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User manual

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DDL720-5HWSE

Sliding Smart Door Lock

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1 Important information

Safety

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

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

◆ Use only the alkaline or lithium polymer batteries provided with this product, or batteries of the same type and specification.

◆ Do not attempt to forcibly disassemble the product, as this may trigger an alert or cause damage.

◆ Avoid using sharp objects to scrape the fingerprint sensor, as this may cause permanent damage.

◆ Avoid exposing the product to areas where water may leak or splash.

◆ Do not expose the product to corrosive substances, as this may damage the protective cover.

◆ Do not hang objects on the handle, as this may interfere with the lock's operation.

◆ Please use a soft cloth to wipe fingerprints or dirt from the surface.

◆ Do not remove the batteries while setting up or operating the product.

◆ Please select professional personnel for product installation and follow the installation instructions provided by our company. Do not disassemble the product and ensure that the relevant sealed stickers are properly kept.

◆ Upon completing installation and troubleshooting, change the default master PIN code immediately. Ensure that the mechanical keys are securely stored and that PIN codes are not shared with others.

◆ When the door lock indicates a low battery, promptly replace all batteries and ensure correct polarity.

Caution

◆ Do not place batteries near sources of ignition, as this may cause an explosion.

◆ Do not use power sources that do not meet safety requirements.

◆ Do not short-circuit the battery with metal objects, as this may cause an explosion.

◆ Ensure that installation or component replacement is performed by Philips, a Philips authorized service center, or a qualified technician.

◆ Do not use accessories or components from unauthorized manufacturers or not explicitly recommended by Philips. Using such items may void the warranty.

Disposal of used products and batteries

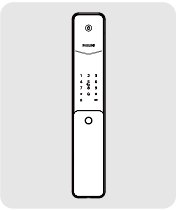
◆ Products can be returned or recycled at brand-authorized service centers. If the product meets the recycling criteria, appropriate compensation may be provided. For detailed return and recycling policies, please consult the service center.

◆ Please familiarize yourself with local regulations regarding battery collection and disposal. Proper disposal of batteries helps prevent negative impacts on the environment and human health.

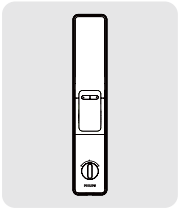
2 Assembly

Included items

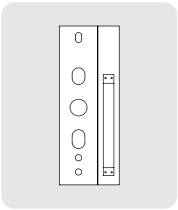
Included items are for reference only. Actual items may vary.



