



6313-Ultra Smart Lock User Manual

Model 6313-Ultra | Version 1.0



Before installing the smart lock, please read the manual carefully and keep it properly for future reference.

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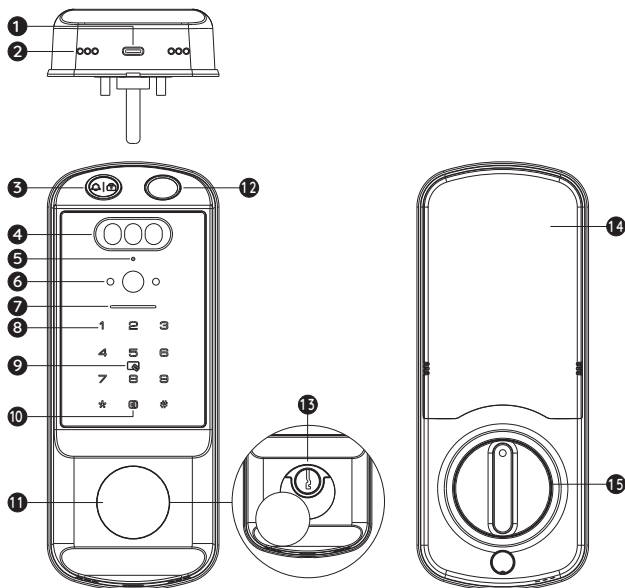
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Product Overview

Exterior Components



1. 5V Emergency Power Port

2. Speaker

3. Doorbell / Lock Button

4. Palm Vein Sensor

5. Microphone

6. Peephole Camera

7. Status Indicator

8. Keypad

9. IC Card Reader

10. Mute Button

11. Key Cylinder Cover

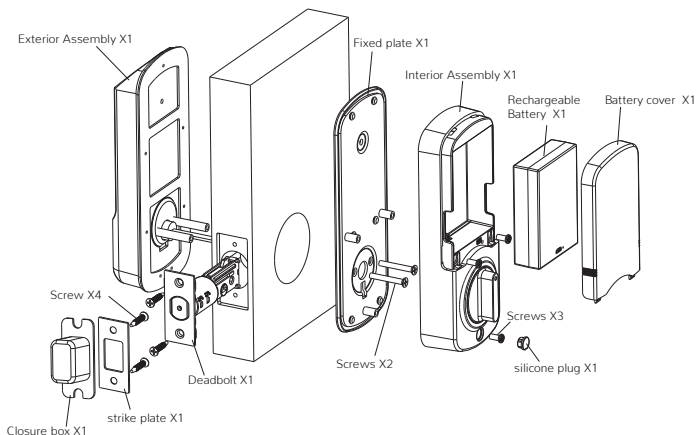
12. Fingerprint Sensor

13. Lock Cylinder

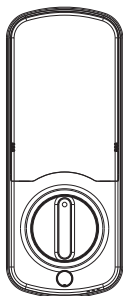
14. Battery Cover

15. Interior Thumb-Turn

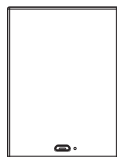
Package Contents



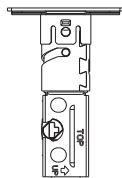
Exterior Assembly X1



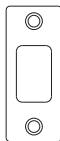
Interior Assembly X1



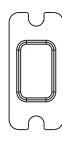
Rechargeable Battery X1



Deadbolt X1



strike plate X1



Closure box X1



Keys X2



Screw Kit X1



IC Cards X2

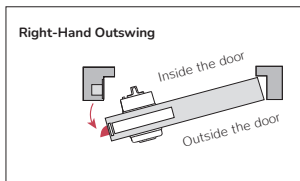
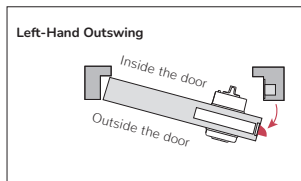
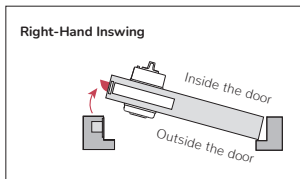
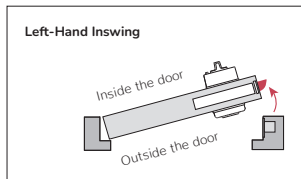
⚠ Upon unpacking, check if the above-mentioned accessories are included.

1. Installation video

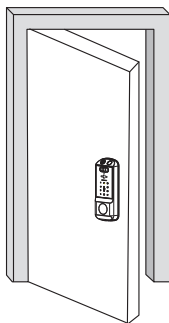
Scan the QR code to get a door lock installation video.



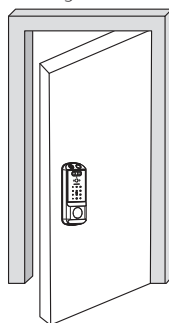
2. Top view of the door opening



Left door

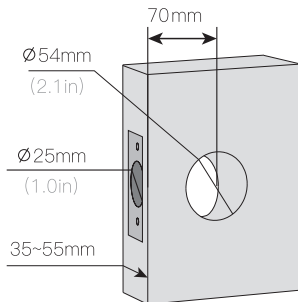
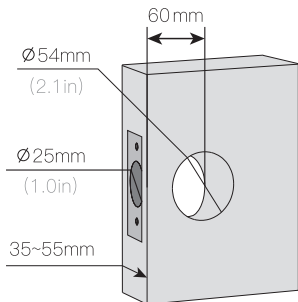


Right door



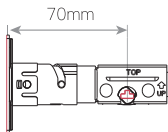
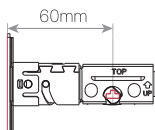
3. Measuring the dimensions of the door

Ensure the door thickness is between 35 and 55 mm, the door opening diameter is 54 mm, and the distance from the lock body to the bolt is 60 mm and 70 mm

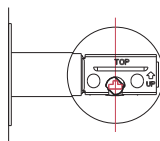


Suitable for door thicknesses of 35~55mm. If your door thickness exceeds this range, please contact us for more information.

4. Adjust the lock body

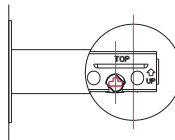


① Select or adjust the appropriate lock body size according to the keyhole (default size is 60mm).



