Panasonic®

Smart Lock

5-in-1 Unlocking Modes

(Fingerprint, Access Card, Password, Mechanical Key

and Remote Unlock)

Virtual Password

Semiconductor Fingerprint

Doorbell

Model: EMW1112G-HK
EMW1112Y-HK

⚠ Thank you for choosing a Panasonic product. Please read the instruction manual carefully before use and keep it for future reference.

■Please complete the warranty registration section and return it to Shun Hing Electric Service Center Ltd., and ensure retain your warranty record card.

■The Company reserves the right to interpret any printing errors or misunderstandings in the content of this manual.

■The images in this manual are for illustrative purposes only; please refer to the actual product.

■Should there be any technical improvements, they will be included in the new version of the manual without prior notice; the appearance and color of the product are subject to change, and the actual product will prevail.

Safety Precautions

Safety Precautions (Please read and comply with the safety guidelines thoroughly)

⊘ Before using the smart lock, ensure you have read and understood all instructions. Failure to follow these instructions may result in damage not covered under warranty.

⊘ Adhere to the warnings and cautions outlined below to prevent injury or property damage to users or others.

Warning

⊘ Do not install, dismantle, repair, modify, or alter the product yourself, nor use non-original parts from manufacturers for repairs, as it may pose hazards and void the warranty.

⊘ Avoid using sharp objects (such as pens, awls, or needles) to press buttons or insert into the keyhole.

⊘ Do not subject the product to strong impacts, drops, pulls, or strikes with hard or heavy objects.

⊘ Do not hang items on the handle to ensure normal operation of the lock.

⊘ The product should not be installed in outdoor environments exposed to the weather change.

⊘ Avoid using the product in high-temperature environments.

⊘ Prolonged exposure to sunlight can cause the touchpad to crack; install the product away from direct sunlight.

⊘ Do not use or place batteries near heat sources (like fire, heaters, or intense sunlight) as it may cause overheating or fire and result in reducing battery life.

⊘ Ensure no liquids penetrate the product.

⊘ Do not install the product in environments prone to leaks or splashes, and do not operate it underwater.

⊘ Avoid spraying insecticides or flammable sprays around the product, as it may cause damage.

⊘ Keep batteries away from any liquids and store them in a cool, dry place when not in use.

• Do not reverse the polarity of batteries or short-circuit them with metal objects, as it may cause explosions.

• Do not transport or store batteries with metal objects like hairpins or necklaces.

• Refrain from knocking, throwing, or stepping on batteries.

• Avoid using the product in areas with strong static electricity or magnetic fields as they can damage the battery's safety protection features and trigger risks.
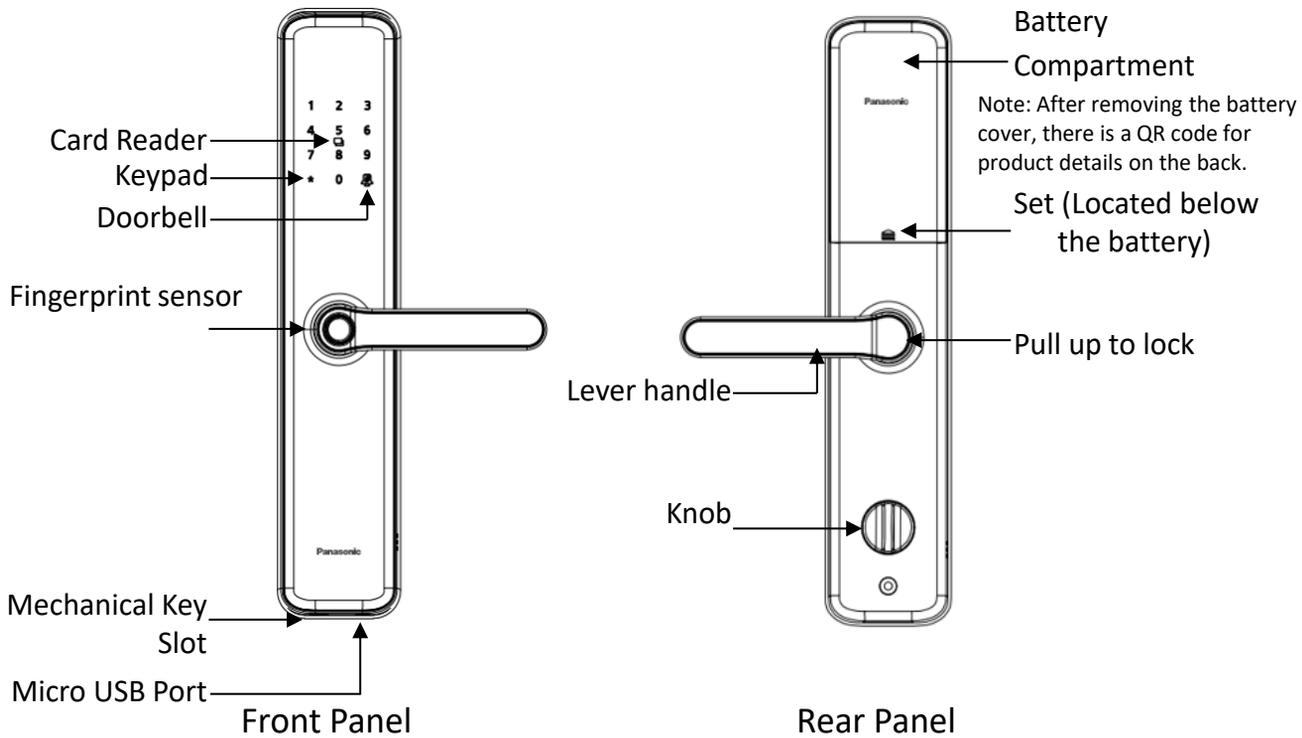
Safety Precautions

Cautions

- Manage your passwords carefully and change them regularly for security; always ensure the door is fully locked when leaving home. The Company is not responsible for incidents due to user negligence.
- Store mechanical keys securely for emergency use.
- Be careful not to bump into handles to avoid injuries.
- Product in wireless communications may be subject to interference which may affect operation.
- This product is suitable for use by children and individuals with physical, sensory, or mental disabilities, or those lacking experience and knowledge, under close supervision and guidance of a responsible adult so that they can use the product safely and understand the potential dangers.
- To prevent dirt accumulation on the keypad and fingerprint sensor, wipe the lock body with a soft cloth regularly. Do not wash with water or use benzene, alcohol, or corrosive chemical cleaners on the product directly.
- Frequent forceful door closing may damage the lock body. Avoid slamming the door when the latch is extended.
- Adjust the lock promptly if the door or frame deformations to ensure proper locking of the latch.
- Ensure apply with good quality alkaline battery (AA) and cannot apply with rechargeable battery. Regular check up or change battery for every 6-8 months to avoid battery leakage or corrosion cause damage to the lock.
- Replace all batteries promptly when power is low and ensure correct installation of battery terminals.
- In case of battery leakage and electrolyte contact with eyes, do not rub; rinse with water and seek medical attention immediately to prevent eye injury.
- If the battery emits an odor, heats up, changes color, deforms, or shows any abnormality during use, storage, or charging, remove it immediately from the device or charger and stop using.
- Clean dirty battery terminals with a dry cloth before use to prevent poor contact and malfunction.
- Dispose of spent batteries properly by insulating the terminals to prevent fires or explosions. Do not dispose of with regular household waste.
- If the product malfunctions, or if the power cord is exposed or damaged, do not use the product. To avoid hazards, have it repaired by Shun Hing Appliance Service Center Ltd.
- Keep the product warranty card and purchase invoice for future warranty purposes.

Table of Contents

I.Product Overview

1.Illustrated Guide to the Product

Card Reader
Keypad
Doorbell
Fingerprint sensor

Mechanical Key Slot
Micro USB Port
Front Panel

Battery Compartment
Note: After removing the battery cover, there is a QR code for product details on the back.
Set (Located below the battery)
Pull up to lock
Lever handle
Knob
Rear Panel

2.General Operation

"Set" -Simply remove the battery cover. The "SET" button is located below the battery. Press and hold it for 6 seconds to restore the device to its factory settings. A short press will access the administrator menu;

"*"- A function key to clear or return;

"#" - When the panel is on, it functions as a doorbell button. During setup, it functions as confirmation or to enter a function;

Doorbell key - Press once to activate the doorbell;

The default language for the door lock is English. For instructions on how to change it to Chinese, please refer to the user manual (Page. 13).

II. Functions and Operations

1.Factory Settings

💡 Upon initial setup, the door lock is configured with a default password: "123456#". When this

password is entered to unlock the door, an audio prompt will confirm the action.

