PHILIPS

EasyKey

5000 series

Smart rim lock

DDL502-13HBS

User manual

www.philips.com/support

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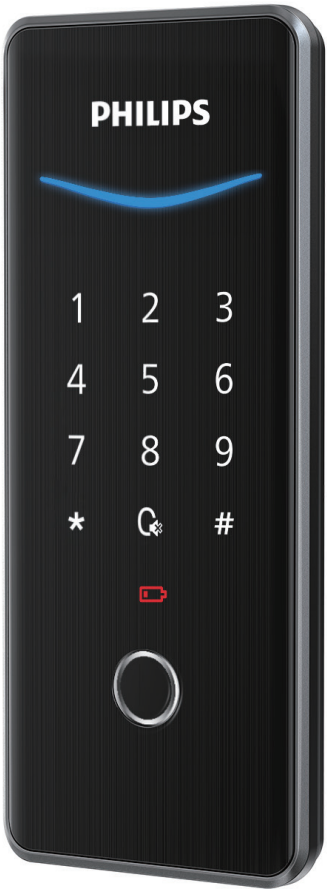

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1. Important information

Safety

◆ Before using this product, please read and understand all instructions. Damage caused by failure to follow the instructions is not covered by the warranty.

◆ Use only the accessories/components specified by the manufacturer.

◆ Use only the alkaline batteries with which the product is equipped or use alkaline batteries of the same type.

◆ Do not forcibly disassemble the product to trigger an alarm or damage the product.

◆ Do not scrape the fingerprint sensor with sharp objects, as this may cause permanent damage.

◆ Do not expose products to places that have water leakage or splashing.

◆ Do not expose the product to corrosive substances to prevent damaging the protective cover.

◆ Do not hang objects on the handle in case it might affect the use of the lock.

◆ Please use a soft cloth soaked in water to remove fingerprints/dirt left on the surface of the assembly.

◆ Do not remove the batteries during setting up and operating.

◆ Please follow the assembly instructions to install the product and keep the relevant sealed stickers properly.

◆ Please change the default master PIN code immediately after completing the installation and troubleshooting, properly store the mechanical keys, and do not disclose the PIN codes to others.

◆ Please replace all batteries immediately when a low battery alarm appears.

Caution

◆ Do not place the batteries near ignition source to avoid explosion.

◆ Do not use any power supply that does not meet the safety requirements to power up the product.

◆ Do not connect the 2 poles of the batteries to metals to avoid a short circuit that may cause an explosion.

◆ Please make sure installation or any component replacement is performed by Philips, a Philips authorized service center or professional technicians.

◆ Do not use accessories or parts manufactured by others or not expressly recommended by Philips. The use of such accessories and parts may void the warranty.

Disposal of used products and batteries

◆ You can have your locks taken back at authorized Philips service centers. You will receive appropriate compensation if your products meet our conditions.

◆ Please familiarize yourself with the local collection system for electronic products.

◆ Please follow local regulations and do not discard used products and batteries into ordinary household waste.

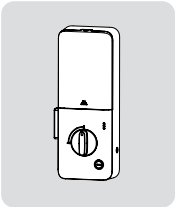
◆ Please familiarize yourself with the local regulations for recycling batteries. Proper disposal of batteries can help prevent negative effects on the environment and human health.

2 Assembly

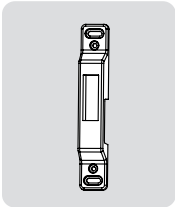
Packing list

This packing list is for reference only. Please refer to the actual packing items.

