

# ORION

## GRID CONNECT

# SMART

## WI-FI FINGERPRINT ENTRANCE LOCK



### QUICK START GUIDE

IMPORTANT!  
PLEASE READ THESE  
INSTRUCTIONS CAREFULLY

DL031HA


## 1 INTRODUCTION

This Smart Entrance Lock is designed to use a standard 54mm cutout. With a fingerprint sensor and keypad, being locked out can become a thing of the past.

Install the Grid Connect mobile app, available for both iPhone and Android devices, to generate temporary codes and view a log of user unlocks.



The Grid Connect app is free to download and is available from the Apple App Store and Google Play. Check [grid-connect.com.au](http://grid-connect.com.au) for minimum device requirements.

MONITOR FROM ANYWHERE



DOWNLOAD    PAIR    USE

Download from:

## 2 CONTENTS

- Front panel and rubber seal
- Back panel
- Latch
- Strike plate
- Mounting screws and spindle
- Mounting bracket
- Drill template
- 2 x Mechanical keys
- 4 x RFID tags
- 4 x AA batteries



## 3 IDENTIFICATION

### Backlit keypad

For ease of use in the dark

### RFID tag reader

Tags included for quick and easy entry

### Fingerprint sensor

Unlock the door without bringing your keys with you

### Keyhole

Physical keyhole for traditional unlock, even without power

### Emergency microUSB power port

Backup power source in case batteries have run out of power

### Battery cover

Holds 4 x AA Batteries

### Secure lock switch

Limits entry to administrator users and physical keys only.



## 4.0 INSTALLATION - Contents

**PLEASE READ THESE INSTRUCTIONS CAREFULLY.** Failure to follow these instructions could affect the product's function or result in damage to the product.

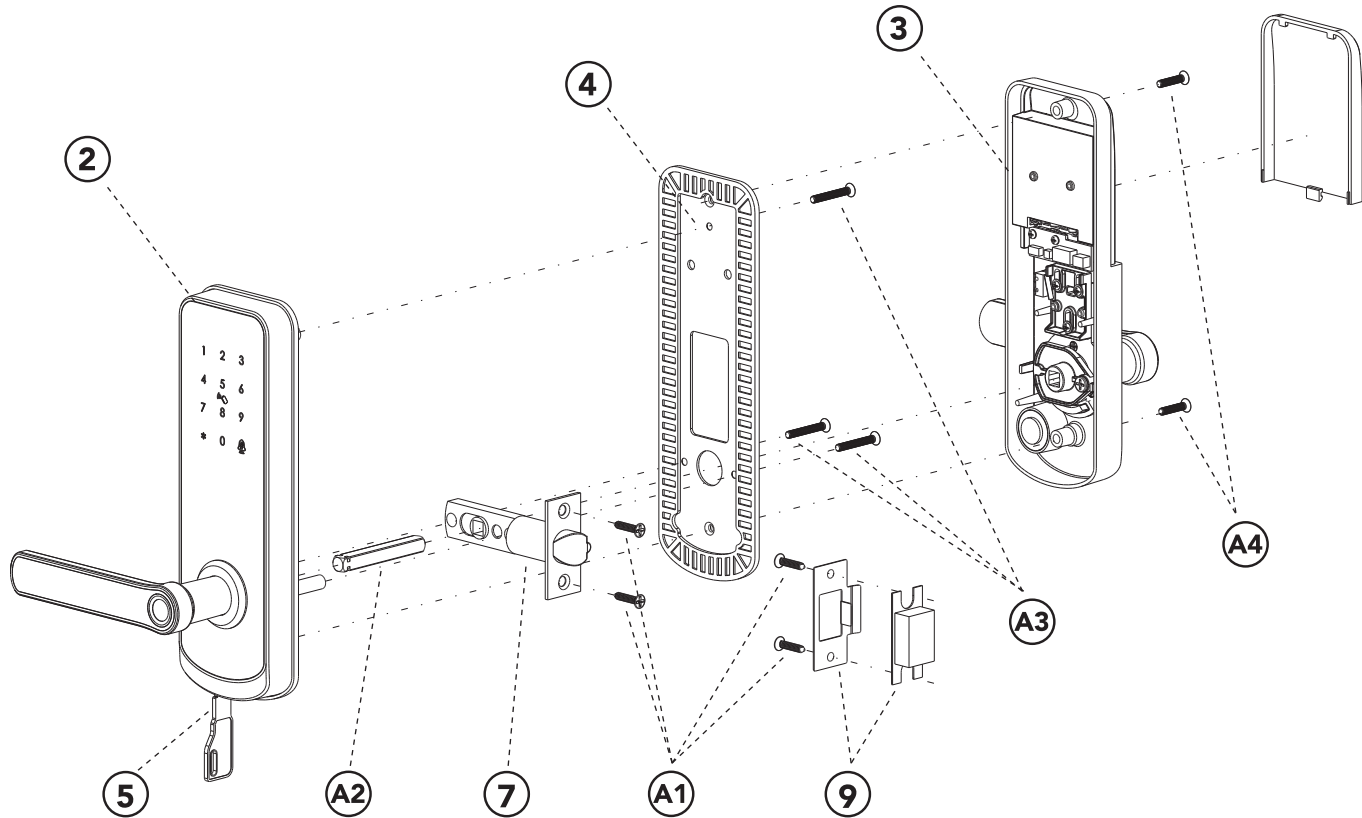
- Before installing the product, check your Wi-Fi strength/coverage near your door to ensure the product is functional.
- For your safety, take care when operating tools during installation.
- Install the product while the door is open. Do not close the door until you check that the product is operating correctly.
- Do not use excessive force or sharp objects to press the touchscreen.
- Do not install the batteries until you complete the installation.
- The lock should only be serviced by a professional technician. You must not modify/repair the product without authorization.