Right ✓

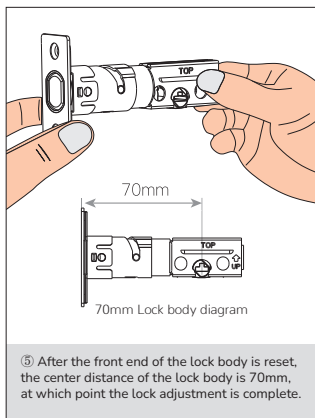
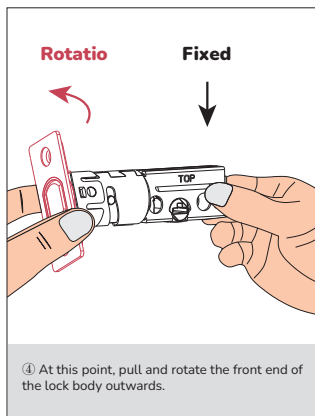
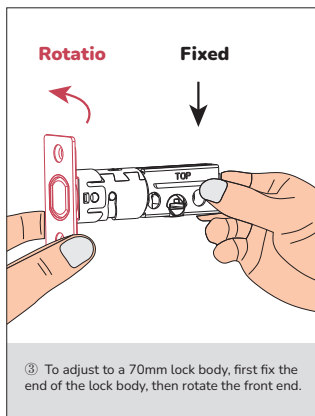
No adjustments are needed; proceed to the next step



Mistake ✗

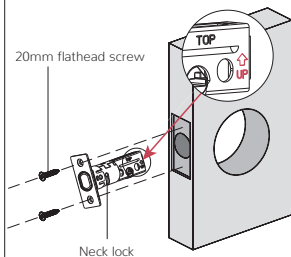
The slot is not centered and needs adjustment

② Observe whether the slot of the lock is centered. If it is not centered, proceed to the next adjustment.

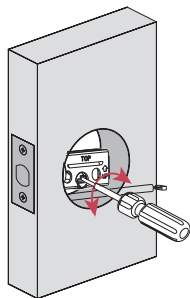


5. Install lock body

⚠ Note the upward sign

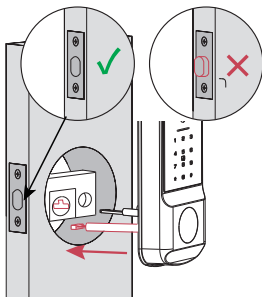


① Secure the lock body to the door frame using two pointed screws.

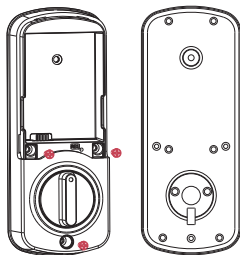


② Use a flathead screwdriver to check if the lock body moves smoothly.

6. Install door locks



① Align the front panel with the door opening and pass it through the keyhole (the main cable passes under the lock body).

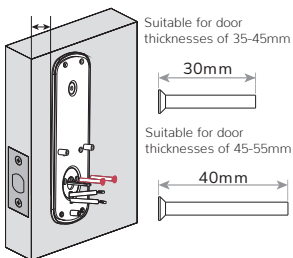


Open the screws above the battery cover

Fixed plate

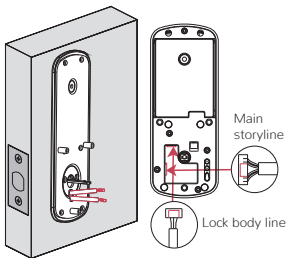
② Open the battery cover, remove the three screws on the back panel, and take out the mounting plate.

- ⚠ Make sure the mounting plate is parallel to the door edge.



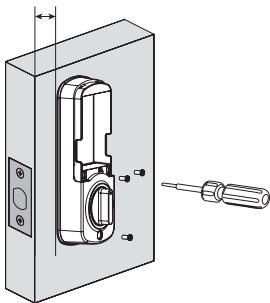
- ③ Secure the base plate with two flathead screws (do not overtighten to prevent the lock body from deforming).

- ⚠ Note the direction of the wire insertion.

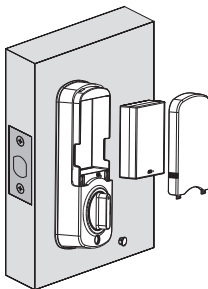


- ④ Insert the main cable and lock body cable into the socket, pushing them firmly until they make full contact (make sure to remove the batteries before installation, otherwise it will affect the installation!).

- ⚠ Make sure the interior assembly is parallel to the door edge.

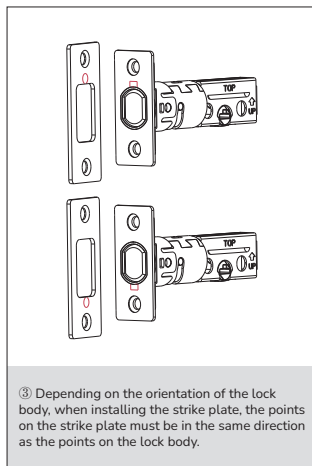
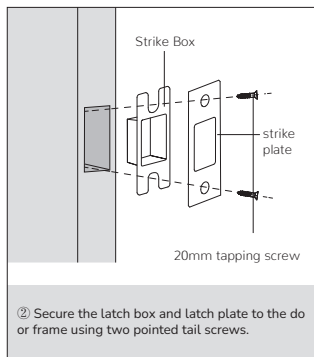
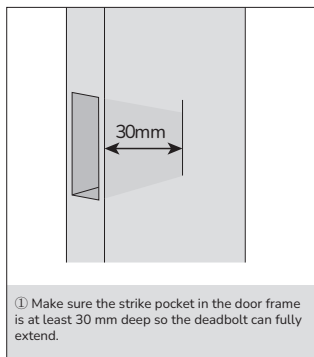


- ⑤ Secure the three screws removed from the back panel and tighten them.



- ⑥ Install the lithium battery onto the rear panel, then replace the battery cover and silicone plug. The installation is now complete.