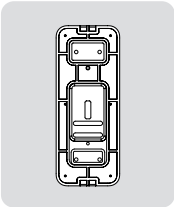
① Exterior assembly with silicon pad



② Interior assembly with silicon pad



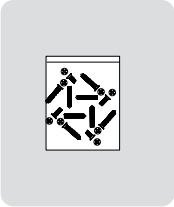
③ Strike plate



④ Mounting plate

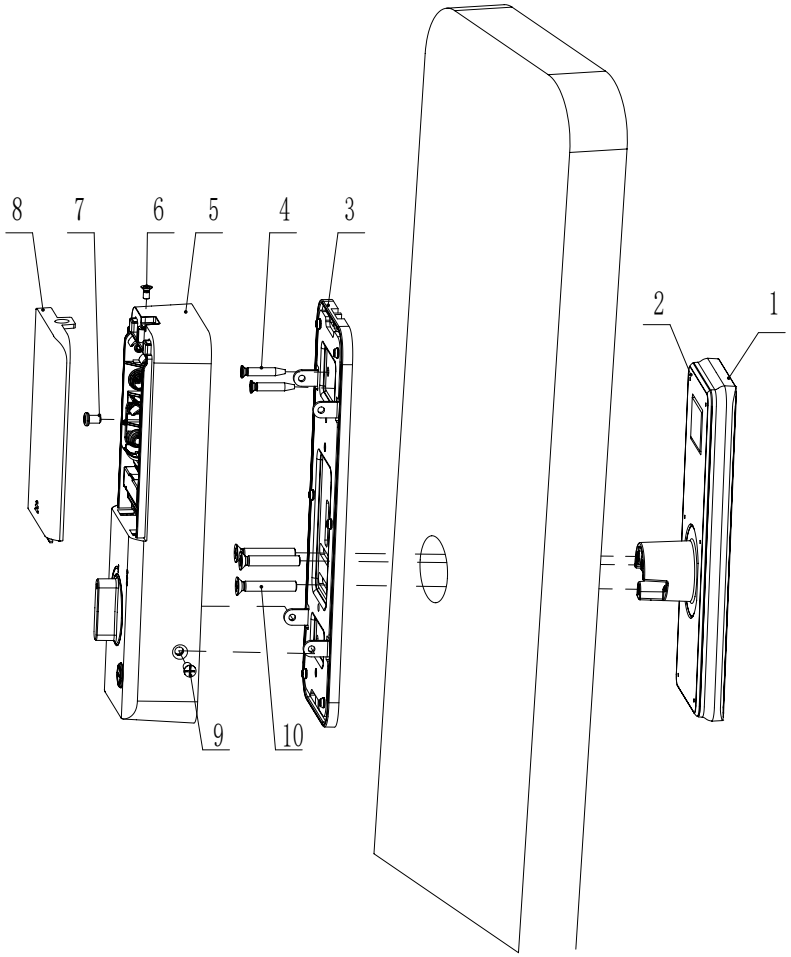
⑤ Warranty card

⑥ Quick start guide



⑦ Installation kit

Exploded views

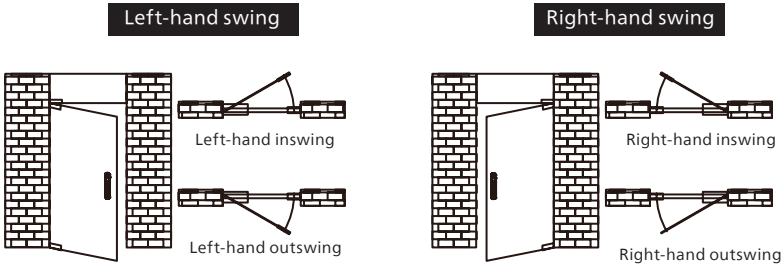


1. Exterior assembly*1
2. Silicon pad for exterior assembly*1
3. Mounting plate*1
4. ST4X20mm composite deck screw*2
5.Interior assembly*1
6.M4X8mm anchor screws for battery cover*1
7. M4X6mm pan head screw*1
8.Battery cover*1
9.M4X10mm countersunk screw*2
10. M5 flat head screw*3

