

Samsung Door lock Mobile App V0

0. Specification

I. App Download and registration

II. Home Screen

III. Lock Registration

IV. Features

V. App Settings

0. Specification

Main Specs for A30

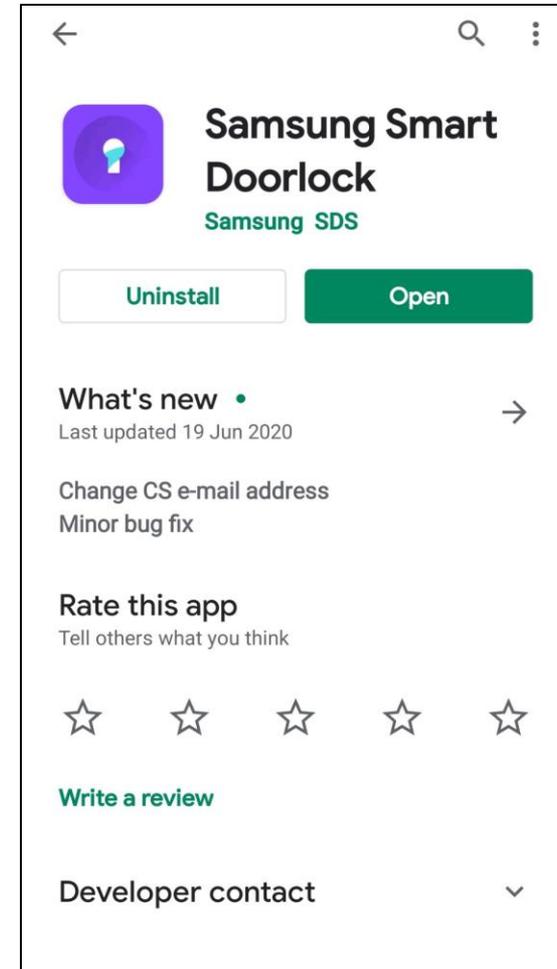
Model code
SHP-A30FCDS/EN : Satin Nickel (Silver) SHP-A30FCDB/EN : Oil rubbed Bronze (Black) SHP-A30FCDB/EN : Polished brass (Gold)
Authentication
1) 1 Master PIN code : 4 ~ 12 digits 2) 50 user PIN Code : 4 ~ 12 digits <ul style="list-style-type: none">- Permanent User PIN Code(PU) : created at the door lock with no duration. -> The name in the app is User ID number. (eg) Num 1)- Temporary User PIN Code(TU) : created from the app with the duration. -> User ID numbers for TU are automatically given to this Temporary User PIN code, so it can be deleted from the door lock with this user ID number. eg) You have PU with user ID 2 and 3. Once you create new TU, it will have user ID 1 as it's blank. Second TU will have user ID 4 as ID 2 and 3 are already occupied.
3) 10 Shared Users including the first user who registered the lock to the server. 4) One user can have many door locks in the app, but we recommend max 8 for the stable operation.
Others
1) Access Log data : Max 30 days. (No limits for one day)

I. App Download and registration

Samsung app download

1- Download the App from iPhone App store or Google Play store

- Follow the app instructions to create an account



App description

←  **Samsung Smart Doorlock**
App permissions

Version 2.0.2 may request access to

-  **Camera**
 - take pictures and videos
-  **Location**
 - access precise location (GPS and network-based)
 - access approximate location (network-based)
-  **Storage**
 - modify or delete the contents of your SD card
 - read the contents of your SD card
-  **Other**
 - control Near-Field Communication
 - Connect and disconnect from Wi-Fi
 - have full network access

You can disable access for these permissions in Settings. Updates to Samsung Smart Doorlock may automatically add additional capabilities within each group.

[Learn more](#)

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 - read the contents of your SD card
-  **Other**
 - control Near-Field Communication
 - Connect and disconnect from Wi-Fi
 - have full network access
 - view network connections
 - prevent phone from sleeping
 - view Wi-Fi connections
 - Use fingerprint hardware
 - receive data from Internet

You can disable access for these permissions in Settings. Updates to Samsung Smart Doorlock may automatically add additional capabilities within each group.

[Learn more](#)

←  **Samsung Smart Doorlock**
Details

About this app

You can experience various door lock services anytime and anywhere

If you install the Samsung Smart Door Lock App, you can experience various services anytime and anywhere, including checking the door lock condition of your home, opening doors with the door lock, and issuing one-time keys for visitors.

[Major Services]

1. Real-time checking of door lock condition
Status of door opening with the door lock, notifying forced door opening, notifying overheating detection, checking battery condition, etc.
2. Remote control of door opening with the door lock
Method 1: Click the padlock button on the main window of the app.
Method 2: Place the back of the smartphone on the card image of the door lock.
(Only android available)

App description

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2. Remote control of door opening with the door lock
Method 1: Click the padlock button on the main window of the app.
Method 2: Place the back of the smartphone on the card image of the door lock.
(Only android available)

3. Issuing a temporary pin code to visitors
You can create a temporary pin code with a set date and time. Upon the expiration of the set date and time, the one-time key will be deleted automatically.

4. Checking the access history of the door lock
The app notifies you in real-time who accesses you home, and enables you to check the access history.

What's new •

- Fix the error of the mobile phone authentication number.
(When you authenticate "SMS authentication, ID / password search, membership subscription" with mobile phone number)

←  **Samsung Smart Doorlock**
Details

What's new •

- Fix the error of the mobile phone authentication number.
(When you authenticate "SMS authentication, ID / password search, membership subscription" with mobile phone number)
- Correct Chinese phrase error
- Fix minimum input length when requesting SMS authentication number
- Correct the error displayed country code twice
- Fixed app termination bug below Android OS 6.0
- Fix other bugs

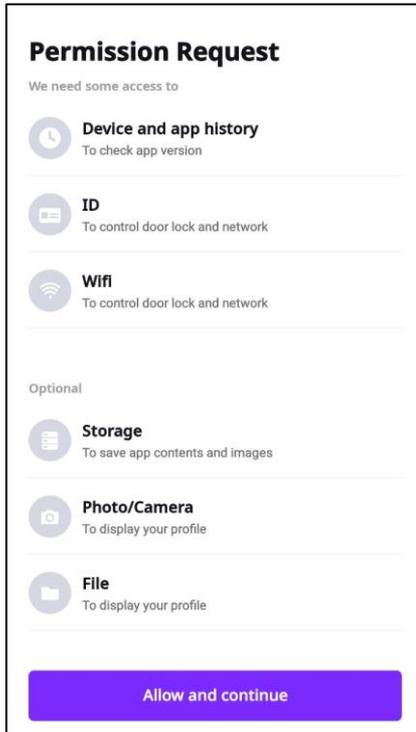
More info

 Rated for 3+
[Learn More](#)

App info

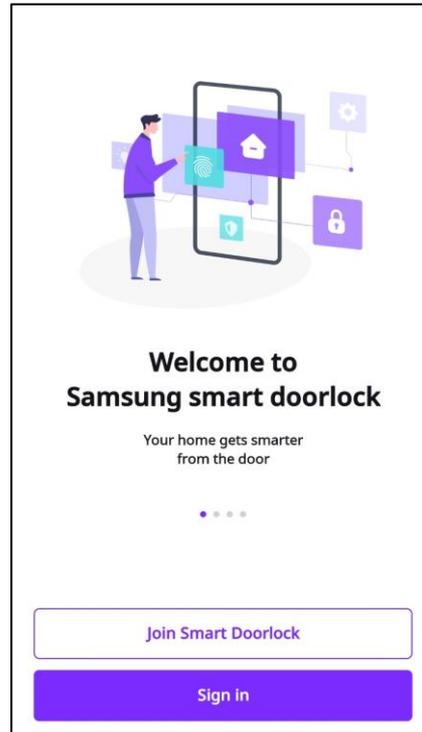
Version 2.0.2

App Installation complete



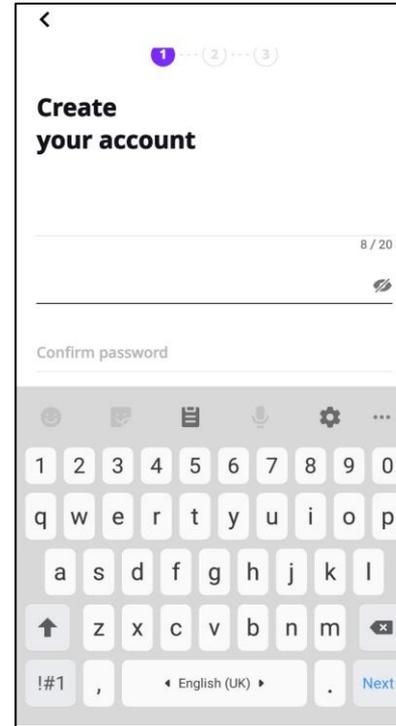
2

Give Permission as requested



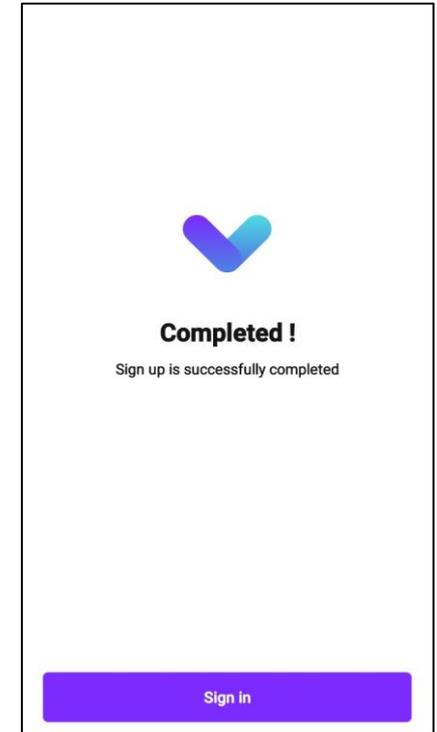
3

Signup to Samsung Smart Doorlocks



4

Choose a username & password with letters and at least 1 number



5

Done

App welcome message



Welcome to Samsung smart doorlock

Your home gets smarter from the door

••••

Join Smart Doorlock

Sign in

3-1



Door access monitoring

You can know who coming in and going out, no matter where you are.

••••

Join Smart Doorlock

Sign in

3-2



One-touch door control

You can lock and unlock your door even you are not at near home.

••••

Join Smart Doorlock

Sign in

3-3



Keys for your guest

By providing a key that can only be used for a certain period of time, you don't have to worry about losing or stolen your keys.

••••

Join Smart Doorlock

Sign in

3-4

Create your account (1)

<

1 2 3

Create your account

8 / 20

Confirm password

Next

<

1 2 3

Create your account

tototest3 9 / 20

Next

<

Terms & Conditions

- I agree to all
- [Required] Terms of Use >
- [Required] Agree to privacy policy for personal information >
- [Required] Please agree to the privacy policy for the consignment >
- [Required] Privacy policy for personal information collection and >

Agree and continue

<

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- [Required] Please agree to the privacy policy for the consignment >
- [Required] Privacy policy for personal information collection and >

Agree and continue

Create your account (2)

<

1 2 3

Create profile



A51 Tester ✕

10 / 20

Next

<

1 2 3

What is your phone number?

+61

Press send to receive a SMS authentication code.

Next

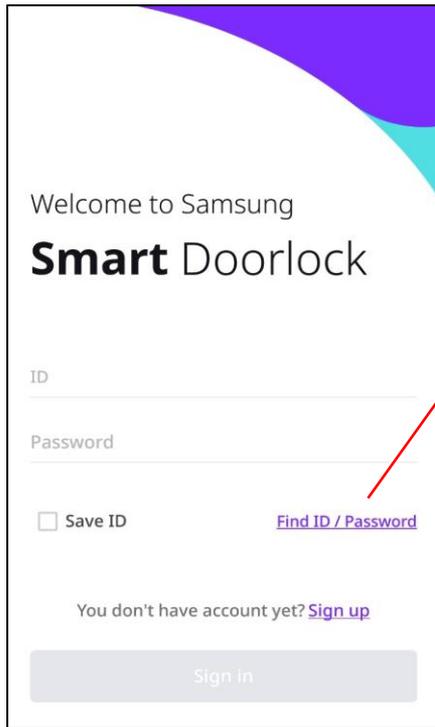


Completed !

Sign up is successfully completed

Sign in

Login → Find ID / Password



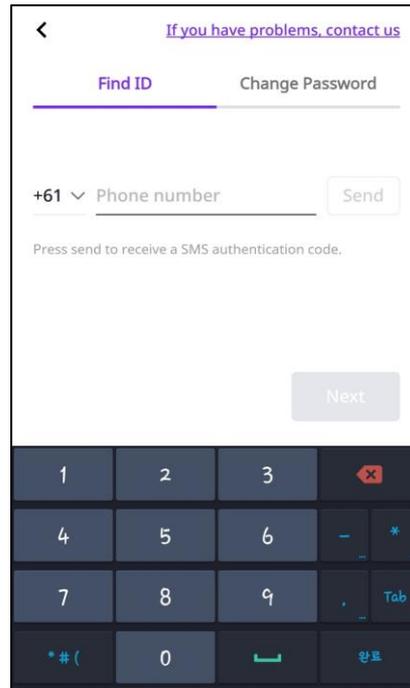
Welcome to Samsung
Smart Doorlock

ID
Password

Save ID [Find ID / Password](#)

You don't have account yet? [Sign up](#)

Sign in



[If you have problems, contact us](#)

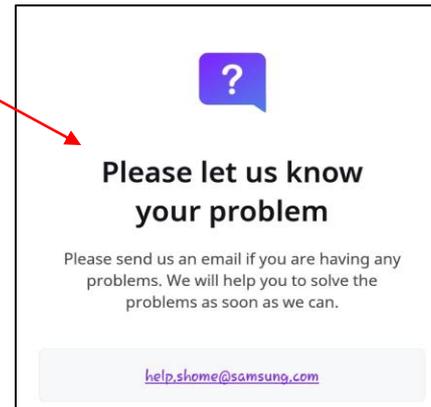
Find ID Change Password

+61 Phone number Send

Press send to receive a SMS authentication code.

Next

1	2	3	✕
4	5	6	*
7	8	9	Tab
* # (0	↵	완료



?

Please let us know your problem

Please send us an email if you are having any problems. We will help you to solve the problems as soon as we can.

help.shome@samsung.com

If you click the email address, it will be copied to the clipboard.

Find ID

Find ID Change Password

+61 Phone number Send

Press send to receive a SMS authentication code.

Next

1	2	3	✖
4	5	6	- *
7	8	9	. Tab
*# (0	↵	완료

Find ID Change Password

+61 5467976435649616195 Send

The verification number could not be sent, please try again.

Press send to receive a SMS authentication code.

Next

Find ID Change Password

+61 0452 588 965 Send

|

Enter the code within 2:59

Next

1	2	3	✖
4	5	6	- *
7	8	9	. Tab
*# (0	↵	←

Find ID Change Password

Your ID

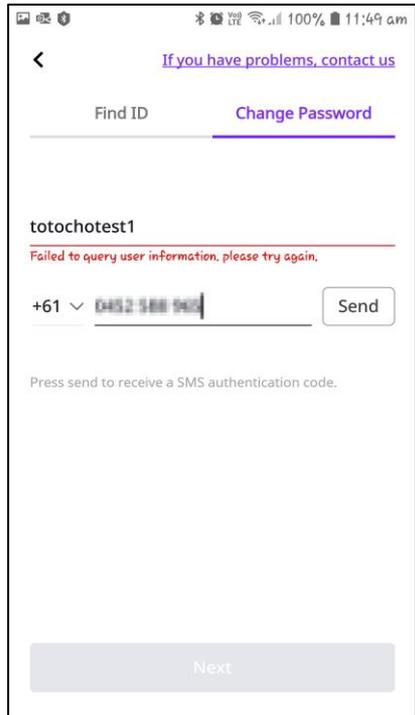
totochotest11

Forget the password? [Change password](#)

Sign in

If the phone number structure is wrong.

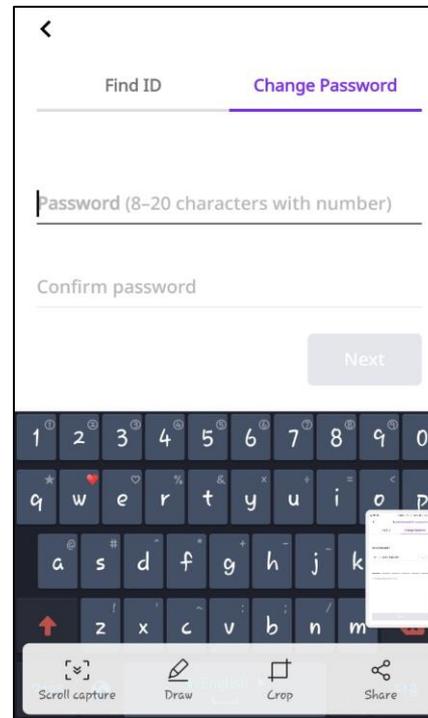
Find Password (1)



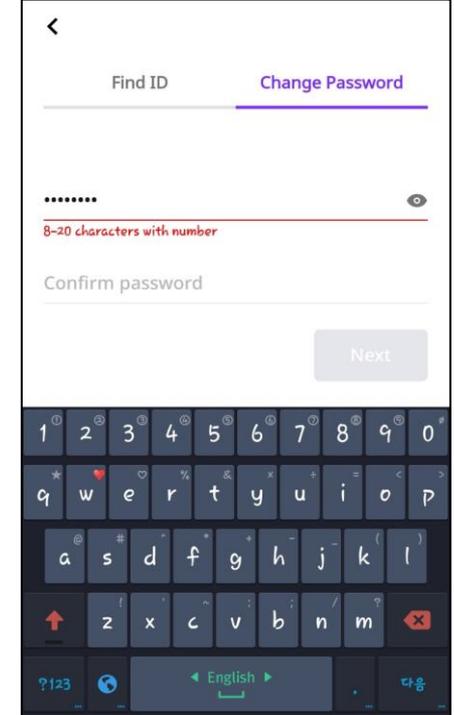
If ID doesn't exist or the phone number is not registered for the entered ID.



