SMART KEY BOX

OPERATING MANUAL

Model:CH-930

Please read this operating manual carefully before using the product and store it properly.

Welcome to use

Thank you for choosing our smart key box.
In this manual, we will guide you to comprehensively understand and quickly install the smart key box, and provide important information about its use and maintenance in detail to help you achieve the best product experience.

* Product is based on the actual product, and specific details may differ from what is displayed.

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1 Important Information

Safety

Please read and understand all instructions before using this product, and damage caused by failure to follow the instructions is not covered by the warranty.

Please do not forcefully disassemble this product to avoid sounding an alarm or damaging the product.

Please do not use sharp objects to scratch the fingerprint sensor, as it may cause permanent damage.

Please do not expose this product to corrosive substances to avoid damaging the protective layer of the casing.

Please use a scouring pad when cleaning this product.

Please do not remove the battery while operating the device.

Please keep the mechanical key safe and do not easily disclose password information.

Please replace the battery promptly after triggering the low battery alarm of this product.

Warning

Please do not place the battery near a fire source to avoid explosion.
Please do not forcefully disassemble this product to avoid sounding an alarm or damaging the product.

Please do not use emergency power sources that do not comply with safety regulations to power this product.

Please do not short-circuit the two poles of the battery lead with metal to avoid explosion.

Disposal of Old Products and Batteries

Please be aware of the local electronic product classification and collection system.

Please comply with local regulations and do not dispose of old batteries in ordinary household waste.

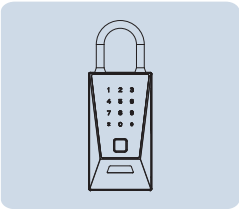
Properly disposing of old batteries may help avoid potential negative impacts on the environment and human health.

Batteries cannot be disposed of together with ordinary household waste.

2 Understand Your Password Box

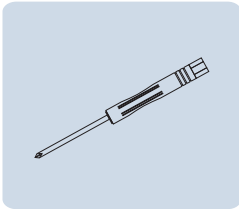
Product List

List of this product is for reference only, and everything is subject to the actual packaging content.

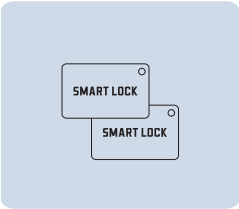


Password Box

Emergency Key∗2

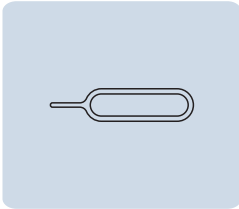


Screwdriver



IC Card∗2

Operating Manual

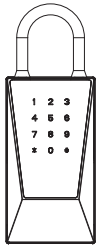


Card Pin

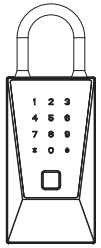
Function Comparison

✔ Support

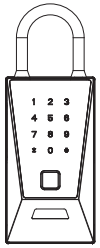
✘ Not Support



Basic Version



Standard Version

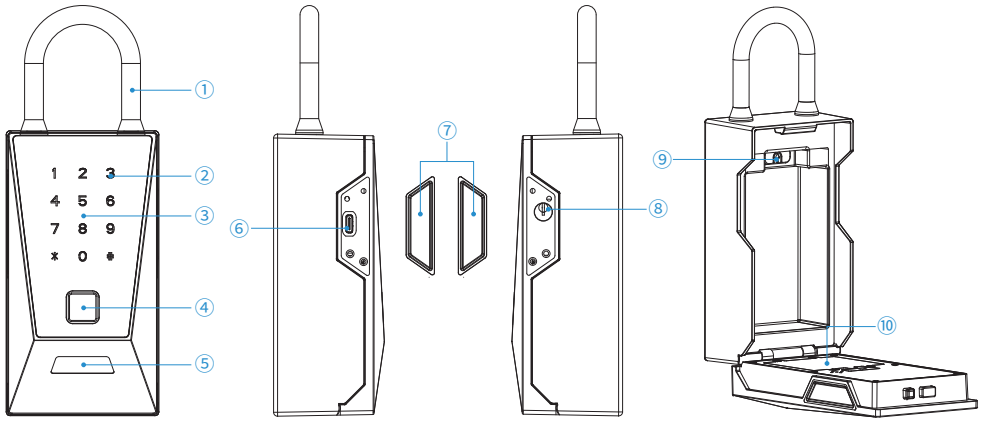


Flagship Version

	Basic Version	Standard Version	Flagship Version
Password	✔	✔	✔
Card Swiping	✔	✔	✔
Fingerprint	✘	✔	✔
WiFi	✘	✘	✔
Emergency Key	✔	✔	✔
Type-C emergency Power Supply	✔	✔	✔

