

Smart Lock



5-in-1 Unlocking Modes

(Fingerprint, Password, IC Card, Mechanical Key,
Remote Unlock)

Virtual Password

Semiconductor Fingerprint

Doorbell

Model : EMW1212B-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 Centre 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.
 - This product is designed for household use, not apply for commercial or industrial purposes.

Safety Precautions

Cautions

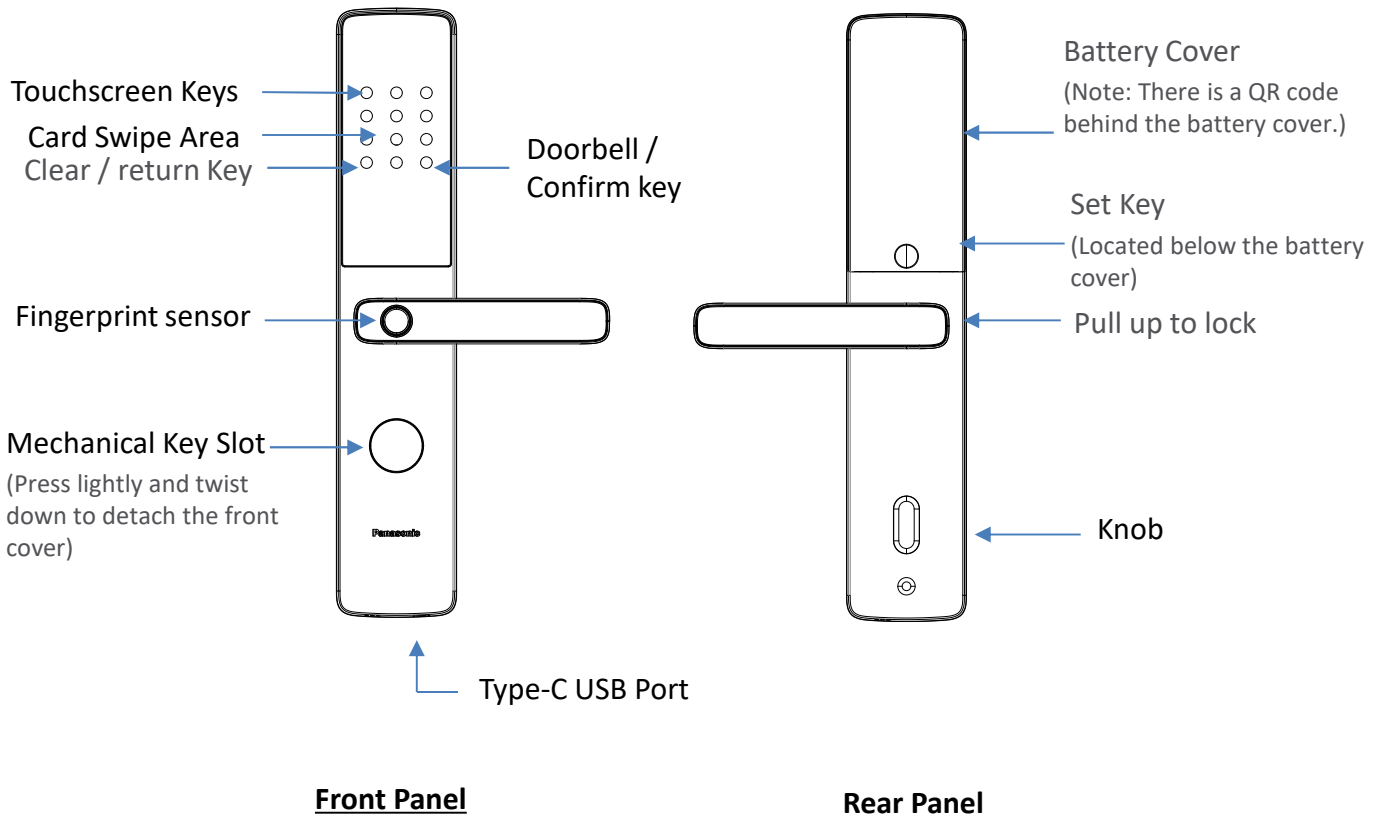
- Manage your passwords carefully and change them regularly for security; always ensure the door is fully locked when leaving home. The Company is not responsible for incidents due to user negligence.
- Store mechanical keys securely for emergency use.
- Be careful not to bump into handles to avoid injuries.
- 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 safely use the product and understand potential dangers.
- To prevent dirt accumulation on the keypad and fingerprint sensor, regularly wipe the lock body with a soft cloth. Do not directly wash with water or use benzene, alcohol, or corrosive chemical cleaners.
- 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 prevent 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 discontinue use.
- 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 Electric Service Centre Ltd.
- Keep the product warranty card and purchase invoice for future warranty purposes.

Table of Content

I.	Product Overview-----	01
	1. Illustrated Guide to the Product-----	01
	2. General Operation-----	01
II.	Function Overview-----	02
	1. Definitions of Functions/Terms-----	02
III.	Functions and Operations-----	03
	1. First-time use-----	03
	2. Administrator Settings-----	04
	3. User Settings-----	05
	4. System settings-----	08
	5. System query-----	11
	6. Battery Replacement-----	13
	7. Emergency Power Supply-----	13
IV.	Downloading Phone App-----	15
	1. App Download-----	15
	2. App Operation-----	15
V.	Technical Parameters-----	21
VI.	Frequently Asked Questions-----	22
VII.	Product List-----	23
VIII.	After-sales Service-----	24

I. Product Overview

1. Illustrated Guide to the Product



2. General Operation

Set Key (SET) - Open the battery cover, press and hold the button under the battery for 6 seconds to restore factory settings. Short press the button to access 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 a confirmation key or enter a function;

Doorbell key - Press once to activate the doorbell on the panel.

The default language for the door lock is English. To set the language to Chinese, please refer to the user manual (section 4.3).

II. Function Overview

1. Definitions of Functions/Terms

Administrator:

A user with the authority to unlock and access the system's administration options for operation;

Normal User:

A user limited to unlock only, without access to the administration options;

Unlock Information:

The user's fingerprints, passwords and access cards collectively referred to as unlock information;

Incorrect Attempt Alarm:

Triggered when password, fingerprint, or access card verification fails for 3 times, an alarm will sound; when the accumulated number of failed password, fingerprint or access card verifications reaches 5 times, the keyboard will be locked and follow with a voice prompt **【System Locked】** is triggered. The system will not respond to any operations for 180 seconds. After 180 seconds, the system will resume operation;

Anti-pry Alarm:

When the front panel is tampered with, the lock will emit an alarm sound;

Dual Verification Function:

Require input of unlock information from two normal users to unlock;

Virtual Password Function:

Input 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. Automatic unlocking occurs when the total length with the correct password included reaches 17 digits. (The authentic password must be included within 16 digits.);

Silent Mode Function:

Upon waking the panel, simply press the "1" + "#" keys to automatically enable silent mode. To exit silent mode, press the same keys again;

Factory Default State:

In the factory default state, any fingerprint, access card or password (only "123456") can unlock the door. It is highly recommended to promptly set up an administrator after installation or restoring the factory settings;

Low Voltage Alarm:

Once the Low Voltage Alarm is triggered, a voice prompt will advise, "Low battery, please replace the batteries";

Note: After the Low Voltage alarm warning, the door lock can still open and close normally for at least 50 times. Please change the battery promptly, failure to do so would necessitate unlocking using the mechanical key or an external emergency power source.