After sending the SMS



When SMS is received, new password can be entered.



If the entered password doesn't follow the rule.

Find Password (2)

Find ID Change Password

.....

.....

Incorrect with previous one

Next

Find ID Change Password

.....

.....

Next

Find ID Change Password



Completed!

New password successfully created

Sign in

When you enter the different password.

Complex situation – 2 accounts



We need to verify your phone number

The phone number you inputted is currently used by another ID. Please change your phone number.

If you have other questions about this process or problems, please contact us.

Contact

Change phone number

If you forgot your ID and sign up again with new ID, the app will just create new ID with your phone number. But if you found the old ID and PW and you log in, then app will verify your phone number as new ID already took your phone number from your old ID.

Complex situation – 2 accounts

If you forgot your ID and sign up again with new ID, the app will just create new ID with your phone number. But if you found the old ID and PW and you log in, then app will verify your phone number as new ID already took your phone number from your old ID.

Change phone number

Current password

Forgot your password? [Change password](#)

Confirm

Change phone number

.....

Password verification failed. please try again.

Forgot your password? [Change password](#)

Confirm

Your phone number has been changed?

Change password

tototest2

+61 Phone number Send

Press send to receive a SMS authentication code.

Next

Change phone number

+61 Phone number Send

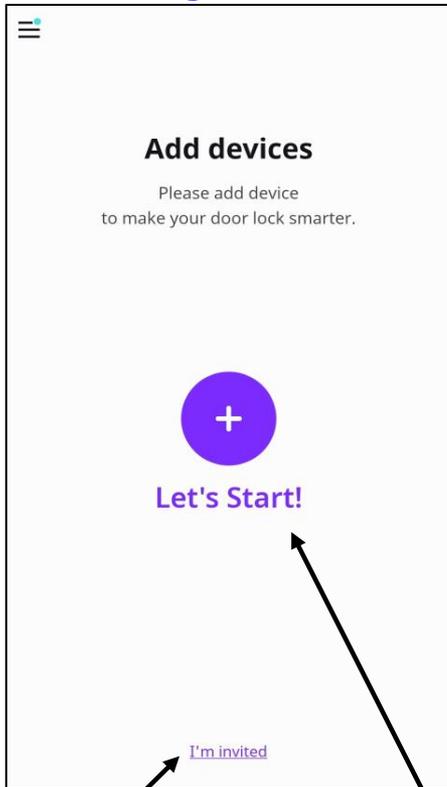
Press send to receive a SMS authentication code.

Save

II. Home Screen

Home Screen (1)

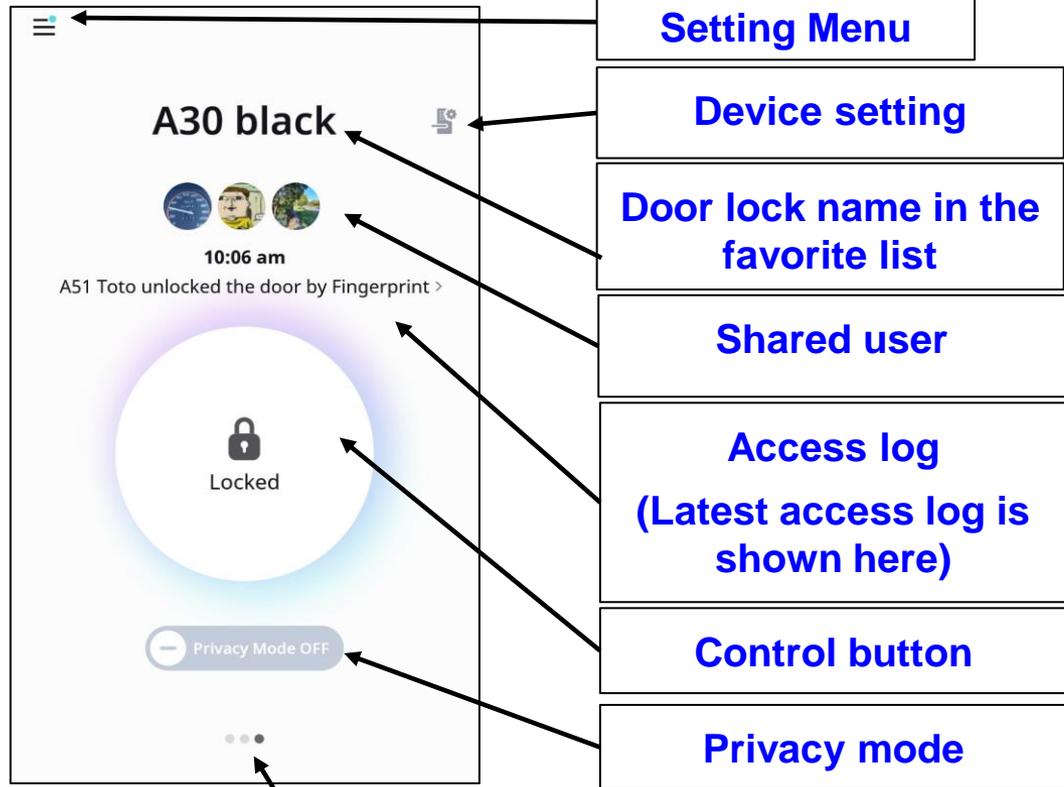
When no door lock registered



Add a door lock yourself

Register invitation code

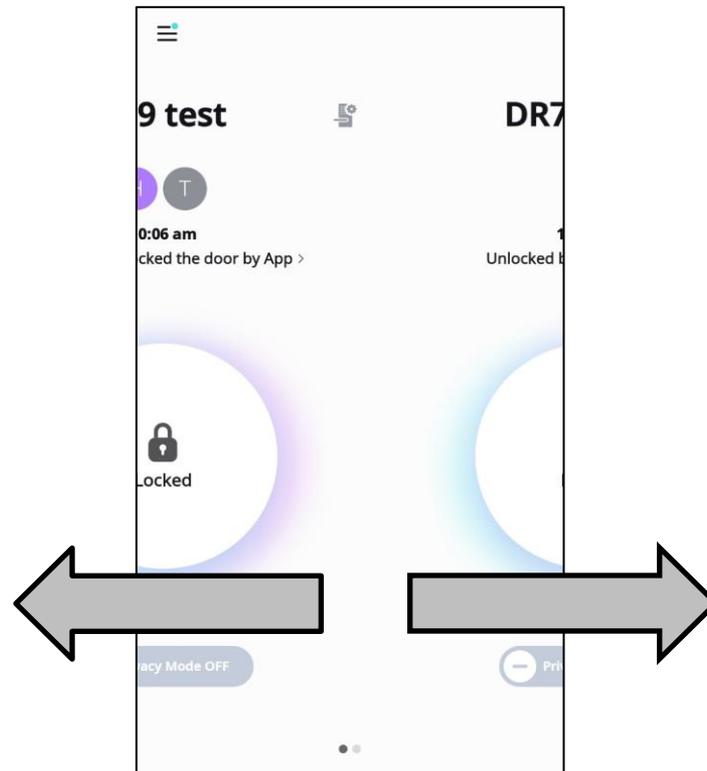
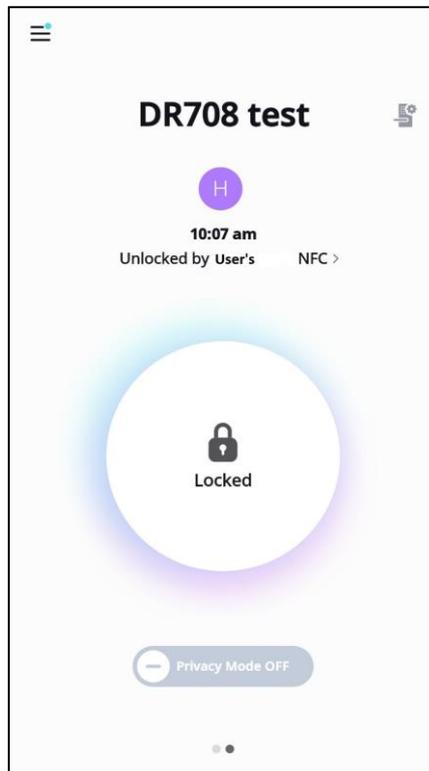
If you have favorite door lock



Favorite door lock selection
- You can scroll the menu.

Home Screen (2)

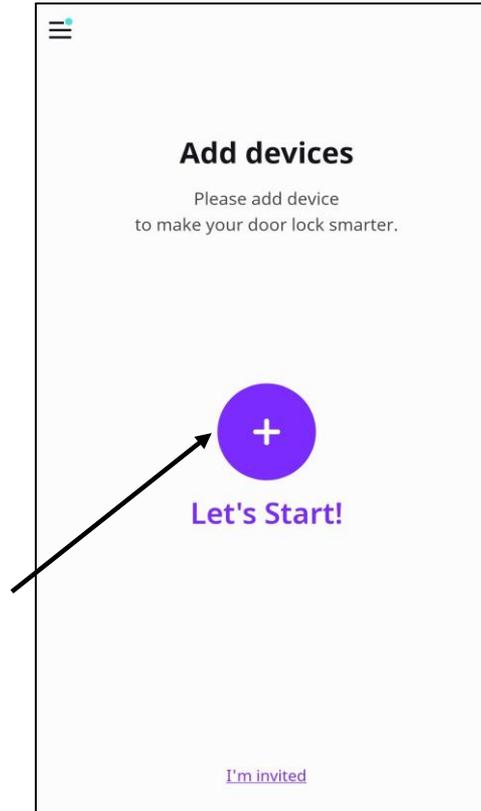
Home Button will give you access to the list of lock registered on your app and the option to open or close a lock. You can swipe left or right to access different locks. (max 3 at home screen)



III. Lock Registration

Step 0- Choose Lock Type

- Once App is installed ,
login and add device
from the device list
shown



Step 1- Choose Lock name

Before moving on...

Is the device properly installed and turned on?

Please install the door lock properly on the door prior to moving on to the next process.

Continue

STEP 1/4

Create your door lock name

DR708 test

10 / 20

Next



Step 1- Check point

Make sure the Wi-Fi
Connection is ON &
the Mobile data is OFF

Please check!

Please verify on your phone that

- ✓ Location is ON
- ✓ Check Wi-Fi is ON
- ✓ Mobile data is OFF

[Go to settings](#)

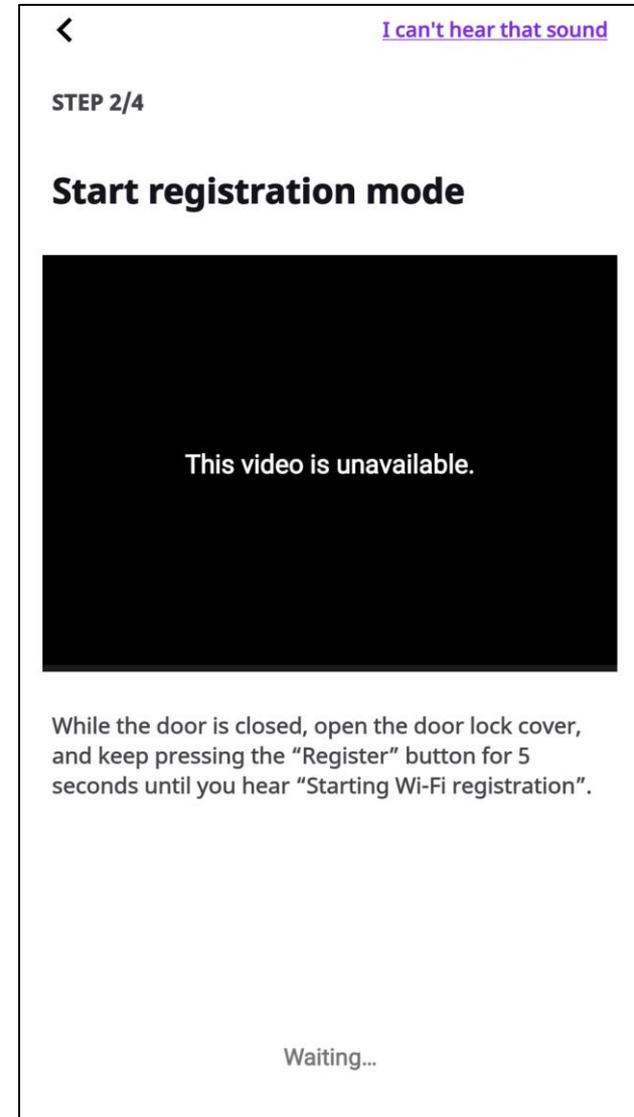
Check home Wi-Fi router

- ✓ Only support 2.4GHz network
- ✓ Check Wi-Fi password
- ✓ Check Wi-Fi signal strength

Ready to connect

Step 2- Start Registration (1)

Start the registration by pressing the REGISTER button on the Inbody of the lock for 5 secs while the door is **CLOSED**



Step 2- Start Registration (2)

Continue registration once you hear acknowledgement.

STEP 2/4

Start registration mode

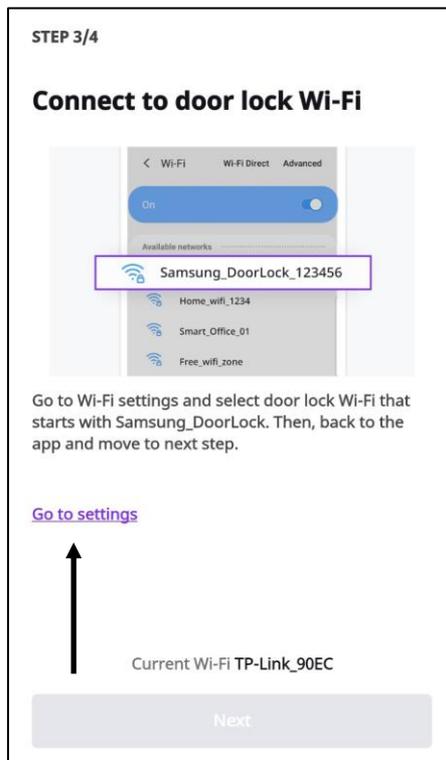
This video is unavailable.

While the door is closed, open the door lock cover, and keep pressing the "Register" button for 5 seconds until you hear "Starting Wi-Fi registration".

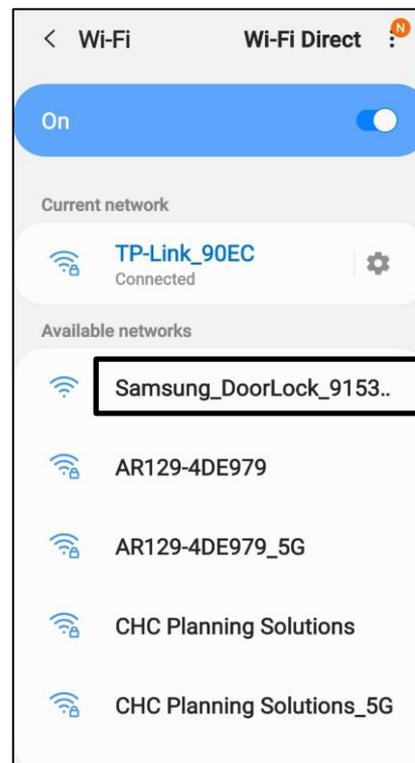
I heard "Starting Wi-Fi registration".

Step 3- Connect to Door Lock Wi-Fi

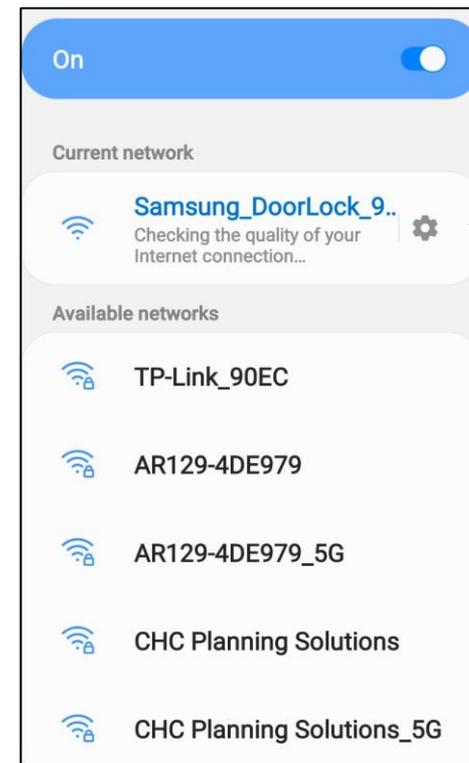
Choose the door lock Wi-Fi as shown in the figure .Do not pay attention when the mobile informs you that the lock connection has no internet . That is ok.