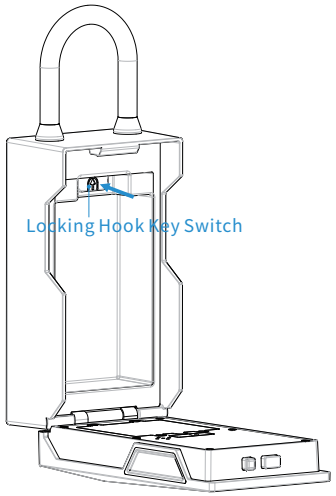
Product Introduction

Front View | Left View | Right View | Box Opening View

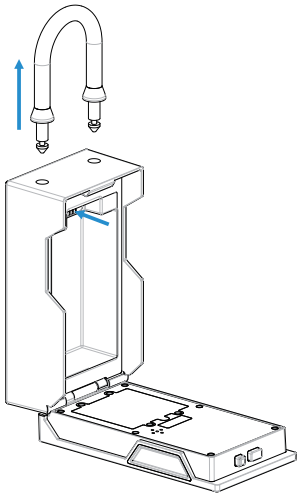


①Locking Hook ②Digital Key Area ③Card Swiping Area ④Fingerprint Recognition Area (Optional Function)
⑤WiFi Communication Window (Optional Function) ⑥Type-C Emergency Power Supply Interface
⑦Silicone Cap ⑧Mechanical Emergency Keyhole ⑨Locking Hook Key Switch ⑩Battery Tank

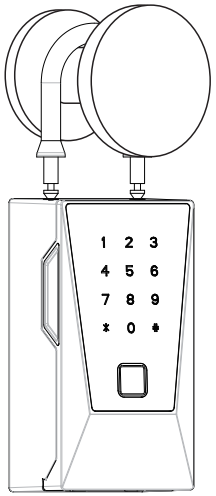
❸ Product Installation



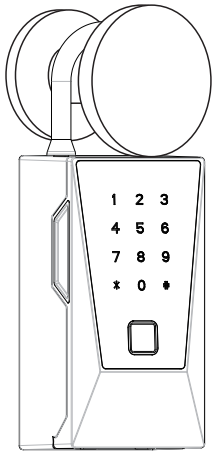
1. Press the locking hook key switch as shown in the picture.



2. Hold down the switch and remove the locking hook.



3.Thread the locking hook through the position you want to install.

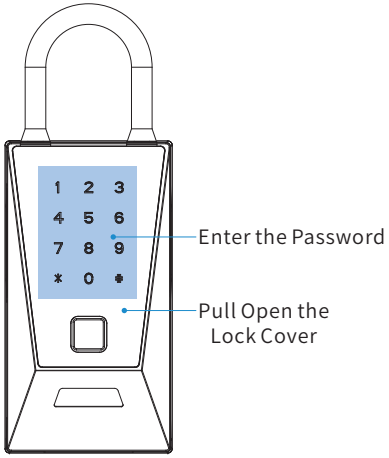


4. Insert the locking hook back into the password box and secure it.

4 Use Your Password Box

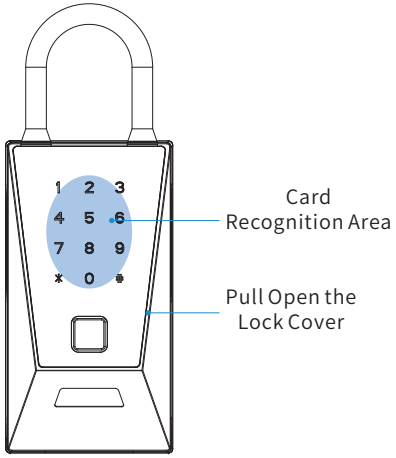
Password Unlocking

Touch the numeric keypad area to wake up the system; enter the added password in the numeric keypad area and press the【#】key to confirm; voice prompt unlocked, pull open the lock cover.