III. Functions and operations

1. First-time use

1.1 Factory Settings



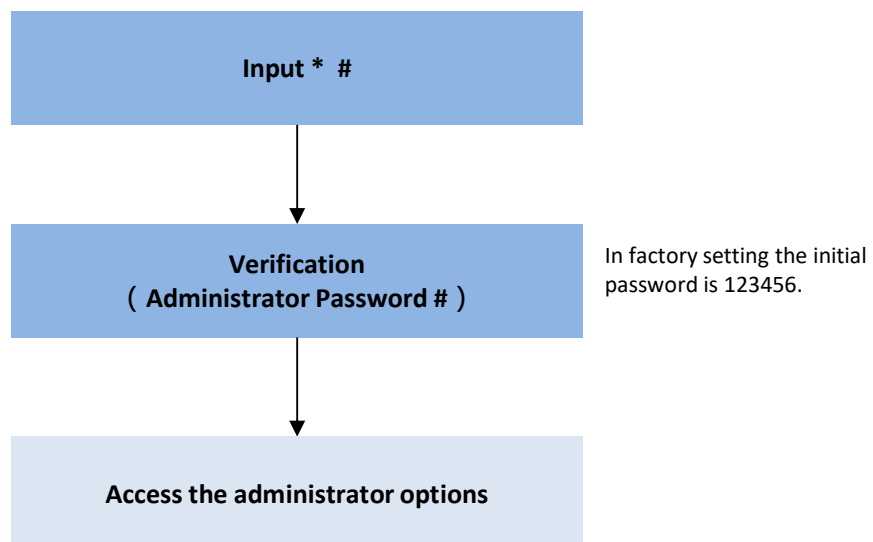
When the door lock is in the factory state, the default password "123456#" can open the door, and there will be a voice prompt when unlocking

1.2 General Operating

"#" - A function key to confirm;

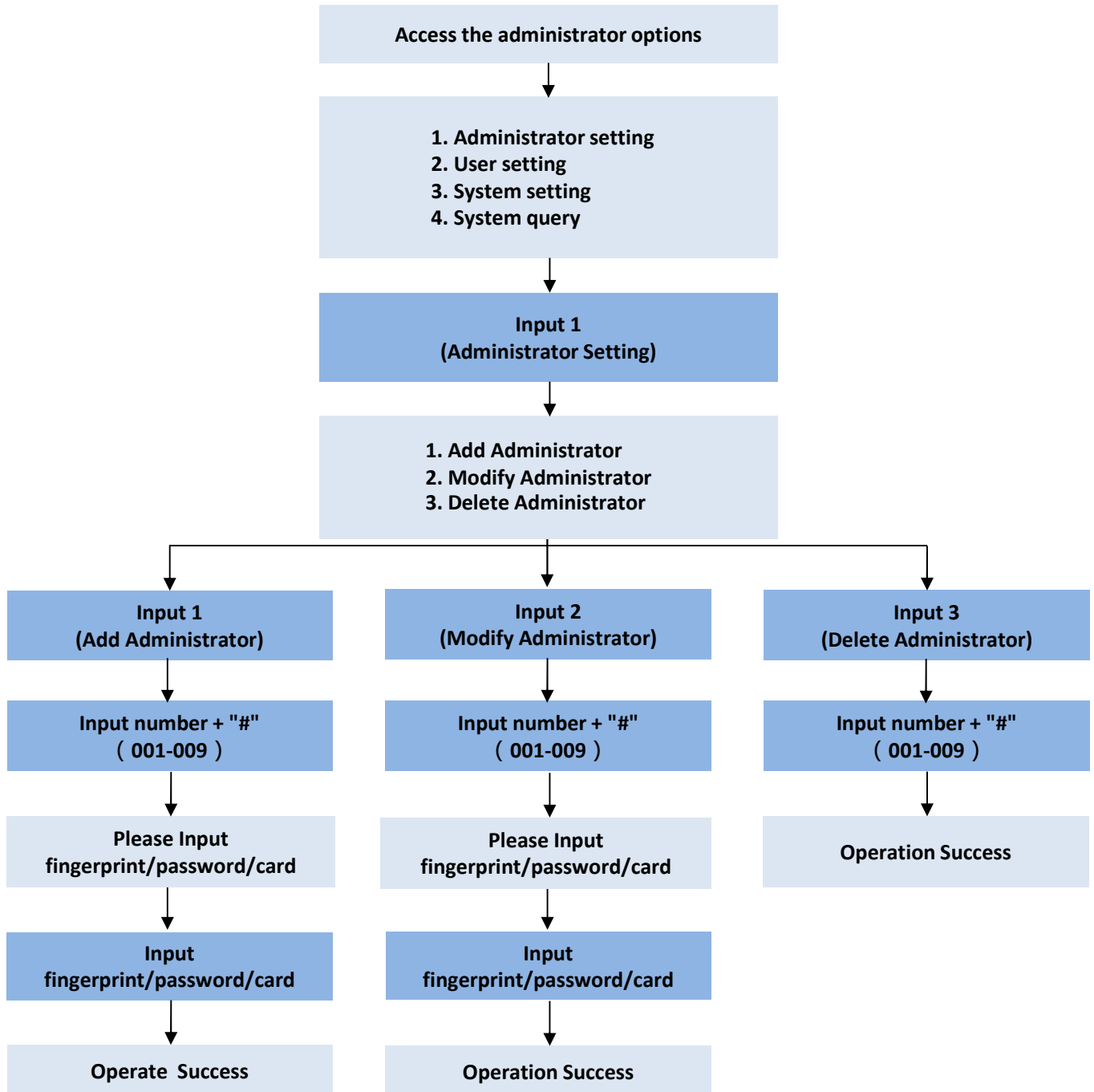
"*" - A function key to clear or return upon short press

