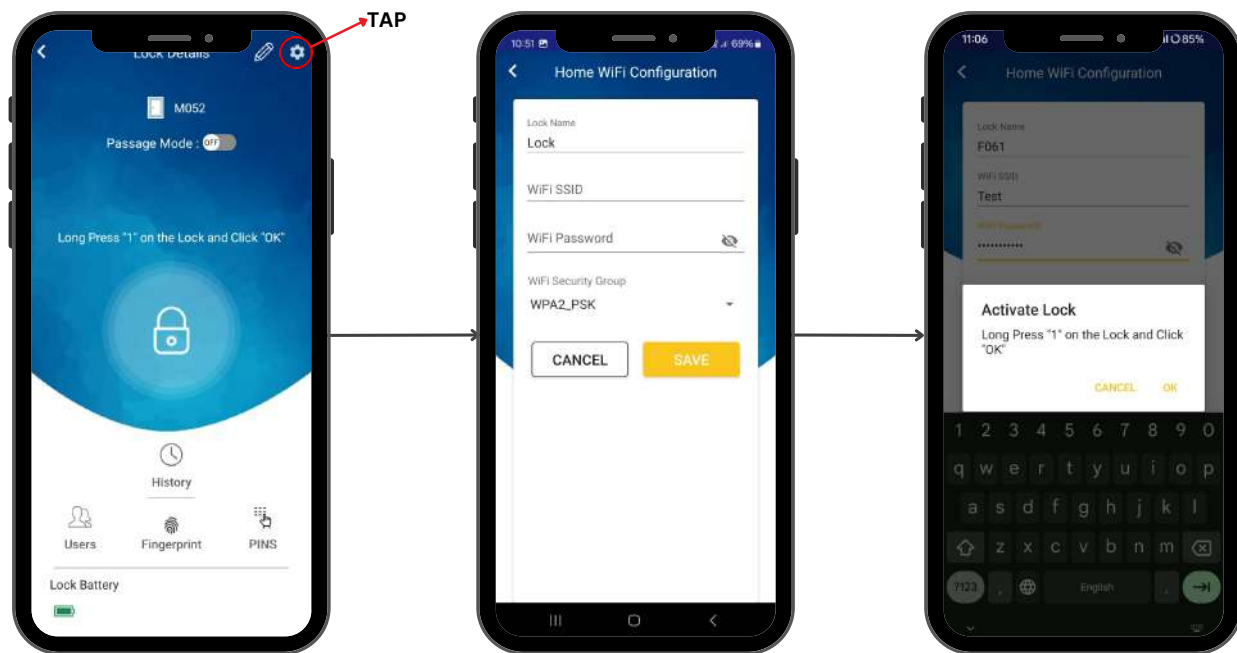
**3**

THE LOCK WILL ENGAGE.

# OPERATIONAL MANUAL

## STEP 4

### Wi-fi Configuration

• POSITION YOURSELF CLOSE TO THE LOCK.



**1**

TAP THE SETTINGS ICON AT THE TOP RIGHT CORNER.

**2**

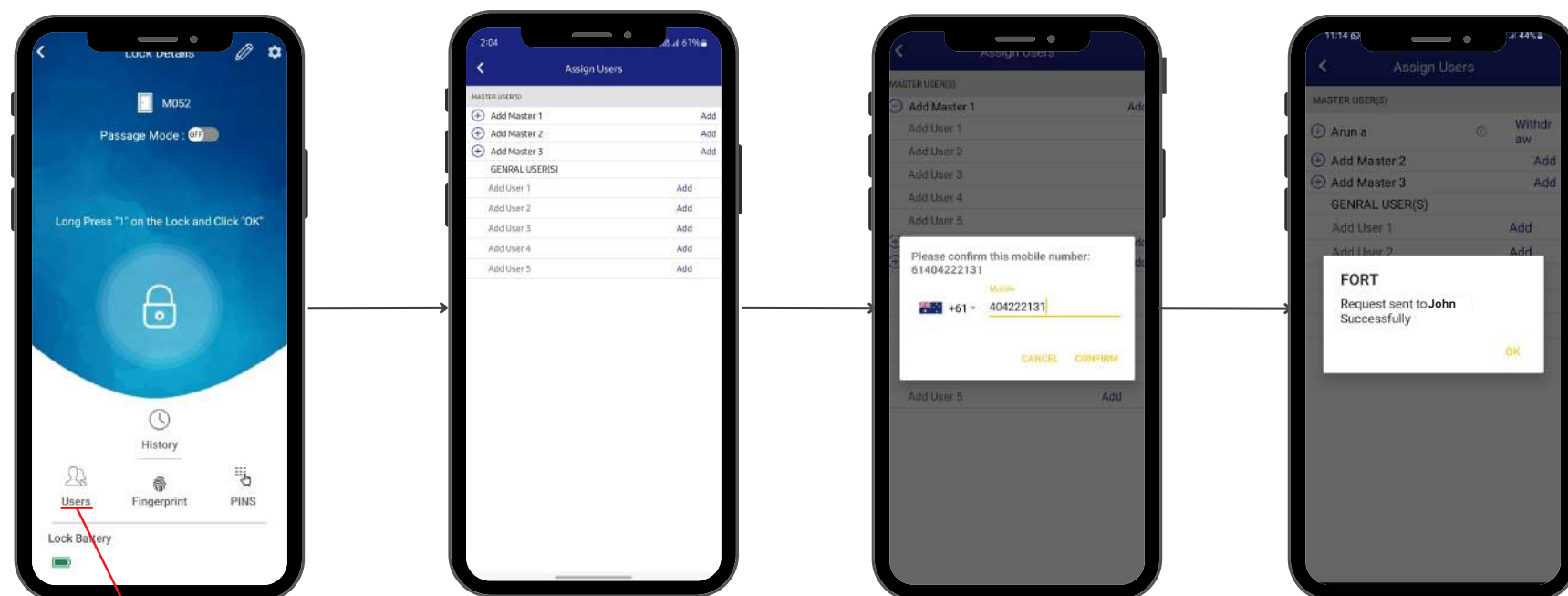ENTER THE WI-FI CREDENTIALS.