Click to go to mobile Wifi settings



You will find the lock wifi in the available



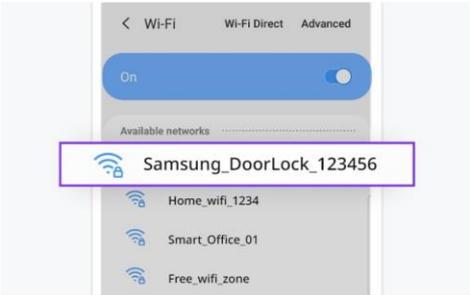
Door Lock WiFi name

Step 3– Connect to Door Lock Wi-Fi

Click “next” once succeeded connecting to door lock Wi-Fi

STEP 3/4

Connect to door lock Wi-Fi



Go to Wi-Fi settings and select door lock Wi-Fi that starts with Samsung_DoorLock. Then, back to the app and move to next step.

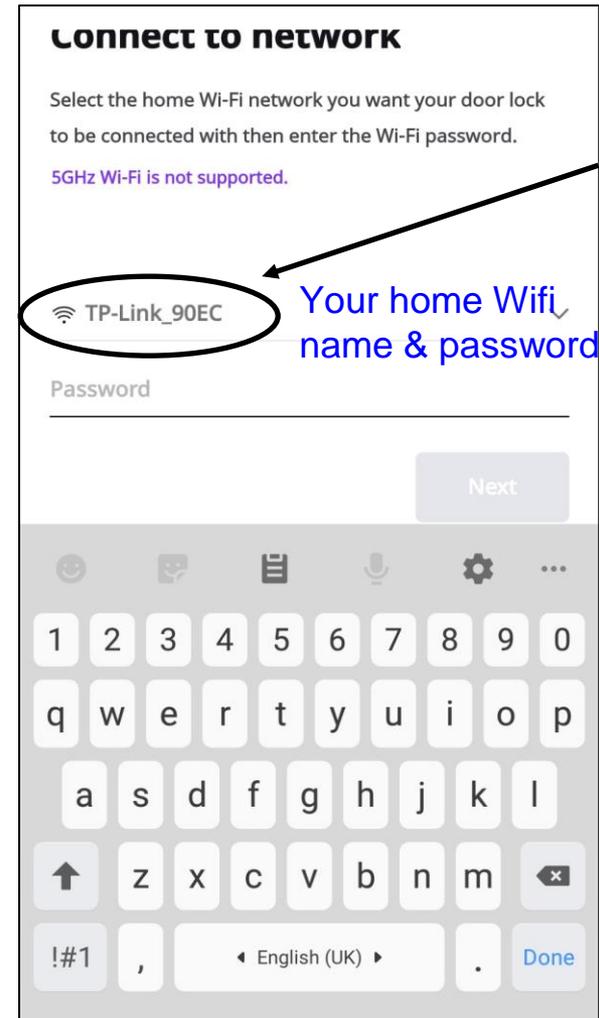
[Go to settings](#)

Current Wi-Fi Samsung_DoorLock_9153BC

Next

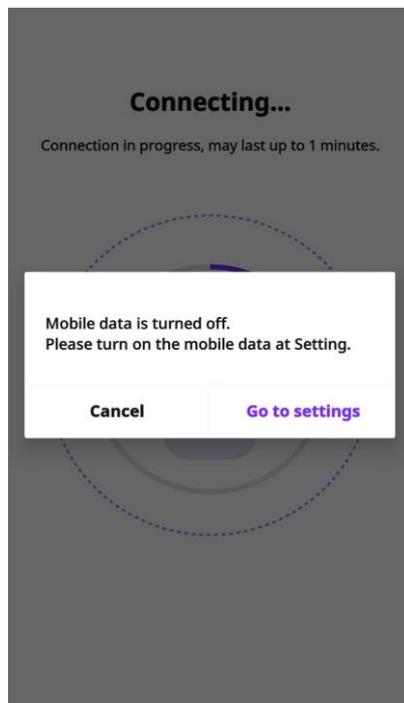
Step 4- Connect to Network

Now fill in the password of your local access point . Do not worry this will not disconnect you from the connection to the door lock Wi-Fi.



Step 4- Connect to Network

- Follow the instructions by going to mobile settings and re-activating the mobile data.



Turn ON



Final- Successful Connection

Connecting...

Connection in progress, may last up to 1 minutes.



**Following
screenshots
indicate
successful
registration**

Door lock is successfully connected!

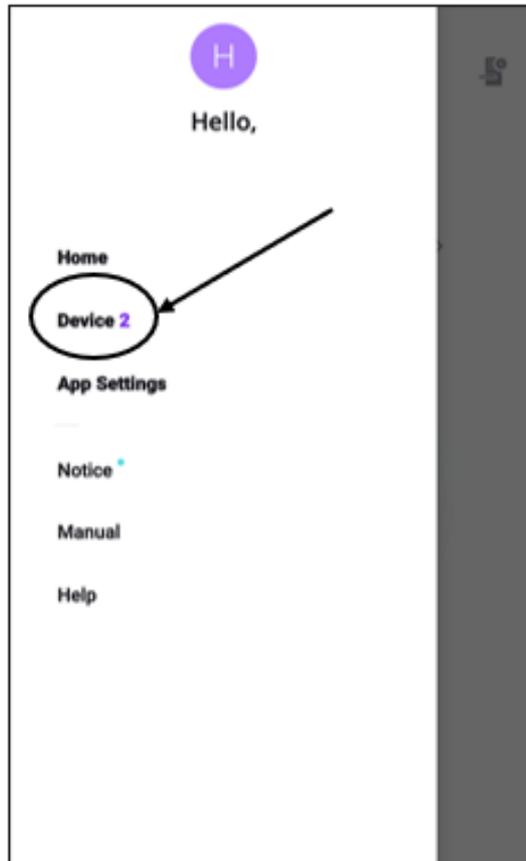


Start smart doorlock

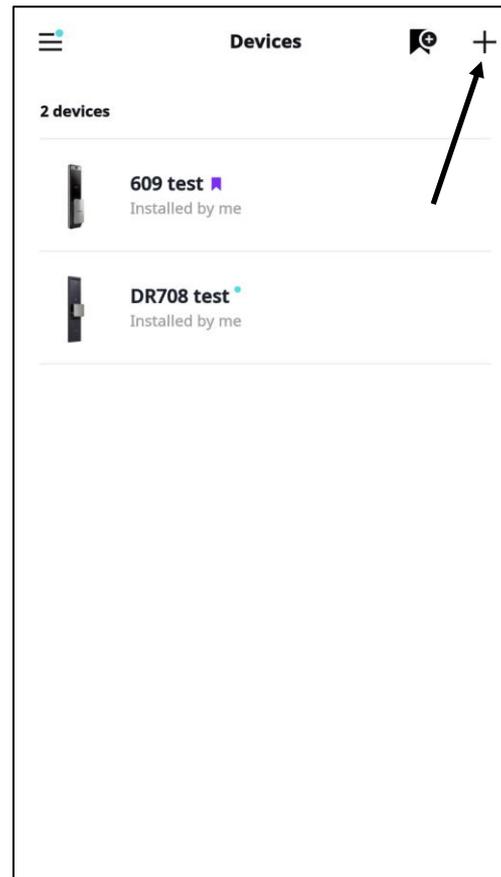
III-i. Adding Another Door Lock

Adding More than One Lock (max 8)

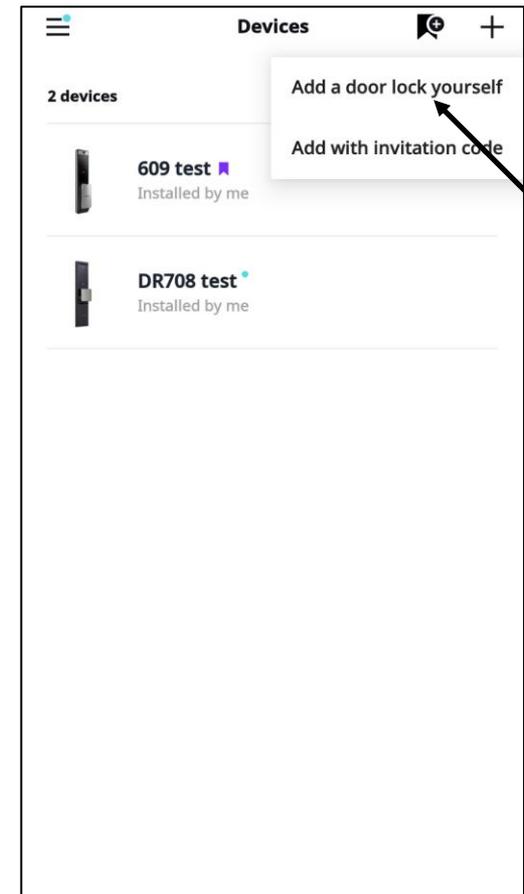
Click on Devices



Click on + sign on the upper right corner



“Add the lock yourself”

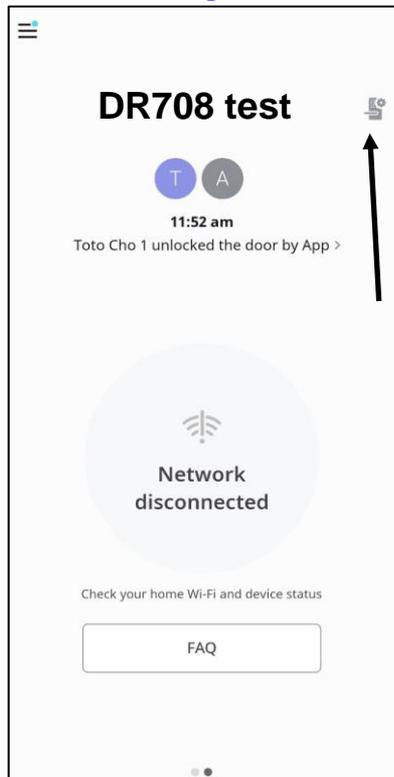


III-ii. Troubleshooting with Wi-Fi

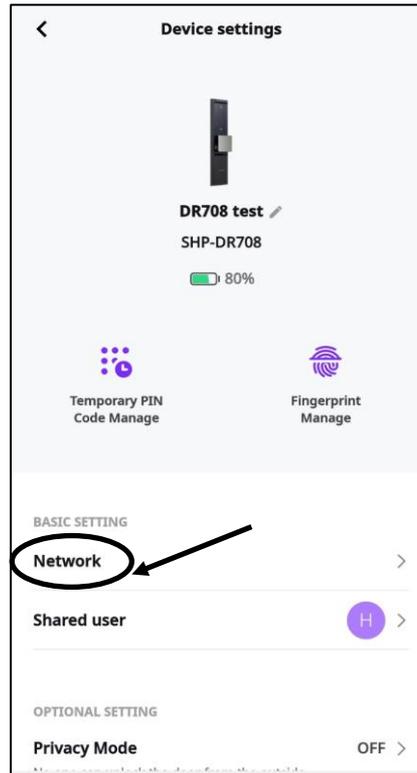
If you lost Wi-Fi connectivity

If at any point of time the connection to a lock is lost , please do the following:

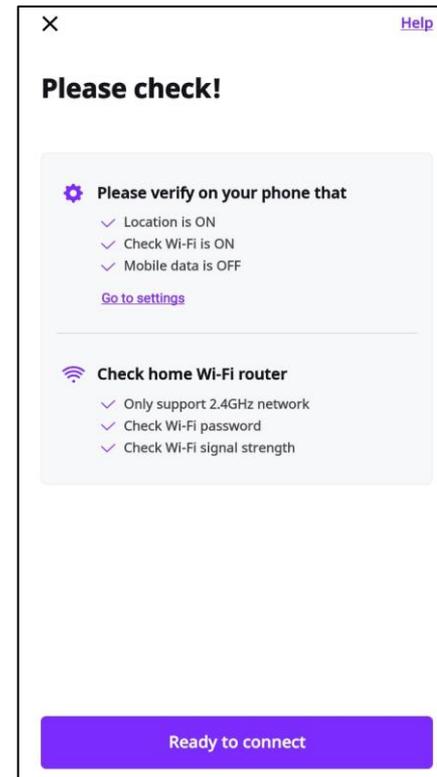
Click “Device Setting” icon



Click “Network”



Restart the registration process



No data will be lost when you re-register.

If you failed to register the lock

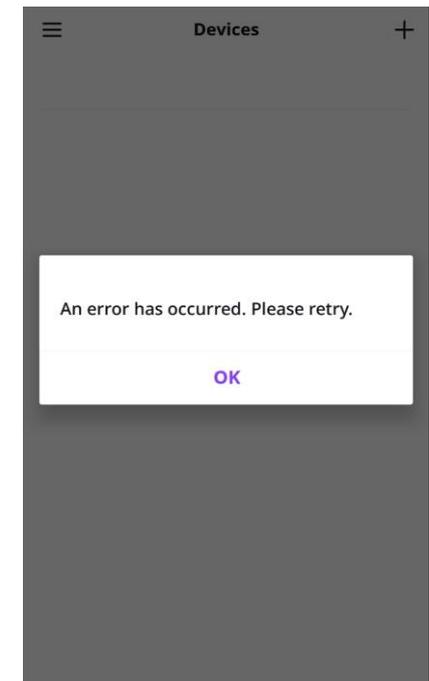
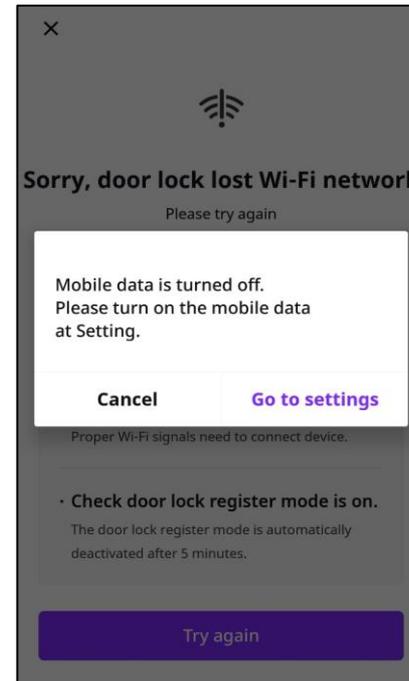
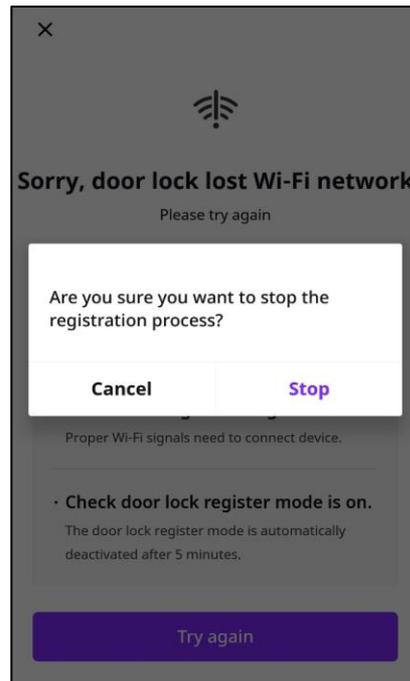
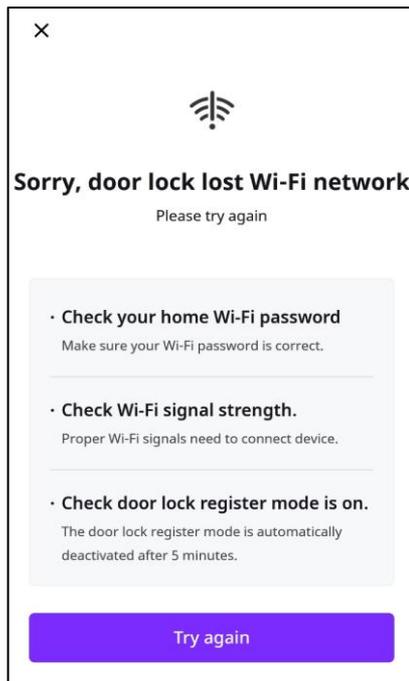
If you failed to register the lock and stop the registration process

Click “X”

Click “STOP”

Turn on “Mobile data” and Forget “Digital Door Lock” Wi-Fi

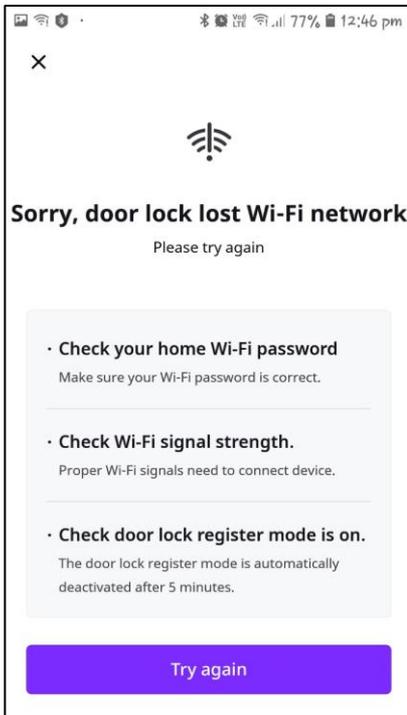
If you don't turn off “Digital door lock” WiFi, then you will get the error message.



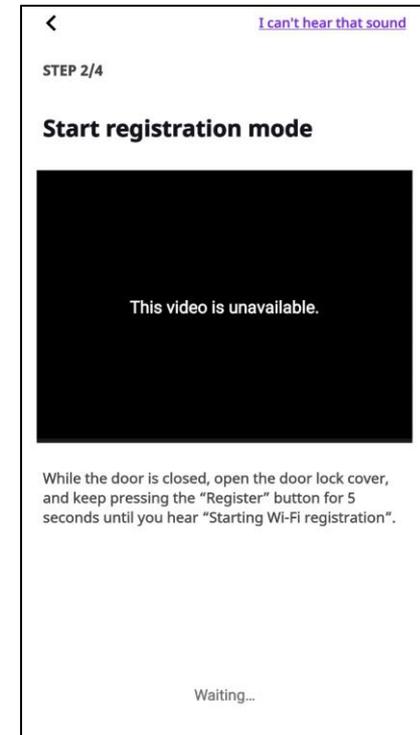
If you failed to register the lock

If you failed to register the lock and try again

Click “Try Again”



You can go to
Step 2 again.