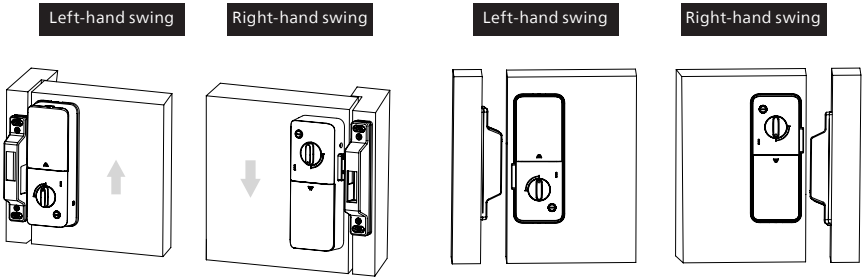
Notice before assembling

Step 1 | Door swing direction

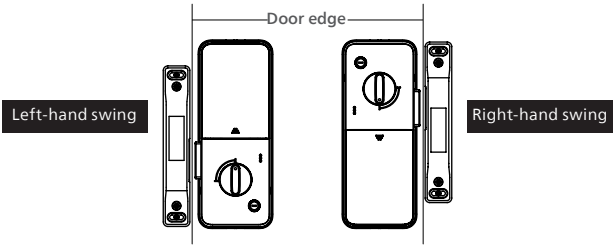
This product applies to doors with swing directions as follows: left-hand inswing, left-hand outswing, right-hand inswing, and right-hand outswing.



Step 2 | Illustrations for doors with different swing directions



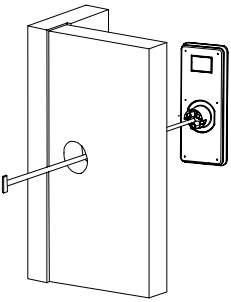
Step 3| Drill holes accordingly with the correct drilling template



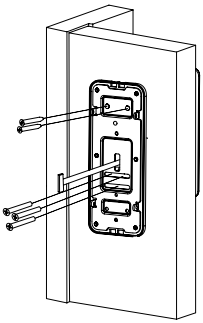
Assembly procedures

The following assembly instructions are for right-hand swing doors. For left-hand swing doors, please invert the interior assembly for installation. Use the appropriate installation method for the strike plate according to the actual door swing direction.

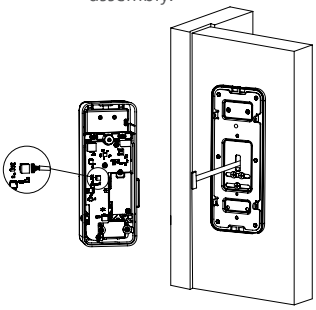
1. Pass the connecting cables of the exterior assembly through the door hole.



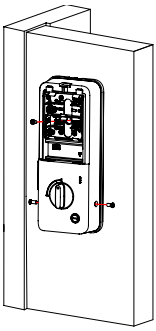
2. Secure the mounting plate with screws.



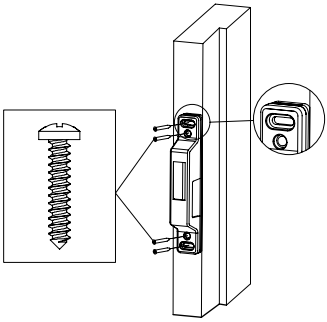
3. Insert the connecting cables of the exterior assembly into the interior assembly.



4. Install the interior assembly and secure it with screws.



5. Install the strike plate and secure it with screws.



Attention

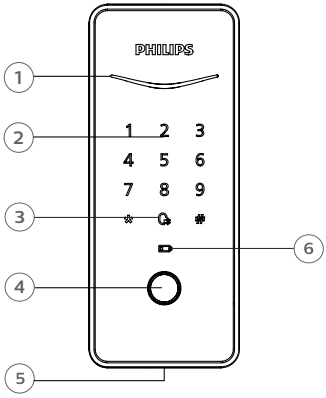
Be sure to hide any extra connecting cables within the door hole.

Attention

After installation completed, please check if all components are properly connected and assembled in good condition.

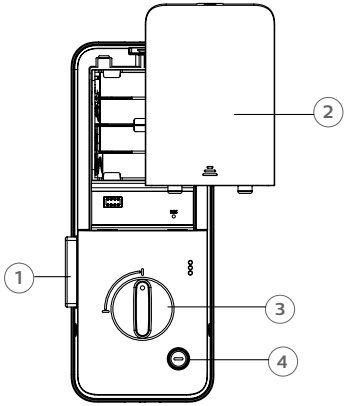
3 Get to know your lock

Exterior assembly



①	Dead bolt
②	Keypad
③	Mute button
④	Fingerprint sensor
⑤	Reset and power supply interface
⑥	Low battery indicator

Interior assembly



①	Dead bolt
②	Battery cover
③	Thumb turn
④	Functional button

4 Settings

Instructions before setting

◆ The system mode is divided into general mode and dual-verification mode.

