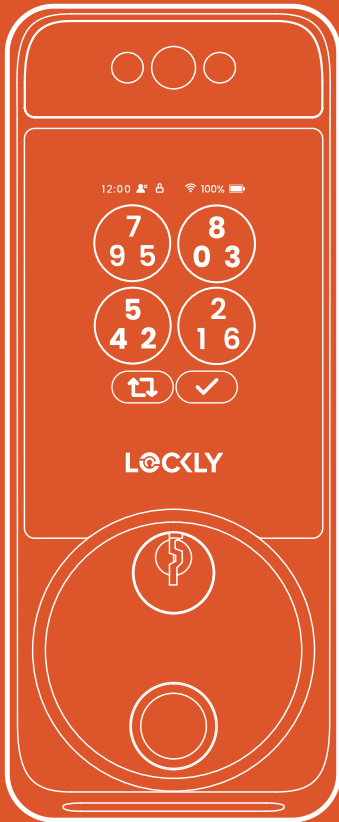


Zeno Series



PGK728WRHK

Start Second

Lockly Visage

Setup and Use

LOCKLY
Enjoy the freedom™



We're Here to Help

Your Lockly smart lock includes lifetime support. If you get locked out, have any issues, or want to share feedback, just contact us, and we'll help you quickly.



(669) 500-8835



help@Lockly.com



support.Lockly.com

Setup

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Download the App and User Manual

Scan or visit Lockly.com/app Download the Lockly Home app



Lockly Home App



The Lockly Home app will guide you through final installation, setup, and creating your user profile for a more tailored and optimized experience.

We're constantly improving our guides and adding new features. Download the latest user guides to help you with setup.



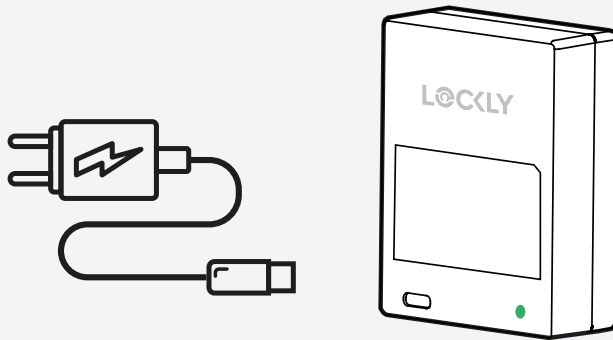
Scan for the most updated version.

Charge the Battery

To help the battery last longer, it is kept with a low charge when stored and shipped. Please fully charge the battery before using it for the first time to ensure it works well.

When the battery is low, the door lock turns off remote access to save power. This means you won't be able to connect the lock to the app or finish setting it up. Make sure the battery is fully charged.

Charge the battery with the included USB Type-C cable and a common mobile device charger (not included) rated 5V/2A or higher. A full charge can take up to 12 hours.



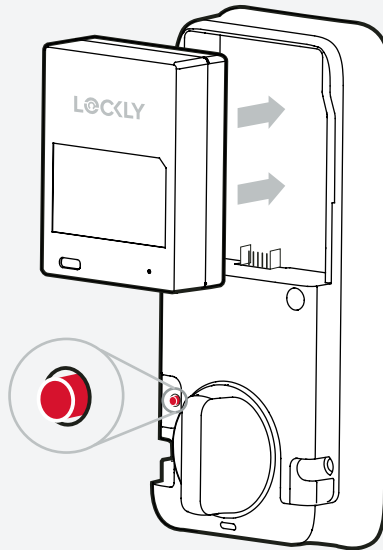
Warning: Lithium batteries cannot be fast-charged. If you use a fast charger, it might not charge properly. Please use a regular charger that provides 5V and at least 2A for charging lithium batteries.

Install Battery and Start Self-Check

Install battery as shown.

