USER MANUAL

LOCKLY **GUARD**™

DEADBOLT FLOW EDITION 728FN

For commercial use & professional installation

PGD728F

LOCKLY PRO™ www.LocklyPRO.com

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For additional support, visit LocklyPRO.com/support
or email help@Lockly.com

1.1 Product Features

Multiple Access Codes & Monitoring
Store up to 500 Access Codes for family, friends and guests, as well as monitor entry and exit records.

Advanced 3D Fingerprint Recognition
Biometric Fingerprint Recognition protocol allows up to 99 registered fingerprints to be used and accepts only actual fingerprints - preventing lifted prints from being used.

Complete Privacy
The exterior displayed keypad can be locked and switched off using the simple ON/OFF toggle from the inside panel. The owner can prevent others trying to input the passcode from the outside and entering the home.

Offline Access Code™ (OAC)
The Offline Access Code™ can allow owners to issue access codes, set the allowed access duration, all without Lockly Guard ever connecting to the internet, so in case of power outage, you can still magically and remotely issue Access Codes without any connection to the web.

Auto-Lock
Users no longer have to worry about forgetting to lock the door. With Auto Lock enabled, Lockly Guard will automatically auto-lock the door based on your customized timing set between 5-300 seconds.

Backup Keys and 9V Battery Socket
The door can be opened with physical backup keys. There is also a 9V battery connection socket for emergency power backup to access the keypad in case your smart lock runs out of battery.

2.1 Product Overview - Exterior

Backspace

OK Button

Fingerprint Sensor

Indicator

Key Hole Cover

Key Hole

Reboot

9V Battery Socket
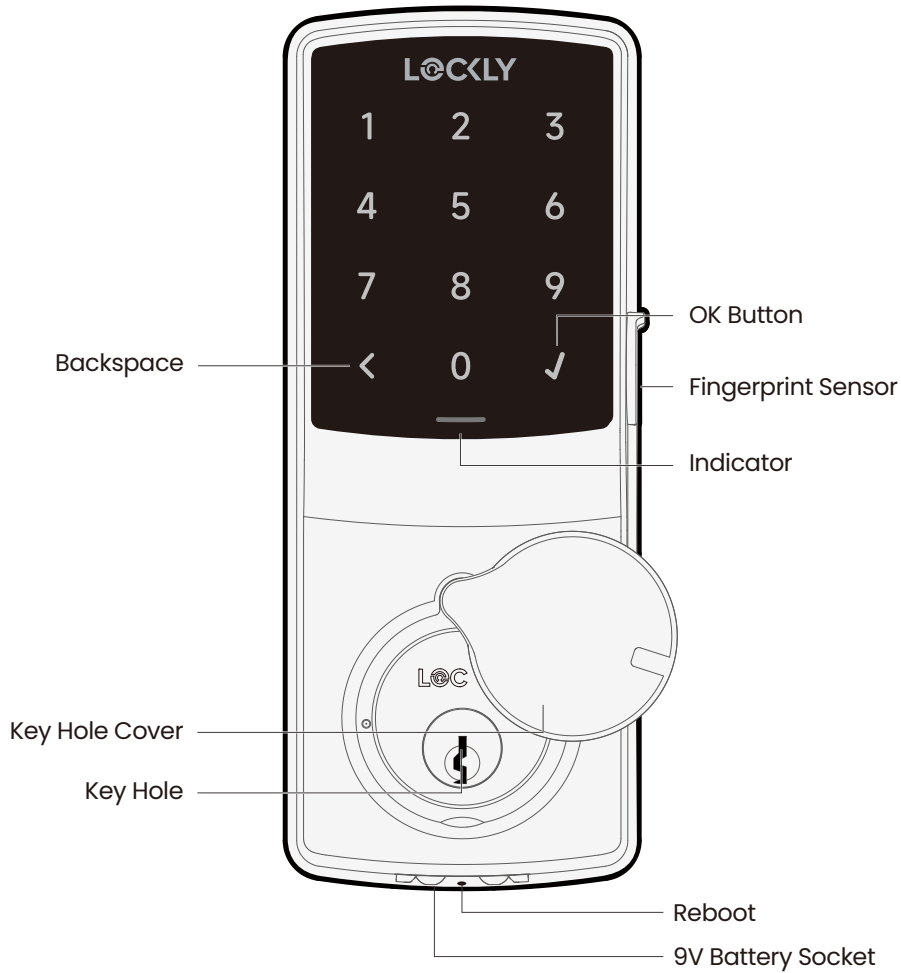
2.2 Product Overview - Interior

Battery Cover

Battery Compartment
(Operated by 4 x AA Batteries)

Beep Alert

Program Button

Display Keypad Switch

Thumbturn

Press the Program Button once briefly, and the smart lock will automatically initiate a self-check. The self-check process will determine whether the door swings to the right or left.

