

# BG4000 User manual (English)

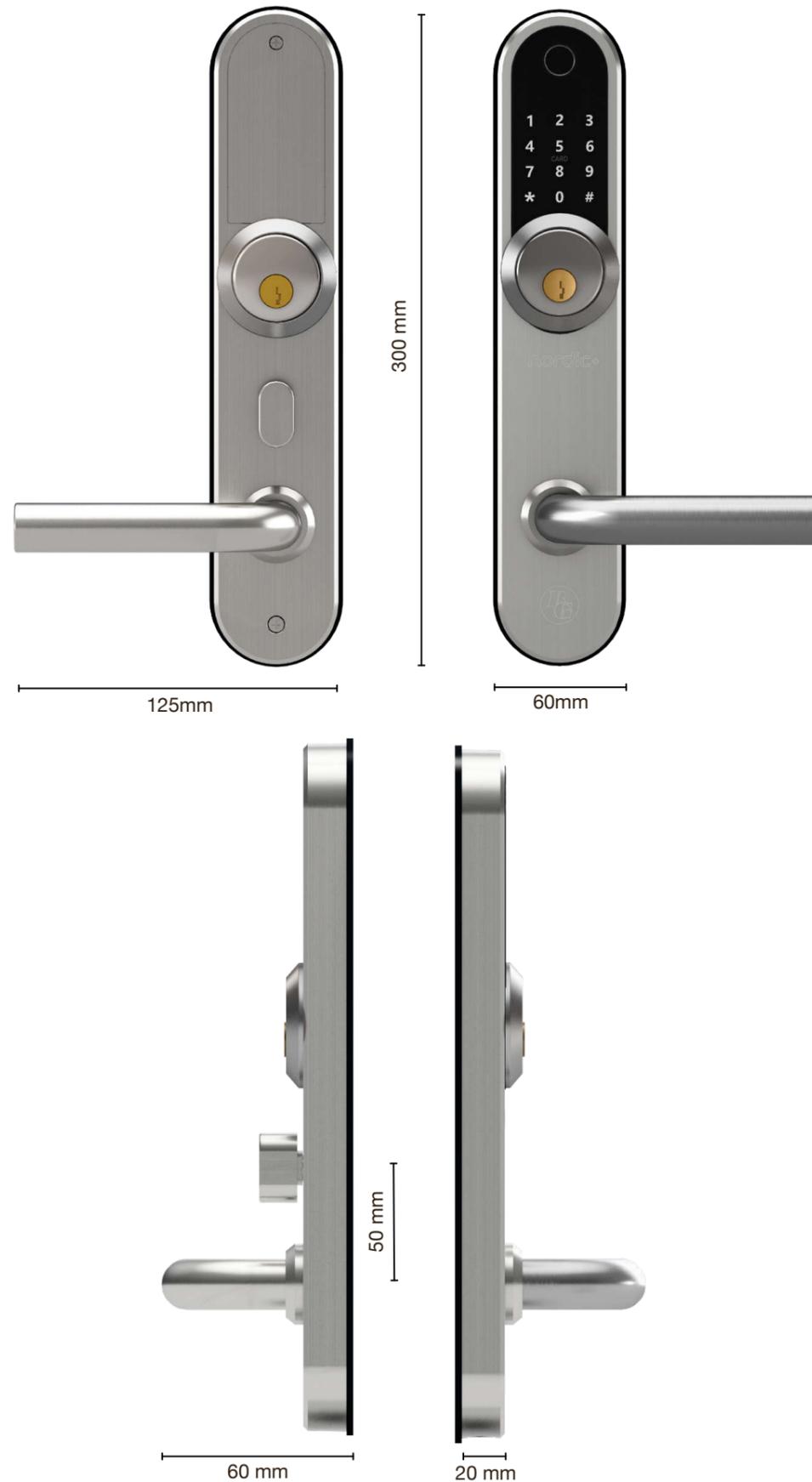
Model: nordic+



## Attention:

1. Keep the mechanical key in a safe place accessible outside the house.
2. Change batteries immediately when low battery alarm is showing.
3. Please read this manual carefully before installation and keep it for future reference.

## 1. Lock structure



## 2. Specifications

Model	BG 4000 nordic+
Material	SS304 x 2mm
Front panel, measurement	300*60*20mm
Back panel, measurement	300*60*20mm
Lock weight	2.5 KG
Unlocking	Bluetooth Fingerprint Code RFID-tag Mechanical key
Colors	Silver Black
Suitable for doors:	Aluminum doors Wooden doors Metal doors
Working voltage	6V/4x AAA Batteries
Door thickness	35-95 mm
Data capacity	Fingerprints 200 pcs. Code 150 pcs. RFID-tag 200 pcs.
Temperature range	-30°- +60°
Humidity range	20%-90%
Low voltage alarm	Less than 4.5V

### Functions

- Semiconductor fingerprint sensor (508dpi)
- Passage mode
- Stainless steel, SS304
- Smart APP, check records and remote unlocking (optional Gateway)
- Voice guiding in Swedish or English
- Automatic alarm when repeated unauthorized opening attempts
- Voice (on/off)
- Time settings for code/tag/fingerprint
- Lock APP from unauthorized access
- Password protected
- Emergency opening via mechanical key or USB.

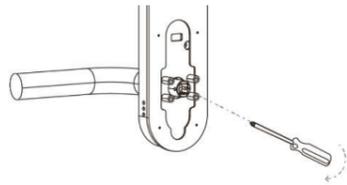
### 3. Installation

#### 3.1 Change of handle direction (if needed)

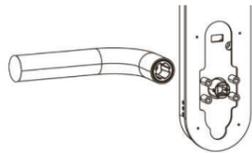
**Note:** Adjust direction according to door opening direction.

**Arrow MUST always be pointing in the opposite direction as handle.**

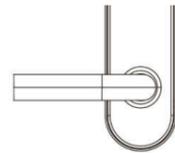
#### The outer handle



1 - Loosen the inner Phillips screw of the handle counterclockwise.

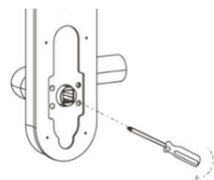


2 - Remove the handle.  
Use a new Phillips.  
Available in the packaging.

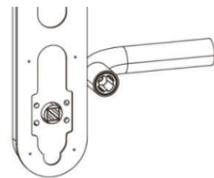


3 - After adjusting the direction of the handle, insert it into the handle seat and re-lock the Phillips screw of the handle to complete the turning.  
  
Do not forget to check the direction of the arrow.

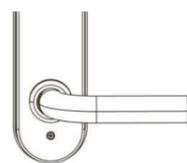
#### The inner handle



1 - Loosen the inner Phillips screw of the handle counterclockwise.



2 - Remove the handle  
Use a new Phillips.  
Available in the packaging.



3 - After adjusting the direction of the handle, insert it into the handle seat and re-lock the Phillips screw of the handle to complete the turning.

### 4. Reset

4.1 – The reset button is located behind the battery cover.

1. Unscrew the battery cover. Make sure working batteries are correctly inserted. Press the reset button, with a narrow object, for 5 sec. (Ignore all messages before 5 sec.)

2. Immediately press “000#”. A verification will sound and the lock has been reset.



#### Set English or Swedish voice guidance

1. Open the battery cover and press the reset button, with a narrow object, for 5 sec. (Ignore any messages before 5 sec.)
2. Immediately press “000#”. A verification will sound and the lock has been reset.
3. Touch the lock screen to light.
4. For English press: \*39#....123456#1#
5. For Swedish press: \*39#....123456#2#
6. Now start initiation process by pairing the lock with phone.