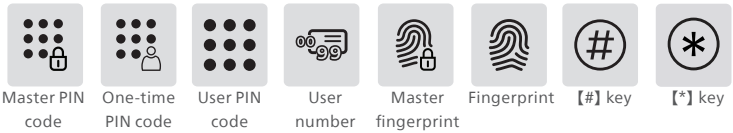
General mode	Any enrolled access method can unlock the door.
Dual-verification mode	Unlocked the door with both enrolled fingerprint and PIN code.

◆ User number

You can delete individual users by their user numbers in the system without deleting all of them. You may use the table below to keep track of user information for management and reference.

User number	Name	Fingerprint	PIN code
00			
01			
02			
03			
04			
05			
06			
07			
08			
09			

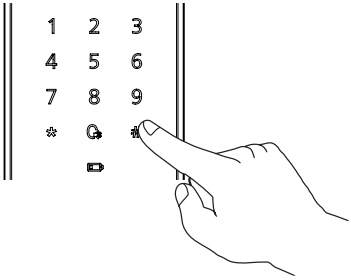
◆ Icon annotation



⚠ Attention

1. Press [*] to return to the previous menu.
2. The default initial PIN code is 12345678.

Master mode



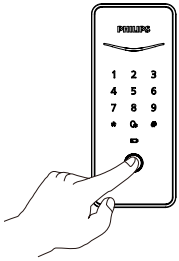
Master PIN code

To enter master mode, first light up the touchscreen. Then, press [*] twice before entering any other numbers. Next, enter the master PIN code and confirm with [#] . This will allow you to access master mode.

Attention

If the master PIN code is set to the default initial PIN code, you will need to enter master mode, select "1", and then select "5" to change the master PIN code before proceeding with any other operations.

Master fingerprint



To enter master mode, first light up the touchscreen. Then, press [*] twice before entering any other numbers. Next, enter the enrolled master fingerprint to access master mode.

Attention

1.The door lock doesn't come with a master fingerprint by default, so you'll need to add one before using it.
2.Please do not set the master fingerprint and user fingerprint to be the same.

Add a user

Add a user PIN code

Press [*] twice and enter the master PIN code, then confirm with [#].

To access user settings, press [1], and then select [1] to add a user. The door lock will automatically recognize and add PIN codes and fingerprints. Users only need to add the corresponding access method directly.

Add a user PIN code: enter a new PIN code of 6-12 digits and confirm with [#] , re-enter the user PIN code and confirm with [#] . After hearing a voice prompt indicating that the user PIN code was added successfully. Press [*] to return to the previous menu until you exit the master mode.
Add a fingerprint: Place your finger on the fingerprint sensor. After you hear a voice prompt of "Please press again", take your finger off and put it back again, repeat the action until you hear a voice prompt indicating that the fingerprint was added successfully. Press [*] to return to the previous menu until you exit the master mode.

Attention

The PIN code length should be between 6-12 digits.

Add a one-time PIN code

Press [*] twice and enter the master PIN code, then confirm with [#].

Press [1] to enter user settings, then press [2] to add a one-time PIN code.

Enter a one-time PIN code of 6-12 digits, and confirm with [#]. Re-enter the one-time PIN code and confirm with [#]. After hearing a voice prompt indicating that the one-time PIN code was added successfully, press [*] to return to the previous menu until you exit the master mode.

Add or modify the master fingerprint

Press [*] twice and enter the master PIN code, then confirm with [#].

To access user settings, press [1], and then select [4] to add or modify the master fingerprint.

If no master fingerprint is enrolled: enrolling a new fingerprint will automatically become the master fingerprint. After hearing a voice prompt indicating that the master fingerprint was added successfully, press [*] to return to the previous menu until you exit the master mode.
If a master fingerprint has already been enrolled: enrolling a new fingerprint will replace the previous one. After hearing a voice prompt confirming that the fingerprint was added successfully, press [*] to return to the previous menu until you exit the master mode.

Modify the master PIN code

Press [*] twice and enter the master PIN code, then confirm with [#].

