



TCL

Worldwide Smart Door Lock Partner



TCL

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Customer Service

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Monday to Friday: 9:00 AM - 9:00 PM(PT)

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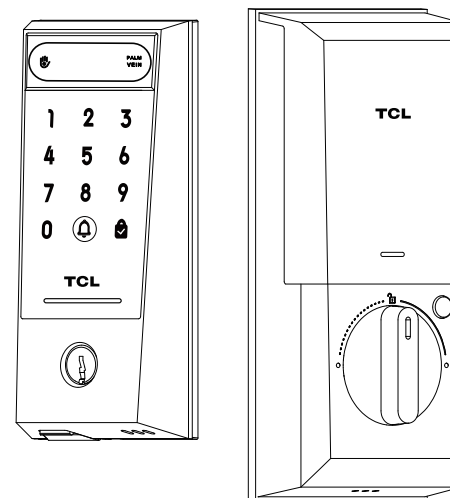
Email Us

Customer support: homesecurity.support@tcl.com

Shenzhen TCL Smart Home Technology Co., Ltd.

7/F,TCL G1 Building. TCL International E City, No.1001

Zhongshan Yuan Road,Nanshan District,Shenzhen.



User Manual

D2 Series Smart Door Lock

Model: D2 Pro-H

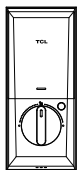
Contents

- Part List..... 01
- Product Overview..... 02
- Installation..... 03
- Lock Setup..... 13
- Using your lock..... 17
- FAQ..... 18
- Disclaimer..... 19
- Statement..... 20

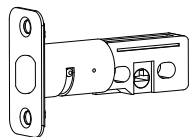
1. Parts List



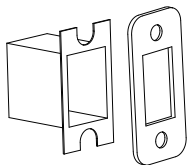
Exterior Assembly



Interior Assembly



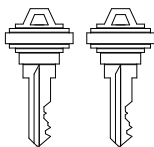
Latch Bolt



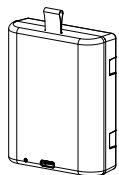
Strike (box)



Mounting Plate



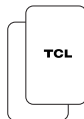
Backup key



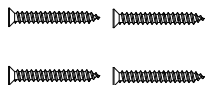
Lithium Battery



User Manual Guide



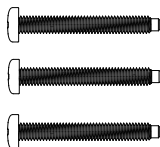
Card



Screws A



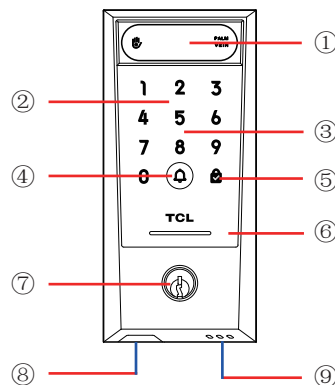
Screws B



Screws C

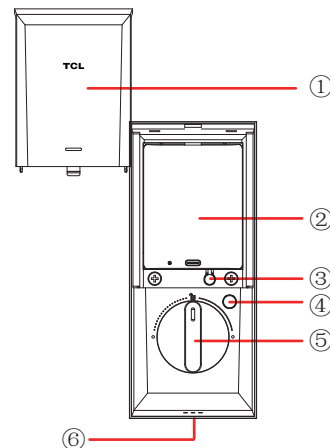
2. Product Overview

Exterior



①	Palm vein scanner
②	Touch keypad
③	Card recognition area
④	Doorbell
⑤	Short-press: Confirm Long-press: Lock the door
⑥	Indicator light: Green: successfully Red: failed Flash white: operating
⑦	Cylinder
⑧	Type-C port: Emergency Power Support
⑨	Loudspeaker