### 5. Emergency opening takes place on the underside of the lock

#### 5.1 - Emergency opening of the digital function using a mechanical key or with a USB connector.



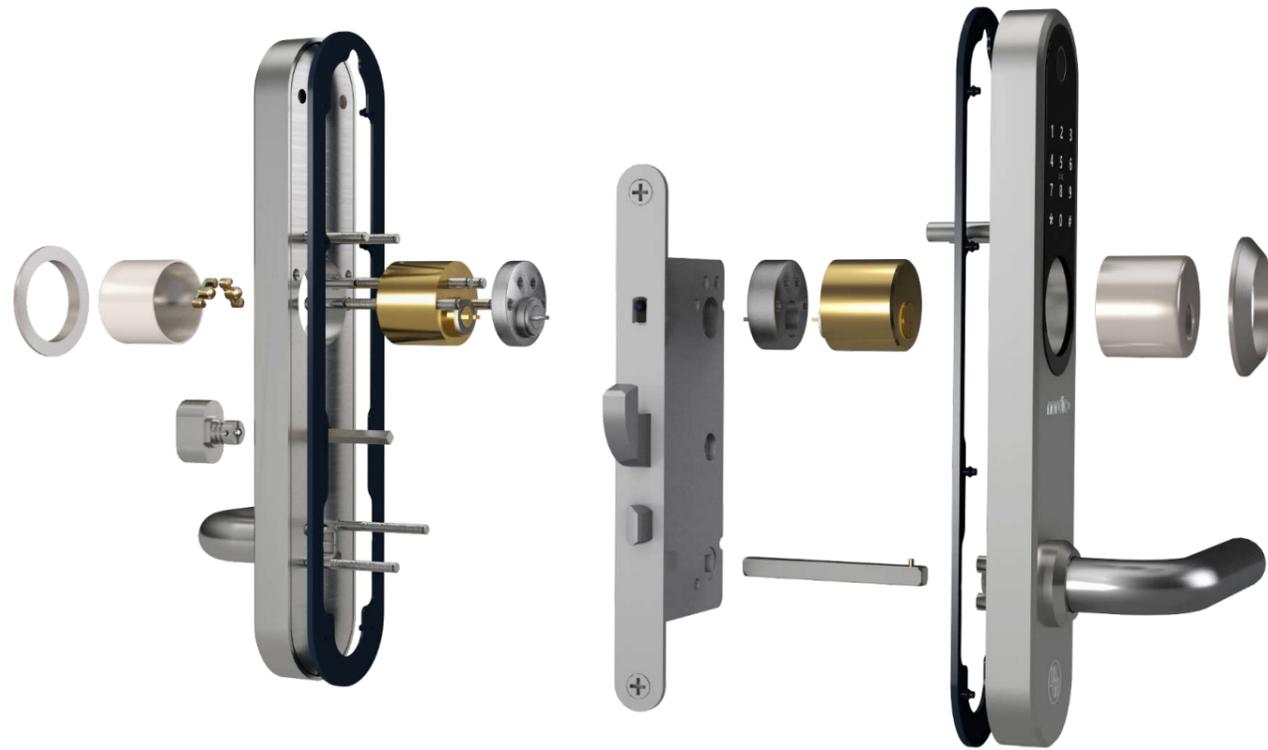
1. Emergency opening with the supplied keys takes place through the keyhole located on the underside of the lock.
2. Only emergency opening using power bank and mini USB connector.

**Note: Never use rechargeable batteries in the lock.**

#### 5.1.2 Important to consider after installation

If the lock has been locked with a key or knob, it **must** first be unlocked with a key or knob before digital opening can take place.

### 3.2 Installation when round cylinder is used (oval, see 3.3)



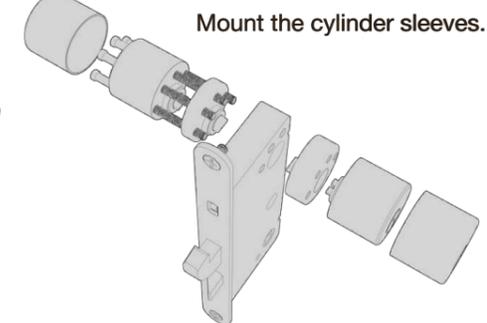
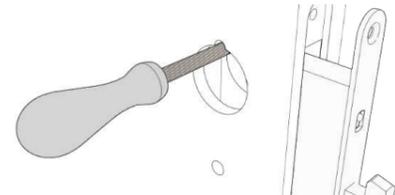
#### 3.2.1 - Install lock box, cylinder and the square pin

File to make room for the cable with connector above the cylinder on both the inside and outside. Install the locking box and screw. Feel free to try that it is possible to pass through the cable to the inside by holding a cylinder in place.

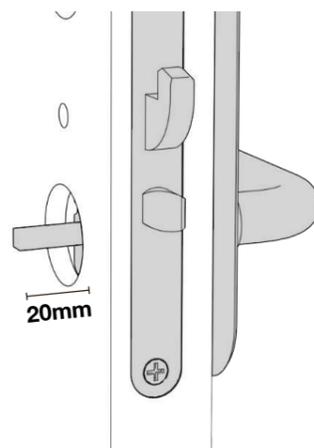
Make sure cylinders with cylinder extenders fit in height. Strive to get the cylinder as close in level with the outer or - the inner part as possible unless cylinder rings are to be used. Use screws of the appropriate length and screw together.

Check that the length of the square pin goes through the door and about 20 mm into the inner handle. The pin does not need to be assembled. Cut if necessary.

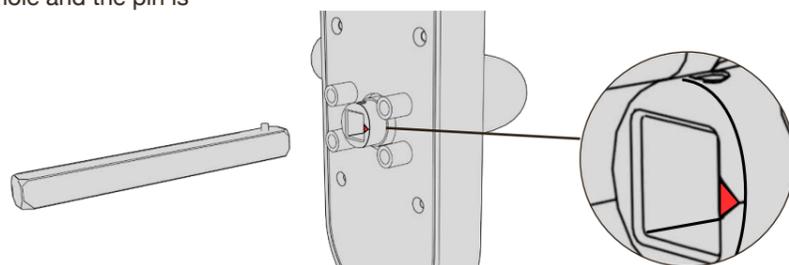
**If cylinder rings are to be used - fit cylinder extenders so that the correct height is achieved.**



Mount the cylinder sleeves.



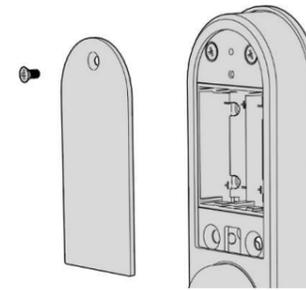
Press the snap lock onto the square pin and fasten to the outer part. Make sure the snap lock locks into the hole and the pin is secured.



**Make sure that the arrow where the square pin is mounted points in the opposite direction to the handle.**

#### 3.2.2 - Use the inner part as a drill template

Unscrew the battery cover on the inner part.

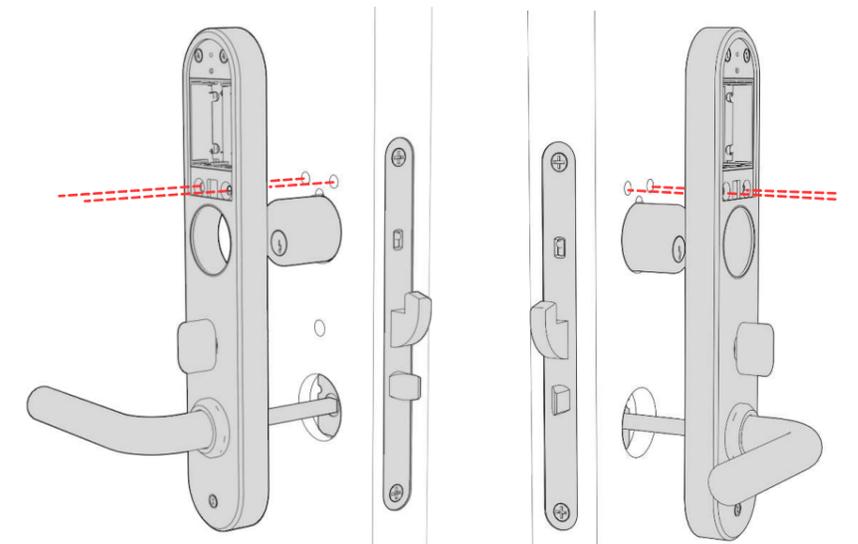


Choose a square pin and place in the square hole of the lockbox. Place the inner part over the square pin and the lock cylinder. Hold the square stick.

Make sure the lock ends up straight. Mark the location of the two holes at the bottom behind the battery door. Use a sharp object and mark out the center of the holes

Now do the same on the other side of the door.

Use a 10 mm drill bit. Now drill straight - about halfway from one side and the rest from the other side. This is to ensure nice drill holes on the door.



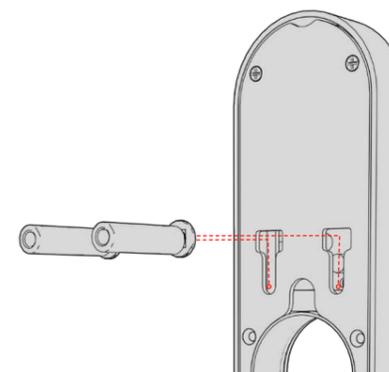
#### 3.2.3 - Install inner plate with outer part.

Install the screw in the bushings. Hook the bushings into the grooves on the back of the outer part and press down into the bottom. Turn the bushing to lock it into the bottom of the slot.

Fix the gasket.

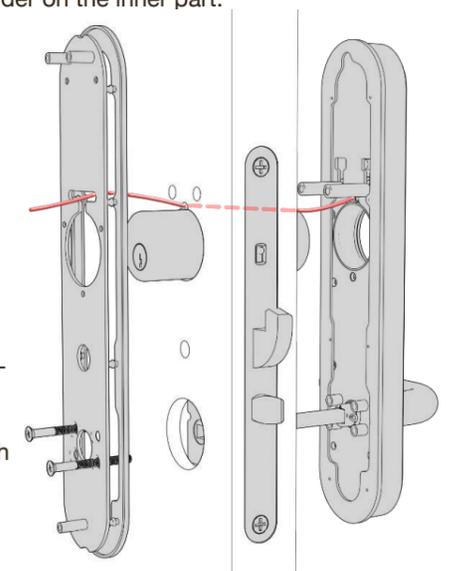
**The arrow where the square pin is mounted MUST point in the opposite direction to the handle.**

Place the outer part over the cylinder with the square pin through the square hole. The bushings should now pass into the 2 drilled holes. Be sure to bring the cable from the outer part through the groove above the cylinder. Fix the gasket on the sheet that belongs to the inner part. Place the plate over the cylinder. The cable must exit through the groove on the plate above the cylinder on the inner part.