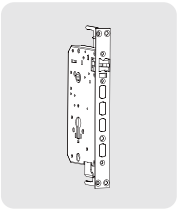
① Exterior assembly with silicone pad



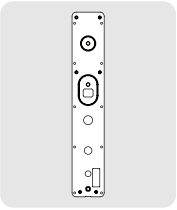
② Interior assembly with silicone pad



③ Drilling template



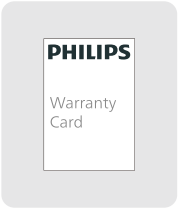
④ Mortise



⑤ Mounting plate



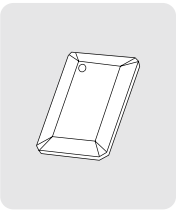
⑥ QSG



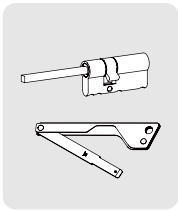
⑦ Warranty card



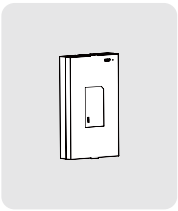
⑧ Quality certificate



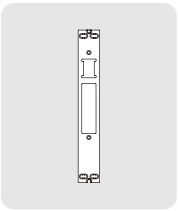
⑨ Key tag



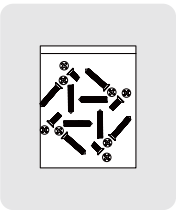
⑩ Mechanical key



⑪ Li-polymer battery

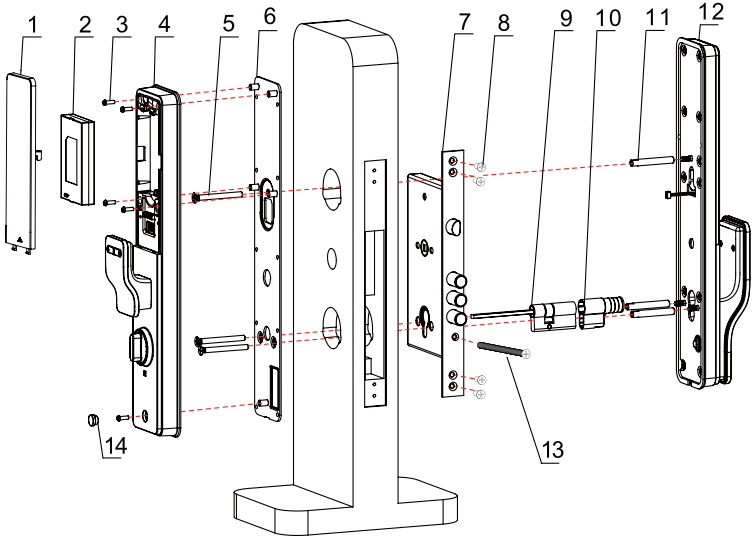


⑫ Strike plate



⑬ Accessory pack

Exploded views

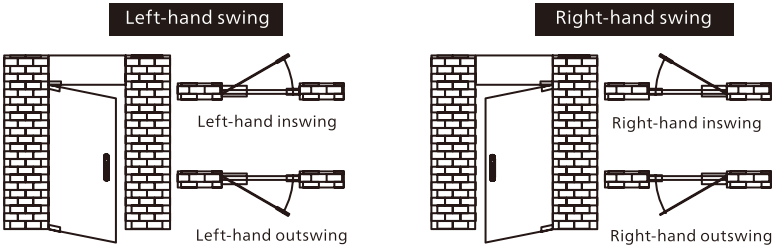


1. Battery Cover ×1
2. Li-polymer battery ×1
3. M4 anchor screw ×5
4. Interior assembly ×1
5. M6 anchor screw ×3
6. Rear mounting plate ×1
7. Mortise ×1
8. Mortise anchor screw ×4
9. Lock cylinder ×1
10. Lock cylinder cover ×1
11. M6 anchor screw sleeve ×3
12. Exterior assembly ×1
13. Lock cylinder anchor screw ×1
14. Silicone plug ×1

Notice before assembling

Confirm door opening direction

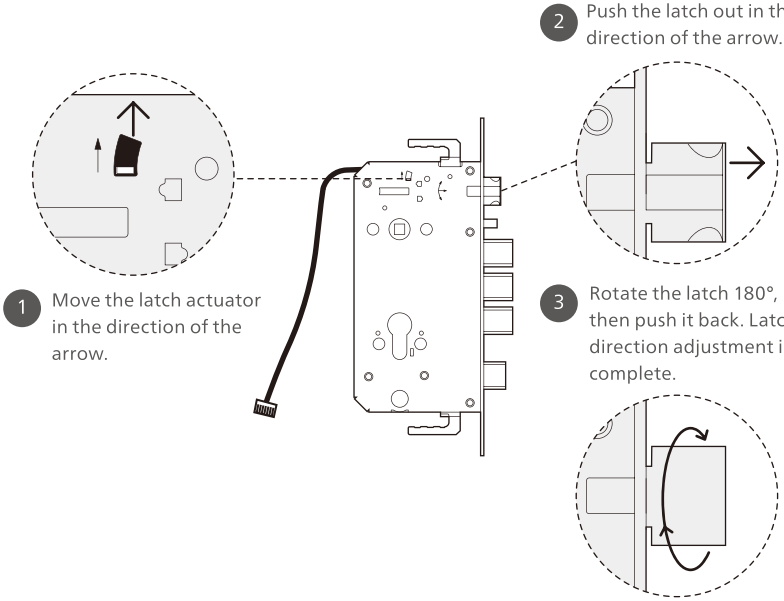
This product applies to doors with swing directions as follows: left-hand inswing, left-hand outswing, right-hand inswing, and right-hand outswing.