**3**

LONG PRESS "1" ON THE KEYPAD UNTIL YOU HEAR A BEEP SOUND, THEN TAP SAVE.

## STEP 5

### Master / User – Addition

• NOTE : PERSON FROM CONTACT SHOULD BE REGISTERED WITH THE MACHAMP MOBILE APPLICATION



**1**

TAP THE USER ICON ON THE LOCK SCREEN.

**2**

TAP ON THE ADD ICON ADJACENT TO MASTER/USER.

**3**

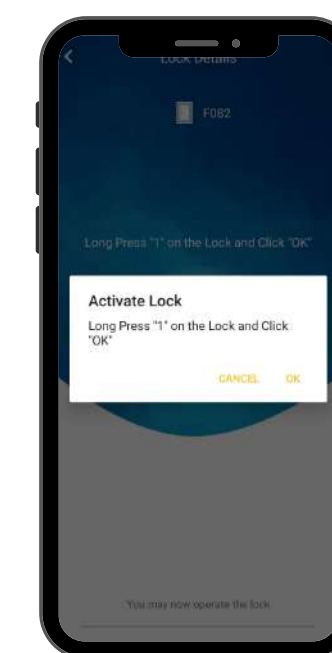SELECT THE DESIRED CONTACT FROM THE PHONEBOOK AND CONFIRM THE MOBILE NUMBER.

**4**

THE REQUEST TO ADD AS MASTER WILL BE SENT THROUGH THE APP.

### Master/User – Revoke

TAP ON THE REVOKE BUTTON NEXT TO THE MASTER/USER.
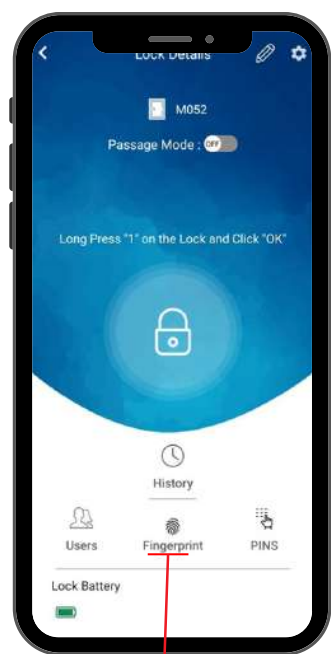


**1**

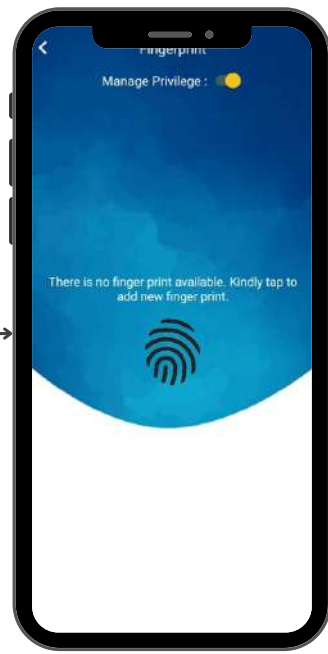LONG PRESS "1" ON THE KEYPAD UNTIL A BEEP SOUND IS HEARD, THEN TAP OKAY.

# OPERATIONAL MANUAL

## Fingerprint – Addition

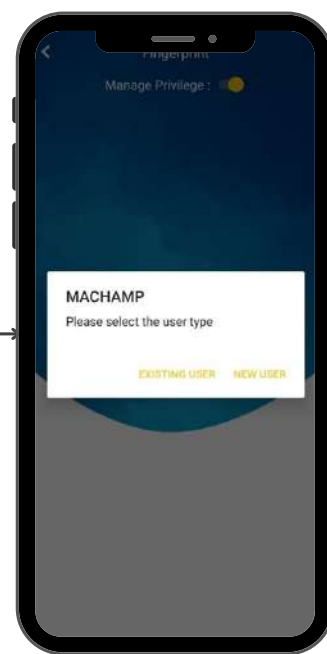- **POSITION YOURSELF CLOSE TO THE LOCK.**

**1**

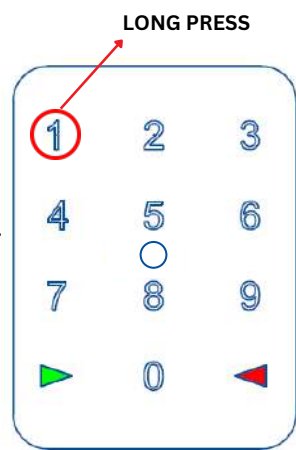TAP ON THE FINGERPRINT ICON ON THE LOCK SCREEN.