Which of the 2 bottom holes should be used depends on the location of the holes on the lock box.

Adjust so that the outer and inner part sits horizontally and screw the inner and - the outer part with 2 x M5 waist screws cut to the right length from the inside.



### 3.2.4 - Connect the cables - Tighten the inner and outer part

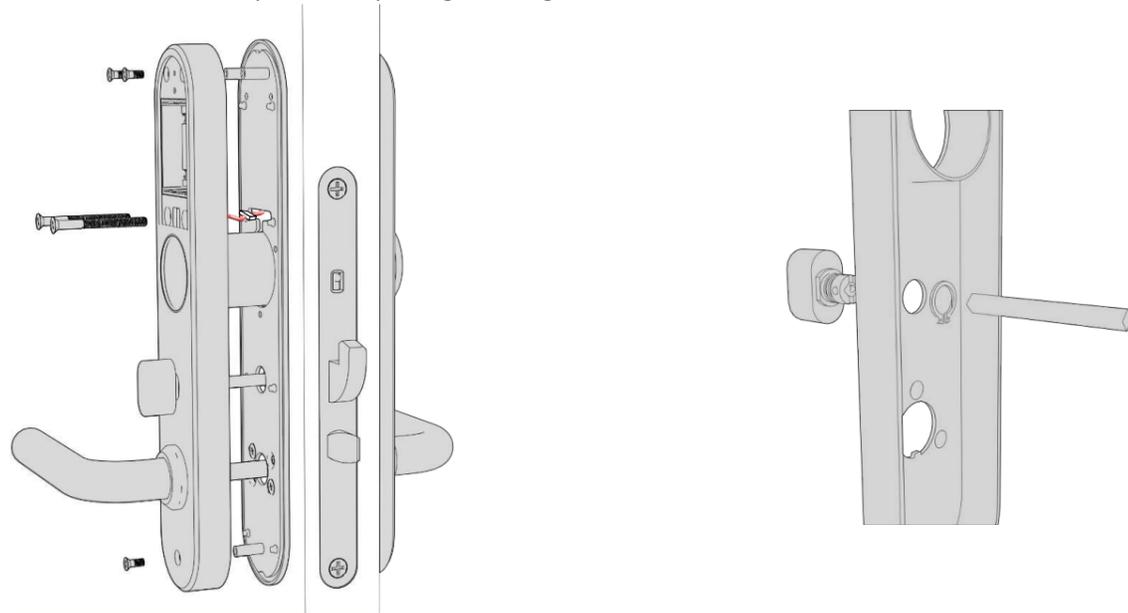
Connect the cables. Push the cable back through the groove towards the lockbox. Make sure that the cable does not get pinched when assembling.

Now place the inner part over the cylinder and the square pin. The square pin must not hit the bottom of the inner handle. Make sure the locking knob is working.

Also cut 2 x M5 waist screws to the right length and mount in the 2 bottom holes behind the battery cover. These screws should disappear into the drilled holes and into the bushings from the outer part.

Adjust so the inner and outer parts end up straight and tighten.

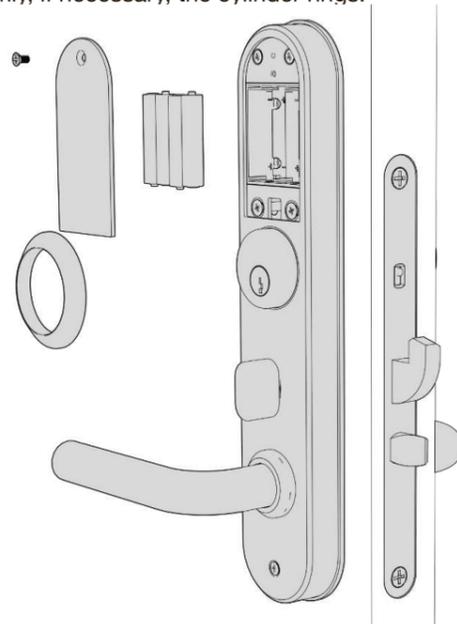
If you do not want to use the locking knob, this can be disassembled. The enclosed silicone plug is then pressed firmly to cover the hole.



### 3.2.5 - Install batteries and battery cover

Install 4 x AAA batteries in the battery holder and place the battery cover in place and tighten the screw.

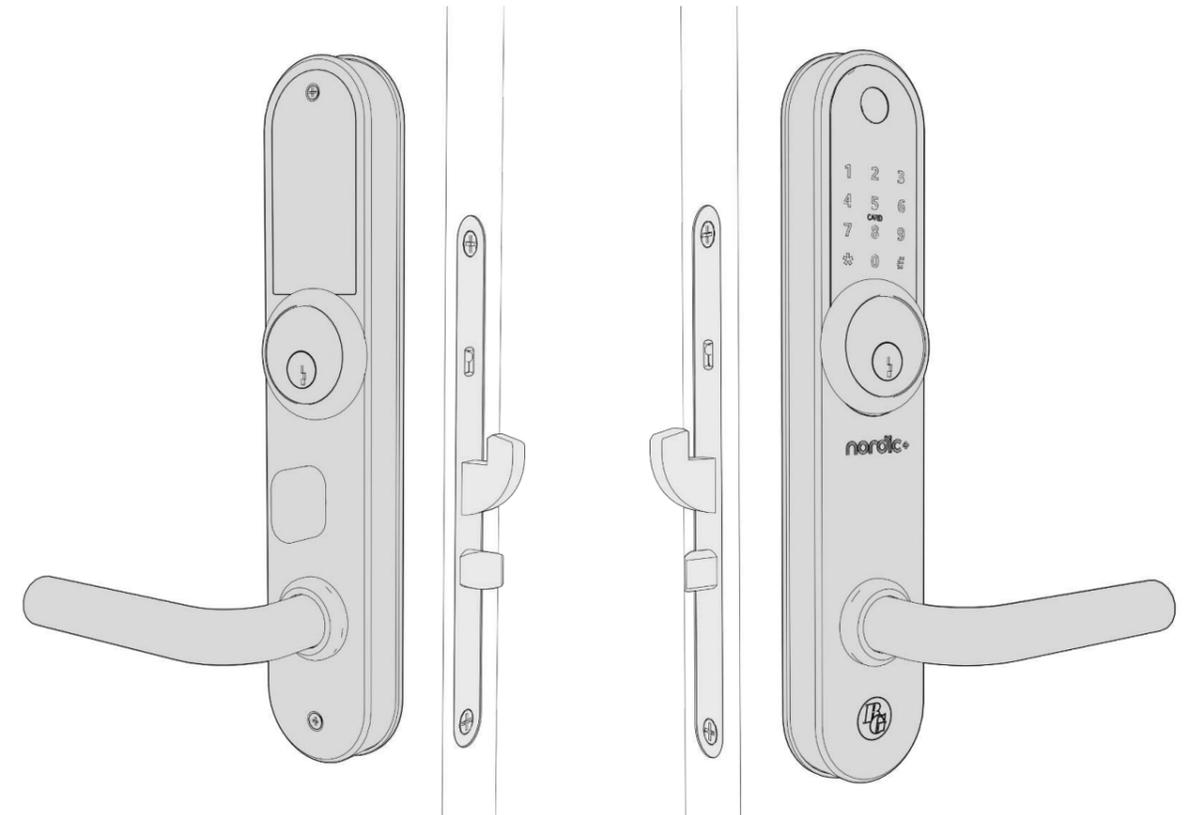
Now mount firmly, if necessary, the cylinder rings.



### 3.2.6 - The installation is complete

You have now finished mounting the BG4000 nordic+ with round cylinders, which is now ready to use.

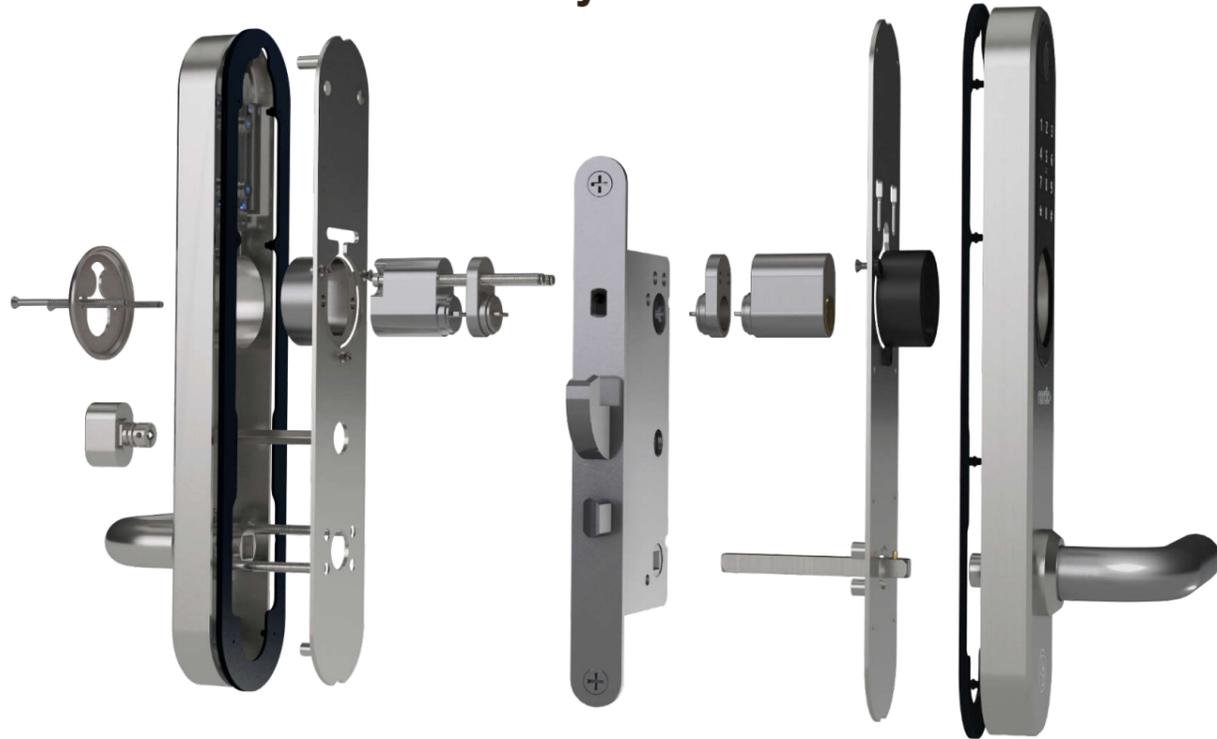
Download the app and start pairing.



