Lockly Secure Pro
Latch Edition
2025 Version

Setup and Use

PGD628WE1

LOCKLY
Enjoy the freedom™

We're here to help

Your Lockly smart lock comes with lifetime support. If you get locked out, encounter any issues, or have feedback to share, just contact us, and we'll assist you promptly.
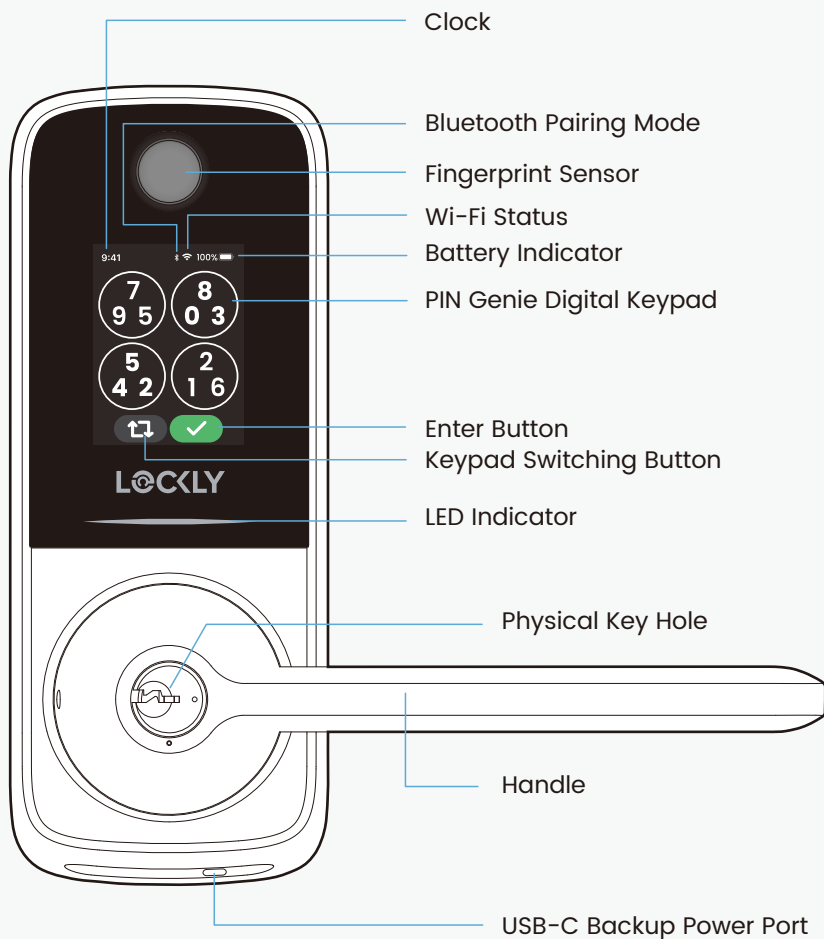
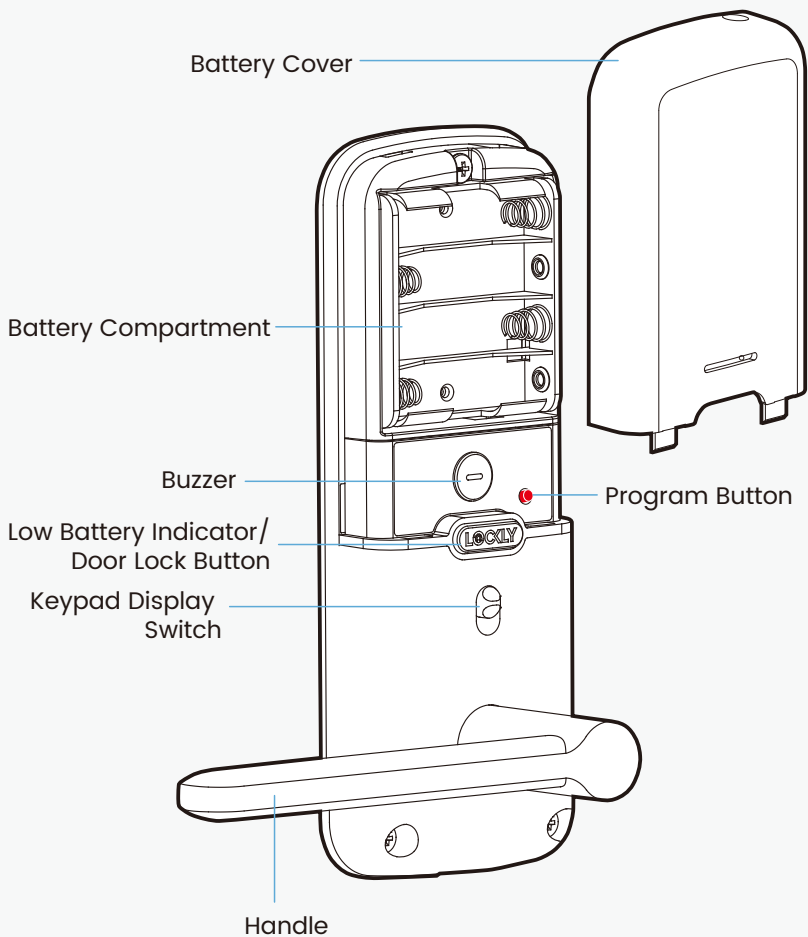**(669) 500-8835**   **help@Lockly.com**   **support.Lockly.com**