**2**

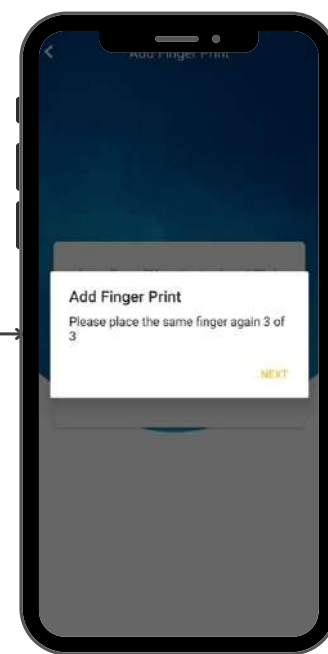SELECT THE FINGERPRINT ICON TO ADD THE FIRST FINGERPRINT.

**3**

TO ADD THE OWNER'S FINGERPRINT, TAP ON EXISTING USER.

**4**

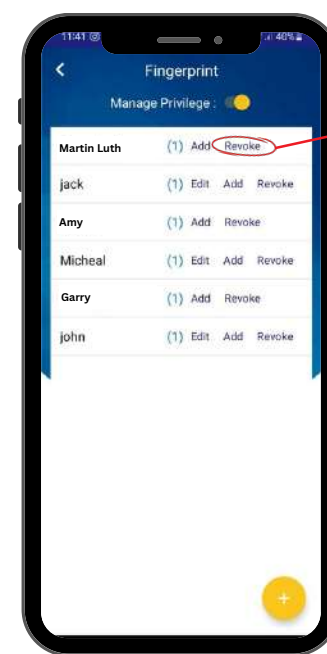LONG PRESS "1" ON THE KEYPAD UNTIL A BEEP SOUND IS HEARD, THEN CLICK OKAY.

**5**

PLACE THE FINGER ON THE SCANNER THRICE AS INSTRUCTED TO ADD THE FINGERPRINT.

## Fingerprint – Revoke
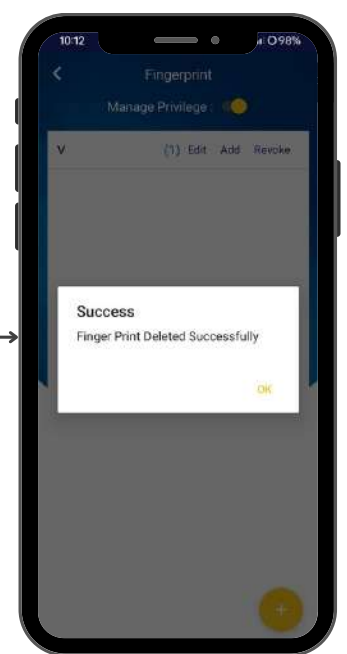
- **POSITION YOURSELF CLOSE TO THE LOCK.**

**1**

TAP REVOKE FOR THE PERSON YOU WISH TO DELETE.

**2**

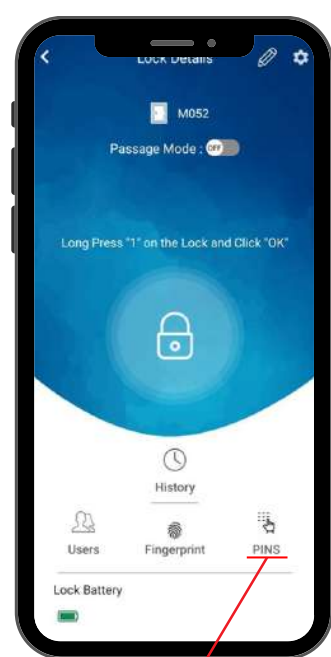LONG PRESS "1" ON THE KEYPAD UNTIL YOU HEAR A BEEP SOUND, THEN TAP OK.

**3**

THE FINGERPRINT WILL BE REMOVED.

# OPERATIONAL MANUAL

## Pins – Addition

- **POSITION YOURSELF CLOSE TO THE LOCK.**



**1**

TAP ON THE PINS ICON ON THE LOCK SCREEN.
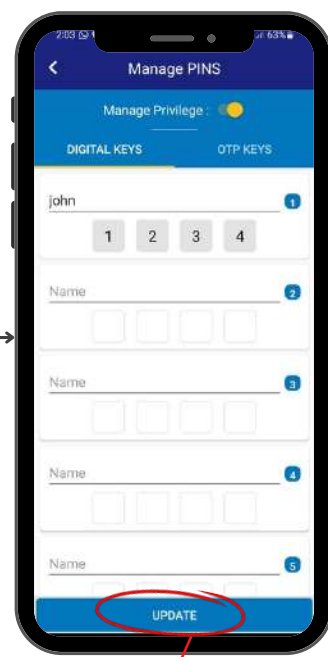
**2**

ENTER THE DESIRED PINS.