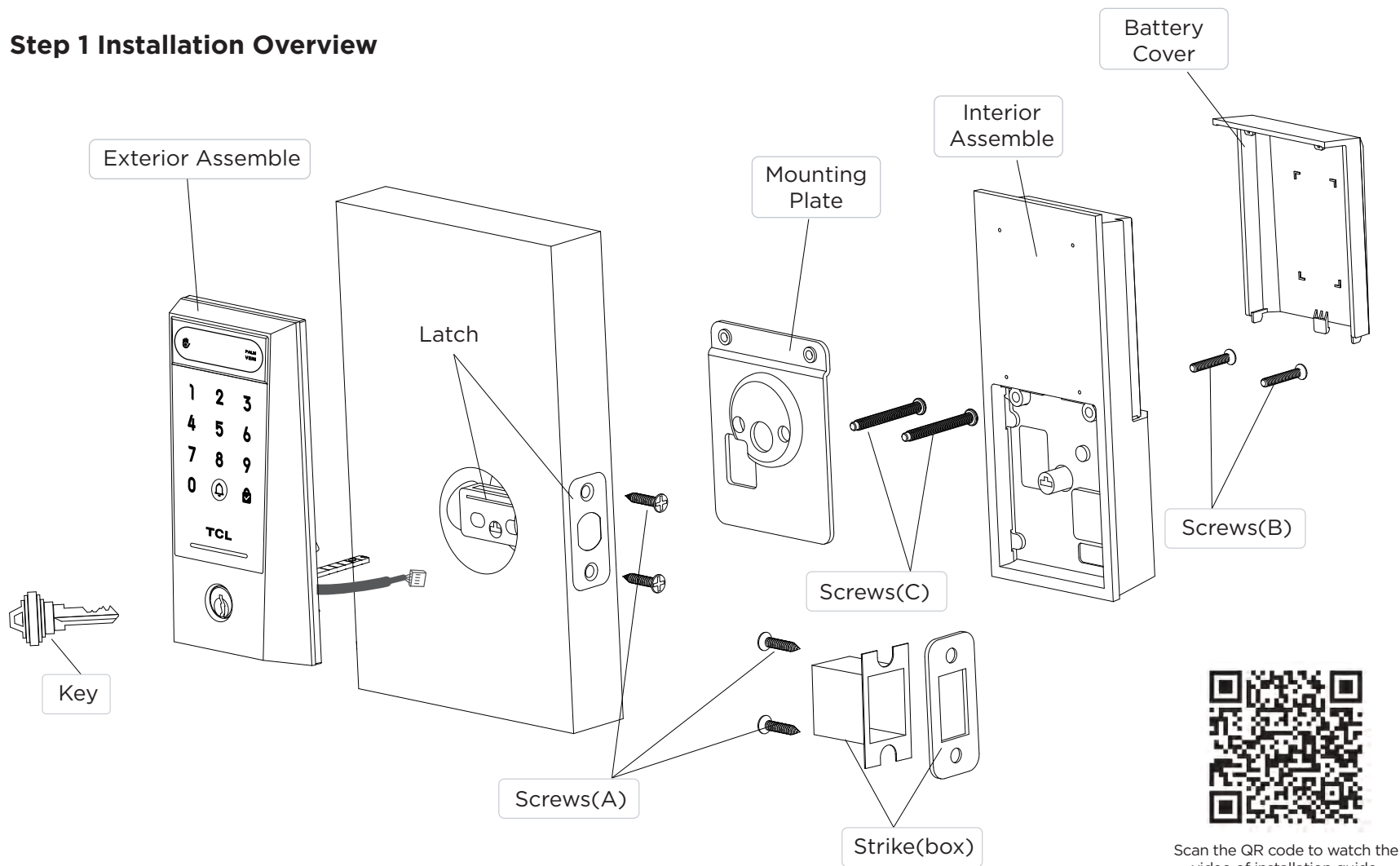
Interior



①	Battery Cover
②	10000mAh Lithium Battery
③	Setup Button
④	One-tap Unlock/Lock
⑤	Knob
⑥	Loudspeaker