Setup

Lock overview

Exterior

Clock

Bluetooth Pairing Mode

Fingerprint Sensor

Wi-Fi Status

Battery Indicator

PIN Genie Digital Keypad

Enter Button

Keypad Switching Button

LED Indicator

Physical Key Hole

Handle

USB-C Backup Power Port

Interior

Battery Cover

Battery Compartment

Buzzer

Low Battery Indicator/
Door Lock Button

Keypad Display
Switch

Program Button

Handle

App download

Scan or visit Lockly.com/app to download the Lockly Home app.
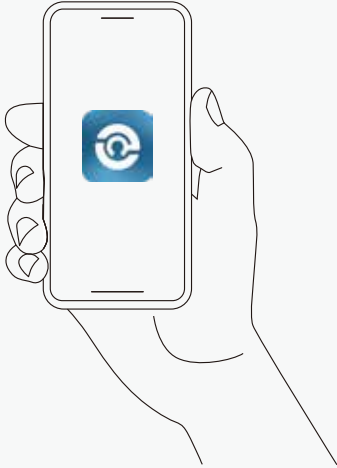
The Lockly Home app will walk you through the final installation and setup processes, helping you create your user profile for a more personalized and optimized experience.
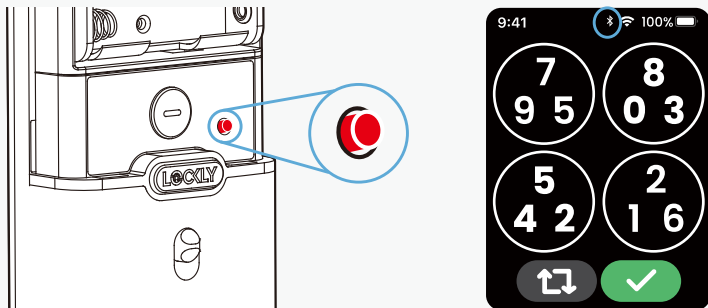
Install battery

Ensure the batteries are full.

Install battery as shown.

Open the Lockly Home app and tap (**+**) to add a new device. Locate your Lockly model and follow in-app instructions to continue setup.