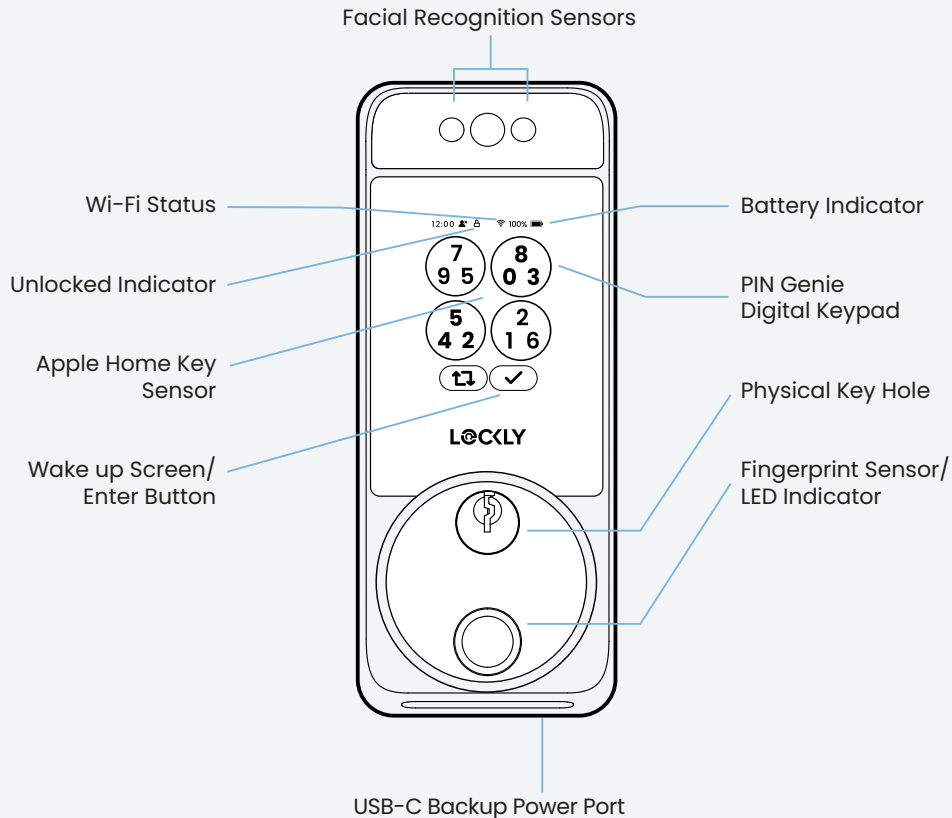
Perform Self-Check (skip if done)

For the first-time installation of your door lock, press and hold the red program button for 4 seconds to start a self-diagnostic. The lock will extend and retract the deadbolt multiple times to determine the proper locking direction for your door.