⚠ Attention

The default accessory pack is suitable for doors with a thickness of 38–120 mm. Please trim the segmented screws and lock cylinder tab to the appropriate length according to your actual door thickness.

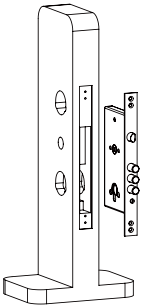
Latch direction adjustment



Assembly steps

The following assembly steps apply to right-hand swing doors. For left-hand swing doors, please refer to the [Notice before assembly] and adjust the latch direction first.

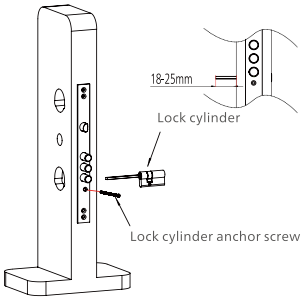
1 Drill holes in the door according to the drilling template, insert the mortise into the jamb, and tighten the four fixing screws on the mortise.



⚠ Attention

Do not allow the main latch to extend during installation.

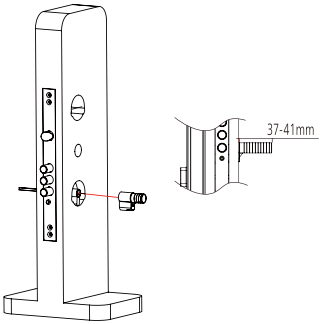
2 Align the lock cylinder into the mortise, then tighten the screws to secure it.



⚠ Attention

1. Trim the lock cylinder tab to the appropriate length according to the door thickness.
2. Trimming instructions: insert the lock cylinder into the mortise, then cut the tab so that it extends 18–25 mm beyond the door surface. After trimming, align it with the mortise and fully insert the lock cylinder.

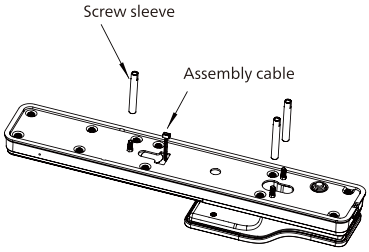
3 Install the lock cylinder cover.



⚠ Attention

1. Trim the lock cylinder cover to the appropriate length according to the actual door thickness.
2. Trimming instructions: After placing the lock cylinder cover onto the lock cylinder, cut the cover so that it extends 37–41 mm above the door surface. After trimming, align it with the lock cylinder and fully insert the cover.

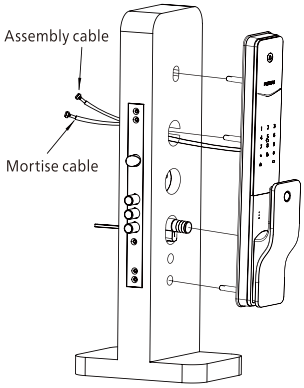
4 Install the screw sleeves on the exterior assembly.



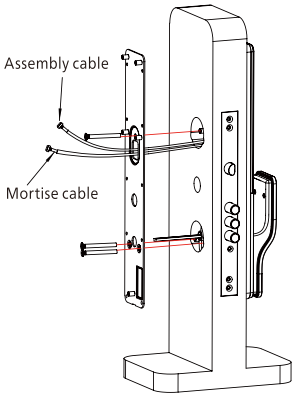
⚠ Attention

Select screw sleeves of appropriate length according to the actual door thickness.

