

A clear way in. Every day.

Keypad, installation and everyday-use guide

JINK J20

Matter over Thread · English edition · V1

For the corresponding model and fitted hardware. Panel: 429 × 69 mm. Use the supplied drilling template for cut-outs.

Before you begin.

Confirm the version

Check the model, power supply and lock body. Fingerprint, face, palm-vein, RF remote, automatic locking, video and intercom functions apply only to versions with the required hardware and software.

Installation and first use

- Have an experienced lock installer follow the supplied drawings. Confirm door thickness, backset, cut-outs, handing and lock-body model.
- Keep the door open during commissioning. Verify mechanical opening from inside, then each exterior access method before testing with the door closed.
- Some factory modes allow an unenrolled fingerprint, card or PIN to open the lock. Initialise the lock, enrol an administrator and verify access before use.
- Keep a mechanical key in a secure place accessible from outside. Do not leave every backup method inside.

Basic keys

*	Return, exit or clear, following the current voice prompt.
#	Confirm, continue or replay the voice list. Doorbell use depends on the model.
0	Cycles pages on versions with a display and long menus.

Set the administrator first.

Stand-alone administrator setup

1. Fit the correct battery and power on. Follow the spoken language selection; multilingual versions may use a language menu and language code.
2. Press *, then #. If prompted for the initial confirmation information, enter **000000#**.
3. Press *, then # again and enter **123456#**. Follow the voice prompt to create a new administrator PIN. Where requested, enter the same new PIN twice and confirm each entry with #.
4. Exit, then re-enter the menu with the new administrator PIN to verify it. Factory digits are for initialisation, not everyday use.

Re-enter the menu

*** → # → current administrator PIN → #**

Follow the voice menu: 1 Administrator; 2 Users; 3 RF remote; 4 Network; 5 Linkage; 6 System; 7 Lock-body controls. Optional entries appear only on equipped versions.

Administrator submenu

1. Add a PIN, card or fingerprint
2. Add a face (equipped versions)
3. Add a palm vein (equipped versions)

Enrol and delete deliberately.

Users: main menu 2

1. Add a PIN, card or fingerprint
2. Add a face (equipped versions)
3. Add a palm vein (equipped versions)
4. Delete PINs
5. Delete cards
6. Delete fingerprints
7. Delete faces (equipped versions)
8. Delete palm veins (equipped versions)

Follow the voice prompts to enrol supported PINs, cards, fingerprints, faces or palm veins. Do not use an entry for hardware that is not fitted.

Understand deletion scope

These lock systems normally delete ordinary users by credential category. For example, “Delete cards” removes all ordinary-user cards; it is not a single-card deletion command. Confirm the scope first.

The stand-alone keypad does not provide individual administrator deletion. Individual management is available only through a management tool supported by the selected version. A Matter home platform does not necessarily manage local fingerprints, cards or administrator data.

Face and palm-vein enrolment distances and wake-up behaviour depend on the fitted sensors. Follow the instructions for the exact version.

Add the lock to a Matter home.

Matter is an IP-based smart-home connectivity standard. This guide covers the Matter over Thread version of JINK J20.

JINK Matter keypad entry

Menu → 4 Network → 2 Matter → 1 Configure

1. Prepare a compatible Matter Controller in your chosen platform. This model also needs a compatible Thread Border Router; one device may provide both roles.
2. Put the lock into commissioning mode. In the platform, choose to add a Matter accessory and use this lock's Matter setup code. Do not publish or reuse an example setup code.
3. Complete the platform prompts and verify the reported lock state and supported controls. Remote access also needs platform support and an internet-connected setup.

Clear the Matter network

Menu → 4 Network → 2 Matter → 2 Clear network

Recommission the lock afterwards if needed. Clearing the network and performing a factory reset are separate entries; confirm the intended action before proceeding.

Follow the spoken menu on the lock. Use the Matter entry above for this model. A Wi-Fi router alone cannot replace a Thread Border Router.

Platforms and optional linkage.

Apple Home, Google Home, Amazon Alexa and Samsung SmartThings offer controls for compatible Matter locks. Features depend on the lock, controller, region and software.

Matter lock control does not automatically provide Apple home keys, every temporary-PIN feature, local biometric data management, video intercom or every app function.

RF remote: main menu 3

1. Choose 1 to add a remote. A remote with lock/unlock buttons normally uses a long press of its unlock button; a remote with a separate pairing key uses that key. Follow its own pairing instructions.
2. After pairing, test lock/unlock. Choose 2 to delete the remote. Matching RF hardware is required.

Linkage: main menu 5

1 Main device pairing; 2 Slave device pairing; 3 Clear pairing. To make A control B, A is the main device and B is the slave. Both must enter the corresponding modes. Use this only on supported configurations.