2.General Operating

"#" - A function key to confirm;

"*" - A function key to clear or return upon short press

3.Accessing Administrator Menu

Input * #

↓

Verification
（Administrator Password #）
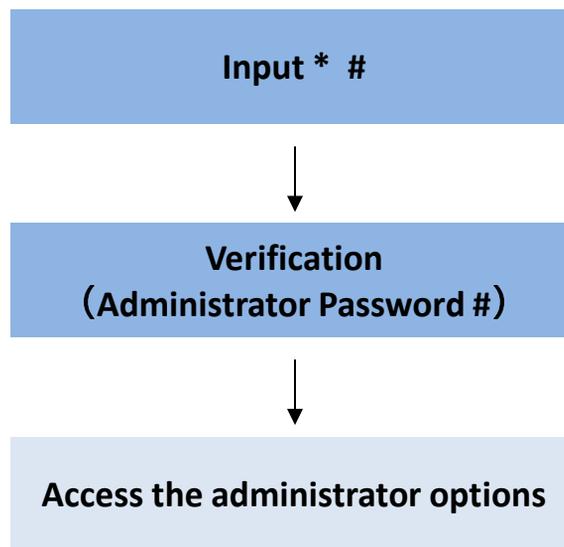
In factory setting the
initial password is
123456.

↓

Access the administrator options

II. Functions and Operations

4.Adding Users

4.1 Administrator

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 1
（**Administrator Setting**）

↓

1.Add Administrator
2.Modify Administrator
3.Delete Administrator

↓

Input 1
（**Add Administrator** ）

↓

Input User Number
（**001-009**）

Input Fingerprint	**Input Password**	**Input Card**
↓	↓	↓
Registration Success	**Registration Success**	**Registration Success**
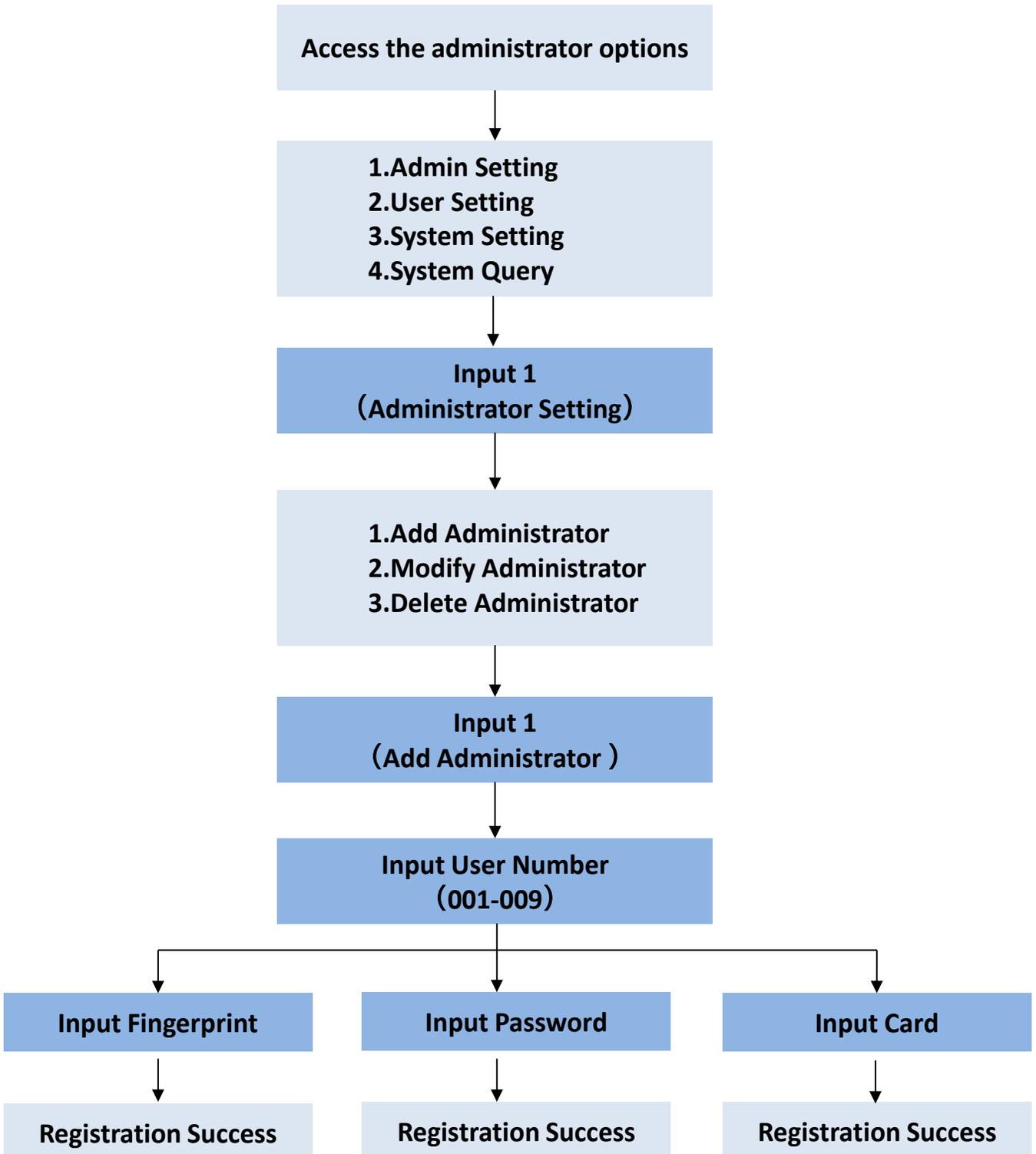
II. Functions and Operations

4.2 Normal User

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（**User Setting**）

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 1
（**Normal User**）

↓

1.Add Normal User
2.Modify Normal User
3.Delete Normal User

↓

Input 1
（**Add Normal User**）

↓

Input User Number
（**010-290**）

Input Fingerprint	Input Password	Input Card
↓	↓	↓
Registration Success	Registration Success	Registration Success

II. Functions and Operations

4.3 Alarm User

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（**User Setting**）

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 2
（ **Alarm User** ）

↓

1.Add Alarm
2.Modify Alarm
3.Delete Alarm

↓

Input 1
（**Add Alarm User**）

↓

Input User Number
(291-300)

↓

Registration Success
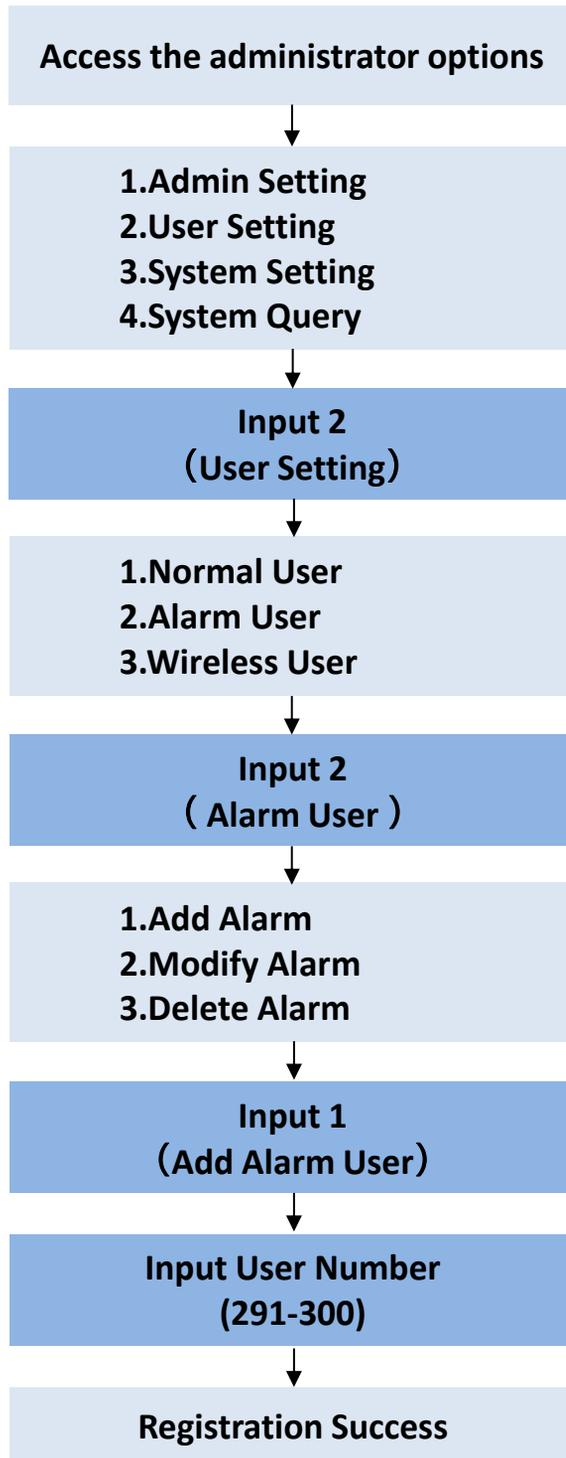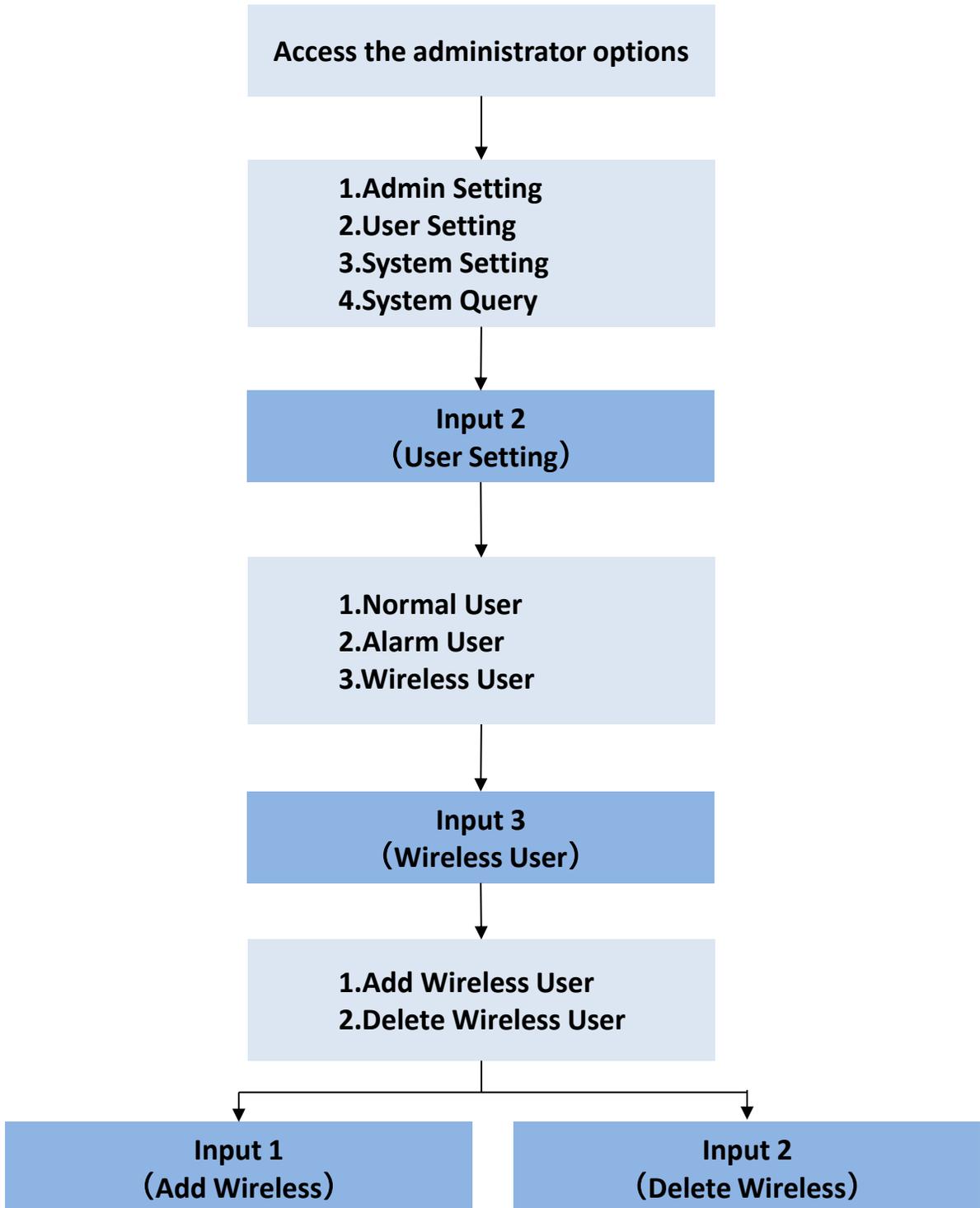
Note: When adding an alarm user, be mindful of the settings to prevent accidental triggering.