- ① Drill Template
- ② Front panel with rubber seal
- ③ Back panel
- ④ Mounting bracket with rubber seal (for back panel)
- ⑤ 2 x Mechanical keys
- ⑥ 4 x AA batteries
- ⑦ Latch
- ⑧ 4 x RFID tags
- ⑨ Strike plate

- Ⓐ Screws and spindle for 35-45mm doors
- Ⓑ Screws and spindle for 45-55mm doors
- Ⓐ1 4 x Door screws
- Ⓑ1 4 x Door screws
- Ⓐ2 1x Spindle (65mm)
- Ⓑ2 1x Spindle (75mm)
- Ⓐ3 3x Front panel screws 30mm
- Ⓑ3 3x Front panel screws 40mm
- Ⓐ4 2x Back panel screws
- Ⓑ4 2x Back panel screws

## 4.1 INSTALLATION - Assembly



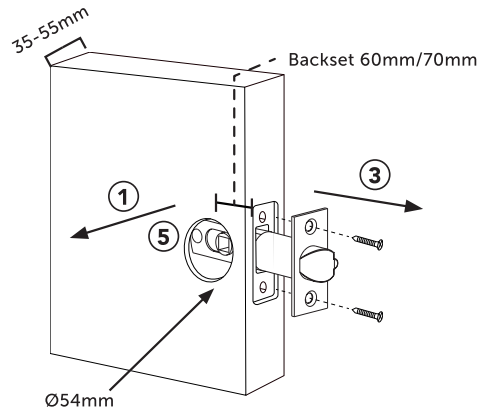
## 4.2 INSTALLATION - Door preparation

Additional material including installation videos are available on the Grid Connect website [grid-connect.com.au](http://grid-connect.com.au)

### OPTION A: PREPARATION - REPLACING AN EXISTING LOCK\*

\* **Note:** If you are having trouble removing your existing lock, please contact a locksmith or the manufacturer of your existing door hardware for assistance.

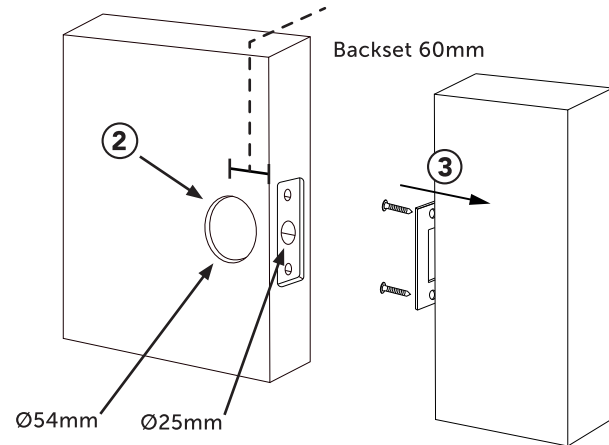
1. Remove your existing door handle. Most handles can be unscrewed from the indoor side.
2. Check that your door meets the installation requirements:
  - a. Standard 54mm diameter cut-out, with sufficient clearance on all sides to fit this product
  - b. Backset of 60mm or 70mm from edge of door to centre of cut-out
  - c. Door thickness between 35mm and 55mm
3. Remove the latch from the side of the door.



