SAMSUNG SDS

Installation Guide

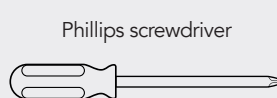Samsung Smart Lock
SHP-A30

First, please refer to the **installation video** by scanning the QR code or visit the link below.

URL https://smarthome.samsungsds.com/en/a30

Required tools

Philips screwdriver

Please review all included documentation and use the product as intended. Before installing this product, fully read and understand this installation guide.
WARNING : FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN DAMAGE TO THE PRODUCT, AND COULD LEAD TO FAILURE OF THE PRODUCT TO PROVIDE ACCESS.

* The user guide is located on the reverse side.

Precautions for Installation

WARNING : FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN DAMAGE TO THE PRODUCT, AND COULD LEAD TO FAILURE OF THE PRODUCT TO PROVIDE ACCESS
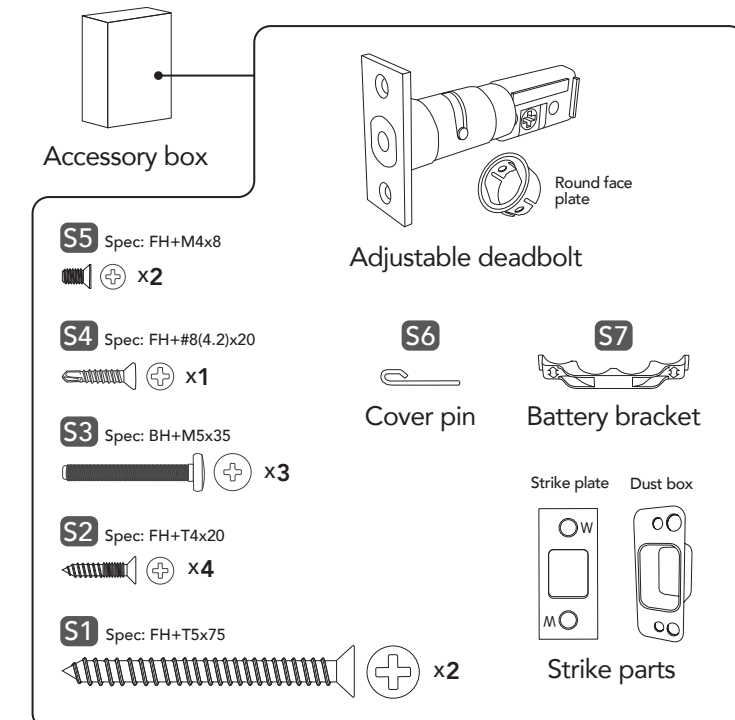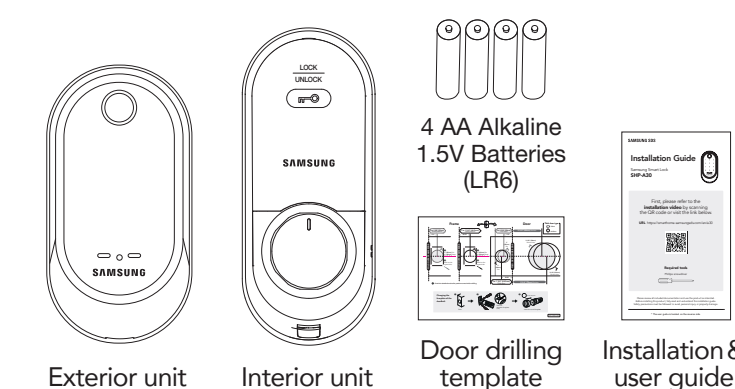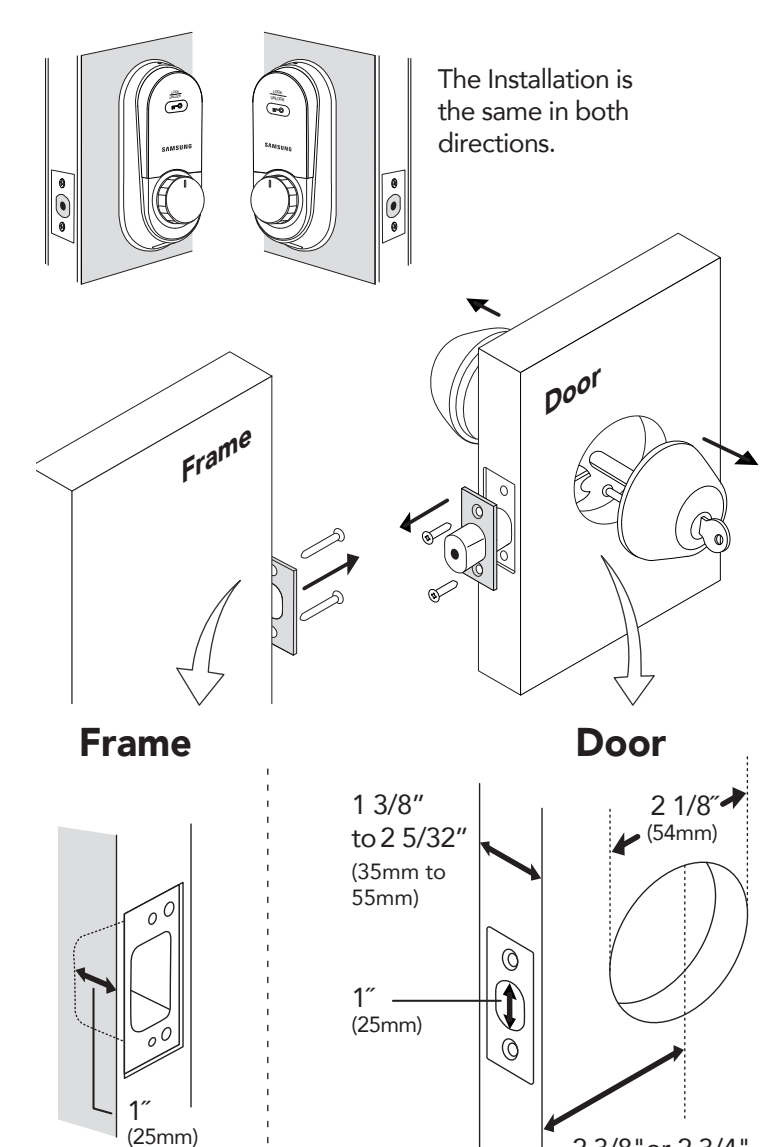
- For your safety, be careful when operating tools or heavy machinery during installation.
- For best results, avoid installing the product in a rainy, humid, or saline environment (e.g. coastal area), or a place exposed to direct sunlight for a long period of time.
- Long-term exposure to direct sunlight may cause a crack on the touch pad. Avoid exposure to direct sunlight.
- Excessive dew condensation may affect product performance.
- You must not repair this product without authorization.
- Before installing the product, check your Wi-Fi environment. Depending on the indoor Wi-Fi environment, the product, may not be installed or its service may not be supported. To check your Wi-Fi environment, you need a smartphone and a Wi-Fi access point in your house.
- Install the product while the door is open. Even after completing the installation, do not close the door until you check if the product is operating properly.
- While installing the product, do not let it fall to the ground. If the product falls or is dropped during installation, you may be injured or the product may be damaged.
- Do not install the batteries until you complete the installation. When it is powered up, it will find the door direction automatically, installing the batteries prior to the lock being fully installed may affect the automatic door direction process.
- The thumb turn will be released after the door direction is set up.
- The handle latch is not supplied, but it is recommended that the door is held by the latch. If not, the door lock lifetime may be affected.