7. Install the Strike Box and Strike Plate



Precautions

- | |
|--|
| ● Install the battery only after the smart lock has been completely installed; |
| ● The lock automatically calibrates and detects the door-opening direction; |
| ● The lock mechanism must rotate smoothly and freely; |
| ● In factory-default mode, any palm vein, fingerprint, password, or card can unlock the lock. Add an administrator immediately after installation; |
| ● Manual unlocking requires the mechanical key. Remove the key from the package and store it in a secure location outside the home; |
| ● When the low-battery warning sounds, charge the battery immediately. Remove the battery and connect the USB-C charging cable. A red indicator means charging; a blue indicator means charging is complete; |
| ● Keep your fingers clean and dry when using the lock; |
| ● When setting up the mobile app, make sure your phone is connected to a 2.4 GHz Wi-Fi network and keep the lock within a reliable range of the router. |

Recommended Wi-Fi range:

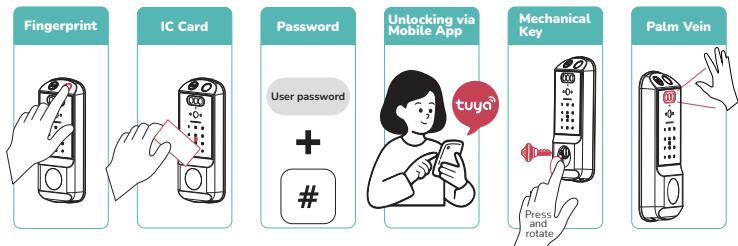
For best stability, keep the router within 10 m (33 ft) of the lock and avoid passing through two or more solid or concrete walls. During network setup, keep the distance within 5 m (16 ft) when possible.

Common causes of unstable Wi-Fi:

1. In an open, unobstructed area, signal strength begins to decline noticeably beyond 15 m (50 ft), which may cause the lock to go offline, delay remote unlocking, or miss notifications.
2. A concrete/solid-brick wall plus a metal door can cause unstable connectivity even at a distance of only 8–10 m (26–33 ft).
3. Beyond 20 m (65 ft), stable Wi-Fi connectivity is difficult to maintain in most homes and may cause frequent disconnections and increased battery drain due to repeated Wi-Fi reconnection.

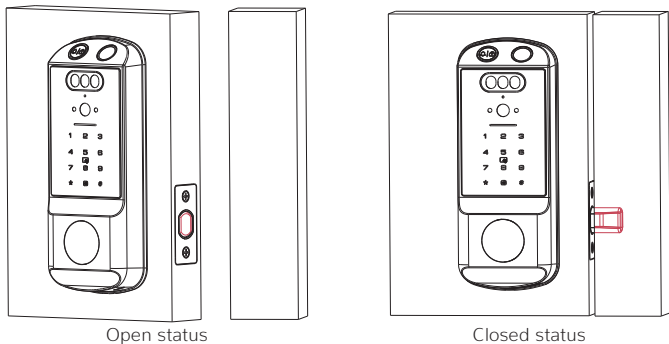
1. Outdoor Locking / Unlocking

(1) Outdoor Locking / Unlocking



(2) Indoor Locking / Unlocking

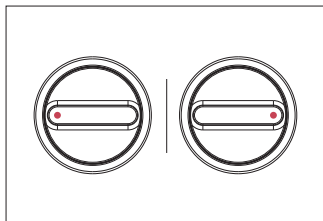
Automatic locking



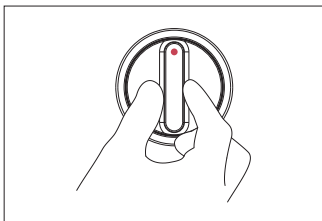
When the door is closed, the lock body's switch detects the signal from the strike plate and automatically locks.

2. Indoor Locking / Unlocking

(1) Unlock from the inside

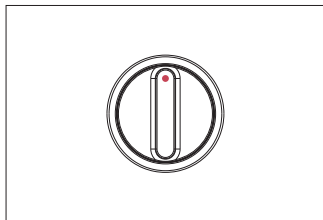


Closed

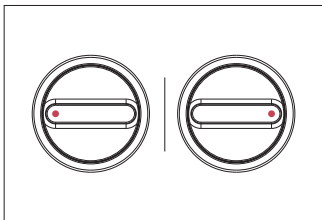


Rotate to unlock position

(2) Lock from inside



Unlocked state



The door automatically locks when closed.



The "Tuya Smart" App is an intelligent device management app provided by Doodle to end consumers.

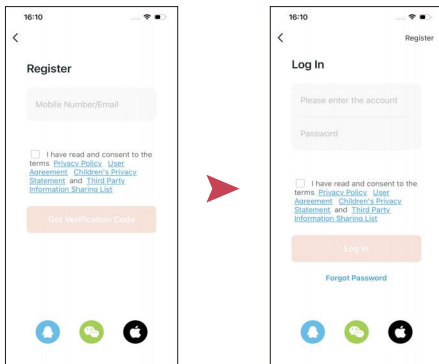
Through the Tuya Smart App, you can conveniently configure and control all the smart products you purchased, create your preferred scenes and automation plans, share your smart devices with family and friends, and enjoy the fun of full-house smart technology.

To obtain the app:

Search for "Tuya Smart" in the Android app market or the App Store, or scan the QR code on the left to download.

▲ This article takes the intelligent living App as an example, explaining the functions of the App's door lock panel and the usage instructions.

1. Register and Sign In



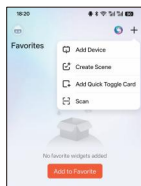
- (1) No account? Choose to register or log in via SMS verification code.
- (2) Click [Create New Account] to enter the account registration page. Follow the prompts to obtain the SMS verification code and set a password.
- (3) Already have an account? Click [Use Existing Account] to log into the App. Password, verification code, and social media account login are supported.

2. How to connect the 2.4GHz Wi-Fi ?

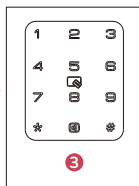
Add administrator

Step1: Enter the manage ment mode	Step2: Press1	Step3: Press1	Step4: Press1	Step5: Enter
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Add Administrator 2. Delete Administrator 3. Restore Appearance Settings	1. Add the key	Enter fingerprint / password / card / palm vein It is recommended to input all of them, which will facilitate the management of the door locks in the future

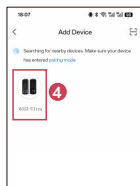
A door lock can only be connected to Wi-Fi after an administrator has been added.