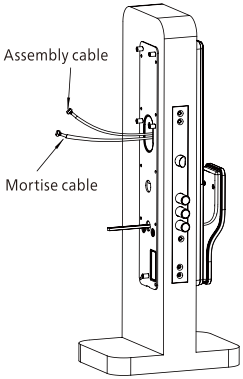
5 Pass the assembly cables and mortise cables through the cable hole on the door. Align and insert the keyhole on the exterior assembly with the lock cylinder cover, so that it fits snugly against the outside of the door.



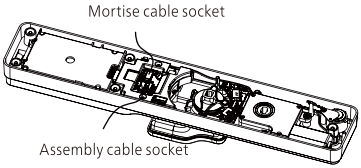
6 Position the exterior assembly flush with the outside of the door. Attach it using the rear mounting plate, and secure it with three M6 screws.



7 Complete the installation of the exterior assembly and rear mounting plate.



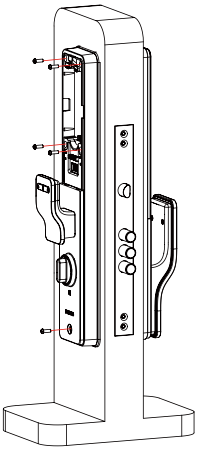
8 Install the square spindle and conical spring onto the interior assembly, then insert the exterior assembly cable and the mortise cable into the corresponding sockets on the interior assembly.



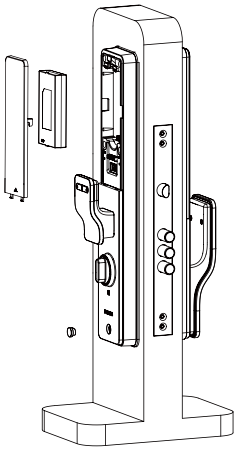
⚠ Attention

Cut the safety latch plate to the appropriate length according to the door thickness. (The plate should be slightly shorter than the door thickness.)
Mortise locks without a detection switch have no mortise cable and require no socket connection.

9 Install the interior assembly and secure it with six M4 screws.



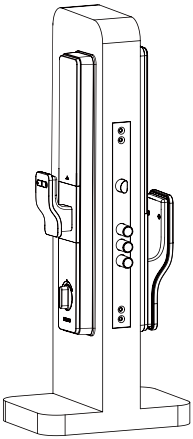
10 Install the batteries. Reattach the battery cover and the rear decorative cover. The smart lock installation is now complete.



⚠ Attention

Insert the batteries into the battery compartment according to the orientation indicated on the batteries.

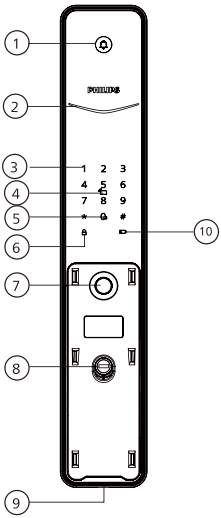
11 Check that the thumbturn, mechanical key, and all other components are properly connected.



3 Get to know your lock

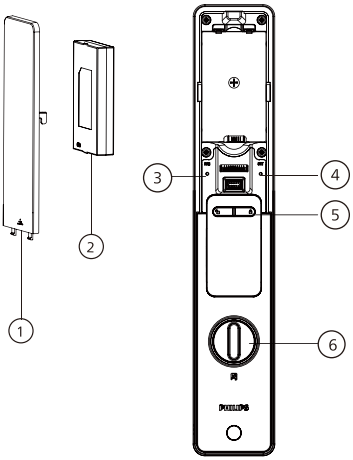
This product list is for reference only; the actual packaging contents shall prevail.

Exterior assembly



①	Doorbell Button
②	Status indicator
③	Keypad
④	Key tag recognition area
⑤	Mute button
⑥	Lock button
⑦	Fingerprint recognition area
⑧	Keyhole
⑨	Type-C port
⑩	Low battery indicator

Interior assembly



①	Battery Cover
②	Lithium polymer battery
③	SET button
④	RES button
⑤	[OPEN/CLOSE] button
⑥	Thumbturn

4 Settings

Instructions before setting

◆ The system modes include the general mode and dual verification mode.