AA 1.5V X 4
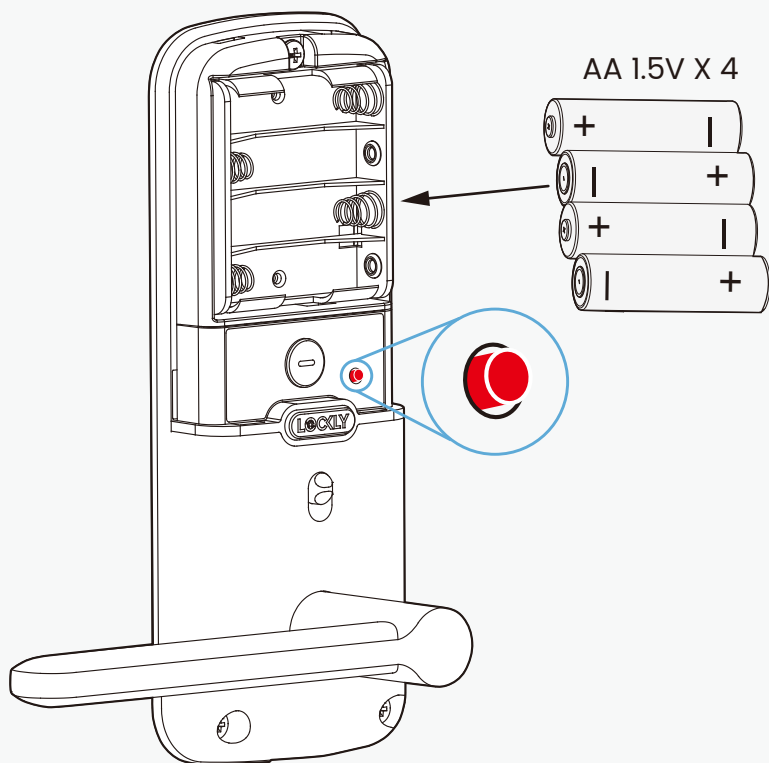
Pair the lock with the Lockly Home app

Simply press the **Program** button to enter Bluetooth Pairing Mode.

Bluetooth Pairing Mode will automatically exit if the keypad is inactive for more than 2 minutes.

After entering Bluetooth Pairing Mode, the Bluetooth icon in the status bar will start flashing. At this point, you can follow the prompts in the app to complete the pairing process between the lock and the app.

When you enable Super Power Saving or Custom Power Saving mode through the app, WiFi and Bluetooth connections are disabled. To temporarily enable them, simply press the Program button once. After 5 minutes, the connections will automatically turn off again.

Keypad display switch

OFF ON
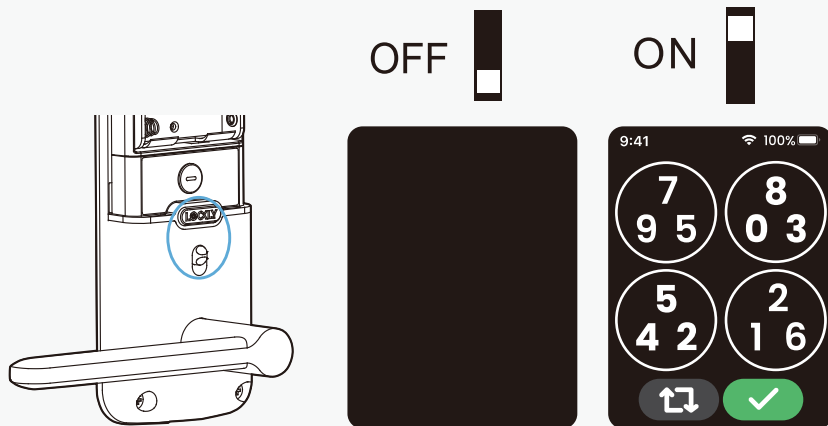
The exterior keypad screen can be turned off by using the **ON/OFF** switch located on the interior assembly. When the keypad is off, you cannot enter access codes to unlock the door.
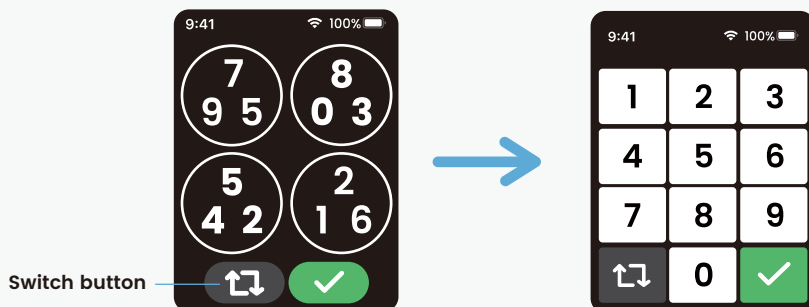
Switch button ——— →

You may toggle between two types of keypad to enter your access code: the numeric keypad and the PIN Genie keypad. Tap the **Switch Button** to alternate between the two keypads. (Sample display is for reference only.)