Official platform information

[Apple Home ↗](#) · [Google Home ↗](#) · [Amazon Alexa ↗](#) · [Samsung SmartThings ↗](#) · [Matter ↗](#)

System settings and factory reset.

System: main menu 6

1. Time
2. Language
3. Volume
4. Anti-tamper settings
5. Passage mode
6. Presence wake-up settings
7. Battery type
8. Factory reset

Battery selection

Match the fitted battery: 1 Alkaline; 2 Lithium; 3 Auto-detect. Supported versions default to auto-detect. Never charge a non-rechargeable battery.

Passage mode and motor settings

On supported automatic locks, the illuminated 5 key may set passage mode after an administrator unlocks the door. Motor direction and run time must be set by the installer for the actual lock body.

Factory reset from the keypad

Menu → 6 System → 8 Factory reset → enter 000# when prompted

A factory reset clears enrolled lock settings and user credentials. Keep the door open and confirm backup access first. Set up the administrator and network again afterwards.

Physical reset control

For J20, hold the interior unlock and lock buttons together. When the front panel requests the confirmation code, enter **000#** on the keypad. Do not substitute another model's S1-button position.

Installation and door handing.



Automatic-lock configuration

Confirm the matching mortise, cylinder, handing and door dimensions. Have the installer follow this series' assembly drawing; the next page retains the corresponding sequence and conditions.

The photograph shows the actual exterior and interior panels. Follow the supplied drawing for fixings, wiring, lock body and hole positions.

Automatic-lock assembly and options.

1. Install the matching mortise. Use the supplied drawing and matching M5×6 screws; the illustrated configuration uses four screws.
2. Fit the cylinder before trimming its spindle. The illustrated configuration shows 18–20 mm projecting from the door surface. This applies only to that cylinder and door combination.
3. Fit the exterior panel and the backing plate with its rubber pad. Use the matching M5 screws to secure the exterior-panel studs.
4. Connect the front/rear data cable, route excess cable safely and fit the interior panel. The illustrated configuration uses four M4 screws.
5. Fit the correct lithium battery and battery cover. With the door open, check handing and motor operation, then verify access from both sides before a closed-door test.

Equipped face and palm-vein versions

The matching sensor configuration uses approximately 45–65 cm for face enrolment and 25–35 cm for palm-vein enrolment, with the palm about 30° relative to the camera. These values apply only to the matching camera and sensor configuration; follow the lock prompts.

Video-intercom versions

Video, microphone, speaker and doorbell-request functions need the corresponding intercom hardware and an application supported by the selected version. Matter commissioning does not automatically expose them to every home platform.

Power, care and checks.

Use the matching lithium battery and follow its label and charging instructions. The matching model supports a 5 V power bank for USB emergency power; emergency power does not authorise charging every battery type. Recharge promptly after the first low-battery warning.

The corresponding matching configuration alarms after five failed fingerprint, card or PIN attempts and restricts operation for 90 seconds. Follow the exact firmware prompts; do not keep retrying.

Everyday care

- Do not hang objects from the lever. Place a finger gently on the reader and avoid scratching it.
- Keep sensors and the keypad clean and dry. Keep cleaning liquid out of gaps; do not dismantle a powered lock or force its mechanism.
- Respond promptly to a low-battery warning. Replace batteries with the correct type, or charge only the matching rechargeable pack. Observe polarity and do not mix battery types, ages or charge levels.
- After installation or reset, keep the door open while testing interior opening, the mechanical key, enrolled access methods and commissioning.

If access or commissioning fails

Use a verified backup method first. Check the battery, door resistance, administrator information and platform requirements. Do not repeatedly force the lever. For support, provide the model, lock-body photos, symptoms and software version; do not publish PINs, biometrics or Matter setup codes.

After-sales arrangements follow the purchase record and service terms confirmed by JINK. Contact: matter@jinkhome.com

Technical parameters and connectivity.

Panel dimensions	429 × 69 mm
Power	Matching lithium battery
Nominal operating voltage	7.4 V (lithium-battery specification table)
Face capacity (optional)	≤100
Palm-vein capacity (optional)	≤100
Emergency interface	USB; follow the battery and port requirements
Fingerprint capacity (equipped version)	≤100
Card capacity (equipped version)	≤100
PIN capacity	≤100
Operating temperature	–15–60 °C
Relative humidity	20–93% RH
Matter transport	Matter over Thread

Check these values against the matching assembly and selected configuration. Optional biometric capacities apply only where the relevant sensor is fitted. Confirm the transport on the lock label; Matter support does not guarantee every feature on every platform.