1.3 Accessing Administrator Menu



III. Functions and operations

2. Administrator Settings

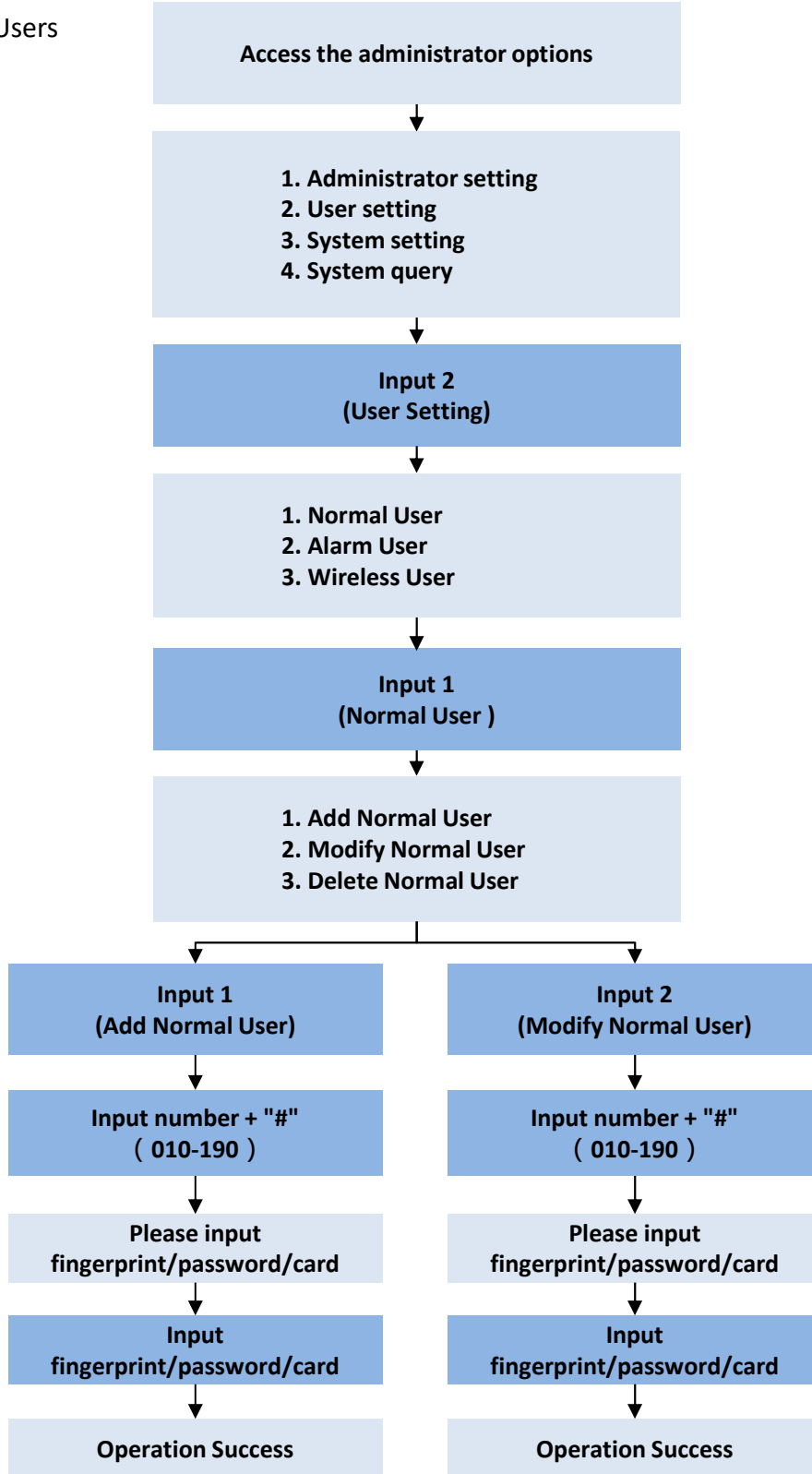


Note: Input password: Enter the new password with 6-12 digits and press the # key (repeat the entry 2 times)
Input fingerprints: Follow the voice instruction, put finger on the sensor and repeat the same finger 5 times
Input card: Place the card on the card swipe area
~ After a successful enrollment, the system will automatically process the next number; if it is no need to continue, press "*" to exit.
~ Please note down all user ID numbers for future modification or deletion.