3. Installation

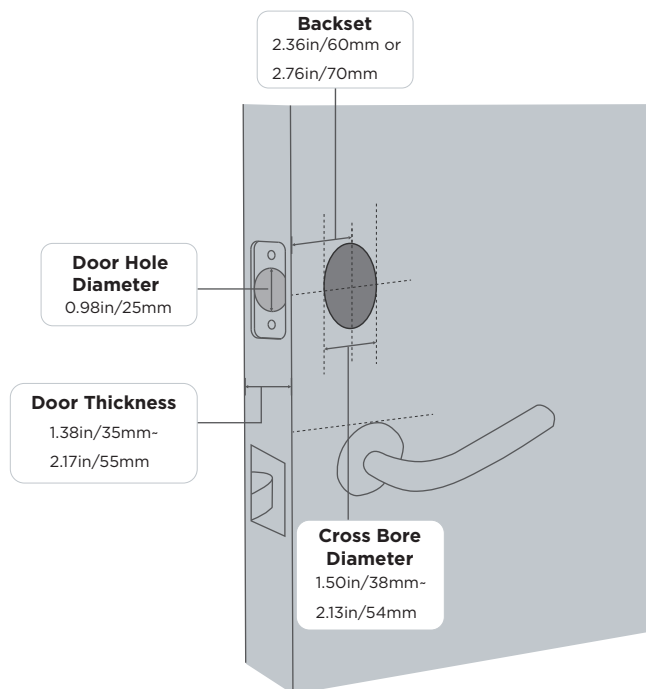
Step 1 Installation Overview



Step 2 Check the door's dimensions

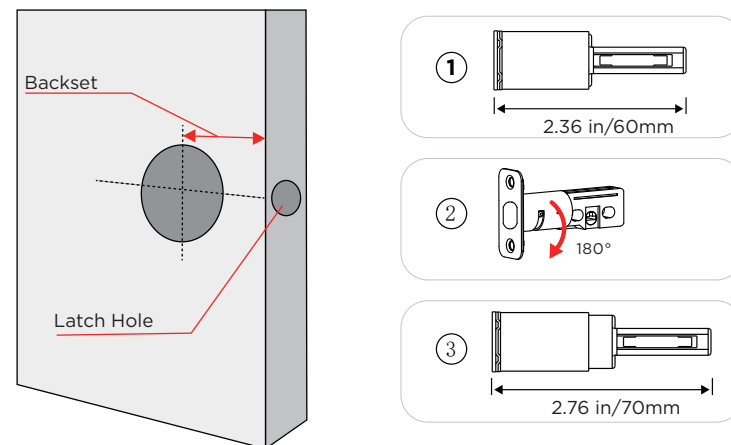
① Check if your door has holes like the one below, Standard US doors are already compatible.

② If you have a new door, please drill the holes according to Drill Template.

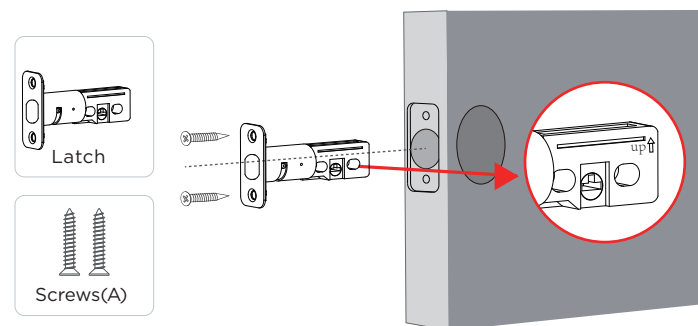


Step 3 Install Bolt

1. Check your door to see if the deadbolt requires adjustment. If the backset is 2.76in/70mm, turn the faceplate 180° to extend the length.