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1 Inside the Box

4 AA Alkaline 1.5V Batteries (LR6)

Exterior unit · Interior unit · Door drilling template · Installation & user guide

Accessory box

Round face plate
Adjustable deadbolt

S5 Spec: PH+M4x8 ×2		
S4 Spec: FH+#8/4.2x20 ×1	**S6** Cover pin	**S7** Battery bracket
S3 Spec: BH+M5x35 ×3		
S2 Spec: FH+T4x20 ×4	Strike plate · Dust box	
S1 Spec: FH+T5x75 ×2	Strike parts	

* Be careful when installing the product to avoid any injury.
* The warranty does not apply to faulty installation.

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2 Remove the Existing Lock and Check your Door

The Installation is the same in both directions.

Frame · **Door**

1 3/8" to 2 5/32" (35mm to 55mm)
1" (25mm)
1" (25mm)
2 1/8" (54mm)
2 3/8" or 2 3/4" (60mm), (70mm)

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3 Install the Strike into the Door Frame

Actual size
S1
S2
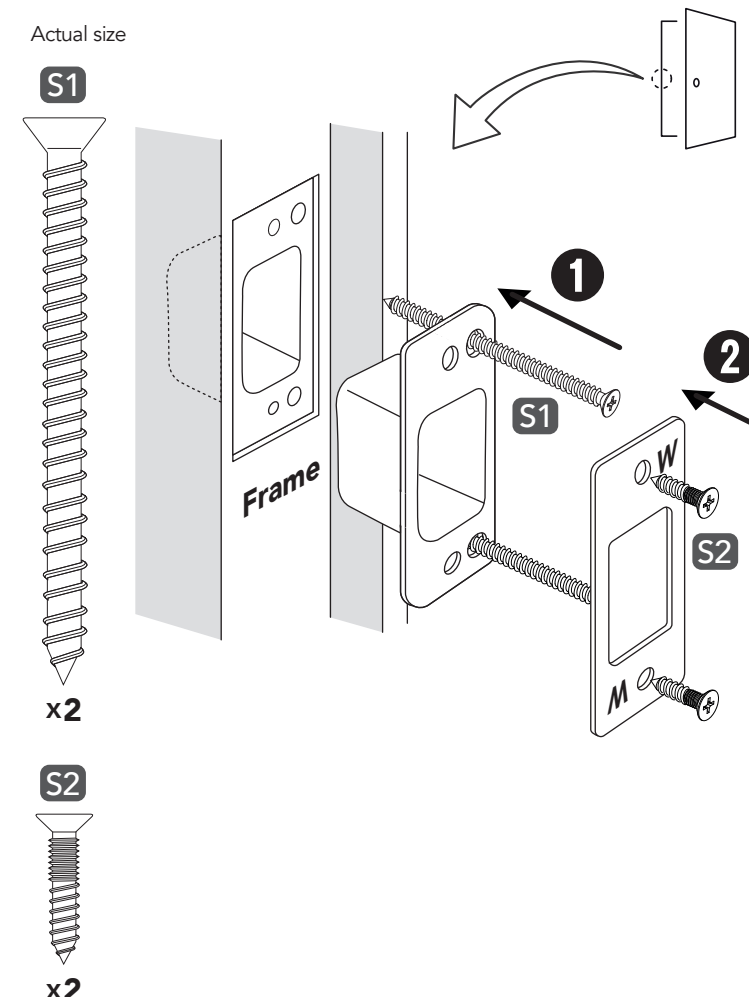
CAUTION!
1) Do not use S1 screws if the door frame is thinner than the length of the S1 screws. Instead, install the dust box and the strike at the same time, using only S2 screws.
2) Make sure the deadbolt inside the strike is center-aligned.