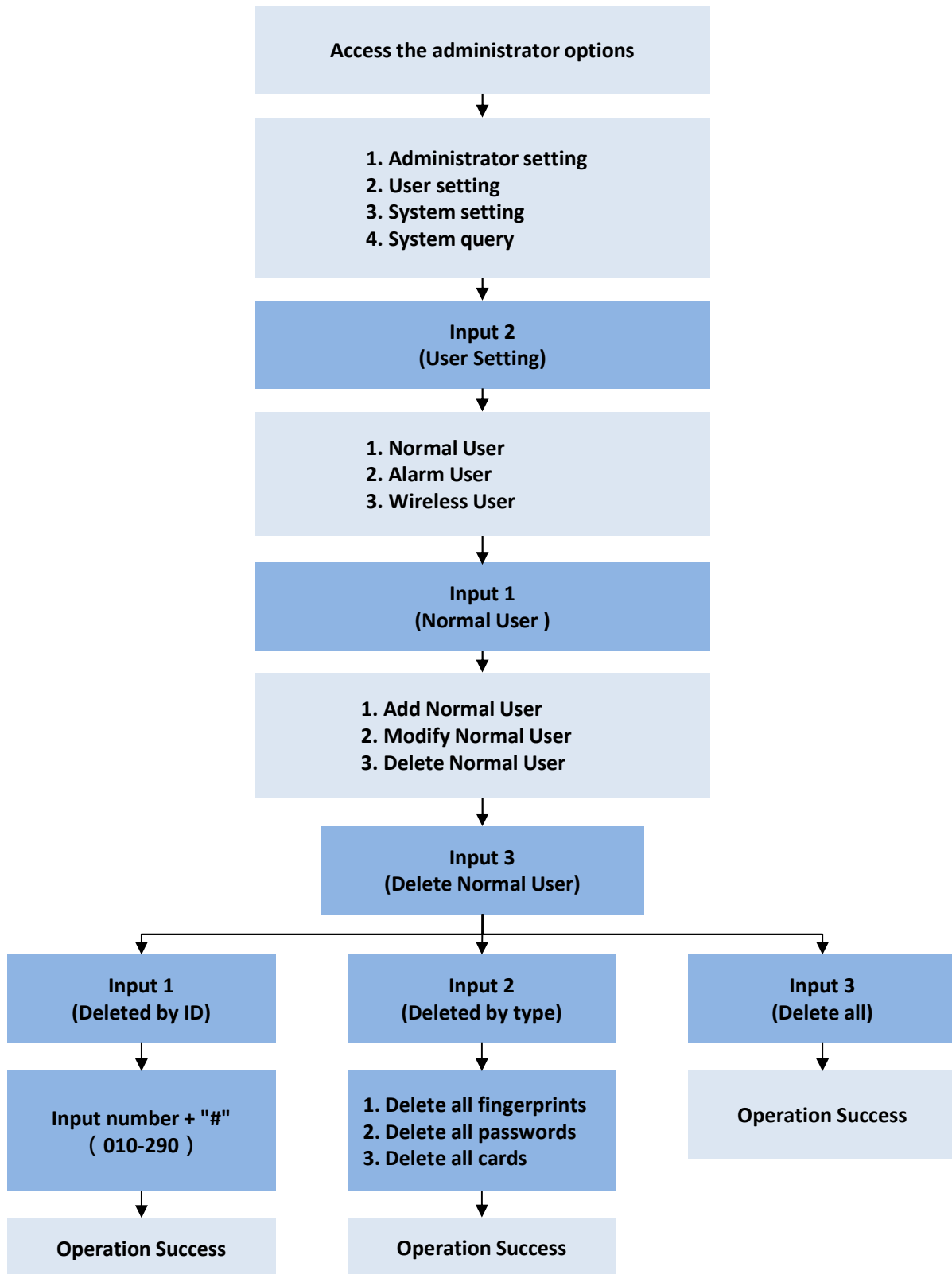
III. Functions and operations

3 User Settings

3.1 Normal Users

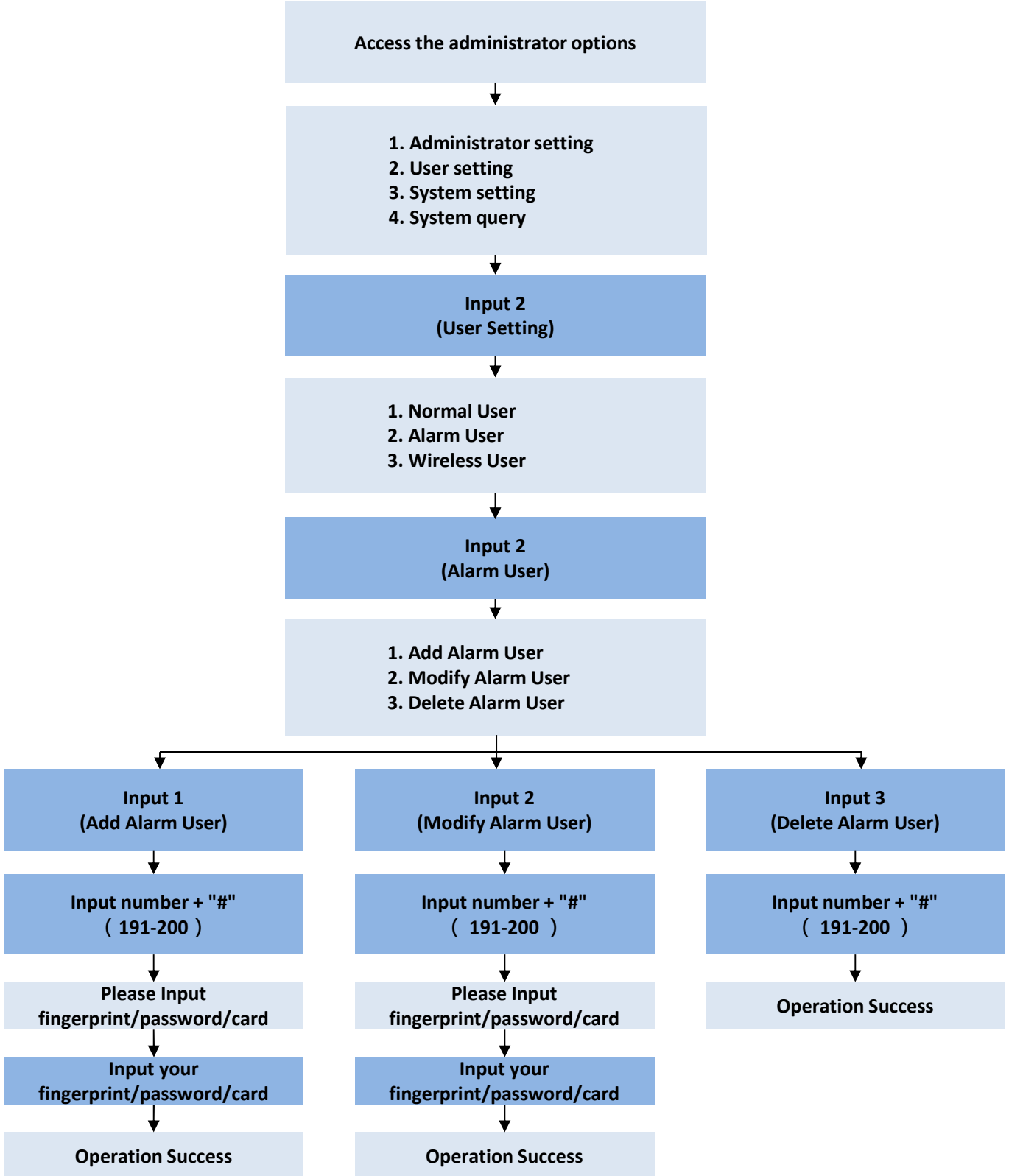


III. Functions and operations



III. Functions and operations

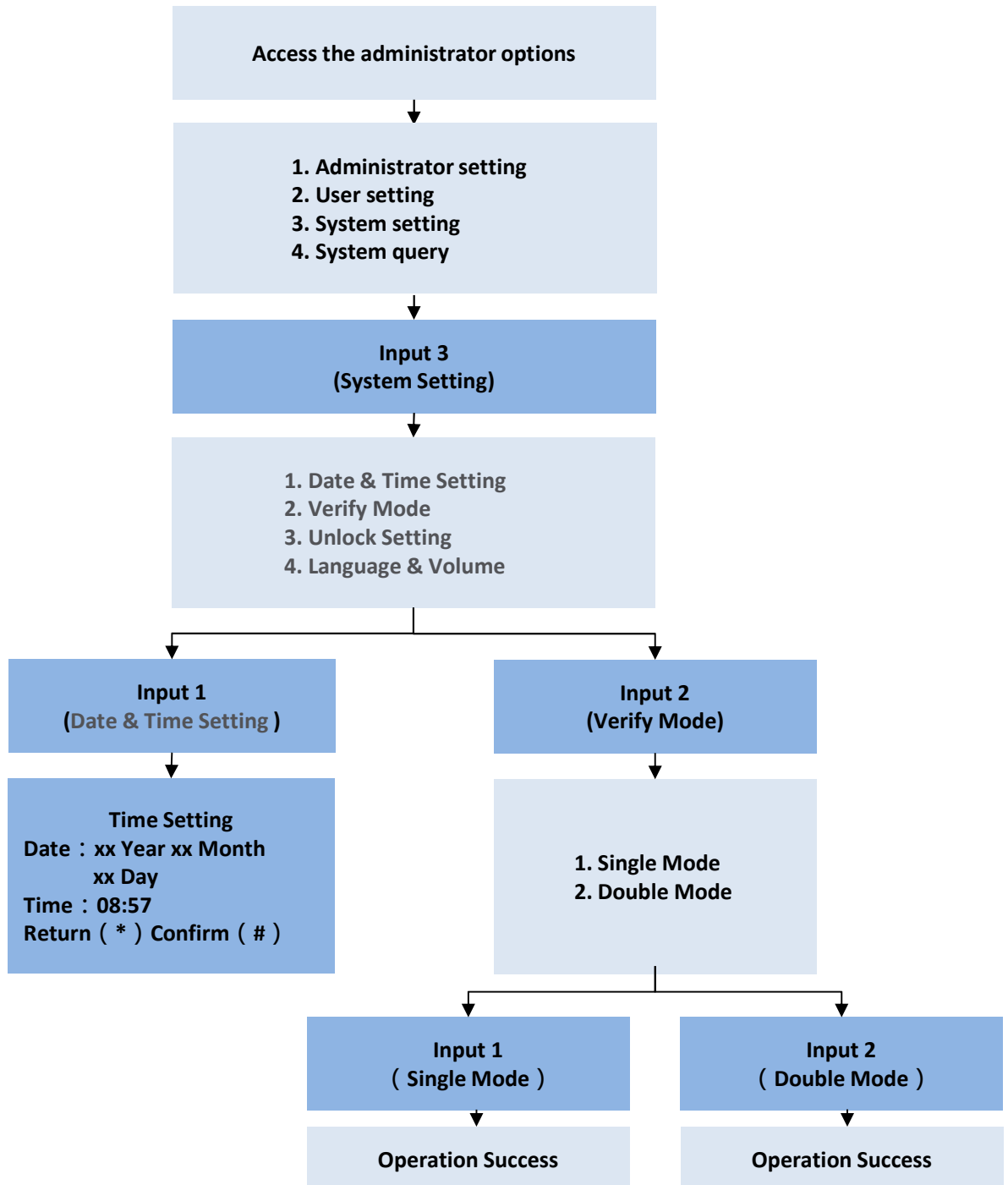
3.2 Alarm Users



III. Functions and operations

4. System settings

4.1 Date & Time Setting and Verification Mode

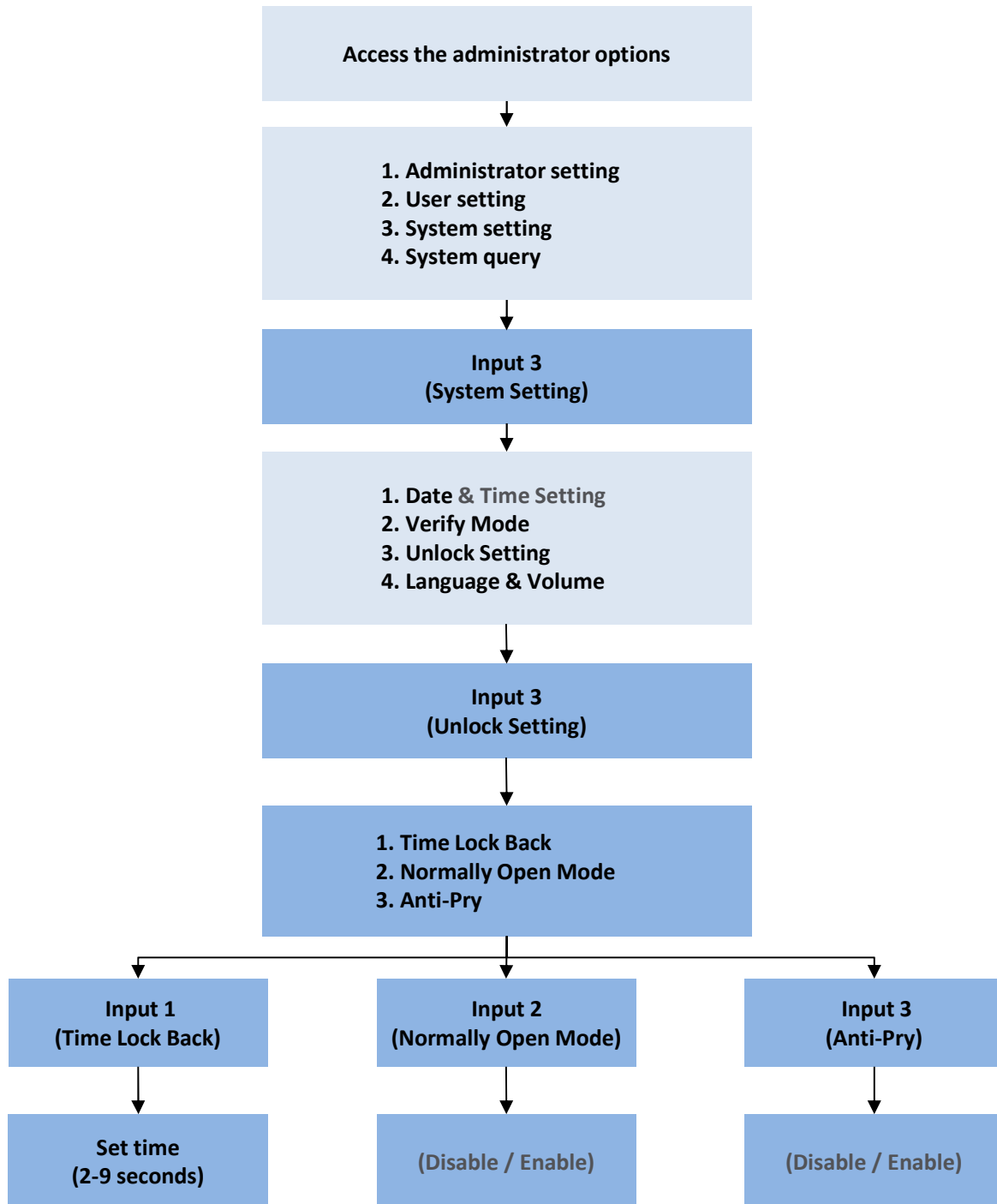


