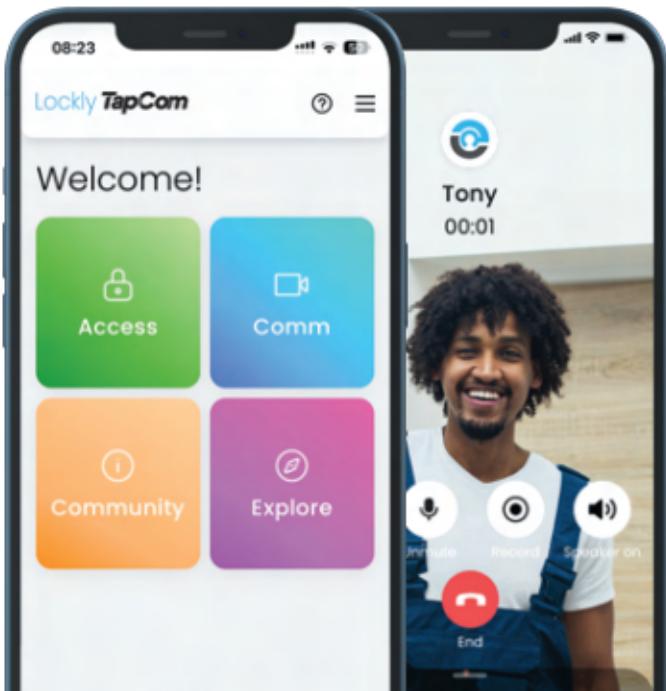


# LOCKLY | TapCom

## User Manual

Please read this manual before using the product.



## 1. Preparation

Before adhering the Lockly TapCom plaque, ensure the surface is clean and dry for the best adhesion.

- Do not adhere the plaque in direct sunlight, on metal doors, or near strong magnetic fields.
- Do not fold or bend the plaque, as this may damage the internal chip.



QUICK TIP

The NFC Tap function requires your mobile phone to support NFC. Make sure NFC is enabled on your phone. If your phone does not support NFC, you can use the QR code scanning method as an alternative.

## 2. Installation Steps

- ① Remove the adhesive protective film from the back of the Lockly TapCom plaque.
- ② Attach the plaque to the door or wall near the door lock.
- ③ Press firmly from the center to the edges to ensure it sticks well.

### 3. Binding with the Smart Lock

Before binding the Lockly TapCom plaque to your Lockly door lock, pair the lock with the Lockly Home app and update the lock's firmware to the latest version. For assistance, refer to the smart lock installation guide.

- ① Select the lock, tap on **Settings**, and then tap on **Functional Settings**.
- ② Tap **TapCom Settings**, then select **Bind**.
- ③ Scan the QR code on the Lockly TapCom plaque to complete the binding and enable the TapCom switch.

### 4. Using Lockly TapCom

- ① Unlock your NFC-enabled mobile phone and hold it close to the center of the Lockly TapCom plaque. Alternatively, you can scan the QR code on the plaque.
- ② Tap the access prompt that appears to open the Lockly TapCom Web App.

## 5. Remote Video Call

- ① Tap **Comm**.
- ② Tap **Start Video Call** to call the homeowner.
- ③ During the call, the homeowner can:
  - Unlock the door for the visitor.
  - Generate a time-limited Offline Access Code (OAC).
  - Activate the TapCom Unlock function.

## 6. Unlocking with Lockly TapCom

- ① The homeowner can create a new user in the TapCom Unlock menu during the video call and generate a 6-digit TapCom Code.
- ② The visitor enters the TapCom Code in the Lockly TapCom Web App and authorizes the Bluetooth connection to unlock the door.

## 7. Unbinding Process

- ① Open the Lockly Home app.
- ② Select your lock.
- ③ Go to **Lock Settings** > **Feature Settings** >**TapCom Settings**.
- ④ Choose **Cancel TapCom Binding**.



After unbinding, all previous TapCom functions will no longer work.

## 8. Creating a TapCom Code

- **In the Lockly Home app:**

- ① Select **Access**.
- ② Click **Create New User**.
- ③ Choose **TapCom** and follow the prompts.

- **In Lockly OS:**

- ① Go to **People**.
- ② Click **Create Access** and follow the prompts.



Only the "Admin" user can bind or unbind the TapCom plaque with the lock. This ensures secure management of access and permissions for the smart lock.

## FAQs

### Unable to detect TapCom NFC?

- Confirm that your device supports NFC and that it is enabled:
  - For Apple devices: Go to **Settings > General > NFC**.
  - For Android devices: Find NFC in **Settings > More Connections**.
- If NFC is not supported, scan the QR code with your camera to access Lockly TapCom.
- Avoid thick or metal phone cases, as they can affect NFC detection.

### No access prompt after scanning the QR code?

- Ensure the QR code scanning feature is enabled in your camera settings.  
For Apple devices: Open **Settings**, tap **Camera**, and enable **Scan QR Codes**.

### Unable to unlock with the TapCom Code?

- The TapCom Code unlocks the door only after entering it in the Lockly TapCom Web App.  
For keypad entry, use the Offline Access Code (OAC) by the homeowner.

### **Can One TapCom Plaque Be Used with Multiple Locks?**

- No, the TapCom plaque can only be bound to one lock at a time. To use it with another lock, unbind it first.

### **What If Guests Lose Their TapCom Code?**

- If a guest loses their code, they can scan the TapCom or use NFC to contact the homeowner. After verifying their identity, the homeowner can share the code again.

### **Can Old Virtual Keypads Still Be Used?**

- Yes, the old virtual keypad can still function, but the intercom feature will be unavailable. To use TapCom with a lock that has an old QR code, unbind the old QR code first, then rebind the TapCom QR code.



We're here to help

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