ERA
T⦾UCHKEY
Smarter Handle
USER GUIDE

Welcome to **ERA Smart Home**,
a complete ecosystem for home security.

Visit **eratouchkey.com** to find out how to combine
TouchKey with the ERA Smart Home series of home
security devices. Including a smart alarm system, video
doorbell, and indoor and outdoor cameras.

Here if you need us

Your ERA product is designed to be up and running in
minutes, but if you do need help there are lots of handy
videos and information available on our website.
Or contact us for further assistance or support.

Visit **eratouchkey.com**
or call us **0345 646 1487**
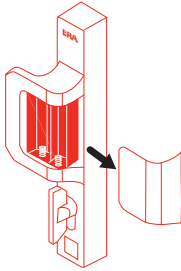
!
IMPORTANT

**When closing the door, all locking points automatically
secure the door, there is no need to deadlock with a key.
To exit from inside, simply use the internal thumbturn.**

Contents

Inserting Batteries

1.

Remove battery cover by sliding it away from the hinges.

2.
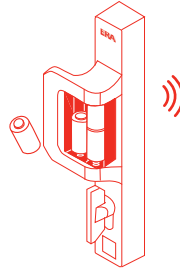
Insert 4 x New CR123A batteries and the LED will flash **RED** and then start flashing **BLUE** signifying that your TouchKey is ready to pair.

3.
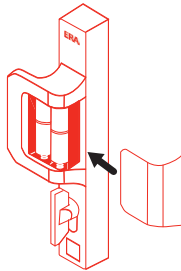
Replace battery cover.

*Depending on the orientation of your door, you may have a left or right handle installed. The orientation of the batteries within the battery compartment will differ for each.

Please ensure you check that the battery is fitted the correct way (see diagram within compartment).

Factory Re-set the device
Required for a new lock or a new owner

1.
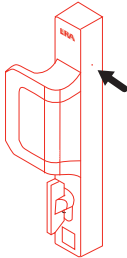
There is a small pinhole reset button on the side of the internal handle, just above the handle grip.

2.
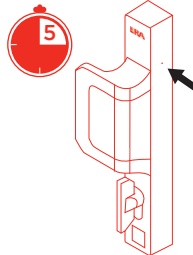
Using a pin or the point of a paperclip, place into the hole and press for at least 5 seconds.

3.

Release pin, and your TouchKey will flash **RED** and then reboot.

4.

An LED light on the external handle will start flashing **BLUE** after reboot, to confirm the product has been reset.

Create account and add TouchKey
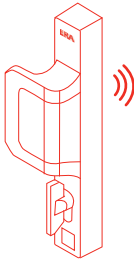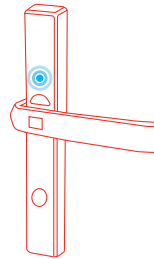
1.

Download the ERA Smart Home App (iOS or Android). Turn on your Bluetooth.

2.

Open the App and create an account by completing required details.

3.

XXXX

A verification code will be sent to your registered e-mail account.

Enter the code into the App when prompted.

4.

On the next screen click on **"ERA TouchKey"**.

5.

Stand within 2m of the TouchKey and ensure the power is on. The LED will go **RED**. Press **"Next"**.

6.

Select your TouchKey device in the **"Select Product"** page.

7.

You will receive a **"Bluetooth Pairing Request",** click **"Pair"** to initiate.

8.

Once connected, enter a name for your TouchKey device, and press **"Add"**. This will now add your TouchKey to your account.

9.
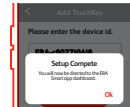
You will see a notification that your account has been created and TouchKey has been successfully added.

Adding TouchKey to an existing ERA Smart Home account

1.

Turn on Bluetooth in your phone settings.

2.

Open the ERA Smart Home App (iOS or Android).

3.

Select TouchKey from the menu. Press **"Add".**

4.
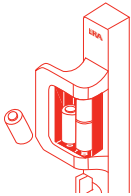
Insert the batteries into your TouchKey.

5.

Select your TouchKey, on the **"Connect to your TouchKey"** page.

6.

Follow steps 7 -9 from the previous page.

Adding a fingerprint

1.

Open the ERA Smart Home App
(iOS or Android).

2.

Select TouchKey.

3.
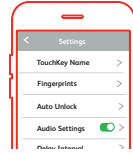
Open TouchKey settings.

4.

Select **"Fingerprints"**.

5.

Click the **"+"** to add a fingerprint and name your new fingerprint.

6.