Set time: Press the number keys to input the year, month, day, hour and minute sequentially

Enter year, month & day, such as "20250930" numeric key, and follow the instructions to enter time & minute, such as "0857"

III. Functions and operations

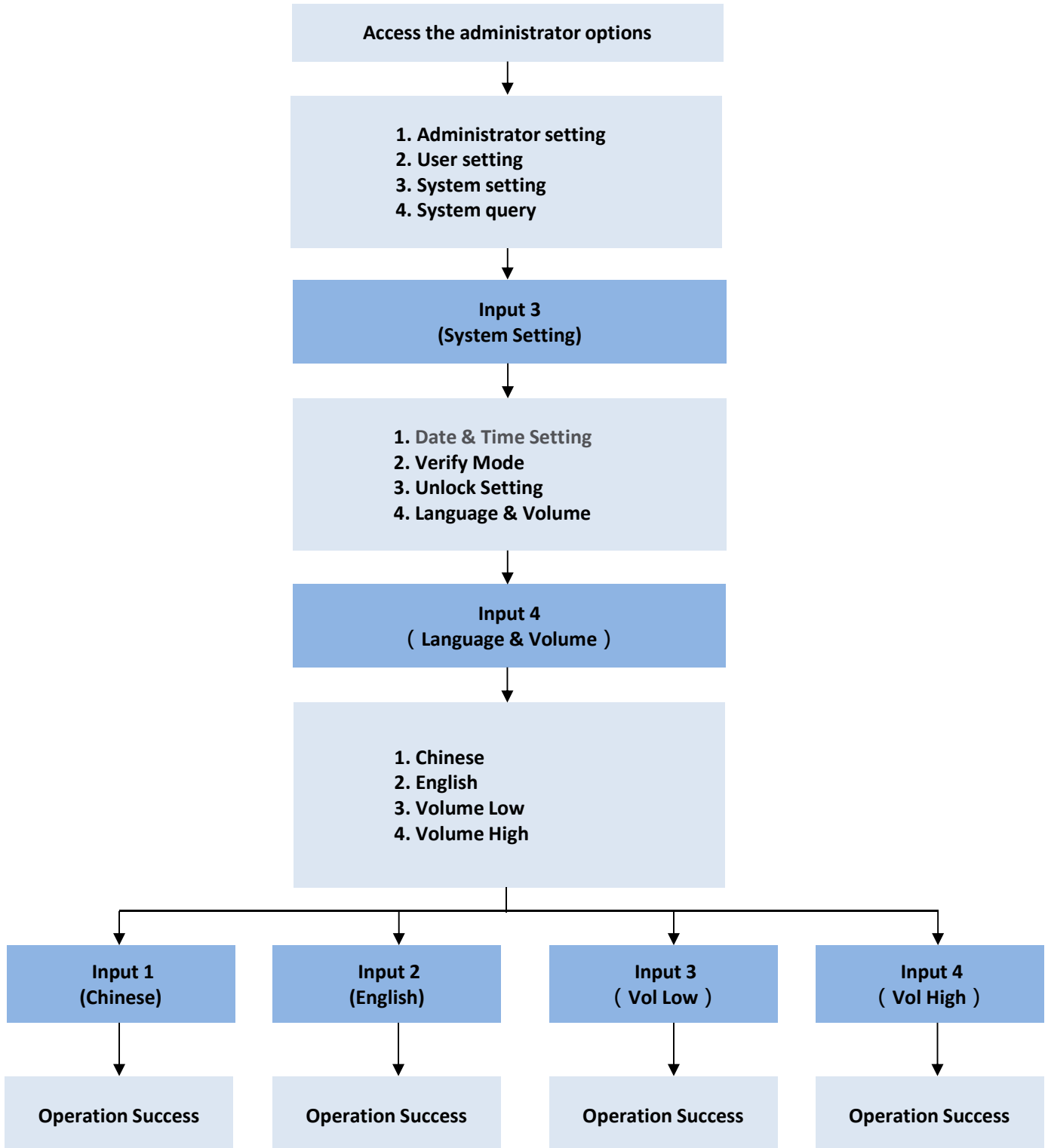
4.2 Unlock settings



Note: Please use the “Normally Open Mode” with caution!
“Time Lock Back” is the ejection time of the diagonal deadbolt after unlocking