### OPTION B: PREPARATION - NEW DOORS

**IMPORTANT:** Professional installation is recommended for new doors.

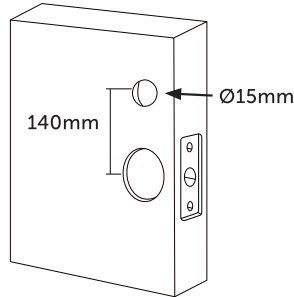
1. Your door must have a thickness of between 35mm and 55mm.
2. Using an installation kit (not included) or the drill template, create a standard cut-out:
  - a. 54mm diameter cut-out centred 60mm back from the edge of the door.
  - b. 25mm hole centred along the edge of the door through to the 54mm cut-out. (Note: The drill template can be used for vertical alignment only, horizontal position will vary depending on your door thickness.)
  - c. screw holes to install the latch and strike.
  - d. rectangular cut-out for flush installation of the latch and strike.
3. Install the strike plate and box to the door frame.



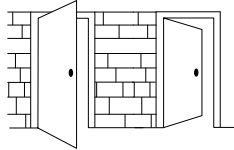
## 4.3 INSTALLATION - Lock preparation

### INSTALLATION - BOTH NEW AND EXISTING DOORS

- Using the drill guide, create a mounting hole directly above the main cut-out. This will be used to secure the two halves of the door using the provided screw stubs. A hole diameter of 15mm is recommended, which will allow you to adjust the alignment of the door during installation.

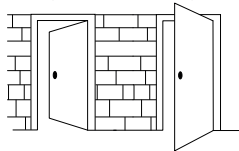


### Left Hinge



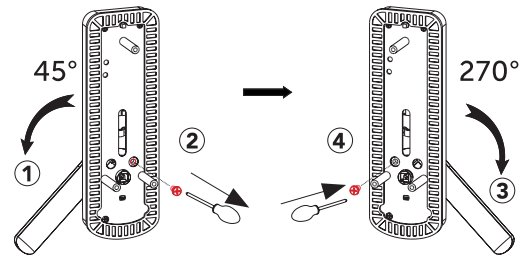
- Identify whether your door is left-hinged or right-hinged when viewed from the outside. Your door lock is set up for **right-hinged doors** out of the box. If you have a left-hinged door, you will need to follow step 6 to change the direction of the handles. If you have a right-hinged door, continue to step 7.

### Right Hinge

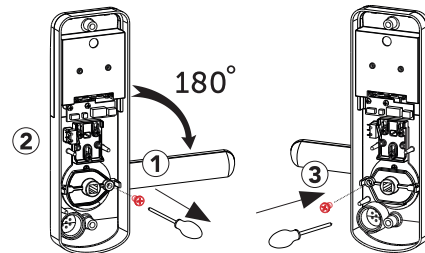


- If you have a left-hinged door, take the front panel and pull the handle down to reveal a screw on the back. Remove this screw and rotate the handle up and around to the opposite side, before reinstalling the screw. Repeat this procedure for the back panel, rotating the handle down to the other side and securing the screw.

### Front Panel

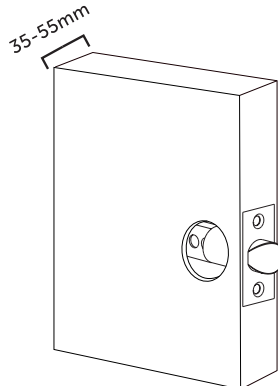


### Back Panel

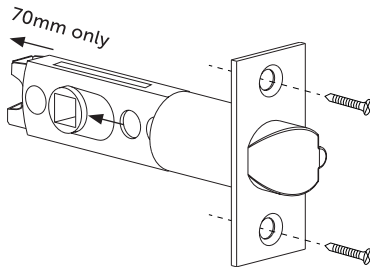


## 4.4 INSTALLATION - Front panel

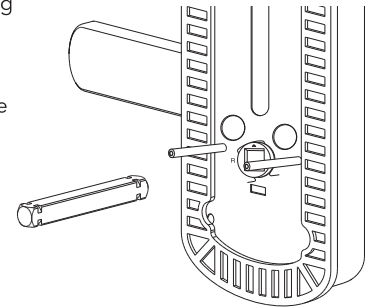
7. Measure the thickness of your door, which should be between 35 and 55mm. Identify the correct installation kit for your door thickness: **A** for doors of 35-45mm thickness, or **B** for doors of 45-55mm thickness.