II. Functions and Operations

4.4 Wireless User

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（**User Setting**）

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 3
（**Wireless User**）

↓

1.Add Wireless User
2.Delete Wireless User

↓

Input 1
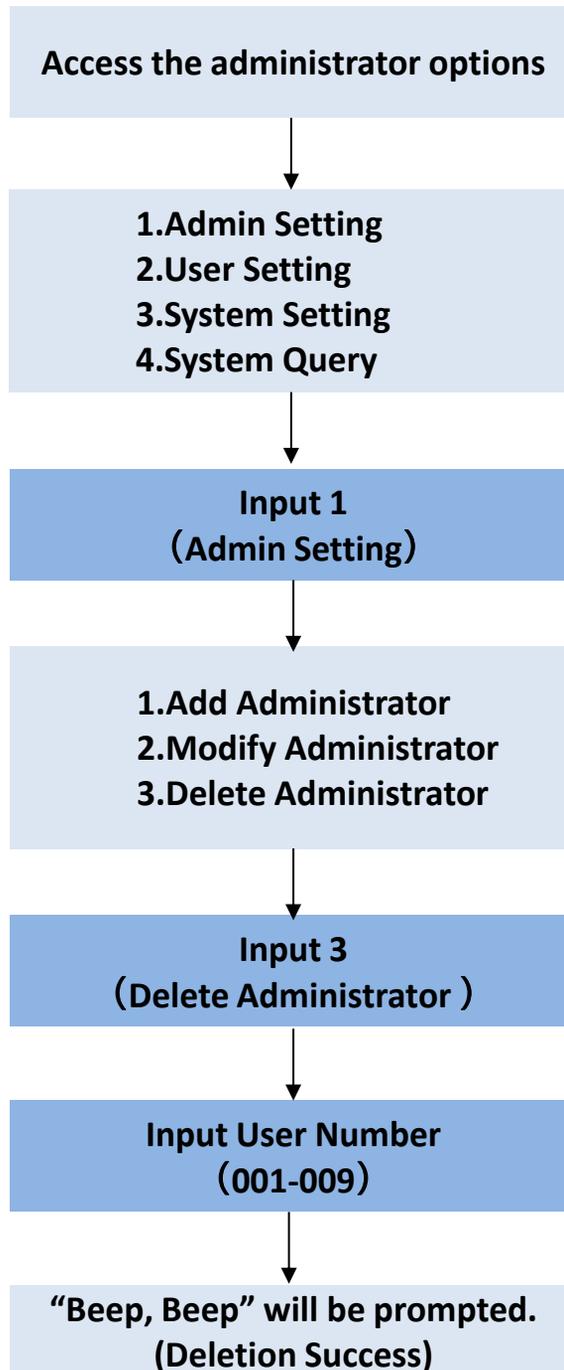（**Add Wireless**）

Input 2
（**Delete Wireless**）

Note: When adding a Wireless user, pay close attention to the content displayed on the App interface.
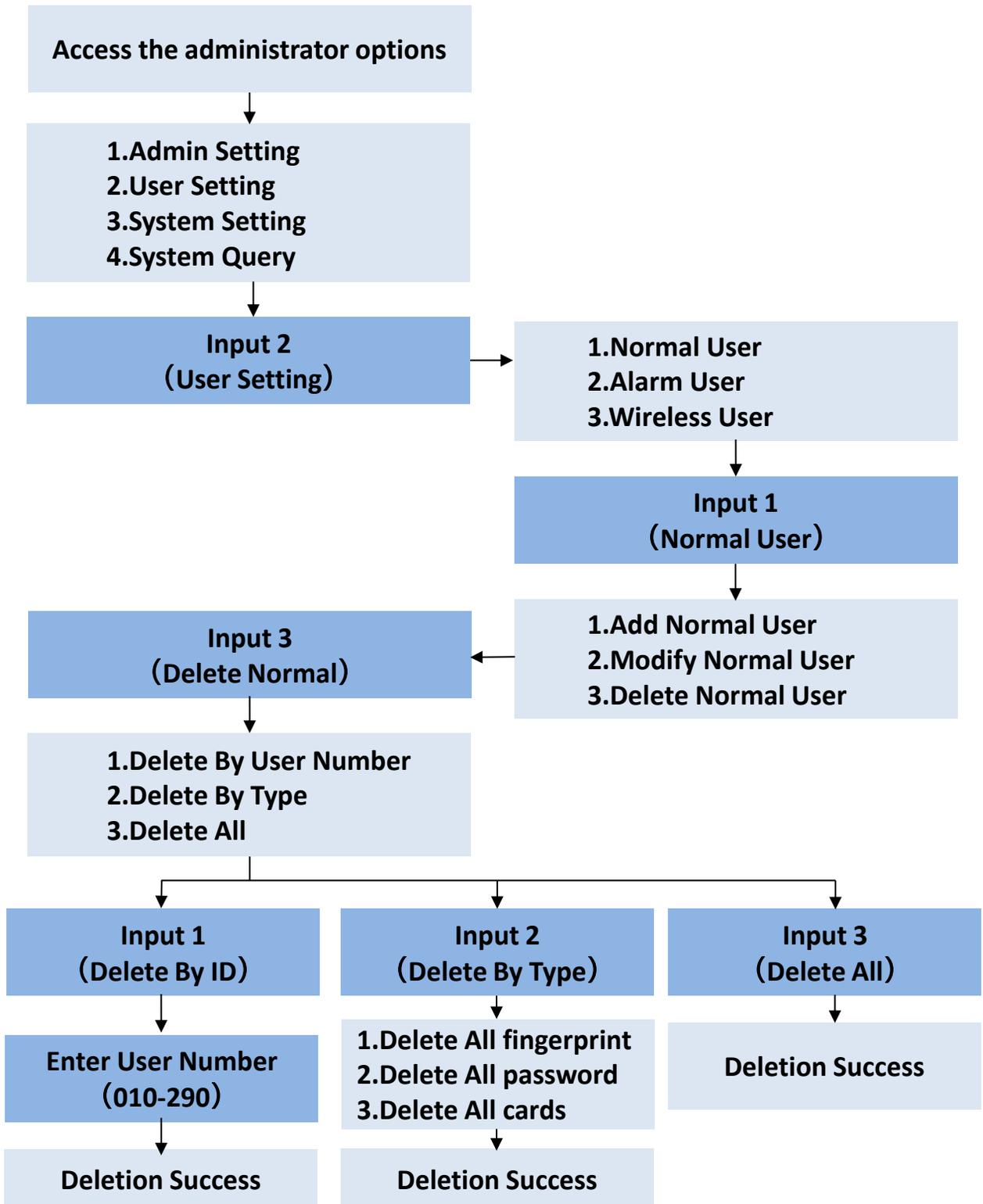
II. Functions and Operations

5 Deleting Users

5.1 Delete Administrator

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 1
（Admin Setting）

↓

1.Add Administrator
2.Modify Administrator
3.Delete Administrator

↓

Input 3
（Delete Administrator ）

↓

Input User Number
（001-009）

↓

"Beep, Beep" will be prompted.
(Deletion Success)

Note: The current administrator user accessing the administrator menu cannot be deleted.