If you failed to register the lock

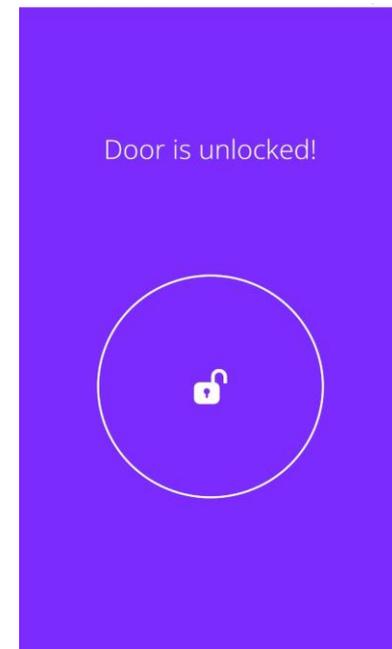
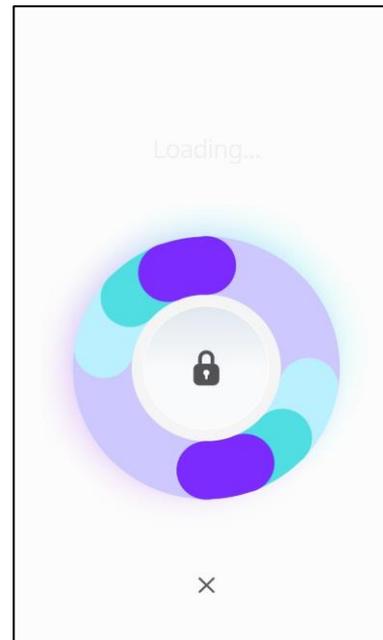
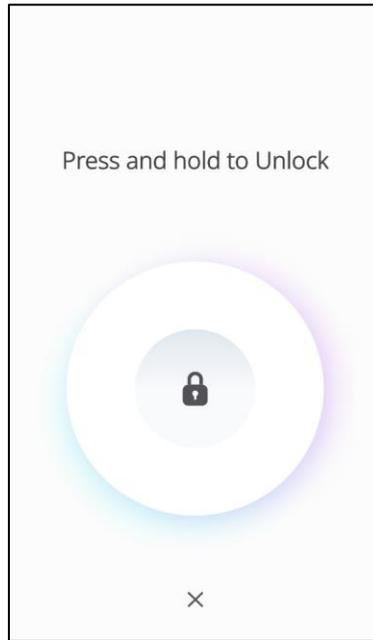
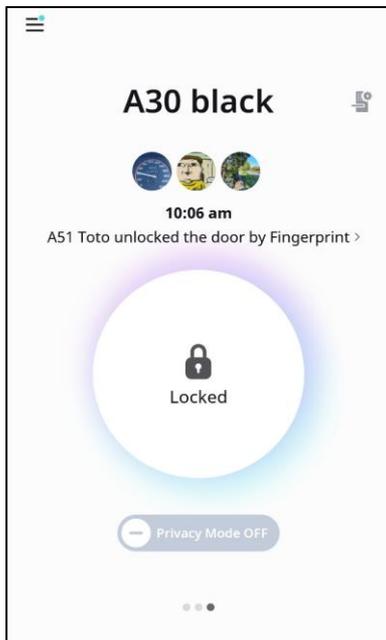
Solution for each error message when you fail to register the lock

No.	Voice message	Main cause	Resolution
1	Access Point connection failed.	<ol style="list-style-type: none">1) The password of the router is wrong.2) The router doesn't have DHCP setting or Samsung door lock can't get the IP address from the router.	<ol style="list-style-type: none">1) Check the password again.2) Check the router setting if DHCP mode is deactivated.3) If Restart the router.
2	Server connection failed.	<ol style="list-style-type: none">1) The internet service is not available.2) DNS information from the router is invalid.3) Samsung cloud server has the issue.	<ol style="list-style-type: none">1) Check the internet service with your mobile phone or check WAN indicator if it's off.2) Check the router DNS setting. If it's blank, it normally gets it from ISP, but it's recommended to change it to other free DNS.3) If all settings are correct but you still have this issue, please report to DDL.
3	Server authentication failed.	<ol style="list-style-type: none">1) The communication from the lock to the server was done, but the server cannot communicate with the user.	<ol style="list-style-type: none">1) At the last step of the registration, the mobile phone should be connected to the internet properly. Turn on mobile data.2) If it happens again and again, the lock might have the other issue. Please do the factory reset.3) If you still have this issue, please report it to DDL.
4	Wi-Fi setup failed.	<ol style="list-style-type: none">1) This can be happened after server authentication is done but the communication is still unstable.	<ol style="list-style-type: none">1) It will have various situation, so please share the user information and router information to DDL.

IV. Lock Features

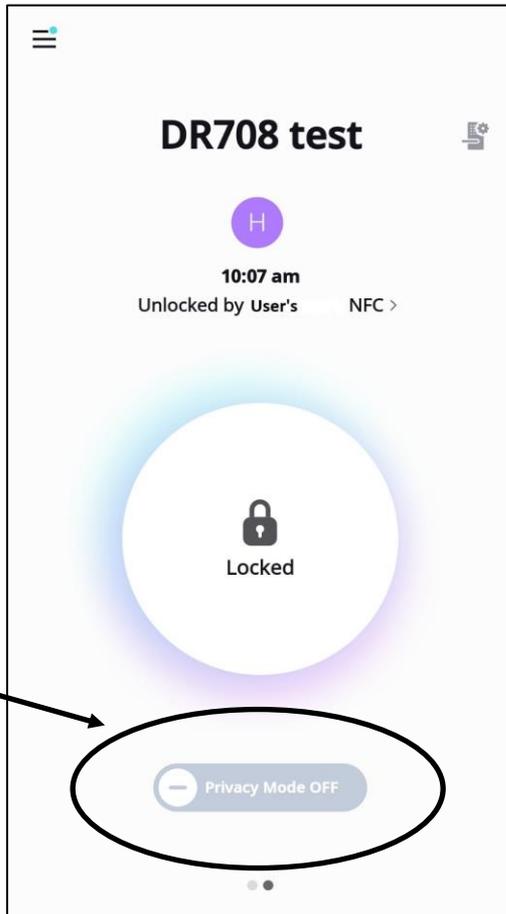
Control the Door Lock

Open or close a door lock

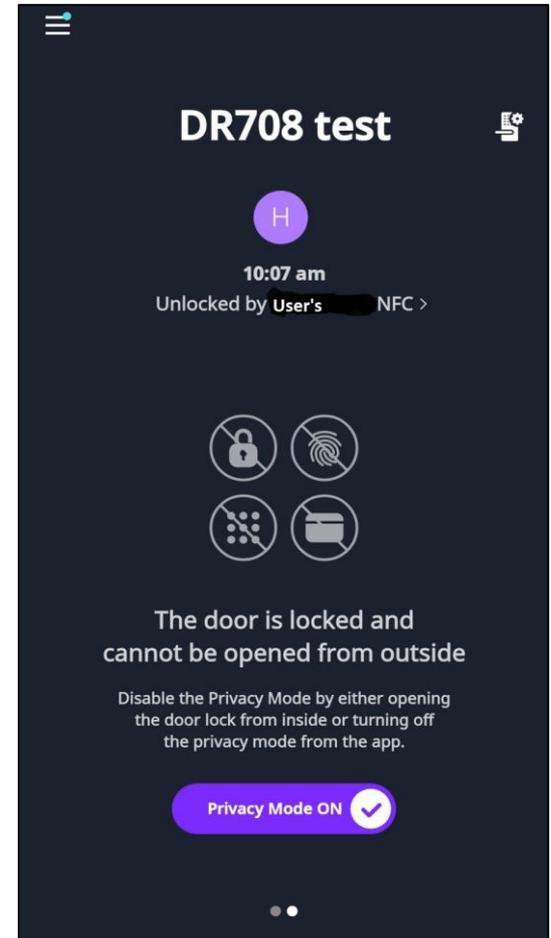


Privacy Mode

Toggle the Privacy Mode

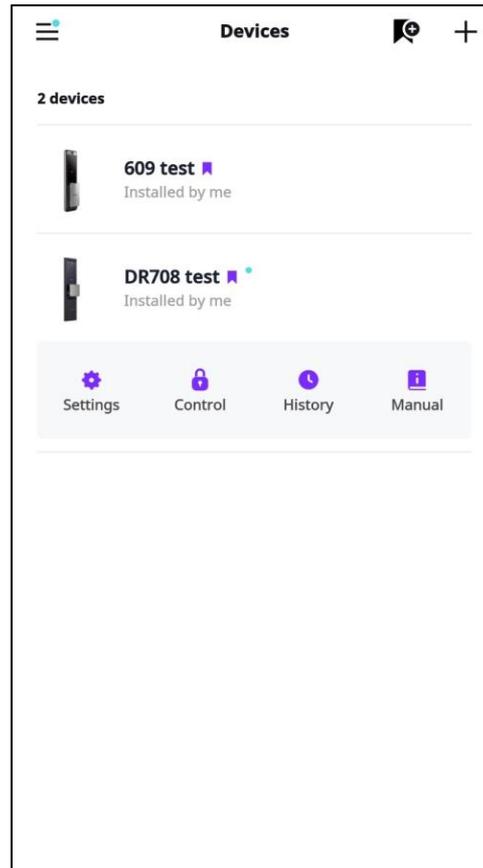
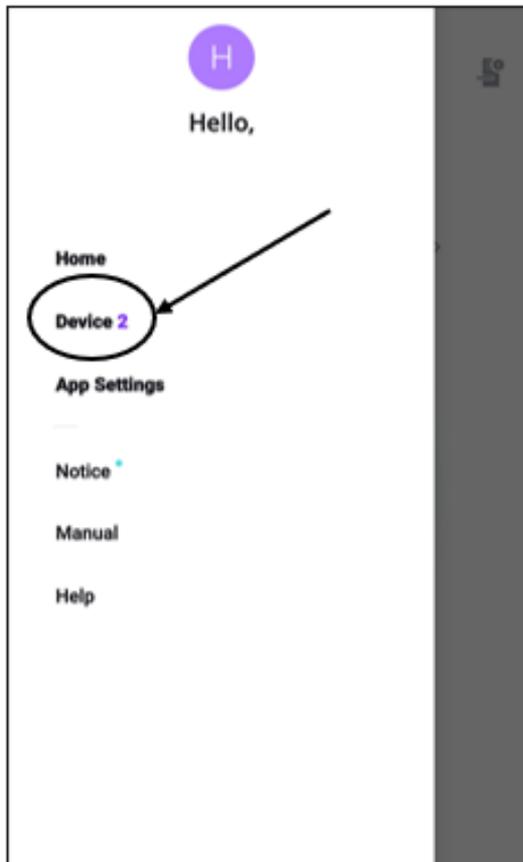


**Privacy mode
will prevent
any access
from the
outside**



Device setting from setting menu

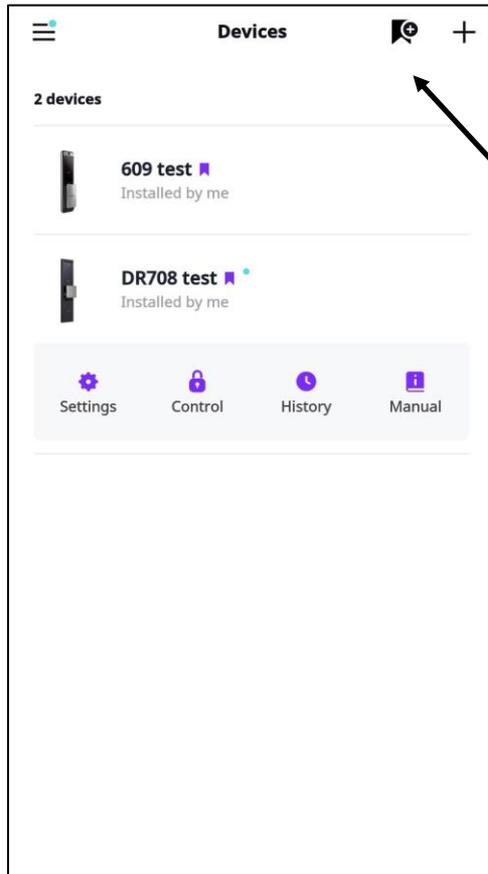
“Devices” Menu will take you into more functions and settings of the locks.



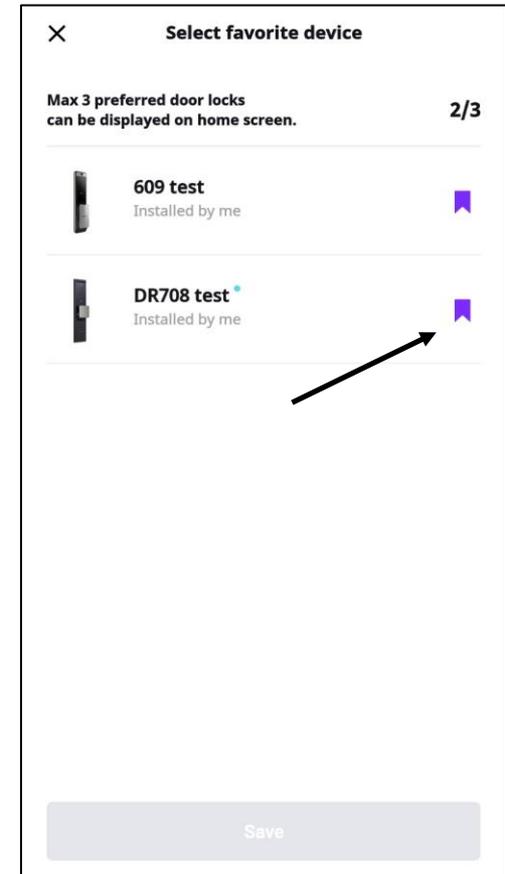
- Add Lock to Home screen
- History
- Control
- Settings
- Manual

Add a door lock to Home screen

Add Lock to Home Screen

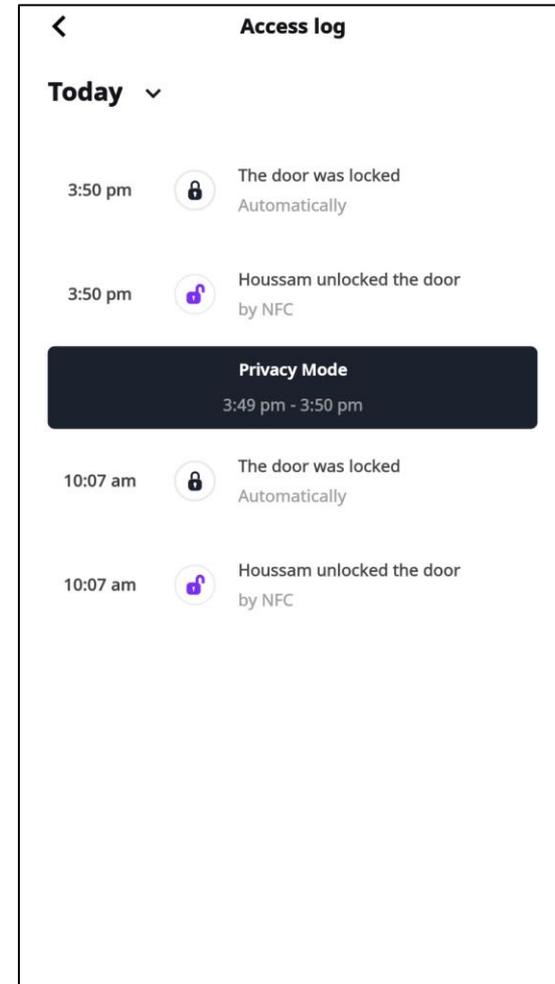
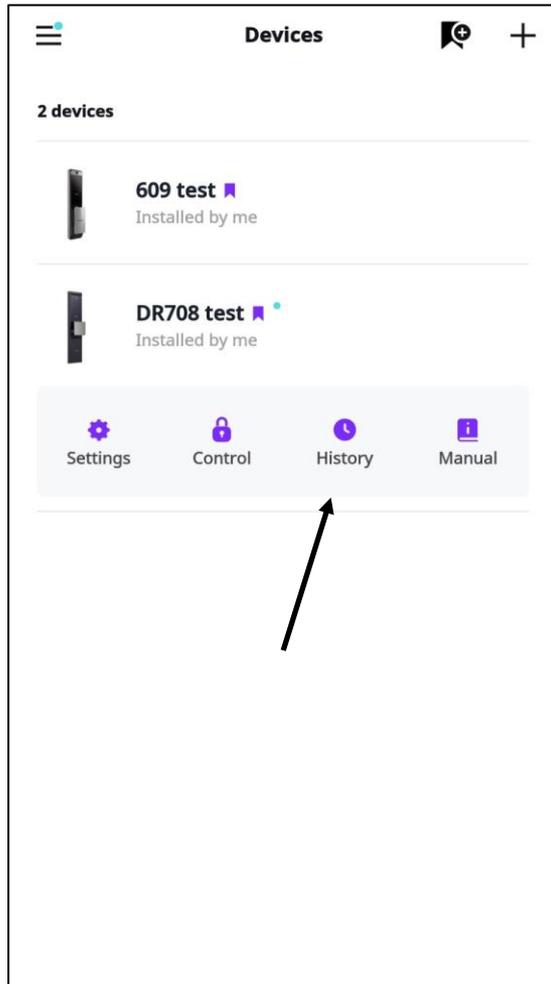