Tap **"Start"** and follow the on screen instructions.*

7.
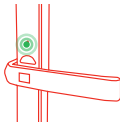
TouchKey will display a flashing **GREEN** LED on the external handle. Using your chosen fingerprint (finger/thumb), place this over the black sensor on the front of the external handle.

8.

The **GREEN** LED on the external handle will stay illuminated for 2-3 seconds while the sensor reads the fingerprint. The fingerprint icon will update once successful.

Adding a fingerprint (continued)

9.

Follow the on screen App instructions, hold your finger centrally as you move through the 3 fingerprint screens.

10.

Once completed, your fingerprint should have been successfully added to the TouchKey.

11.

If you experience any issues adding a fingerprint the App will return to the start, where you can repeat the process.

12.
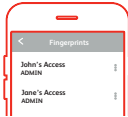
Once the fingerprint is added into the TouchKey it will be listed in the fingerprints section.

13.

To name, edit or remove a fingerprint click the 3 small dots to the right of the relevant fingerprint (useful for multiple households).

14.

Test a fingerprint works by closing the App and placing the stored fingerprint on the TouchKey device.

15.

To add additional fingerprints and users repeat the above steps.

16. To enhance any enrolled fingerprint, click on the three dots next to an already enrolled fingerprint. From the sub menu, select **"Enhanced Fingerprint Setup"** and follow the on screen instructions.

Please watch the video for further information on fingerprint setup.

*The process will time out after 90 seconds

Unlocking the fingerprint sensor

If there are 12 consecutive failed fingerprint attempts by a user or users, to open the door, then the fingerprint sensor will be disabled.

Once disabled, the fingerprint sensor on the handle will remain unresponsive to touch until unlocked.

To unlock it, you need to verify (with two-factor authentication) that an authorised user is trying to unlock the door.

1. Standing near the door, open the Smart Home app and go the to TouchKey dashboard.

2. You will see a message in the TouchKey dashboard that the fingerprint sensor is disabled.

3. When prompted, press and hold the fingerprint on the app screen for a few seconds.

4. The app screen will switch from red to green as the fingerprint is verified and finally to the TouchKey screen, once authorised.

5. The fingerprint sensor is now unlocked and ready to use.

1.

Open the ERA Smart Home App (iOS or Android).

2.

2m
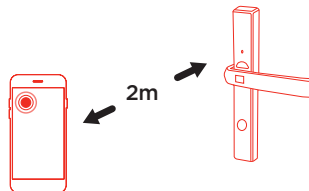
Ensure you are standing less than 2m from the TouchKey handle and that Bluetooth is enabled on your mobile device. Select **"TouchKey"** from the menu.

3.

Press the centre of the circle containing the **"padlock",** to unlock TouchKey.

4.
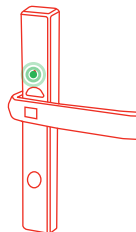
A **GREEN** LED light will display on the external handle. You will hear the door unlock, please then push the handle down.

Automatically unlocking TouchKey
with Geolocation via Bluetooth

1. Open the ERA Smart Home App (iOS or Android) and select TouchKey.

2. Open the TouchKey settings for your device. and choose the **"Geolocation Lock Control"** option from the menu. When activating Geolocation, stand close to the door for precise recording of location coordinates.

3. When you activate this feature, it allows you to automatically unlock your door when you return home from beyond the 200 metre distance range. The lock will then only physically open when you are 5-10 metres from your TouchKey.

**4.** The feature is based on the location of your registered smartphone, which will require permission to use your phone location in the App settings. Please ensure that you change location access in your ERA Smart Home App to **"Always"** (without setting, geolocation will not function).

5. You must leave your App running in the background on your phone for geolocation to initiate. If you close the App you will get a notification (iOS only) that services to the handle have stopped and request you reopen the App to restart services to the handle.

6. You must move outside the 200 metre range from your lock to initiate the feature.

7. When you return inside the 200 metre range, the lock will prepare itself for your arrival, but will not unlock until your phone is 5-10 metres from the TouchKey. This is for security reasons.

8. As you walk up to your door, TouchKey will fully open once you are 5-10 metres away*. You can gain access to your property by using the handle.

*time span can be adjusted within the App

Setting up voice control

Voice unlock

For use with Siri on iOS (not currently available on Android)

1.
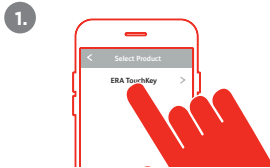
Open the ERA Smart Home app, and click on TouchKey settings.

