

Smart Door Lock

H10

The logo for LINDU, featuring the letters L, I, N, D, U in a bold, stylized, sans-serif font. The letters are black and have a slight shadow effect.

· Email Us
Customer Support: support@lindu.com

Shenzhen Lingdu Auto Electronics Co., Ltd.
F28/29 Tower A Lechuanghui Building, No.1211Guangang Road,
Longhua District, Shenzhen, China

User Guide

Please read the User Guide carefully before using the product.

Table of Contents

1. Precautions	01
2. Friendly Reminders	02
3. Operating Instructions	05
4. Product Information	08
5. Menu Settings	09
6. Add to "Tuya Smart " App	18
7. App Functions	21
8. Recommendations for Proper Use of Video Door Locks	24

1/ Precautions

Installation Instructions:

As a high-tech product, the quality of smart door lock installation directly impacts its proper operation and service life. It is recommended that a technician experienced in smart lock installation perform the process. Use the drilling template included with the product accessories for accurate hole making, chisel the support recess, and verify that all holes are correctly positioned. Before installation, please confirm that the door thickness (applicable range: 40-120mm), door gap width (applicable range: 3-8mm), the distance from the center of the strike plate to the outer edge of the door (≥ 20 mm), and the door type (e.g., hinged door, security door) comply with the product's specifications. When securing the front and rear panels, do not press or pinch the internal connecting wires. After installation, test all unlocking methods and the locking function on-site to ensure proper operation.

Initial Setup Instructions:

Before first use, please fully charge the lithium battery. After installing the battery, activate the door lock and set up the administrator account. Administrator privileges include adding or deleting users and modifying system settings. It is recommended to set a complex administrator password (6-12 digits) and not disclose it to unauthorized persons. During the initial setup, you must complete the enrollment of biometric information such as fingerprint, face, or palm vein. Please ensure that your finger, face, or palm is clean and dry during enrollment. It is recommended to enroll 2-3 biometric samples from different angles for the same user to improve recognition accuracy. The original biometric data you enroll and its processing are performed locally on your device under your control; this data will not be stored in the cloud.

Daily Usage Instructions:

When unlocking using biometric information, please position the enrolled finger, face, or palm directly in front of the recognition area, avoiding any obstruction or tilt that may cause recognition failure. When unlocking with a password, do not allow others to observe the input process. Regularly clean the keypad to prevent residue and change the password periodically to maintain security. If the door lock emits a 'beepbeep' alarm during operation, please pay attention to the prompt messages (such as low battery or recognition failure) and respond accordingly. Do not forcefully strike the door lock panel, handle, or lock body, and avoid using sharp objects that may scratch the panel.

Safety Precautions:

Do not entrust the administrator password or keys to minors or untrusted individuals. It is recommended to carry the keys personally or store them in a secure outdoor location that is not easily discovered by others (such as inside a vehicle or at a trusted neighbor's residence) as a backup.

Power Supply & Emergency Instructions:

When the door lock displays a "Low Battery" alert or responds slowly during unlocking, promptly remove the lithium battery and charge it using a power adapter (not included). The indicator light will turn blue when fully charged.

1. Lithium Battery 1 charging time: approximately 8-10 hours
2. Lithium Battery 2 charging time: approximately 4-6 hours

It is recommended to use a compatible DC 5V 2A power adapter.

If the battery is completely depleted and the door lock cannot be opened, you may connect a power bank to the external emergency power port (Type-C interface) on the outside panel to temporarily supply power and unlock the door.

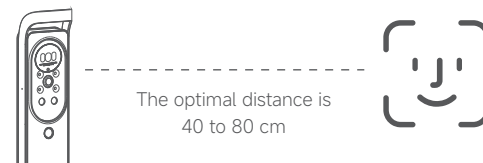
Maintenance Instructions:

Regularly clean the door lock panel, handle, and recognition area with a dry, soft cloth to remove dust and dirt. Do not rinse directly with water or use corrosive cleaning agents (such as alcohol or detergents) for cleaning.

2/ Friendly Reminders

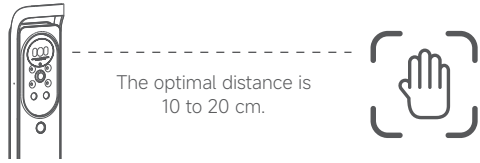
① Pertaining to Face and Palm Vein

Pertaining to Face and Palm Vein



1. During enrollment and recognition, please face directly towards the face capture area.
2. The indicator light on the left is the face indicator: it lights green upon successful enrollment or recognition, and white while recognizing.
3. Please do not cover any part of your face to avoid affecting enrollment and recognition.
4. The face recognition function is disabled when the door is open.
5. To prevent accidental unlocking from behind, automatic face recognition cannot be triggered within 10 seconds after the door closes. To activate it, please touch any area of the numeric keypad.
6. When unlocking via automatic face recognition, after three failed recognition attempts, you must touch any area of the numeric keypad to reactivate the recognition process.