If you need to re-pair the smart lock, press and hold the Program Button for 3 seconds. The smart lock will enter Bluetooth pairing mode, allowing you to re-pair the lock using the LocklyPRO app.

2.3 Understanding Your New Lock

After the installation of your new Lockly Guard, understanding some key functions of operating your smart lock is important. The following guides will walk you through resetting a lock, adding **Access Codes,** deleting **Access Codes,** adding and deleting **fingerprints,** and how to configure your **OAC (Offline Access Code™).**

For any questions you can always visit **LocklyPRO.com/support** for assistance.

Don't forget that Lockly Guard works best with our iOS and Android app. Please download the app by visiting the link below.

Download on the **App Store**

GET IT ON **Google Play**

Scan or visit LocklyPRO.com/app

2.4 Keypad Display Switch

The exterior keypad screen can be locked and turned off by using the **ON/OFF switch** at the back panel (interior) of the smart lock. When it is switched off, people who are outside cannot enter any access codes to unlock the door.

OFF   **ON**

2.5 Rebooting Your Lock

> **QUICK TIP**
>
> Reboot Lockly Guard in case of dead battery or malfunction. No settings will be changed and all Access Codes will still be stored within Lockly Guard.

Press and release the reboot button when you want to reboot the lock. Your Lockly Guard will beep once after reboot. Only reboot when necessary.

To reboot, find the reboot button located on the bottom of the exterior side of Lockly Guard. The reboot button is located in the middle of the two 9V battery backup sockets.

You will need something small such as a paperclip, to press the reboot button. Insert the paperclip and press down firmly and let go. Your screen should restart and the lock should reboot automatically.
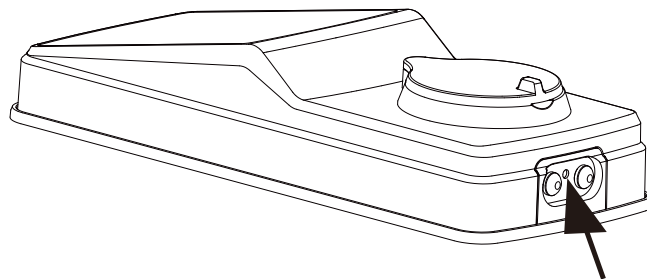
Reboot Button

2.6 Low Battery

When the battery level is low, upon unlocking the door lock, the screen will alert you with the display of "20" or "0" to indicate the battery status. Immediate replacement of the alkaline battery is recommended.

A display of "20" warns that the battery is below 20%. During unlocking, the indoor status light will blink red three times, repeating every 30 seconds, and the low battery alert will sound three Beeps, repeated three times.

A display of "0" indicates that the battery is critically low, with enough power for only three more unlocks. The indoor status light will blink red three times, repeating every 60 seconds, and the low battery alert will sound three Beeps, repeated five times. When "0" flashes, it signals that the battery is fully depleted.

After the battery is completely exhausted, you can only use the physical key or follow the method below to temporarily unlock the door using a 9V alkaline battery.

Your Lockly Guard will automatically detect battery polarity. So hold your 9V battery lead in place against bottom of the Lockly Guard to **temporarily** activate the screen to enter your **Access Code.** Be sure to hold the 9V battery against the contact points located at the bottom of the lock until you have successfully unlocked your door with your **Access Code.** Once unlocked, batteries should be replaced immediately.
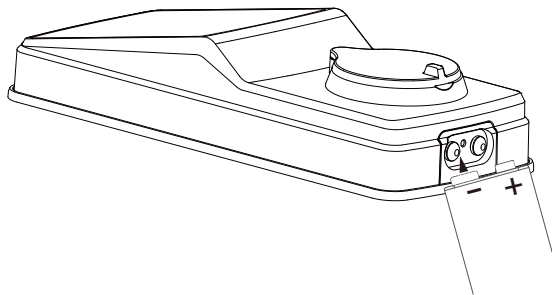

9V Alkaline Battery

2.7 Changing The Battery

Under normal use, the Lockly Guard battery will last up to a year. Please check battery levels **regularly** and change your batteries when the **low battery notification** is issued. For best practice, always use **new batteries** by a major brand.