Once you click the **BOOKMARK** sign on the upper right corner of the screen , the icon next to the lock will turn purple , and the lock will be added to your home screen favorites after pressing the save button at the bottom of the screen



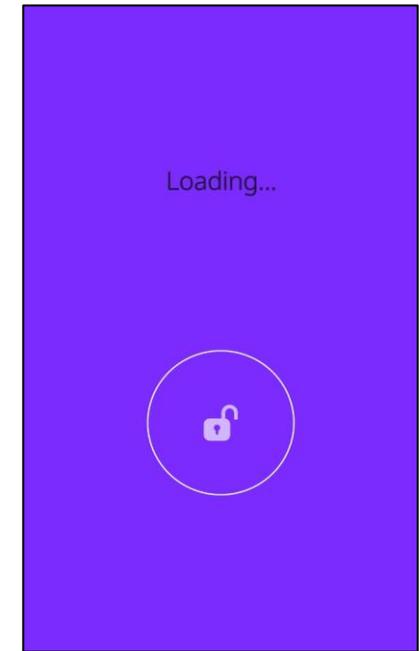
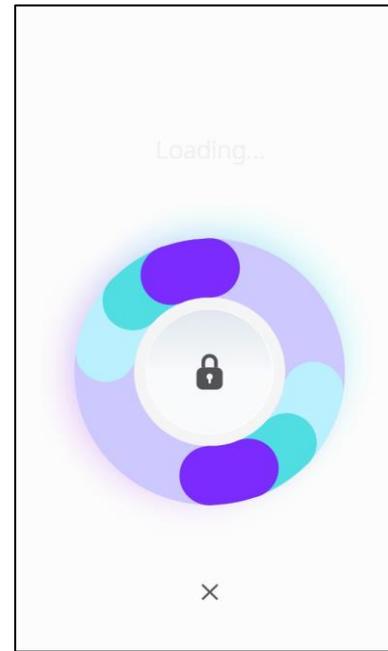
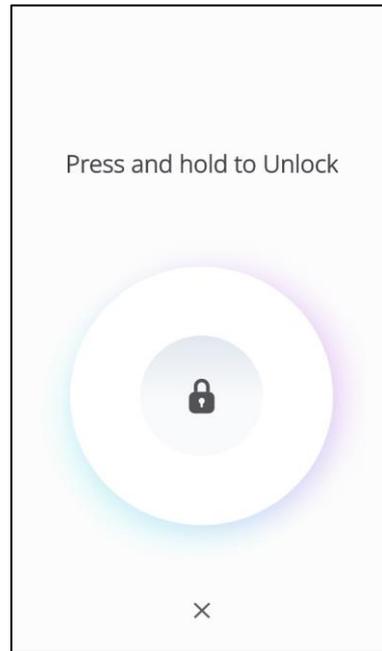
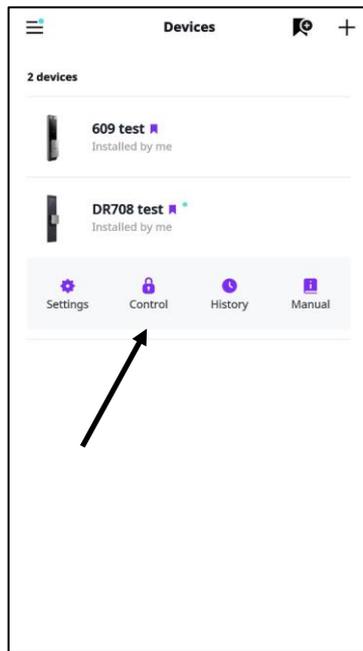
History

Viewing the History of events on the lock



Lock Control

Control will enable you to open or close the lock as previously explained



Device setting menu

Settings Menu includes:

1- Share Temporary PIN Code

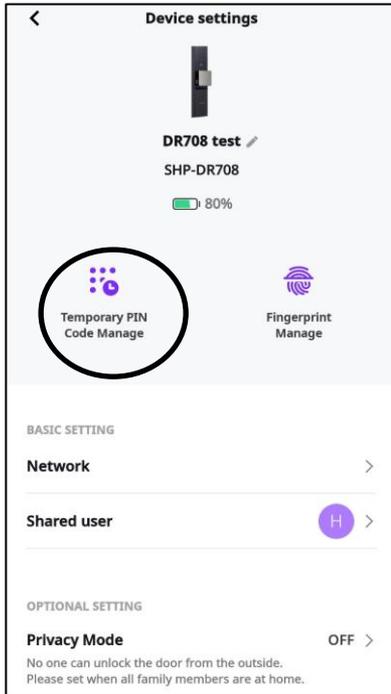
2- Share User Code

3- Manage Fingerprints

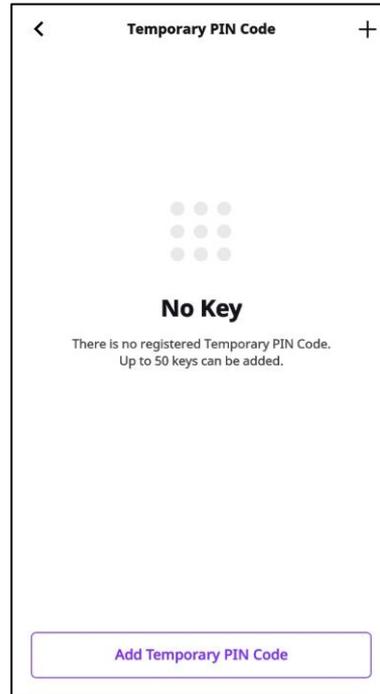
4- Toggle Privacy Mode (as explained)

5- Reconnect the Lock through Wi-Fi (as explained)

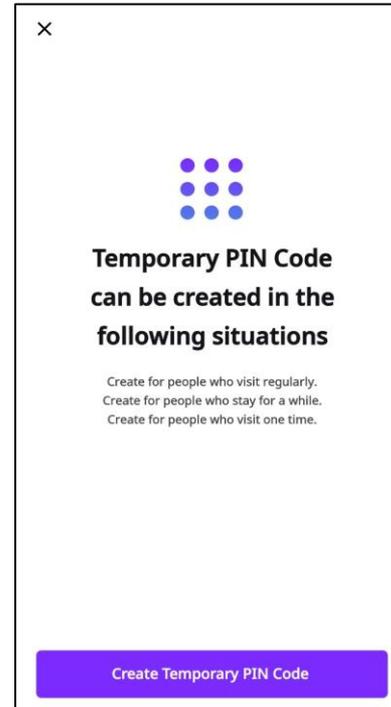
Share Temporary PIN Code (1)



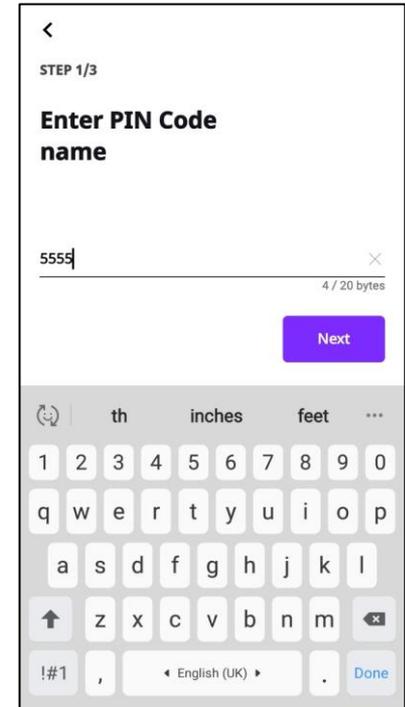
Click on “Temporary PIN Code Manage”



Click on “Add Temporary PIN Code”



Click on “Create Temporary PIN Code”



Give a name to the temporary PIN Code

Share Temporary PIN Code (2)

<

Enter Temporary PIN Code

5555

5555

Next

1 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
x 0 + Done

Choose the PIN

<

STEP 3/3

Set access time and duration

Duration | One time

23 JUN → 23 JUN

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY 2020

M T W T F S S

Periodic day and time

Create

Set when and for how long the PIN is active

×

Temporary PIN Code

5555

Sister

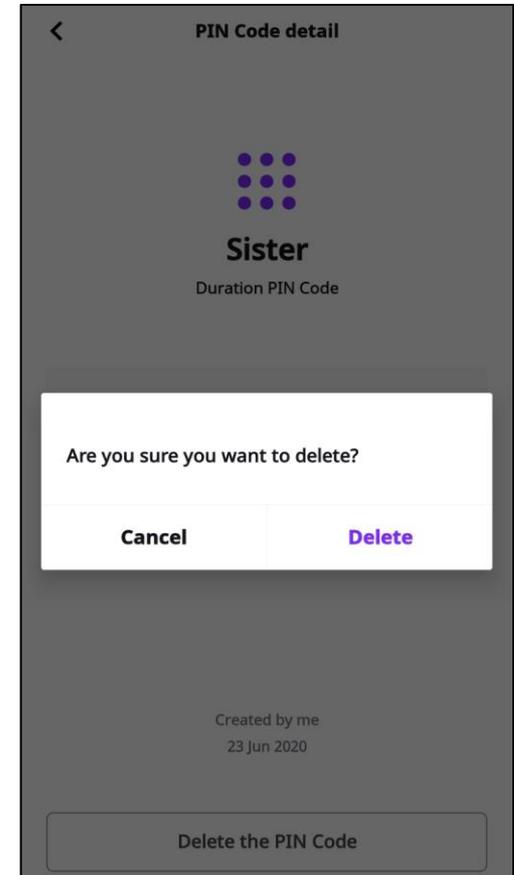
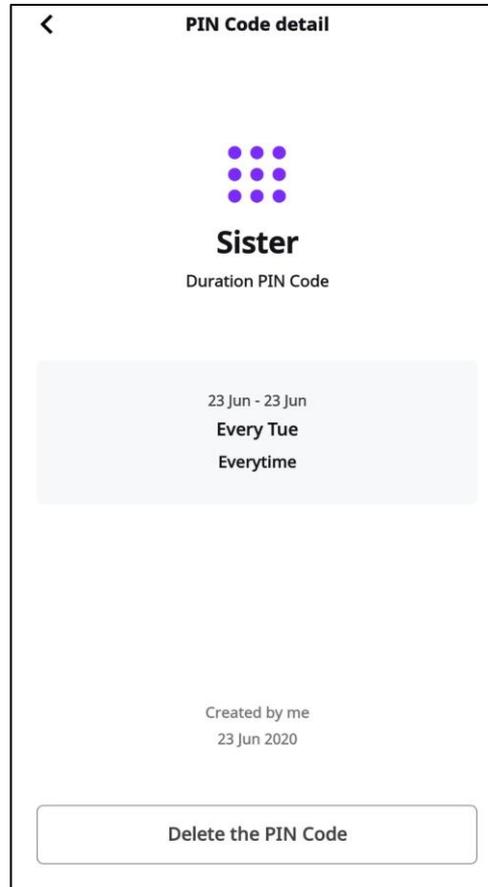
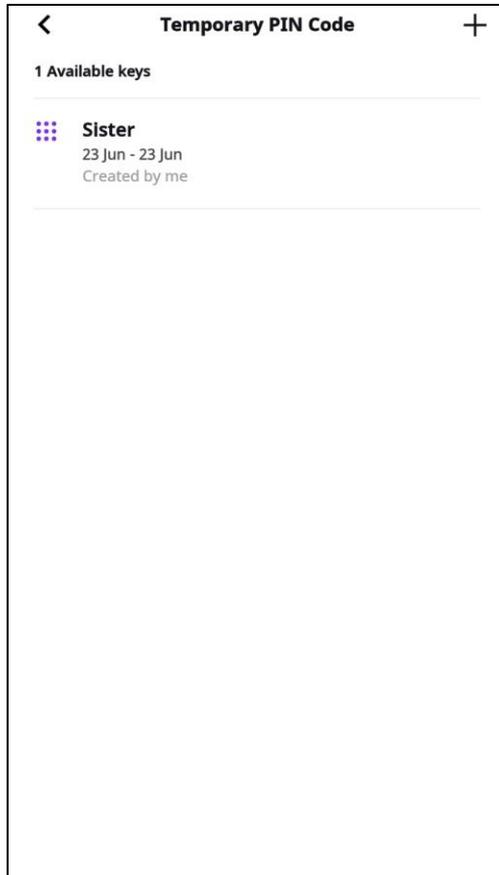
Share this PIN code with family or friends.
Please do not send this code to an unintended recipient.

Available date & time
23 Jun - 23 Jun
Every Tue
Everytime

Share

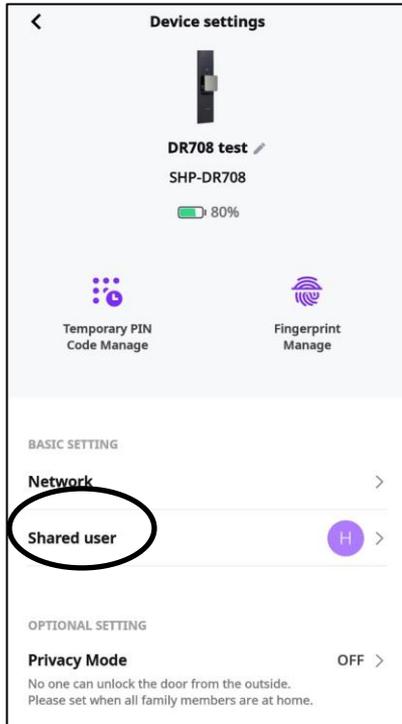
Share the PIN through many of the mobile apps (SMS, WhatsApp...)

Delete Temporary PIN Code

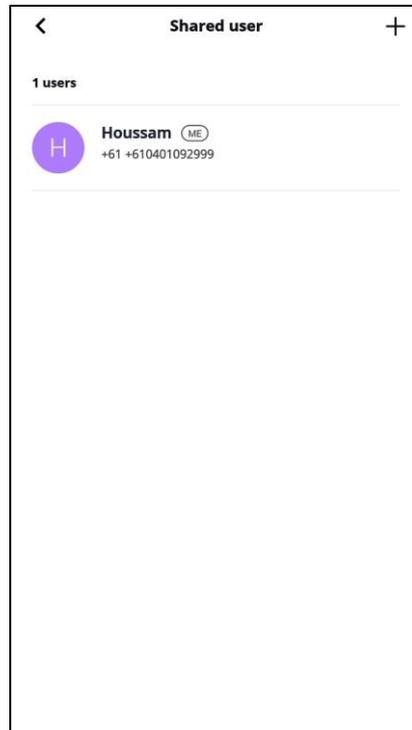


Shared User – Invitation code (1)

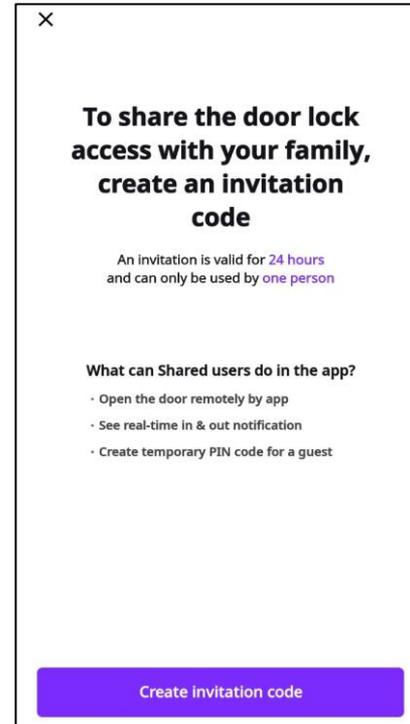
1- Share User Code



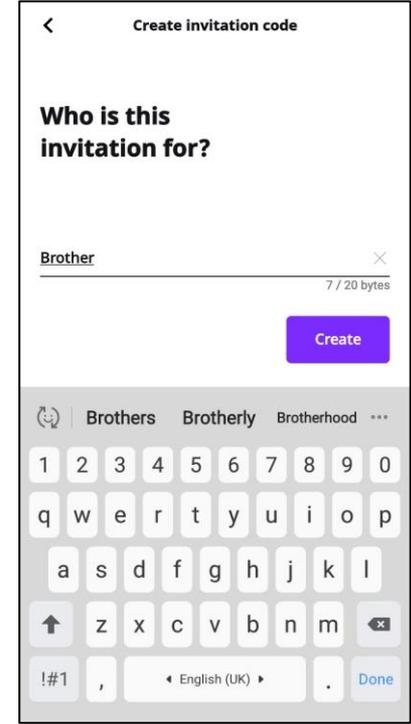
Click on the Lock Settings and click share user.