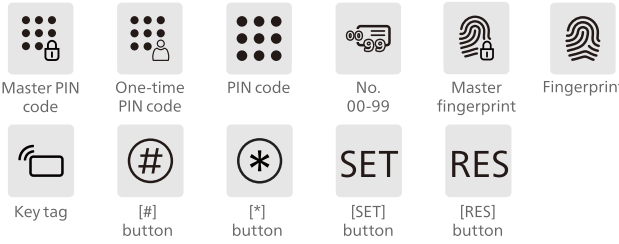
General mode:	door can be opened using any enrolled access method.
Dual verification mode:	door can be opened using any two combinations of fingerprint, PIN code, or key tag.

◆ User number

You can delete a user's information using the user number without removing all data. User information can be recorded in the following table for easy management and future reference.

No.	Name	Fingerprint	PIN code	Key tag
00				
01				
02				
03				
04				
05				
06				
07				
08				
09				

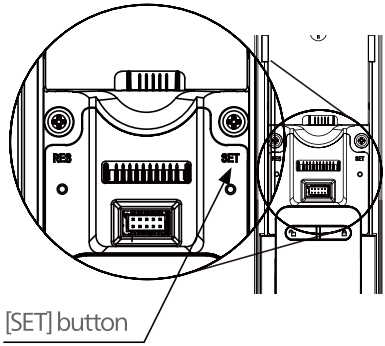
◆Icon annotation



⚠ Attention

1. To return to the previous menu while navigating, press the [*] key.
2. Key capacity: 1 set of administrator password, 100 sets of user fingerprints (including 1 set of administrator fingerprint), 20 sets of user passwords (including 1 set of administrator password), and 100 sets of user cards.

Master mode



Master PIN code

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

Master fingerprint

Double-press the [SET] button, verify with the master fingerprint, and enter master mode.

Attention

For first-time use, press the [SET] button once and follow the voice prompts to complete the master setup.

User settings

Add/Modify master user

SET SET [#]

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

2

Press [2] to modify the master user.

1 or 2

In master mode, press [1] to modify the master PIN code; press [2] to add or modify the master fingerprint. Follow the voice prompts to complete user enrollment, and press [*] to return to the previous menu.

Add a regular user

SET SET [#]

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

1

Press [1] to add a regular user.

1 or 2 or 3

Press [1] to add a PIN code; press [2] to add a fingerprint template; press [3] to add a key tag; .Follow the voice prompts to complete user enrollment, and press [*] to return to the previous menu.

Delete a regular user

SET SET  #

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

3

Press [3] to add a regular user.

1 or 2

Press [1] to delete a user; press [2] to delete all users. Follow the voice prompts to complete user deletion, and press [*] to return to the previous menu.

Installation mode

Door swing direction settings

SET SET  #

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

4

Press [4] to enter installation mode.

1

Press [1] to set the door swing direction.

1 or 2

Press [1] to set the door as right-swing; press [2] to set the door as left-swing. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

Unlocking torque settings

SET SET  #

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

4

Press [4] to enter installation mode.

2

Press [2] to set the unlocking torque.

1 or 2 or 3

Press [1] to set the unlocking torque to Low; press [2] for Medium; press [3] for High. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

Latch retraction time

SET SET  #

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

4

Press [4] to enter installation mode.

3

Press [3] to set the latch retraction time.

1 or 2 or 3 or 4

Press [1] to set to 0.2 s; press [2] for 0.3 s; press [3] for 0.4 s; press [4] for 0.5 s. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

⚠ Attention

This setting is for the delayed retraction time of the main latch when paired with the electronic mortise, enabling automatic locking upon door closure. The default value is 0.3 s.

Beveled latch retraction time

SET SET  

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

4

Press [4] to enter installation mode.

