

# LOCKLY **SECURE LINK**

ENABLES REMOTE CONNECTIVITY FOR LOCKLY DEVICES



## Installation & User Manual

## PART A

BLE, Wi-Fi & RF Hub



USB 5V 1A AC Adaptor\*

## PART B

LED Indicator



Door Sensor

Door Frame Sensor

Wireless Door Sensor

Lockly Secure Link comes in two parts. Each part is crucial to enable voice assistant features and live monitoring and control of your Lockly device.

The Wireless Door Sensor is optional but highly recommended as they provide the ability to verify that your door is securely closed and not ajar.

\* You may plug the USB Secure Link into any UL Certified 5V 1A USB outlet, however we recommend using ours for best performance. Power adaptor supplied in this box is based on standard power plug and socket used by country.

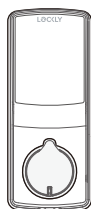
# 1. Setting up the Lockly Secure Link

You should install the Secure Link after you have successfully finished installation and set up of your Lockly Smart Lock. Refer to your appropriate Lockly Smart Lock Installation Guide and User Manual that came with the lock for reference.

Secure Link (Part A) can be plugged into any standard 5V 1A USB port or use the UL certified USB AC adapter included in this box (recommended).

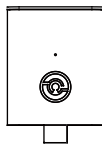
For best connectivity, choose an appropriate location for the Secure Link for optimum performance (see below).

For optimum connectivity, it is recommended that the hub be no further away from the lock than 30 feet (9 meters)



Lockly Smart Lock PGD728 Series Shown as reference only

30 Feet (9 Meters)  
Distance Between



Secure Link Part A Shown Above as reference only

In order for your Secure Link to connect to the internet, you must have a Wi-Fi network with a radio signal emitting 2.4 GHz. All modern Wi-Fi devices support 2.4 GHz connections while some equipment supports both 2.4 GHz and 5 GHz. Please check with your network administrator or internet provider if you're unsure what kind of network you have.

Proceed to the next page to read how to finish set up of your Secure Link.

Plug the Secure Link into the 5V 1A USB AC adapter and plug the AC adapter to your wall socket.

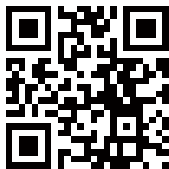


USA Outlet Shown

A **GREEN** LED indicator light will flash quickly to indicate that the Secure Link is ready to connect.



Once you have confirmed that your Secure Link is ready to connect to your lock, open the Lockly app to get started.



In case you have not downloaded our app, you can scan the QR code to the left or visit <https://Lockly.com/app>

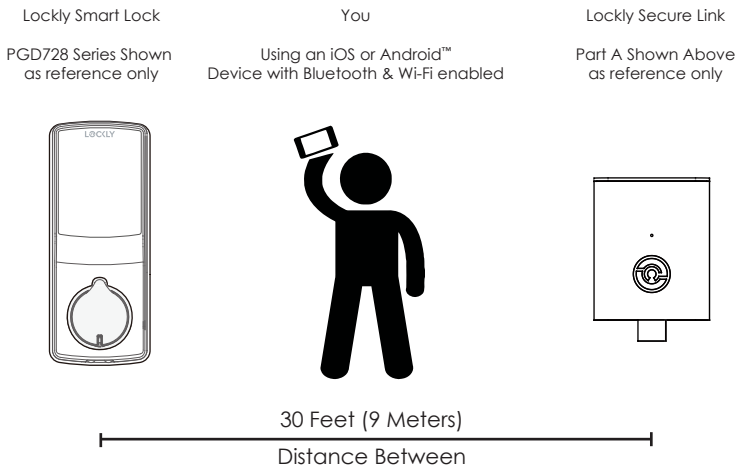


Make sure you have already created an account and setup your Lockly device to the Lockly app to continue.

Before you continue Secure Link set up on your app, proceed to the next page to learn more about using the Secure Link and best practices for connectivity.

## 2. Using the Lockly Secure Link

During the setup process position yourself between the lock and the Secure Link—ideally no more than 30 feet (9 meters) apart. Ensure your iOS or Android™ device has both Bluetooth and Wi-Fi enabled.



**TIP:** Secure Link requires a strong wireless signal for optimal performance. Make sure Secure Link will be installed in a location with a strong 2.4 Ghz wireless signal. Sometimes distances between Secure Link and lock can vary due to circumstances. If you are having difficulty setting up optimal range of 30/ft or less, we're here to help. Call our customer care team: (669) 500 8835, or visit [Lockly.com/help](https://www.lockly.com/help) for suggestions and troubleshooting tips.