### 3.3 Important to consider after installation

If the lock has been locked with a key or knob, it **must** first be unlocked with a key or knob before digital opening can take place.

### 3.3 Installation when oval cylinders is used



#### 3.3.1 - Install adapters and lockbox

##### B - Outer part

Remove the plate B (8 screws) on the outer part and attach the **adapter A with an internal thread** acc. picture with 3 screws.

Refit the plate. The adapter must fit into the round cylinder hole. Screw the plate.

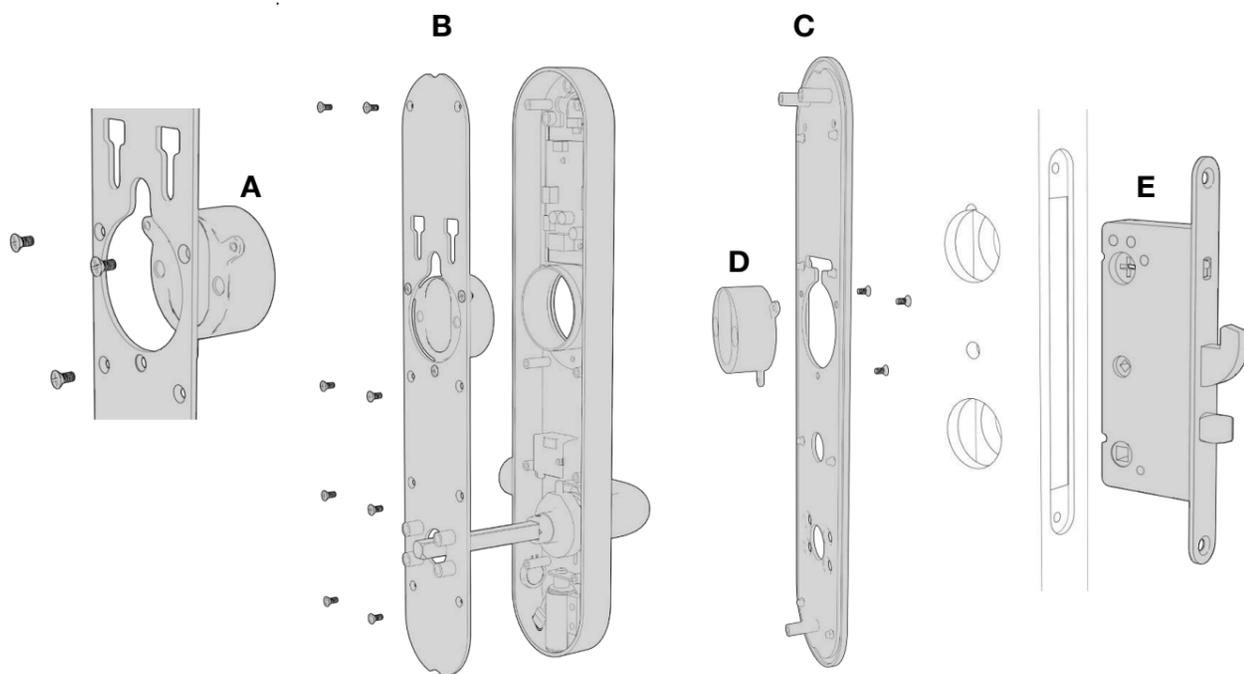
##### C - Inner part

Now attach the **adapter D with through holes** on the plate to the inner part acc. picture with 3 screws.

##### E - Lock body

Install the modular type lock body and screw in place.

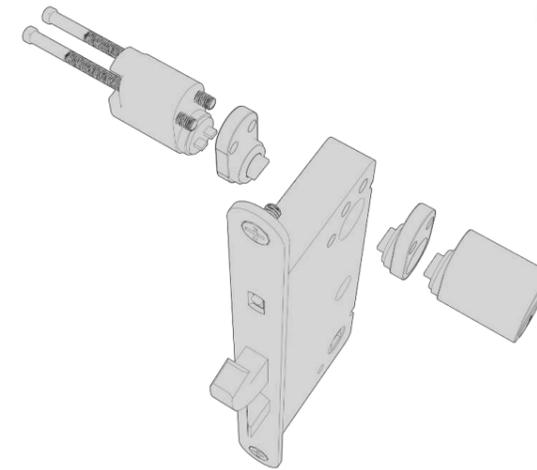
The picture shows an example of a modular lock body.



#### 3.3.2 - Install cylinders and square pin

Make sure cylinders with cylinder extenders fit in height. Strive to get the outer cylinder as close in level with the outer part as possible. The cylinder on the inside requires that after assembly be covered by a (suitable height) cylinder ring type rococo. Use cylinder extenders so that the correct height is achieved. Use screws of the appropriate length and screw together.

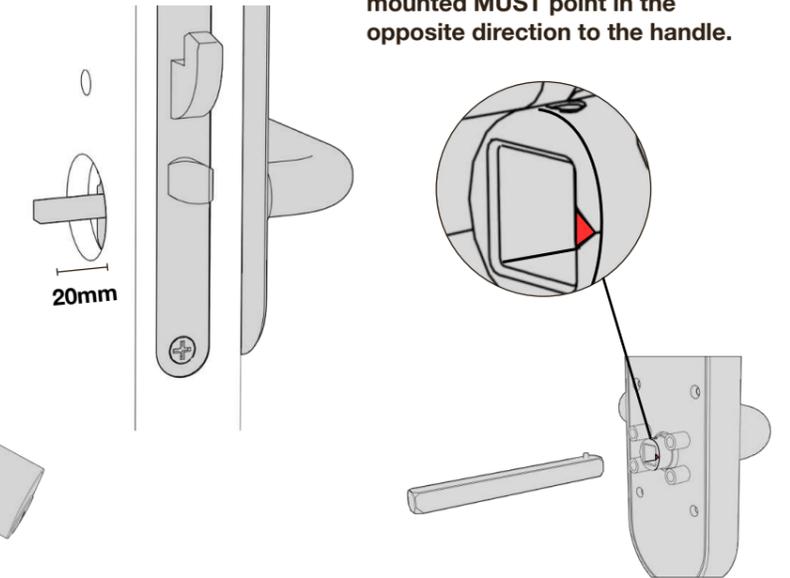
Try by placing the inner or outer part over the cylinders, preferably with the gasket.



Check that the length of the square pin goes through the door and about 20 mm into the inner handle. Cut if necessary.

Press the snap lock onto the square pin and fasten to the outer part. Make sure the snap lock locks into the hole and the pin is secure.

The arrow where the square pin is mounted **MUST** point in the opposite direction to the handle.



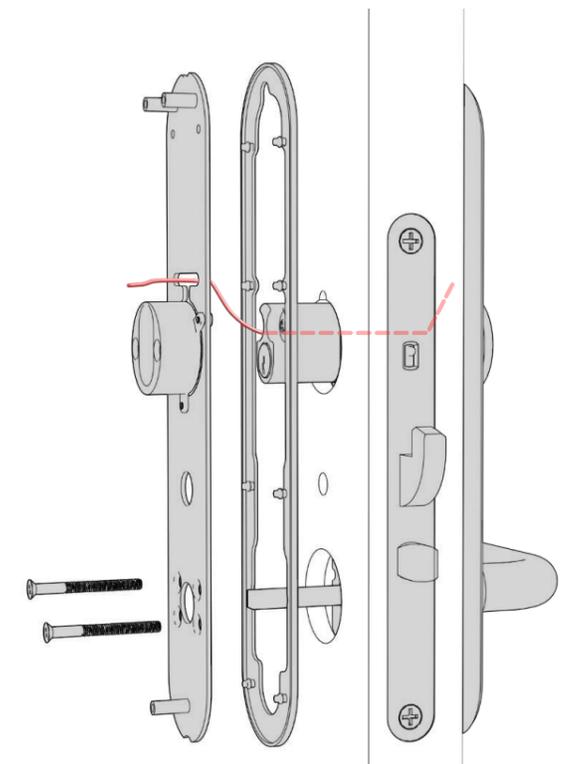
#### 3.3.3 - Mount fixed inner plate with outer part

Fix the gasket on the plate with the adapter that belongs to the inner part. Place the plate with adapter fitted over the cylinder.