Palm Vein Enrollment and Recognition



Precautions:

1. During enrollment and recognition, please keep your palm naturally open and face the collection area directly.
2. Ensure that your palm has no severe scratches and is free from irremovable dirt or paint.
3. The indicator light on the right corresponds to the palm vein sensor; it lights green upon successful enrollment or recognition, and white during recognition.
4. The palm vein recognition function is disabled while the door is open.
5. Since children's palms are smaller, the palm should be held closer during enrollment and recognition.
6. Palm vein recognition cannot be triggered within 10 seconds after the door is closed. To activate it, please touch any area of the numeric keypad.
7. When automatic palm vein recognition fails three times during unlocking, please touch any area of the numeric keypad to reactivate recognition.

② Fingerprint Related

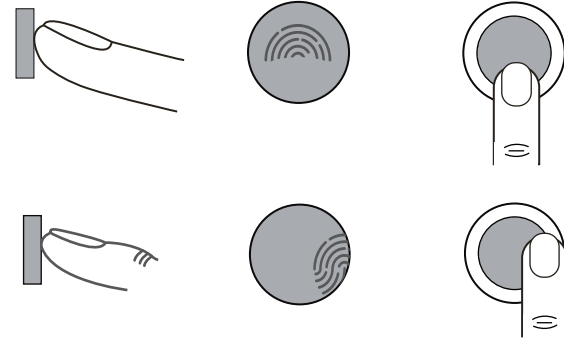
Precautions for Fingerprint Enrollment

- 1: Select the finger with the clearest fingerprint for registration. It is recommended to enroll in the following order: index finger, middle finger, ring finger, etc.
- 2: Fingers that are excessively dry or moist may affect enrollment quality.
- 3: Align the center of the fingerprint as closely as possible with the center of the enrollment window.
- 4: Do not move your finger after placement Please ensure the fingerprint collection area is fat, intact, and clean during use