Adding a fingerprint

For fast and reliable fingerprint recognition, it's essential to position your finger correctly when registering your fingerprints.
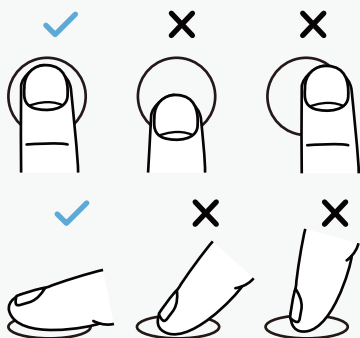
Alignment
Avoid placing your finger too high or low on the sensor.

Ensure your finger is not positioned too far off-center, either left or right.

Angle
Keep your finger straight and somewhat flat; avoiding any angled positioning.

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

9:41   100%

Adding a fingerprint. Requires 6 attempts to cover the sensor at different angles until finished
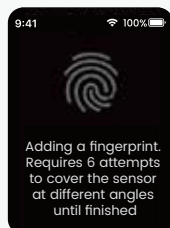
Scanning process
Your finger will be scanned six times for optimal accuracy, with the scanning progress displayed on the screen.

1   2   3   4   5   6

9:41   100%

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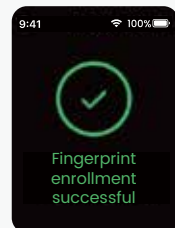
Place your finger on the sensor and hold still until you hear a beep. Slightly adjust your finger position and hold for each subsequent scan until you hear a longer beep with indicating a successful scan.

If fingerprint registration fails, please try again.

Adding an access code

Access code types include permanent, recurring, time-based, or one-time use codes.
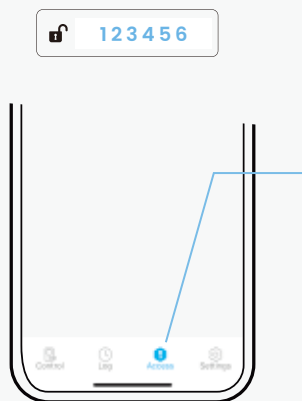
123456

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 Lockly Home app, then select **Access** then **user, access code** and follow the on-screen instructions to setup the various types of codes.

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 52 sets of **access code** can be stored for use at any given time. To add more than 52 sets of **access code**, you must delete an existing **access code** before adding a new code.

There are different types of **access code** that can be generated using the Lockly Home app. Each type of **access code** have different levels of permission you can select for your guests, tenants, deliveries, helpers, etc., Get the latest updates on access code, visit: https://www.support.lockly.com/faq/accesscodes/

Use

Unlock with keypad

There are a total of 6 buttons on the PIN Genie keypad, and the numbers may differ from those shown.

To enter your required digit, simply press the circle that displays your number. You do not need to press the actual number as anywhere within the circle will suffice.

The bottom buttons include the Switch and Enter buttons: press the Switch button to toggle between keypad layouts and the Enter button when you have finished entering your access code.

Switch button — Enter button
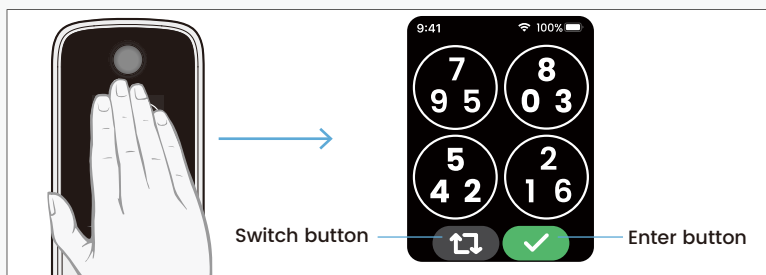
Slide your hand across the screen to activate the keypad.

Enter your **6 to 8 digit access code** followed by the Enter button. You can press the Enter button anytime to reset if you entered the wrong digit.

If the **access code** is correct, the door will unlock. If the **access code** is incorrect, LED indicator will **flash a red light.**

Note: the default access code is 1 2 3 4 5 6

> 10 consecutive wrong attempts will activate "Safe Mode".

