LATCH EDITION



LOCKLY™ SECURE

SECURE PLUS | SECURE PRO

USER MANUAL

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For additional support, visit http://lockly.com/help
or email help@Lockly.com

1.1 Product Features

Patented Anti-Peep Keypad
Digits are randomly displayed on the key pad ensuring access codes to be undetectable to intruders after repeated use. To experience the patented and innovative key pad software, powered by PIN Genie™, please download the PIN Genie™ Vault App from iOS App Store or Google Play.

Multiple Access Codes & Monitoring
Store up to 8 Access Codes for family, friends, and guests, as well as monitor entry and exit records.

Advanced 3D Fingerprint Recognition (Secure Plus and Secure Pro Only)
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™ 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.

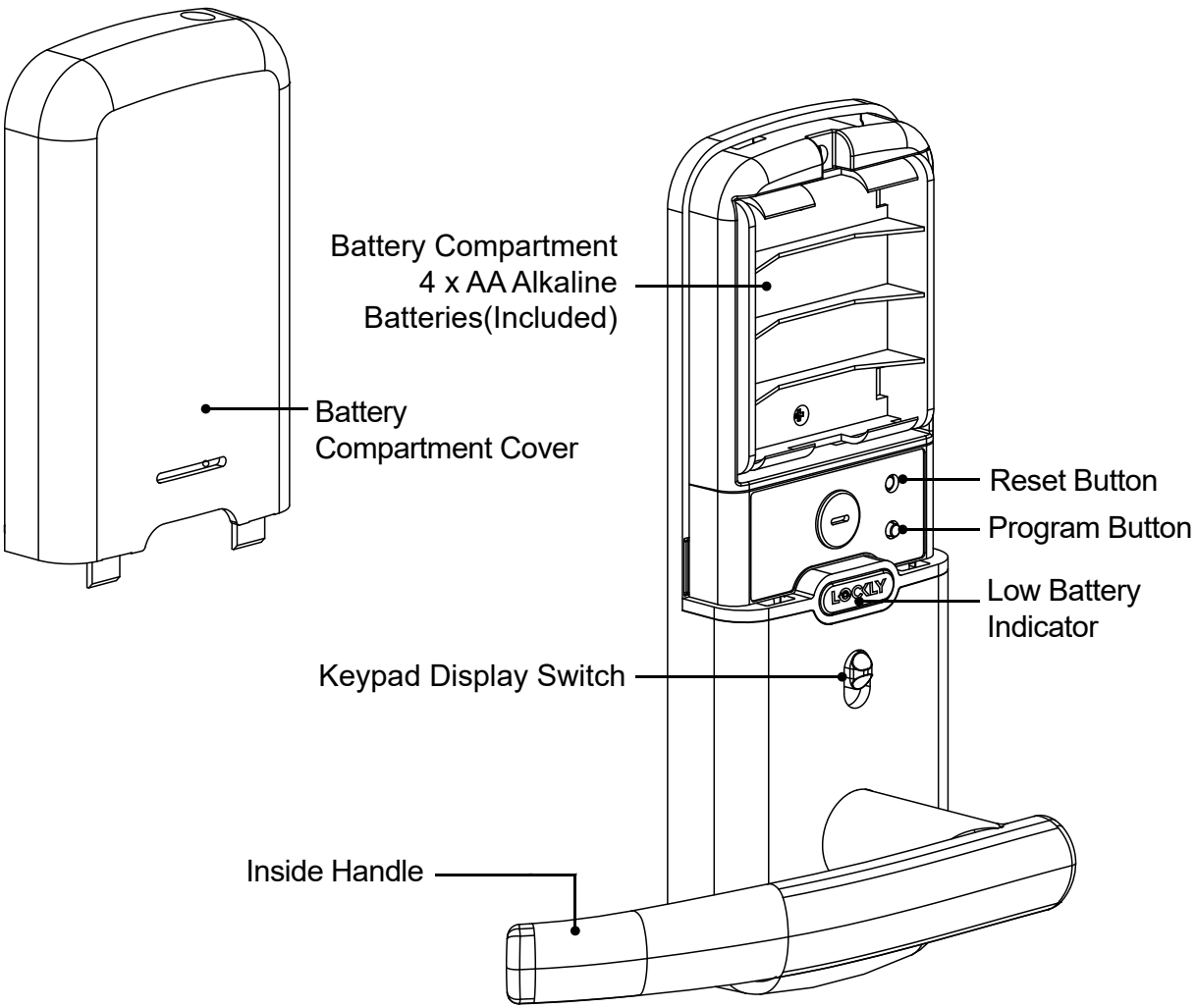
Automatic Lock
Owners no longer have to worry about forgetting to lock the door. With Auto Lock enabled, Lockly™ Secure will automatically re-lock the door based on your customized timing set between 5-300 seconds.

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 key pad in case your smart lock runs out of battery.

2.1 Product Overview - Outside



2.2 Product Overview - Inside



2.3 Understanding Your New Lock

NOTICE The Default Access Code is **1 2 3 4 5 6**

After the installation of your new Lockly™, 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** (Applicable to Secure Plus and Secure Pro Only) and also how to configure your **OAC(Offline Access Code)**.

For any questions you can always visit **http://lockly.com/help** for assistance.

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

Available on the App Store

ANDROID APP ON Google Play

Scan or visit Lockly.com/app

2.4 Factory Reset

In order to restore the Lockly™ Secure to **factory default settings**, you must have your **"Initial Code"** available. The **Initial Code** can be found on the **VIP Card** that came with your smart lock.

After you have the **Initial Code** ready, push the **reset button** on the back panel of the Lockly™ Secure to perform your reset. See below to see which **Reset Process** applies for you. Once the smart lock has been reset, all the data previously stored will be deleted.

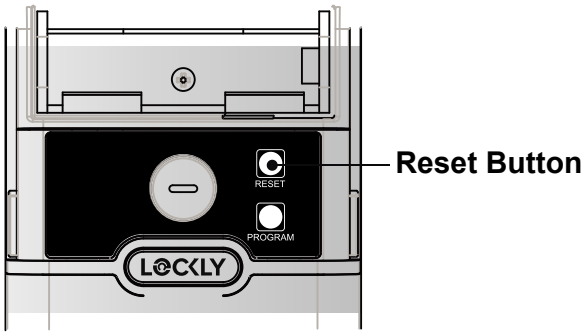
If Paired with App

Press **Reset Button** for **one (1) second**

Open the Lockly™ **smartphone app** to add your lock using the **Initial Code**

If Never Paired

Press **Reset Button** for **three (3) seconds**

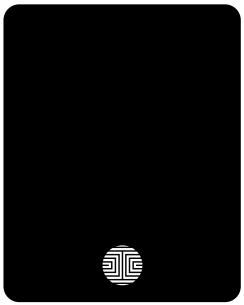


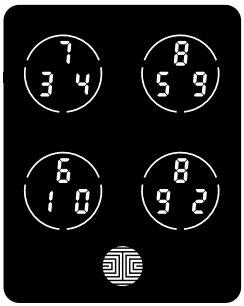
2.5 Keypad Display Switch





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.