Correct Method

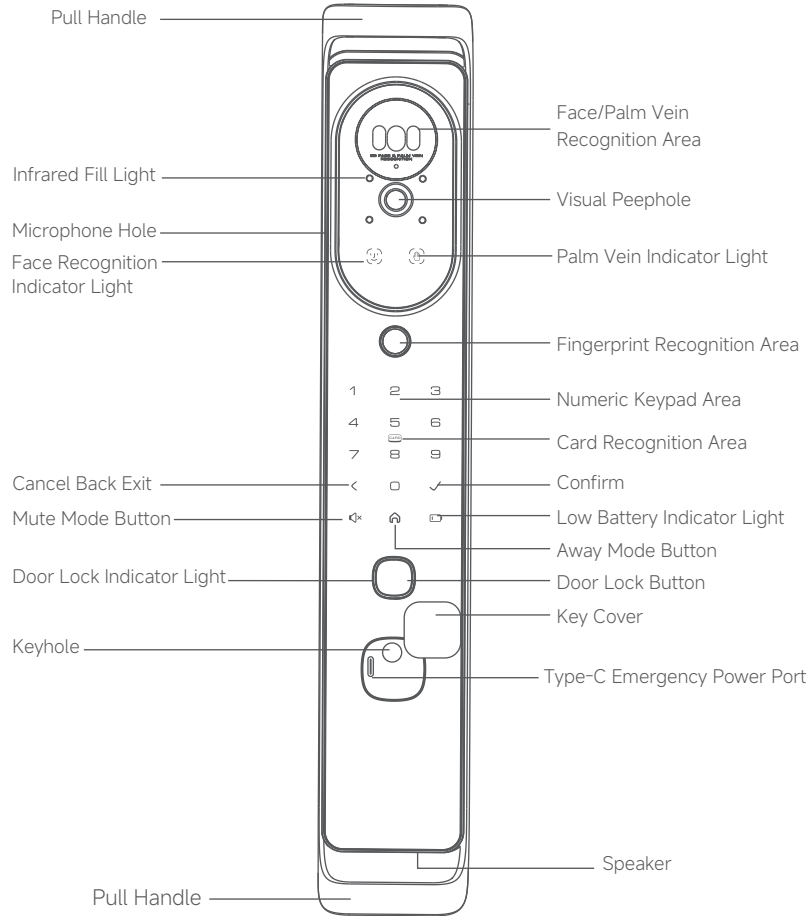


Incorrect method

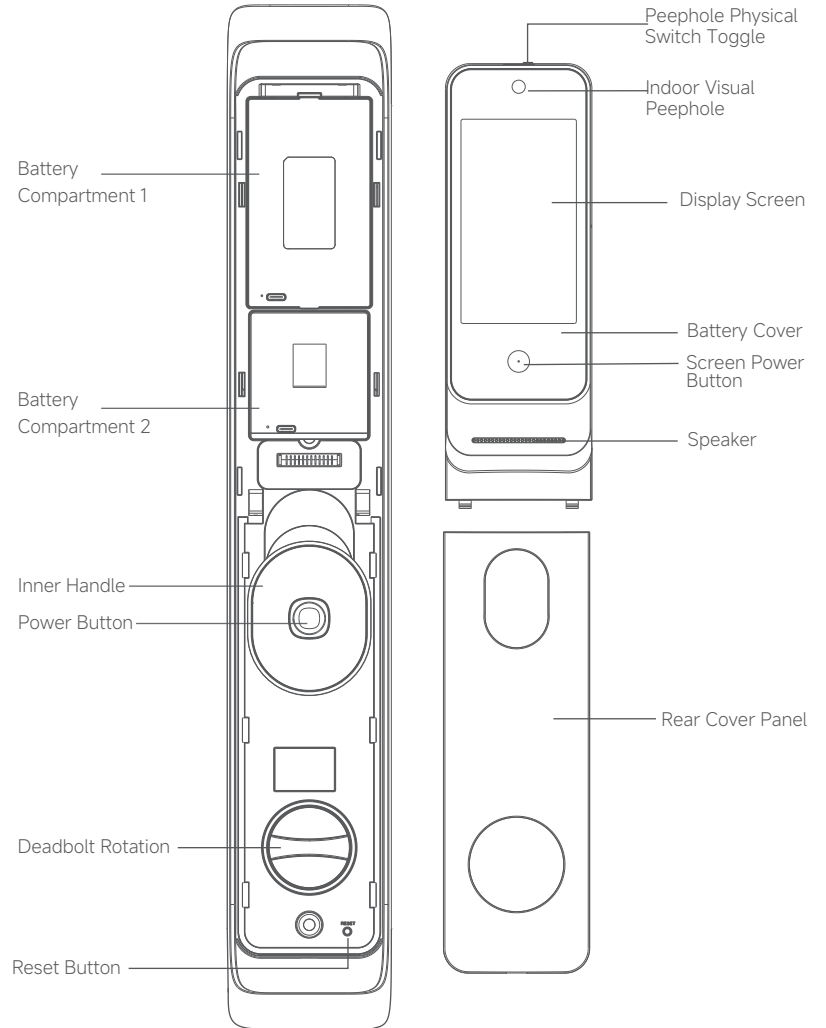


3 / Operation Guide

Front Panel



Rear Panel



Function Explanation

Doorbell Button:

Press this button to trigger the doorbell. When the human presence detection setting is activated, approaching the door lock will illuminate the door lock indicator light as a doorbell prompt.

Key Position: If the door lock is connected to the network, pressing the doorbell will also enable the user to initiate remote video intercom with the door lock via the APP.

Numeric Keypad Area:

Touch the keys to enter digits 0 through 9.

Away Mode Button:

Pressing this button activates Away Mode. Opening the door from inside will trigger an alarm and send a notification via the APP. This feature is disabled by default.

Silent Mode Button:

Pressing this button activates Silent Mode. Except for menu voice prompts, the doorbell, and alarm sounds, the door lock device will produce no sound feedback.

Dummy Password:

Prevents password compromise by observing marks on the keypad. When entering the password, unlocking will succeed as long as any contiguous segment matches the correct password. For example: if the correct password is 123456, you may enter xxx123456xxx; the maximum length supported is 20 characters. Temporary passwords and management user passwords set in the menu do not support Dummy Passwords.

System Lock:

If facial recognition, Palm Vein, fingerprint, password, or card verification fails five consecutive times within five minutes, the system will lock for two minutes.

Door Status Alert:

If after closing the door it is not properly locked or remains open for more than 30 seconds, the door lock will indicate 'Door Not Closed.'

Low Battery Indicator:

When the power level of both batteries is below 20%, or only one battery is installed and its power is below 20%, waking the panel will If the indicator light is on simultaneously, please recharge the battery promptly.

Screen Power Button:

Short press once: turn the screen on or off, simultaneously displaying the outdoor image; When the screen is on, short press to switch to the indoor image; press and hold for more than 3 seconds to enter the indoor remote video call.

Reset Button:

Restore Factory Settings: press and hold the button for 5 seconds, then successfully verify the primary user key to reset the door lock device; Enter the local main menu: short press the button once, then successfully verify the primary user key to access the local main menu.

Electronic Unlock Button:

Indoor Unlocking: When the door lock is in the locked state, press the button once to unlock. Indoor Deadbolt: When the door lock is in the unlocked state, press and hold the button for 2 seconds to lock.

Peephole Physical Switch Toggle:

When indoor monitoring is not required, the indoor lens can be physically turned off by toggling this switch.

4 / Product Information

Technical

Operating power	5000mAh/2500mAh rechargeable lithium battery
Battery Voltage	DC6.8-8.4V
Emergency Power Supply	5V, Type-C Interface Power Supply
Facial Recognition Capacity	50 sets
Palm Vein Capacity	50 sets
Fingerprint Capacity	100 sets (including duress fingerprints), of which 5 are Administrator
Password Capacity	50 sets (6-12 digits in length), of which 5 are Administrator
Card Capacity	50 sets, of which 5 are Administrator
Video Intercom	Supported
Local Peephole Display	4.5-Inch High-Definition Display

Accessories List

After opening the product packaging, please verify the device is intact and check that all accessories are included according to the list below.