Card Swiping Unlocking

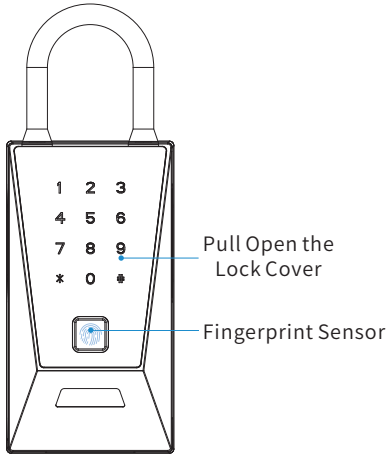
Place the IC card close to the card recognition area; voice prompt unlocked, pull open the lock cover.



Tip: when entering the wrong password (password/fingerprint/card) 5 times in a short period, all functions of the smart password box will be locked for 180 seconds.

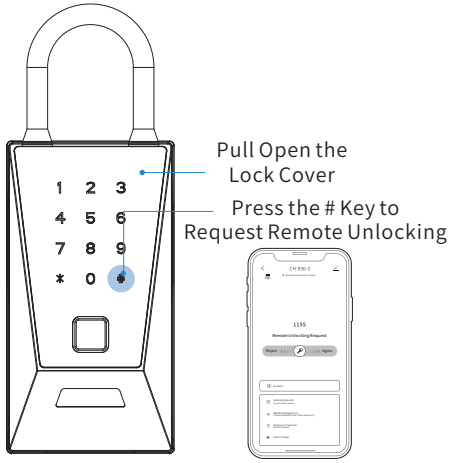
Fingerprint Unlocking

Place the finger with added fingerprint onto the fingerprint sensor; Voice prompt unlocked, pull open the lock cover.



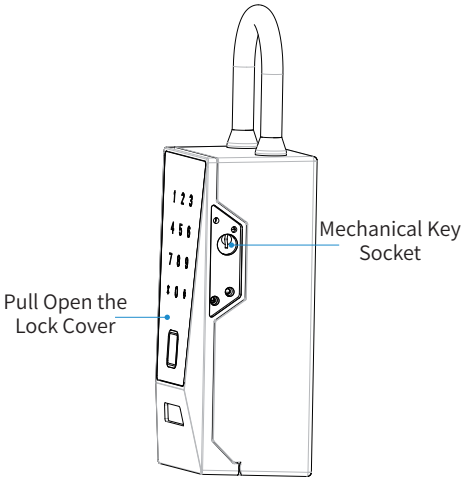
WiFi Remote Unlocking

Touch the numeric keypad area to wake up the system; Press the【#】key in the numeric keypad area, After receiving a voice prompt requesting remote unlocking, select "unlock" on the mobile app; Voice prompt unlocked, pull open the lock cover.



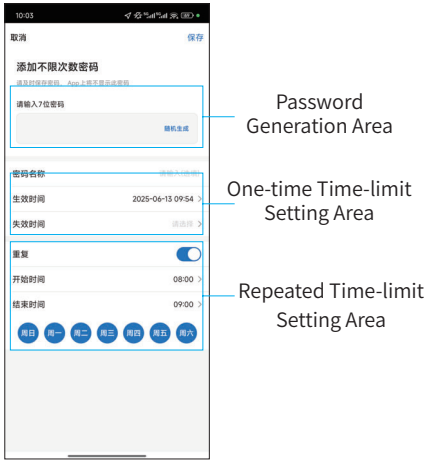
Mechanical Key Unlocking

If there is an emergency situation such as forgotten password, battery depletion, or system malfunction, the emergency mechanical key may be used to unlock. Insert the mechanical key into the side lock hole and turn it clockwise 90° to pull open the lock cover.



Temporary Password Unlocking

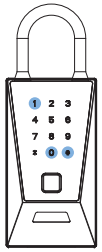
After opening the APP and selecting this device, click n the temporary password, select the unlimited password, click on add and create a 7-digit password or randomly generate a password to set as a one-time time-limit password or repeated time-limit password, and the user may unlock the lock cover by using the temporary password mentioned above.