II. Functions and Operations

5.2   Delete Normal User
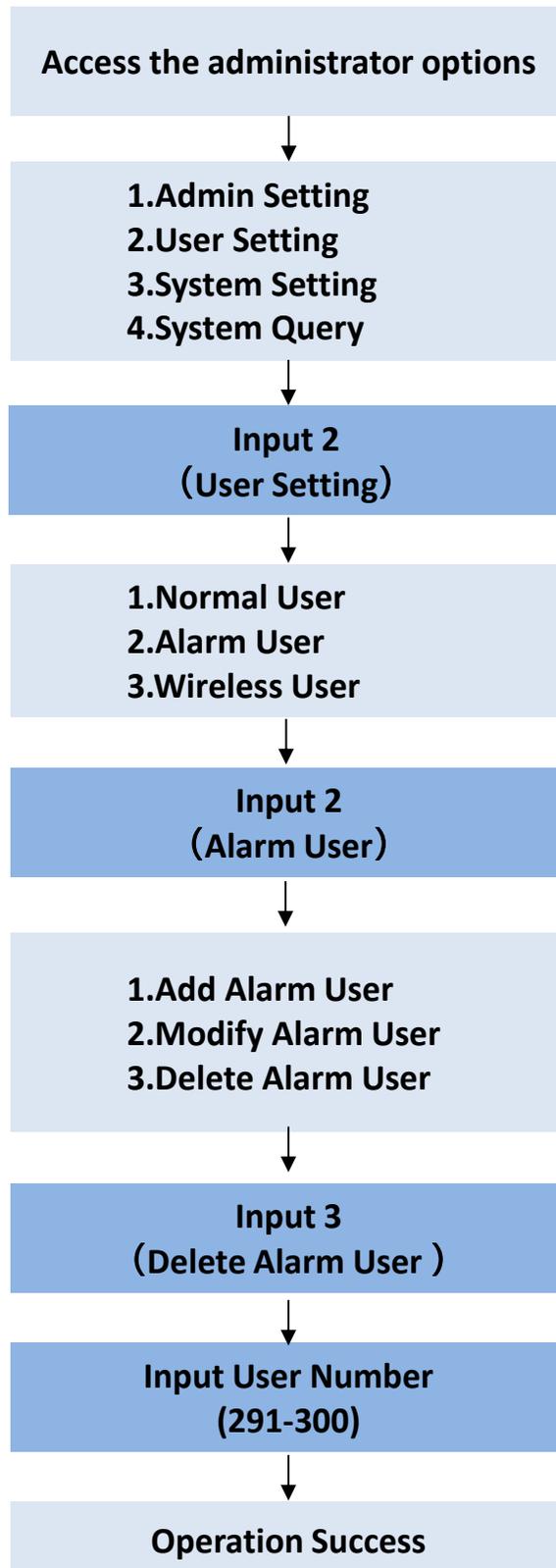
Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（User Setting） → **1.Normal User**
2.Alarm User
3.Wireless User

↓

Input 1
（Normal User）

↓

Input 3
（Delete Normal） ← **1.Add Normal User**
2.Modify Normal User
3.Delete Normal User

↓

1.Delete By User Number
2.Delete By Type
3.Delete All

↓

Input 1 **（Delete By ID）**	**Input 2** **（Delete By Type）**	**Input 3** **（Delete All）**
↓	↓	↓
Enter User Number **（010-290）**	**1.Delete All fingerprint** **2.Delete All password** **3.Delete All cards**	**Deletion Success**
↓	↓	
Deletion Success	**Deletion Success**	

Note: Exercise caution when using the "Delete All" function!

II. Functions and Operations

5.3 Alarm User

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（**User Setting**）

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 2
（**Alarm User**）

↓

1.Add Alarm User
2.Modify Alarm User
3.Delete Alarm User

↓

Input 3
（**Delete Alarm User** ）

↓

Input User Number
(291-300)

↓

Operation Success

II. Functions and Operations

5.4 Wireless User

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2
（**User Setting**）

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 3
（**Wireless User**）

↓

1.Add Wireless User
2.Delete Wireless User

↓

Input 2
（**Delete Wireless User**）

↓

Operation Success
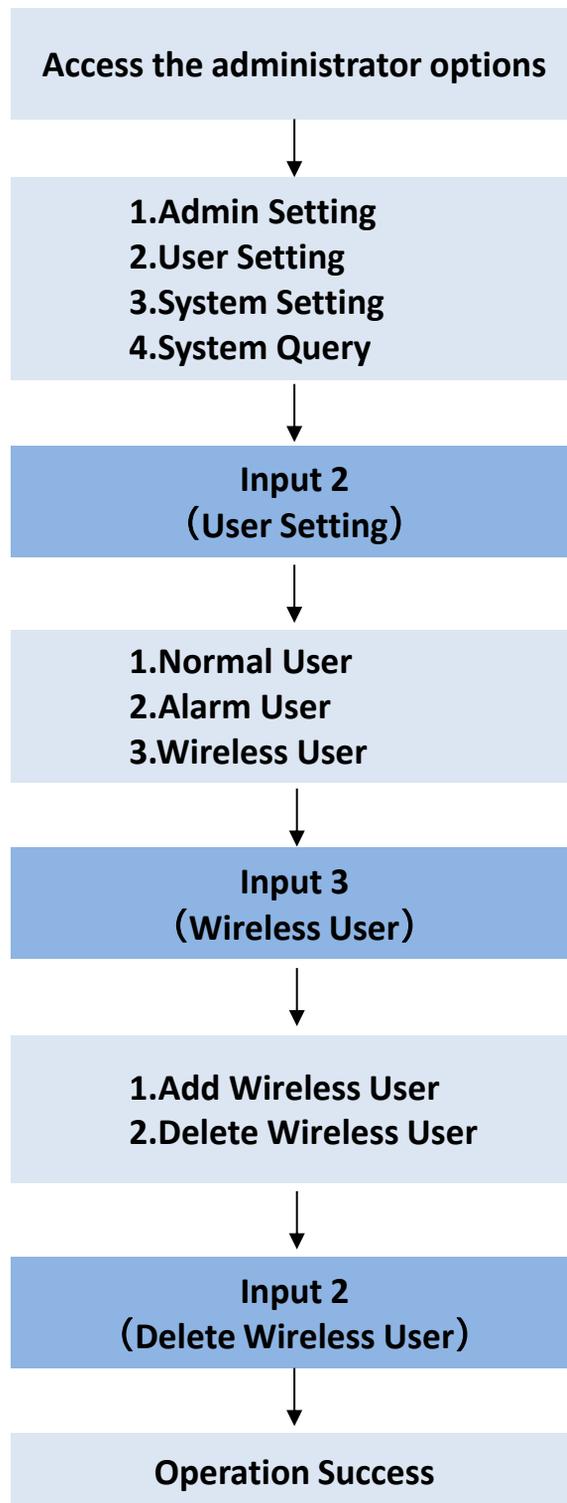
II. Functions and Operations

6 System Setting

6.1 Time Setting & Verification Mode

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 3
（**System Setting**）

↓

1.Date Setting
2.Verify Mode
3.Unlock Setting
4.Language&Volume

Input 1
（**Time Setting**）

↓

Time Setting
Date： xx Year xx Month
xx Day
Time： 08:57:55
Return （*） Confirm （#）

Input 2
（**Verify Mode**）

↓

1.Single Mode
2.Double Mode

Input 1
（**Single Mode**）

↓

Operation Success

Input 2
（**Double Mode**）

↓

Operation Success

Time setting: Enter the year, month, day, hour, minute and second sequentially using the numeric keys, for example, "240127152430". Then press "#" to confirm.