2.6 Rebooting Lockly™ Secure

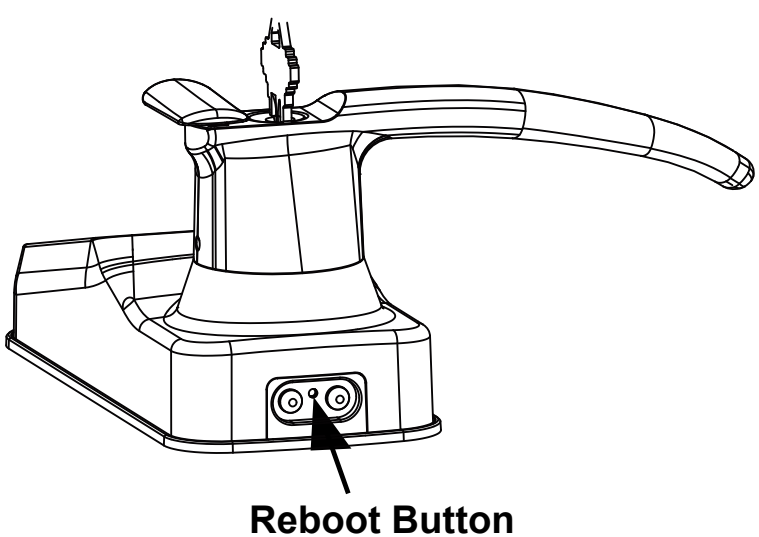
NOTICE

Reboot Lockly™ in case of dead battery or malfunction. No settings will be changed and all Access Codes will still be stored within Lockly™.

Press and release the reboot button when you want to reboot the lock. Your Lockly™ 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™ Secure. The reboot button is located in the middle of the two 9V battery backup sockets.

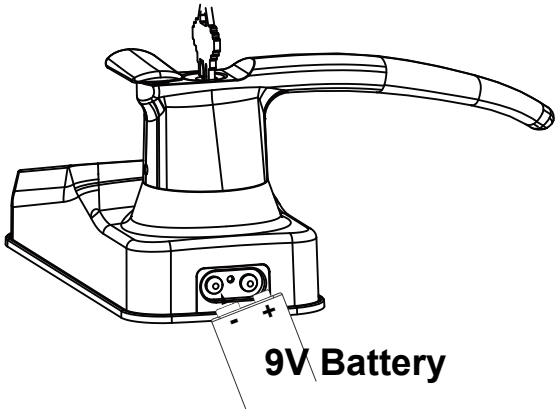
You will need something small such as a paperclip, to press the reboot button. Insert the paper clip and press down firmly.



2.7 Low Battery

When the battery is in seriously low condition, Lockly™ Secure will make continuous beeping sounds in addition to the flashing low battery icon on the touch screen. You should replace batteries **immediately** to avoid your smart lock from **shutting down**.

Condition	Indicator	Solution
Low Battery	Battery Icon on the display keypad will light up to indicate low battery.	Replace batteries immediately to avoid battery failure. Lockly ™ Secure can still operate up to 300 cycles in low battery condition.
Dead Battery	When there is no display and sounds; and screen is non-functional.	Replace batteries immediately. Supplied physical backup keys can be used to unlock the door. Alternatively, use a 9V battery as shown below to temporarily activate the lock.

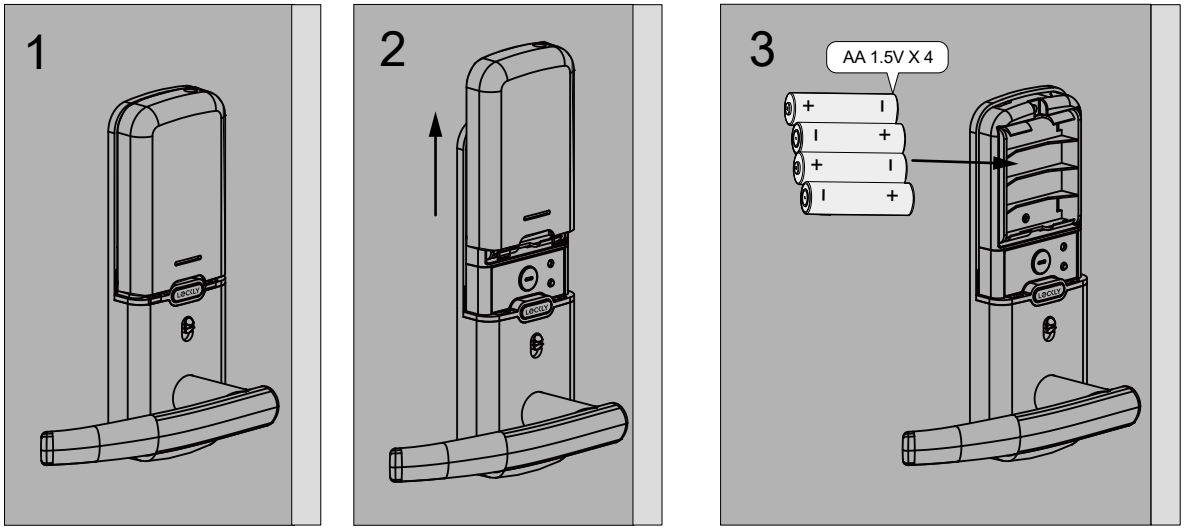


Your Lockly™ Secure will automatically detect the battery polarity, so just hold and place your 9V battery leads in place against bottom of the Lockly™ Secure to **temporarily** activate the screen to enter your Access Code. Be sure to hold the 9V battery against the contact points located at the bottom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

2.8 Changing The Battery

Under normal use, the Lockly™ Secure's 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**.

Open the battery compartment cover and insert **four (4)** new **AA alkaline batteries** as shown.

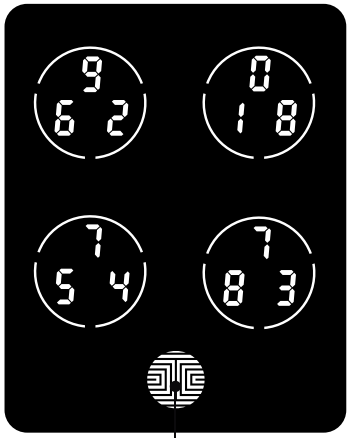


- Make sure the batteries are oriented correctly.
- Replacing the batteries do not reset stored **Access Codes**.

3.1 Configuring Access

NOTICE The Default Access Code is **1 2 3 4 5 6**

Your new Lockly™ **Access Code** can be any combination of **6 to 8 digits**.
Once a new **Access Code** is entered, the **Default Access Code** of **123456** would be deleted.
A Maximum of 8 sets of **Access Codes** can be stored for use.