5 Quick Voice Setting

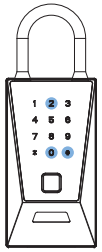
Touch the numeric keypad area to wake up the system, follow the steps below to complete the language setting as needed:

Note: please complete the quick language setting before user setting, if the user setting has been completed, the quick language may only be set after factory reset.



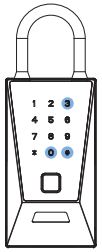
English

Press【001#】
to Set to English



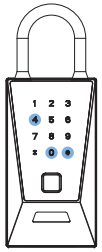
Español

Press【002#】
to sSet to Spanish



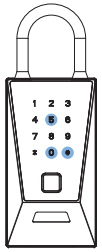
Deutsch

Press【003#】
to Set to German



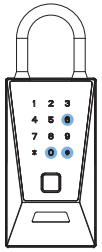
Français

Press【004#】
to Set to French



中文

Press【005#】
to Set to Chinese



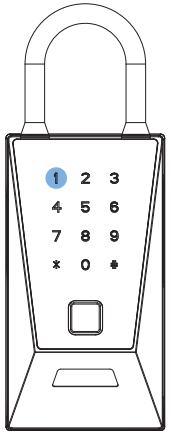
日本語

Press【006#】
to Set to Japanese

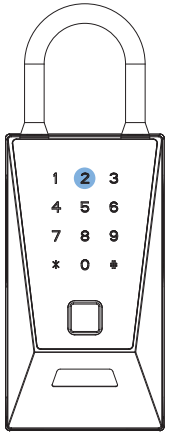
6 Other Functions

Add User

Verify the administrator information after pressing【*】+【#】, press【1】to select "Add User" and receive a voice prompt for "pressing【1】to add an administrator/pressing【2】to add a user".



After adding an administrator by pressing【1】, may enter fingerprint/password/card



After adding a user by pressing【2】, may enter fingerprint/password/card.

Operation of adding administrators and adding users is consistent

Fingerprint: after entering fingerprint for 6 consecutive times, the voice prompt reads "fingerprint + (number)" successfully entered.

Password: after entering password for 2 consecutive times (press the # key to confirm each time), the voice prompt reads "password + (number)" successfully entered (password length 6-8 digits).

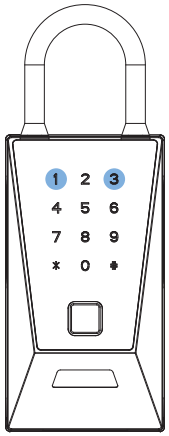
Card: after swiping the card, the voice prompt reads "card + (number)" successfully entered.

Tip: Maximum number of management user passwords/fingerprints/cards is 10 sets; Maximum number of ordinary user passwords/fingerprints/cards is 290 sets; Administrator No. 001-010: Ordinary user No. 011-300.

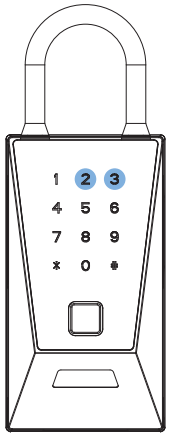
Tip: addition operation of administrator must be completed before setting the network connection and entering the "distribution network status".

Distribution Network Status

Verify the administrator information after pressing【*】+【#】, press【1】to select "Add User" and receive a voice prompt for "press【3】for network connection setting".



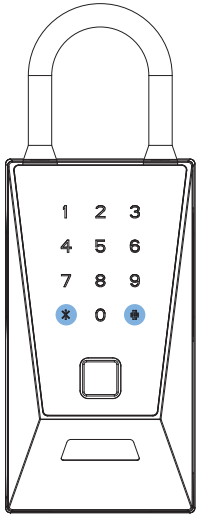
Press【3】network connection setting and then press【1】to select intelligent connection, then enter the "distribution network status".



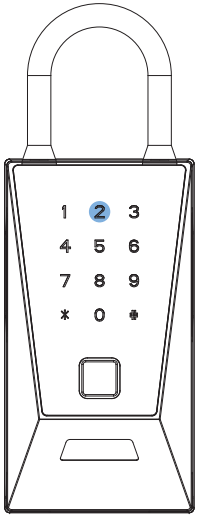
Press【3】network connection setting and then press【2】to select to delete connection.