II. Functions and Operations

6.2 Unlocking Setting

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 3
（**System Setting**）

↓

1.Time Setting
2.Verify Mode
3.Unlock Setting
4.Language&Volume

↓

Input 3
（**Unlock Setting**）

↓

1.Time Lock Back
2.Normally Open Mode
3.Anti-Pry

↓

Input 1 (Time Lock Back)	**Input 2** （**Normally Open Mode**）	**Input 3** （**Anti-Pry**）
Set time (2-9 seconds)	(Closed / Open)	(Closed / Open)
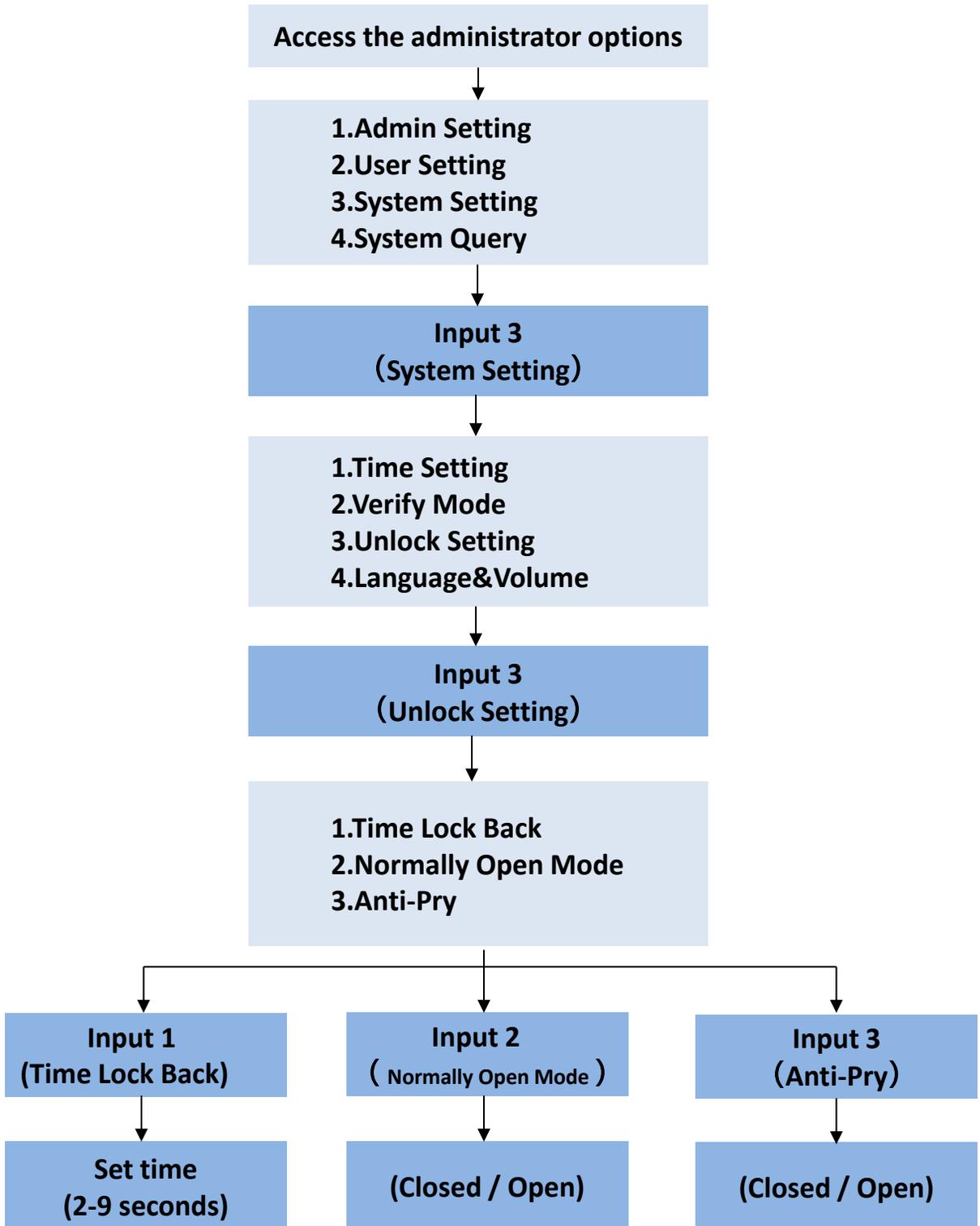
Note: Activate the " Normally Open Mode " mode with caution! The " Time Lock Back " refers to the duration before the deadbolt re-engages after unlocking.

II. Functions and Operations

6.3 Language & Volume

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 3
（System Setting）

↓

1.Time Setting
2.Verify Mode
3.Unlock Setting
4.Language&Volume

↓

Input 4
（Language &Volume）

↓

1.Chinese
2.English
3. Volume Low
4. Volume High

Input 1 **（Chinese）**	**Input 2** **（English）**	**Input 3** **（Vol Low）**	**Input 4** **（Vol High）**
Operation **Success**	**Operation** **Success**	**Operation** **Success**	**Operation** **Success**