III. Functions and operations

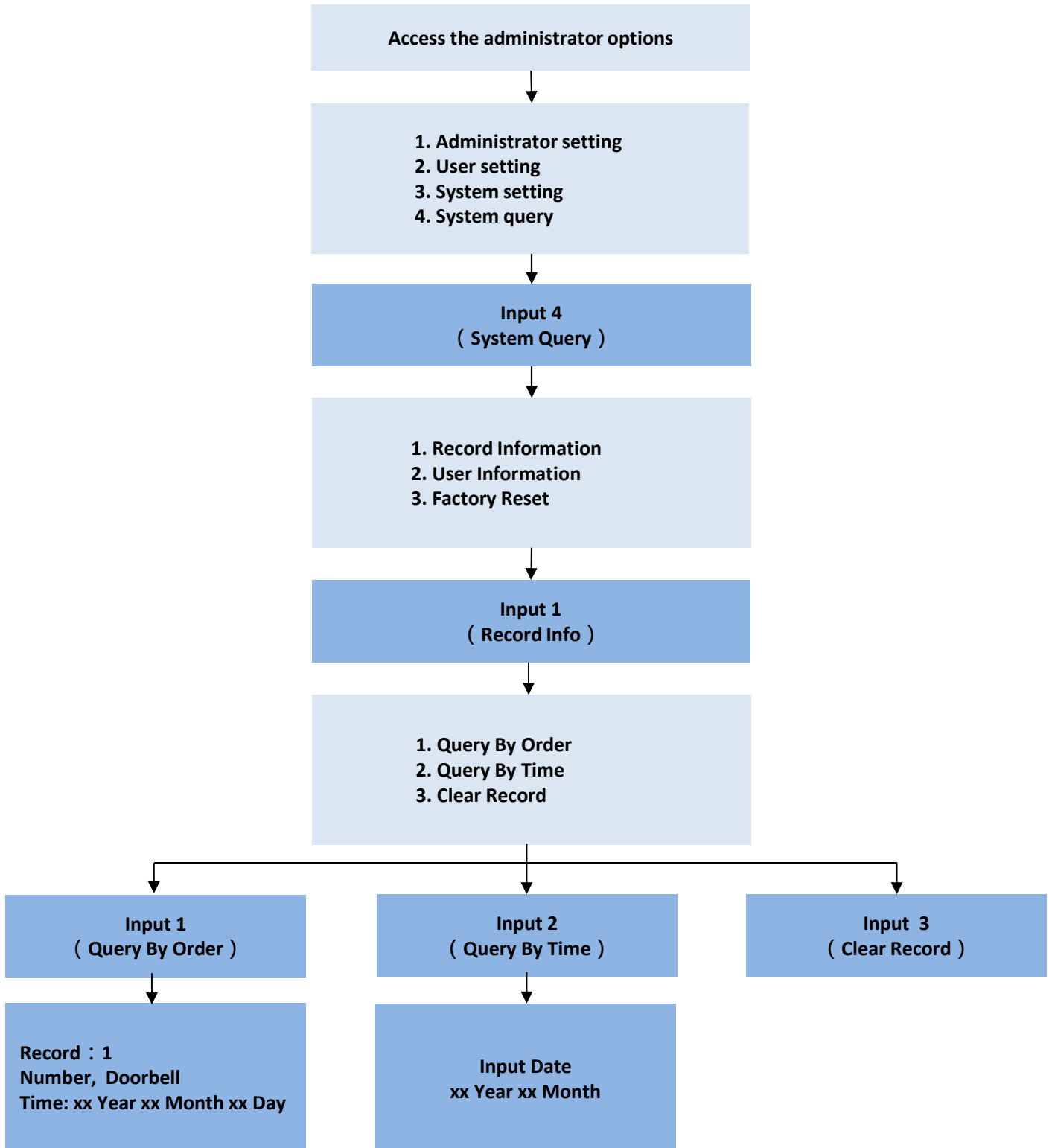
4.3 Language volume



III. Functions and operations

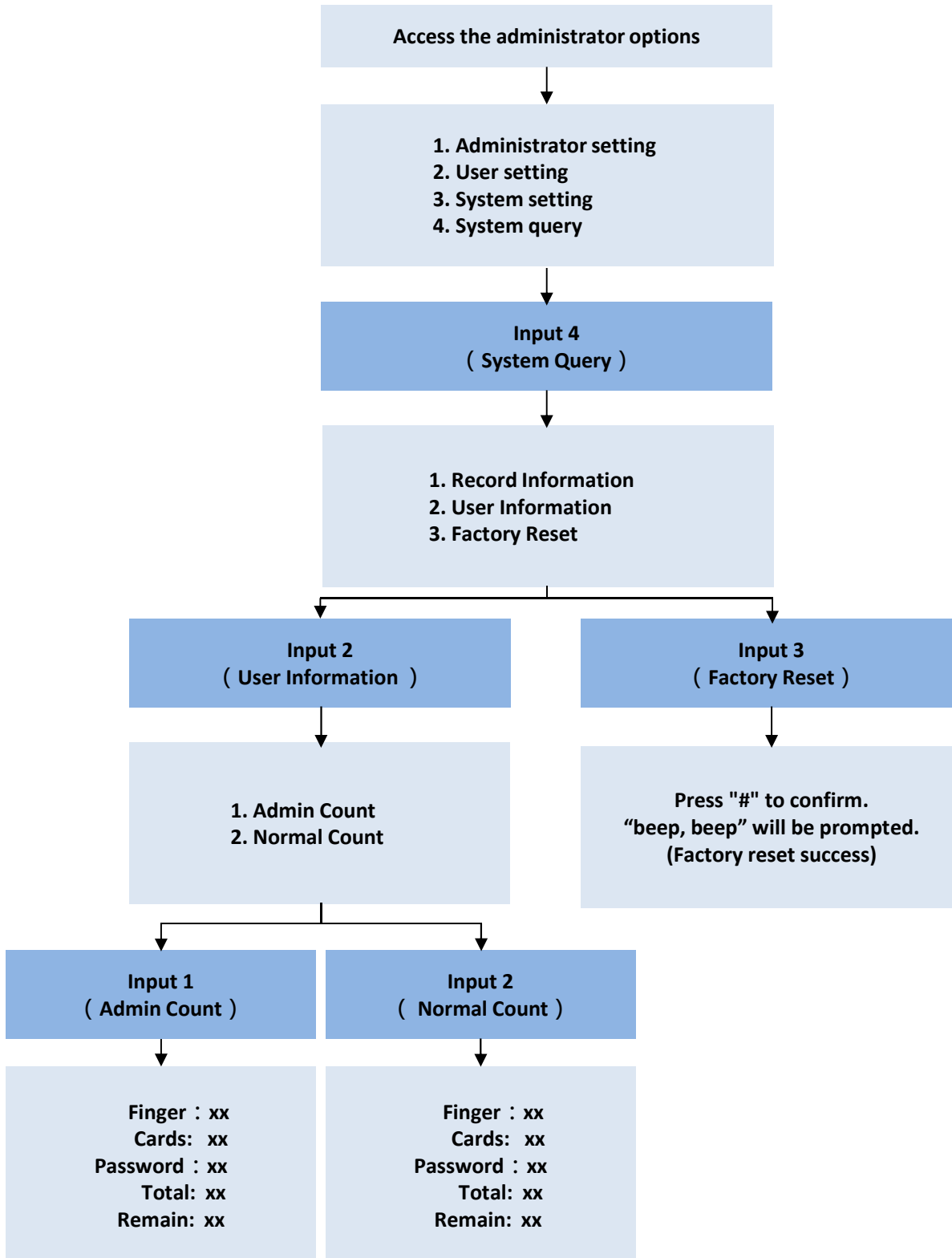
5 System query

5.1 Information Recording



III. Functions and operations

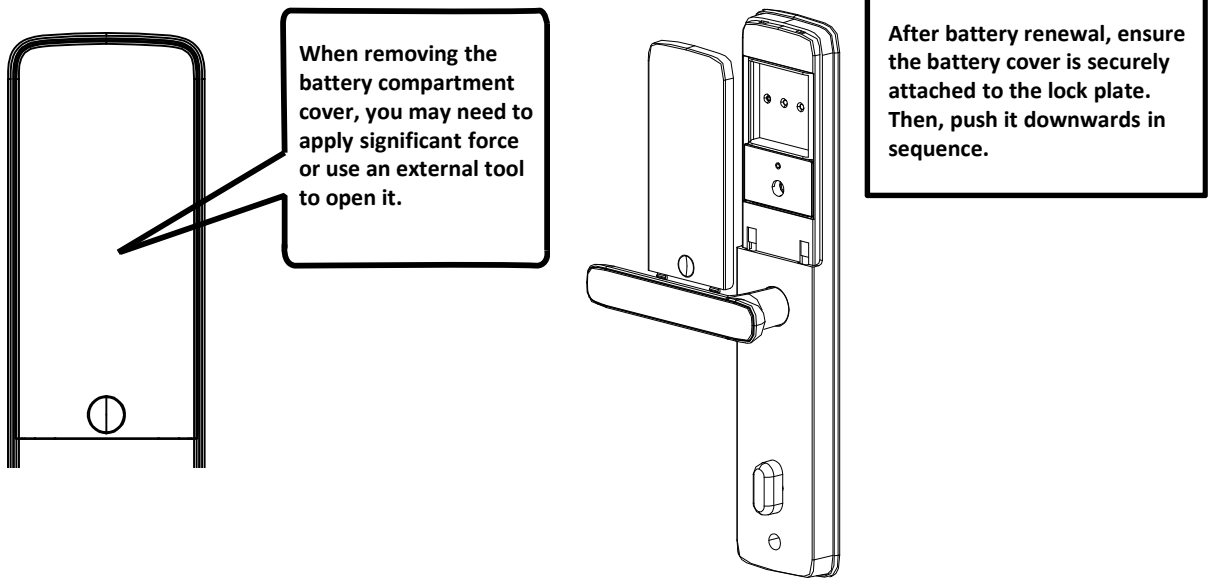
5.2 User information and factory reset



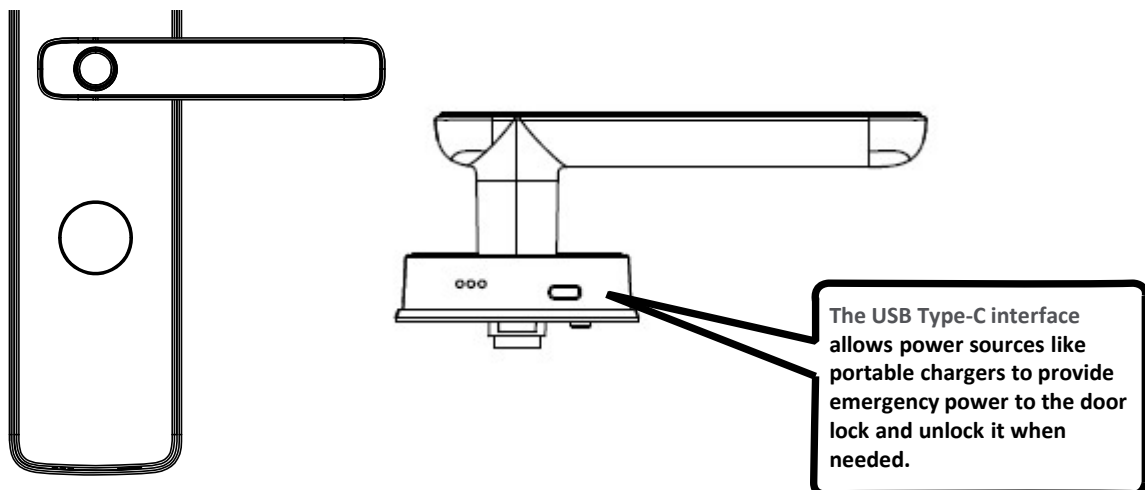
III. Functions and operations

6. 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.**



7. Emergency Power Supply



III. Functions and operations

8. Additional Information

- After five consecutive incorrect attempts, the lock will emit a "beep beep" sound and lock the keypad for 180 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: Input "XXXpasswordXXX". It means you need to Input 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 included within 16 digits)
- Note: It is recommended to use the virtual password function to prevent the actual password from being exposed.

IV. Downloading APP and Network Connection

1.APP Installation