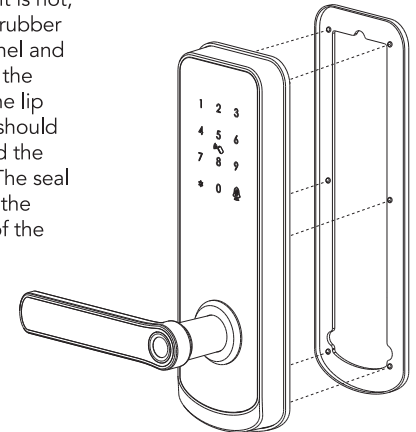
8. Locate the latch in the bottom layer of the box. For most installations at a backset (distance from door edge to centre of cut-out) of 60mm, the adjustable latch should be kept in the shorter position. If you are installing the deadbolt at a backset of 70mm, push the slot for the spindle from the 60mm marking to the 70mm marking. Secure the latch with the provided **A1** or **B1** screws, ensuring that the beveled edge of the latch tongue is pointed in the direction of a closing door.



9. Fit the **A2** or **B2** spindle into the front panel, making sure that you select the correct length based on your door thickness. Expand the clip around the spindle slightly and push the spindle until it clips in.

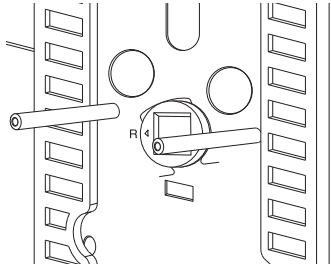


10. The front panel should come with a rubber seal already installed. If it is not, align the matching rubber seal to the front panel and press firmly around the edges to secure. The lip on the rubber seal should wrap slightly around the edges of the lock. The seal should line up with the holes on the back of the front panel.

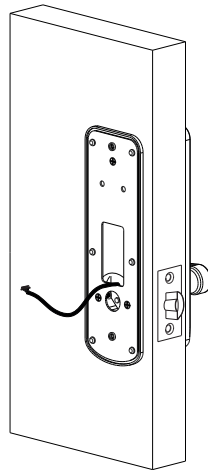


## 4.5 INSTALLATION - Back panel

11. There is a small arrow next to the spindle on the back of the front panel. Rotate the spindle so that the arrow points horizontally, at R for right-hinged doors or L for left-hinged doors. Hold the front panel against the outside of your door, aligning the spindle, standoffs, and cable with the holes in your door and latch. Push the front panel in until it is flush against the door, and hold it in place until the end of the next step.

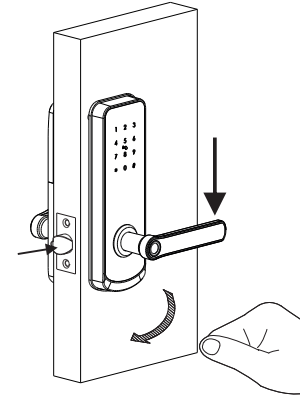


12. From the inside of your door, install the mounting plate and second rubber seal, ensuring that the spindle passes through the round hole and the cable through the rectangular cut-out. Using the three provided **A3** or **B3** screws (depending on your door thickness), secure the mounting plate to the front panel. When tightening the screws, check that the front panel is aligned correctly.

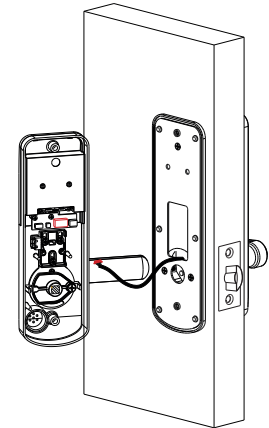


13. Test the handle of the front panel by pulling it down to retract the latch. If the latch does not move, remove the front panel and check that the spindle arrow points to R or L.

**Note:** If the product has been powered on previously, it will remain locked and the latch will not move.



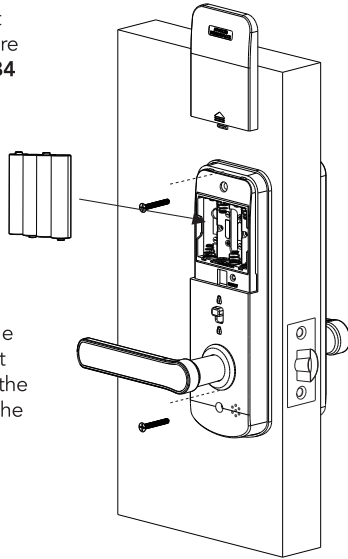
14. Remove the battery cover from the back panel, then connect the wire from the front panel to the connector near the centre of the back panel. Press firmly to ensure that the cable is properly connected.