Fix the gasket on the outer part. Place the outer part with fitted adapter over the outer cylinder with the square pin through the lock body hole. Make sure that the cable passes properly through the door and into the slot on the inner plate.

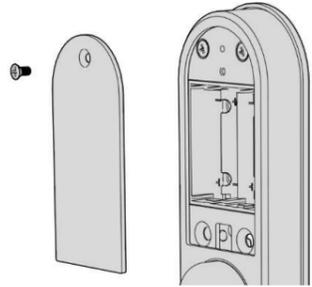
Which of the 2 bottom holes should be used depends on the location of the holes on the lock box.

Adjust so that the outer or inner part sits straight and screw the inner or -the outer part with 2 x M5 waist screws cut to the right length from the inside.



### 3.3.4 - Connect the cables - tighten the inner part

Unscrew the battery cover on the inner part.



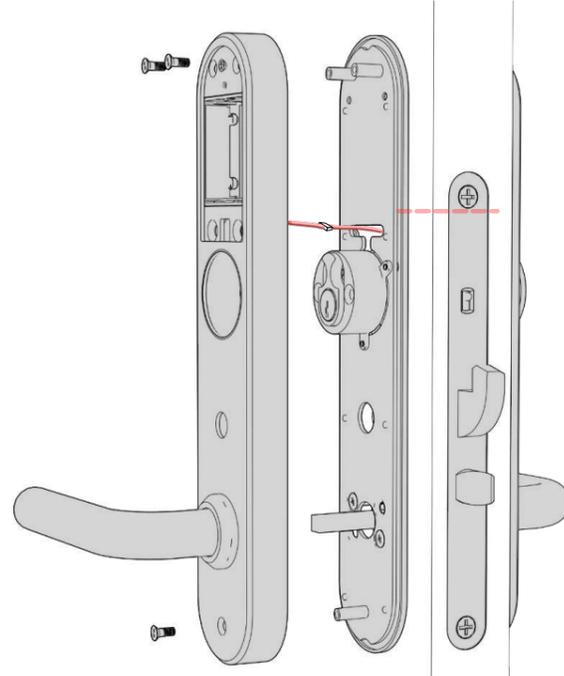
Assemble the cables.

Place the inner part with the adapter fitted over the inner cylinder.

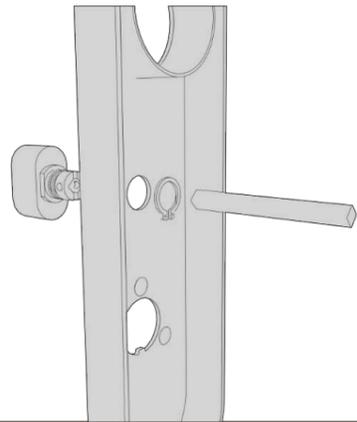
**Make sure that the cable does not get pinched when assembling.**

Press the inner part to the bottom so that the door is reached.

Tighten the inner part into the plate bushings with 3 screws



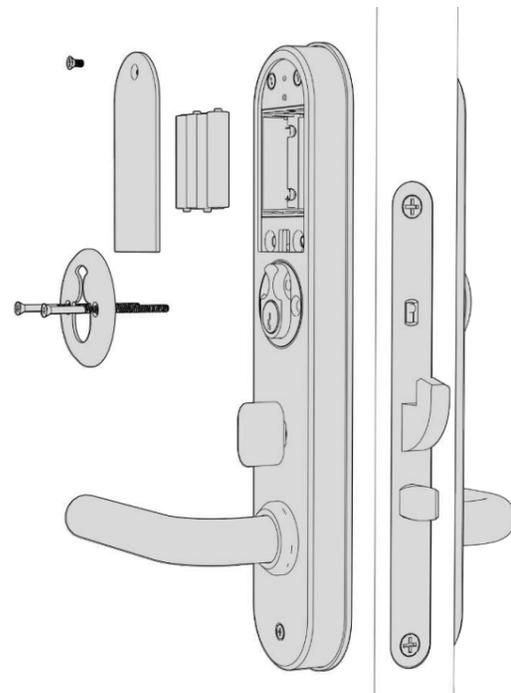
If you do not want to use the locking knob, this can be disassembled. The enclosed silicone plug is then pressed firmly to cover the hole.



### 3.3.5 - Install batteries, battery cover and cylinder ring type rococo.

Install 4 x AAA batteries in the battery holder and place the battery cover in place and screw tight.

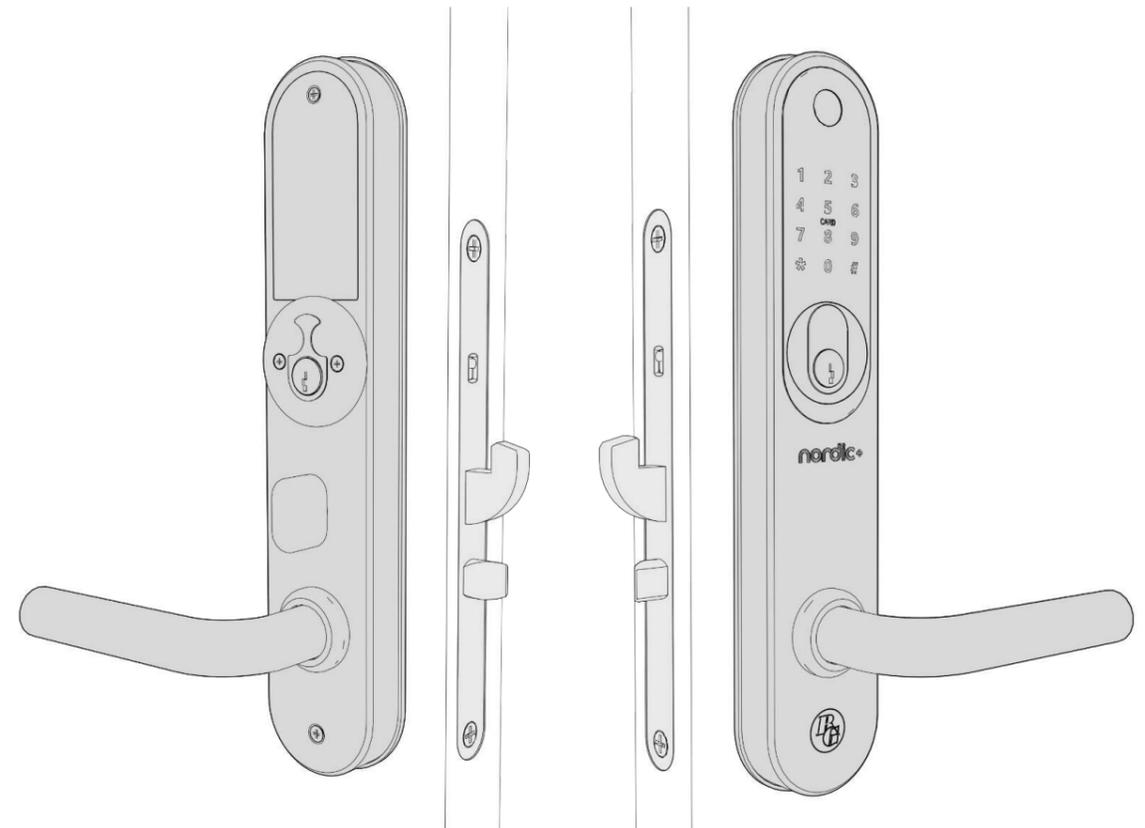
Place cylinder ring type rococo over the inner cylinder and screw into the outer adapter with 2 x M5 waist screws cut to the right length.



### 3.3.6 - The installation is complete

You have now finished mounting the BG4000 nordic + with oval cylinders, which is now ready to use.

Download the app and start pairing.



### 3.3.7 Important to consider after installation

If the lock has been locked with a key or knob, it **must** first be unlocked with a key or knob before digital opening can take place.