**LONG PRESS**

**3**
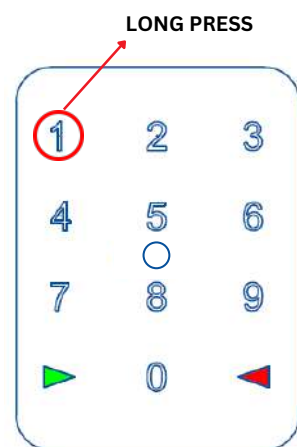
LONG PRESS "1" ON THE KEYPAD UNTIL A BEEP SOUND IS HEARD, THEN CLICK OKAY.
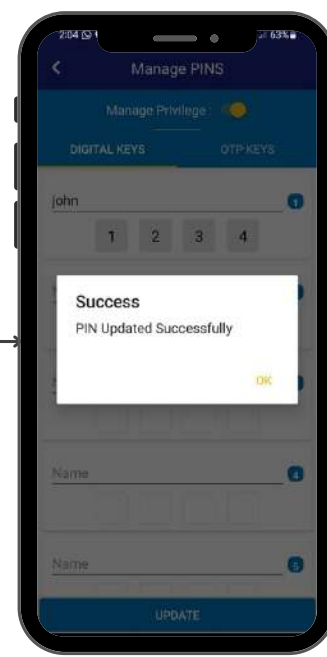
**4**

THE PINS WILL BE UPDATED.

**NOTE :**
TO REMOVE THE PIN, CLEAR ALL NUMBERS AND FOLLOW THE SAME PROCEDURE TO DELETE THE PINS.

## OTP – Generation

- **GENERATE UNLIMITED OTPS; ONCE USED, THE PIN WILL BE DELETED FROM THE APP.**



**1**
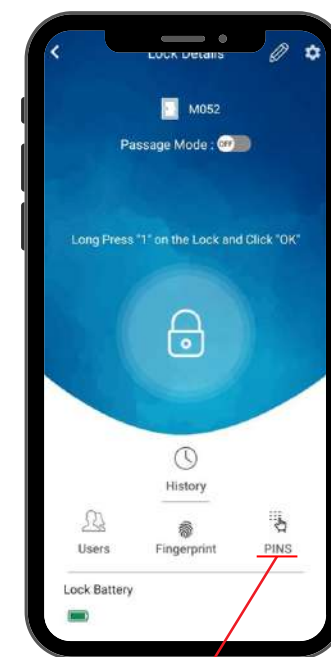
TAP ON THE PINS ICON ON THE LOCK SCREEN.

**2**

TAP ON "OTP KEYS" AND THEN "GENERATE OTP".

**3**

THE OTP WILL BE GENERATED.