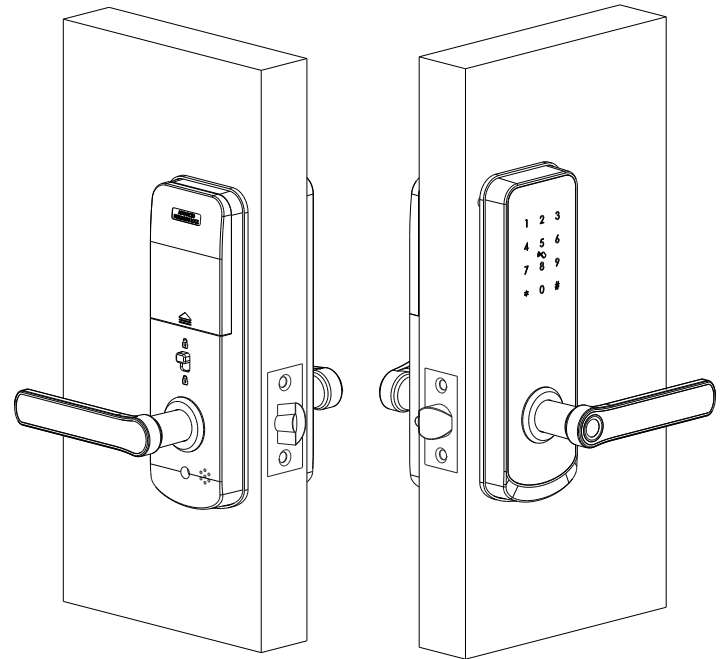


## 4.6 INSTALLATION - Batteries

15. Fit the back panel against the mounting panel, before securing with two **A4** or **B4** screws.



16. Install 4 AA batteries and replace the battery cover. Test that the indoor handle retracts the latch, and that the front panel can open the latch only after touching the fingerprint sensor.



## 5.0 USER REGISTRATION - First user

### Enter Setup Menu

Press \* followed by the # key

### User management

Press 1 to select user management, then again to add your first administrator user. Press # to generate a user number automatically.



### Demo mode menu layout

#### \*#: Enter setup menu (requires authentication)

- 1: Manage administrators
  - 1: Add administrator
  - 2: Delete administrator
  - 3: Network settings (Disabled until the first administrator has been set)
- 2: Manage regular users (Disabled until the first administrator has been set)
- 3: System settings
- 4: Restore factory settings

\*: Go back or cancel

#: Confirm input

### Demo mode

Your smart lock will be in demo mode until the first administrator user is set up. Please follow the steps below to set up the first user immediately after installation to properly secure your door lock.

1. Wake the device by touching the keypad with the back of your hand.
2. Press \*, followed by the # key to enter the setup menu.
3. Enter the default administrator passcode **123456**, followed by the # key.
4. Press **1** to manage administrators, then press **1** again to add a new administrator. For the first administrator, a passcode is highly recommended. For security reasons, please avoid common passcodes such as the default passcode, or codes that contain repeated numbers or birthdays. Make sure to remember this password or note it down in a secure location, as it will not be visible in the app and is required to change settings or manage users.
5. After adding your first user, the lock will exit demo mode. You can continue to add new administrators, or press \* to go back and hear other options. Please turn to the next page for information on how to add additional users in normal mode, or see '7.0 Device Operation' for more information.

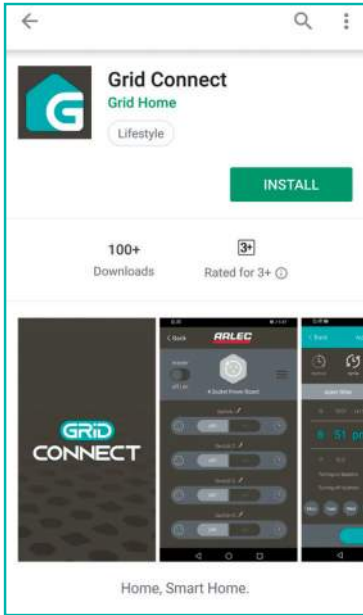
Be sure to record your passcode and store in a safe location.

Admin ID: \_\_\_\_\_

Passcode: \_\_\_\_\_



## 6.0 DOWNLOAD THE APP



Reference phone screens on the preceding pages may vary depending on the operating system version of your phone and any updates to the Grid Connect app. Contact our customer service team if you are unsure on how to pair your product.

### NEW ACCOUNT LOG IN SETUP



Download and install **GRID Connect** App from Play store (Android) or App store (iOS).

Open the **GRID Connect** App.

If you are a new user, tap **create new account** and follow the prompts to complete account setup.