Serial Number	Name	Quantity
1	Front Panel	1 Set
2	Rear Panel	1 Set
3	Drilling Template	1 Card
4	Standard Screw Pack	1 Pack
5	Lock Body	1 Set
6	Lithium Battery(2500mAh)	1 Piece
7	Lithium Battery(5000mAh)	1 Piece
8	IC Card	2 Cards
9	Type-C Data Cable	1 Cable
10	User Guide	1 Manual

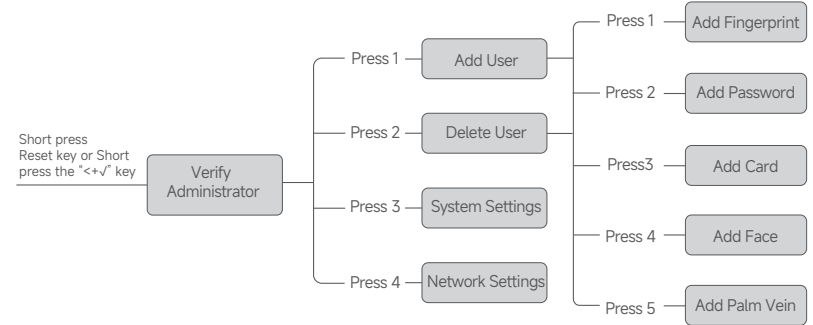
5 / Menu Settings

Enter Main Menu

1. Remove the back panel cover and briefly press the Reset button or briefly press the Front Panel "<+√" button.
2. Perform key verification for the Administrator User on the door lock's Front Panel. Upon successful verification, you will enter the Main Menu. Permissions for Administrator Users and Regular Users are detailed in the table below.

User Type	Unlock	Enter Main Menu	Add User	Delete User	Set Lock
Manage Users	✓	✓	✓	✓	✓
Regular User	✓	✗	✗	✗	✗

Add User



1. Add Fingerprint

- Fingerprint users support registering 5 Administrator fingerprints, 85 Regular User fingerprints, and 10 Duress User fingerprints.
 - If the maximum capacity is reached, a prompt will display. Fingerprint capacity full, please delete existing entries before adding new ones.
1. After entering the Main Menu, press '1' on the Door Lock Front Panel keyboard to select 'Add User.'
 2. Press '1' to select 'Add Fingerprint.'
 3. Press '1' to select 'Add Administrator Fingerprint'; press '2' to select 'Add User Fingerprint'; press '3' to select 'Add Duress Fingerprint.'
 4. Please follow the voice prompts and scan the fingerprint six consecutive times to complete the enrollment.
 5. When you hear the voice prompt 'Addition Successful,' the enrollment is complete.

2. Add Password

- The door opening password consists of 6 to 12 digits and supports adding up to 5 administrator passwords and 45 regular user passwords.
 - If the limit is exceeded, a prompt will display: "Password full, please delete before adding new ones."
1. After entering the Main Menu, press '1' on the Door Lock Front Panel keyboard to select 'Add User.'
 2. Press number "2" to select "Add Password."
 3. Press number "1" to select "Add Administrator Password"; press number "2" to select "Add User Password."
 4. Set a 6 to 12-digit door opening password and press "√" to confirm.
 5. Re-enter the password and press "√" to finish. The voice prompt will say "Addition successful."

3. Add Card

- The system supports adding up to 5 administrator cards and 45 regular user cards.
- It is recommended to use the built-in IC card. Other types of cards such as ID cards, encrypted cards, or specialty-shaped cards must be tested for compatibility before adding.
The door lock supports NFC unlocking on certain mobile phone brands; compatibility must be confirmed through testing. To add a card: open the mobile phone's Wallet- Card Pack- Create
- Blank Card, then register the card through the Add Card option in the door lock menu.
The process may vary slightly depending on the phone brand; please follow the instructions specific to your device. If the card capacity is exceeded, the message 'Card full, please delete and re-add' will appear.

1. After entering the Main Menu, press number "1" on the Front Panel keyboard of the Door Lock to select "Add User."
2. Press number "3" to select "Add Card."
3. Press number "1" to select "Add Administrator Card"; press number "2" to select "Add User Card."
4. Following the voice prompt "Please swipe card," bring the card or NFC-enabled mobile phone close to the card reading area of the Door Lock.
5. When you hear the voice prompt "Addition successful," the registration is complete.

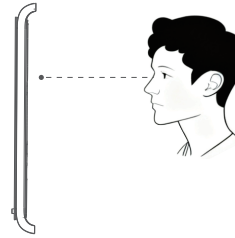
4. Add Face

- Facial Recognition users can add up to 50 Regular User faces.
 - If the limit is exceeded, you will hear the prompt, "Face capacity full, please delete before adding again."
1. After entering the Main Menu, press number "1" on the Front Panel keyboard of the Door Lock to select "Add User."
 2. Press the number "4" to select "Add Face."
 3. Please complete the face enrollment by following the voice prompts.
 4. When you hear the voice prompt "Add Successful," the enrollment is complete.

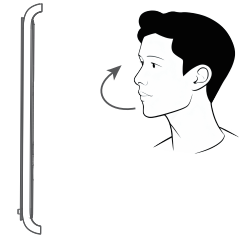
Steps to Add Face:

- Please stand directly in front of the door lock's front panel and maintain an arm's length distance from the panel (exceeding this distance may result in enrollment failure). Follow the voice prompts to complete the face enrollment, as shown in the illustration below.
- During face capture, please ensure that your face is unobstructed.
- During the capture process, please avoid shaking or moving your body, as this may cause the face enrollment to fail.
- Height range for face enrollment and recognition: 1.2 meters to 2.1 meters.
- During the collection process, please make slight adjustments following the voice prompts; do not make large movements.