9

# OPERATIONAL MANUAL

## Manage Privilege

- **DISABLE FINGERPRINTS/PINS UNTIL NEEDED WITH THIS FEATURE.**

**1**
TAP THE PINS/FINGERPRINT ICON ON THE LOCK SCREEN.

**2**
ENABLE THE MANAGE PRIVILEGE OPTION.

**3**
LONG PRESS "1" ON THE KEYPAD UNTIL A BEEP SOUND IS HEARD, THEN CLICK OKAY.

**4**
PINS / FINGERPRINT ACCESS WILL BE DENIED.

**5**
TO RE-ENABLE, FOLLOW THE SAME PROCEDURE.
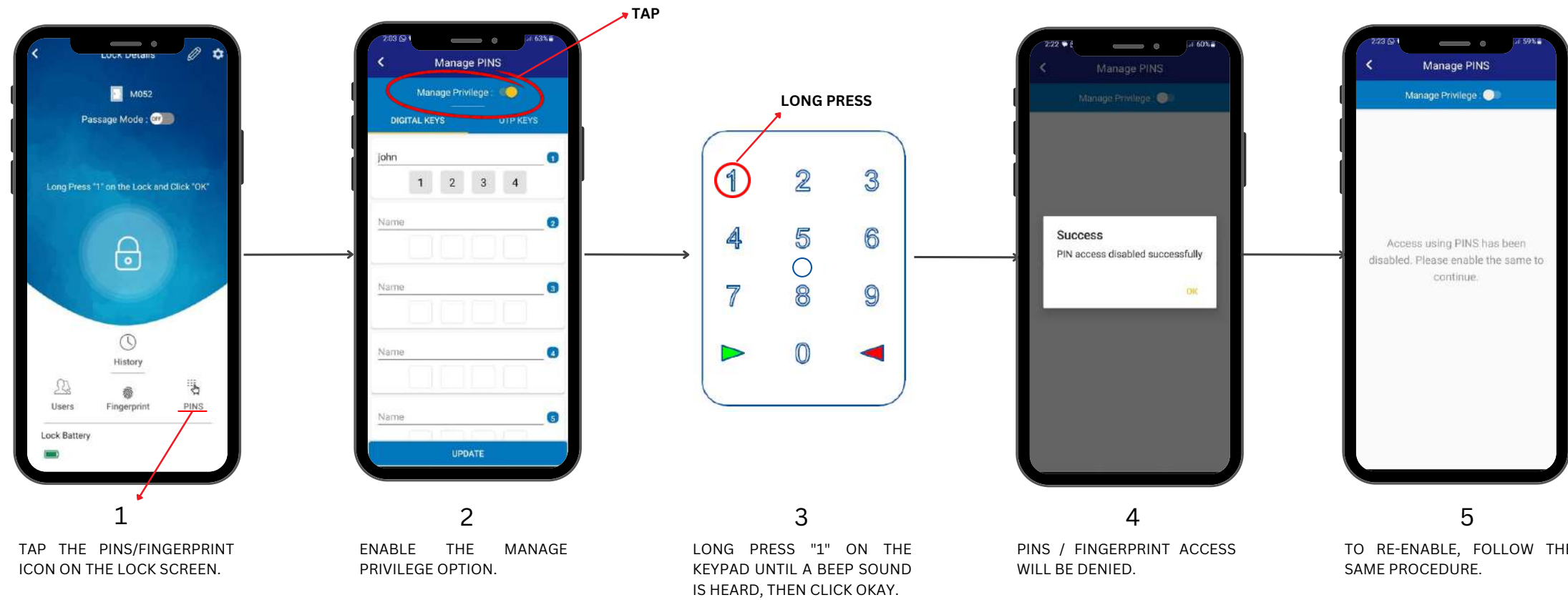
## Remote Access

- **ENSURE THE GUEST IS IN FRONT OF THE LOCK AND WI-FI IS CONFIGURED.**

**1**
PRESS "0" AND THE GREEN ICON ON THE NUMBER PAD AND AWAIT ACCESS.

**2**
ACCEPT OR REJECT THE ACCESS VIA THE MOBILE APP.

**3**
THE LOCK WILL BE OPENED UPON APPROVAL.
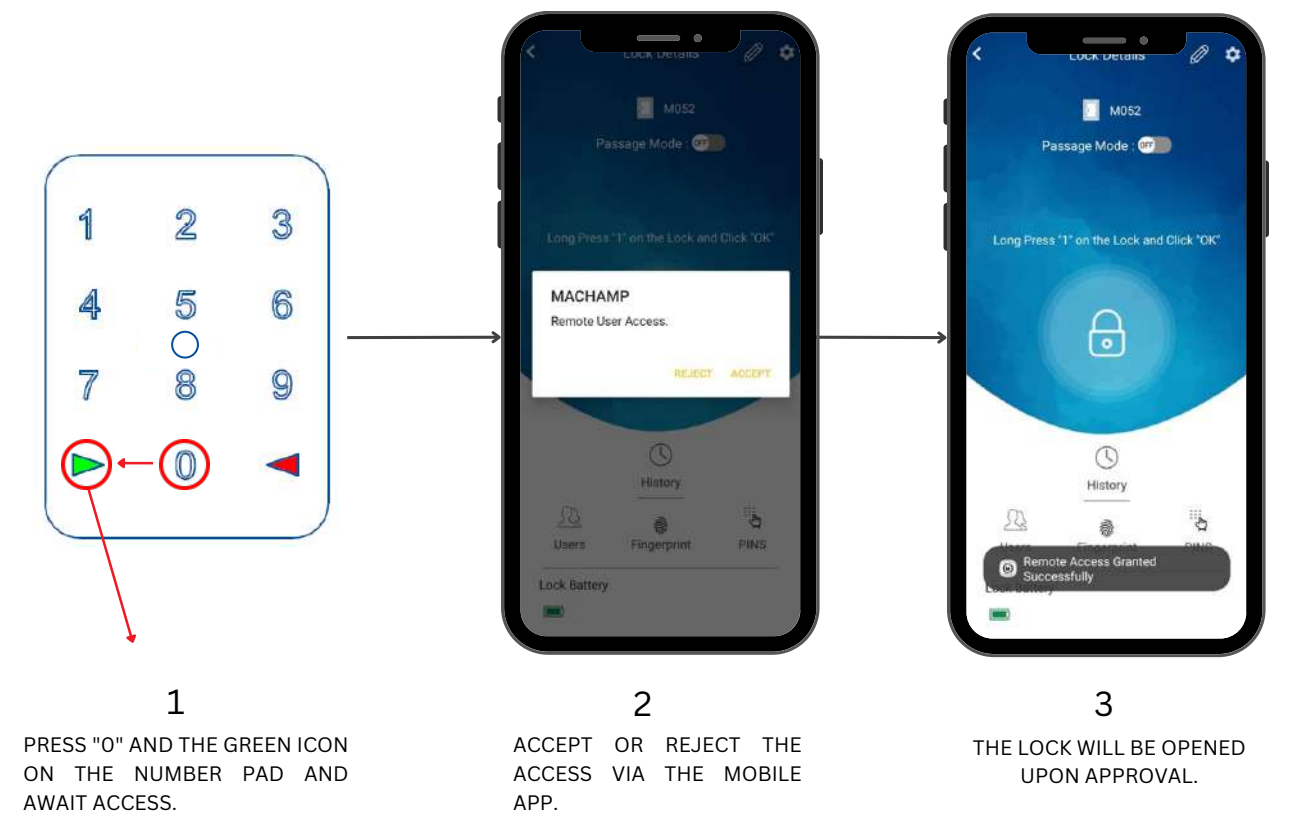