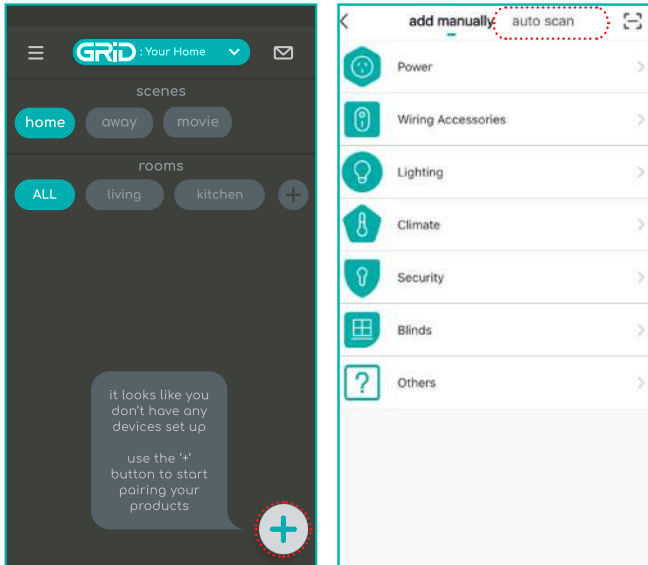


*Note: You must agree with the Privacy Policy to be able to use the App.*

If you already have an existing account, just tap **login to account** and enter your login details to continue.

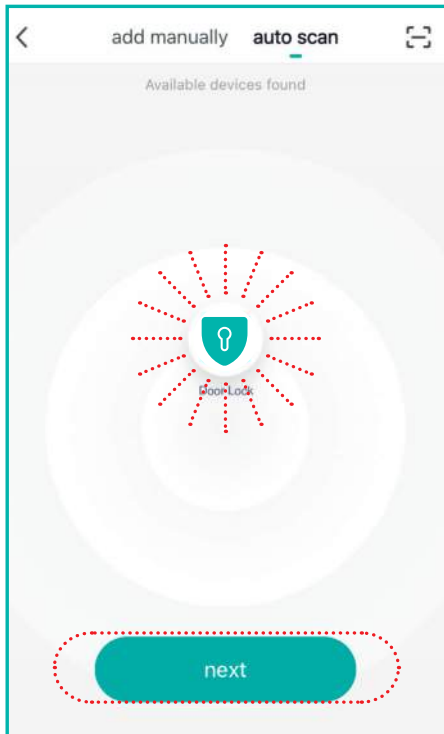


# 6.1 APP PAIRING



1. The lock pairing mode has a 60 second timeout, so please make sure you have the following ready before starting:
  - a. At least one user registered to the lock, as described in the previous section 'User registration'.
  - b. Grid Connect app downloaded, installed and signed in to an account.
  - c. Bluetooth, location and network turned on, with appropriate permissions enabled for the Grid Connect app.
  - d. Connection to a suitable 2.4GHz Wi-Fi network, with the Wi-Fi password ready.
2. Wake the smart lock by touching the keypad with the back of your hand.
3. Press \*, followed by the # key to enter the setup menu. Authenticate using a valid administrator password, tag or fingerprint (set previously).
4. The lock will read out menu options, select the following:
  - 1 Manage administrators
  - 3 Network settings
  - 2 Standard pairing
5. The 5 key should start flashing to indicate that the lock is in pairing mode. A 60 second timer will start, if this expires, you will need to re-enter pairing mode and start pairing from the app again.
6. On the Grid Connect app, press + in the bottom right corner, then select auto scan.

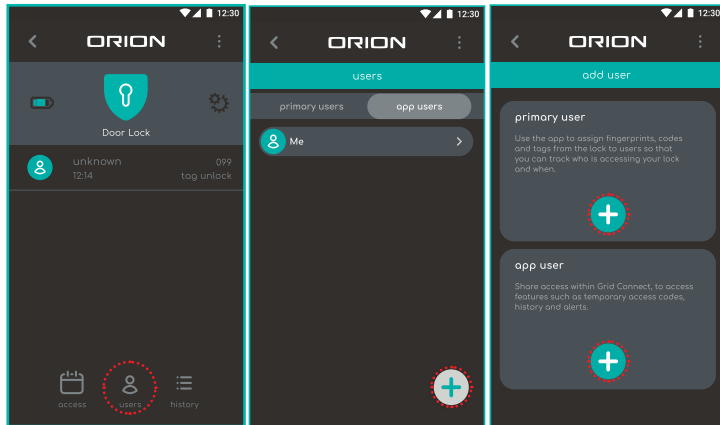
## 6.2 APP PAIRING



Once the device is discovered follow the onscreen prompts, including to enter the Wi-Fi password and tap **next** to proceed.

If needed, you can tap **change network** to switch to another suitable Wi-Fi network. Follow the prompts to complete pairing.