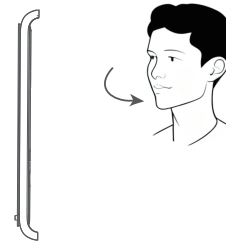
1 Please face the lens.



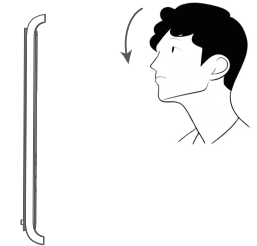
2 Please slightly turn to the right.



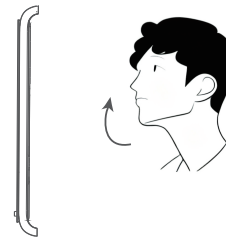
3 Please slightly turn to the left.



4 Please slightly lower your head.



5 Please slightly raise your head.



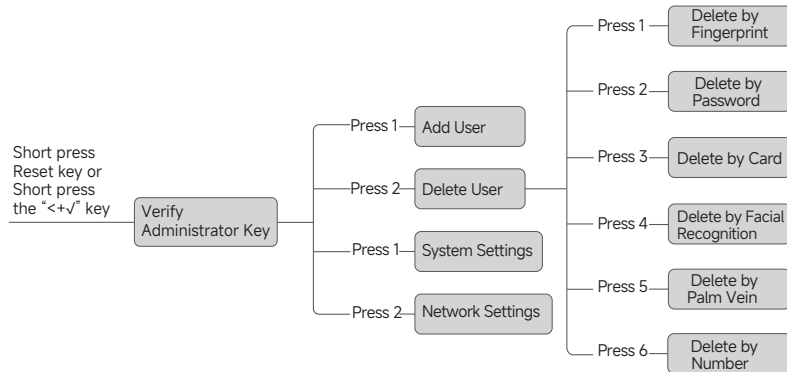
6 Enrollment Successful

5. Add Palm Vein

- Palm Vein users can add up to 50 groups of Regular User Palm Vein data.
 - If the limit is exceeded, the prompt 'Palm Vein Full, please delete and re-add' will appear.
1. After entering the Main Menu, press number "1" on the Front Panel keyboard of the Door Lock to select "Add User."
 2. Press number '5' to select 'Add Face.'
 3. Please follow the voice prompt to complete the Palm Vein registration.
 4. When you hear the voice prompt 'Addition Successful,' the registration is complete.

Delete User

- Deleting the Administrator User currently logged in is not supported.
- When only one Administrator User remains, deletion is not allowed



1. Delete Fingerprint

1. After entering the main menu, press the number "2" on the keyboard of the door lock front panel to select "Delete User."
2. Press the number "1" to choose "Delete by Fingerprint."
3. Please verify the fingerprint to be deleted once, following the voice prompt.
4. When you hear the voice prompt "Deletion Successful," the user deletion is complete.

2. Delete Password

1. After entering the Main Menu, press the number '2' on the Front Panel keyboard of the door lock to select 'Delete User'.
2. Press number '2' to select 'Delete by Password'.
3. Enter the password to be deleted, then press '✓' to confirm.
4. When you hear the voice prompt 'Deletion Successful', the user deletion is complete.

3. Delete Card

1. After entering the Main Menu, press number '2' on the Front Panel keyboard of the door lock to select 'Delete User'.
2. Press number '3' to select 'Delete by Card'.
3. Please verify the card to be deleted following the voice prompt.
4. When you hear the voice prompt 'Deletion Successful', the user deletion is complete.

4. Delete Facial Recognition

1. After entering the Main Menu, press number '2' on the Front Panel keyboard of the door lock to select 'Delete User'.
2. Press number "4" to select "Delete by Facial Recognition."
3. Please follow the voice prompt and face the lens to verify the facial recognition data to be deleted.
4. When you hear the voice prompt 'Deletion Successful', the user deletion is complete.