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4 Install the Deadbolt into the Door

Actual size
S2 ×2

check!
Put in this way
UP / DOWN
Door / Backset

Change backset to 2 3/4"(70mm) if necessary.
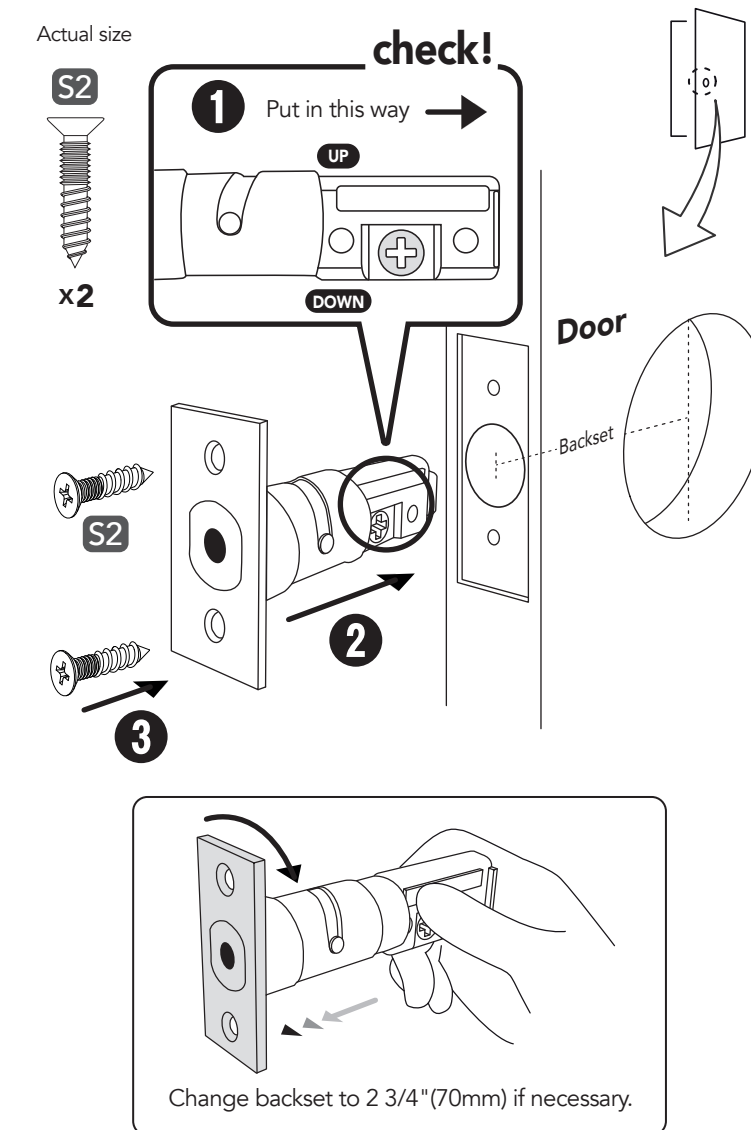
CAUTION! In case of round deadbolt, see the door drilling template.

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5 Install the Exterior Unit

Inside of door

Exterior unit

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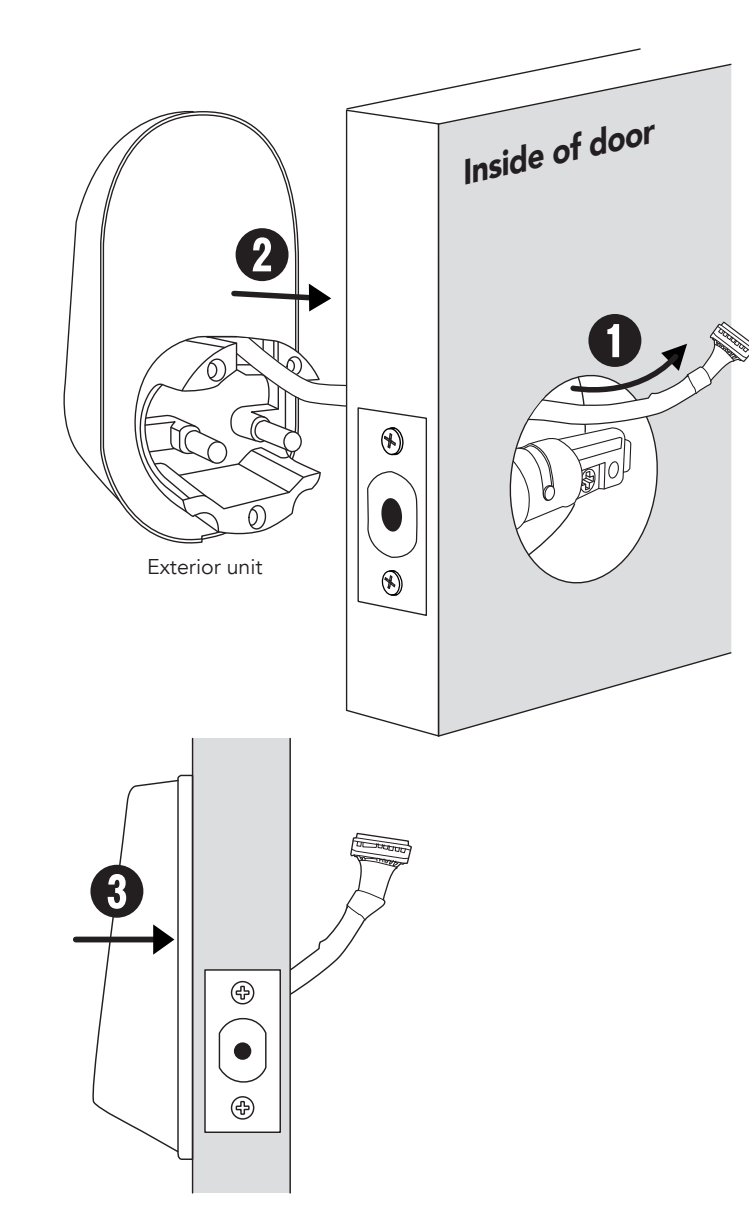
6 Remove Tail Piece Cap and Attach the Mounting Plate
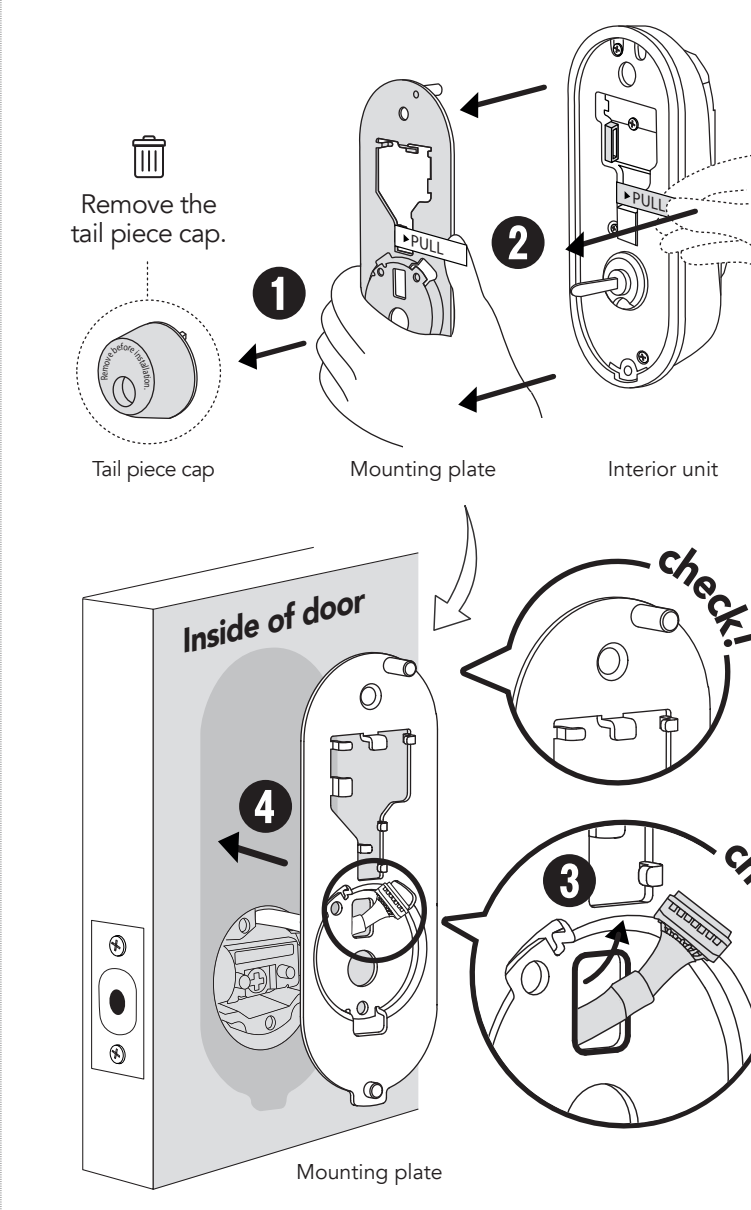
Remove the tail piece cap.