## 4. Registration



### Demo mode

Note: The lock can be opened with the code: 123456 followed by # in demonstration mode

### Lock type

**NOTE: The TTLock app can control several different lock types. You must first select type of lock. The lock must be added to the app. Normally, locks that have not been added before can be added after the lock panel has been activated. Locks that have previously been added to TTLock must first be removed by its owner, then added again.**

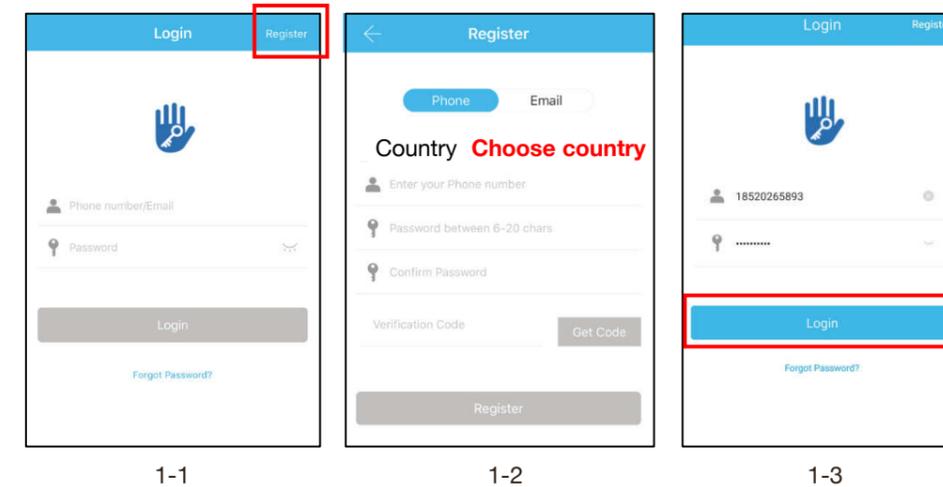
### Set English or Swedish voice guidance

1. Open the battery cover. Make sure working batteries are inserted and press the reset button, with a narrow object, for 5 sec. (Ignore any messages before 5 sec.)
2. Immediately press "000#". A verification will sound and the lock has been reset.
3. Touch the lock screen to light.
4. For English press: \*39#....123456#1#
5. For Swedish press: \*39#....123456#2#
6. Now start initiation process by pairing the lock with phone.



## 5.1 Connect APP and phone

- 1) Android – scan the left QR code.
- 2) Apple – scan the right QR code.
- 3) Alternatively search for TTLock in Google Play or App Store.
- 4) Register new account (mobile number (without first zero) or e-mail) or log in with existing account.
- 5) Touch the lock screen to light, click "+ Add lock"
- 6) Nearby lock(s) will appear on the phone screen, click "+"
- 7) Re-name the lock
- 8) The lock has now been added.



## 5.2 Using the APP

### 5.2.1 Bluetooth

Make sure Bluetooth is connected to your Smartphone. After the phone and lock are connected, click "🔒" to unlock (phone must be within 2 meters from the lock)

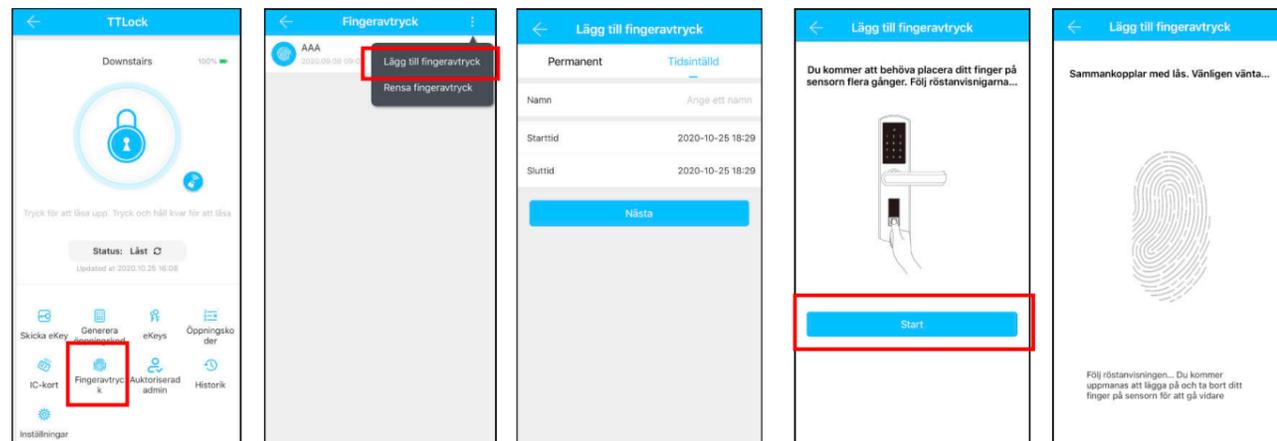
### 5.2.2 Remote control (Optional via Gateway)

The lock is directly connected via Bluetooth and is not connected to the network itself, it is therefore not vulnerable to network attacks. Gateway is an option for Smart Lock. It is the bridge that connects the lock to your network. Through Gateway, users can, from a distance, calibrate the lock's clock, read the history of codes, cards, fingerprints etc. It is also possible to send, delete and modify codes and e-keys.

When phone and lock are connected, click "📶" which can be seen in Figure 2-1 to unlock. You can unlock anywhere you are connected to a network. (To add Gateway, see step 5.3) To activate this function: In the respective lock press "Settings" - and then "Unlock remotely"

#### 5.2.2.1 Adding Fingerprints

To be able to unlock with fingerprints, it must first be added. For this to work, the phone and lock need to be next to each other and the APP started. Fingerprints can be set to apply permanently, or under restriction. After it is added, the validity period can be changed.

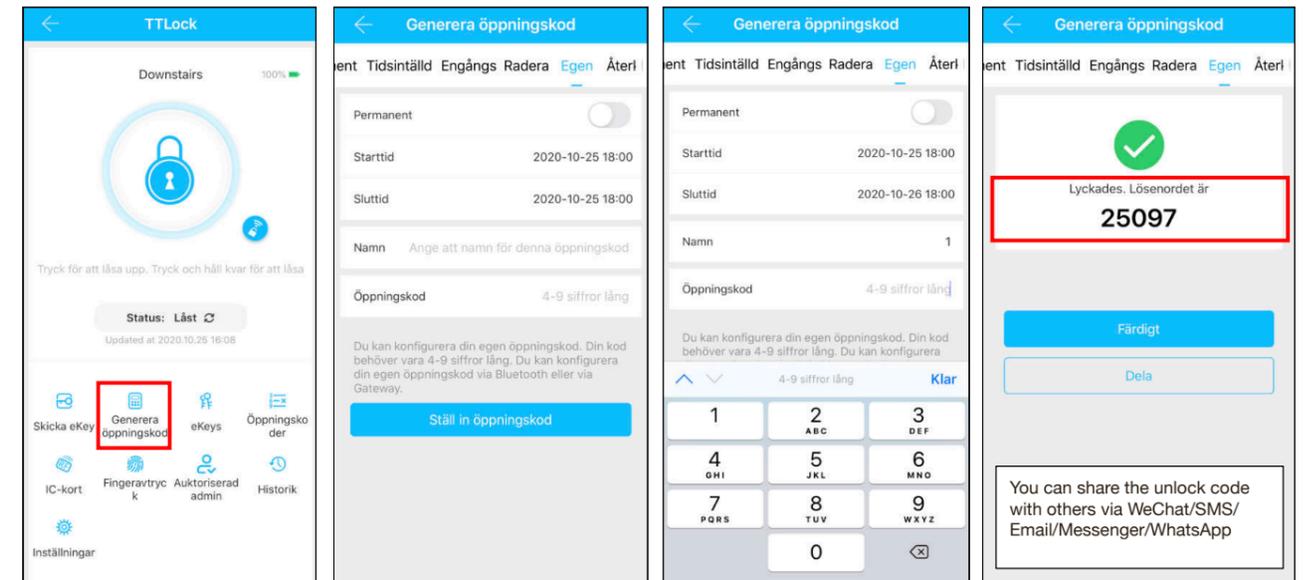


### 5.2.2.2 Passcode management

Code is another way to unlock. After entering the code on the display, press "#" at the bottom right to unlock. Codes are available as permanent, time-limited, one-time, recurring, custom and delete.

**Anti-peep.** Up to 4 optional digits can be used before and after code, to make reading difficult.

**It is important that the code is entered in sequence between the optional digits. End with "#".**



### 5.2.2.3 e-Key management

Click "  " as shown.

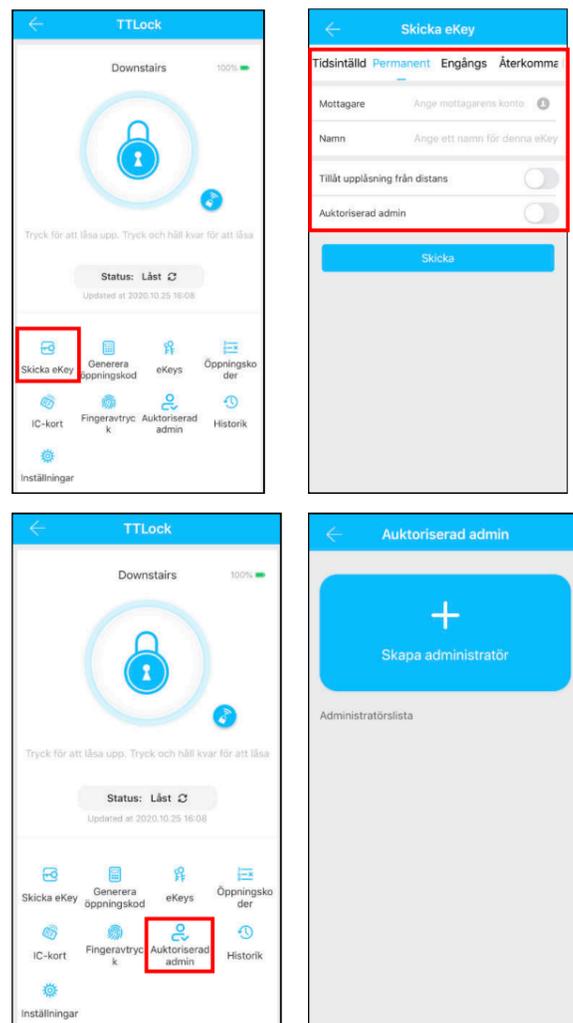
One can send e-Key to other users of TTLock to authorize unlocking (recipient must have downloaded the APP and registered an account)

- Select e-key format (Timed, permanent, one-time or recurring)
- Enter the recipient's TTLock account, name the e-Key and enter validity.