Click the + sign on the upper right corner of the screen



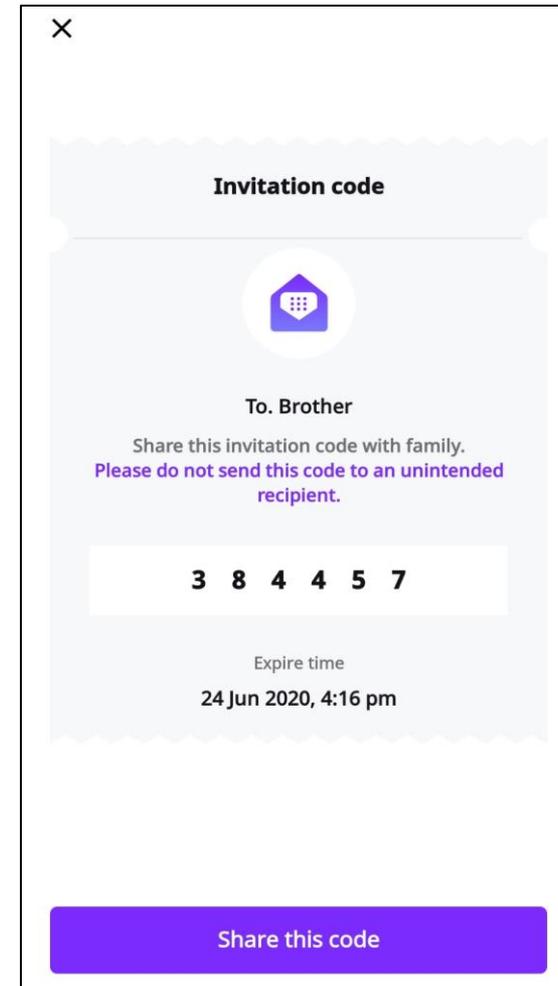
Click on “Create Invitation Code”



Give a name to the Invitation Code

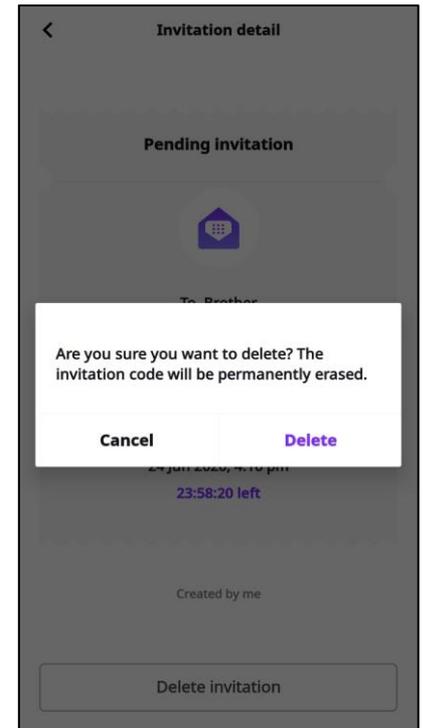
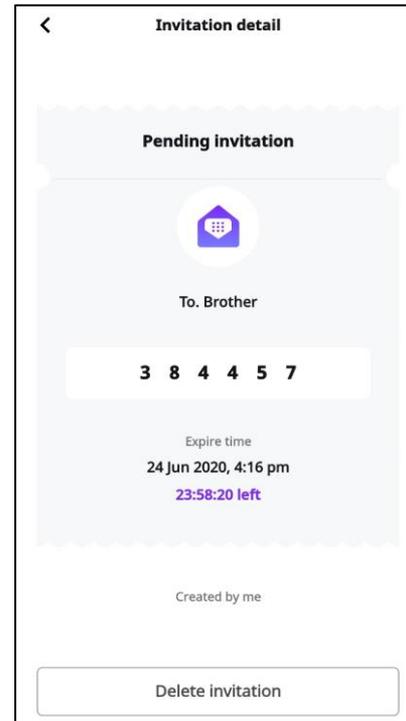
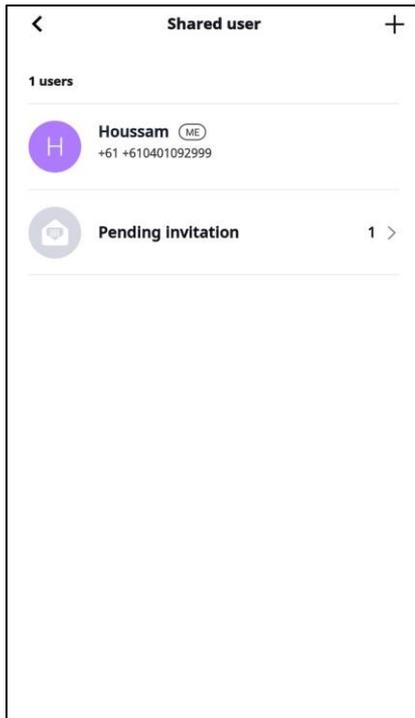
Shared User – Invitation code (2)

Share Code using the
suitable mobile apps (SMS)



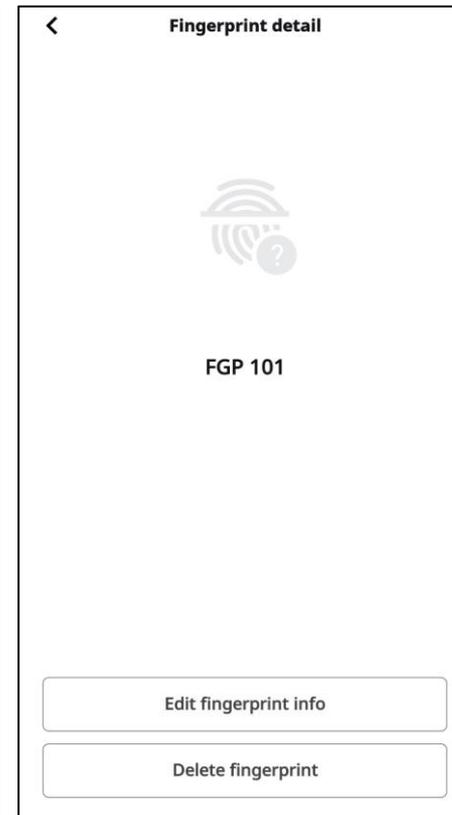
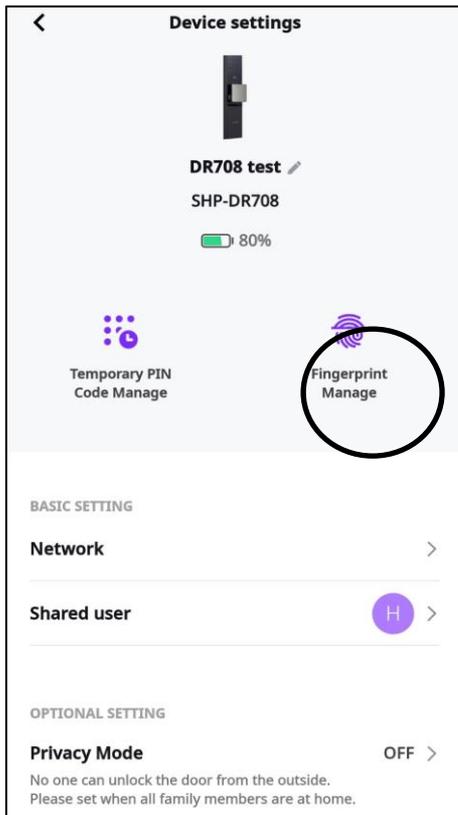
Shared User – Delete

Delete User Code



Fingerprint manage (DR708, DP609)

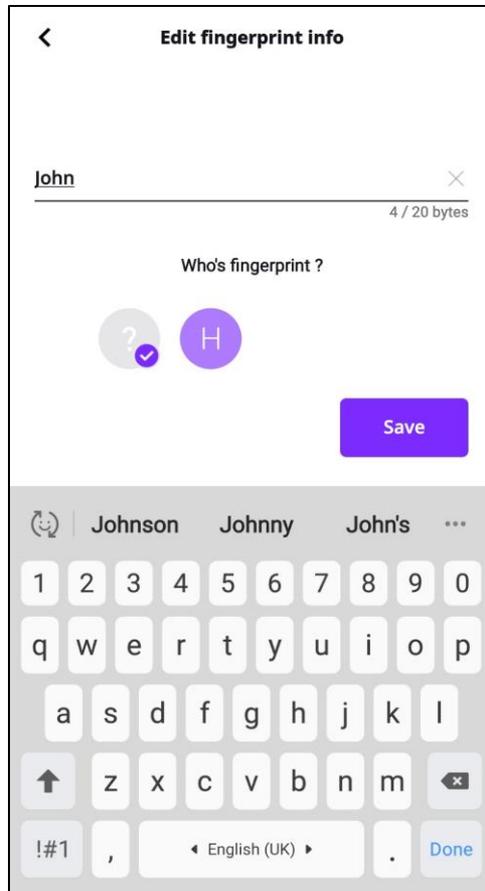
3- Manage Fingerprints



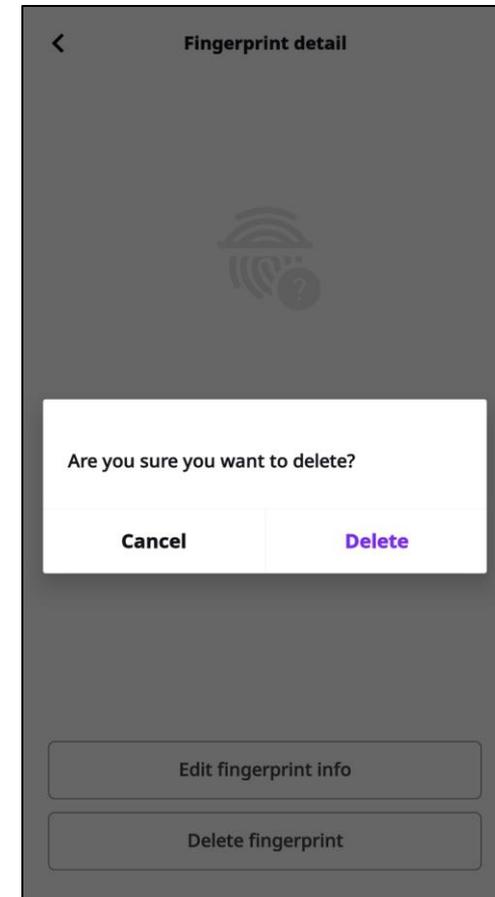
In this Menu you can either change the name of the fingerprint or delete the fingerprint , but you cannot add one .

Fingerprint manage (DR708, DP609)

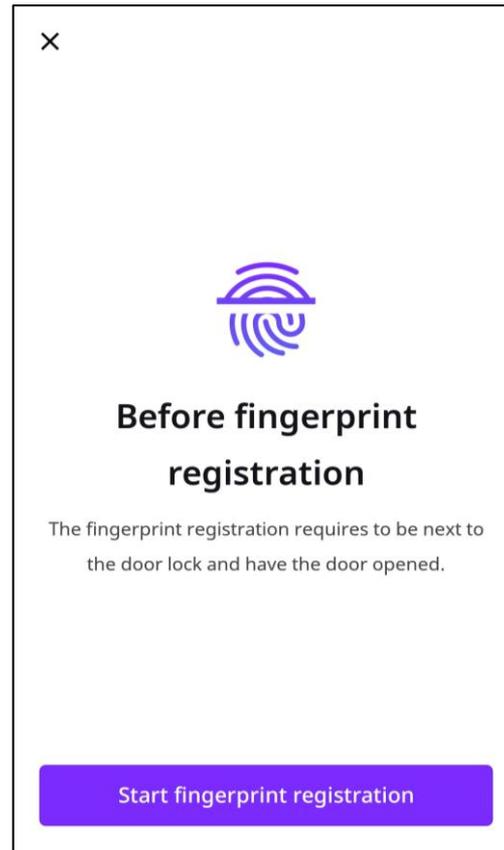
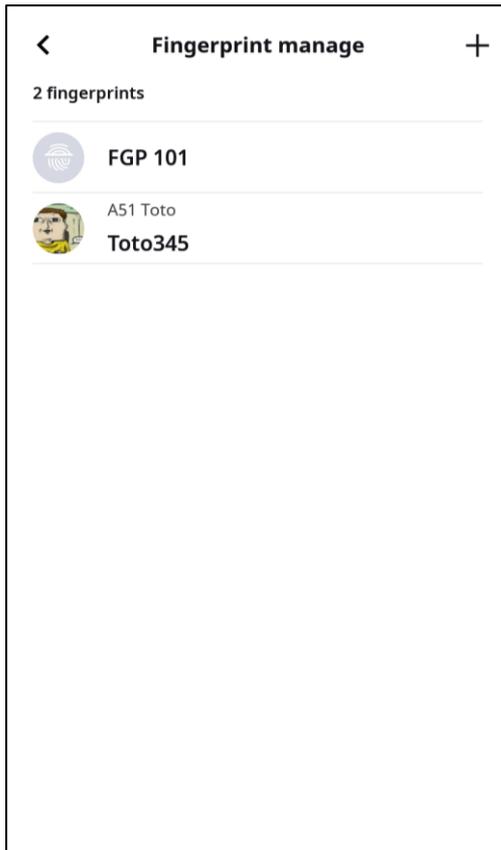
Change the name of the Fingerprint



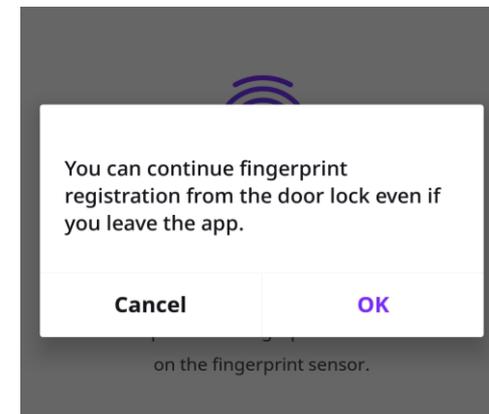
Delete the Fingerprint



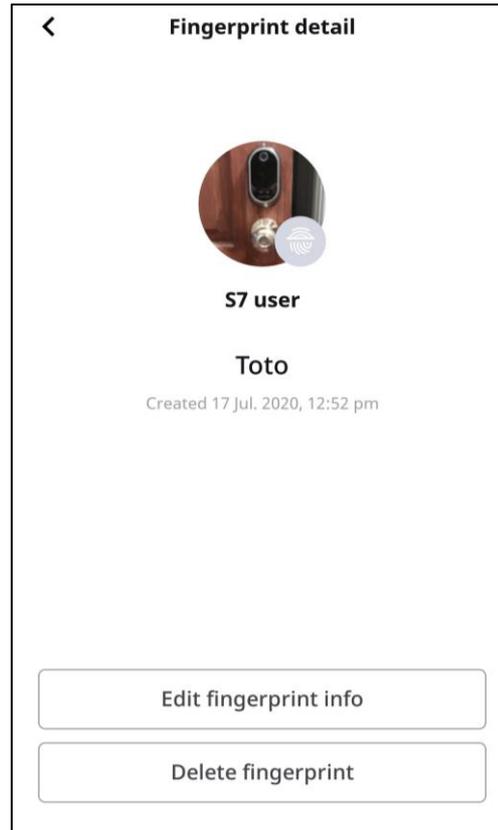
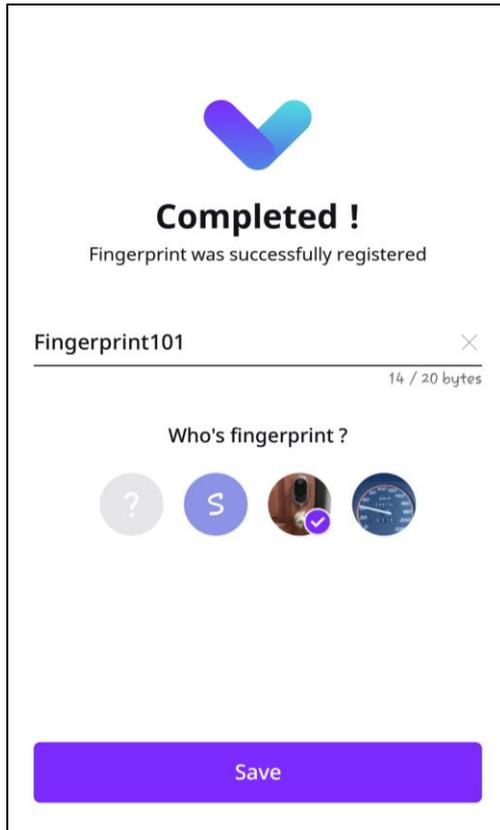
Fingerprint Registration (A30)



When you click “Start fingerprint registration”, the door lock will start “Fingerprint registration process”
If you click “X”, you can see the below message.