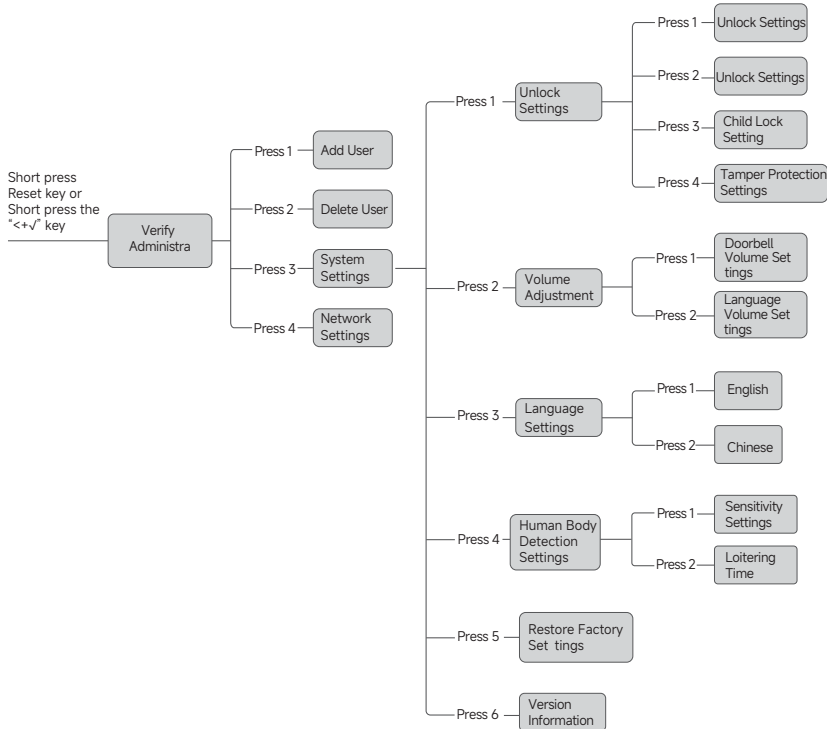
5. Delete Palm Vein

1. After entering the Main Menu, press the number '2' on the Front Panel keyboard of the door lock to select 'Delete User'.
2. Press number "5" to select "Delete by Palm Vein."
3. Please follow the voice prompt and place your palm facing the lens to verify the palm vein data to be deleted.
4. When you hear the voice prompt 'Deletion Successful', the user deletion is complete.

6. Delete User ID

1. After entering the Main Menu, press number "2" on the Front Panel keyboard of the door lock to select "Delete User."
2. Press number "6" to select "Delete by User ID."
3. Enter the User ID to be deleted, such as "1," "01," or "001," then press "✓" to confirm.
4. When you hear the voice prompt "Deletion Successful," the user deletion process is complete.

System Settings



1. Unlock Mode

- In Two-Factor Authentication Mode, only the combination of Password plus Facial Recognition, Palm Vein, Fingerprint, or Card is supported for verification.
- In Two-Factor Authentication Mode, Administrator users (Fingerprint, Password, or Card) can unlock directly.
- In Two-Factor Authentication Mode, user deletion is not permitted if the remaining user types are fewer than two; otherwise, the door lock will display the message: 'Please set to Single Unlock Mode before deleting.'
- Two-Factor Authentication Mode cannot be enabled if fewer than two user types are available.

1. After entering the Main Menu, press the number '3' on the Front Panel keyboard of the door lock to select 'System Settings.'
2. Press the number '1' to select 'Unlock Settings.'
3. Press the number '1' to select 'Unlock Mode.'
4. Press number "1" to select "Single Unlock Mode"; press number "2" to select "Two-Factor Authentication Mode."
5. The system will display "Setup Successful."

2. Normally Open Mode

- In Normally Open Mode, after the door lock has been unlocked once, this mode can be disabled either immediately or through the menu settings.
- When Normally Open Mode is enabled, the door can be unlocked without any authentication; please use this mode with caution.

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press number "1" to select "Unlock Settings."
3. Press number "2" to select "Normally Open Mode."
4. Press number "1" to enable Normally Open Mode; press number "2" to disable it.
5. The system will display "Setting Successful."

3. Child Lock Setting

- When the Child Lock Setting is enabled, the internal unlock and lock buttons will be disabled; however, the mechanical handle will still function normally to open the door.
- To restore the function of the internal door lock switch button, please disable the Child Lock Setting in the menu.

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press the number '1' to select 'Unlock Settings'.
3. Press the number '3' to select 'Child Lock Setting'.
4. Press the number '1' to enable Child Lock; press the number '2' to disable Child Lock.
5. The system will display "Setup Successful."

4. Tamper Protection Settings

- When Tamper Protection is enabled, the door lock will automatically sound an alarm if it is removed from the door.

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press the number '1' to select 'Unlock Settings'.
3. Press the number '4' to select 'Tamper Protection Settings'.
4. Press the number '1' to activate Tamper Protection; press the number '2' to deactivate Tamper Protection.
5. The system will display "Setup Successful."

5. Volume Settings

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press number "2" to select "Volume Adjustment."
3. Press number "1" to select "Doorbell Volume Setting"; press number "2" to select "Language Volume Setting."
4. Press number "1" to select "High Volume"; press number "2" to select "Medium Volume"; press number "3" to select "Low Volume"; press number "4" to select "Mute."
5. The system will display "Setup Successful."

6. Language Settings

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press number "3" to select "Language Settings."
3. Press number "1" to select "Chinese"; press number "2" to select "English."
4. The system will display "Settings Successful."

7. Sensitivity Settings

- If false triggers frequently occur, such as pedestrians passing in the corridor, lowering the sensitivity can reduce unnecessary false activation and extend the door lock's battery life.
 - If Human Body Detection is turned off, Loitering Capture and the automatic activation of Facial Recognition or Palm Vein Recognition (which can only be initiated by waking the door lock) will not be triggered. Please choose carefully.
1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
 2. Press number '4' to select 'Human Body Detection Settings.'
 3. Press number '1' to select Sensitivity Settings; press number '2' to select 'Loitering Time.'
 4. Press number '1' to select Low sensitivity; press number '2' to select Medium sensitivity; press number '3' to select High sensitivity. Press number '4' to select 'Turn Off Human Body Detection.'
 5. The system will display "Setup Successful."