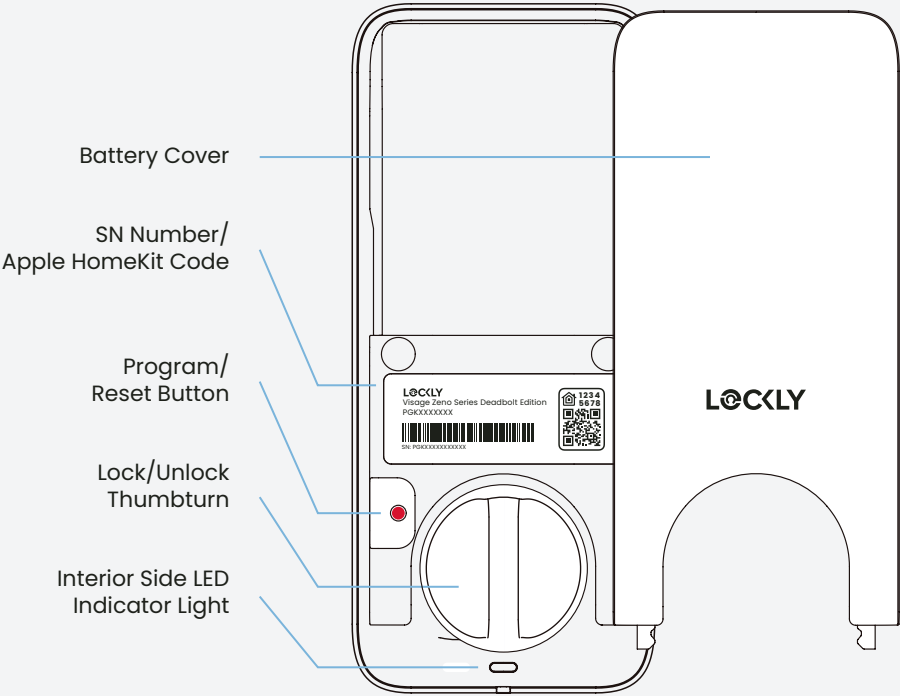


Getting to Know Your Lockly Visage

Exterior

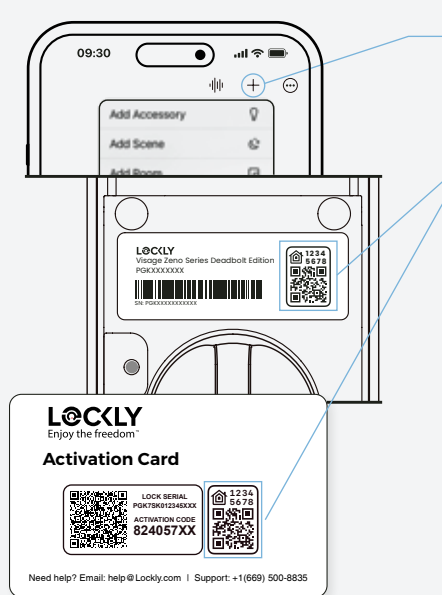


Interior



Set up Apple Home

Unlock your door with your iPhone or Apple Watch and monitor its status through the Home app.



Open Apple's **Home app** and select (+), **Add Accessory**.

Locate the Apple HomeKit code under the battery cover or on the activation card. Scan code when prompted.

Follow the in-app instructions to add your Home Key to your Wallet app.

Important: Bluetooth will turn off 10 minutes after the lock is on.

Bluetooth pairing automatically stops 10 minutes after the lock is powered on. If the lock doesn't appear in the Apple Home app's pairing list, try either removing and reinserting the batteries, or pressing the red program button once to re-enable Bluetooth.



To share access and control remotely through Apple Home, you will need one of the following as a home hub:

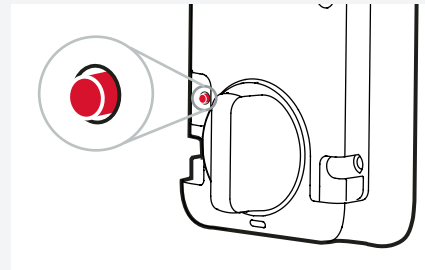
- Apple TV® (4th gen, tvOS 12.0 or higher)
- iPad® (iOS 12.0 or higher)
- HomePod® or HomePod mini®

Set up Lockly Home App

1. Open the Lockly Home app. Register a new account via "Sign Up" or log in if you already have one.
2. Tap the (+) icon to add a new device after logging in.
3. Select your Lockly model from the list and follow in-app instructions to finish setup.

You will need to enter the Activation Code during the pairing process. The Activation Code Card is included in the package. Each specific lock has a unique Activation Code. DO NOT LOSE IT. Keep it in a secure location, as you will be unable to re-pair or reset your lock without it.

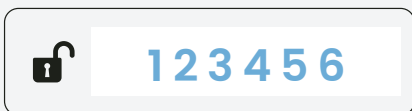
Bluetooth pairing automatically stops 10 minutes after the lock is powered on. If the lock doesn't appear in the Lockly Home app's pairing list, try either removing and reinserting the batteries, or pressing the red program button once to re-enable Bluetooth.