13
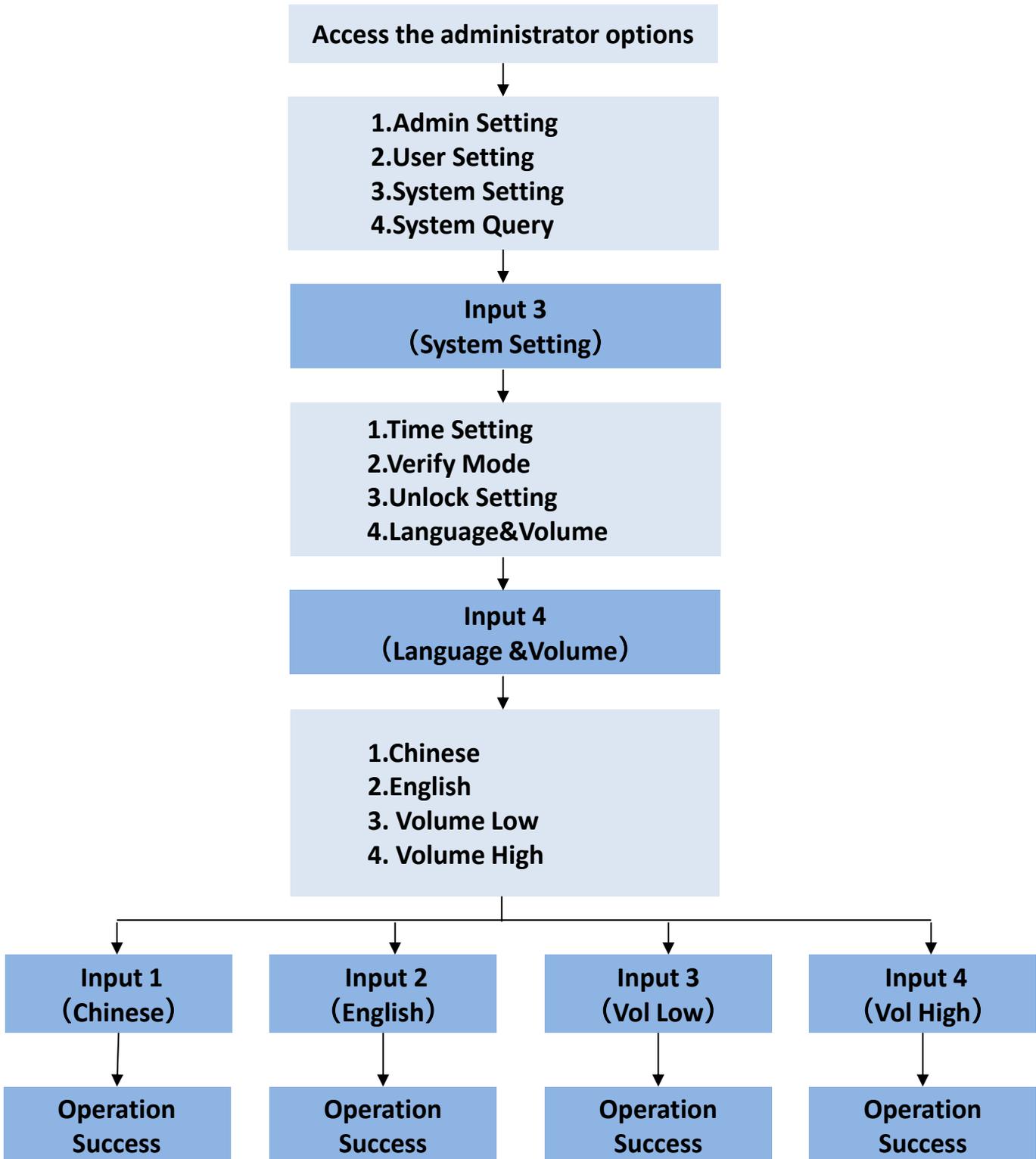
7 System Query

7.1 Information

Recording

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 4
（**System Query**）

↓

1.Record Info
2.User Info
3.Factory Reset

↓

Input 1
（**Record Info**）

↓

1.Query By Order
2.Query By Time
3.Clear Record

Input 1 （**Query By Order**）	**Input 2** （**Query By Time**）	**Input 3** （**Clear Record**）
Record: 1 **Number: Doorbell** **Time: xx Year xx** **Month xx Day**	**Input Date** **xxYearxxMonth**	
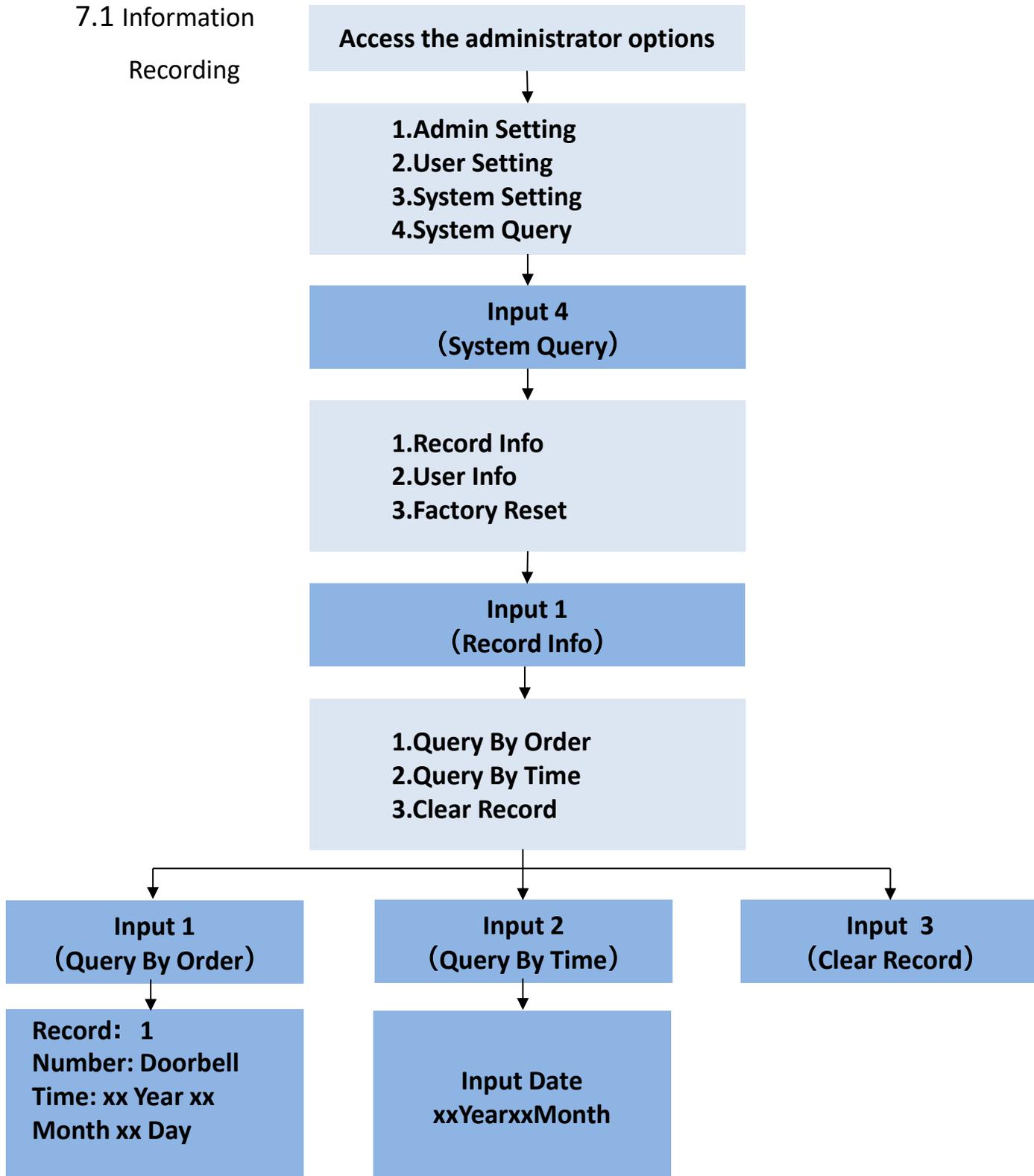
II. Functions and Operations

7.2 Factory Reset

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 4
（System Query）

↓

1.Record Information
2.User Information
3.Factory Reset

↓

Input 2
（User Information ）

Input 3
（Factory Reset）

↓

1.Admin Count
2.Normal Count

Press "#" to confirm.
"beep, beep" will be prompted.
(Factory reset success)

↓

Input 1
（Admin Count）

Input 2
（ Normal Count）

↓

Finger：xx
Cards：xx
Password：xx
Total：xx
Remain：xx

Finger：xx
Cards：xx
Password：xx
Total：xx
Remain：xx

II. Functions and Operations

8. Battery Replacement

When the dry battery is low on power, a voice announcement will alert you with "Battery power is low, please replace it." It is crucial to replace it promptly. **Note: Always use the original alkaline batteries provided by the manufacturer and purchase them through official channels.**

After battery renewal, ensure the battery cover is securely attached to the lock plate. Then, push it downwards in sequence.

When removing the battery compartment cover, you may need to apply significant force or use an external tool to open it.
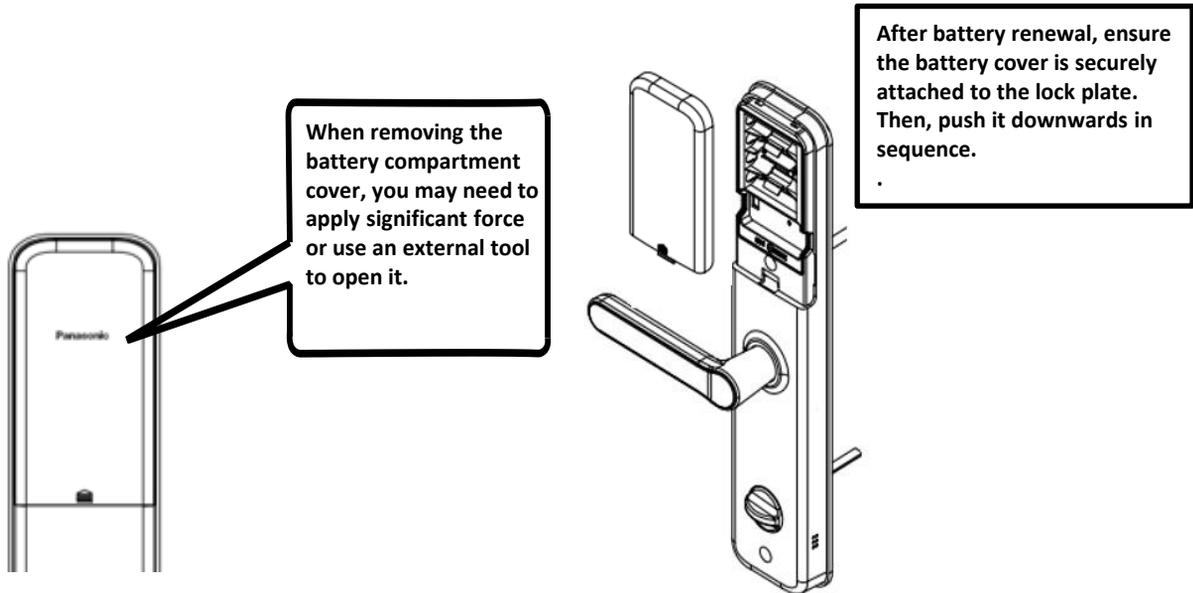
9. Emergency Power Supply

The USB micro interface allows you to use power sources like portable chargers to provide emergency power to the door lock and unlock it when needed.
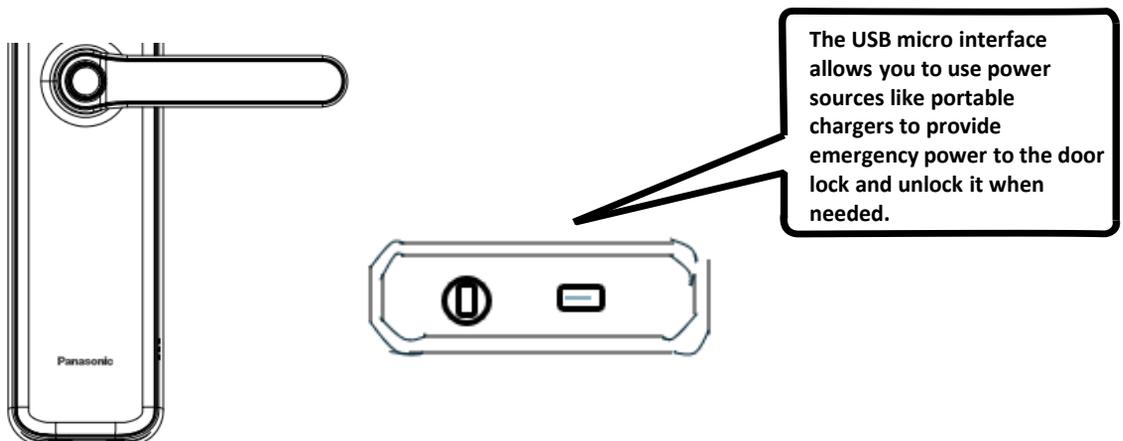
10. Additional Information

- After five consecutive incorrect attempts, the lock will emit a "beep beep" sound and lock the keypad for 90 seconds.
- Tampering with the door will trigger an alarm, which can be deactivated by either an administrator or user open information.
- For first-time users, it is recommended to initialize the product and re-register an administrator to prevent any potential issues.
- The system will be logged out if it is left inactive for an extended period.
- Virtual Password: Enter "XXXpasswordXXX". It means you need to enter irrelevant digits before and after the actual password and press the "#" key to unlock when the correct password is included but the total length falls short of 16 digits. If the total length of digits exceeds 16, an error will occur, and a "beep beep" sound will be prompted. (The authentic password must be within 16 digits)
- Note: It is recommended to use the virtual password function to prevent the actual password from being exposed.