OK Button

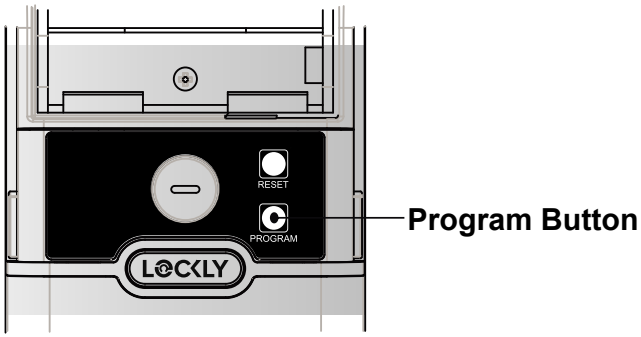
How to Use the Keypad

There are a total of **five (5) buttons** on the keypad as shown in the example image to the left. The numbers in each button may differ than what is shown on your device than what is displayed here.

To enter your required digit, just simply press the circle where your number is shown. You do not need to press the actual number as anywhere within the circle will suffice.

The button on the bottom is the **OK** button. You will be pressing this button when you are done entering your **Access Code**.

3.2 Entering Programming Mode



To enter **Programming Mode**, remove the battery compartment cover on the interior side of the Secure to expose the **Reset** and **Program** buttons.

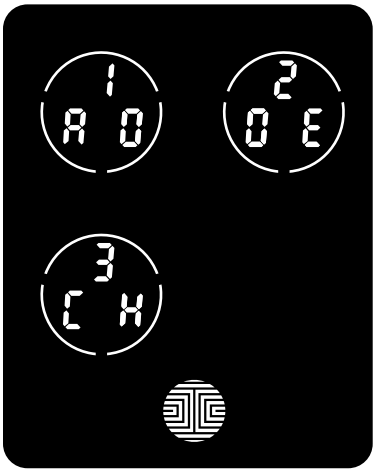
Simply press the **Program** button to enter programming mode.

Note: **Program** button will be disabled once synced to a smart phone. Configure all settings via synced smart phone.

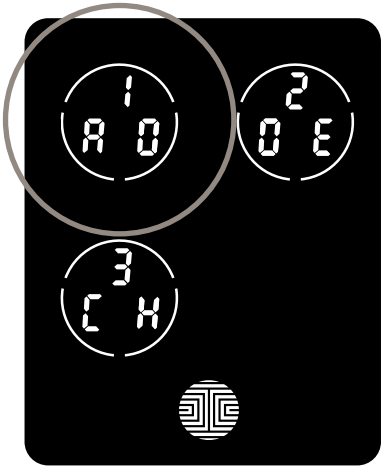
To end **Programming Mode**, press the **Program** button anytime.
Programming Mode will automatically exit if the keypad is inactive for more than thirty (30) seconds.

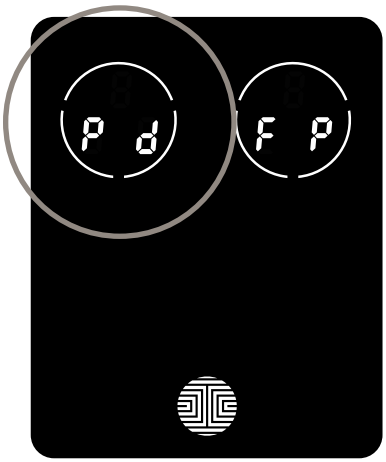
Number		Mode
1	A0	Add Access Code
2	0E	Delete Access Code
3	CH	View Access Code

After entering **Programming Mode**, you should see the screen as displayed to the right on your Lockly™ keypad. Follow the following steps to add, delete, or check your **Access Codes**.



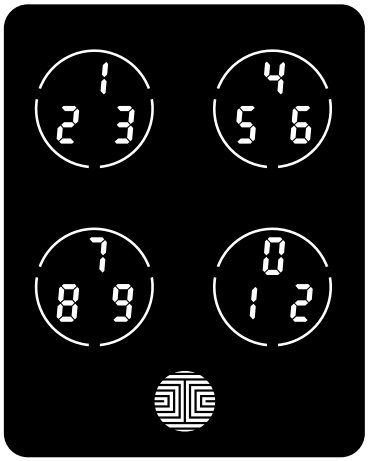
3.3 Adding an Access Code





While in **Programming Mode**, select **“1AD”** to add an **Access Code**. If you are not in **Programming Mode**, please see **Section 3.2** to enter **Programming Mode**.

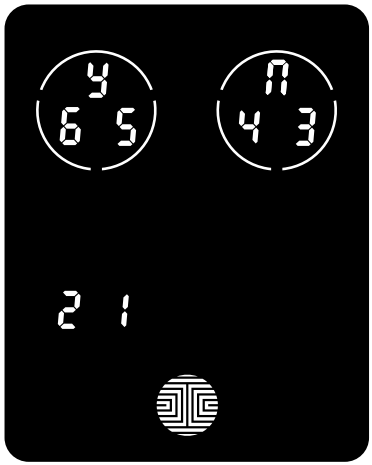
After pressing **“1AD”** press **“Pd”** to add an **Access Code**.



Enter your new **6 - 8 digit Access Code** and press when you are finished. You will then re-enter the code to confirm your new **Access Code**.

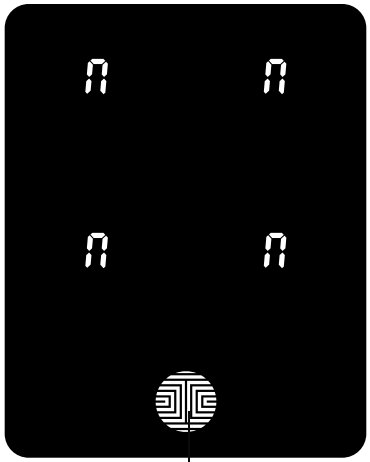
Remember, just touch the digit you need within the circle around each 3 numbers. There is no need to touch the exact location of the number. For example, based on the example image to the left, if you need **“1”**, you can touch the **upper left** button or the **lower right** button. For **“6”**, you would touch the upper right button.

3.3 Adding an Access Code (Continued)



If you have successfully entered your new **Access Code** twice, you will see the new code displayed here. In this example, we chose **654321**. Press Y to Confirm or N to cancel.

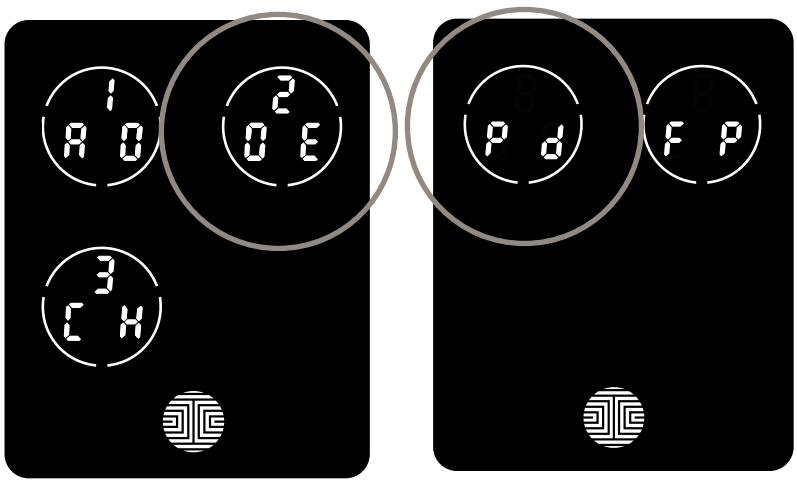
To exit or cancel, you can always press N or