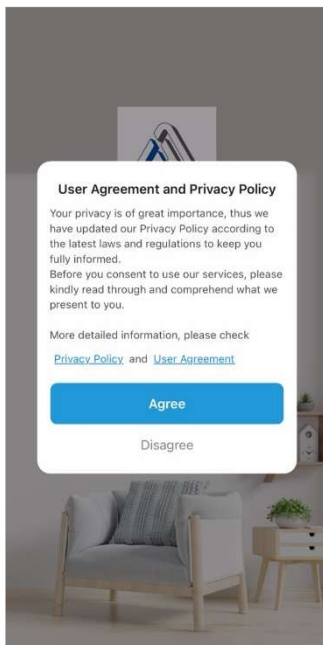
Download the Shun Hing Group APP: Scan the QR code below, or visit Google Play/Apple's "App Store" to download and install.



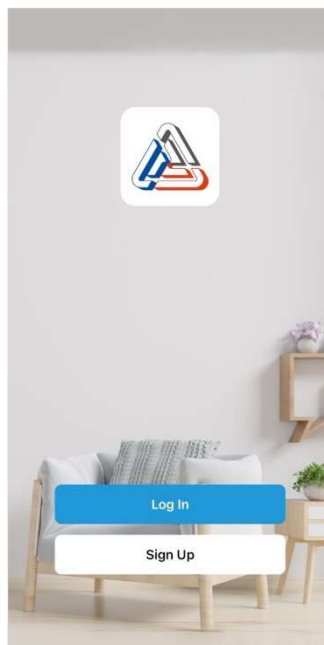
2.APP Operation

1) Account Registration

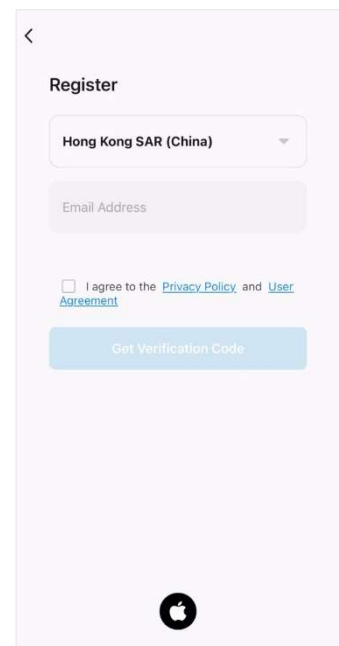
- ① Upon first opening the App, a user notice will appear. Click "Agree" to proceed;
- ② Click on " Sign Up";
- ③ Select your region, enter your email address, check “I agree to the User Agreement and Privacy Policy”, then click “Get Verification Code”. Enter the verification code and it will be directed to the next step.



①



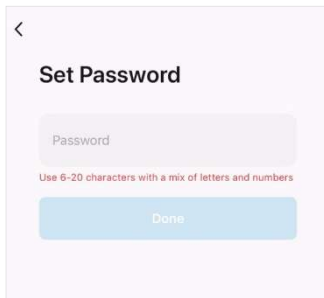
②



③

IV. Downloading APP and Network Connection

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

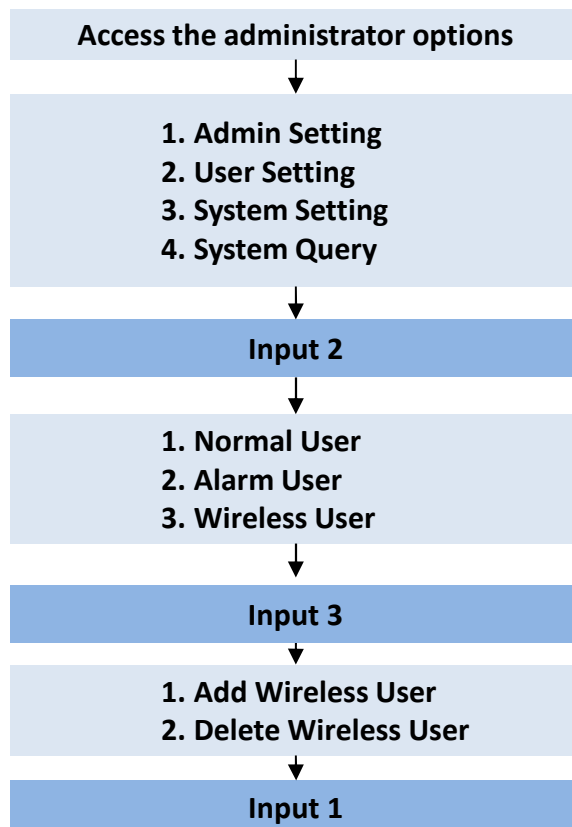


④

2) Adding Device

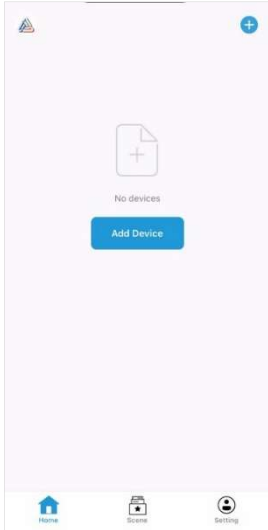
When adding a device, ensure your phone is connected to WiFi and both the door lock and your phone are connecting the same WiFi network.