Delete User

Verify the administrator information after pressing【*】+【#】.



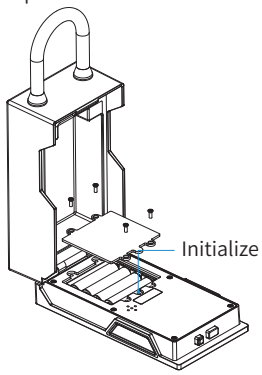
Press【2】to select "Delete User", voice prompt reads "please enter the number", enter the number to be deleted and press the # key to confirm, voice prompt reads "successful operation".



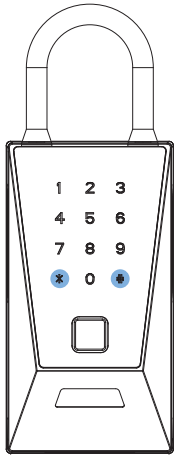
Factory Data Reset

Method I:

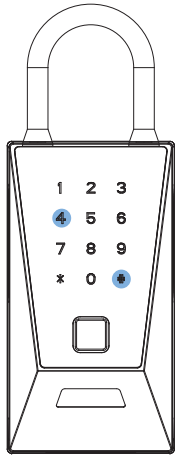
Open the password box, remove the 4 screws from the battery tank and open the battery cover, hold down the initialization button continuously with the card pin, and the numeric keypad will start flashing, please continue to hold down the initialization button until it flashes 5 times before the voice prompt reads " please press the confirmation button", press【#】at this time, and the voice prompt will read "initialization operation successful", indicating that the factory data reset completed.



Method II:



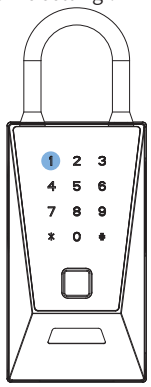
Verify the administrator information after pressing【*】+【#】



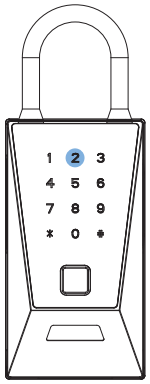
Press【4】to restore the factory setting first, then press【#】to confirm, and the voice prompt reads "initialization successful".

System Setting

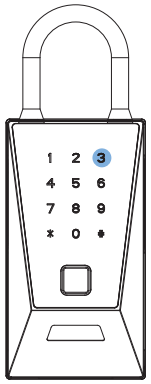
Verify the administrator information after pressing【*】+【#】, then press【3】to select "System Setting" and the voice prompt reads "please press【1】for voice setting/please press【2】for unlocking mode/please press【3】for time setting".



After pressing【1】for voice setting, press【6】to increase the volume, and press【4】to decrease the volume.



After pressing【2】for unlocking mode, press【1】to unlock individually, and press【2】to unlock in combination.

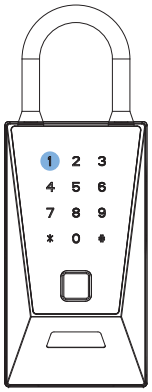


After pressing【3】for time setting, enter the time (such as: 2025 06 13 1712), press the # key to confirm, and the voice prompt reads " operation successful".

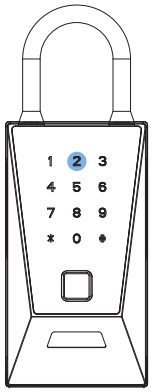
Note: Single unlocking (password/fingerprint/card) may be unlocked by verifying a single password.
Combination unlocking (password/fingerprint/card) requires two passwords to be verified in sequence to unlock.
Method of two passwords may be repeated or mixed, such as "password + password, password + fingerprint".

Information Query

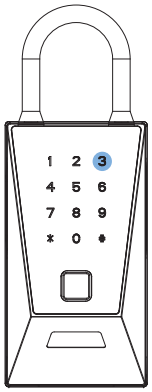
Verify the administrator information after pressing【*】+【#】, then press【5】to select "Time Query" and the voice prompt reads "please press【1】for time query/please press【2】for number query/please press【3】for stock query".