OK Button

If the two (2) **Access Codes** you entered does not match, an error message will appear on the screen (As shown to the left). Press **OK** to return to the **Programming Screen** and try again. See **Section 3.3**

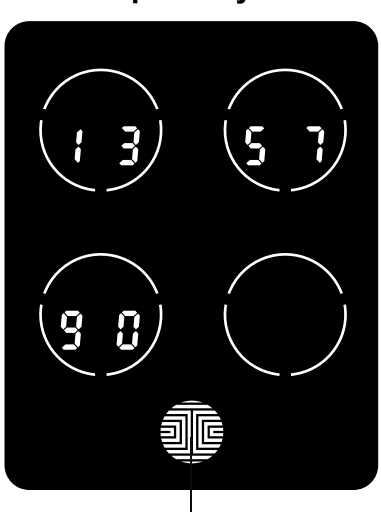
3.4 Deleting an Access Code



While in **Programming Mode**, select **"2DE"** to delete an **Access Code**. If you are not in **Programming Mode**, please see **Section 3.2** to enter **Programming Mode**.

After pressing **"2DE"** press **"Pd"** to delete an **Access Code**.

Example Only

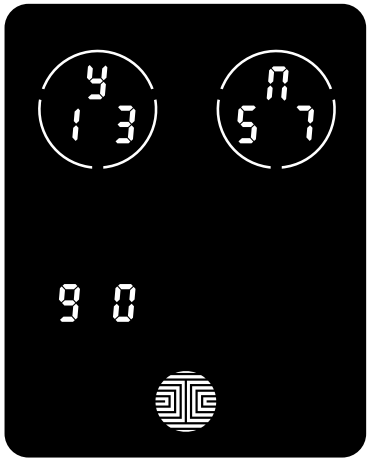


OK Button

Active **Access Codes** will then be displayed on the screen in sequence from **left to right, top to bottom**. In the example shown on the left, the **Access Code** displayed is **1 3 5 7 9 0 .**

Rotate through different **Access Codes** shown by touching **any number** on the screen. If you find the **Access Code** you want to **delete**, simply **hold** the **OK** button for **2 seconds.** **(Continue on next page)**

3.4 Deleting an Access Code (Continued)

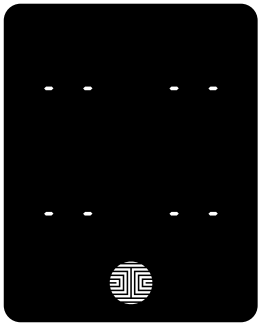


Once you have selected the **Access Code** you want to delete, Lockly™ will ask you to confirm deletion by showing you the **Access Code** you are deleting, in this example,**1 3 5 7 9 0**.

Press **Y** to **delete**, or **N** to **cancel**.

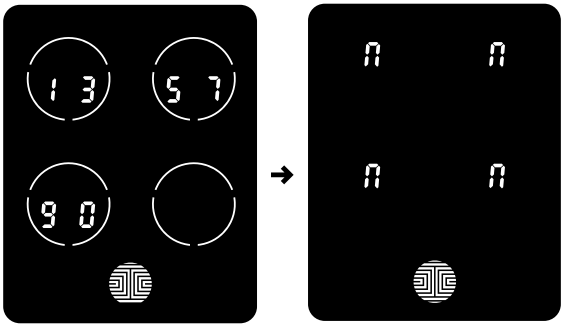
NOTE There are two incidents where your **Access Code** cannot be deleted.

There are no **Access Codes** set. The factory default **Access Code** cannot be deleted.



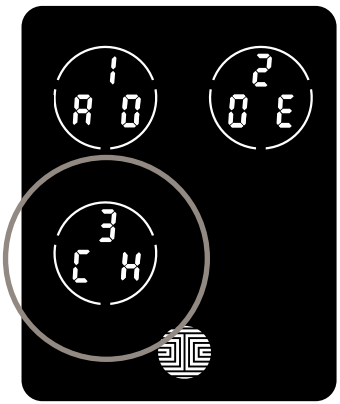
No Access Codes Set

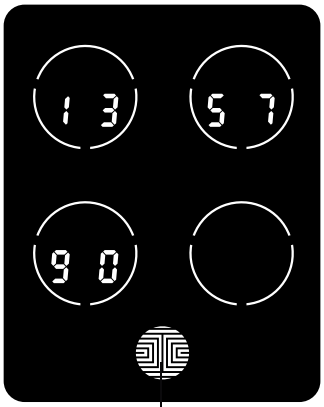
There is only one (1) **Access Code** saved in the smart lock. At least one code must be registered. Please add another **Access Code** before attempting to delete the existing code.



Only one Active Access Code

3.5 Checking the Access Codes



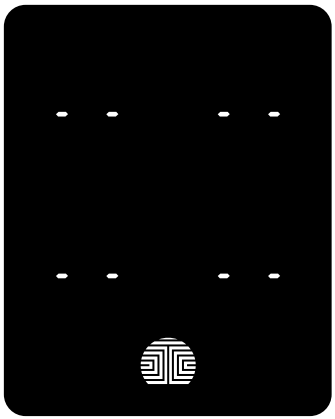


OK Button

While in **Programming Mode**, select **"3CH"** to check registered **Access Codes**. If you are not in **Programming Mode**, please see **Section 3.2** to enter **Programming Mode**.

Active **Access Codes** will then be displayed on the screen in sequence from **left to right, top to bottom**. In the example shown on the left, the **Access Code** displayed is **1 3 5 7 9 0 .**

Rotate through the different **Access Codes** by touching **any number** on the screen.
To exit **Check Access Code** screen, simply **press** the **OK** button.



If there are no **Access Codes** registered in your smart lock, **Check Access Code** mode will be invalid. The default **Access Code** will not be shown on the display keypad, and you will see the following screen shown to the left instead.

3.6 Adding a Fingerprint (Secure Plus and Pro Only)

In this section, you will learn how to register a fingerprint to your new smart lock. Fingerprint registration is only available in the Lockly™ Secure Plus / Pro, and not available in Secure models. If you have Secure you may skip to Section 4.1 to learn about locking and unlocking your door with Lockly™.

We are using an advanced biometric sensor, providing the most secure fingerprint authentication. For security reasons, Lockly™ will only accept fingerprint patterns that consist of cross intersection points. Patterns with no cross intersection points will not be acceptable.

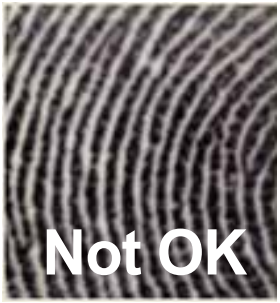
Please check your fingers before registration to make sure the finger you want to register will be acceptable by our system. Otherwise, use an alternative finger to ensure successful registration.