2. Insert and screw the deadbolt into the doorframe. Make sure the word "UP" on the bolt faces up.

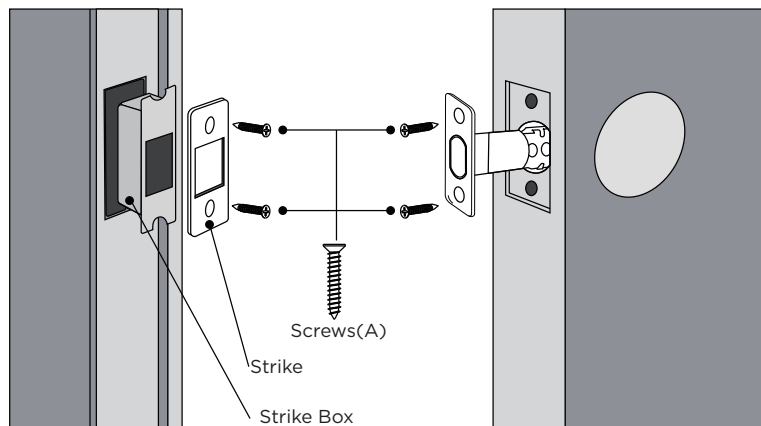


Step 4 Install Bolt

If you have an existing strike plate installed, skip this step.

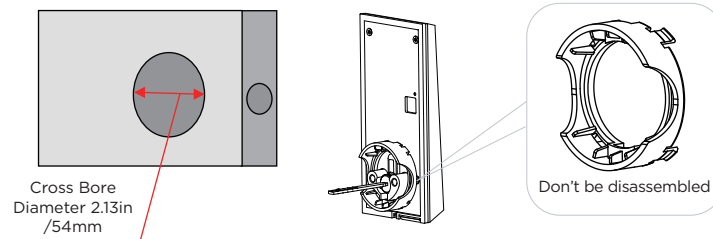
To install the strike plate:

- 1.Align the strike plate with the center hole of the deadbolt.
- 2.Secure the strike plate with screws A. Make sure the plate is placed in the correct direction.

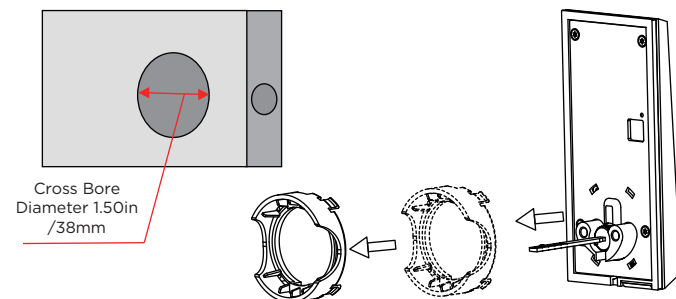


Step 5 Installing Exterior Assembly

If you have a 2.13 in / 54mm cross bore, you can go with installation directly.

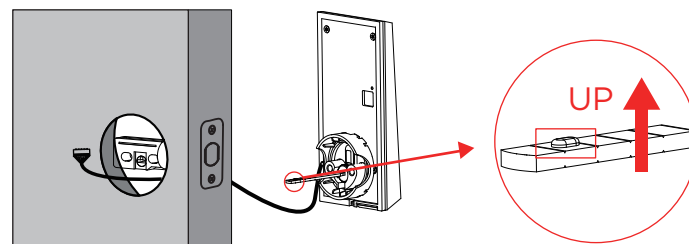


If you have a 1.50in/38mm cross bore,remove the spacer before installation.



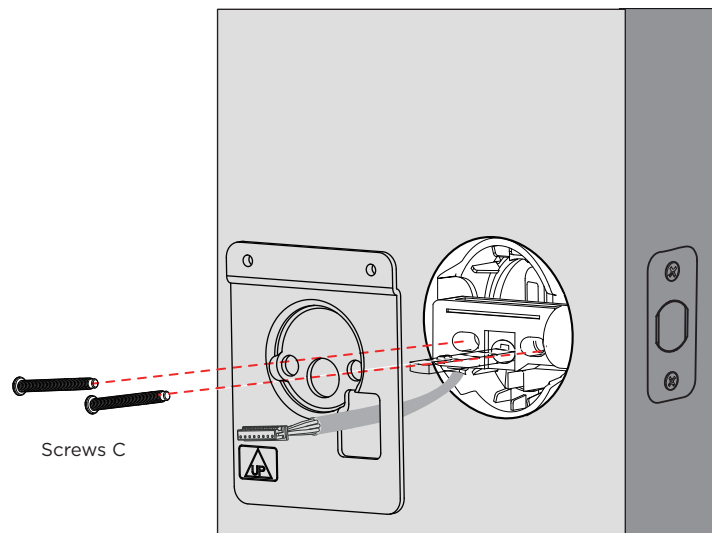
1.Keep Bolt retracted and the cylinder tailpiece horizontal.