# OPERATIONAL MANUAL

## Schedule Access

- **SCHEDULE ACCESS FOR THE MASTER/USER THROUGH THE APP.**
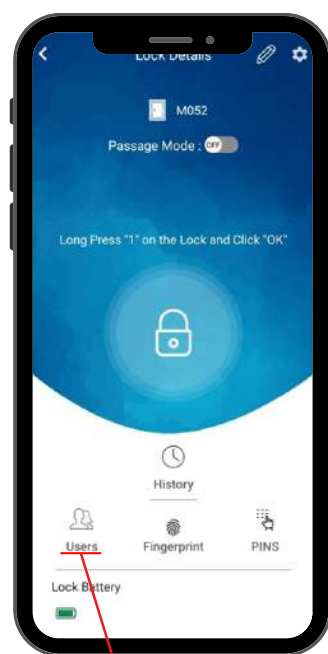


**1**

TAP ON THE USER ICON ON THE LOCK SCREEN.
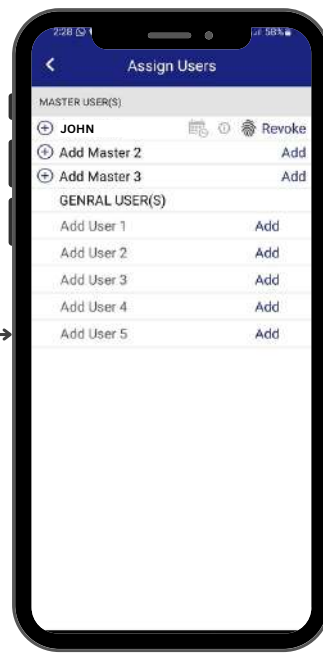
**2**

TAP ON THE CALENDAR ICON NEAR MASTER/USER.
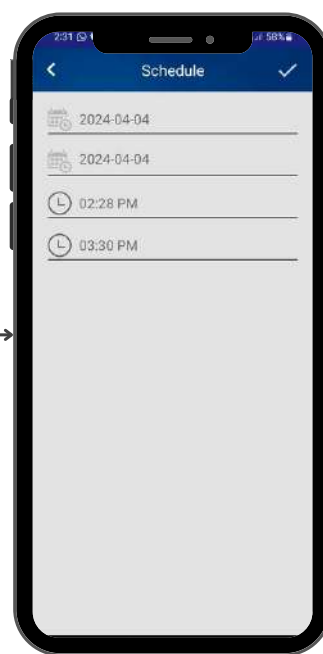
**3**

SCHEDULE THE ACCESS TIME.
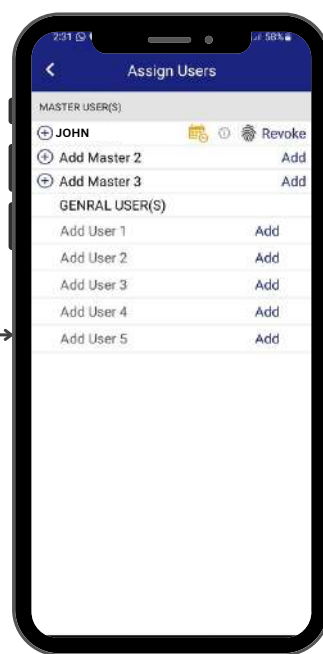
**4**

THE CALENDAR WILL APPEAR YELLOW, AND A NOTIFICATION WILL BE SENT TO USER/MASTER.

## Passage Mode

- **PASSAGE MODE FEATURE WILL STOP THE LOCK FROM AUTO LOCKING.**



**1**

ENABLE THE PASSAGE MODE ICON AT THE TOP CENTER.

**2**
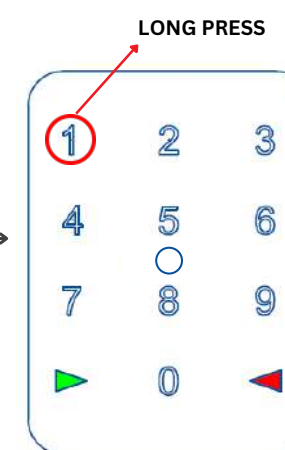
LONG PRESS "1" ON THE KEYPAD UNTIL YOU HEAR A BEEP SOUND, THEN TAP OK.
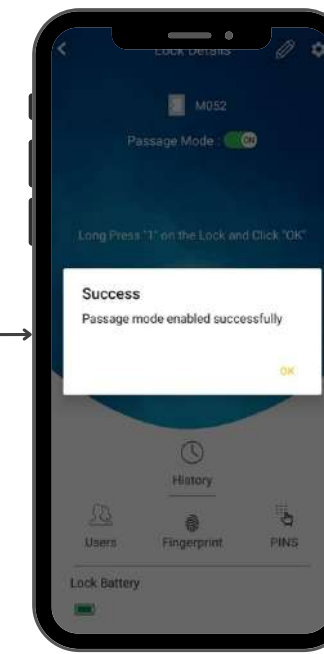
**3**

PASSAGE MODE WILL BE ENABLED.