Tail piece cap · Mounting plate · Interior unit

Inside of door

Mounting plate

check!

7-1 Install the Interior Mounting Plate

Inside of door

check!

7-2 Install the Interior Mounting Plate

Actual Size
S3 ×3
S4 ×1

Inside of door

check!

Exterior unit hole · Mounting plate hole

CAUTION!
When screwing in the mounting plate, the exterior unit should be held.

Drive each screw to enter its corresponding exterior unit hole.

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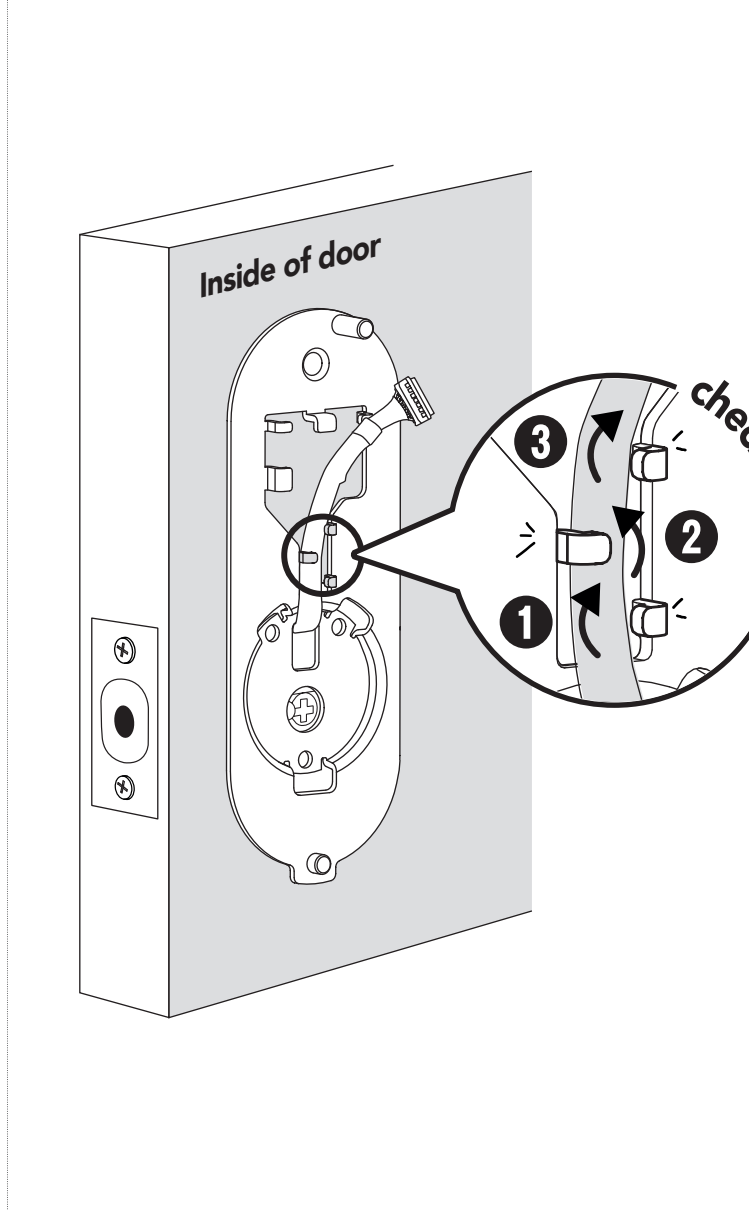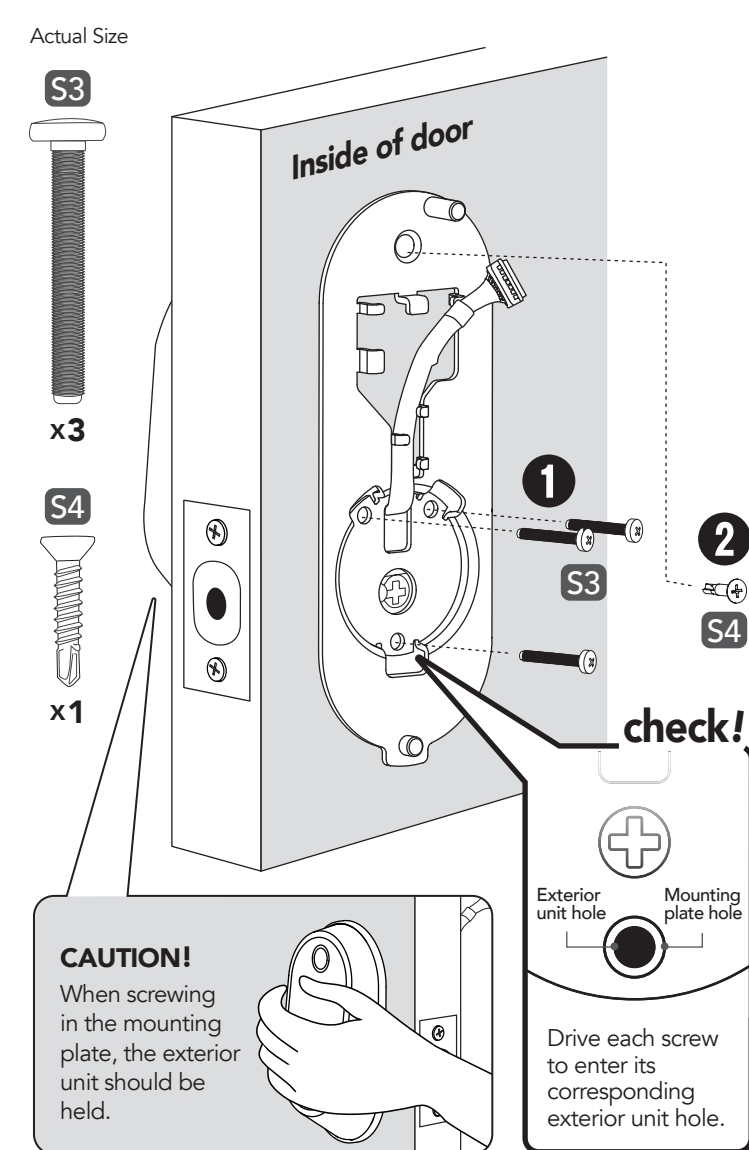
8 Use Cover Pin to Remove the Battery Cover