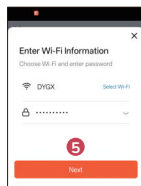
Step 1: Click the plus sign
Step 2: Add the device



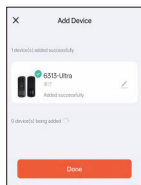
Step 3:
Wake up the keyboard and press 9# to enter the rapid network configuration mode.



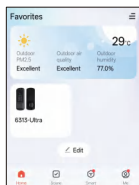
Step 4:
The App automatically scans and selects the device



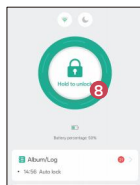
Step 5:
Select the Wi-Fi account and enter the password



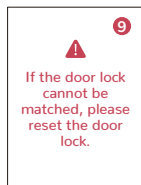
Step 6: Device connection successful



Step 7: Home Page

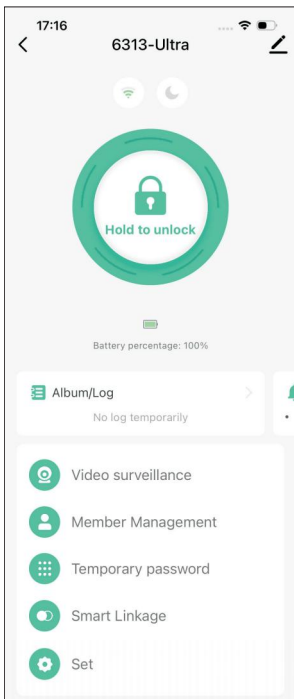


Step 8: Product Details Page



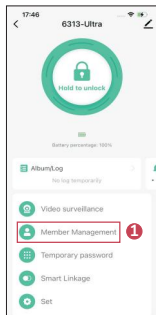
Step 9: Special circumstances

3. Door Lock Homepage



- (1) The top of the homepage displays the device name, Wi-Fi strength, unlock button and battery status. Below are [Album/Log], [Video Surveillance], [Member Management], [Temporary Password], [Smart Linkage] and [Set].
- (2) After the door lock connects to Wi-Fi, you can remotely unlock it by pressing and holding the unlock button.
(After the door lock is successfully added, control delays or failures may occur due to network conditions.)

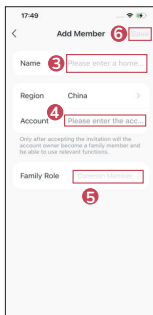
4. Member Management - Add administrator



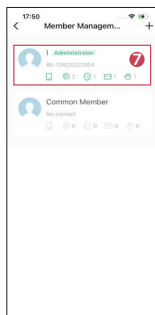
Step 1: Click on Member Management



Step 2: Click the plus sign



Step 3: Enter name
Step 4: Enter account
Step 5: Choose family role
Step 6: Click Save

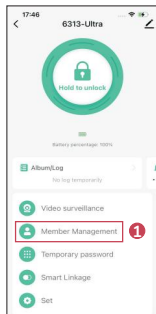


Step 7: Member Management Page

- (1) Enter the member name and Tuya Smart , select administrator privileges, and click [Save] to become an administrator.
(The account added as an administrator must be a registered Tuya Smart ; otherwise, it will not become an administrator.)
- (2) The Tuya Smart added to the device is the administrator by default.

⚠ All key information added through this account will default to administrator privileges.

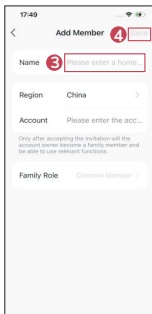
5. Member Management - Add regular users



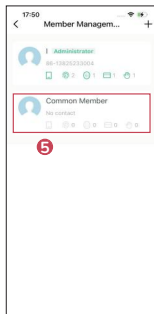
Step 1: Click on Member Management



Step 2: Click the plus sign



Step 3: Enter name
Step 4: Click Save

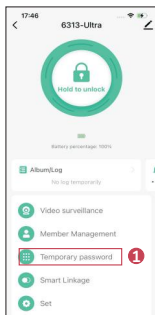


Step 5: Member Management Page

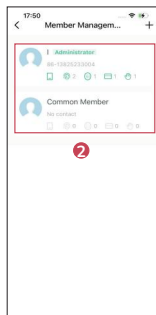
(1) Enter your username and click [Save] to become a regular user.

! All key information added through this account will be defaulted to a regular user account.

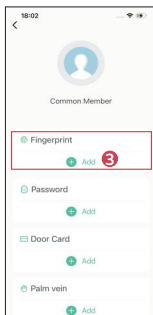
6. Fingerprint Management



Step 1: Click on Member Management



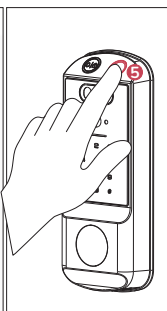
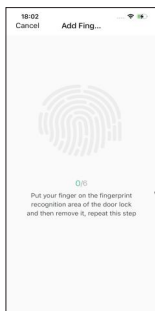
Step 2: Select User



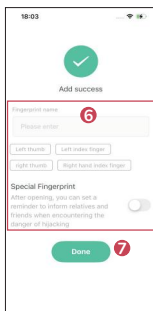
Step 3: Select to enroll fingerprints



Step 4: Start to add



Step 5: Start fingerprinting



Step 6: Enter name
Step 7: Click Save

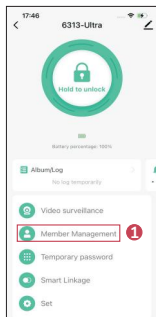


As shown in the image, ensuring all six fingerprint areas are fully recorded during fingerprint enrollment will improve recognition accuracy by 99.9%.

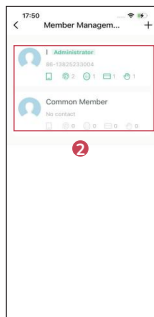
- Use the center of your finger, not the tip, to register.
- The same fingerprint needs to be scanned from multiple angles.
- The same user can scan multiple fingerprints.
- Please keep your fingers clean and dry.