**NOTE:**
THE SAME PROCEDURE APPLIES TO DISABLE THE PASSAGE MODE.

# OPERATIONAL MANUAL

## Transfer Owner

- NOTE : THE REQUEST IS SENT ONLY IF THE NEW OWNER HAS REGISTERED THEIR NUMBER ON THE MACHAMP APPLICATION.
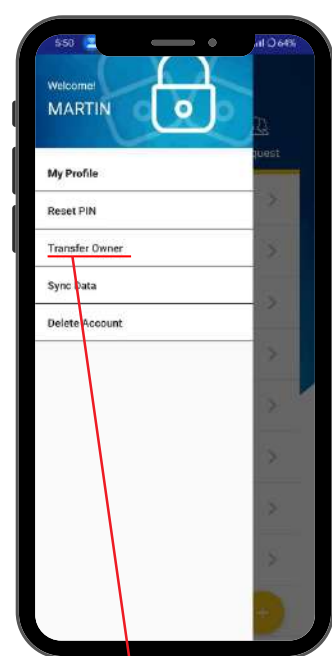


**1**
ON THE MAIN DASHBOARD, TAP THE THREE LINES ON THE LEFT AND SELECT TRANSFER OWNER.
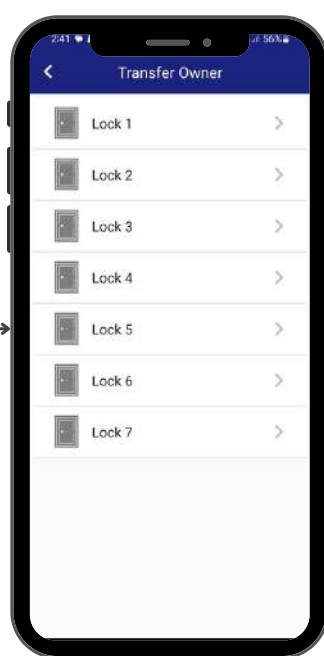
**2**
CHOOSE THE LOCK FOR OWNERSHIP TRANSFER.
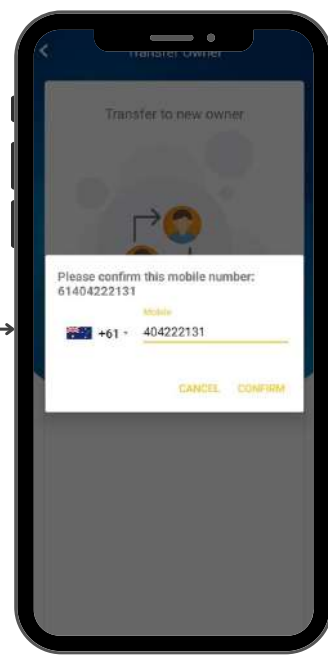
**3**
SELECT THE CONTACT FROM THE PHONEBOOK AND CONFIRM THE MOBILE NUMBER.
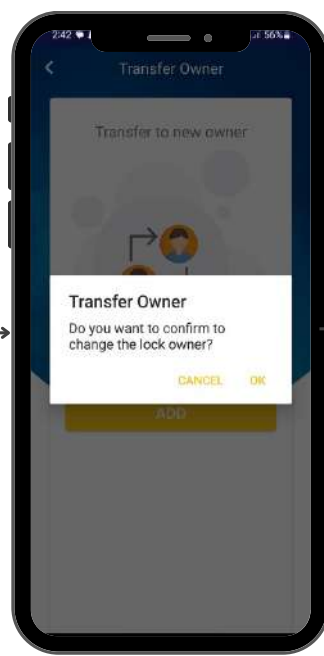
**4**
CONFIRM BY TAPPING OK.

**5**
THE REQUEST WILL BE SENT TO THE NEW OWNER.

**NOTE:**
THE REQUEST CAN BE REVOKED UNTIL THE NEW OWNER ACCEPTS THE INVITE.

## Access history

- NOTE : WIFI CONFIGURATION SHOULD BE DONE TO VIEW HISTORY



**1**
TAP THE HISTORY ICON ON THE LOCK SCREEN.
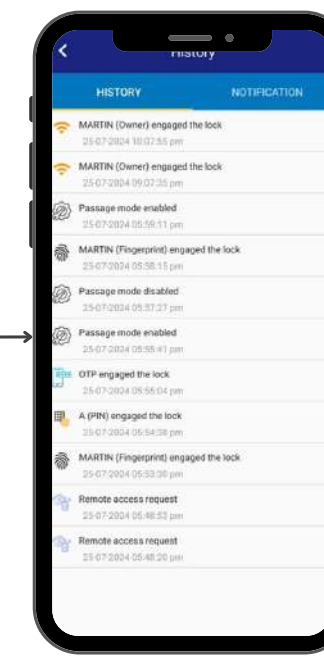
**2**
VIEW ACCESS HISTORY.

## LED Indicator Status

### NUMBER PAD

| LED STATUS | DEVICE STATUS |
|---|---|
| GREEN | Lock Open/Wi-Fi Connection Successful |
| RED | Wrong Input/Wi-Fi Connection unsuccessful |
| BLUE | Idle Position |
| GREEN (BLINK) | Connected with Wi-Fi |
| RED (BLINK) | Trying to connect with Wi-Fi |
| BLUE (BLINK) | Enrollment Mode |
| RED (BLINK AND BEEP) | Low Battery |