2.Install Exterior Assembly.Please do not insert the mechanical key during installation.The cable goes through the hole below Bolt.

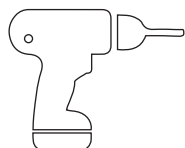


Step 6 Install the Mounting

- 1.Route the cable through the hole on Mounting Plate.
- 2.Secure Interior Assembly Mounting Plate to Exterior Assembly using Screws C.

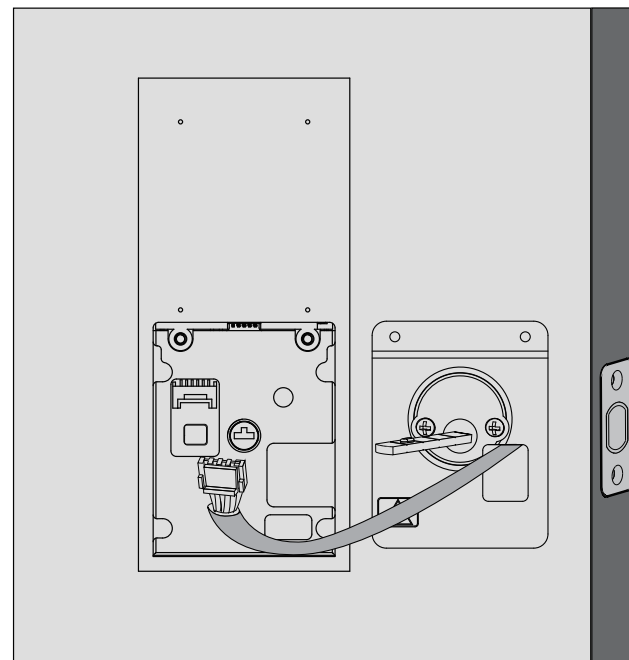


Tool required:
All you need is a manual screwdriver or an electronic screwdriver.

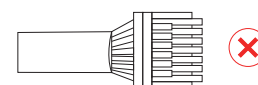
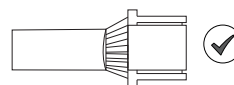


Step 7 Install the Interior Assembly

- 1.Wire to the interior assembly

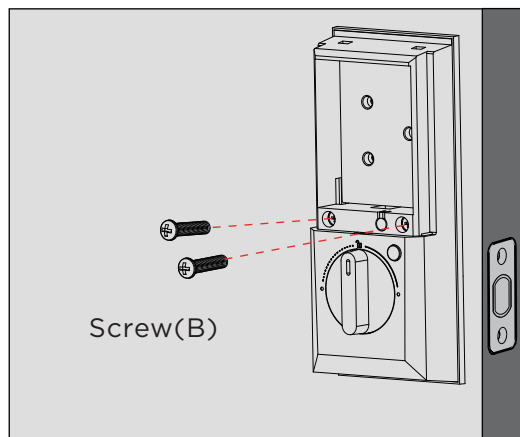
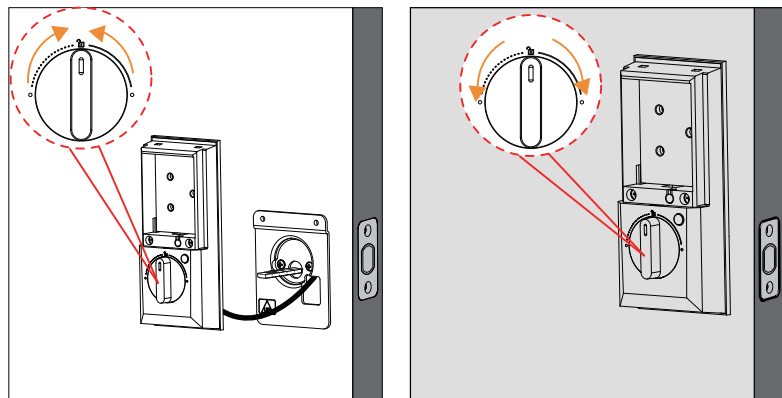