4

Press [4] to set the beveled latch retraction time. Enter any value between 2 and 9 seconds, then press [#] to confirm. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

⚠ Attention

This setting is for the delayed retraction time of the beveled latch after unlocking when paired with the mechanical mortise. The default value is 3 seconds.

Auto lock settings

SET SET  

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

4

Press [4] to enter installation mode.

5

Press [5] to enter auto lock settings. Enter a value between 10 and 90 seconds, then press [#] to confirm. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

⚠ Attention

This setting is for the delayed retraction time of the main latch after unlocking when paired with the mechanical mortise. The default value is 15 seconds.

Additional Settings

Linked unlocking settings

SET SET  #

Double-press the [SET] button, enter the master PIN code, then press [#] to confirm and enter Master Mode.

5

Press [5] to enter additional settings.

1 or 2

Press [1] to create linked unlocking; press [2] to join linked unlocking. Follow the voice prompts to complete the settings, and press [*] to return to the previous menu.

⚠ Attention

This feature is only applicable to a pair of locks (Lock A and Lock B) that support linked unlocking. Lock A sets up the linked unlocking, and once Lock B successfully joins, unlocking Lock A will simultaneously unlock Lock B. Effective range: up to 50 m in a straight line without obstacles.

Network settings

App download

Scan the QR code or search for 'Home Access' in the app store to download and install the app.

Join a network

① Open the “Home Access” app, and tap the [+] icon to enter the Add a Device page.
② Select the product you want to add to the network, and follow the instructions in the app to complete the setup.

System inquiry

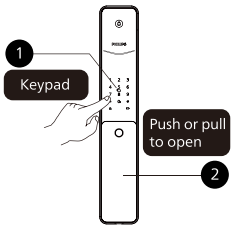
400# – Query the lock’s serial number
115# – Query the lock’s network address number

5 Get to use your lock

Outside/ inside unlock

Outside unlock

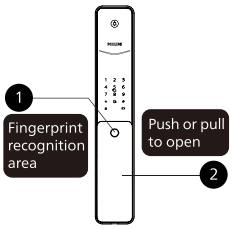
PIN code



① Touch the keypad to illuminate it, enter an enrolled PIN code, and press [#] to confirm.

② After the voice prompt says "door opened", push or pull the handle to open the door.

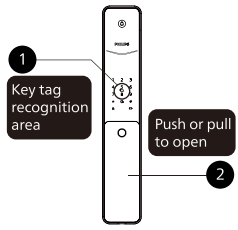
Fingerprint



① Place an enrolled finger on the fingerprint sensor on the back of the handle.

② After the voice prompt says “door opened”, push or pull the handle to open the door.

Key tag

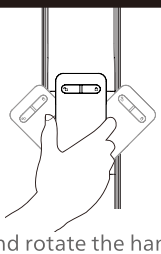


① Place an enrolled key tag on the key tag recognition area.

② After the voice prompt says “door opened”, push or pull the handle to open the door.

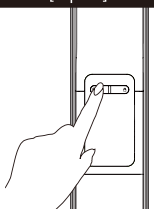
Inside unlock

Handle



Hold and rotate the handle to unlock from the inside.

[Open] button

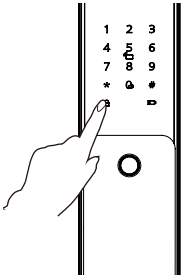


Double-press the [OPEN] button within one second, then push or pull the handle to open the door.

Outside/inside lock

After closing the door, the latch will automatically engage to lock, and a voice prompt will indicate that the door is closed.

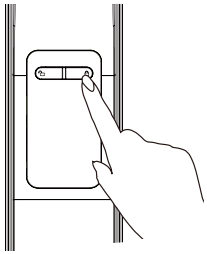
Outside lock



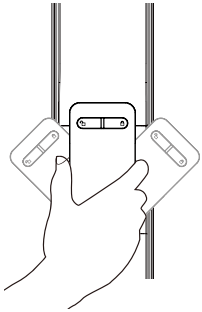
If auto-lock fails, after closing the door, press the [lock] button to engage the latch and lock the door from the outside.