The following examples show which types of fingerprint patterns will be acceptable. It is highly recommended to enroll at least one finger from each hand in case the hand you are using is unavailable, such as, in instances like if you are holding items in that hand or have sustained an injury.

Fingerprint Pattern with Cross Intersection Lines



Concentric or Parallel Pattern with no Cross Intersection Lines

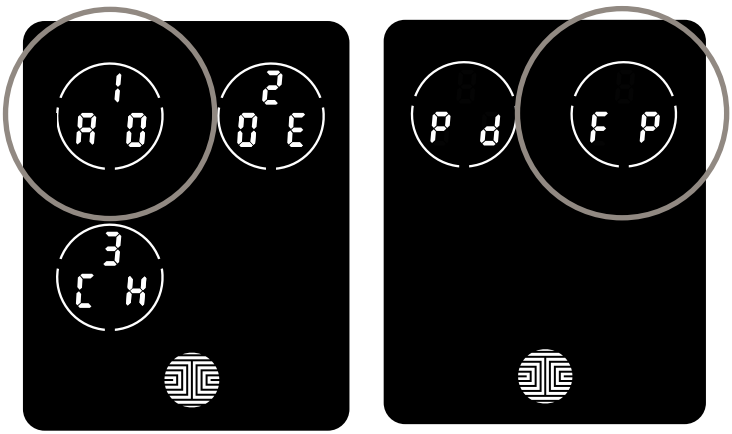


Fingerprint with Scars or Worn Out Ridges



The Secure Pro can register up to ninety-nine (99) fingerprints. Please read the following sections if you want to add or delete fingerprints.

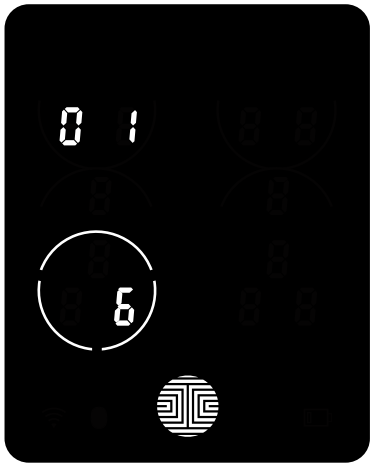
3.6 Adding a Fingerprint (Continued)



While in **Programming Mode**, select **“1AD”** to add an **Access Code**. If you are not in **Programming Mode**, please see **Section 3.2** to enter **Programming Mode**.

After pressing **“1AD”** press **“FP”** to register a **Fingerprint.**

Upon pressing **“FP”**, you will enter **Fingerprint Registration Mode** and you will see a green LED ring light up on the fingerprint panel on the exterior side of **Lockly™ Secure Plus / Pro**.



Once you’re in **Fingerprint Registration Mode** you will see two numbers displayed on keypad. The top number is your **Fingerprint Registration** number, in this example to the left, **“1”**. The bottom number will always start with a **“6”**.

You must successfully scan your fingerprint six (6) times for it to properly register. Every time you scan your fingerprint, the number on the bottom will change, starting from 6 - then 5, 4, 3, 2, 1, until the fingerprint is successfully registered.

Note: For reference, please keep a record of your **fingerprint registration number** to distinguish whom it was registered to.

3.6 Adding a Fingerprint (Continued)

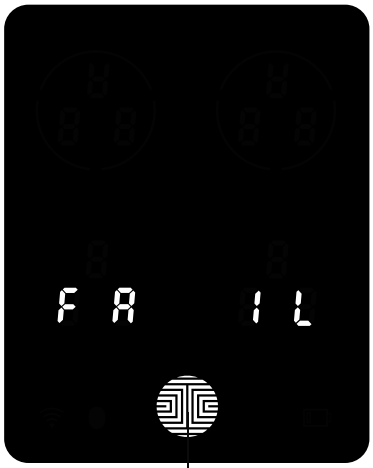
NOTICE

Please make sure your fingers are clean from dirt and oils before scanning your fingerprint. Make sure the sensor is also clean by taking a soft cloth and wiping the surface.

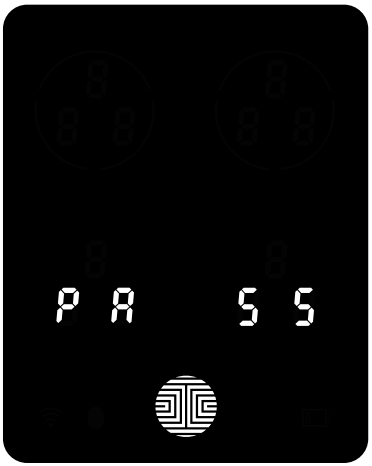
Scan your finger by lightly placing your designated finger on the sensor until you hear a beep. Lift your finger and repeat the process slowly until the digit **"6"** shown on the screen becomes **"1"**. If you have successfully scanned and registered your fingerprint, you will hear a long beep, and the Bluetooth icon will **flash green**.

PASS will show on the keypad and press **OK** to exit. If you did not successfully register your fingerprint, **FAIL** will show on the keypad. If **FAIL** is displayed, press **OK** to return to the previous screen to rescan your finger.

For instructions on scanning an optimal fingerprint, please proceed to **Section 3.7**.