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



IV. Downloading APP and Network Connection

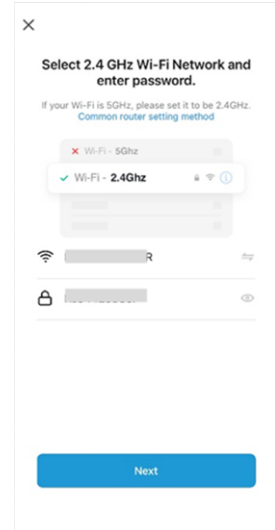
- ① Click on "Add Device" or the "+" icon at the top right corner to access the "Add Device" page;
- ② Select "Smart Lock" and then click on "EMW1212B-HK" to proceed to the next step;
- ③ Choose the 2.4GHz Wi-Fi network and enter the WiFi password, then click "Next";



①



②

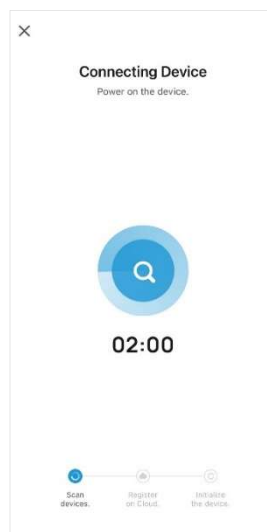


③

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



④



⑤



⑥

IV. 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:

- ① Ensure the WiFi password is correct and that the network name does not contain special characters.
 - ② Make sure the device is connected to a 2.4G frequency WiFi network.
 - ③ Ensure 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.

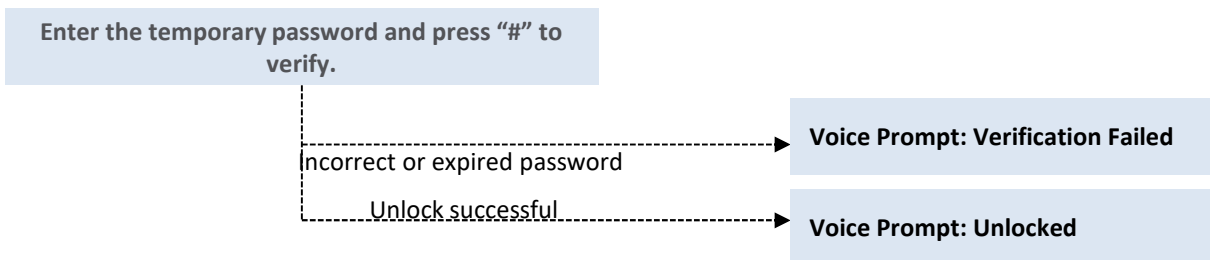
3) Remote Unlock

When a visitor needs to unlock the door from a user of the door lock remotely, the visitor 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 password cannot be viewed once it is set, please save them promptly.



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.

IV. Downloading APP and Network Connection

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-time use.

Each one-time password is valid for 5 minutes.

There is no limit on the number of unlocks within the validity period.

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 uploaded to 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 3.2 Alarm User Setting](#)

Method 2: Set on the App

- ① Enter Member Management, select the member to add hijack information, and click "Edit";
- ② Select the unlock information to be set, using "Hijack Password" in the figure as an example, and click "+";

V. Technical parameters

Type	Description
Front Panel Dimensions (HxWxD)	366mm × 72mm × 65mm
Rear Panel Dimensions (HxWxD)	366mm × 72mm × 65mm
External Materials	Aluminum alloy, PC, Glass
Latch Materials	304 stainless steel
Touch Keys	12
Battery	AA dry batteries x 4
Emergency Power	USB-Type C charging port
Unlock Modes	Fingerprint, Card, Password, Mechanical Key and Remote Unlock
Unlock Records	Available
Administrator Users	9
Normal Users	191
Virtual Password Function	Available
Low Voltage Alarm Function	Available
Incorrect Attempt Alarm Function	Available
Coerce Alarm Function	Available
Anti-pry Alarm Function	Available
Rated Voltage	DC 6V
Working Temperature	-20°C~50°C
Relative Humidity (R.H.)	≤90%RH

VI. Frequently Asked Questions (FAQ)

Questions	Possible Causes	Solutions
Shown as “System Locked”	5 consecutive incorrect unlock attempts	Wait for 180 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 WiFi signal; or special characters in WiFi name	Move the router closer to the lock; modify the WiFi name.

Attention

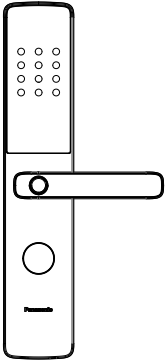
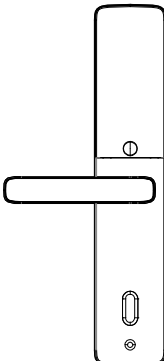
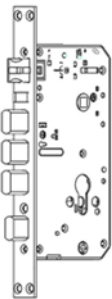
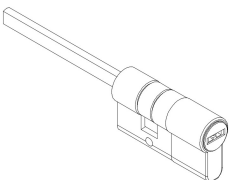

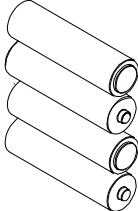

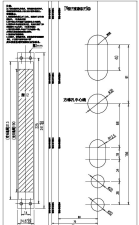
- If the above methods cannot solve the problem, please contact **Shun Hing Electric Service Centre** and arrange professional technicians to resolve the issue.

Shun Hing Electrical Service Centre Limited Hotline: 2406 5666

Or use the website to inquire: <https://www.shunhing-service.com/cindex.asp/contact>

- Do not use consecutive or identical numbers as passwords.

VII. Product list

 <p>Front panel x 1</p>	 <p>Rear panel x 1</p>	 <p>Lock Body x 1 & Accessories</p>
 <p>Lock cylinder x 1 & Key x 2</p>	 <p>Card x 3</p>	 <p>AA Dry Battery x 4</p>
 <p>User Manual x 1</p>	 <p>Installation Template x 1</p>	

Other Accessories

Item	Qty.
Stud - M5-M6 Internal Thread Length 35/50	2 for each
5*35 Phillips Round Head, 5*60 Phillips Round Head, 5*80 Phillips Round Head	2 for each
Screw - ST5*20 Phillips Counterbore Self-Tapping	8
Square Bar—8*8*130MM	1
Lock cylinder countersunk screw M5×65	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;
 - The product has been installed in an unsuitable outdoor environment.
 - 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) For details, please refer to the product warranty terms and conditions available online.
- 5) 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

The product batch number can be found on the product nameplate or packaging. This product has passed quality inspection.

Quality :
Inspector :





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
電話：2861 2767 傳真：2865 6706
網址：<http://www.shew.com.hk>
電郵：shew@shunhinggroup.com

SHUN HING ELECTRIC WORKS AND ENGINEERING CO., LTD.
Office : 9/F., Peninsula Centre, 67 Mody Road, Tsimshatsui East, Kowloon, H.K.
Tel : 2861 2767 Fax : 2865 6706
Website : <http://www.shew.com.hk>
E-mail : shew@shunhinggroup.com

保養及維修 Maintenance and Repair Service:

信興電器服務中心有限公司
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>

SHUN HING ELECTRIC SERVICE CENTRE LTD.
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., H.K
2) 9/F., Block B, Peninsula Centre, 67 Mody Road, Tsimshatsui East, Kowloon, H.K.
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>
For the latest information of Hong Kong and Macau Service Centre,
please visit Website : <http://www.shesc.com>