Inside lock

If auto-lock fails, after closing the door, press the [CLOSE] button to engage the latch and lock the door from the inside.

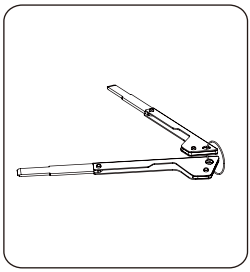


Handle

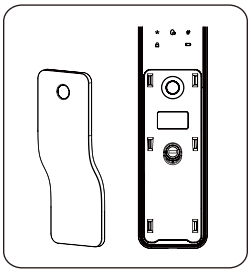


Hold and rotate the handle to lock from the inside.

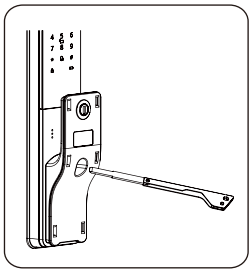
Mechanical key



①Take the mechanical keys out of the packaging.



② Snap down the cover on the front handle to reveal the keyhole.



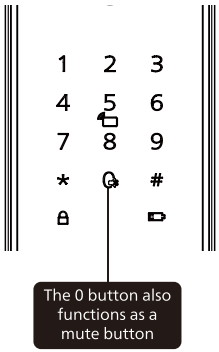
③ Insert the mechanical key into the keyhole, and turn the key to unlock the door.

⚠ Attention

1. Do not use the mechanical key regularly. Only use it in emergencies, such as a drained battery, forgotten PIN code, or system malfunction.
2. Store the mechanical key outside the home, ideally in the office, car, or a secure location, for easy access during emergencies.

6 Other features

Mute button

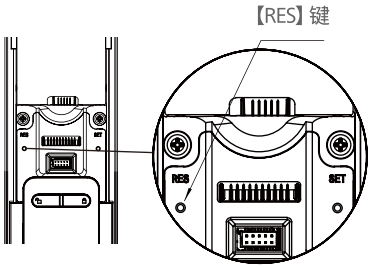


Function: Activate mute mode by pressing the mute button to silence voice prompts during door unlocking—great for quiet times to avoid disturbing others in the household.

Usage:

1. Switching voice mode to mute mode: while the system is awake, press and hold the "Mute" button for 2 seconds to enter mute mode. The voice prompt will say "Mute mode".
2. Switching mute mode to voice mode: while the system is awake, press and hold the "Mute" button for 2 seconds to return to voice mode. The voice prompt will say "Voice mode".

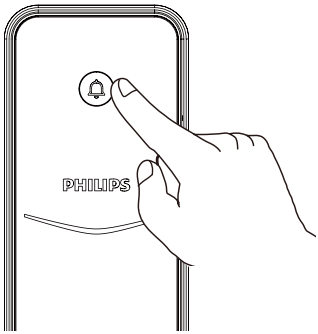
Factory reset



Function: Empty all user data and restore to factory default settings.

Usage: Press the [RES] button twice using a pointed object. This will erase all data stored in the lock and restore it to factory settings.

Doorbell



Function: The indoor speaker plays a ding-dong sound, informing that someone is at the door.

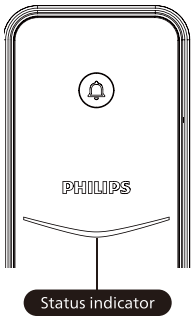
Usage: When the doorbell button is pressed, the indoor speaker sounds a “ding-dong” tone. At the same time, the lock’s camera captures a photo or video of the visitor and sends it to the connected app. Once the app receives the push notification, users can view the area outside the door in real time.

⚠ Attention

When the doorbell is pressed, the smile light flashes blue.