Use

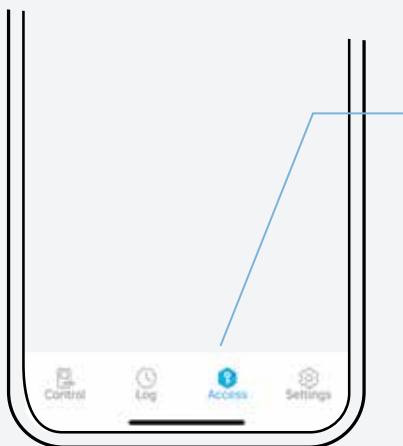
Adding a PIN Code	12
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Adding and Using Additional Access Codes



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.



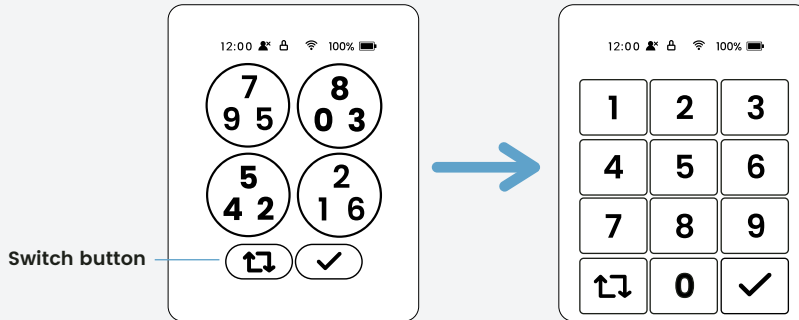
Adding a Code

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.



You can set permanent, recurring, time-based, or one-time access codes via the Lockly Home app.

Keypad Display Switch



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

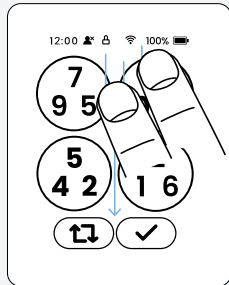


You can toggle between dynamic shuffling and always fixed number location by pressing the enter button for 3 seconds.

If you have not more than 16 PIN codes: You can use either the PIN Genie or numeric keypad to enter your PIN codes. The app can create up to 16 PIN codes that work with both keypads (excluding the master password).

If you have more than 16 PIN codes: You can only use the numeric keypad to enter your PIN codes. If you try to add more than 16 PIN codes that work with both keypads, you will only be able to add new codes using the numeric keypad. A warning will pop up if you attempt to add more passwords with both keypads, indicating that you have exceeded the limit.

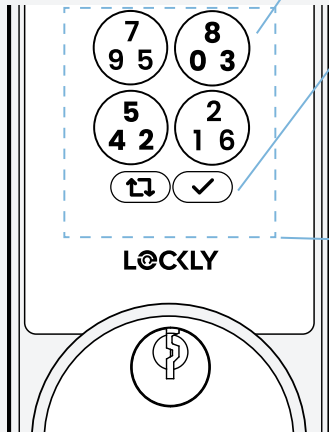
Unlock with Digital Keypad



Unlock

Swipe your hand across the screen to activate the keypad.

Enter your PIN code by pressing anywhere in the circles that contain the corresponding numbers; you do not need to press the exact number.



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

Lock

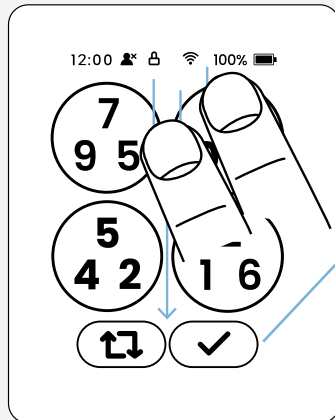
To lock, press the enter button while the screen is active, or swipe your hand across the screen while the screen is off.



Temporarily boost screen brightness by pressing and holding any of the 4 circular number buttons for 3 seconds.

Auto and Manual Locking

When unlocked the  icon will appear on screen.



Auto-Locking

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

Lock Using Digital Screen

Swipe top to bottom with two fingers when screen is off or press the enter button when screen is on.