- (1) On the homepage, go to the "Member Management" entry point and select the corresponding "Family Member" account (the associated administrator will have administrator privileges, while the associated ordinary member will only have ordinary user privileges);
- (2) Click "Start Adding". A solid blue light will indicate that you have entered the fingerprint collection interface. Press your fingerprint until the green light illuminates, then release. Each fingerprint needs to be collected 6 times. When the indicator light goes out, the fingerprint collection is successful;
- (3) Connect the door lock via the App. The administrator can collect fingerprints for themselves or other family members;
- (4) Unlock via fingerprint / password / card / key / palm vein / remote unlocking, etc.: A green light indicates successful verification, and a red light indicates failed verification.

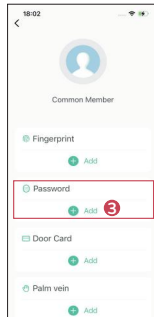
7. Password Management



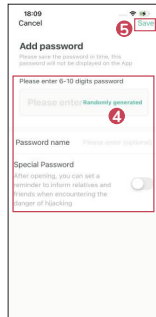
Step 1: Click on Member Management



Step 2: Select User



Step 3: Select Password Entry

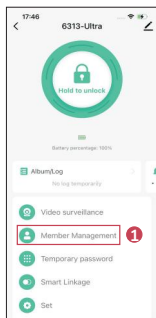


Step 4: Enter a 6-10 digit password and your name.

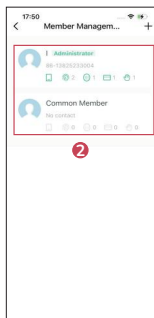
Step 5: Click Save

- (1) On the homepage, go to the [Member Management] entry and select the [Family Member] account with the corresponding permissions;
- (2) Click [Password] and enter a password of 6 to 10 characters
(for your password security, please do not use the same numbers
or consecutive numbers, such as 000000 or 123456).

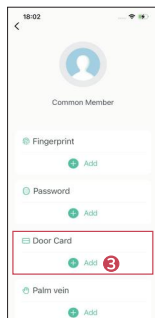
8. Card Management



Step 1: Click on Member Management



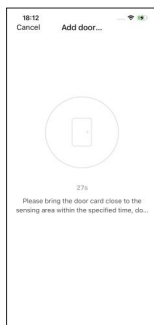
Step 2: Select User



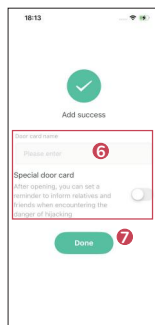
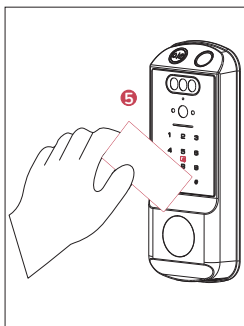
Step 3: Select Card Entry



Step 4: Start to add



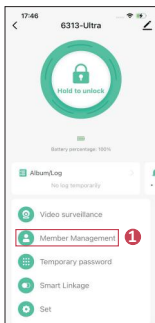
Step 5: Input Card



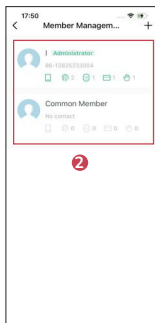
Step 6: Enter name
Step 7: Click Save

- (1) On the homepage, go to the [Member Management] entry and select the [Family Member] account with the corresponding permissions.
- (2) Click on [Card] and place the card close to the recognition area. Wait for successful recognition (supports 13.56 MHz IC cards).

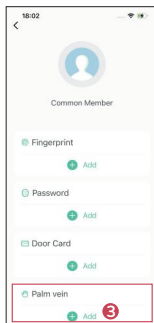
9. Palm vein management



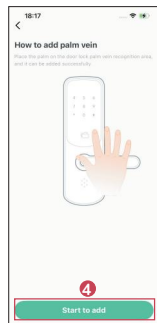
Step 1: Click on Member Management



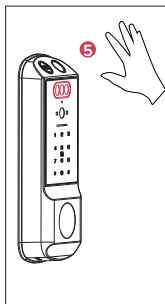
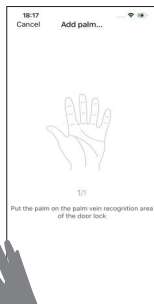
Step 2: Select User



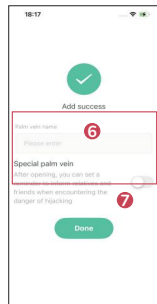
Step 3: Select palm vein recording



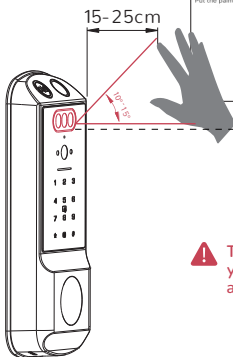
Step 4: Start to add



Step 5: Register palm vein

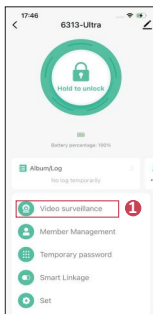


Step 6: Enter name
Step 7: Click Save

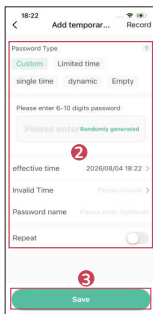


! To ensure successful recognition, please position your palm 15-25cm diagonally in front of the door lock, at a 15° angle to the horizontal.

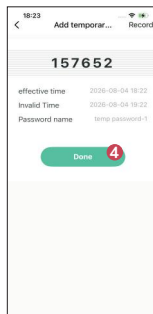
10. Temporary Password Management - Creation



Step 1: Click Temporary Password



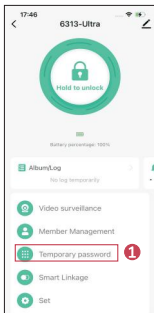
Step 2: Input type,
password,time,
name
Step 3: click save



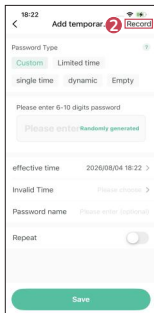
Step 4: Click to Done.

- (1) Click on [Temporary Password] on the App homepage
- (2) Enter the temporary unlocking interface, select the password type and enter a 6-10 character password (cannot enter the same number or consecutive numbers, such as: 000000 or 123456)
- (3) Select the effective time and expiration time and enter the password name, then click [Complete] to create successfully.