1 Instead of the cover pin, you can open the battery cover with a ballpoint pen or a small screwdriver.

CAUTION! Do not insert batteries yet.

S6

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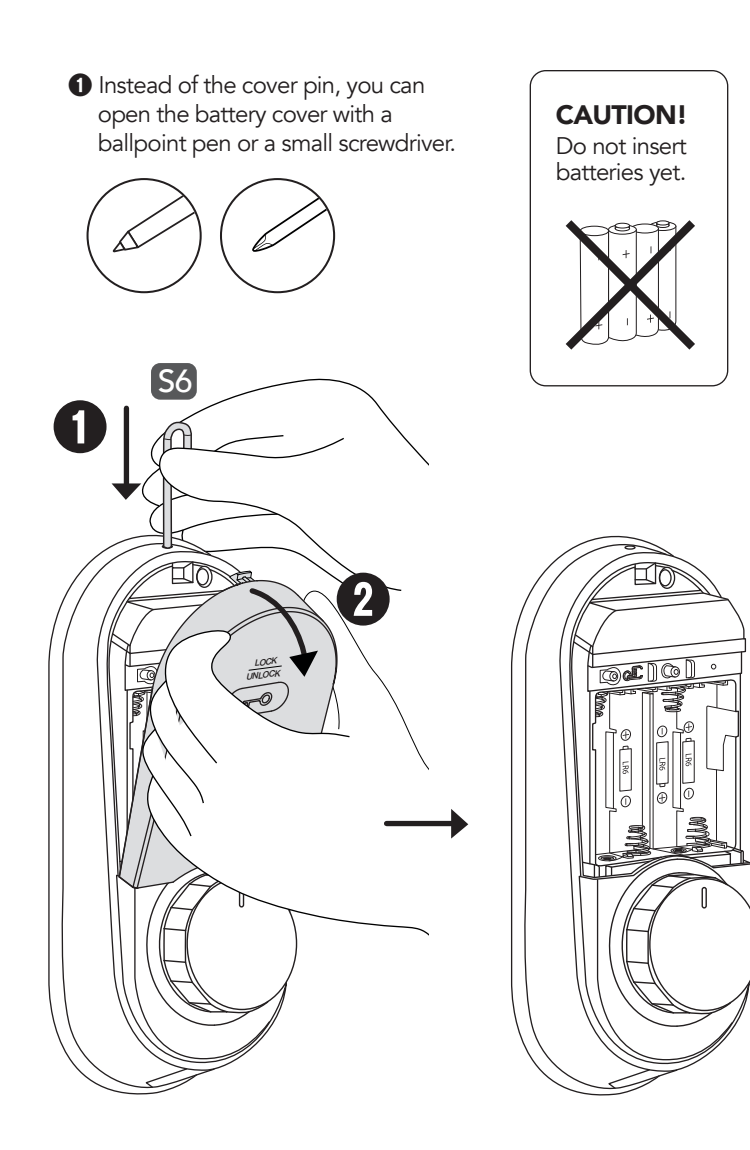
9 Plug the Connector Cable

check!

1 Plug the exterior unit cable in the interior unit connector.

CAUTION! Ensure the connector is properly plugged.