One can specify permission to open remotely or not, authorized Administrator or not, as shown in the picture

- Send
- The recipient now has permission to open via APP/Bluetooth.

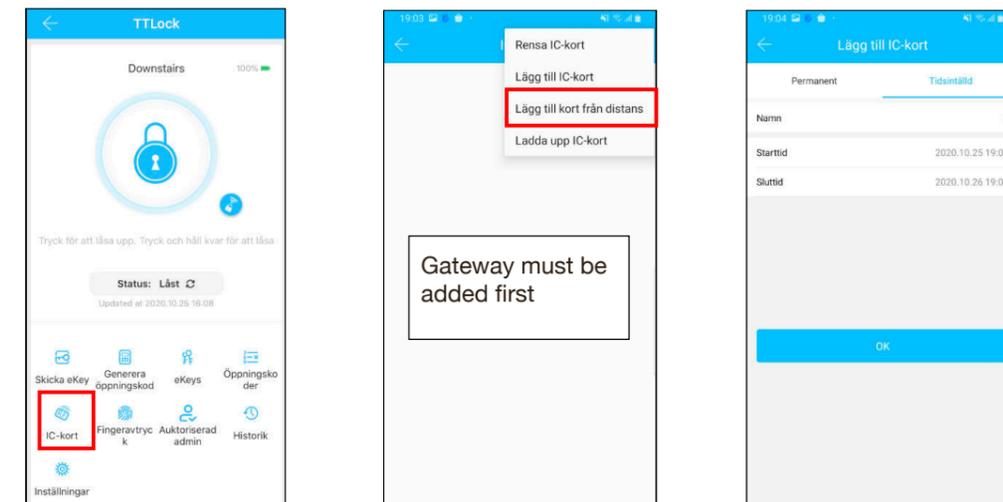
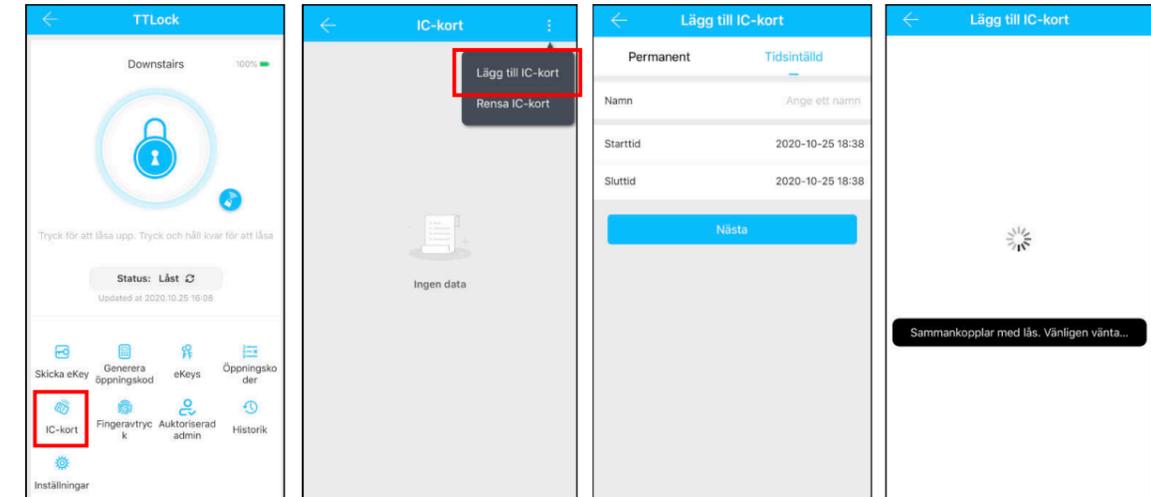
(The owner of the lock can authorize the administrator through e-key, who in turn can distribute authorization to other users. However, the administrator cannot authorize other administrators.)



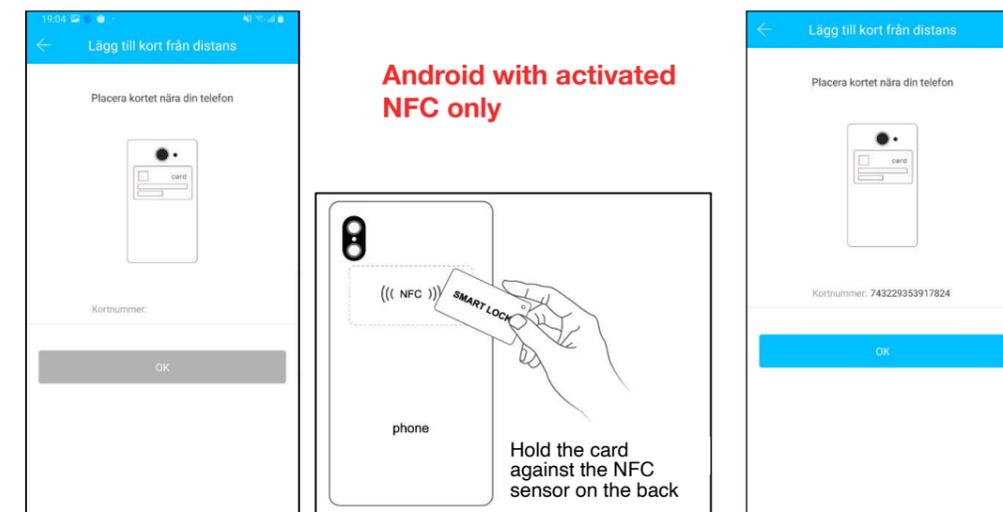
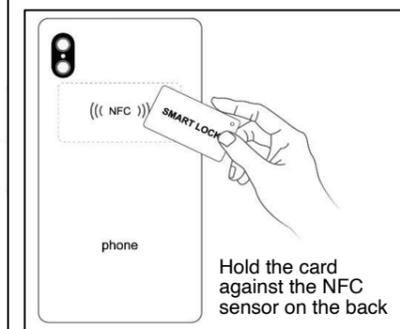
← Here you can authorize new administrator

### 5.2.2.4 Add tags/cards and add tags/cards remotely (remotely, Android only)

Enables opening with different RFID cards. Before an RFID card can be used, it must be added. Adding must be made by phone and lock next to each other. The validity period for RFID cards can be set. It can be permanent or limited time. You can also subsequently regulate the validity period for RFID cards.



**Android with activated NFC only**



### 5.2.3 Admin passcode management

Click "  " (figure 2-1)  
Inställningar

- Basics
- See Admin Unlock Code as shown in Figure 2-2
- Key in the opening code on the lock's number plate, followed by “#” to unlock.

### 5.2.4 e-Key management

Click “  “ as in picture 2-1 →picture 2-3 shows how the eKey is sent.  
eKeys

After the Owner has added the lock to the APP, the Owner will have the highest authority in the lock. The owner can send eKeys to other users of TTLock, set time limits, permanent or one-time Bluetooth eKey rights. An Admin can handle all their own exhibited eKeys, including removing these, restoring, sending, changing the validity period and viewing the history of these. For eKeys whose validity is about to expire, the number of remaining days is displayed in yellow and a reminder in red.

### 5.2.5 Passcode management

Click "  "  
Öppningsko  
der

→Figure 2-4. All generated Passcodes can be viewed and managed here. This includes code change, deletion, restore and history.

#### 5.2.5.1 Passage mode (Under settings)

- Enable passage mode in the APP by dragging the slider to the right.
- Set the desired day / days.
- If all hours are desired, this is activated by dragging the slider to the right.
- If a start and end time is desired, enter this.
- Don't forget to press "Save" at the top right of the screen.
- To temporarily cancel pass mode, press and hold “#” until the lock locks.

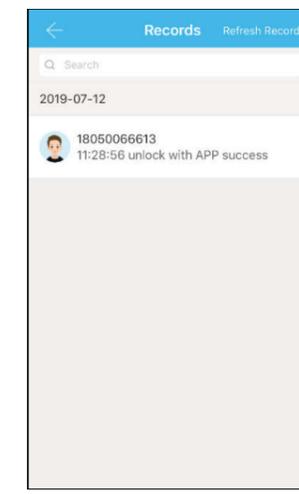
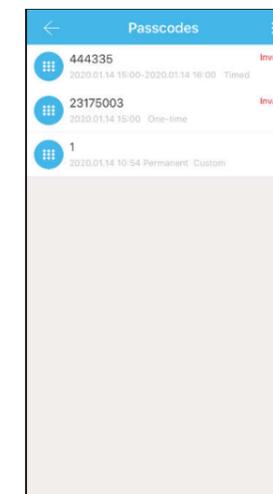
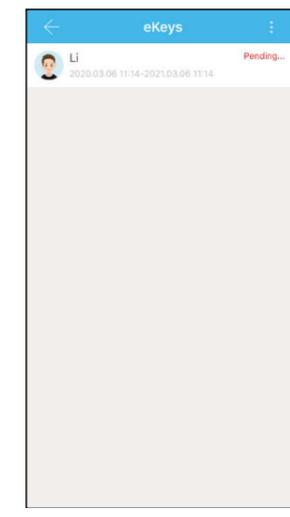
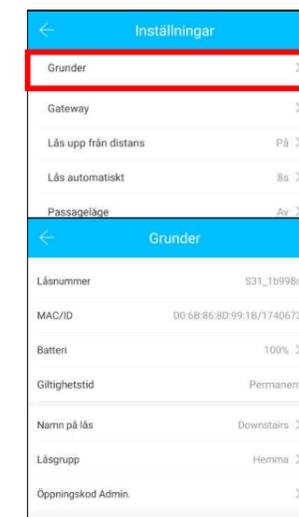
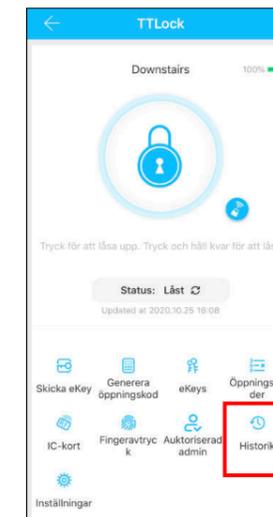
The next time you open with authorization, the lock returns to passage mode (if passage mode is still set to active).