## 6.3 APP OPERATION - Linking Users to the app

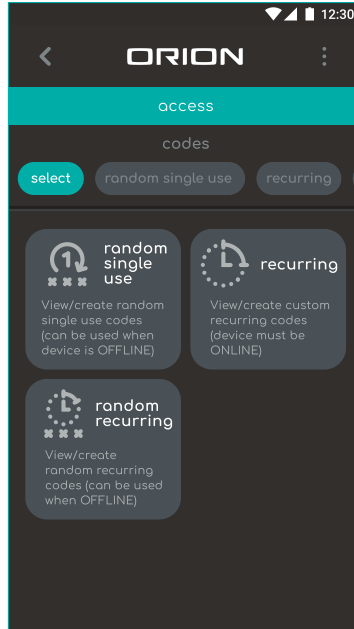
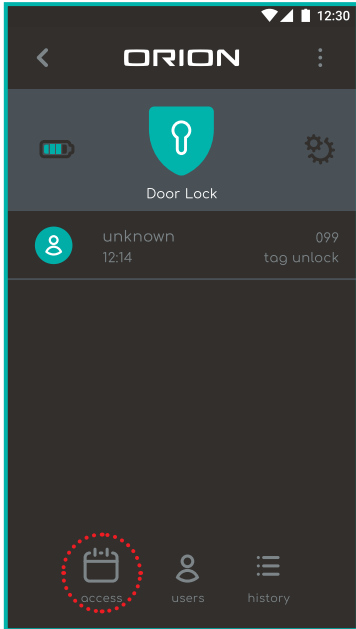


New users must be set up from the lock first, by following the instructions in '5.1 User Registration'. You can assign names to these users from the Grid Connect app to make the history logs easier to read.

Tap on the lock in the Grid Connect app to access the device. Select **users** at the bottom of the screen and tap the **+** icon to add a new user.

If the user has a Grid Connect account and you would like them to be able to manage your lock, add their account as a new **'app user'**. Otherwise, add them as a **'primary user'**. You will be prompted to add a name, and can then link the user to their user numbers on the lock.

## 6.4 APP OPERATION - Providing Access



From the home screen, you can generate access codes that will only be valid for either a single use, or a particular time period.

After entering the details of the scheduled access, wake the lock and press **#** to ring the doorbell and synchronise (required for recurring codes only).

Users can also request access by pressing **9#** on the lock, which will allow you to approve or ignore the request over the following 15 seconds.\*

**Want to know more about what your door lock can do with Grid Connect? Visit our website or contact our customer service team.**

\* Remote unlock relies on network connectivity to both the door lock and phone. Phone connectivity can be either mobile data or Wi-Fi.



## 7.0 DEVICE OPERATION

### Device actions and settings

#### Administrator menu

Wake device by touching the keypad with the back of your hand.

#### \*#: Enter administrator menu (requires authentication)

- 1: Manage administrators
  - 1: Add administrators
  - 2: Remove administrators
  - 3: Network settings
    - 1: Enter AP pairing mode
    - 2: Enter standard pairing mode
- 2: Manage regular users
  - 1: Add users
  - 2: Remove users
- 3: System settings
  - 1: Voice settings (disabling this feature will remove all menu hints)
  - 2: Unlock settings
    - 1: Disable two-factor unlock (default setting)
    - 2: Enable two-factor unlock
    - 3: Enable passage mode (prevent door from locking automatically)
    - 4: Disable passage mode (default setting)
  - 3: Language settings
  - 4: Time and date (Format: YYMMDDHHMM)
- 4: Reset device\*

#### Other device actions

Wake device by touching the keypad with the back of your hand.

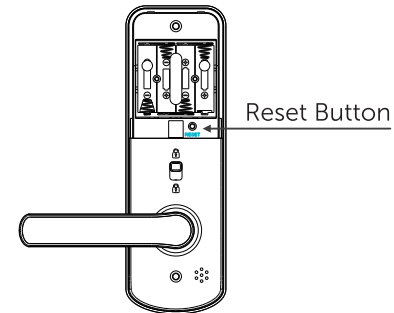
#: Ring doorbell and sync temporary passwords

9#: Request remote unlock (response window of 15 seconds)

\*\*#: Lock door (passage mode only)

#### Device reset

The device can be reset\* from the inside of the lock by pressing and holding the reset button under the battery cover. You may need a pin or other similar tool to access the button.



\* This will return the device to factory settings including returning the unit to demo mode with the default administrator passcode as well as removing app access (if paired).