Interior Locking

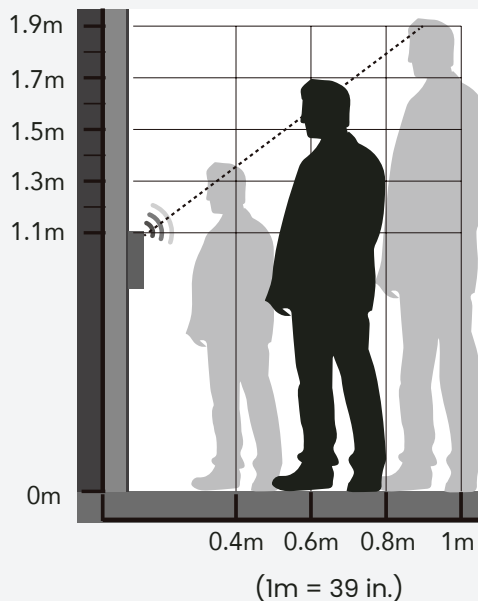
Rotate the thumbturn on the interior assembly.

Lock with Key

Insert physical key and rotate.

Set Up and Use Facial Recognition Unlock

To save power, facial recognition will turn off when the battery is low. Please make sure the battery is fully charged before setting it up.



Environment

Facial recognition works all the time, but for the best results, keep it out of direct sunlight.

Facial Recognition Positioning

For optimal recognition stand between 1 to 3 feet directly in front of the lock.

Register a Face

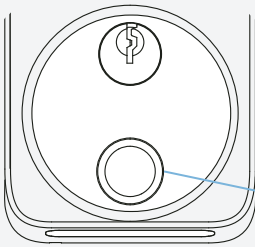
Choose your lock in the Lockly Home app and select **access**, then **user**, **facial recognition**, and follow the in-app instructions.






If you have a twin, a look-alike sibling, or a child under 13, we recommend using a PIN code, fingerprint, or mobile app for authentication.

Recognition

Stand 1 – 3 feet (0.4m – 1m) directly in front of the lock.



The LED ring light around the fingerprint sensor indicates the following for facial recognition:

-  **Blue Light:** face detected; scan started
-  **Green Light:** door is unlocked
-  **Red Light:** adjust your distance and ensure nothing is obstructing your face*

For security reasons, facial recognition will be temporarily disabled after eight failed attempts within two minutes.

*See troubleshooting to learn more.



To conserve battery, facial recognition is automatically disabled when the battery power drops below 20%. To reactivate it, install a fresh battery.

Set up Fingerprint Access and Unlock with Your Finger

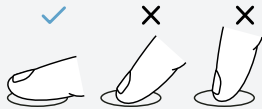
Fingerprint Scanning

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

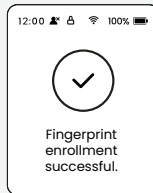
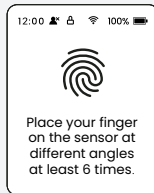
1. Open the Lockly Home app.

2. Select your lock and tap "Access."

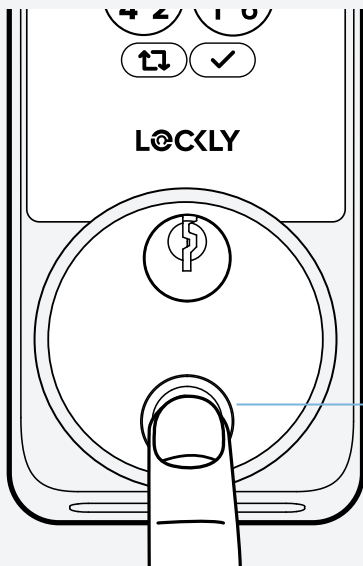
3. Place your finger on the sensor until you hear a short beep.

4. Lift your finger and do it again five more times, moving your finger slightly each time.

5. When you hear a longer beep and see "Fingerprint enrollment successful." on the screen, it means your fingerprint is saved.



If fingerprint registration fails, repeat process.



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 try another registered finger.



Our advanced biometric sensor, integrated with AI learning capabilities, identifies your fingerprint in a mere 0.2 seconds — and its speed and accuracy keep improving with prolonged use.