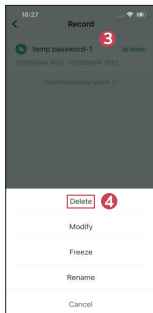
11. Temporary Password Management - Deletion



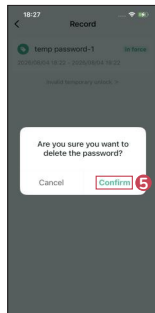
Step 1: Click Temporary Password



Step 2: Click record



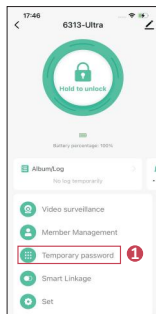
Step 3: Click Password
Step 4: Click Delete



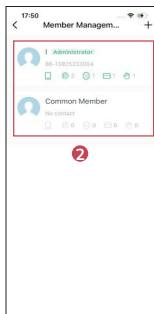
Step 5: Click to confirm

- (1) Click the [Temporary Password] icon on the App homepage.
- (2) Select [Directory] in the upper right corner to access the historical [Temporary Password] records.
- (3) Click on the temporary password you want to delete, select the [Delete] option, and then click [Confirm] to delete it.

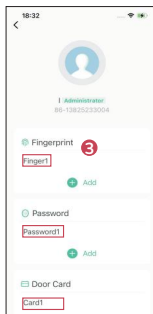
12. Delete user



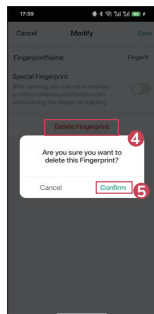
Step 1: Click on Member Management



Step 2: Select User



Step 3: Choose fingerprint/
password/card/palm vein



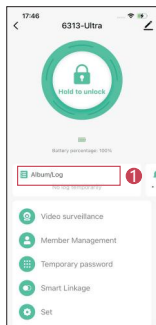
Step 4: Click to confirm deletion
Step 5: Click to confirm

(1) On the homepage, go to the [Member Management] entry and select the [Family Member] account corresponding to the user.

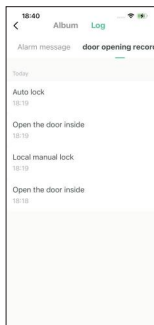
(2) Select the key type of the user to be deleted.

(3) Click Delete and confirm. The user has been successfully deleted.

13. Door opening records and equipment alarms



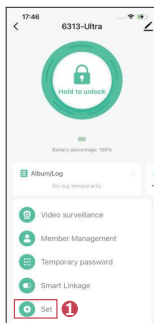
Step 1: Click on Album/Log



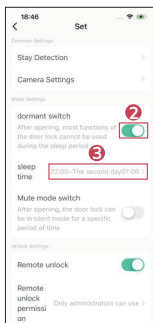
Step 2: View albums/logs

Click on [Album] / [Log] to view door opening records and abnormal alarm information.

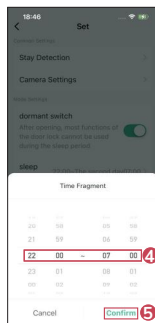
14. Door lock sleep setting



Step 1: Click Settings Management



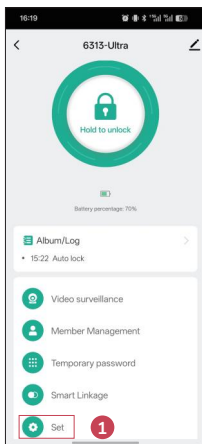
Step 2: Click the sleep switch
Step 3: Select sleep time



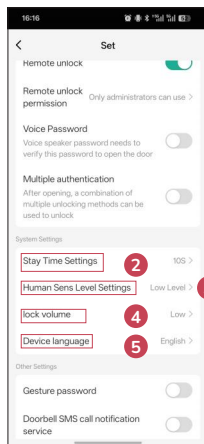
Step 4: Set time
Step 5: Click to confirm

(1) On the homepage, go to [Settings] and select to turn the sleep switch on or off.

15. App-based Door Lock System Settings



Step 1: Click Settings Management



Step 2: Stay Time settings

(5 ~ 25S/Close)

Step 3: Human Sens Level Settings

(High/Low/Close)

Step 4: Lock volume

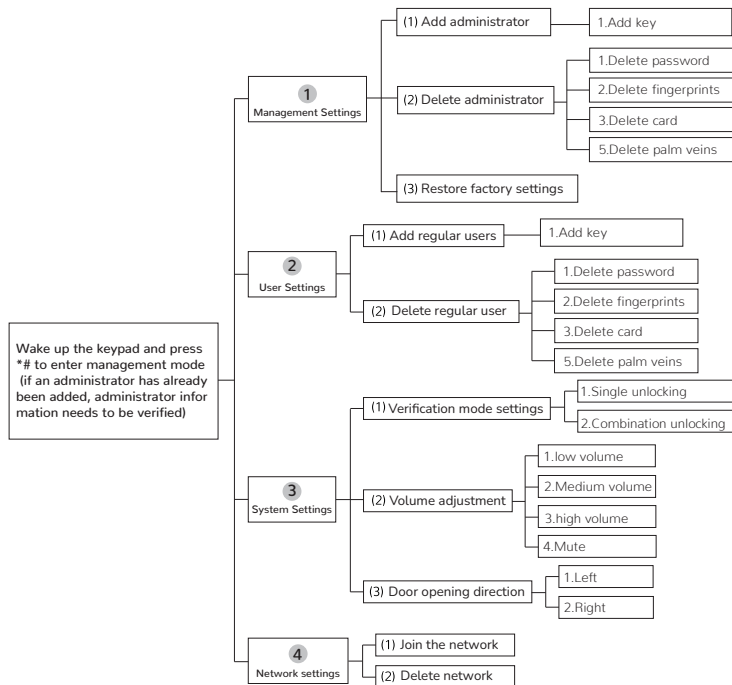
(Mute/Low/Middle/High)

Step 5: Device language

(English/Simplified Chinese)

- (1) Access the settings menu on the homepage and select system settings.
- (2) The dwell time setting is off by default;
when on, you can select 5S/10S/15S/20S/25S.
- (3) Human body sensor sensitivity settings: You can choose high sensitivity/
low sensitivity/off.
- (4) Volume settings: Selectable mute/low/medium/high
- (5) Device language setting: Simplified Chinese/English

1. System architecture diagram



2. Add administrator

Step1: Enter the management mode	Step2: Press 1	Step3: Press 1	Step4: Press 1	Step5: Enter
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Wireless Settings	1. Add Administrator 2. Delete Administrator 3. Restore Appearance Settings	1. Add the key	Enter fingerprint / password / card / palm vein It is recommended to input all of them, which will facilitate the management of the door locks in the future.