## 8.0 TROUBLE SHOOTING

<p><i>How do I unlock my door if the lock has run out of battery?</i></p>	<p>If your lock has run out of battery, you can still unlock the door using the mechanical keys provided. Alternatively, the lock can be powered by a portable USB power source, such as a power bank, and then unlocked as usual. After unlocking, you should replace the batteries as soon as possible with 4 new AA alkaline batteries.</p>
<p><i>How do I activate the lock after entering an incorrect code or fingerprint too many times?</i></p>	<p>If the lock receives too many invalid unlock attempts, it will be temporarily disabled for security reasons. Please wait for a minute and try again.</p>
<p><i>What can I do if pairing fails with my GRID Connect device?</i></p>	<ol style="list-style-type: none"> <li>1. Check your mobile device is connected to a 2.4GHz Wi-Fi network, refer to below question for how to check Wi-Fi network frequency</li> <li>2. Check password entered is correct and the same Wi-Fi network is used on the mobile device</li> <li>3. Check GRID Connect device is in pairing mode, make sure the device indicator is blinking</li> <li>4. Check the internet connection on your Wi-Fi network by browsing any website</li> </ol> <p>If your problem persists, please refer to GRID Connect website or contact Arlec Customer Service team (details below) for further assistance</p>

<p><i>How can I find out whether my network is 2.4GHz Wi-Fi?</i></p>	<p><b>For iPhone Users</b></p> <ol style="list-style-type: none"> <li>1. Navigate the Settings menu and click on Wi-Fi. The suffix of your network may be denoted by either a 2.4G or 5G</li> <li>2. If you are unable to determine if your network is 2.4GHz from the network name, you may need to check this from your router</li> </ol> <p><b>For Android Users</b></p> <ol style="list-style-type: none"> <li>1. Navigate the Settings menu and click on Wi-Fi</li> <li>2. Tap the connected Wi-Fi network and the system will show the Wi-Fi Frequency</li> </ol>
<p><i>Do our current GRID products support 5GHz wireless connections?</i></p>	<p><b>No</b> - GRID products currently do not support 5GHz wireless connection</p>
<p><i>If I forget my GRID Connect app account password, how can I reset my password?</i></p>	<p>If you forget your password, you can tap <b>forgot password</b> and enter your GRID Connect registered account details to get a verification code and reset your password</p>
<p><i>When I try to register for an account, the app tries to load, but does not progress to the next page. How can I fix this?</i></p>	<ol style="list-style-type: none"> <li>1. Navigate the Settings menu</li> <li>2. Find the <b>GRID Connect App</b> and ensure it has been allowed to data usage</li> </ol>

Visit our website for further Online Assistance or contact our Customer Service Team

## • WARRANTY

Arlec guarantees this product in accordance with the Australian Consumer Law and all other applicable Australian and New Zealand laws that are unable to be excluded.

Arlec also warrants to the original first purchaser of this product ("you") from a retailer with which this document is given that this product will be free of defects in materials and workmanship for a period of 12 months from the date of purchase; provided the product is not used other than for the purpose, or in a manner not within the scope of the recommendations and limitations, specified by Arlec, is new and not damaged at the time of purchase, has been maintained in accordance with the recommendations specified by Arlec, has not been subjected to abuse, misuse, neglect or damage, has not been modified or repaired without the approval of Arlec and has not been used for commercial purposes ("Warranty").

If you wish to claim on the Warranty, you must, at your own expense, return the product, and provide proof of original purchase and your name, address and telephone number, to Arlec at the address below or the retailer from whom you originally purchased the product within 12 months from the date of purchase.

Arlec will (or authorise the retailer to) assess any claim you may make on the Warranty in the above manner and if, in Arlec's reasonable opinion, the Warranty applies, Arlec will at its own option and expense (or authorise the retailer to) replace the product with the same or similar product or repair the product and return it to you or refund the price you paid for the product. Arlec will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

### **For goods purchased in Australia (only):**

The Warranty is in addition to other rights and remedies you may have under a law in relation to the product to which the Warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **For goods purchased in New Zealand (only):**

The Warranty is in addition to, and does not affect, other rights and remedies you may have under a law in relation to the product to which the Warranty relates.

Our goods come with guarantees that can only be excluded under the New Zealand Consumer Guarantees Act 1993 to the extent you are acquiring the product for a business purpose and it would be fair and reasonable for Arlec to contract out of those guarantees.

Arlec Australia Pty. Ltd. ACN 009 322 105 gives the Warranty for goods purchased from a retailer in Australia by you and Arlec New Zealand Limited NZBN 9429030738294 gives the Warranty for goods purchased from a retailer in New Zealand by you (collectively Arlec).

Arlec's telephone number, address and email address for purposes of giving the Warranty are:

Telephone Number:

**1800 826 859 (in Australia) • 0800 003 329 (in New Zealand)**

Street Address:

**36 Lakeview Drive, Scoresby, Victoria, 3179, Australia**

Postal Address:

**PO Box 2596, Rowville, Victoria, 3178, Australia**

Email: [cs@arlec.com.au](mailto:cs@arlec.com.au)