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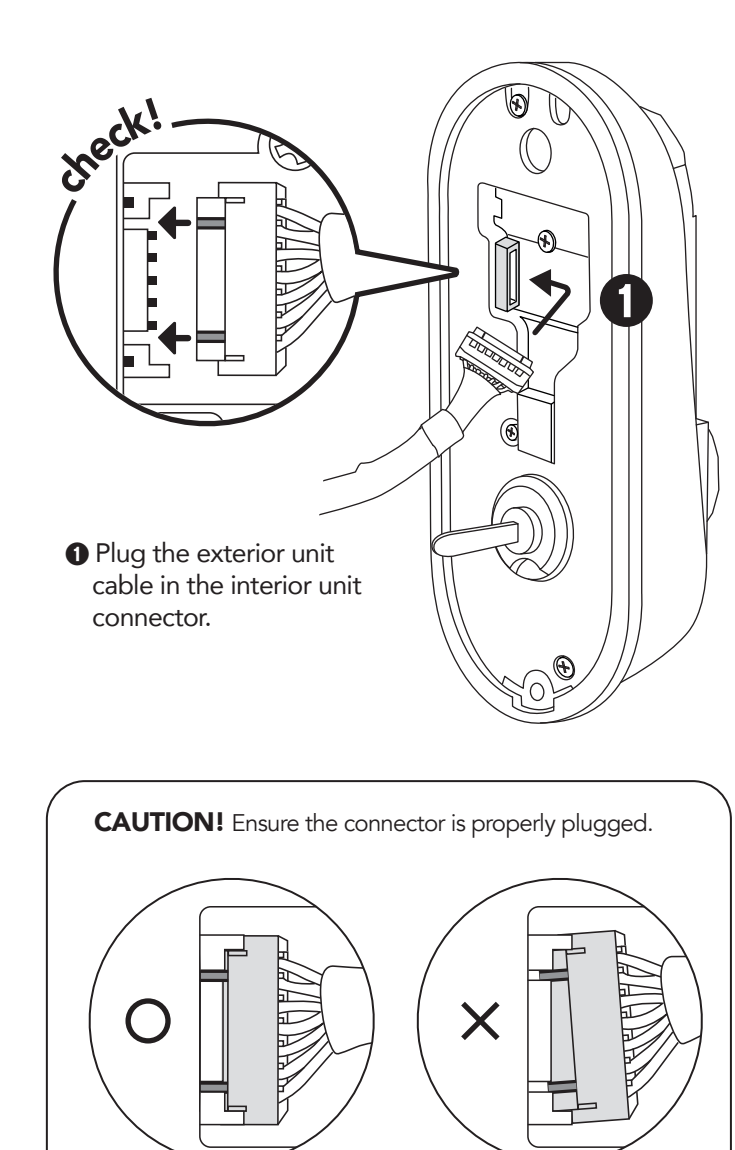
10 Install the Interior Unit

Actual size
S5 ×2

check!
Do not let the wire over the hooks.

S5

check!

1 → 2
Check 1 2 as pictured.

Deadbolt is in · Marking direction

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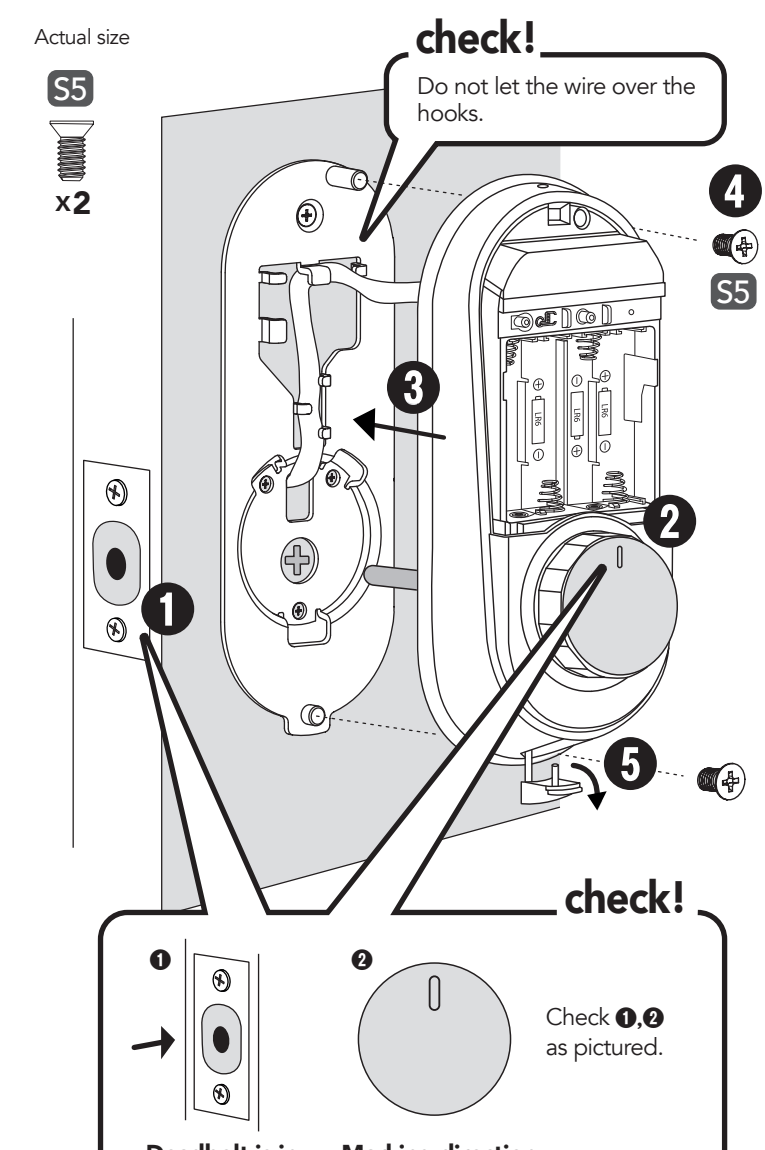
11 Install the Batteries with the Battery Bracket

CAUTION!
Use the batteries included in the box.

