ULTRALOQ

Set up with Matter

This device supports Matter over Thread. You can integrate it into any Matter ecosystem you prefer for easy control. such as Apple Home, Alexa, Google Home and SmartThings.

Watch Setup Videos

Please scan the QR code to watch setup videos, or visit
www.ultraloq.com/Bolt_F_Matter/guide

Need Help?

For technical documents and more details
Please visit support.ultraloq.com. Or call 1-844-439-8832

Before You Start

1. Ensure you have a 2-in-1 Matter Controller or Thread Border Router for third-party ecosystems for the binding:
This is needed to connect and manage Matter devices on your home network.
For instance, Apple Home: Apple TV 4K (2nd gen / 3rd gen 128 GB), HomePod (2nd gen),HomePod mini. Google Home: Nest Hub (2nd gen), Nest Hub Max, Nest Wifi,Nest Wifi Pro. Amazon Alexa: Echo (4th gen), Echo Hub, Echo Plus (2nd gen), Echo Show 8 (3rd gen), Echo Show 10 (3rd gen), Echo Studio, eero 6 / 6+ / Pro 6 / Pro 6E / Max 7, eero PoE 6/gateway,eero Pro/Beacon.Samsung SmartThings: SmartThings Hub V3, SmartThings Station.

2. Connect to Wi-Fi:
Ensure that your smartphone is connected to either the Matter Controller or the Thread Border Router, and make sure it has internet access.

3.Matter Setup Mode:
Reinstall the batteries on the smart lock, device to execute Matter Setup Mode, configure the app within 15 minutes after installing the batteries. If missed, reinstall the batteries.

Lock and Unlock

To lock your door

- Press ULTRALOQ .
- Turn the thumbturn .
- By Smart home app.

To unlock your door

- Enter the code and Press ULTRALOQ .
- Turn the thumbturn .
- By Smart home app.

How to Set Up

*Setup processes may vary between different apps.

1. Turn on Bluetooth on your phone.

2. Open the Smart Home app and scan the Matter QR code located on the battery cover, or enter the numeric code.

3. Follow the instructions within the app to complete the setup.

Example

1234-567-8901
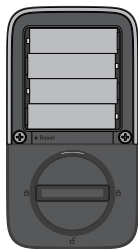
Regarding the Matter Code:

The original Matter code can only be used for setup in one app (you can reuse it after a device reset).

1. If you want to integrate your device with another ecosystem after binding it to Matter, use the Matter app to share your device with other platforms.

2. If you want to bind your device to a different ecosystem and disconnect from the current one, you should first remove the device from the app, then reset the lock. This will revert the lock back to its original Matter Setup Mode.

FAQ

1. The device cannot be found.
A: First network configuration (device is in factory state):Please reinstall the battery or re-power of the device and confirm it is in the Matter set up status. The setup status for Matter is maintained for only 15 minutes after re-power. If the time has passed, please repeat this process.
B: Make sure that your Matter Center (or Matter Controller, which is required to provide an ecosystem that can be paired with Matter-certified devices) and smart home application firmware are updated to support Matter.
C: Multi-ecosystem network configuration (devices are configured and shared with other gateways/APPs): Please confirm that all devicesare in the same local area (connected to the same router) and device pairing mode is turned on.

2. Failed to add device.
A: Make sure that the phone using the App is connected to Wi-Fi and the gateway /controller is also connected to the same router.
B: You can try to restart the gateway/controller, APP or mobile phone.

3. Unable to set up the already connected Matter device with other smart home systems.
A: If your Matter-enabled device is not displayed or the pairing code cannot be created on the paired application. Please restart your Matter-certified device.
B: Do not create pairing codes in the apps of multiple smart home systems continuously. If the pairing code you created the first time is not used or has not expired, the pairing codes you create subsequently will not work.
C: Make sure to complete the setup process before the pairing code expires.

> **Note:** In Google Home, the code expires 3 minutes after it is generated. In Apple Home, the code expires 5 minutes after it is generated. In Alexa, the code expires 15 minutes after it is generated. In Samsung SmartThings, the code expires 15 minutes after it is generated.

D: Make sure your Matter device keeps the pairing code page open in the app when you enter the numeric code (or scan the QR code) to pair with other apps.
E: If your device still cannot connect, restart your Matter Hub and Smart device Clear the app cache and restart your phone. Then try to set up the device normally.