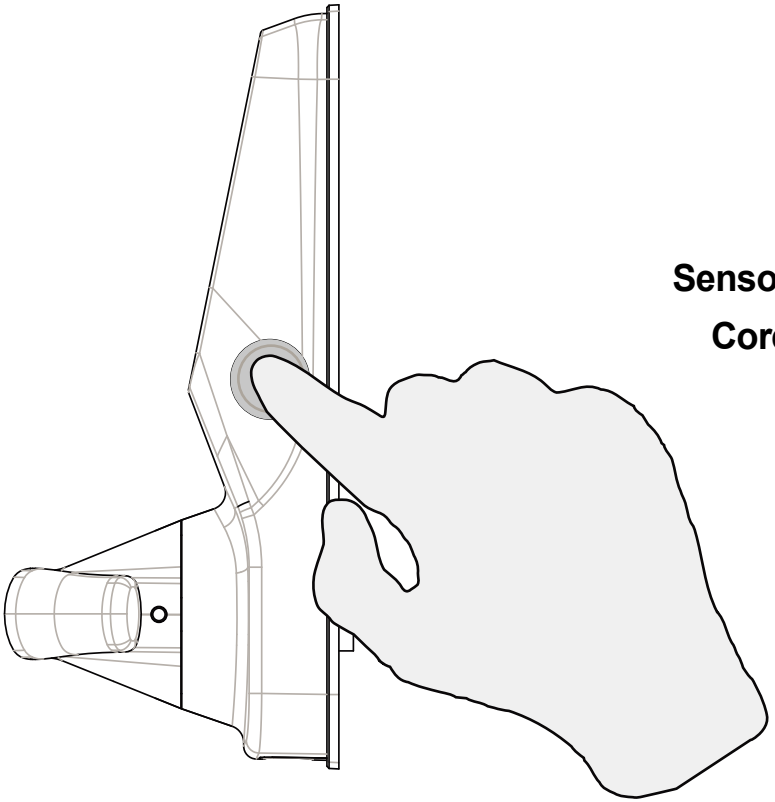


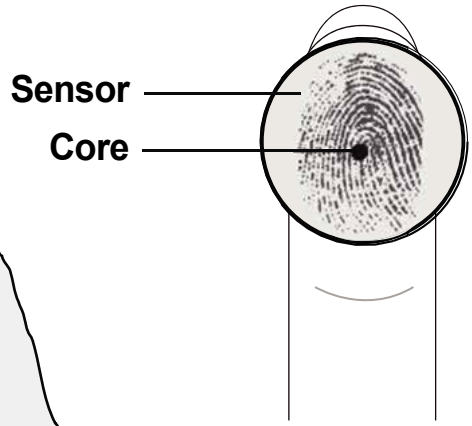
OK Button



3.7 Fingerprint Scanning Directions

The **fingerprint sensor** equipped in Lockly™ Secure Plus and Secure Pro is loaded with powerful fingerprint algorithms to extract quality features from fingers, even in poor conditions. Placing your finger on the sensor correctly helps consistency in fingerprint recognition. The following directions and tips will guide you on how to scan an optimal fingerprint image.

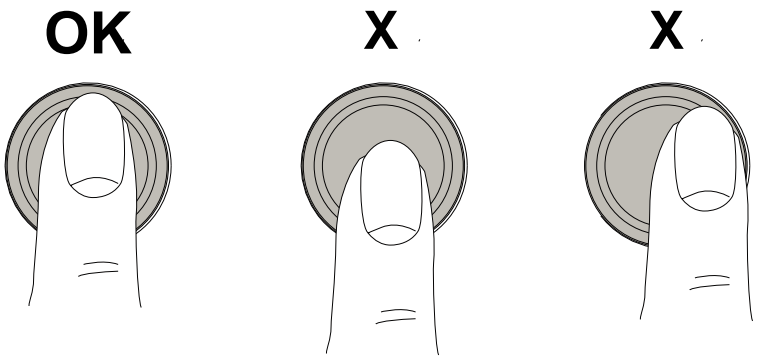




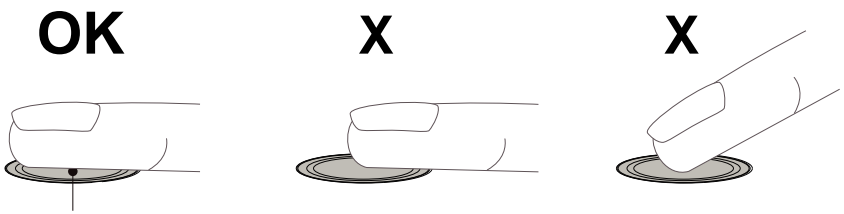
Position your finger on the **center** of the sensor

3.7 Fingerprint Scanning Directions (Continued)

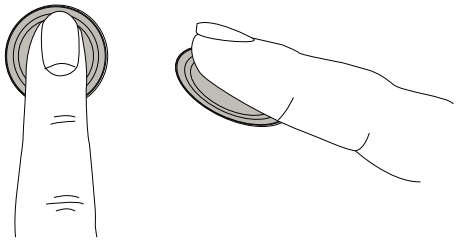
Top View



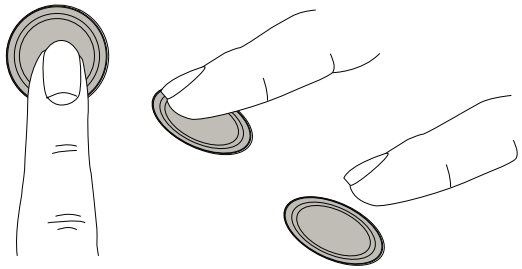
Side View



○ Correct



○ Incorrect



3.8 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. If a finger is cracked and dry, lightly moisten the finger to improve recognition.
• 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.

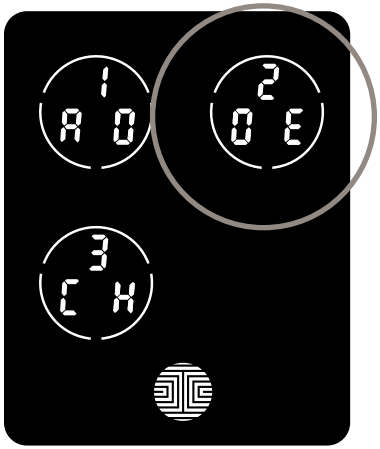
Troubleshooting Fingerprints

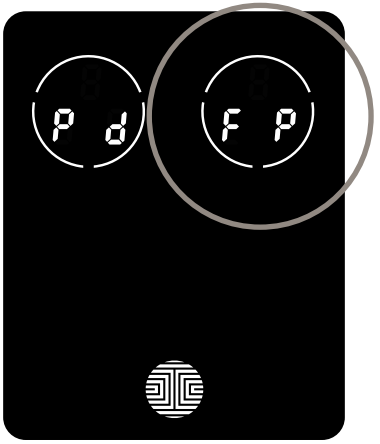
In case of poor fingerprint conditions

• If wet - wipe excess moisure from finger before scanning
• If dry - moisturize or blow warm breath over 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 http://lockly.com/help

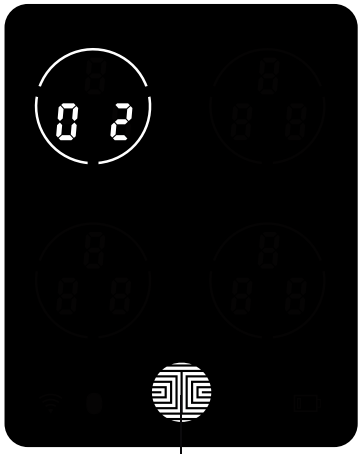
3.9 Deleting Stored Fingerprints



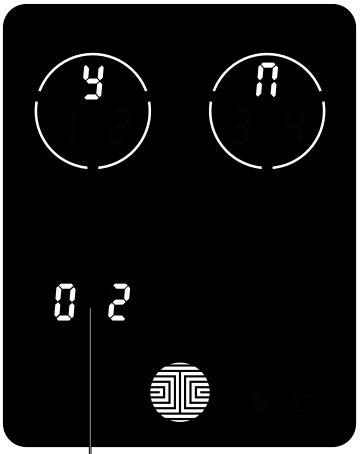


While in **Programming Mode**, select **"2DE"** to delete a **Fingerprint**. If you are not in **Programming Mode**, please see **Section 3.2** to enter **Programming Mode**.

After pressing **"2DE"** to delete, press **"FP"** to delete a **fingerprint**.