Note:
Check carefully whether the wire is stuck or tangled. If the wire is stuck, re-install the Interior Assembly.



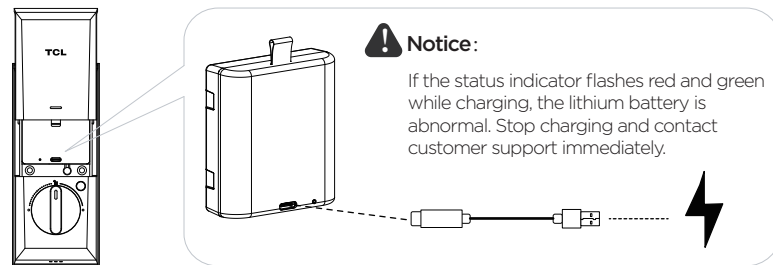
Upside Down

2. Rotate the knob and keep it in a vertical position to remain unlocked.
3. Attach the interior assembly to the mounting plate, and check if the bolt retracts by turning the knob.
4. Tighten the interior Assembly with screws B

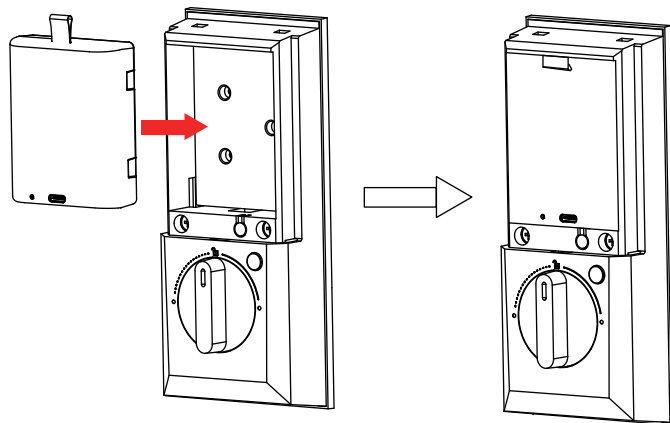


Step 8 Install the Battery

1. Fully charge the battery before first use, It might take about 6 hours.



2. Align the pin connector on the battery with the pin as illustrated below and slide the battery into the battery compartment.



4. Lock Setup

1.Download the TCL Home app from Google Play or App Store



Scan QR code to download the App

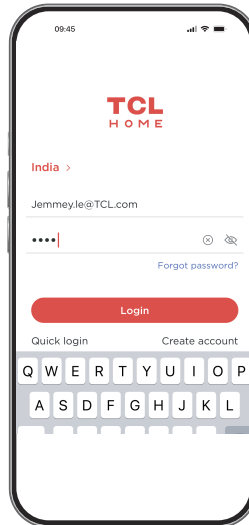
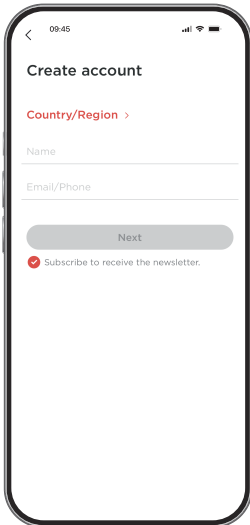