- Fingerprint verification 6 times consecutively, password verification 2 times, IC card verification 1 time, palm vein verification 1 time.
- After successful data entry, you can continue to enter other administrator information.



As shown in the image, ensuring all six fingerprint areas are fully recorded during fingerprint enrollment will improve recognition accuracy by 99.9%.

- Use the center of your finger, not the tip, to register.
- The same fingerprint needs to be scanned from multiple angles.
- The same user can scan multiple fingerprints.
- Please keep your fingers clean and dry.

3. Delete administrator

Step1: Enter the management mode	Step2: Press 1	Step3: Press 2	Step4: Press 1/2/3/5	Step5:
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Add administrator 2. Delete administrator 3. Restore factory settings	1. Delete password 2. Delete fingerprints 3. Delete card 5. Delete palm veins	Select the corresponding key type to delete.

4. Restore factory settings

Step1: Enter the management mode	Step2: Press 1	Step3: Press 3	Step4: Select * or #
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Add administrator 2. Delete administrator 3. Restore factory settings	Select *: Return to the previous menu and cancel factory reset. Select #: Confirm factory reset. All user information will be deleted.

5. Add regular users

Step1: Enter the management mode	Step2: Press 2	Step3: Press 1	Step4: Press 1	Step5:
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Add regular user 2. Delete regular user	1. Add Key	Enroll fingerprint/ password/card /palm vein

6. Delete regular users

Step1: Enter the management mode	Step2: Press 2	Step3: Press 2	Step4: Press 1/2 /3/5	Step 5:
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Add regular user 2. Delete regular user	1. Delete password 2. Delete fingerprints 3. Delete card 5. Delete palm veins	Select the corresponding key type to delete.

7. Verification mode settings

Step1: Enter the management mode	Step2: Press 3	Step3: Press 1	Step4: Choose 1 or 2
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Verification mode settings 2. Volume adjustment 3. Door opening direction	1. Single unlocking 2. Combination unlocking

Single unlocking: A single user key can unlock the door.

Combination unlocking: All regular users must use two keys to unlock the door.

8. Volume adjustment

Step1: Enter the management mode	Step2: Press 3	Step3: Press 2	Step4: Press 1/2/3/4
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Verification mode settings 2. Volume adjustment 3. Door opening direction	1. Low volume 2. Medium volume 3. High volume 4. Mute

9. Door opening direction

Step1: Enter the management mode	Step2: Press 3	Step3: Press 3	Step4: Press 1/2
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Verification mode settings 2. Volume adjustment 3. Door opening direction	1. Left 2. Right

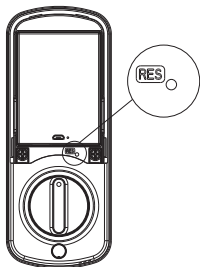
10. Join the network

Step1: Enter the management mode	Step2: Press 4	Step3: Press 1	Step4:
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Join the network 2. Delete network	Open the Tuya App, use 2.4GHz Wi-Fi, and follow the instructions in the App.

11. Exit the network

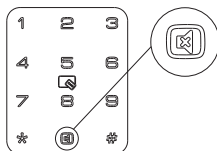
Step1: Enter the management mode	Step2: Press 4	Step3: Press 2	Step4:
Activate the password keypad. Press *# to enter the management mode. If an administrator has been added, the administrator's information needs to be verified.	1. Management Settings 2. User Settings 3. System Settings 4. Network settings	1. Join the network 2. Delete network	The mobile app device will be deleted, and the door lock will no longer be controllable.

1. Factory reset



Press and hold the RES button for 5 seconds to restore the door lock to factory settings. All information will be deleted. Please add an administrator immediately.

2. Mute button



Press and hold  for 3 seconds, and the system will switch to voice mode or silent mode.

3. Human body sensing



Wake up the keypad and enter[888#] to access the human body sensor settings.

Press [4] to switch between [High/Low/Off]:

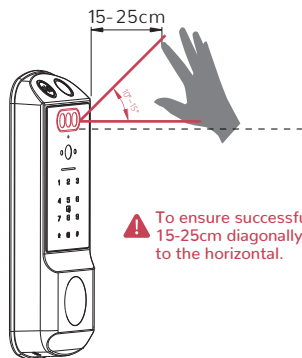
- 1. High:** When a person approaches the door lock 80-100cm, the door lock activates the palm vein module for recognition.
- 2. Low:** When a person approaches the door lock 50-70cm, the door lock activates the palm vein module for recognition.
- 3. Off:** When a person approaches the door lock, the door lock does not activate the palm vein module; you need to manually wake up the door lock for recognition.

4. How to use palm veins

1. Spread all your fingers out, palm pointing upwards, as shown in the picture below.

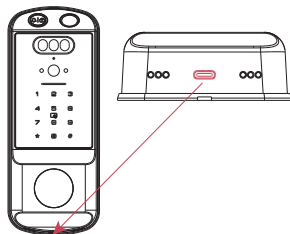


2. Do not let anything cover your palms.



! To ensure successful recognition, please position your palm 15-25cm diagonally in front of the door lock, at a 15° angle to the horizontal.

5. Emergency power supply



6. Auxiliary function

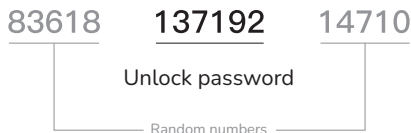
(1) Key function

The key unlocking function remains available even when the battery is completely depleted or the user password is forgotten.

(2) Trial and error constraints

After five failed attempts to enter invalid unlocking information, the device will lock for one minute.

To prevent your unlocking code from being seen, you can add any random numbers before or after the password (total length not exceeding 32 characters).