After pressing【1】for time query, enter the year, month, and day to be queried, and then press the【#】key to confirm;and the voice prompt reads "** ** **, ****"



After pressing【1】for number query, enter the number to be queried and then press the【#】key to confirm;and the voice prompt reads "**** ** ** ** ** **, ****"

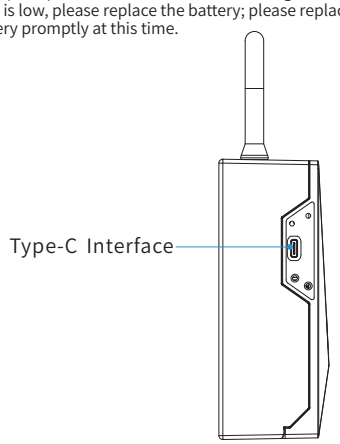


After pressing [3] for stock query, the voice prompt reads "password **/fingerprint **/ card **/margin **".

Emergency Power Supply Method

When the battery is low and cannot be turned on, you may use a 5V power bank as an emergency power source to power on the password box t hrough the Type-C interface, and please replace the new battery immediately after opening the password box.

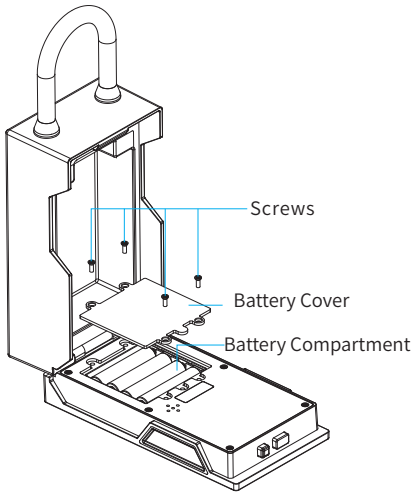
Note: when the battery level is too low, the system will give a voice prompt after each successful unlocking that the battery level is low, please replace the battery; please replace the battery promptly at this time.



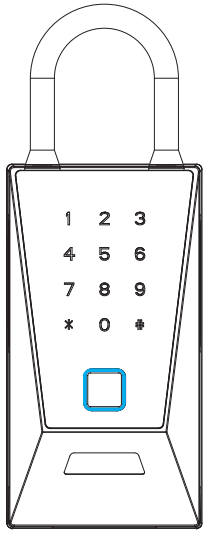
Battery Replacement

When the system voice prompts "low battery, please replace battery", open the password box, use a screwdriver to open 4 screws, remove the battery cover, and replace the new battery.

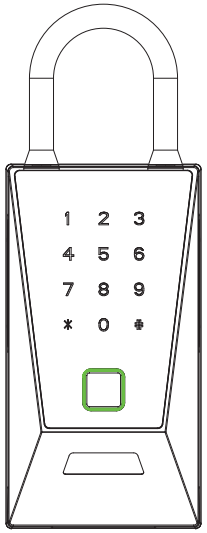
Note: need 4 AAA batteries.



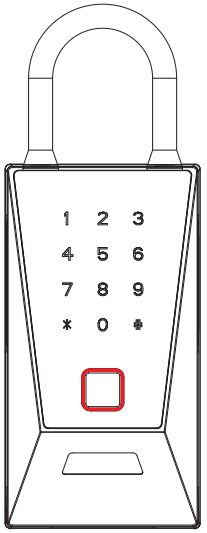
7 Fingerprint Unlock Prompt Light



Blue Light Indicates
"Fingerprint Recognition"



Green Light Indicates
"Fingerprint Verification Successful"



Red Light Indicates
"Fingerprint Verification Failed"

8 Connect to Mobile APP

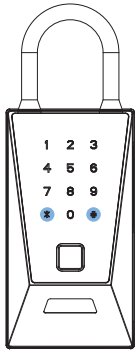
Download APP

Search for "Tuya Smart" in the app store or scan the QR code to download and install the Tuya Smart APP.

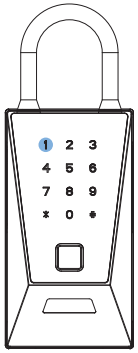
Add device

After the APP installation is completed, need to first set the password box to "distribution network status" (refer to page 14 for details), and then use the APP to search and add this device.