Fingerprint access

Featuring advanced AI learning technology.
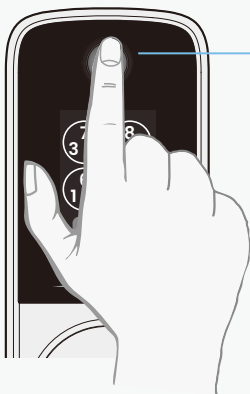
Place a registered finger flat and centered on the sensor.

Green circular LED: with a beep; door is unlocked.

Red circular LED: with two beeps; finger not recognized. Try again or use a different registered finger.

Our advanced biometric sensor, featuring AI learning technology, recognizes your fingerprint in just 0.2 seconds and improves in speed and accuracy with continued use.

Unlock with app
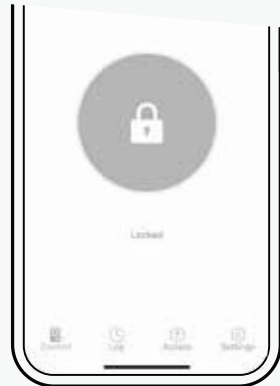
Remote app control
Choose your lock in the Lockly Home app to unlock, lock, check real-time status, access history, and receive notifications from anywhere on your smartphone.

Auto and manual lock

Different icons will be displayed to indicate the lock's status.

Auto-locking
In the Lockly Home app, set your desired time (example 5-minutes) under settings of your lock, auto-lock timer.

Lock using digital screen
Tap anywhere on the screen when it's off, or press the Enter button when it's on.

Interior locking
Press the **Lockly button** on the interior assembly to lock.

Lock with key
Insert the physical key into the keyhole and rotate.

> You can set auto-lock timing under your lock's setting in the Lockly Home app.

More ways to access

Secure access, control, and monitoring options.

eKeys and eBadges
Share permanent, recurring, or revocable access with people you trust.

Voice control
Unlock, lock, or check door status through Amazon Alexa, and Google Assistant.

Offline Access Codes™
Grant one-time access through the Lockly Home app without needing an internet connection.

Welcome Mode
Temporarily keep your lock from Auto-Locking for more convenient trusted user access.

History and status monitoring
Check real-time status and history on your smartphone.

Air Transfer
Easily transfer user profiles between Lockly device for seamless setup and access management.

Set up user privileges
Grant sub-admin privileges to allow others to manage your property.

Manage multiple properties
Manage access control and reporting with LocklyOS, the cloud platform for property access management.

For more information, refer to the Lockly Home app or visit support.Lockly.com.

We introduce new features from time to time. Subscribe to our newsletter at lockly.com for product updates, tips, and the latest innovations.
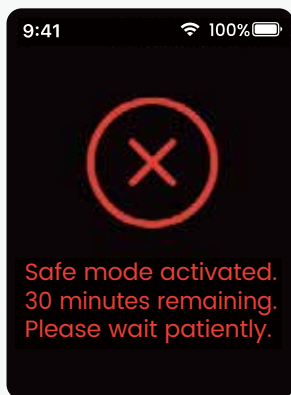
Safe Mode

The smart lock will enter **Safe Mode** when 10 consecutive wrong **access codes** are entered within 10 minutes. In Safe Mode, the lock will display the Safe Mode interface.

You will see a **"30"** on the screen, indicating the number of minutes that the keypad is disabled. After **30 minutes**, you may attempt to enter the correct **access code** to unlock the door.

You can also unlock the door and exit Safe Mode by using your correct fingerprint or the app.

Safe Mode is Enabled

9:41 100%

Safe mode activated.
30 minutes remaining.
Please wait patiently.