To access user settings, press [1], and then select [5] to modify the master PIN code.

Enter a new master PIN code, confirm with [#], re-enter the master PIN code and confirm with [#]. After hearing a voice prompt indicating that the master PIN code was set successfully, press [*] to return to the previous menu until you exit the master mode.

Delete a user

Press [*] twice and enter the master PIN code, then confirm with [#].

Press [1] to enter the user setting, then press [6] to delete a user.

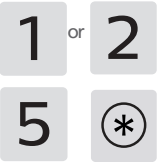
To select the access method to be deleted, press [1] to delete a PIN code, press [2] to delete a fingerprint, and press [5] to delete all user information. Follow the voice prompt to select the specific access method for deletion. After hearing a voice prompt indicating the operation was successful, press [*] to return to the previous menu until you exit the master mode.

System settings

Language settings

Press [*] twice and enter the master PIN code, then confirm with [#].

Press [2] to enter system settings, then press [1] to enter the language settings.



To select your preferred language, press [1] for Chinese, press [2] for English, press [3] for Spanish, press [4] for Portuguese, press [5] for Indonesian. After hearing a voice prompt indicating the language has been set successfully, press [*] to return to the previous menu until you exit the master mode.

Attention

The default language is Chinese.

Voice settings

Press [*] twice and enter the master PIN code, then confirm with [#].

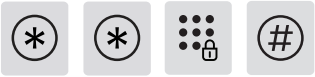
Press [2] to enter system settings, then press [2] to enter the voice settings.

To select the volume level, press [1] for high volume, press [2] for low volume, and press [3] for mute mode. After hearing a voice prompt indicating the setting was successful, press [*] to return to the previous menu until you exit the master mode.

Attention

The default volume is high volume.

Dual-verification mode



Press [*] twice and enter the master PIN code, then confirm with [#].

Press [2] to enter the system settings, select [4] to enable or disable dual-verification mode. After hearing a voice prompt indicating the operation was successful, press [*] to return to the previous menu until you exit the master mode.

Attention

The system mode is general mode by default.

System locking settings

Press [*] twice and enter the master PIN code, then confirm with [#].

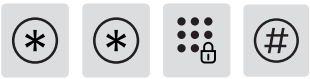
Press [2] to enter the system settings, select [6] to enable or disable auto mode. After hearing a voice prompt indicating the operation was successful, press [*] to return to the previous menu until you exit the master mode.

Attention

The product is set to auto mode by default. When the auto mode is turned off, the lock will enter manual mode. In manual mode, a fingerprint or PIN code is required to lock the door from outside, while the lock can be locked from inside using the keypad or thumb turn.

Network configuration

Join a network



Press [*] twice, enter the master PIN code,and then press [#] to contirm.

Press [4] to enter network configuration, then press[1] to join a network, and it will exit the master mode automatically once the configuration is done.

Application binding

① App Download

Please scan below QR code or go to App Store to search “Philips EasyKey Plus” and download the app accordingly.

② Add a door lock

Scan to add

1. Ensure the door lock is powered on and get the QR code on the battery cover of the interior assembly.
2. Open the app and click "Add a device" on the home page for QR code scanning.
3. Scan the QR code on the battery cover and follow the app prompts to complete the network binding process.

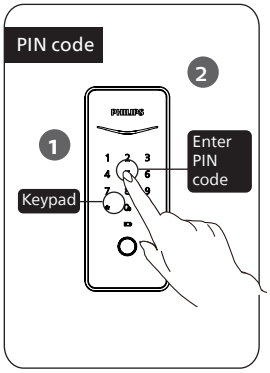
Manual add

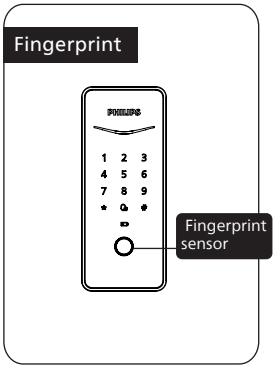
1. Open the app, click "Add a device", and select "Manual add".
2. Search for the lock model, and enter the network binding page.
3. Follow the prompts to complete the setup.