Open the battery compartment cover and insert four (4) new AA alkaline batteries as shown. Be sure to unscrew the screw located on the top of the cover first by unscrewing counterclockwise before sliding the cover up.
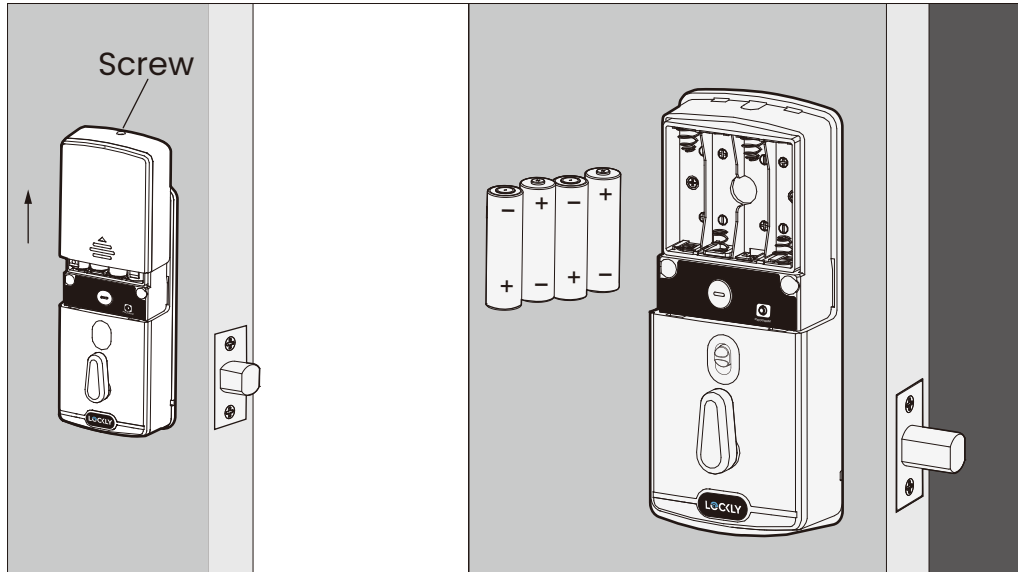
- Make sure the batteries are oriented correctly by matching the orientation displayed.
- Replacing the batteries do not reset stored **Access Codes**.
- To see a list of recommended brands, please visit http://Lockly.com/battery.

> ⚠️ **IMPORTANT**
>
> Whenever batteries are replaced, reconnecting the smart lock to your smartphone app is required. If you have not yet downloaded the app, visit: LocklyPRO.com/app

3.1 Unlock with digital keypad

Unlock
Press any key to wake up the screen.

Enter your PIN code, Press the ✔ button after the last digit of your PIN code has been entered.

Lock
To lock, either press the ✔ button while the screen is on, or press the area of any number button while the screen is off.

3.2 Adding additional access codes

🔓 **1 2 3 4 5 6**

Default PIN code
The default PIN code is 1 2 3 4 5 6. During setup, you will be prompted to set a new code to replace it.

Adding a code
Select your lock from the LocklyPRO app, then select **Access** then **user, Access Code** and follow the on-screen instructions to setup the various types of codes.
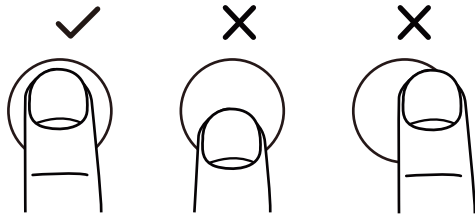
Unlocking
After all six numbers are entered press the enter button ✔ to unlock.
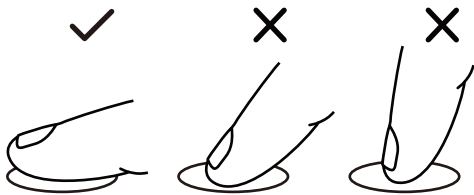
3.3 Adding fingerprint access

Fingerprint scanning

For fast and reliable fingerprint recognition, it's important to follow correct finger positioning when registering your fingerprints.

Alignment
Avoid positioning finger too high or low on the sensor.

Avoid positioning finger too much off-center left or right.

Angle
Keep finger straight and somewhat flat; avoid holding at an angle.

Adding a fingerprint

In the Lockly Guard, choose your lock then select "Access" and follow on-screen instructions.

Scanning process
For optimal accuracy, your finger will be scanned six times, with a countdown displayed on the digital screen starting from six.

Place your finger on the sensor and hold still until you hear a beep. Slightly adjust your finger position and hold for each remaining scan until you hear a longer beep indicating a successful scan.