Low battery

Condition	Indicator	Solution
Low Battery	When the display shows a low battery alert, and the indoor door lock status light flashes red while emitting a BEEP sound after unlocking, it indicates that the battery is low.	You should replace the batteries immediately to prevent the smart lock from shutting down. Lockly Secure Pro can still operate for 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. You can use the supplied physical backup keys to unlock the door. Alternatively, use a temporary power supply to activate the lock temporarily.
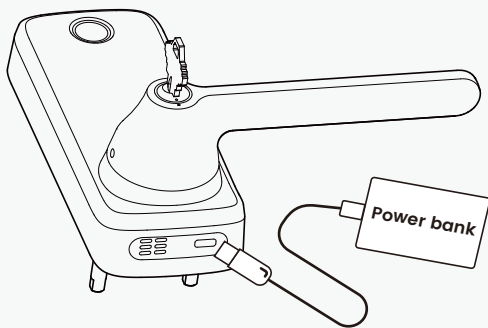
Use a USB-C cable to connect your smart lock to a mobile power source to temporarily activate the screen and enter your access code. Once unlocked, be sure to replace the batteries immediately.

Alerts and sounds

Exterior Assembly Alerts

Fingerprint	
Exterior LED indicator flashes green with a 'beep' sound	Door unlocked
Exterior LED indicator flashes red with two 'beep' sounds	Fingerprint recognition failed
Access Code	
Exterior LED indicator flashes green with a 'beep' sound	Door unlocked
Exterior LED indicator flashes red with two 'beep' sounds	Incorrect access code entered
Voice Control	
Exterior LED indicator flashes green	Door unlocked

Interior Assembly Alerts

Battery	
Interior LED indicator flashes red with a beep sound (x3)	Battery level is less than 20%
Interior LED indicator flashes red with a beep sound (x5)	Battery level is critically low (3 unlocks remaining). Replace new AA alkaline batteries.

Troubleshooting FAQs

Troubleshooting/FAQs

Why is my keypad not responding?
• If the lock displays the Safe Mode interface, your smart lock is in **Safe Mode**. Unlock with other access credentials (fingerprint or mobile app) to exit.
• Check if batteries are installed correctly.
• Refer to support.Lockly.com for more information about **Safe Mode**.

Why is my keypad on full blackout?
• Battery may have been completely depleted. Use the physical key or a USB-C cable to connect your Lockly to a mobile power source to temporary activate the lock. Replace the battery immediately after unlock.

Why is my fingerprint not recognized?
• Check that you are using a registered finger.
• Make sure your finger is clean and dry.
• Position your finger at the centre of the sensor.
• If the fingerprint changes, you need to re-register the new fingerprint.

Why is my Lockly not locked automatically?
• Check if auto lock is disabled in the Lockly Home app.
• **Welcome mode** is currently active. Disable or change setting in Lockly Home app.

How to pair my smart lock with a new phone?
• Download the Lockly Home app on your new device and log in using the same account credentials, follow in-app instructions.

How to pair my smart lock with a new Lockly account?
• You will need to perform a factory reset with the following steps.
  1. On the old Lockly app account, go to Settings > Reset and Pairing > Perform Factory Reset
  2. Download, register and log in to the new Lockly app account. You will need your activation card to set up the device.
• You can perform factory reset on the lock. Refer to Lockly Home app or support.Lockly.com for more details.

Lock Cannot Find WiFi Network?
• Make sure the lock installation location is covered by a stable WiFi network with good signal strength.
• The lock only supports 2.4G WiFi networks. Please check if your wireless router has 2.4G WiFi enabled. If your router has enabled features like "Dual Band Smart Connect" or "Smart Connect" (which combines 2.4G and 5G into one SSID), please access the router settings menu according to the router manual to disable this feature.
• If you have hidden your router's wireless broadcast (SSID), the lock will not be able to scan for WiFi networks. Please enable wireless broadcast.
• If your router is a newer WiFi 6 (802.11ax) or WiFi 7 (802.11be) model, please check the router's wireless settings menu to ensure "WiFi 4 (802.11bgn)" mode is enabled. Menu names may vary between router brands, please refer to your router manual for instructions.

Lockly Technical Support

(669) 500-8835   help@Lockly.com   support.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
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.

IC WARNING
This equipment 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.

⚠️ **WARNING:** Cancer risk from exposure to Lead. See www.P65Warnings.ca.gov.

Let's co-create together!

Have an innovative idea?
Need a new solution for a situation?

Let us know. We are always innovating based on
customer input and feedback.
(669) 500-8835 or hello@Lockly.com

Own a business?
Learn about how LocklyPRO and LocklyOS
can help you in your business.

(510) 288-9928 or prosales@Lockly.com

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