To ensure optimal performance when your fingerprints undergo significant changes — such as wrinkling caused by moist environments, skin peeling, or alterations due to other conditions — we recommend enrolling multiple fingerprints. This practice guarantees consistent recognition sensitivity and reliability across diverse scenarios.

Unlock with Apple Home Keys


Open your door with your iPhone and Apple Watch.

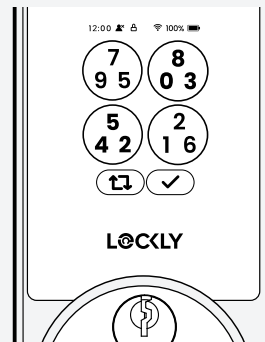
Unlock your door with home key in Apple Wallet (on your compatible iPhone and Apple Watch).

Set up a Home Key

Add your Lockly lock to the Home app. Choose the "Express Mode" unlocking option.

Unlock Your Door with a Home Key

On your iPhone or Apple Watch and with Express Mode turned on, place your device near the  icon to unlock.



Learn more about home key in Apple Wallet on the iPhone User Guide online at: support.apple.com

Unlock with Lockly Home App

Lock, unlock, and check status.

Unlock or Lock

Choose your lock in the Lockly Home app, tap unlock or lock.

Remote App Control

Unlock, lock, check status, and get notifications from anywhere on your smartphone.

History and Status Monitoring

Check real-time status and history on your smartphone.



More Ways to Access and Control

Secure access, control, and monitoring options.



eKeys and eBadges

Share one-time, permanent, recurring, or revocable access with people you trust.



Voice Control

Unlock, lock, or check door status through Amazon Alexa, Apple Siri, 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.



We introduce new features every year. Subscribe to our newsletter at lockly.com for product updates, tips, and the latest innovations.



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.

Alerts and Sounds

Exterior Assembly Alerts

Facial Recognition

Exterior LED indicator flashes blue	Approach detected; Facial recognition started
Exterior LED indicator flashes green	Door unlocked
Exterior LED indicator flashes red	Facial recognition failed

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	Door unlocked
Exterior LED indicator flashes red	Incorrect access code entered

Apple Home Key / Voice Control

Exterior LED indicator flashes green	Door unlocked
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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). Charge battery immediately.

Troubleshooting/FAQs

Why Is My Keypad Not Responding?

- Swipe your hand across the screen to activate the keypad.
- If water is detected, Rain Mode may be activated. Unlock your door with other authentication methods (Apple Home Key, facial recognition, Lockly Home app).
- Check if battery is installed correctly.
- Refer to support.Lockly.com for more information about **Safe Mode** and **Rain Mode**.

Why Is My Keypad On Full Blackout?

- Battery may have been completely depleted. Use the physical key or a Type-C cable to connect your Lockly to a mobile power source to temporary activate the lock. Charge the battery immediately after unlock.

Why Is My Facial Recognition Sensor Not Responding?

- Check the battery level. To extend battery life, facial recognition will be disabled when battery level is dropped below 20%. Charge the battery to reactivate the sensor.
- Facial recognition sensor will be temporarily disabled after consecutive incorrect attempts. Try again after 30 minutes or unlock with other authentication methods (fingerprint, access code, Lockly Home app) to re-activate.

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 center of the sensor.

Troubleshooting/FAQs

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.

Why Is the Battery of My Lockly Visage Depleting Quickly?

- Refer to support.Lockly.com for more tips to improve battery life.

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 Home app account, go to Settings > Reset and Pairing > Perform Factory Reset
 2. Download, register and log in to the new Lockly Home 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.

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 to 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 a minimum distance of 20cm between the radiator & your body.

IC WARNING

This device contains license-exempt transmitter(s) that comply with Innovation, Science and Economic Development Canada's license-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 4.5 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 4.5 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: 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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Patent No. US 9,881,146 B2 | US 9,853,815 B2 | US 9,665,706 B2 | More patents refer to <https://lockly.com/pages/our-patents>

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. 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. Apple, Apple Home, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone, and tvOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

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(See details on the inside back cover).