3.4 Fingerprint Scanning Tips & Troubleshoot

Tips for Fingerprint Enrollment and Recognition

• Place your finger to completely cover the sensor with maximum contact surface.
• Position the center of your finger (core) to the center of the sensor.
• Hold your finger still for more than a second until you hear a beep.
• Scan a finger that is clean and free from dirt.
• Children ages 12 and under are not recommended to use fingerprint access due to the constant changes of their fingers during growth.
• Elderly with fading fingerprints may have difficulty in recognition.
• If your finger has a cut, scar, or cracked skin due to dryness, try another finger.
• To improve the speed and recognition of your fingerprint reader when facing issues in recognizing your fingerprint due to varying physical and weather conditions like moisture, sweat, cold, or dryness, we recommend adding an additional scan of your finger while in such conditions. This extra scanning process will help enhance the performance of the fingerprint reader and increase its ability to accurately recognize and unlock.


Troubleshooting Fingerprints

In case of poor fingerprint conditions:
• If wet - wipe excess moisture from finger before scanning
• If dirty - wipe stains and dirt off from finger before scanning
• Make sure the sensor is clean from dirt or smudges - wipe sensor with soft cloth regularly

For more troubleshooting help, visit LocklyPRO.com/support

4.1 Locking/Unlocking with Physical Key
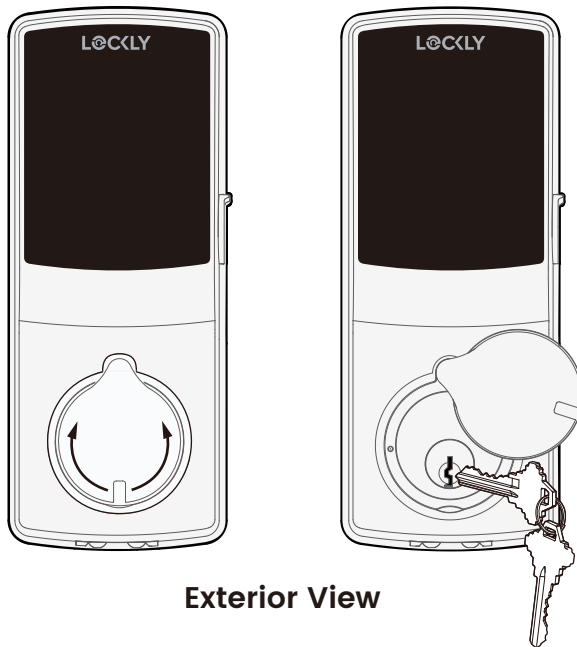

Exterior View

To **unlock** your lock using the **physical key (included)**, open the key cover by sliding the cover on either left or right direction to reveal the **keyhole**.

Insert key and turn **clockwise** (right swing door) or **counterclockwise** (left swing door) to unlock the door.

4.2 Safe Mode

After 10 incorrect password attempts within 10 minutes, safe mode will be activated, disabling password access. While in safe mode, the screen will flash twice and display a 30-minute countdown. You can exit safe mode by unlocking the door in any way.

Countdown Prompt
(Indicated by the number 30/20/10 lit keyboard light.)
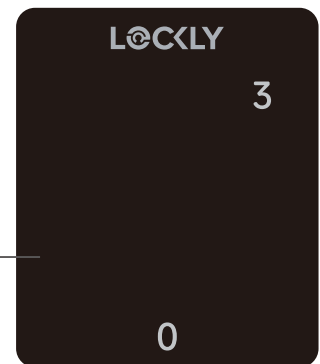
4.3 Welcome Mode

Welcome Mode temporarily disables auto locking, keeping the door open for a specified period of time eliminating the need to enter access codes, fingerprint or using Mobile App.

Enable this feature through the LocklyPRO app. Go to **Settings > Enable Welcome Mode,** then slide button to enable and set the specific time you require your door unlocked.

> ⚠ **IMPORTANT** To ensure Welcome Mode works normally after replacing the battery, reconnect the lock to the LocklyPRO app to synchronize the time.

5.1 Offline Access Code™ (OAC)

The **Offline Access Code™ (OAC)** is a unique feature of our smart lock. It allows you to grant access to guests remotely without guests needing to download the app.

To use the **OAC** feature, make sure you download the LocklyPRO app for iOS or Androi™ first, and sync your smart lock to your mobile device. OAC can only be issued by the administrative owner of the lock.

From there, you can then issue an **Offline Access Code™** within the app.

Go to **"Access"** and choose **"Add a New User, then select Offline Access Code™ (OAC)"** and follow on screen instructions to generate your **Offline Access Code™.**

Understanding Offline Access Code™ (OAC)

The OAC (Offline Access Code) requires activation upon first use. Press and hold the confirm button for a long press until the lock beeps twice. Then, enter the Offline Access Code and press the confirm button to complete the activation process.