5 Get to use your lock

Outdoor/ indoor unlock

Outdoor unlock



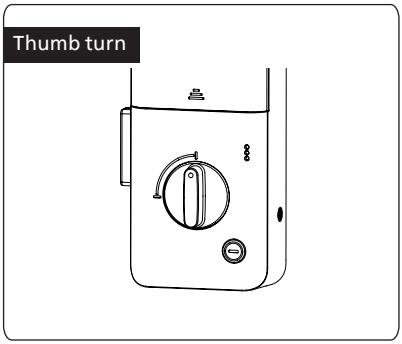


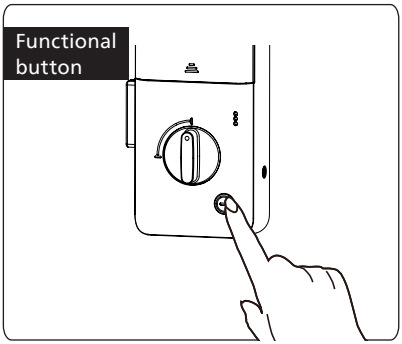
(1) Touch to wake up the keypad.

(2) Enter the enrolled PIN code and confirm with [#].

Place the enrolled finger on the fingerprint sensor.

Indoor unlock



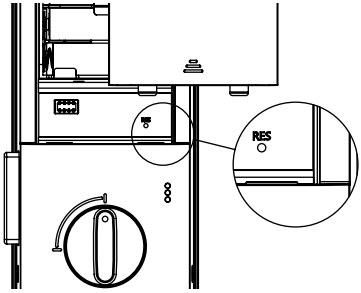


Turn the thumb turn to the green mark (as shown in the picture) to unlock.

Press【functional button】twice to unlock the door.

6 Other features

Default settings



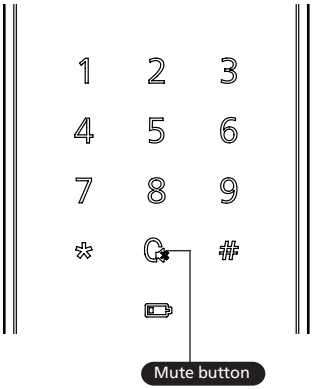
Function:
To empty all user information and restore to default settings.

How to use:
Press the [RES] button twice, all user information will be erased and the lock will be restored to its default settings.

Attention

After restoring the factory settings, all information in the door lock system will be cleared. Please proceed with caution.

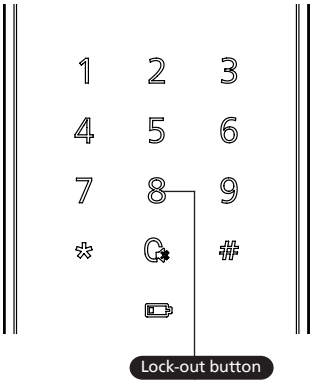
Mute button



Function:
Press the [Mute button] to enable mute mode, this function applies to scenarios in which you don't want to disturb your family.

How to use:
(1)To switch to mute mode: while the system is activated, press and hold the "Mute" button for 2 seconds to enter one-time mute mode, indicated by white light.
(2)To switch back to voice mode: while the system is activated, press and hold the "Mute" button for 2 seconds to restore to voice mode, indicated by white light.

Lock-out mode



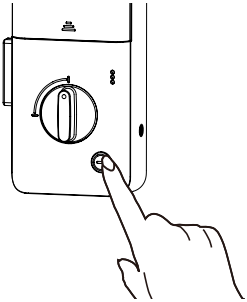
Function: Once the door lock is opened from the inside, the alarm will be triggered.

How to use: After successfully locking the door, press【8】to enter the lock-out mode.

Attention

The lock-out mode will not affect normal opening from the outside.

Indoor lock-out



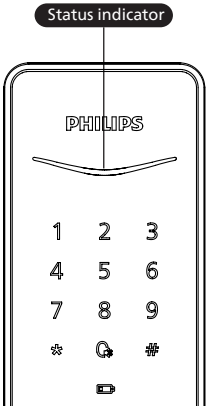
After locking the door, press and hold the 【functional button】, and the voice prompt will say "the door is locked from the inside.