# Secure Link Installation Checklist.



I'm excited for my new Lockly smart lock, now compatible with Alexa and Hey Google.



You have a Lockly Smart Lock already, and now adding the Secure Link.



Secure Link is installed within 30 feet (9 meters) from your Lockly Smart Lock.



You have the Lockly App installed on your iOS or Android™ device.



Your smartphone Bluetooth connection is ON and connected to your Lockly device.



You are standing between your smart lock and the Lockly Secure Link.



Your Secure Link is located in a location with a strong Wi-Fi signal.



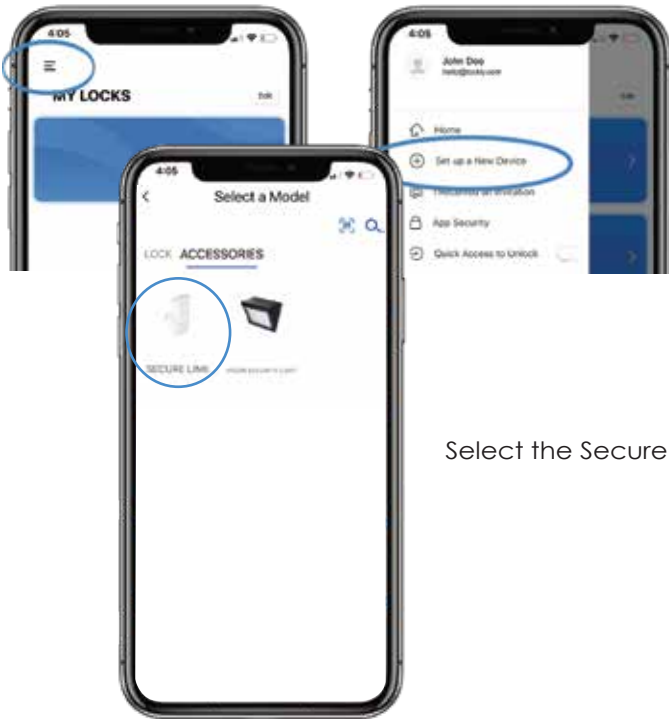
You are currently connected to a 2.4 GHz Wi-Fi Network (802.11 B/G/N) on your iOS or Android™ device.

Be sure you check off the above 8 boxes before proceeding.  
If any of the boxes are not checked, you may experience intermittent or delayed response time in notifications.

\*Requires successful installation of the Secure Link and connected to a strong internet connection

### 3. Configuring Your Secure Link

First, make sure the smartphone you are using to add the Secure Link is connected to your 2.4 GHz Wi-Fi Network. Next, open your Lockly App and select the main menu from the upper left corner. (Image shown with iOS demo). Once the menu opens go ahead and select "Set up a New Device"



Select the Secure Link

NEXT >

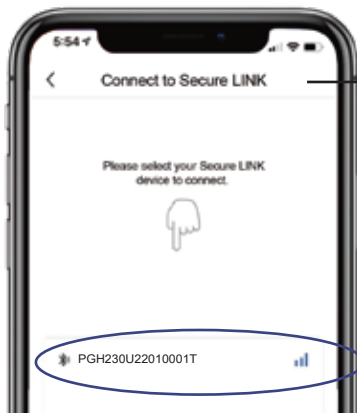
If your Secure Link is connected to your wireless network, the LED indicator is **SOLID GREEN**. Otherwise, indicator **slowly flashes Red**. If you're setting up the Secure Link, press and hold the setup button for 2 secs until you see the indicator **rapidly flashes Green**. (Setup button is at the back of the Wi-Fi Hub)



Press and Hold 2 Seconds



If you don't see anything appear with a Bluetooth icon and a name starting with PGH230... simply click the Refresh button on the upper right to rescan. Make sure your Secure Link is showing a flashing **GREEN** LED indicator and the Secure Link is within the optimal distance of 30 feet from your lock. Select the desired Secure Link to continue.




Connect to Secure Link

Minimum 2-3 Bars  
Recommended



If you are already connected to a 2.4 GHz compatible Wi-Fi network, it should display the network name. (See example below)



Enter your Wi-Fi password in the next line next to the  icon, then click "Next Step" to continue.

Select if your Wi-Fi Hub LED Indicator light is ON and **SOLID GREEN**.

Select if your Wi-Fi Hub LED is flashing **green**.

**NOTE:** If the LED is flash slowly **RED**, please check if your WiFi network is properly working. Please check with your network administrator or internet provider if you're unsure.