III. Downloading APP and Network Connection

1.APP Installation

Download the Shun Hing Group APP: Scan the QR code below, or visit Google

Play/Apple's "App Store" to download and install.

2.APP Operation
1)Account Registration

① Upon first opening the App, a user notice will appear. Click "Agree" to proceed;
② Click on " Sign Up";

③ Select your region, enter your email address, check "I agree to the User
Agreement and Privacy Policy", then click "Get Verification Code". Enter the
verification code, and it will be directed to the next step.

①   ②   ③

18
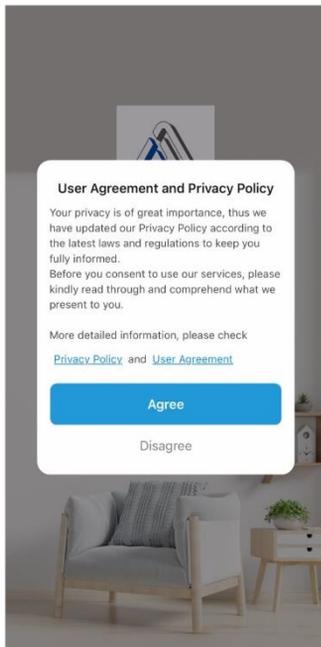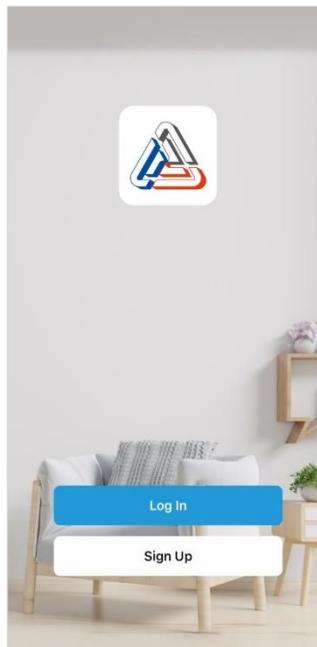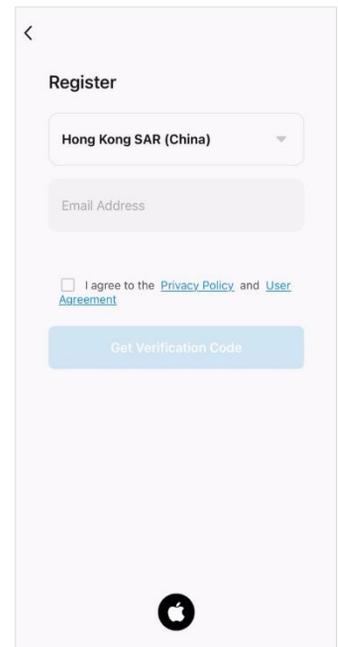
④ Enter the Set Password interface, configure your password (which should be a combination of numbers and letters, 6 to 20 characters long), and click " Done" to complete the registration and proceed to the next step.

Set Password

Password

Use 6-20 characters with a mix of letters and numbers

Done

④

2)Adding Device

When adding a device, ensure your phone is connected to WiFi, and both the door lock and your phone are connecting the same WiFi network.

Enter the pairing mode on the lock to begin the setup process.

Access the administrator options

↓

1.Admin Setting
2.User Setting
3.System Setting
4.System Query

↓

Input 2

↓

1.Normal User
2.Alarm User
3.Wireless User

↓

Input 3

↓

1.Add Wireless User
2.Delete Wireless User

↓

Input 1
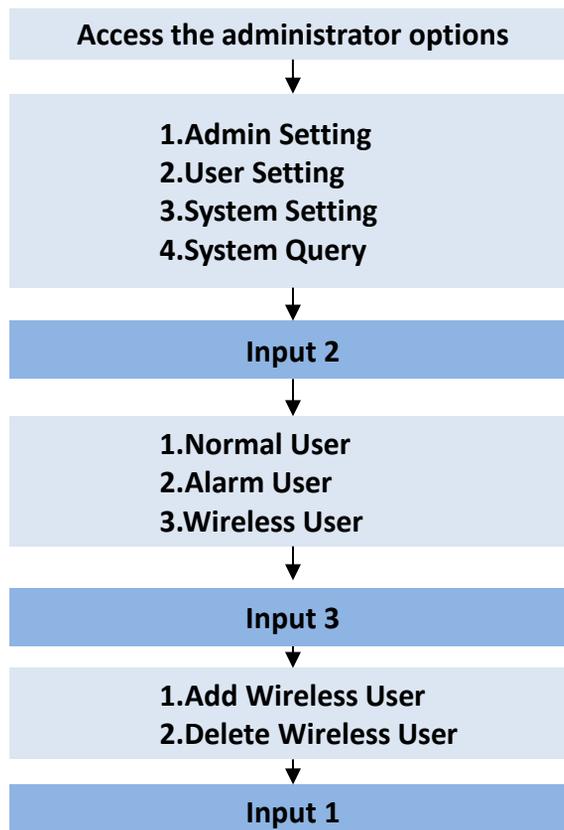
III. Downloading APP and Network Connection

①Click on "Add Device" or the "+" icon at the top right corner to access the "Add Device" page;

②Select "Smart Lock" and then click on "EMW1112G/Y-HK" to proceed to the next step;

③Choose the 2.4GHz Wi-Fi network and enter the WiFi password, then click "Next";
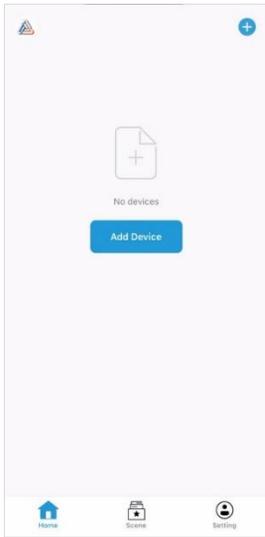
①   ②   ③

④After the key "0" is flashing on the keypad, click the "WiFi Quick Connect" box at the top right corner and select "Confirm Keyboard Light Flashing", then click "Next";

⑤Wait for a few seconds patiently until the device is added successfully. Click " Done" to enter the device operation interface.
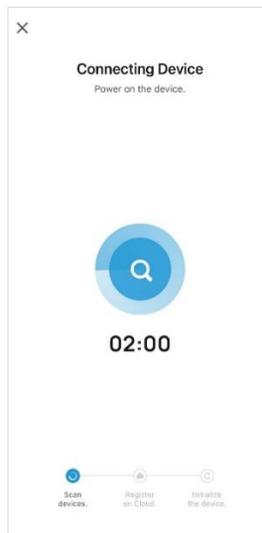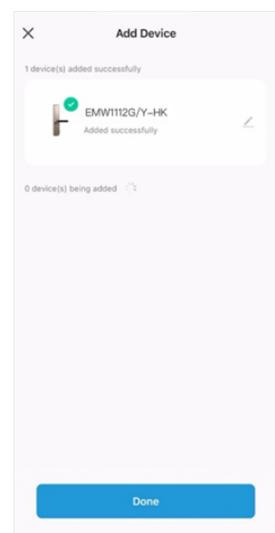
④   ⑤   ⑥

III. Downloading APP and Network Connection

Network Configuration instructions:

The WiFi configuration mode has a time limit; if exceeded, it will exit automatically. If WiFi configuration fails, please check the following:

①Ensure the WiFi password is correct and that the network name does not contain special characters.

②Make sure the device is connected to a 2.4G frequency WiFi network.

③Ensure the device, phone and router are within 1 meter of each other during configuration.

After confirming the above, remove and reinsert the battery, then retry the network setup.

3)Remote Unlock

When a visitor needs to unlock the door from a user of the door lock remotely, he or she should press "3" "#" on the lock. Upon receiving notifications from the APP, click "Remote Unlock". A Remote Unlock dialog will appear; click "Confirm" to unlock the door.

4)Temporary Password

Select the device on the main page of the APP, then click on "Temporary Password". Click the "+" icon on the top right corner to set the duration and password.

Note: Temporary passwords cannot be viewed once it is set, please save them promptly.

Enter the temporary password and press "#" to verify.

Incorrect or expired password → **Voice Prompt: Verification Failed**

Unlock successful → **Voice Prompt: Unlocked**

Temporary Password Statuses:

Pending Issue: Indicate the password is synchronized to the cloud server and is awaiting synchronization with the lock.