8. Loitering Time Settings

- If frequent false triggers occur, such as pedestrians passing by in the corridor, lowering the sensitivity can reduce unnecessary false triggers and improve accuracy. Door lock battery usage duration.
- If Loitering Time Settings are disabled, Loitering Capture will not be triggered. Please select according to your usage requirements.

1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
2. Press number '4' to select 'Human Body Detection Setting'.
3. Press number '1' to select 'Sensitivity Settings'; press number '2' to select 'Loitering Time'.
4. Press number '1' to select 'Low' sensitivity; press number '2' to select 'Medium' sensitivity; press number '3' to select 'High' sensitivity. Press number "4" to select "Turn Off Loitering Time."
5. The system will prompt "Setting Successful."

9. Restore Factory Settings

- Restoring factory settings will delete all currently registered facial recognition, palm vein, fingerprint, password, card, and other ID information on the door lock. All menus will be restored to their default factory settings.
 - In the factory default state, any unlocking verification method will open the door lock; please exercise caution.
1. After entering the Main Menu, press number "3" on the Front Panel Keyboard to select "System Settings."
 2. Press number "5" to select "Restore Factory Settings."
 3. Confirm by pressing "√" as instructed by the voice prompt.
 4. The system will prompt "Factory Reset Successful."

6 / Add to the "Tuya Smart" APP

Please add the door lock to the 'Tuya Smart' APP by following the steps below.

- Before connecting the door lock to the network, please ensure the WiFi frequency band is 2.4 GHz. Try using a mobile phone to connect to your home WiFi to verify signal coverage. If the signal is not adequately covered, please relocate your home router to an area with better signal coverage.

1. Download the 'Tuya Smart' APP.

Connect your mobile phone to the Wi-Fi network, scan the QR code below to download and install the "Tuya Smart" APP, complete registration, and log in. If you have previously used the "Tuya Smart" APP, please ensure it is updated to the latest version. If not, please up-date it promptly.



Scan the QR-Code to download App

2. Set the door lock to enter network configuration mode.

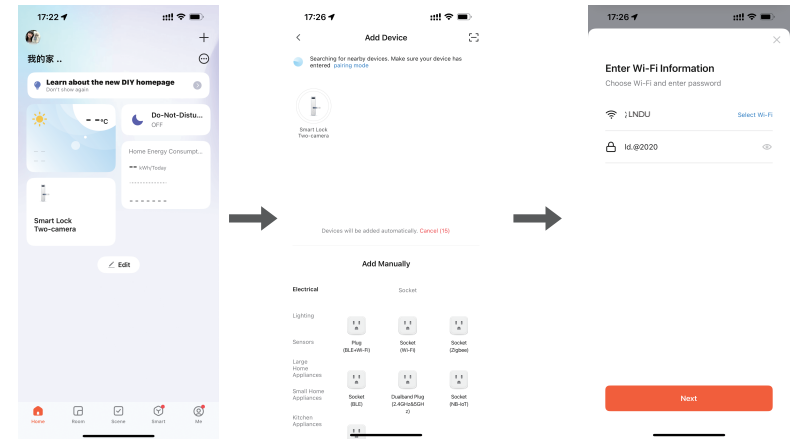
- When network configuration is successful, the door lock will indicate success; if it fails, it will indicate failure.
 - If the APP does not detect the door lock device, please reset the door lock, then power it on again to enter network configuration mode.
1. Remove the back panel cover and briefly press the Reset button or briefly press the Front Panel "<+>/>" button.
 2. Perform key verification for the administrator user on the door lock's front panel; upon successful verification, you will access the main menu.
 3. After entering the Main Menu, press number '4' on the door lock Front Panel keyboard to select 'Network Settings'.
 4. The system will announce 'Connecting to network' and enter network configuration mode.

3. Scan the QR code to watch the tutorial and installation videos.



Installation Guide

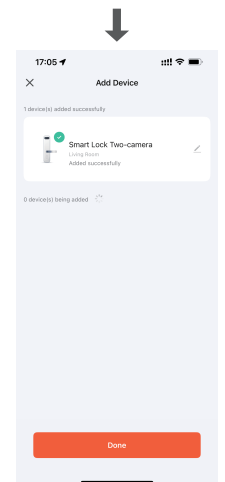
4. Add device via the app.



Open the APP, then tap the "+" icon at the top right of the devices page.

Select the door lock device once detected. Door lock to be paired

Follow the on-screen instructions to select the WiFi network. Alternatively, enter the WiFi information and password, then click Next.