S7

check!
Click!

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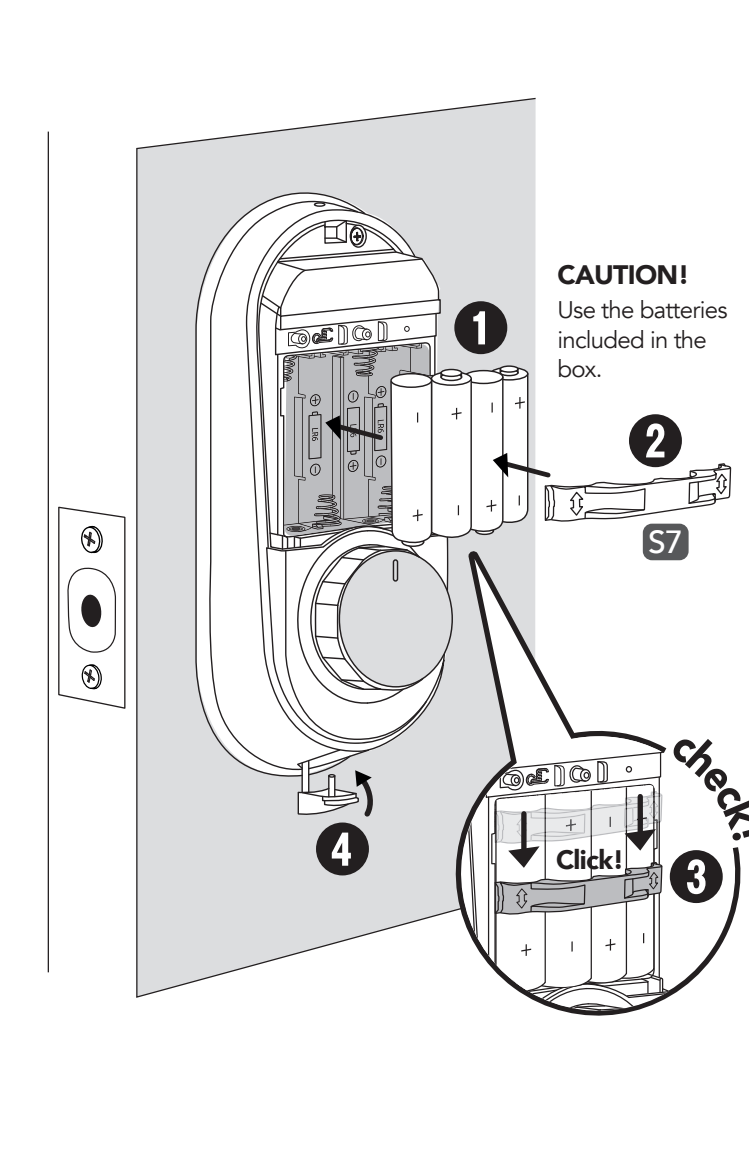
12 Complete Installation

CLOSE / OPEN

1 Once the batteries are inserted, the **deadbolt** will **set itself up.** (Deadbolt will go out and in once)

< Interior unit >

[REG] button

If the deadbolt does not work properly, please press in the order below.

Door Direction Auto Settings

[1,2,3,4 + *] ► 2 + * ► 5 + *

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13 Set Up the Master PIN Code

1 **Change the Master PIN Code.**

< Interior unit >   < Exterior unit >

The door is open.
Press the **[REG]** button.
Enter the current default master PIN code. (**1234** + [*] button)

Press **[1]** followed by **[•]**.
Press **[1]** followed by **[•]**.
Enter the **new master PIN code** followed by **[•]**. (4~12 digits)

2 **Open the Door with the New Master PIN Code.**

Touch the [Touchscreen].
Press the **two random digits** that appear.
Enter the master PIN code followed by **[•]** (door will then open)

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14 Install the Battery Cover

Completed

CAUTION!
Check the interference of deadbolt with the strike. If strike hole depth and / or alignment is incorrect, the gearbox life cycle may prematurely deteriorate and cause failures.

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15 Check functions

check!
Check the deadbolt is operating smoothly and check the interference of deadbolt with the strike.

1 **Thumb turn operation.**

CLOSE / OPEN / CLOSE / OPEN

2 **Press the 'LOCK/UNLOCK' button.**

3 **Enter the Master PIN Code.**

Touch the [Touchscreen].
Press the **two random digits** that appear.
Enter the master PIN code followed by **[•]** (door will then open)

Download the Mobile App

Download and install the free mobile app **'SAMSUNG Smart Lock'** on your smartphone from the iTunes App Store™ or Google Play™

※ Please refer to the guide provided with the app for the information on registration and how to use the app.

| | iOS | Android |

User Information Table

User No.	PIN Code / Fingerprint	User Name

Definitions

Master PIN Code : You can have only one master PIN (4-12 digits) code. You can register the user PIN codes / fingerprints after authenticating with the master PIN (4-12 digits) code. You can open the door with the master PIN code, and the factory default is '1234'.

User ID Number : User ID numbers are used to help manage the user PIN codes / fingerprints. Each user PIN code / fingerprint will be assigned to a user ID number (1 – 50). User ID numbers are used to delete of user PIN codes / fingerprints.

Randomizer Mode : Enter the 2 random numbers to access your full keypad for user PIN code entry. This feature will help prevent unwanted guests from guessing your PIN code from fingerprint marks left on the touchscreen. This feature is enabled by default but can be disabled.

Locking Mode (Manual /Auto) : You can enable or disable this function for locking the door automatically when it is closed. the factory default is 'Manual mode'.

- **Manual :** The door does not lock automatically when it is unlocked, If you touch the [Touchscreen] or press the [LOCK/UNLOCK] button on the interior unit, the door will be locked.
- **Auto :** When the door is unlocked, it is automatically locked after a preset time (10/30/60/120 seconds). However, it does not function if the batteries are completely discharged.

Lockout Mode (Protect Mode) : When more than 5 failed authentication attempts occur, the lock will disable the keypad for 3 minutes for security reasons. The lock is re-activated again automatically after 3 minutes.