# Congratulations!

## Your Lockly Secure Link now set up.

Below are some quick information for troubleshooting.



### No Indicator Light

Your Secure Link has no power.  
Check your power supply.



### Slow RED Light Flashing

Your Secure Link has power.  
It's not connected to any wireless network.



### Rapid GREEN Light Flashing

Your Secure Link is in setup mode. Setup mode can be entered by pressing the setup button for 2 seconds.

Setup mode will last approx 2 minutes.



### Solid GREEN Light

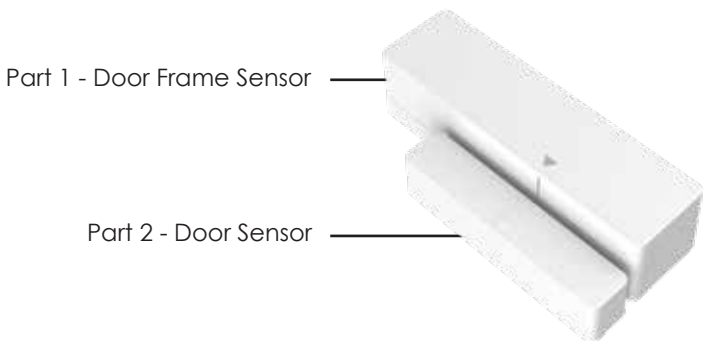
Your Secure Link is on and connected to an active 2.4 GHz wireless network.

## 4. Adding the Door Sensor

Adding the door sensor (Part B) is optional, however we strongly recommend installing the Door Sensor as it provides the ability to verify that your door is securely closed and not ajar and also send push notifications to your phone on the status of your door when someone opens and closes the door.

**Door Sensor is required if you are intending to use Amazon Alexa or Hey Google.**

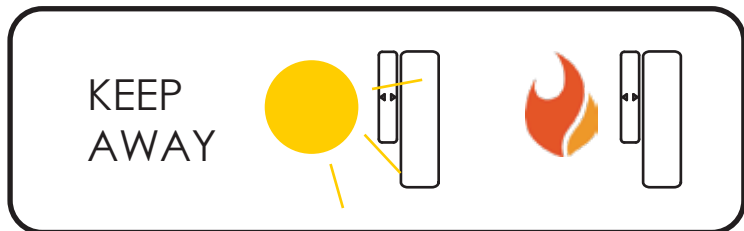
Depending on your door orientation, your Door Sensor will be mounted different ways. The Door Sensor comes in two parts.



Make sure you install the Door Sensor indoors on a clean and dry surface. Gently wipe the surface of your door and door frame where you wish to install the Door Sensor and make sure it's dry before installing.

NEXT >

Keep the Door Sensor away from direct sunlight, high heat locations and large metal objects that may interfere with wireless signals.

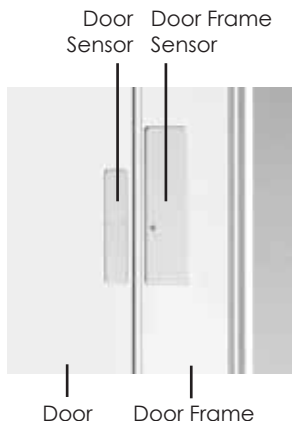


The optimal location to install the Door Sensor is on the upper corners of your door, away from the reach of children and pets.

WHEN FACING YOUR DOOR  
FROM THE INSIDE, DOOR HINGES  
ARE ON THE RIGHT SIDE

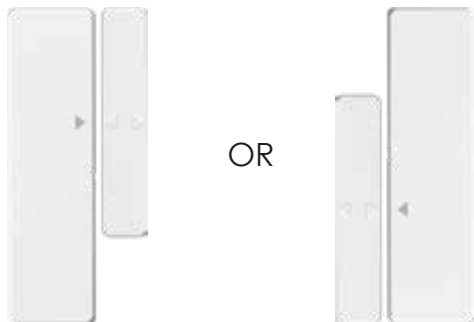


WHEN FACING YOUR DOOR  
FROM THE INSIDE, DOOR HINGES  
ARE ON THE LEFT SIDE



DON'T INSTALL SENSOR YET. NEXT >

When you are installing the Door Sensor, make sure the arrows on the Door Sensor is placed next to the arrow from the Door Frame Sensor.



When installed on your door, the distance between the Door Sensor and the Door Frame Sensor must be less than  $\frac{3}{4}$ " in order for the sensor to work.



Gap - less than  $\frac{3}{4}$ " when installed.

When you are ready to install, pull the plastic tab at the back of the Door Frame Sensor to activate the sensor.