Fingerprint Registration (A30)

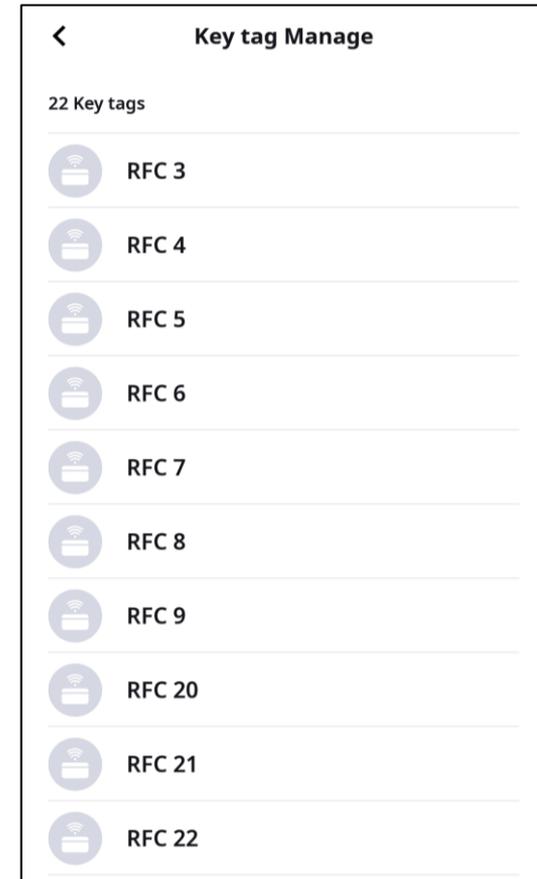
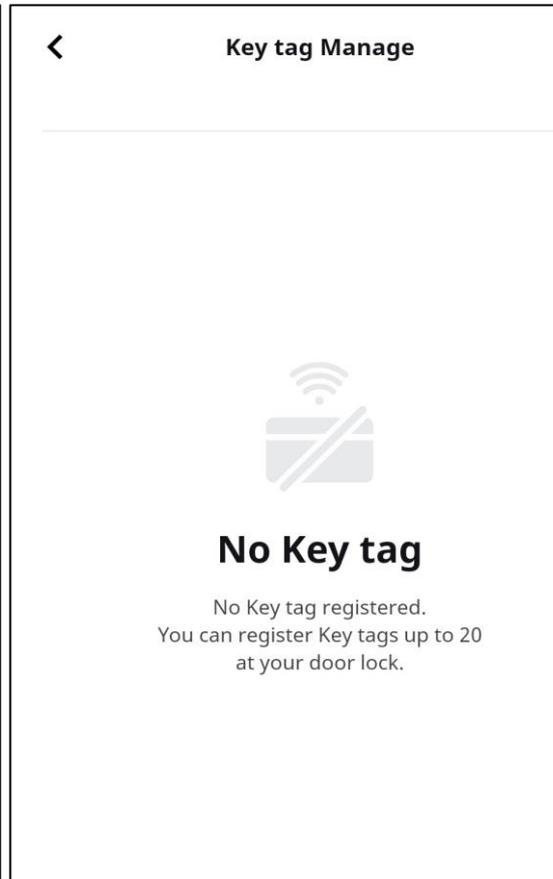
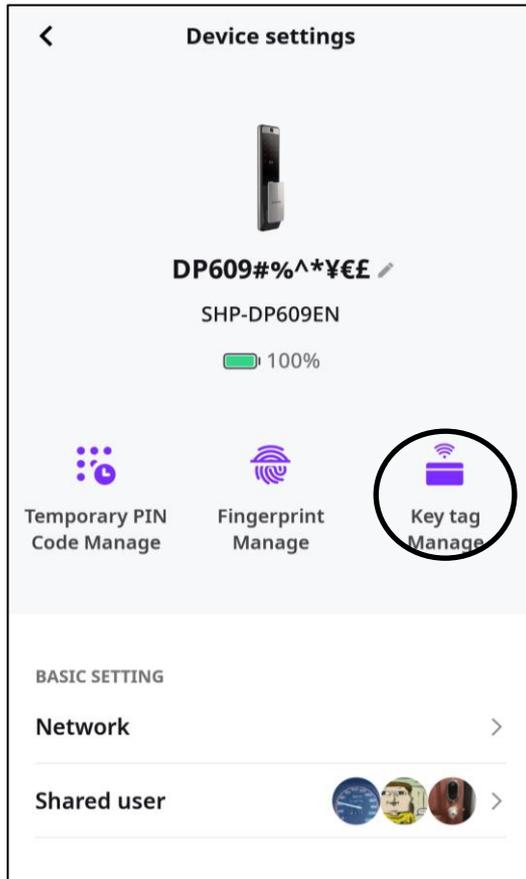


After you complete fingerprint registration, you can change the name, also you can assign it with the shared user.

You can edit fingerprint user info any time, also you can delete fingerprint.

Key tag manage (DP609)

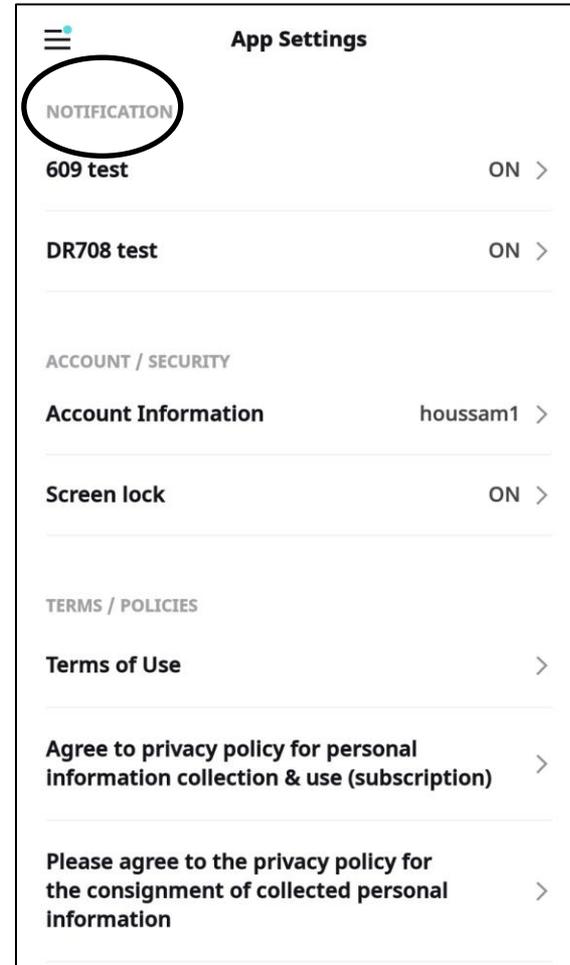
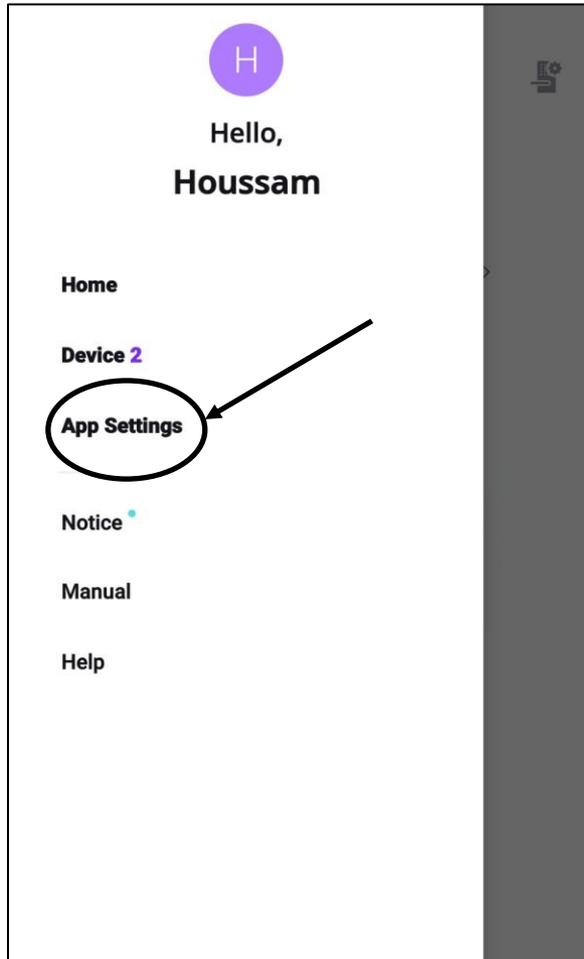
3- Manage Key tags



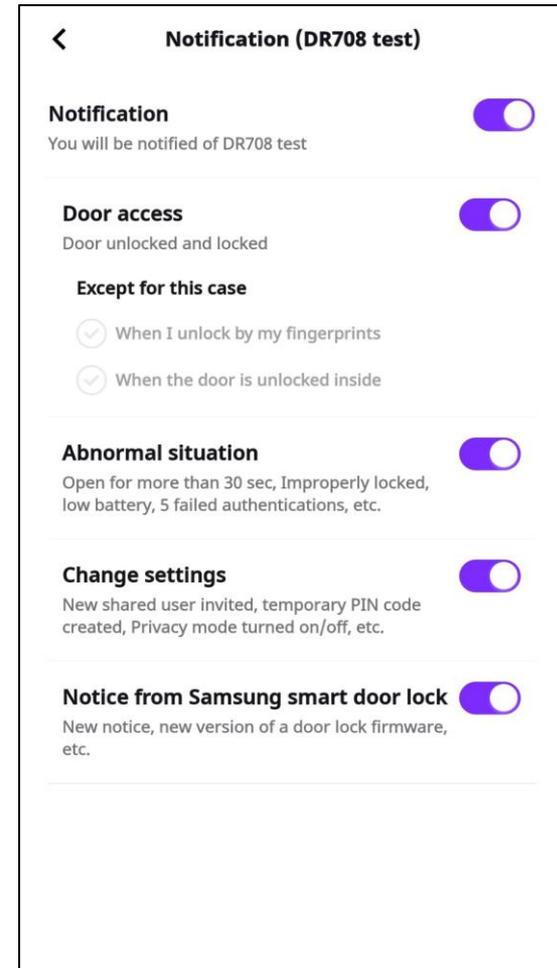
V. App Settings

App Settings

Access Lock Notification Settings

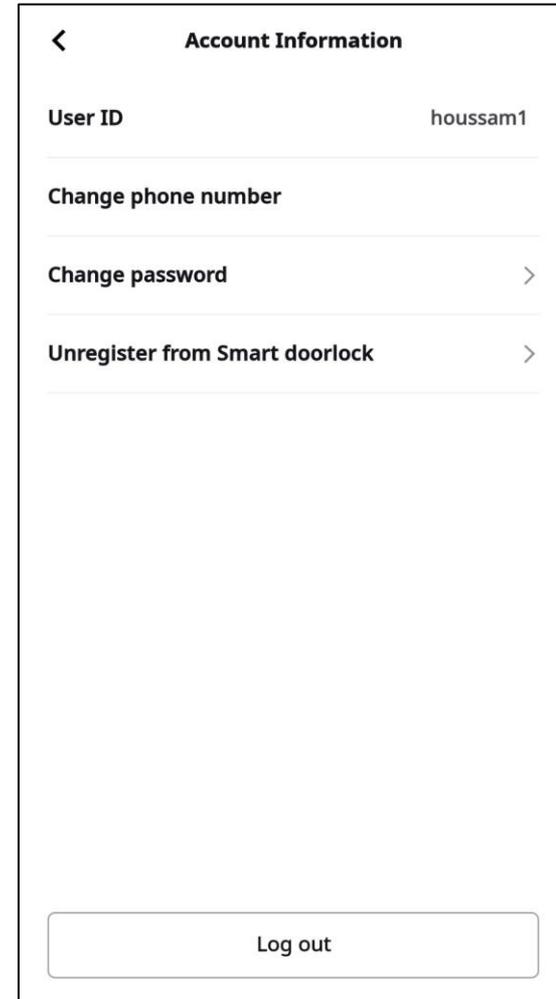
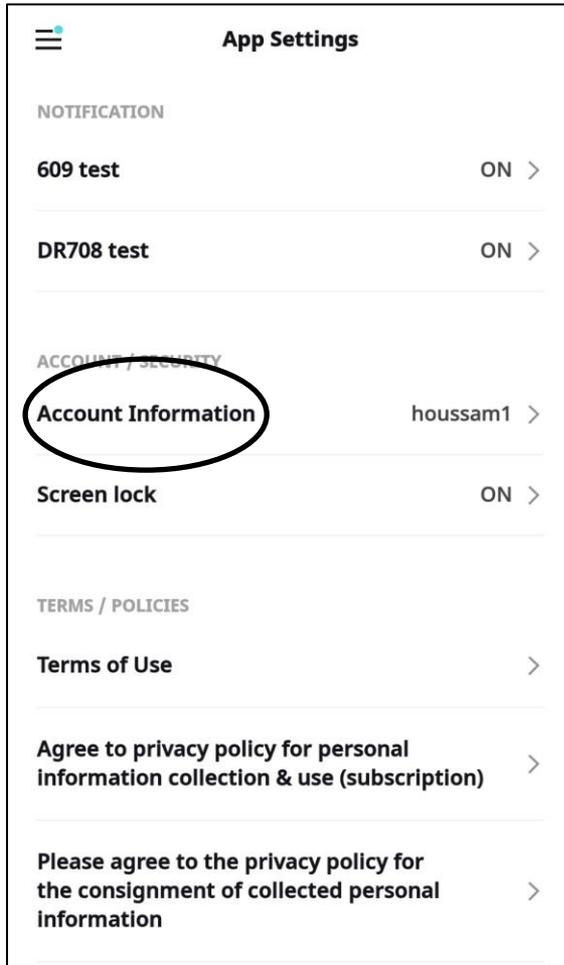


- 1- Master Notification Toggle
- 2- Notification when door is opened or closed
- 3- In any abnormal situation
- 4- When settings are changed
- 5- Any notice from Samsung

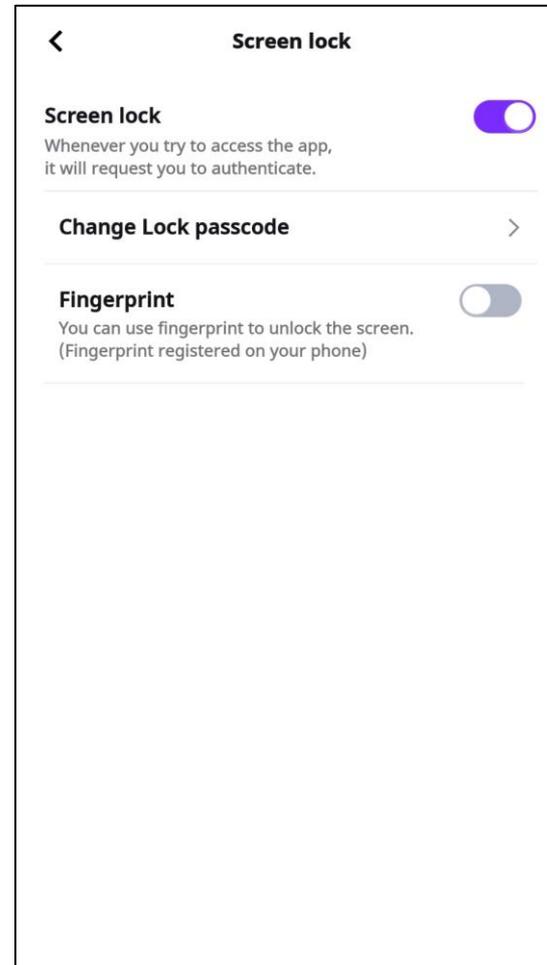
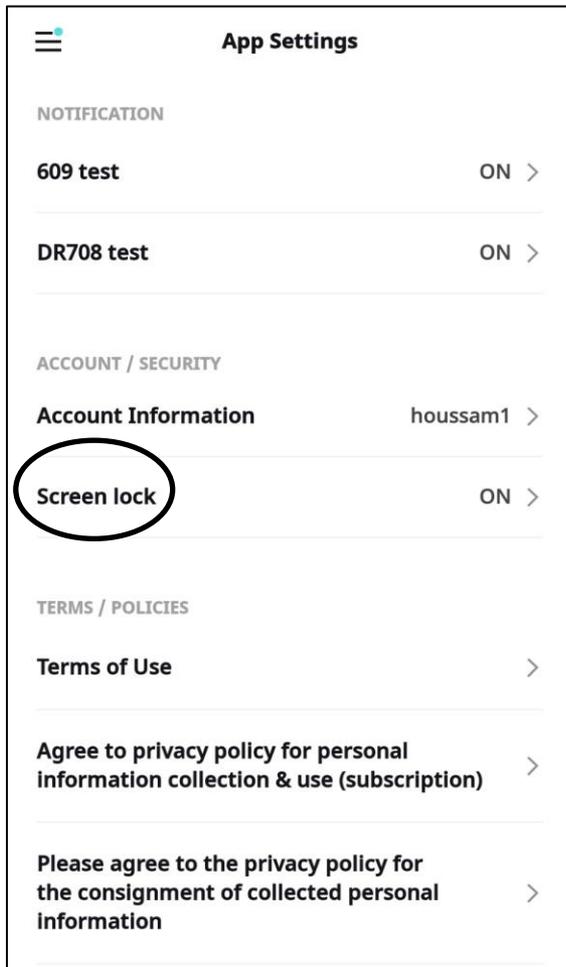


App Settings

Access Your Samsung Lock account information



Control the App screen Lock



1- Enable or disable the app screen lock

2- change screen lock

3- Enable or Disable fingerprint on screen lock

Add or change the screen password

×

Change Screen lock passcode

Enter new lock passcode (4 digit number)

1	2	3	⌫
4	5	6	Done
7	8	9	.-
	0		,

Add a finger Print

×

Activation of biometrics

Please enter your passcode to enable biometric authentication.