Pending Deletion: Indicates the password is synchronized to the cloud server and is awaiting synchronization with the lock.

Deleted: Indicate the password has been deleted by the user.

Expired: Indicate the password has expired.

Active: Indicate the password is valid for use.

Attention: After adding a temporary password, press the doorbell or attempt an unlock verification from the outside if immediate synchronization is required. The lock will attempt to synchronize again.

5)Remote Dynamic Password

On the main page of the App, select the device to enter the operation interface. Swipe left on the smart lock icon to reveal "Remote Dynamic Password". Click to generate a one-time password. Ensure the time set is correct for the first use. Each one-time password is valid for 5 minutes. There is no limit on the number of unlocks within the validity duration.

6)Device Sharing

Device can be shared with friends and family. On the main page of the App, select the device to be shared, click "Member Management" . Click the "+" icon on the top right corner to enter the interface to add member. Follow the prompts to fill in the information and share. Users that receive the invitation must agree before using functions of the shared devices.

Note: Only the primary user of the device can use the sharing function. The shared users must be registered and logged into the Shun Hing Group App; otherwise, the sharing function will not be available.

7)User Unlock Records

On the main page of the App, select the device and click "Unlock Log" to view all unlock records. Return to the operation interface and click "Alarm" to view alarm messages.

Note: If the door lock is not connected to the network when the door is unlocked, the unlock record will not be shown on the server, which might result in the loss of records.

8)Unbind Device

Open the Shun Hing Group App →Press and hold the device to be unbound → Remove Device

9)Hijack User Alarm Setting

Method 1: Set on the Lock

Refer to Section 4.3 Alarm User Setting

Method 2: Set on the App

①Enter Member Management, select the member to add hijack information, and click "Edit";

②Select the unlock information to be set, using "Hijack Password" in the figure as an example, and click "+";

③ After entering the user ID, turn on the switch next to "Hijack Password" (indicated by a green color)；

④Return to the member editing interface and click "Save" to finalize the settings.
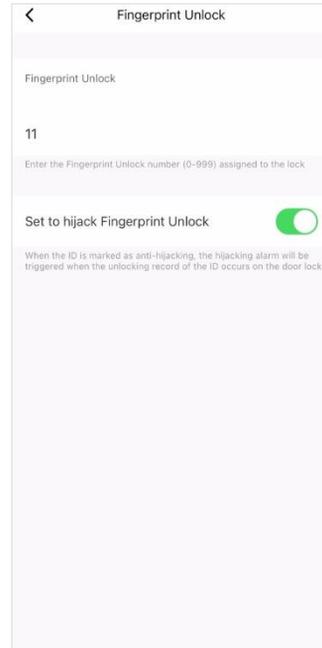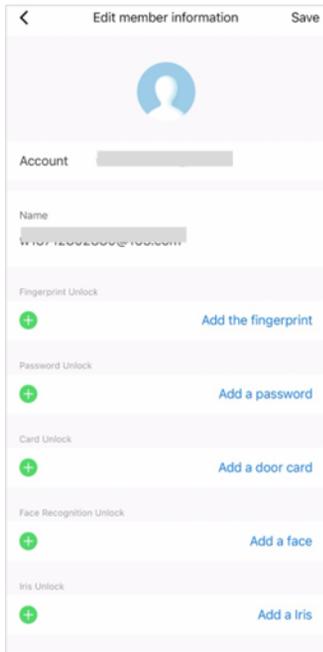
Attention: When using a hijack alarm user to unlock the door, the lock will open normally without sounding an alarm. However, an alarm message will be pushed to the App. . The alarm information will not be uploaded to the cloud if the door lock is not connected to the network when the door is unlocked.

IV. Technical Parameters

Type	Description
Front Panel Dimensions (HxWxD)	384.4mm×80.4mm×75mm
Rear Panel Dimensions (HxWxD)	384.4mm×80.4mm×75mm
External Materials	Aluminum Alloy, PC
Latch Materials	304 Stainless Steel
Touch Keys	12
Battery	AA Dry Battery*4
Emergency Power	Micro-USB Charging Port
Unlock Modes	Fingerprint, Card, Password, Mechanical Key and Remote Unlock
Unlock Records	Available
Administrator Users	9
Normal Users	291
Virtual Password Function	Available
Low Voltage Alarm Function	Available
Coerce Alarm Function	Available
Incorrect Attempt Alarm Function	Available
Anti-pry Alarm Function	Available
Rated Voltage	DC 6V
Working Temperature	-20℃~50℃
Relative Humidity (R.H.)	≤90%RH

V. Frequently Asked Questions (FAQ)

Questions	Possible Causes	Solutions
Shown as "System Locked"	5 consecutive incorrect unlock attempts	Wait for 90 seconds before retrying with the correct unlock information.
"Low battery, please renew" as prompted by the system	Low battery	Please promptly replace with new alkaline battery.
Alarm triggered without abnormality	Installation related issues causing the anti-pry alarm erroneously activated	Tighten loose screws for re-installing the lock. Add a shim at the anti-pry switch location.
Unable to connect to network	Poor Wi-Fi signal; or special characters in Wi-Fi name	Move the router closer to the lock; modify the Wi-Fi name.

Attention

▪ If the aforementioned solutions do not resolve the issue, please contact customer support for professional assistance.

▪ Avoid using sequential or repetitive digits for your password

VI. Product List

Front Panel × 1

Rear Panel × 1
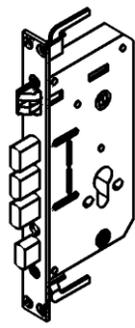
Lock Body
× 1 & Accessories
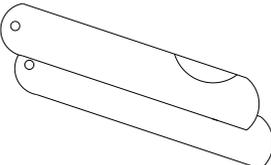
Key × 2

Card × 3
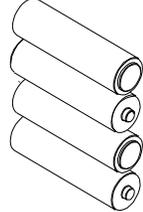
AA Dry Battery × 4

User Manual × 1
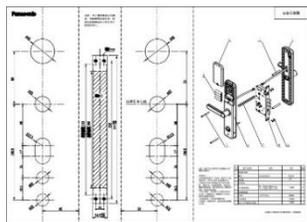
Installation
Template × 1

Other Accessories

Item	Qty.
Stud - M5-M6 Internal Thread Length 40/50	2 for each
Screw - M5*60 Phillips Round Head	2
Screw - M5*35 Phillips Round Head	2
Screw - ST5*20 Phillips Counterbore Self-Tapping	4
Square Bar—8*8*130MM	1

VIII. After-sales Service

1) Within the warranty period, if the service personnel at Shun Hing Electric Service Centre Ltd. confirm that the product failure occurred under normal usage conditions, the Company will provide free repairs and replacement of parts. Any defective parts replaced will become the Company's property.

2) The warranty does not cover repairs or replacements of consumable parts, accessories, external cables, or casings. Additional charges will apply for such services.

3) The warranty will be void if any of the following conditions are found on the appliances listed on the warranty card:
   - The product has been modified, altered or repaired by non-authorized technicians, either visibly or invisibly;
   - The product has been misused, improperly used, or neglected, or damaged by liquid immersion, water splashes, abnormal power supply, natural disasters, accidents, or external factors;
   - The product is not installed at a fixed land location;
   - The installation location adversely affects normal operation;
   - Non-industrial/commercial models are used for industrial/commercial purposes;
   - The user relocates or changes ownership without timely notification to Shun Hing Electric Service Centre Ltd.

4) Users are required to present the purchase receipt and warranty card during repairs. For any inquiries, please contact Shun Hing Electric Service Centre Ltd. at our hotline: 2406 5666.

Certificate	Quality Inspector	: QC 1
The product batch number can be found on the product nameplate or packaging. This product has passed quality inspection.		

信興電工工程有限公司
辦公室：香港九龍尖沙咀東部麼地道67號半島中心9樓
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E-mail ：shew@shunhinggroup.com

保養及維修 Maintenance and Repair Service:

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地址 : 香港新界葵涌勝耀街2號信興中心11樓
電話：2406 5666　傳真 : 2408 0316
網址 : http://www.shesc.com

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Address : 11/F, Shun Hing Centre, 2 Shing Yiu Street, Kwai Chung, N.T., H .K.
Tel：2406 5666　　Fax：2408 0316
Website：http://www.shesc.com

客戶服務中心Customer Service Centre

地址	: 1) 香港新界葵涌勝耀街2號信興中心1樓
	2) 九龍尖沙咀東部麼地道67號半島中心B座9樓
	3) 澳門慕拉士大馬路193-199號南嶺工業大廈5樓I座

Address	: 1) 1/F, Shun Hing Centre, 2 Shing Yiu Street, Kwai Chung, N.T.
	2) 9/F., Block B, Peninsula Centre, 67 Mody Road, Tsim Sha Tsui, Kowloon.
	3) Avenida de Venceslau de Morais, No. 193-199, 5 andar-I, Edf. Industrial Nam Leng, Macau

有關最新之香港及澳門客戶服務中心資料，請參閱信興服務中心
網址： http://www.shesc.com
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Website : http://www.shesc.com