Product Specifications

Serial Number	Function	content	Remark
1	Unlocking methods	Fingerprint + Password + IC Card + Palm Vein + App + Key	
2	Total number of users	350 users	Includes management users and regular users
3	Number of finger prints	100 sets	Fingerprints need to be entered 6 times.
4	Number of Passwords	100 sets	Password length 6-10 characters
5	Number of IC card	100 sets	Support 13.56MHz IC card
6	Number of Palm vein	50 sets	
7	False password length	Up to 32 digits	
8	Battery voltage	8.4V	The voltage when the battery is fully charged
9	Low voltage alarm	7.0V	
10	Emergency power supply	5V	USB/Type-c power supply port
11	Operating Temperature	-25°C~55°C	
12	Operating Humidity	20%RH~90%RH	
13	Automatic locking	Support	Hall-effect sensing
14	Wi-Fi frequency band	2.4GHz Wi-Fi	
15	Product size	Exterior Keypad: 188*75.5*29.5mm Interior Keypad: 188*75.5*34mm(Knob 46.5mm)	

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy. If it 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.

Responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

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

This equipment complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:

The equipment complies with FCC Radiation exposure limits set forth for uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Q&A(FAQ)

1. Installation Issues

Q1: After the door lock is installed, how can the opening direction (left-opening or right-opening) be adjusted?

A: After the door lock is installed, when it is in the factory default state (without the administrator password entered), a lithium battery is installed. The lock body can automatically learn to open the door on the left or the right.

2. Power & Emergency Unlock

Q1: How to unlock the door when the battery is dead?

A: Two emergency solutions: 1. Use the accompanying mechanical emergency key to open the door (please do not store the key indoors); 2. Connect an external power bank to the bottom Type-C interface of the door lock to provide temporary power supply. After waking up the door lock, enter the valid password/fingerprint to unlock. The external power supply is only used to temporarily activate the door lock and can not charge the door lock battery.

Q2: What batteries does the lock use? Can I use rechargeable batteries?

A: It is recommended to use the official standard rechargeable battery. In regular usage scenarios such as reporting 10 times when opening and closing the door, and reporting 10 times for abnormal dynamic analysis, it can last for 136 days, which is equivalent to 4.5 months. However, if you remotely view the peephole for a long time, in a low-temperature environment, or frequently wake up the door lock, the battery life of the door lock will be reduced. When the device is low on power, the keyboard light and the APP will send out reminders.

Q3: Will my fingerprints, passwords and data be lost after replacing batteries?

A: Normal battery replacement will not delete local data including fingerprints, passwords, IC cards and settings. No re-pairing is required. Do not remove batteries when the latch is working.

3. Unlock Functions

Q1: Fingerprint recognition is insensitive for the elderly and children, how to solve it?

A: When entering fingerprints, it is recommended to press them from multiple angles to ensure the completeness of the fingerprint information. When unlocking, keep your fingers dry and clean. Elderly people's fingerprints may be worn out, and children's fingerprints may be too shallow, which can lead to a decrease in recognition rate. In such cases, you can also use palm vein, password, or IC card as backup unlocking methods.

Q2: What happens if I enter wrong password/fingerprint multiple times?

A: After 5 consecutive failed unlock attempts, the keypad and fingerprint sensor will be temporarily disabled for 1 minute. Once the countdown ends, you can try again. The door will not automatically unlock. It can also be unlocked in advance through indoor unlocking, APP unlocking, or mechanical key opening.

Q3: Does it support anti-peep virtual password?

A: Yes. You can enter any random digits before and after the correct password. As long as the correct password is included in the input sequence, the lock will unlock successfully, preventing password peeping.

4. APP & Network Connection

Q1: why must the phone be connected to 2.4GHz Wi-Fi when setting up the Smart Lock?

A: Most routers have two frequency bands: 2.4GHz and 5GHz. 2.4GHz offers stronger signal penetration, while 5GHz provides faster network speeds. Stronger penetration is more suitable for doorbell transmission. Therefore, when setting up, ensure your phone is connected to the 2.4GHz Wi-Fi network.

Q2: The lock shows offline in APP, how to troubleshoot?

A: 1. The lock only supports 2.4GHz Wi-Fi, not 5GHz; 2. Check if the gateway is powered off, too far or network abnormal; 3. Re-add the lock if it is reset; 4. Restart the gateway and lock, then reconfigure network; 5. Enable Bluetooth and location permission on your phone (required for Android).

Q3: What data will be cleared after lock reset?

A: Factory reset will clear all local user data (Palm vein, fingerprints, passwords, IC cards, temporary permissions), device pairing records and custom settings. The admin will restore to default, and you need to reinitialize the lock.

5. Smart Ecosystem

Q1: Does it support Alexa/Google Home voice control? Can I unlock via voice?

A: Supports Alexa/Google Home. To ensure home security, voice unlocking requires enabling PIN code verification in the corresponding smart ecosystem backend. Voice unlocking is supported.

Q2: Smart speaker shows "No Response", how to fix?

A: Restart the smart speaker and gateway; unbind the device, clear cache, re-authorize and rediscover devices on the speaker platform; ensure your lock APP account is online without remote login disconnection.

6. Security & Auto-Lock

Q1: What will trigger the lock alarm?

A: When the door lock detects any abnormal situations such as an abnormal presence at the door, the door not being fully closed, or prolonged partial opening, it will trigger a local buzzer alarm, and simultaneously send an abnormal reminder via the APP, providing comprehensive security protection for home life.

Q2: Should palm vein and fingerprint data be stored in the cloud or locally? Is the privacy secure?

A: All palm vein and fingerprint biometric information is encrypted and stored locally on the hardware, and will not be uploaded to the cloud. Passwords and user data are transmitted and stored in an encrypted manner, safeguarding user privacy information and eliminating the risk of data leakage.

7. Troubleshooting

Q1: Palm vein / password / fingerprint / card is correct, but the door lock cannot be unlocked?

A: Confirm the lock is not in security lockout mode; check if the latch is stuck by the door frame; confirm the lock is not reset and the user data is valid.

Q2: Will power off during firmware update damage the lock?

A: Ensure sufficient battery power before firmware update, do not power off or operate the lock during updating. If abnormal interruption occurs, restore factory settings to repair the device.



If you encounter any problems during the installation process,
please scan the QR code or send an email to
admin@boifun.net for assistance.

Model: 6313-Ultra
Version number: 1.0
Revision Date: 12 August 2026
Origin: Zhongshan, China