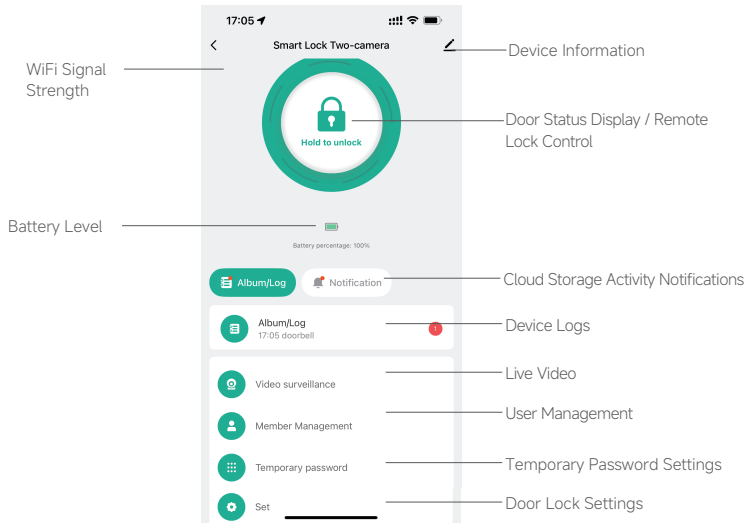


Wait for the door lock to connect to the Wi-Fi network. Click 'Finish' after the connection is successful.

7 / App Functions

1. View Device

- After adding the device to the 'Tuya Smart' client, you can view the device status, battery level, and other information on the device homepage.
- The interactive interface will be updated periodically; please refer to the actual interface for details.



Door Status Display

Check the current status of the door lock.

Device Information

Click the button in the top right corner to view device information, update the device, or remove the device. If you choose to unbind and clear data during removal, the door lock will revert to factory settings, allowing unlocking by any verification method. Please proceed carefully

Device Logs

Click the album/log icon to view the door lock usage logs and alarm notifications.

Live Video

Click the video surveillance icon to view live video and recordings.

User Management

Click the member management icon to add or delete all unlock methods for users. Each member can add only one set of facial recognition data through the app and can update the facial data as needed.

Temporary Password

Click the temporary password icon to set the validity period for temporary passwords, which are intended for visitor use.

Settings

Tap the settings icon to configure remote unlocking permissions.

Remote Lock/Unlock

When the door lock is locked, press and hold the remote unlock icon to remotely unlock the door for visitors outside. When the door lock is unlocked, press and hold the remote lock icon to remotely lock the door. Remote lock and unlock functions are also available on the live video interface.

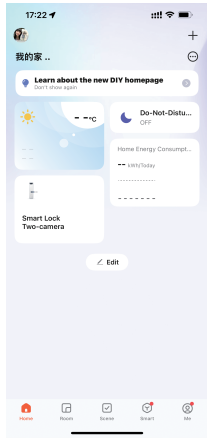
2. Video Call

Perform the following steps on the door lock:

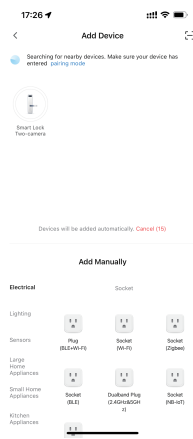
1. Press the Doorbell Button; during the ringing cycle, the app will notify the user and wait for the to answer
2. Press and hold the indoor screen power button for than 3 seconds; the app will notify the user and wait for the app to answer.



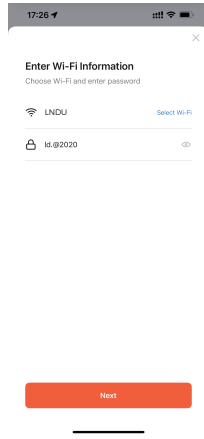
3. Device Sharing



Open the app and tap 'My'.
Select 'Family Management'.



Select 'Family'; on first access,
you need to create a family or
use the default family. Rename



In Family Settings, you can add
members to share devices and
manage device permissions.

8/ Guidelines for Proper Use of the Video Door Lock

1. Uphold Privacy Protection Standards

1. Do not record or distribute images of others within the surveillance range of the door lock without authorization; use the footage solely for personal safety purposes.
2. Disable unnecessary recording functions (such as those in public areas or neighbors' entrances) to avoid infringing on others' privacy.
3. Securely store surveillance recordings, avoid sharing them with third parties indiscriminately, and regularly clear stored content to prevent data leaks.

2. Device Usage and Access Management Guidelines

1. Set strong passwords (including letters, numbers, and symbols), change them regularly, and avoid using easily guessable information such as birthdays or phone numbers.
2. Carefully authorize temporary passwords or visitor permissions, promptly revoke them after use, and do not grant remote viewing or unlocking access to strangers.
3. Do not use the video door lock for illicit activities such as covert recording or harassment; comply with all applicable laws, regulations, and public order standards.

3. Proper Device Maintenance and Emergency Handling

1. Regularly inspect and clean the camera and sensing areas to prevent dust or obstructions from impairing functionality, ensuring clear monitoring footage. Promptly update the door lock firmware and application versions, and activate security alert functions (such as abnormal unlock notifications) to prevent potential vulnerabilities.
2. If the device malfunctions or exhibits abnormalities (such as frequent false alarms or failure to record video), promptly contact official after-sales service for repair. Do not disassemble or modify the device yourself.

4. Balancing Public and Neighborhood Interests

1. Install the lock in a location that does not directly face elevator entrances or common hallway areas, to reduce interference with normal pedestrian traffic.
2. If you find others misusing the video door lock to infringe upon rights, protect your rights through legal channels and avoid excessive actions.