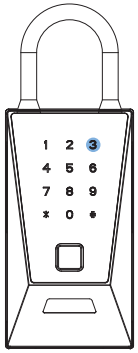
Step I:



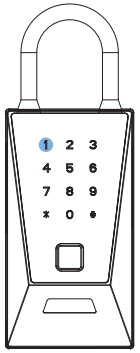
Verify the administrator information after pressing【*】+【#】



Press【1】to add user setting



Press【3】for network connection setting



Press【1】to intelligently connect and enter the distribution network status

Step II:

Complete registration first for first use, open the APP homepage after successful login, click "+" in the upper right corner of the page, select "Add Device" to automatically search for this device, after clicking add, follow the instructions in the app to perform the distribution network operation.

May also choose "Manual Add", select "Camera/Lock" - "Smart Door Lock" - "Door Lock (WiFi)", find this device and follow the guide to complete the addition.

⚠

Device addition may be divided into two modes of "WiFi quick connect" and "hotspot distribution network":

"WiFi quick connect" mode allows the phone to connect to WiFi and enter the APP to add devices when there is WiFi available.

"Hotspot distribution network" mode requires using two phones, with Phone A to turn on the WLAN hotspot, and connect Phone B to phone A's WLAN hotspot, allowing entering the APP and add devices.

Tip:

- Password box only supports 2.4GHz WiFi frequency band and does not support 5GHz frequency band; if the WiFi connection fails, please check the router setting.
- Please ensure that the visible distance between the router and the password box does not exceed 15 meters, otherwise it will affect the signal connection effect.
- Please keep the WiFi network connection normal and smooth, otherwise it will affect some functions of the password box.
- Please ensure that the password box is powered on normally and activated.

9 Maintenance and Troubleshooting

Daily Maintenance

Regular Cleaning
- Use a soft dry cloth to wipe the surface of the lock body to avoid the accumulation of dust and dirt.
- Avoid using corrosive cleaning agents to prevent damage to the surface or internal components of the lock body.

Lubrication of Mechanical Components
- Regularly apply a small amount of lubricating oil to the lock tongue and mechanical transmission components to ensure smooth operation.
- Avoid using too much lubricating oil to prevent dust adsorption.

Prevent Violent Impact
- Avoid forcefully hitting or knocking the lock body to prevent damage to internal components.

Battery Maintenance
- Regularly check the battery level and replace it promptly when it is low.
- It is recommended to use high-quality alkaline batteries to avoid leakage and damage to the lock body.
- If not used for a long time, it is recommended to remove the battery.

Waterproof and Damp-proof
- Avoid prolonged exposure of the lock body to humid environments.
- If the lock body is damp, wipe it dry in time and check if its function is normal.

Common Faults and Troubleshooting Methods

Fingerprint Recognition Failure
- Possible reason: dirty fingerprint sensor, worn fingerprint, or poor entering quality.
- Solution: clean the sensor, re-enter the fingerprint, and ensure that the finger is dry and clean.

Password Cannot Unlock
- Possible reason: incorrect password input, keyboard malfunction, or system failure.
- Solution: confirm that the password is correct, restart the password box, or use an alternative unlocking method.

Insufficient Battery Power
- Possible reason: low battery level or poor battery contact.
- Solution: replace the battery to ensure proper installation.

Lock Tongue Stuck
- Possible reason: the lock tongue is deformed or there are foreign objects inside that are pressing against the upper cover.
- Solution: lubricate the lock tongue and ensure that there are not too many internal items that may cause it to press against the upper cover.

Failed WiFi Connection
- Possible reason: weak signal, unpaired device, or software issues.
- Solution: ensure that the device is within a signal range (a radius of 15 meters), re-pair, and update the app or firmware.

Lock Body Has No Response
- Possible reason: battery depletion, circuit malfunction, or lock damage.
- Solution: replace the battery, contact after-sales service to check the circuit or replace the lock.

Precautions
- Regular inspection: regularly check the lock, battery and mechanical components to ensure proper operation.
- Emergency key: keep the emergency key in case electronic functions fail.
- Firmware update: regularly update the firmware to ensure that the lock's functionality and security performance are up-to-date.
- After-sales service: contact after-sales or professional personnel on time when encountering problems that cannot be solved.

FCC WARNING

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

To maintain compliance with FCC' s RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.