When the lock is programmed for passage mode, the color of the lock's name in the main menu changes. This is to remind that the lock is programmed for passage mode.

### 5.2.6 Unlock records

Click "  "as shown on 2-1  
Historik

→fig 2-5 You can query your unlock records as shown.



## 5.3 Adding Gateway (optional)

**When connecting a new Gateway, your smartphone and your Gateway must be connected on the same Wi-Fi network using the 2.4 GHz frequency only.**

### Light Status



When the gateway is powered on:

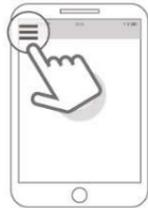
-  Light flashes alternately in red and blue: Stand-by mode, ready for pairing
-  Blue light: Working mode
-  Red light: Network failure

### Pair the Gateway with APP

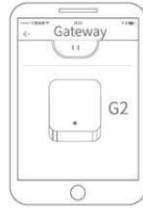
1. Activate the APP



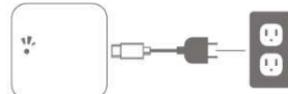
2. Press "☰"



4. Select [G2]



5. Plug in the gateway and power it on, while the light flashes alternately in red and blue



3. Select [Gateway]



6. Press "+" sign



7. Add Gateway



8. Select the network and fill in the password



9. Add complete

⚠ Notice: If times out, please power off and try it again.

### Please note:

1. Before depositing fingerprints, it is important that the sensor area is clean and dry. The finger must also be clean and dry (free from e.g. water, grease, dirt, etc.).
2. The maximum number of fingerprints that can be added is 200. It is recommended that each user enter at least 2 fingerprints to prevent problems if any finger should be damaged or unusable. Feel free to add fingerprints from the same finger a couple of times to increase the reading.
3. When fingerprints are added, the finger needs to be read several times. Place your finger on the sensor at different angles each time and with light pressure until the voice asks you to pick up and press again.
4. When the current strength is too low for the sensor, you are reminded by flashing blue when the Fingerprint sensor is in use. After the fingerprint is verified, the light continues to flash blue quickly and the light is slightly dim; in this case, replace the batteries as soon as possible to prevent the batteries from running out completely.

### Care advice:

The lock should be cleaned regularly with a mild detergent and fresh water to remove dirt and salt. This is to prevent the material from discoloring.

This is especially important if the lock is mounted outdoors where rain does not reach or in a coastal and oxidizing environment.

## 5.4 Trouble shooting

### 5.4.1 Common questions

1	How to read operation methods?	In the "records" of the main interface / or web interface TTLock
2	For what reason are you able to upload fingerprints?	What is uploaded is not fingerprints but the number of fingerprints. Because some locks do not need the APP to add fingerprints, they can not be seen in the APP until they have been uploaded
3	How many e-Keys can be added?	Unlimited
4	Why does "pending" show when sending an e-Key?	Before receiver has opened App for receiving the e-Key "pending" is showing.
5	Why do I not receive a one time passcode?	This may be due to a problem with the operator or the SMS server, or it may be due to an incorrect parameter. Remember to enter the mobile number without the first zero.  Otherwise contact the support service in the APP.
6	Can users use their account simultaneously on two devices?	No, that does not work. But you can authorize Admin, which is on another device.
7	Can I download records/history?	With Bluetooth: Yes, otherwise No.
8	Why does Passage mode not work immediately?	You have to verify Passage mode by performing one verified opening first.
9	What is "Automatic lock"?	Set the length of time before the lock returns to the locked position.
10	Why can I not send e-Key?	Check if the account you are sending to is registered / already received.
11	How many locks can be added in the APP?	Unlimited
12	Is it possible to add Passcodes, fingerprints or RFID-tags remotely?	A) Auto-generated Passcode: Can be sent Custom Passcode: Can be sent if Gateway is connected B) Fingerprint: Not possible to add remotely C) Adding tag/card is possible only through Android with NFC activated.
13	The lock display is flickering.	This can be due to the protection plastic film has not been removed from the display. Try removing the film. Water may also be the cause, so try wiping the display with a dry cloth.

**APP is being automatically updated regularly. Therefore some functions and features may vary from above instructions.**

### 5.4.2 Trouble shooting hardware

1	After installation the display does not light up.	a) Check that batteries are correctly inserted and that they have enough power.  b) Check cable between front and back parts is connected correctly.
2	I can not add fingerprint	Finger must be dry and clean. The sensor must also be dry and clean.
3	Fingerprint verification works well, but lock can not be opened	Fingerprint lock has two important components: one is the fingerprint module and the other is the electrical lock. If the verification succeeds with the lock not opening, you can listen carefully when the fingerprint is verified if you can hear the engine sounding inside the lock. If it is heard, the error is often due to the handle lock. If the motor is not heard, it is probably because the circuit board is broken. The front panel needs to be replaced.  If you have a valid guarantee, this can be invoked.
4	Batteries are draining fast.	a) High use of the lock  b) Only use batteries of high quality. Consider the use of lithium batteries.
5	Can volume be adjusted?	Yes.
6	Nothing happens or the lock can always be opened when you press the handle on the outside.	Check that the assembly has been carried out correctly with the arrow pointing in the same direction as the handle direction. Also "Auto-lock" must be activated in lock settings.
7	Display is not working and/or light is weak	This probably due to weak battery power. Please install new batteries and check.
8	How long is the lock in the locked position after incorrect opening attempts have been attempted 5 times?	After the 5 sec. alarm, the lock is closed for 2 minutes. During this time the lock can only be opened through the app with bluetooth or remotely (Gateway option).
9	How many records can be stored in the lock?	500 pcs
10	On how many locks can a single RFID tag/card be used?	Unlimited
11	Lock does not lock.	Check that "Auto lock" is activated in lock settings. Front and back panels must be installed parallel to each other. Adjust if needed. Also see p.6 above.

#### Factory reset (after unresolved software problems)

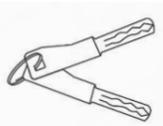
Open the battery door and press the reset button, with a thin object, for 5 seconds. (Ignore any messages within 5 sec.)

Then dial "000#". A verification takes place and then the lock is restored.



## Pack list

May vary depending on model.

Sr. No	Name	Quantity	Picture
1	Outer part IP66 (SS304)	1	
2	Inner part No IP (SS304)	1	
3	User manual	1	
4	RFID-tag	3	
5	Mechanical key	2	
6	Waterproof rubber gasket	2	
7	Silicone lid (if knob is not desired) color may vary	1	
8	Square pin to knob 5x60 mm	1	
9	Square pin 8x80 mm (snap lock) Square pin 8x100 mm (snap lock) Square pin 8x120 mm (snap lock)	3	
10	Batteries AAA	4	
11	Allen key	1	
12	Suction plug	1	

Sr. No	Name	Quantity	Picture
13	Screw (cuttable with waists) M5 x100	6	
14	Cylinder extension (10 mm)	2	
15	Cylinder screw M5 x 80 mm	4	
16	Screw M5	1	
17	Screw M4	2	
18	Screw - Phillips (to handle)	2	
19	Extra screw for battery cover	2	
20	Bushing with screw	2	
21	Remote Control (Optional)		
22	Door sensor (Optional)		
23	Gateway (Optional)		

### Accessory package for mounting oval cylinder - not included - purchased separately

Sr. No	Name	Quantity	Picture
1	Adapter for outside with internal thread	1	
2	Adapter for inside with through hole	1	
3	Screw to adapter	8	
4	Screw countersunk to cylinder ring with waist 5x100 mm	3	
5	Cylinder extension (6mm) (Other lengths are available)	2	
6	Cylinder screw with waist M5	3	

# Warranty

Customer name: \_\_\_\_\_

Customer phone: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Product name: \_\_\_\_\_

Model: \_\_\_\_\_

**Date markings are located on the back of both devices.  
These must NOT be removed or destroyed!**

**NOTE:**

- 1) Keep this card so that it can be used in any warranty case.**
- 2) We offer 2 years warranty from the date of purchase.**