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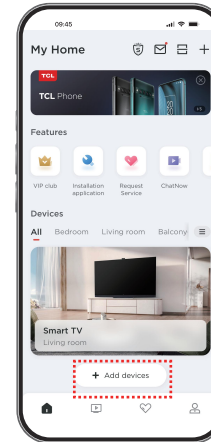


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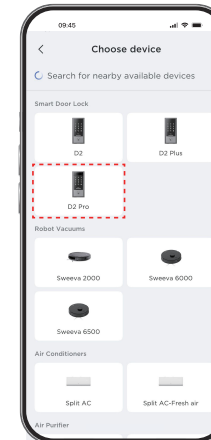
2.Create a User Account



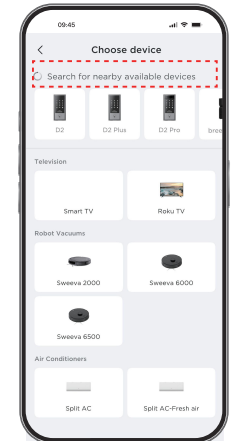
3.Add the Smart Door Lock



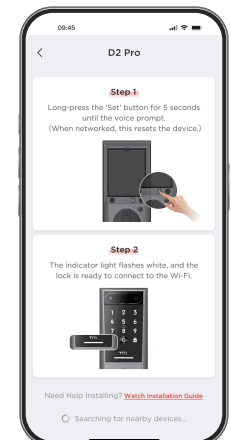
Add devices



Add devices manually



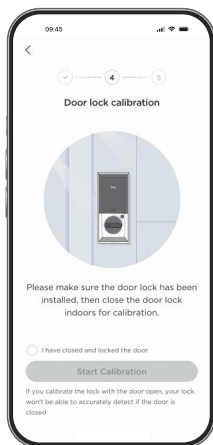
Auto-detecting nearby devices



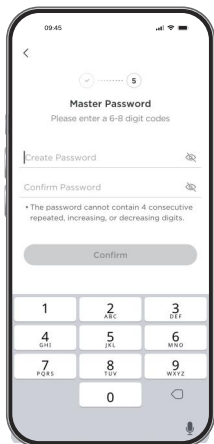
Press and hold the "Set" button for 5s to enter pairing mode.



Connecting Wi-Fi



Door lock calibration (required)



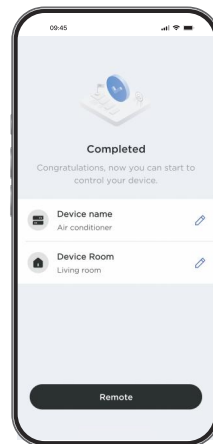
Set Master Password (required)

Notice:

Please securely safeguard the master password to prevent unauthorized access.

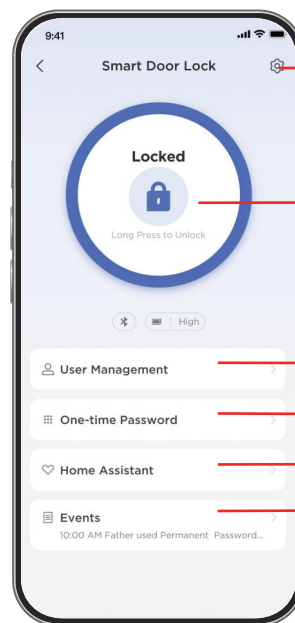
The master password is applied to:

- ①Unlock the door.
- ②Disable Away mode.



Start to Use

4.APP Homepage Overview



Door Lock setting

Long Press to Unlock/Lock

User Management (Add Users and permissions)

One-time Password (Valid for 10 minutes)

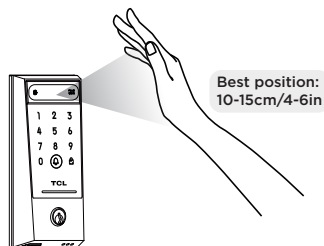
Home Assistant (Homecoming Reminder/Summary)

Events (All event history)

Notice: Images shown above are for reference only. Actual features may vary in the app.