### FINGERPRINT SENSOR

| LED STATUS | DEVICE STATUS |
|---|---|
| GREEN | Authorized Fingerprint / Enrollment Successful |
| RED | Unauthorized Fingerprint / Enrollment Unsuccessful |
| BLUE | Standby/ Waiting for Finger to be placed on the sensor |
| BLUE (BLINK) | Scan Successful |

## Types of permission for users

- **Owner User:** Has complete control over the lock and the application. Can manage users, access history, edit lock name, transfer owner, and unlock.
- **Master User:** Can access Users and lock history and unlock.
- **General User:** Can unlock by clicking the lock in the dashboard. Access the list of registered locks. Tapping the lock name from the home will lead to the lock details screen. (**Note:** To assign a user, they must be in your phone contact book)

## User management actions

- **Add User:** Owner/Master user(s) can send a request to users for assigning a key by tapping on the add link and choosing a contact (who has already registered) from the phonebook.
- **Withdraw Request:** Owner/Master users can withdraw the assigned key request by tapping on the withdraw link.
- **Revoke Access:** Owner/Master users can revoke the key provided to other sub-coordinate users by tapping on the revoke link. The user needs to be near the lock, ensure the lock is awake, and the device Bluetooth is on for this operation.
- **View User Details:** Owner/Master user can view the details of their subordinates by tapping on the info icon against the assigned keys.

## Troubleshooting

**1) Issue:** Product Failed to Power On
**Solution:**
- Battery Check: Ensure the battery set is correctly inserted and aligns with the indicated pole marks.
- Battery Replacement: If the issue persists, replace all batteries (Duracell Ultra) with new ones to ensure optimal power supply.

**2) Issue:** Inability to Open Door Using Wi-Fi, pin , fingerprint or mobile app.
**Solution:**
- App Lock Selection: Verify that the correct lock is selected within the application interface.
- Device Pairing Verification: Check if the utilized Wi-Fi is properly paired with the corresponding lock.

**3) Issue:** Blue LED light on the lock does not turn off for a prolonged period.
**Solution:**
- perform a power reset by pressing the restart switch on the bottom.

**4) Issue:** Constant beeping after each access along with red LED blinking indication
**Solution:**
- It is a low battery indication. Replace all the batteries to rectify.

**5) Issue:** Red LED indicator without beeping after each access.
**Solution:**
- Update Wi-Fi configuration or check your network connection.

# OPERATIONAL MANUAL

## FAQ

**1. What type of batteries can I use?**

**Answer: -** We recommend using normal AA Alkaline batteries, with **Duracell Ultra** being a suggested brand.

- It's essential to replace all batteries simultaneously to ensure consistent performance.
- Be cautious of over-discharged or faulty batteries, as they may cause leakage.
- Please note that battery leakages are not covered under warranty.

**2. How do I know when to replace the batteries?**

**Answer: -** Monitor the battery icon in the mobile app; it will turn red when the batteries require replacement.

- Additionally, the lock's LED will blink continuously to indicate low battery levels.

**3. What if the batteries go flat?**

**Answer: -** In case of battery depletion, you can utilize the mechanical override key (if available) to open the door.

- Alternatively, connect the lock to a power supply via USB cable for emergency power and unlock the door.

**4. Will the registered users/cards be deleted when the batteries go flat?**

**Answer: -** No, user data and RFID registrations are stored in an onboard memory chip, ensuring permanent storage.

- Registered information remains intact unless you reset the system or transfer ownership.

**5. Can the mechanical override key be duplicated?**

**Answer:** No, each mechanical override key is unique and exclusively fabricated by MACHAMP.

**6. What if the mechanical override key is lost?**

**Answer: -** If the mechanical key is lost, the entire mechanical set will need replacement.

**7. How long is the warranty period for these door locks?**

**Answer:** The warranty period for these door locks is one year.

**8. How should I clean the door lock? Can I use soap or water?**

**Answer: -** Avoid using liquids or damp cloths for cleaning, as they may cause damage or scratches.

- If necessary, use aerosol cleaners sparingly.

**9. What factors affect the door lock and its performance?**

**Answer:** Several factors can impact the door lock's performance:

- Slamming the door can damage the motherboard, which isn't covered under warranty.
- Installing a door closer is recommended to prevent such impacts.
- Battery leakage in the battery compartment may affect the motherboard; regular inspection every 3 to 4 months is advised.
- Seasonal changes may cause expansion or contraction of new, large, or heavy doors, potentially misaligning the door and affecting the lock's deadbolt functionality.

**10. What are the symptoms of motherboard malfunction?**

**Answer:** Common symptoms of a malfunctioning motherboard include:

- Alarming unknown sounds intermittently.
- Rapid depletion of battery power.
- Issues with the locking and unlocking mechanism.