2-Step Authentication Mode : Both PIN code and fingerprint need to be authenticated to open the door, ensuring a higher level of security. To set this mode, one or more registered fingerprints recommended.

Definitions

[LOCK/UNLOCK] Button : A one-touch button to lock or unlock the door from inside.

Privacy Mode : Press and hold the [LOCK/UNLOCK] button for more than three seconds, then privacy mode is activated. It prevents unlocking the door from outside while someone is inside. You can remotely set this mode on/off via a mobile app.

Low Battery Indicator : Refers to the state when the operating voltage of the lock is lower than the standard voltage, and activates battery replacement notification such as voice or indicator to indicate that the batteries need to be replaced. In case of the low battery, the low-battery LED flickers when using doorlock.

Restart Button : This button resets the lock when the lock stops functioning. Registered information is not deleted.

Thumbturn Lever : When the batteries are completely discharged, this lever is used to mechanically lock or unlock the door from the inside.

Volume Setting : The volume during the input of numbers and opening or locking of the door can be set from level 1 – level 4. The sound is muted at level 1 and is at maximum volume at level 4. The registration menu operates at level 3 regardless of the sound setting.

Wi-Fi Settings : If you connect a Wi-Fi module, you can use App–based various services through Wi-Fi. A user can be registered through the mobile app. It can be activated or deactivated through the settings menu. (Wi-Fi settings)

Quick Guide on Registration Menu

Change the Master PIN Code

Current Master PIN code Default : 1234 → New

Register a User PIN Code

Delete a User PIN Code

Delete All User PIN Code

Register a User Fingerprint

NOTICE! Maximum number of user registration is 100.
(User PIN codes 50, user fingerprints 50)

Quick Guide on Registration Menu

Delete a User Fingerprint

Delete All User Fingerprint

Volume

1	Silent
2	Low
3	Mid	= Default
4	High

Auto Locking Mode

1	Manual lock	= Default
2	Auto lock 10s
3	Auto lock 30s
4	Auto lock 60s
5	Auto lock 120s

NOTICE!
Make sure the door is fully closed while used the auto locking feature. Deadbolt and strike hole should always be aligned. Do not use this feature if the door has poor alignment or severe deformation.

Quick Guide on Settings Menu

Randomizer

| 1 | Activation | = Default |
| 3 | Deactivation |

2-Step Authentication

| 1 | Activation |
| 3 | Deactivation | = Default |

Door Direction Auto Settings

Wi-Fi Settings * This mode is displayed when a Wi-Fi module is installed.

1	Activation	= Default
3	Deactivation
5	WPS mode

* WPS : Wi-Fi protected Setup
Check if your AP router supports this function.

Tips on Troubleshooting

Symptom	Suggestion
There is no power.	• Check if the batteries are inserted in the correct polarity(+/-). • Check that the exterior unit cable has not come loose. • If the batteries are completely discharged, connect a 9V battery to the backup power contact point of the exterior unit, and use the fingerprint or enter the master (or user) PIN code to activate.
I can't change the master PIN code.	• There was a delay while changing the PIN code. The touchscreen must be illuminated when changing the PIN code. • Also, after entering the first digit, the next digit must be entered within 60 seconds. • Replace the batteries if they are discharged. • Refer to the 'Set Up the Master PIN Code' section in the user guide and try again. Ensure that the master PIN code is 4–12 digits long.
I can't register the user PIN code.	• The user ID number has already been used. Delete the desired user ID number and re-register. • Ensure that the user PIN code is 4–12 digits long.
I can't unlock the door with my Fingerprint.	• Check if the cable connection between the interior and exterior unit is normal. • Register additional fingerprints to check if it works. • The finger must cover the fingerprint sensor correctly. • Place your finger and cover the entire area of fingerprint sensor.
The door won't lock automatically when I close it.	• If the door doesn't lock automatically when auto locking is set, then the lock has been installed incorrectly. • Determine the root cause of the error by leaving the door open and checking the lock first. If the door lock is working then check the door. • Change the strike part where the dead bolt is caught or adjust the striker position.
There is no response when I touch the [Touchscreen].	• Check if the cable connection between the interior and exterior unit is normal. • Check the cable for nicks or damages. • Press the hole on the front of the exterior to restart function. • If doing the above does nothing, contact the service center.
Wifi connection is not activated.	• With the door locked and close, press and hold the Registration button for 5 seconds. You can hear voice notification when the Wi-Fi module is installed correctly. "WiFi registration has started." • If you can't hear the voice, contact service center.

Specifications

Item	Specifications	
Voltage	4 AA Alkaline 1.5V batteries (LR6) (6V)	
Operation Method	Electronic access method (PIN codes entry or fingerprint)	
Weight	4.6Pounds (2.1kg) (Including both inside and exterior unit)	
Temperature Range	-13°F to 140°F (-25°C to 60°C) ※ Battery temperature range : 14°F to 131°F (-10°C to 55°C)	
Product Dimensions	Exterior Unit	2 4/5"(W) x 5 1/3"(H) x 1 9/32"(D) (71mm) x (136mm) x (32.7mm)
	Interior Unit	3 1/32"(W) x 7 1/4"(H) x 2"(D) (77mm) x (184.1mm) x (50.3mm)
Door Specifications	Face Bore	2 1/8"(54mm)
	Door Thickness	1 3/8" to 2 5/32"(35mm to 55mm)
	Backset	2 3/8"(60mm) or 2 3/4"(70mm)

※ The content of this manual is subject to change without prior notice to the user in order to enhance the performance of the product.

WARNING : This Manufacturer advises that no lock can provide complete security by itself. This lock may be defeated by forcible or technical means, or evaded by entry else where on the property. No lock can substitute for caution, awareness of your environment, and common sense. Builder's hardware is available in multiple performance grades to suit the application. In order to enhance security and reduce risk, you should consult a qualified locksmith or other security professional.

Regulatory Compliance

FCC NOTICE!
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.