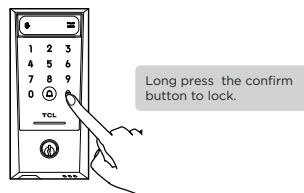
5. Using your lock

1.Unlock the Door Outside



Palm vein recognition defaults to Auto mode.
Adjust recognition method in Settings > Human
Detection.

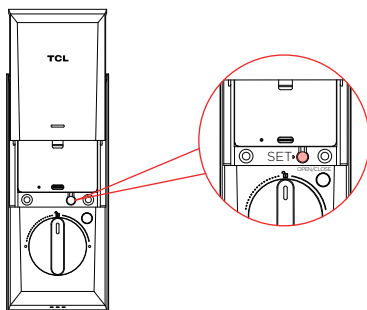
2.Lock the Door Outside



Important Note

Please keep at least one Backup Key outside of your place.

3.How to reset the lock



After connecting the device to the network, press and hold the 'SET' button for 5 seconds, then press the 'Confirm/Lock' button on the keypad to reset the door lock. This will restore factory defaults and erase all user data.

If you are TCL Home app owner, Clicking "Remove Device" from app only removes the pairing, Existing access permissions stay active.

6. FAQ

Q: How many passwords and palm vein can the lock store?

A: Up to 50 palm veins and 50 passwords.

Q: What temperatures can the lock handle?

A: The exterior assembly can handle temperatures within the range of -25°C to 70°C. We do not recommend using the lock outside of these conditions.

Q: What door thickness is compatible with this lock?

A: The lock is compatible with doors 1.38in/35mm to 2.13 in/55mm thick.

Q: Why can't the latch be installed?

A: Check the backset length(2.36in/60mm or 2.76in/70mm) and adjust the latch to match.

Q: Why can't the Exterior Assembly be installed?

A: If the cross bore diameter is 1.50 in/38 mm, remove the spacer before installation.

Q: What is the network requirement?

A: The lock can only work with the 2.4G Wi-Fi network(5G Wi-Fi NOT supported).

Q: Does the lock need to be paired with a Wi-Fi Bridge?

A: No, it is a smart lock with built-in Wi-Fi. No extra hub required.

Q: How to reset the lock?

A: After connecting the device to the network, press and hold the 'SET' button for 5 seconds, then press the 'Confirm/Lock' button on the keypad to reset the door lock. This will restore factory defaults and erase all user data.

If you are TCL Home app owner, Clicking "Remove Device" from app only removes the pairing, Existing access permissions stay active.

Q: How can I know the battery level is low?

A: The lock and the app will issue low battery alerts every time the lock is unlocked.

Q: How can I unlock when the battery level is dead?

A: Connect a 5V power bank to activate the lock temporarily, then unlock the door and replace the battery.

7. Disclaimer

Do not use the Device in the environment at too high or too low temperature, never expose the Device under strong sunshine or too wet environment.

The suitable temperature for the product and accessories is -10°C to 50° (Charging temperature: 0°C to 40°C).

It is recommended to supply the device in an environment with a temperature that ranges from 5°C-25°C.

When supplying, please place the device in an environment that has a normal room temperature and good ventilation.

Your biometric data is stored locally on the device, not in the cloud, ensuring safety and privacy.

TCL Global Privacy Policy can be found in Me — About — Privacy Notice.

Vos données biométriques sont stockées localement sur l'appareil, et non dans le nuage, ce qui garantit sécurité et confidentialité.

La politique de confidentialité de TCL Global est disponible dans la section « Moi » — « À propos » — « Avis de confidentialité ».

8. Statement

FCC Statement

- 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.
- Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- RF Exposure Information
- This equipment complies with FCC/ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

IC Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage ;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003. CAN
ICES-003(B)/NMB-003(B)

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Lors de l'installation et du fonctionnement de cet équipement, la distance minimale entre le radiateur et le corps doit être de 20 cm.