OK Button



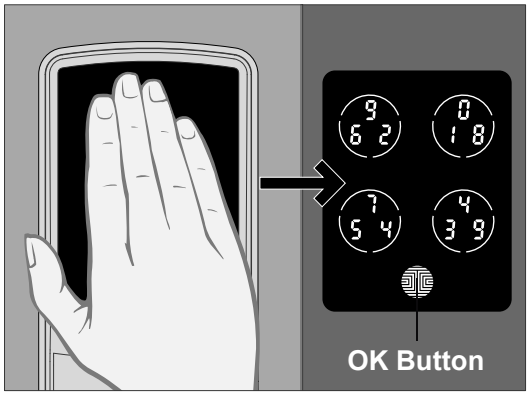
Fingerprint ID Number

Your registered **fingerprint** numbers will be displayed on the screen. Tap number to rotate to the next registered **fingerprint**. When you have found the **fingerprint ID** you want to **delete**, **press** and **hold** the **OK** button for **2 seconds** to **delete**. (Example shown - "02")

You will then see a confirmation page displaying Y and n with the **fingerprint** number you are deleting displayed in the **lower left**. Select **Y** to **delete** or **N** to **cancel**.

4.1 Locking/Unlocking Lockly™ with Access Codes

Lockly™ Secure series can be unlocked using 1 of 4 ways - via your stored **Access Code**, **registered fingerprint** (Secure Plus and Secure Pro only), smartphone with **Bluetooth**, or with the **physical key** supplied with your lock.



Slide your hand across the screen to activate the keypad.

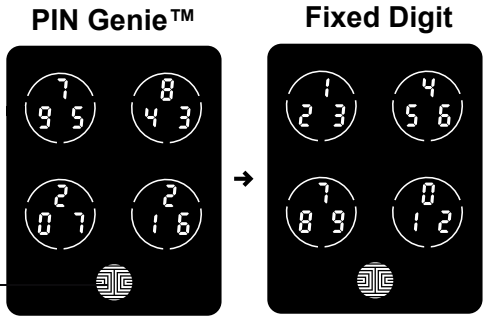
Enter your **6 to 8 digit Access Code** followed by the **OK** button. Press **OK** anytime to reset if you entered the wrong digit.

If the **Access Code** entered is correct, the door will unlock. If the **Access Code** entered is incorrect, Lockly™ will beep twice.

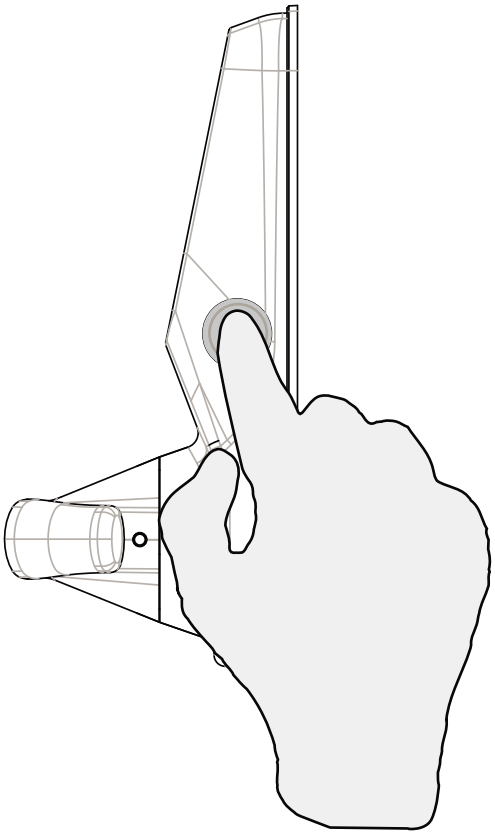
Three consecutive wrong attempts will put Lockly™ in "Safe Mode". (See Section 4.5)

Lock your Lockly™ Secure by pressing the **OK Button** anytime when the door is closed. Lockly™ Secure will also auto-lock after five (5) seconds after unlocking and opening.

You may toggle between two types of keypad displays to enter your **Access Code.** The **fixed digit** version and the **PIN Genie™** version (Recommended). Press and hold the **OK Button** for 3 seconds to toggle back and forth between the two keypads.



4.2 Locking/Unlocking Lockly™ with Fingerprints



OK Button

Unlocking

Place a registered finger to the **fingerprint scanner** located on the **exterior side** of the lock to the right.

To register a **fingerprint**, please see **Section 3.6.**

If your fingerprint is **registered** and acknowledged, you will hear a “beep” sound and a **Green LED** will light up on the **fingerprint scanner.** You can then push down the handle and open the door.

If you see a **Red LED**, it means your fingerprint is not recognized. You must wait until the red LED is off to try again.

For best fingerprint scanning practices, see **Section 3.7.**

Locking

To lock the Lockly™ Secure, press the **OK Button** anytime when the door is opened.

4.3 Locking/Unlocking Lockly™ with App

You must have the Lockly™ iOS or Android app installed in order to lock and unlock with the smartphone app. Please first download the app from the correct store.

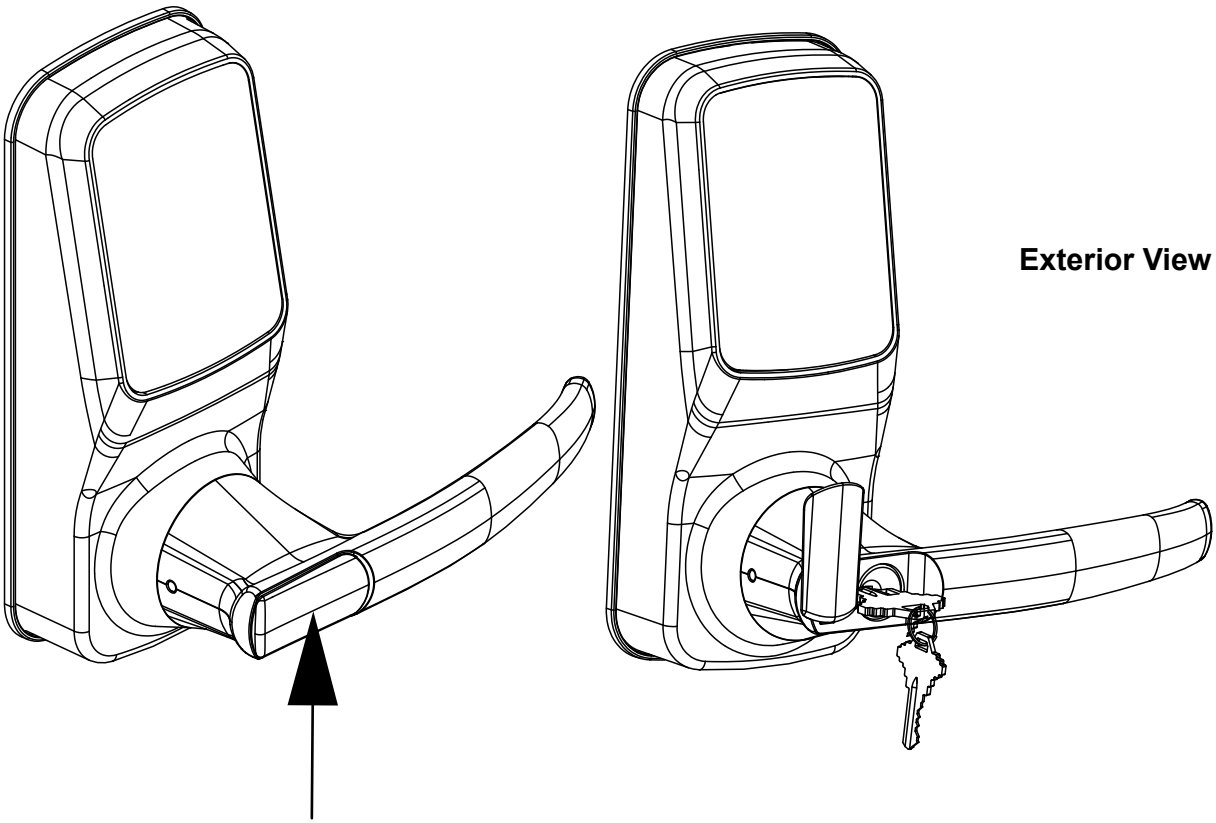
Available on the App Store

ANDROID APP ON Google Play

Scan or visit Lockly.com/app

Please see the smartphone app manual to follow instructions on how to connect your app to your lock via Bluetooth and learn how to lock / unlock the door using the app.