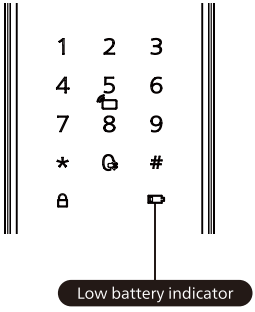
7 Indicators

Status indicator



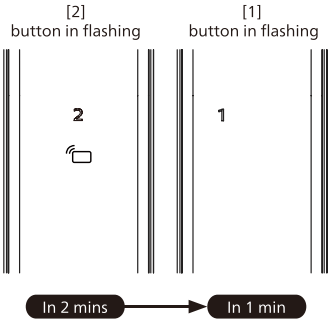
Blue: when the system wakes up, the indicator turns blue, indicating that the door lock is ready for operation.
Green: when the door lock is unlocked, the indicator turns green, indicating that the door has opened.
Red: when the door lock is locked, the indicator turns red, indicating that the door has closed.

Low battery indicator



Red: When the door lock system is activated, it automatically monitors the battery voltage. If the battery is low, the indicator flashes red, and a voice prompt during unlocking will notify you to replace the battery.

System lock indicator



If five consecutive incorrect attempts are made within five minutes using a fingerprint, PIN code, or key tag, the door lock will be disabled for two minutes.

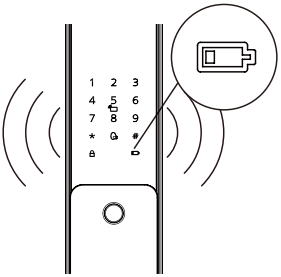
⚠ Attention

Prompts appear only when the keypad is touched to wake it up or after a valid access method is used.

8 Troubleshooting

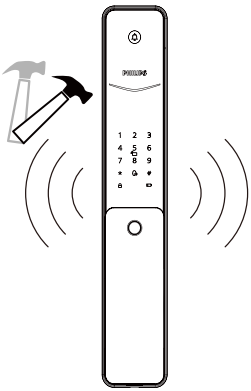
Alert types

Low battery alert



Trigger Mechanism: When the system is activated, it automatically checks the battery voltage. If the battery is low, an alert is triggered to prompt timely replacement.
Alert method: when unlocking, a voice prompt will notify you of low battery and remind you to replace it.
Off: the alert will turn off automatically.

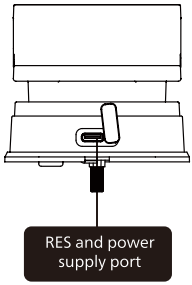
Tamper alert



Trigger mechanism 1: if the door is pried open, the sensor latch will automatically extend.
Alert method: continuous, repeated alert sound.
Off: the alert will turn off automatically or when any access method is successfully verified.

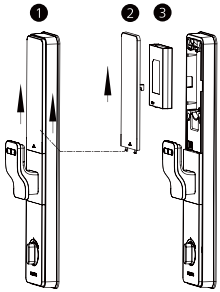
Trigger mechanism 2: exterior assembly is pried open, and not properly aligned with the door.
Alert method: continuous, repeated alert sound.
Off: The alert will turn off automatically when an external unlock is successfully verified, or when the door is unlocked from the inside.

Using an external power



If the battery is too low to unlock the door from outside, use a 5V power bank to temporarily power the lock. After unlocking, replace the battery immediately.
In the event of a system freeze or if the door cannot be opened from outside, powering the lock with a 5V power bank will automatically restart the system.

Battery replacement

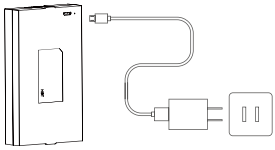


The door lock is powered by a 5000mAh lithium polymer battery.
1. Press and hold the bottom area of the screen.
2. Push the screen upward to remove it.
3. Remove the battery and replace it with a new one.

⚠ Attention

use only the battery provided with the product. Using other batteries may impair proper operation.

Battery charging



Remove the battery from the door lock and charge it using the provided charging cable.

⚠ Attention

1. The lithium polymer battery is covered by a 1-year warranty.
2. Recommended charging voltage: 5V.
3. Poor network conditions may increase battery consumption and reduce battery lifespan.



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