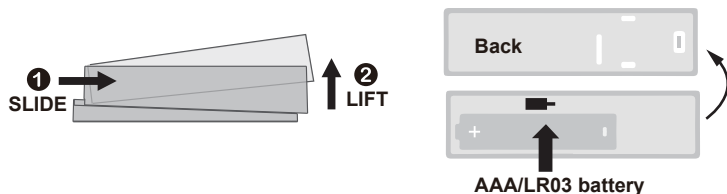
Peel off the protective paper on the double sided tape to expose the adhesive and apply securely to your door and door frame.

Follow the On-Screen instructions on the app to test your Door Sensor.

NEXT >

## 5. Install the battery

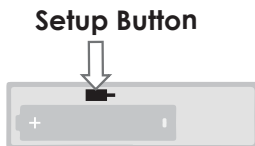
Open the door sensor as shown, put in 1 AAA battery, please pay attention to the positive and negative poles of the battery.



Slide and Lift to remove cover to replace the AAA/LR03 battery.

## 6. Pair the Door Sensor

In the Lockly app, go to Settings>Remote Control /Wireless Accessories, select add New Sensor. Lockly continuously optimizes user experience, please operate according to the actual menu on the app. Install the Door Sensor battery according to the prompt on the app interface. The blue light on the Door Sensor will blink for three minutes until it enters the pairing mode. Please press the setup button three times within one second. The blue light of the Door Sensor will on for 2 seconds and then it will stop blinking to enter pairing mode. Place door sensor near the sensor magnet. Once the door sensor detects sensor magnet, it flashes a blue light and pairing is completed.



If the pairing is unsuccessful, reinstall the Door Sensor's battery and re-enter the pairing mode as described above. Mount the Door Sensor and Sensor Magnet once pairing is successful.

**Note:** After pairing the wireless door sensor with the device, you will need to delete the door status sensor stored in the Settings before pairing the wireless door sensor with other devices again.

### **IMPORTANT**

- Do not allow the battery to corrode or leak as this may cause permanent damage to the product.
- Make sure to insert battery on correct polarity as shown inside the battery compartments.
- Do not use rechargeable batteries.
- When battery is drained, do not dispose with normal household waste. Dispose via suitable recycling center. DO NOT BURN

# Congratulations!

## The Door Sensor is now set up.

Secure Link works with other Smart Home devices. Check on the status or remote lock and unlock your door by your voice using Amazon Alexa or Hey Google.

To setup your lock to work with either of those platforms, download the Amazon Alexa or Hey Google app and make sure you enable the Lockly Action on Google or the Amazon Alexa Skill before you can configure your voice to perform voice commands.

You can ask your questions such as door status or request for your door to be locked or unlocked



- "Hey Google, unlock the Back Door"
- "Hey Google, is the Back Door locked?"
- "Hey Google, lock the Back Door"
- "Hey Google, is the Back Door unlocked?"

Pre-setup is required in the Google Home app in order for these queries to work. The user would need to name the lock "Back Door" or as appropriate.



- Alexa, unlock my Front Door.\*
- Alexa, is my Front Door locked?
- Alexa, lock my Front Door.
- Alexa, is my Front Door unlocked?

\*Unlock requests will require additional voice security codes.

For a full list of commands, help videos or to troubleshoot your Secure Link visit us at <https://Lockly.com/help>



**We're here to help!**  
**[help@Lockly.com](mailto:help@Lockly.com)**



**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**

The 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.

**IC WARNING:**

This device contains licence-exempt transmitter(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**IC Radiation Exposure Statement**

This equipment meets the exemption from the routine evaluation limits in section 2.5 of RSS-102. It should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

Cet équipement est conforme à l'exemption des limites d'évaluation habituelle de la section 2.5 de la norme RSS-102. Il doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et toute partie de votre corps.



**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](http://www.P65Warnings.ca.gov).

**© Copyright 2022 Lockly All rights reserved**

US Patent NO. US 9,881,146 B2 | US Patent NO. US 9,853,815 B2 | US Patent NO. US 9,875,350 B2 | US Patent NO. US 9,665,706 B2 | US Patent NO. US 11,010,463 B2 | AU Patent NO. 2013403169 | AU Patent NO. 2014391959 | AU Patent NO. 2016412123 | UK Patent NO. EP3059689B1 | UK Patent NO. EP3176722B1 | Other Patents Pending

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. , and any use of such marks by Lockly is under license. Other trademarks and trade names are those of their respective owners. Google, Android, Google Play and Google Home are trademarks of Google LLC. , Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc., or its affiliates.