2.
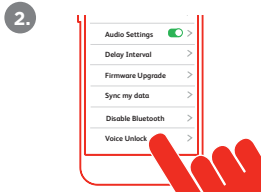
Select the **"Voice Unlock"** setting in the menu.

3.

You will see a request to allow the ERA Smart Home app to use Siri, click **"OK"**. Follow the on-screen Siri prompts to finalise set up.

4.
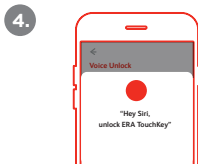
Voice unlock is now active with the default phrase.

5.

You can now open TouchKey by using the following phrase **"Hey Siri, unlock ERA TouchKey".**

Please note, that you can personalise the phrase if you wish within the set up process. For example changing to **"Hey Siri, unlock my door".**

Account Access and User Permissions

Permissions	Admin User (main user)	Family User	Guest User
Create an account	✓		
Add products	✓		
Access products - dashboard only for cameras, video doorbell, alarm	✓	✓ with permissions	✓ with permissions
View cameras and video doorbell	✓	✓ with permissions	✓ with permissions
Arm and disarm the alarm	✓	✓ with permissions	✓ with permissions
Change settings for all registered products	✓		
Add Guest/ Family Users	✓		
Delete products	✓		
Access the TouchKey dashboard	✓	✓	✓ with permissions
Add or delete any TouchKey fingerprint	✓	✓ with permissions	
Delete the account	✓		

Creating a Guest/ Family User
10 Accounts maximum

1. Open the ERA Smart Home App (iOS or Android).

2. Open **"Account Settings"** in the ERA Smart Home Menu.

3. In the **"User Detail"** section, select **"Guest User"** (you will see any guests already set up in case you wish to edit).

4. Click on **" + "** and select the type of account you wish to add.

5. Select the type of user you wish to create - Guest or Family. Complete their details including their email and phone number.

6. In the share section at the bottom, you can choose the functions you wish to share by selecting/ deselecting the options.

When choosing TouchKey you can define access level and ekey type by user:

Anytime Key	One-Off Key	Scheduled Key	Timeout Key	No Access
unlimited access until you revoke	allows one-off access and is valid for 1 hour	allows access for a specified time and date	allows immediate access until a specified expiry time	revokes any access

7. Once you have set up any specified dates/ times/ access levels etc. click **"Save"** You will then receive a notification that the Guest Invitation has been sent.

8. The Guest user you have created will be added to the Guest User List in your App.

Guest/ Family User
First login and change of password

1.

Download the ERA Smart Home App (iOS or Android).

2.

Open the App on your mobile device and create an account by completing required details.

3.
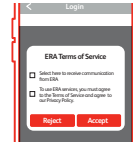
To use the App you must agree to ERA's Terms of Service and Privacy Policy.

4.
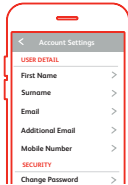
Open "**Account Settings**".

5.

In the **"Security"** section, select **"Change Password"**.

6.

Enter the current password sent to you by email (the system sends an email once the administrator created **"you"** as a Guest User). Then enter a brand new password, confirm this password and then click **"Save"**.

To decommission a device

1. Open the ERA Smart Home App.

2. Select TouchKey.

3. Select **"TouchKey Settings"** (accessed by the menu or the settings icon on the TouchKey dashboard in the top right hand corner, once the TouchKey has been connected).

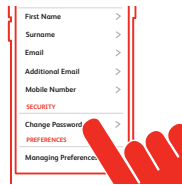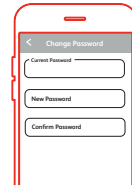**4.** To decommission a device please delete all fingerprints (you need to be within 2m of the handle to perform this action).

   How to delete Fingerprint:

   1. Go to Fingerprint settings in the TouchKey Settings page
   2. Click on the Fingerprint you want to delete
   3. You will see Delete/Edit
   4. Click on Delete
   5. Fingerprint will be deleted.

5. Go to the bottom of the TouchKey Settings page:

   1. You will see the Delete TouchKey icon
   2. Now click 'Delete TouchKey'.

6. Please **'FACTORY RESET'** your TouchKey lock to restore the lock to the factory settings. See page 2.

Deleting an ERA account

1. Ensure that all devices associated with your account have been deleted.

2. Send an email to customer support at **info@erahomesecurity.com** from the primary email address associated with your account informing them you wish to delete your account.