Attention

When the door is locked, the touchscreen is also locked. To unlock, the master PIN code or unlocking from inside is required. Access verification attempts will prompt "locked" without an "X" flashing.

7 Indicators

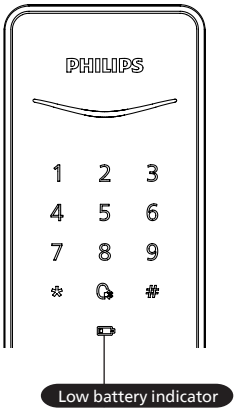
Status indicator



Meanings of the indicator in different colors

Blue: When the system is awakened, the lock status indicator light will turn blue, indicating that you can operate the door lock.
Green: When the door is successfully unlocked, the lock status indicator light will turn green, indicating that the door is open.
Red: After successfully locking the door, the status indicator light on the lock will turn red to indicate that the door is closed.

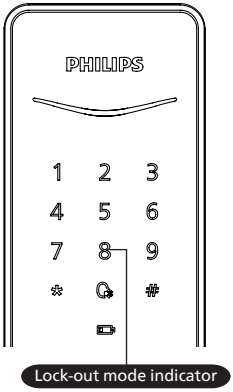
Low battery indicator



Meanings of the indicator in different colors

Red: When the lock system is awakened, it automatically detects the battery voltage. If the battery voltage is too low, the indicator light will turn on and flash in red, and the voice prompt will indicate low battery level，please replace the batteries in time.

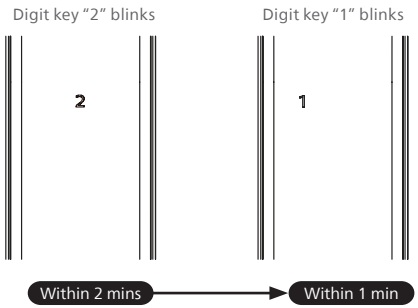
Lock-out mode indicator



Meanings of the indicator in different colors

White: When the lock is in a locked state, the number “8” key will light up independently in white to indicate that the lock-out mode can be enabled.

System-locking indicator



The door lock will be locked for 100 seconds if there are 5 consecutive incorrect attempts of any enrolled access method (i.e. fingerprint, PIN code, and key tag) in 5 minutes.

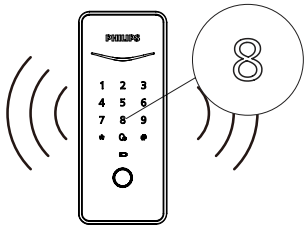
Attention

The prompt will only appear when the touchscreen is lighting up or any of the access methods is being verified.

8 Troubleshooting

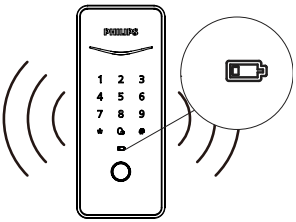
Alert types

Lock-out mode alert



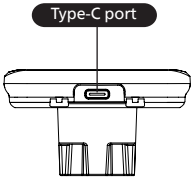
Triggering:
When the door lock is in the lock-out mode, opening the door lock from the inside will trigger an alert.
Alert mode: Continuous and repeated alarm sound.
Off: The alarm will be stopped when any of the enrolled access methods is successfully verified.

Low battery alert



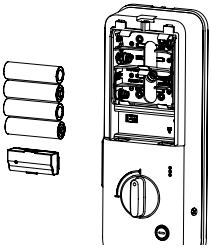
Triggering: After the system wakes up, it will detect the battery voltage automatically. If the voltage is low, an alarm will sound to notify you to replace the battery promptly.
Alert mode: With a voice prompt of low battery, please replace the batteries in time.
Off: Turn off automatically.

How to apply an external power supply



If the battery voltage is too low to open the lock from the outside, you can use a 5V power bank as an external power supply by connecting it to the lock through the Type-C port. Once you have unlocked the door, please replace the battery immediately.

Battery replacement



The working power of the door lock is 4pcs AA alkaline batteries.
The battery compartment is located on the upper end of the interior assembly. To remove the battery, you can push up the battery cover and take out the battery.

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