4.4 Locking/Unlocking Lockly™ with Physical Key



Exterior View

To **unlock** your Lockly™ using the **physical key (supplied)**, open the key cover on the handle by turning the cover counter clockwise 90 degrees to reveal the **keyhole**.

Insert your key and turn **clockwise** or **counter clockwise** to lock or unlock the door.

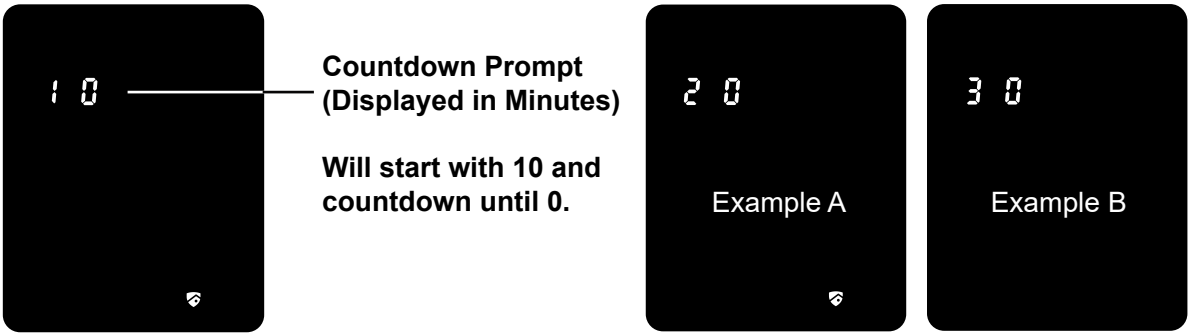
4.5 Safe Mode - Overview

Lockly™ will enter **Safe Mode** when three (3) consecutive wrong **Access Codes** are entered within 5 minutes. When in **Safe Mode**, the lock status icon will start to flash.

To disable **Safe Mode**, you must unlock the door using the correct fingerprint **(Secure Plus / Secure Pro)** or enter the correct **Access Code** twice in a row. Activate the keypad by pressing and holding for 3 seconds.

Once the screen is activated, enter the correct **Access Code** carefully twice, pressing after every time.

If you enter the wrong code, the keypad will then be disabled for **10 minutes**.



You will see a **"10"** on the screen, notifying the number of minutes that the keypad is disabled for. After **10 minutes**, you may attempt to enter the correct **Access Code** to unlock the door. After the second incorrect attempt to unlock the lock with the wrong **Access Code**, Lockly™ will disable the keypad for **20 minutes**, displaying a **"20"** on the screen. After the third wrong attempt to unlock the door with the correct **Access Code**, the screen will be disabled for **30 minutes.** *(Example A and Example B above).*

Note: In order to conserve power, the countdown prompt will only be displayed for 3 seconds. You can reactivate the screen by sliding your hand across the screen.

4.5 Disabling Safe Mode

There are three (3) ways to disable **Safe Mode**.

Option 1 - Entering Correct Access Code

Enter the correct **Access Code** twice (2) when the keypad is available, pressing  after every time the **Access Code** is entered.

Option 2 - Lockly™ Bluetooth App

Use the app that is synced to your Lockly™ to disable **Safe Mode** by unlocking the door. If you have not downloaded the app to use with your smart lock, you won't be able to use this option to disable **Safe Mode.**

Option 3 - Screen ON/OFF Switch

The Safe Mode can be switched off using the screen on/off switch at the back on your lock.



While in **Safe Mode**, the keypad will not be lit up when you are using your **Physical Key.**

5.1 Offline Access Code (OAC)

The **Offline Access Code (OAC)** is a unique feature to Lockly™ Secure Smart Locks. 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 Lockly™ app for iOS or Android first, and sync your smart lock to your mobile device.

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

Go to **"Access Management"** and choose **"Add a New Offline Access Code (OAC)"** and follow on screen instructions to generate your **Offline Access Code.**

Understanding Offline Access Code (OAC)

Each lock can issue up to **50 OAC** before you have to reset and reissue another set of 50 codes. Your app will generate some to follow directions automatically for your guests to use.

OAC are issued to the guest by asking them to enter a 6 digit number, followed by a 4-digit number, followed again by a 4-digit number, entering in between every set of numbers. See the following example.

Sample OAC **234567+0987** **0987**

Guests' Access Codes OAC Configuration Number

Once a sequence like the one above is entered, it automatically activates an **OAC** to be used for a specific duration of time. In the example above, the **Guest's Access Code** will be **234567** to unlock the door. **0987** is the Configuration Number that sets the total duration of the **Access Code**, whether it's a 1 time use code, 1 hour duration code, or 30 days.

6.1 Important Notes

Auto Lock Feature

Lockly™ Secure can be programmed to auto-lock between 5-300seconds, after the door opens. You can always manually lock by pressing the  button anytime located on the bottom of the keypad.

9V Backup Access

When your **Lockly™ Secure** is out of power, you can temporarily activate the key pad by using a 9V battery against the bottom of the exterior side of the smart lock. Please see **Section 2.6** for more info.

Physical Keys

Even though you have your fingerprints registered **(Secure Plus and Secure Pro only)** and **Access Codes** stored, it's always best practice to carry your physical keys with you at all times in case for any reason, Lockly™ falls into **Safe Mode**.

Initial Code / VIP Card

You may find a **VIP Card** with an **Initial 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 **Initial Code** on that card to **master reset** your lock in case, for any reason, you have lost the phone paired to Lockly™ and also forgot your **Access Code**.

7.1 Cleaning

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

DO	DON'T
• Rinse the touchscreen with warm water prior to cleaning. • Use the application of soap with a damp, lukewarm cloth. • Airdry or wipe dry with a soft microfiber cloth to avoid scratches.	• 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.

8.1 Safety Precautions

Please read all instructions carefully. Remind all Lockly™ 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.

Unauthorized changes and modifications may void your product warranty. If you have questions or any problems while using your Lockly™ Secure Smart Lock, contact our customer service department at help@Lockly.com or visit http://lockly.com/help for technical assistance.