5.2 Sub-Admin Access

Sub-Admin Access can be created to grant access for others to be able to control your lock and grant access to others via Bluetooth when within range of your Lockly Guard smart lock. The sub-admin permission can be setup through the LocklyPRO app then Add A New User.

You can select the Validity Period and User Permissions of the sub-admin.

Sub Admins will not be able to access the lock remotely but Sub Admin will be able to grant limited access codes to users when within Bluetooth range. Once Sub Admin control is setup, you as the Admin will no longer be able to issue Offline Access Code™ (OAC)

The Sub-Admin access is ideal for long term property leasing and Airbnb tenants.

6.1 Re-keying

Lockly Guard smart lock comes with a 6-pin cylinder which can be replaced with regularly purchased DIY re-keying kit available in the market.

If you are not familiar with this process, please contact a professional locksmith. For more information, visit: **http://support.Lockly.com/faq/rekeying/**
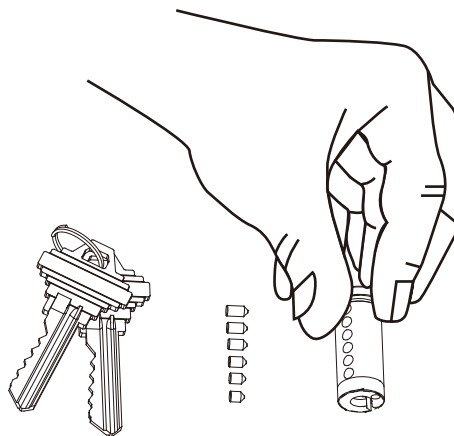
7.1 Important Notes

Auto Lock Feature
Your lock can be programmed to auto-lock between 5-300 seconds after the door opening. You can select the timing through the LocklyPRO app.

One-Touch Locking
You can always manually do a quick lock by touching anywhere on the touchscreen. Lockly Guard smart lock is shipped with this feature already activated. You may deactivate this feature through the LocklyPRO app.

9V Backup Access
When your **Lockly Guard** is out of power, you can temporarily activate the keypad by using a 9V battery against the bottom of the exterior side of the smart lock. Please see **Section 2.7** for more info.

Physical Keys
Even though you have your **fingerprints** registered and **Access Codes** stored, it's always best practice to carry your physical keys with you at all times in case for any reason your lock falls into **Safe Mode**.

Activation Code
You may find an **Activation Card** with an **Activation Code** included in your package. It is very crucial that you do not lose this card. Please store this card safely as you will need the default **Activation Code** on that card to **master reset** your lock in case, for any reason, you have lost the phone paired to Lockly Guard and also forgot your **Access Code**.

Troubleshooting
Please visit **LocklyPRO.com/support** for troubleshooting and the most frequently asked questions and answers.

8.1 Cleaning

Making sure your Lockly Guard is clean is best practice to ensure optimal product use. Follow the DOs and DON'Ts below.

DO
• Rinse the touchscreen with warm water prior to cleaning. • Use the application of soap with a damp, lukewarm cloth. • Air dry or wipe dry with a soft microfiber cloth to avoid scratches.

DON'T
• Don't use abrasives, high alkaline cleaners, or gasoline to clean your lock. • Don't apply cleaning detergent directly in sunlight or at high temperatures. • Don't leave cleaning detergent on the display keypad for long periods of time - wash immediately. • Don't use scrapers, squeegees, or razors.

9.1 Safety Precautions

Please read all instructions carefully. Remind all Lockly Guard users of the safety precautions.

Read the following instructions for your own safety

Do not attempt to disassemble the smart lock by yourself. It can cause product damage, void warranty, and cause injuries.

Do not use any inappropriate tools that can cause damages or malfunction to your lock.

Always make sure your door is securely closed and locked when you leave your house to prevent unwanted entry.

Please keep your Access Codes safe. Restrict access to the back panel of your smart lock and check your settings regularly to ensure Access Codes have not been changed without your knowledge.

Always dispose of used batteries according to your local laws. DO NOT BURN.

⚠ **WARNING**
Unauthorized changes and modifications may void your product warranty. If you have questions or any problems while using your Lockly Guard Smart Lock, contact our customer service department at help@Lockly.com or visit LocklyPRO.com/support for technical assistance.

FCC Warning：

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. It should be installed and operated with minimum distance 20cm between the radiator & your body.

⚠ **WARNING:** This product can expose you to chemicals including Lead, which is known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov.

For digital versions and instructional videos, please visit the following link:

LocklyPRO.com/support

LOCKLY PRO™
TOTAL ACCESS SOLUTION

We're here to help!
prosales@lockly.com
LocklyPRO.com/support

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