1	2	3	⌫
4	5	6	Done
7	8	9	.-
	0		,

Activation of biometrics

Authorized by passcode

Please recognize your fingerprint to

Screen lock

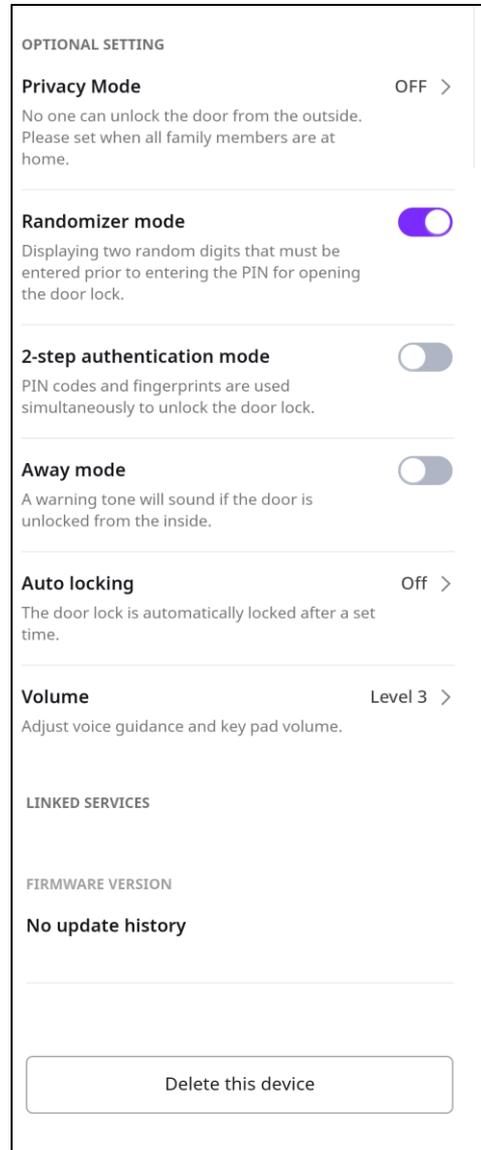
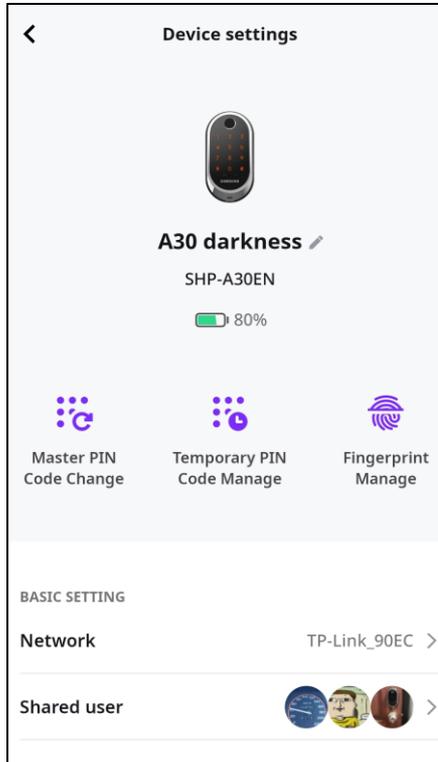
Screen lock

Scan your fingerprint.

CANCEL

Secured by Knox

A30 Setting menu



A30 Setting menu

< Privacy Mode

Privacy Mode

- The door lock cannot be opened from the outside using the Master PIN Code, a Temporary PIN Code, a Fingerprint and a key tag and etc.
- If you want to turn off privacy mode, open the door lock from the inside or use the app.

< Auto locking

Auto locking

- Set the timeframe to automatically lock the door lock.

10 Sec

30 Sec

1 Min

2 Min

< Volume

Volume

- Applies to following the events: voice guidance and keypad volume.
Three levels of volume are offered.

Mute

Level 1

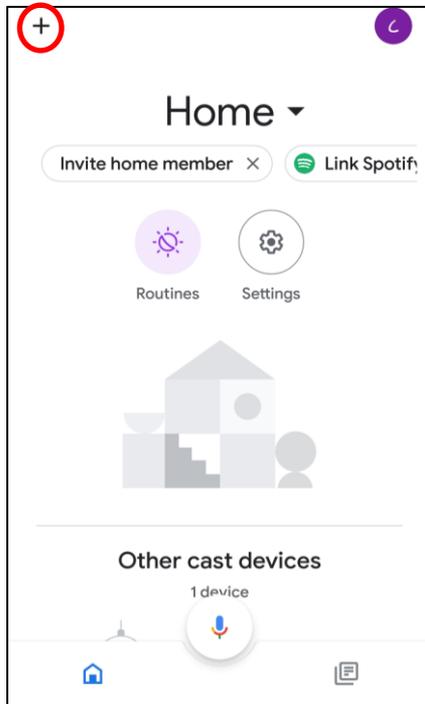
Level 2

Level 3

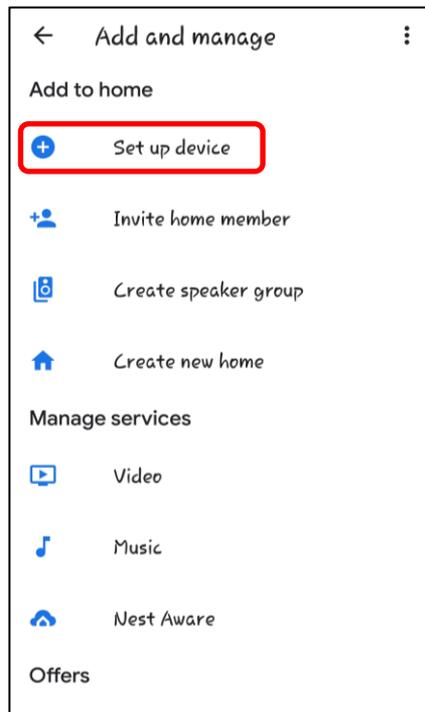
VI. Smart Speaker Integration

VI-i. Google Home

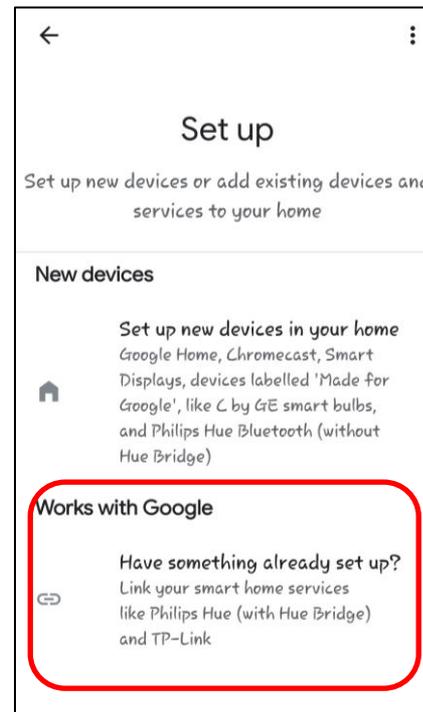
Google Home Registration - 1



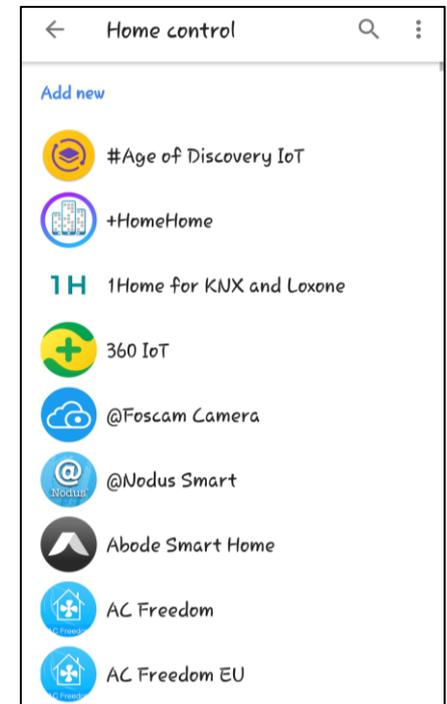
1- Google Home Main



2- Add and Manage

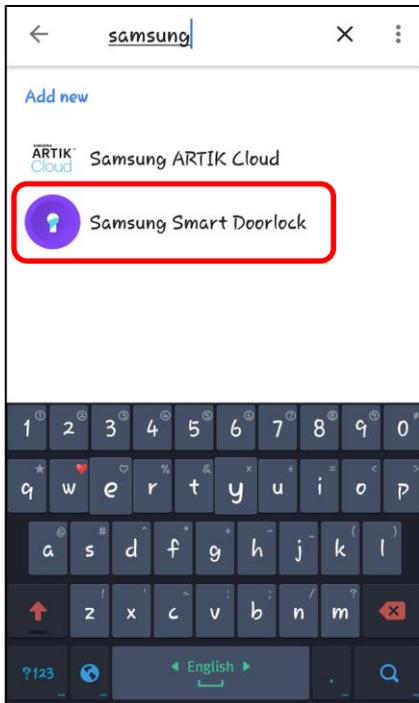


3- Set up device

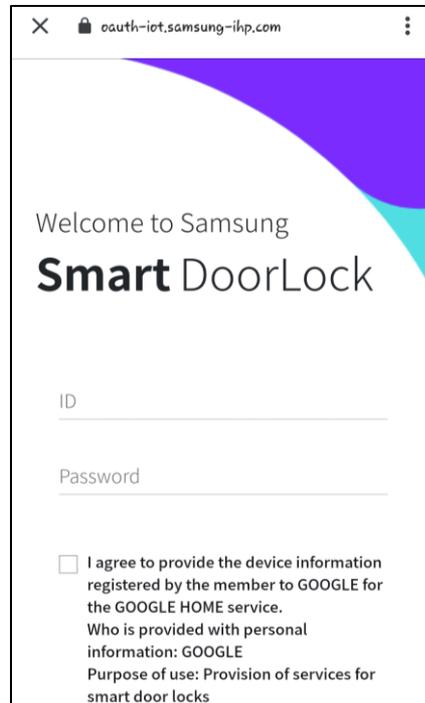


4- Home control device list

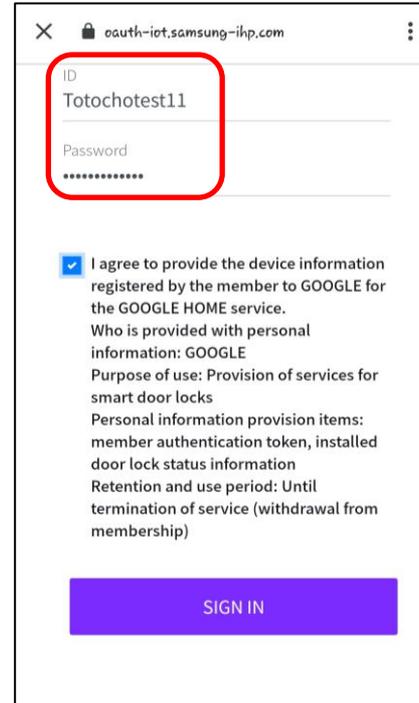
Google Home Registration - 2



5- Search
“Samsung”

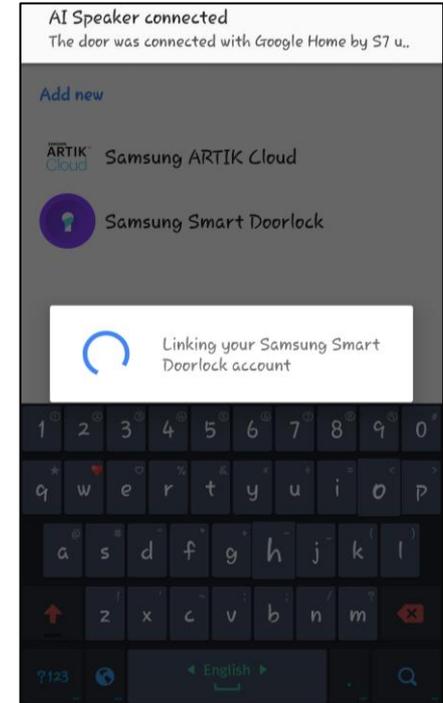


6- Then you can
see
“Smart Door Lock”
log in screen



7- Enter
ID/password

Caution : First letter of ID can be changed to upper case letter automatically, so make sure it is changed to lower case letter.



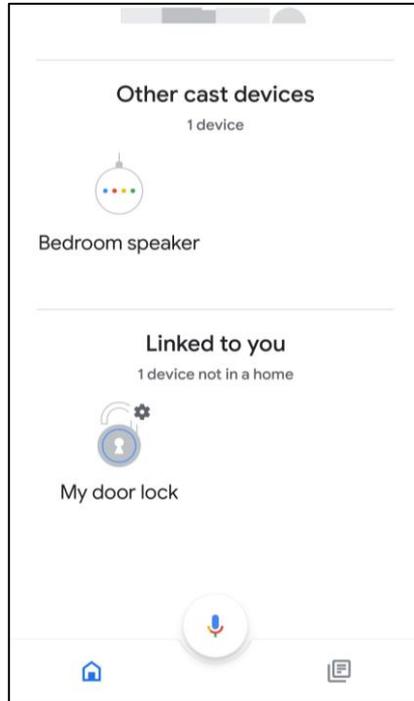
8- Sign in

Google Home Registration - 3

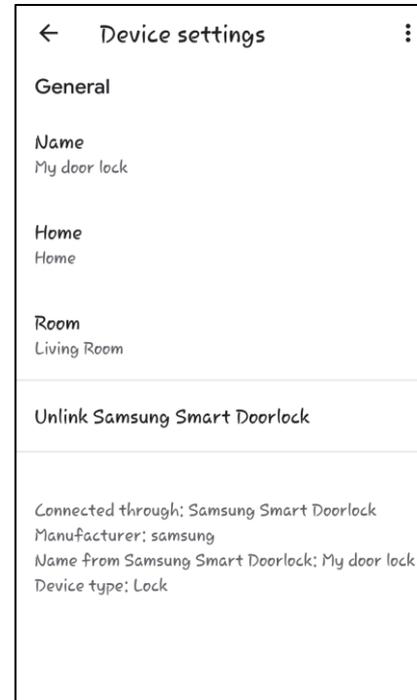
Select a door
Lock to use voice
Command

Door lock 1

Door lock 2

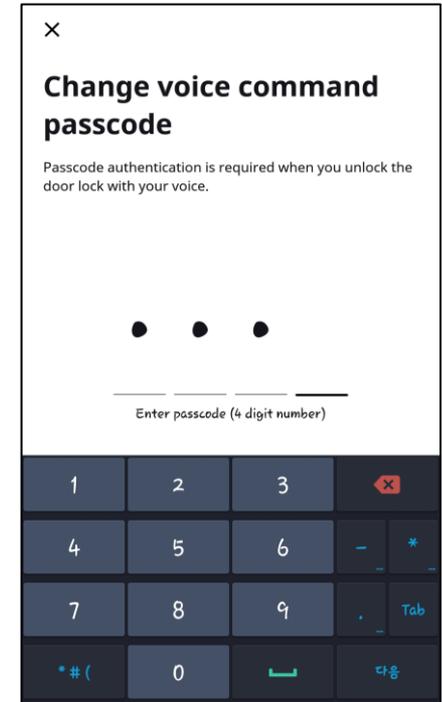
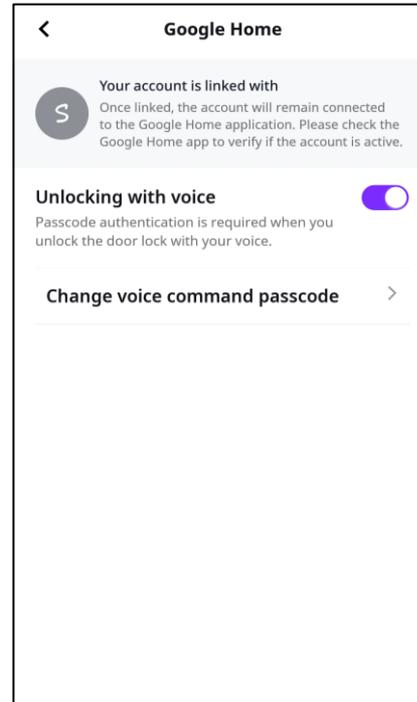
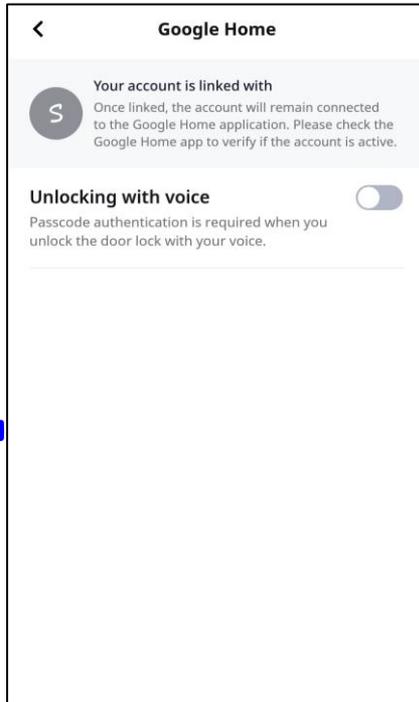
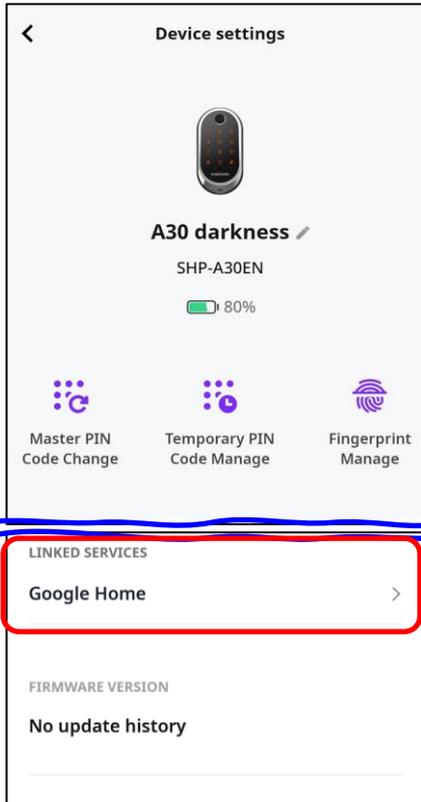


**10- Door name
is visible on
Google Home
main screen**



**11- Device
settings
You can unlock
or change the
room**

Door lock App setting - 1



1- Device setting
-> Linked services

2- Setting menu

3- Unlocking with
Voice :
passcode needs
to be set up.

4- Change voice
Command
passcode