3. ERA will respond to your request within 14 days. This may be extended further, if additional information is required.

4. ERA will confirm by email that the account has been deleted.

Understanding your TouchKey

LED Colour	Definition
Single RED light for 2/3 seconds	TouchKey Booting up or Powered on
Single RED light for 2/3 seconds	TouchKey has been Hard-Reset
Flashing BLUE Light	TouchKey is in initial Bluetooth pairing mode
Single GREEN Light for 2/3 seconds	Successful opening by Bluetooth or Fingerprint
Single RED light for 2/3 seconds	Fingerprint not validated for opening
Continuous RED LED flashing for 2 minutes	Doorlock Tamper
Continuous RED LED flashing for 2 minutes	If after the delay the sensor is giving the signal that the door is still open (wrong status or open when it is supposed to be closed)
Continuous RED LED flashing for the duration of the Firmware upgrade process	Firmware upgrade in progress

Warranty Information

Our Promise

We at ERA firmly believe in the quality of our goods. Our technology achieves outstanding performance and durability and we can therefore offer, in addition to your statutory rights, an additional limited guarantee.

Hardware: a 10 year guarantee commencing on completion of installation.
Smart Security: a 2 year guarantee commencing on completion of installation.
Critical Security and Firmware Updates: for 4 years from the major version date of the software within the ERA TouchKey.

If a material defect occurs in the hardware or smart security before the end of the relevant guarantee period set out above, ERA will (in its sole discretion) replace the hardware or security (or the defective part thereof) free of charge.

ERA may, as part of any replacement of hardware or smart security, supply alternative hardware or smart security that it considers to be of similar or better quality where the particular hardware or smart security subject to the defect are obsolete or otherwise unavailable.

The ERA TouchKey Guarantee is only valid when the following terms and conditions are met in full:

- This limited guarantee is not transferable and is extended only to, and is solely to the benefit of, the original purchaser of the product. Please retain your dated sales invoice as proof of purchase and forward this to us if you wish to make a claim under this guarantee.
- Products must be installed, used and maintained in accordance with our instructions otherwise the guarantee will be invalidated.
- The product must not be damaged or modified in any way nor must it have been subjected to any unauthorised repairs.

Exclusions

To read the guarantee terms and conditions, including exclusions in full, please visit **eratouchkey.com.** The ERA TouchKey Guarantee is in addition to your legal rights. It does not exclude, restrict or modify your legal rights, including under consumer law in the UK.

To make a claim

You must first notify your installer using the details they will have provided you. If your installer is not providing you with the assistance you require, you can phone us at 0345 646 1487 (during office hours) and we will then provide you with assistance in making your claim under the ERA TouchKey Guarantee.
*Terms and conditions apply.

Recycling and disposal

Disposal of this product is covered by the Waste Electrical or Electronic Equipment (WEEE) Directive. It should not be disposed of with other household or commercial waste. At the end of the product's useful life, the packaging and product should be disposed of via a suitable recycling centre.

EC Declaration of Conformity

ERA hereby declare that this equipment complies with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive 2014/53/EU. A copy of the EU Declaration of Conformity is available at www.eratouchkey.com.

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IMPORTANT

Things to remember

1. Please ensure that for peace of mind you take the key override with you when leaving the house, or leave in a secure key box at the property.

2. The door automatically locks on closing, please ensure you have the ability to open your TouchKey via keyless entry or with the key before closing.

3. If your TouchKey has been installed on an outward opening door, please do not leave the door open unnecessarily in wet weather conditions.

4. If you experience any problems with your door, please contact your installer. Or if you need any help setting up or operating TouchKey please contact our customer helpline.

5. In the unlikely event you should be locked out of your property and don't have your key, we would advise speaking to a local locksmith.

Issue 5 March 2025

ERA Home Security Ltd
Valiant Way, Wolverhampton, West Midlands, WV9 5GB

Helpline: 0345 646 1487
eratouchkey.com

Remote unlocking requires additional TouchKey Communication Module and separate Smart Hub for remote unlocking. Please check with the smartphone provider for details on the current and previous operating system.

Network and Device Connection Performance Disclaimer
Please note that set-up, certain features and functionalities of this product may be reduced or unavailable when mobile phone, data, Bluetooth, or Wi-Fi signal strength is low or non-existent. Performance may vary depending on the quality of the network and connection available at the time. If you have concerns regarding the mobile network or data availability in your area, please consult the OFCOM online guide - View mobile availability - Ofcom Checker