Zeno Series

PGK728WRHK

2

Start Second

Lockly Visage

Setup and Use

LOCKLY
Enjoy the freedom™

We’re here to help

Your Lockly smart lock comes with lifetime technical support. Feel free to contact us with any questions or comments.

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

Setup

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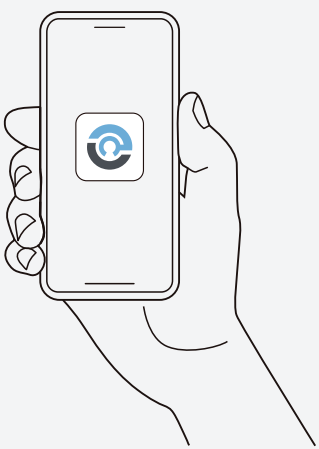
Download the Lockly app

Scan or visit Lockly.com/app



Download on the App Store

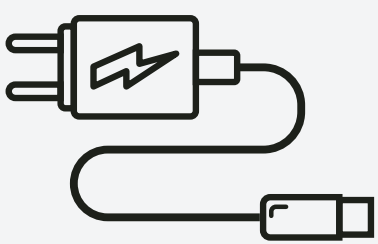
GET IT ON Google Play

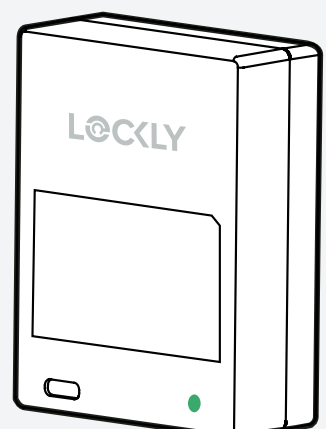
The Lockly app will guide you through final installation, setup, and creating your user profile for a more tailored and optimized experience.

Charge the battery

Ensure battery has been fully charged.

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





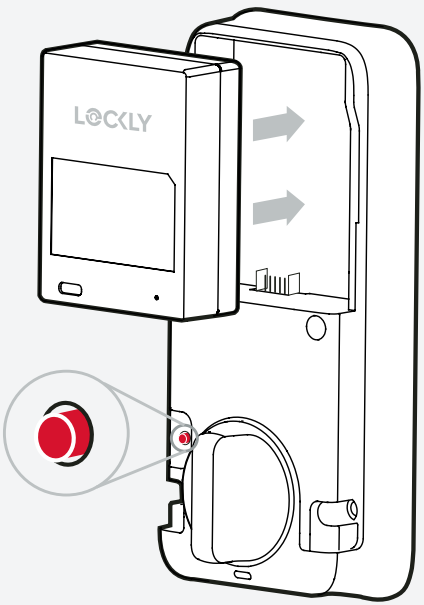
Install battery and start self-check

Ensure battery has been fully charged.

Install battery as shown.

Perform self-check (skip if done)
Immediately hold the red program button for 4 seconds. The lock will perform a self-diagnostic by extending and retracting the deadbolt multiple times.

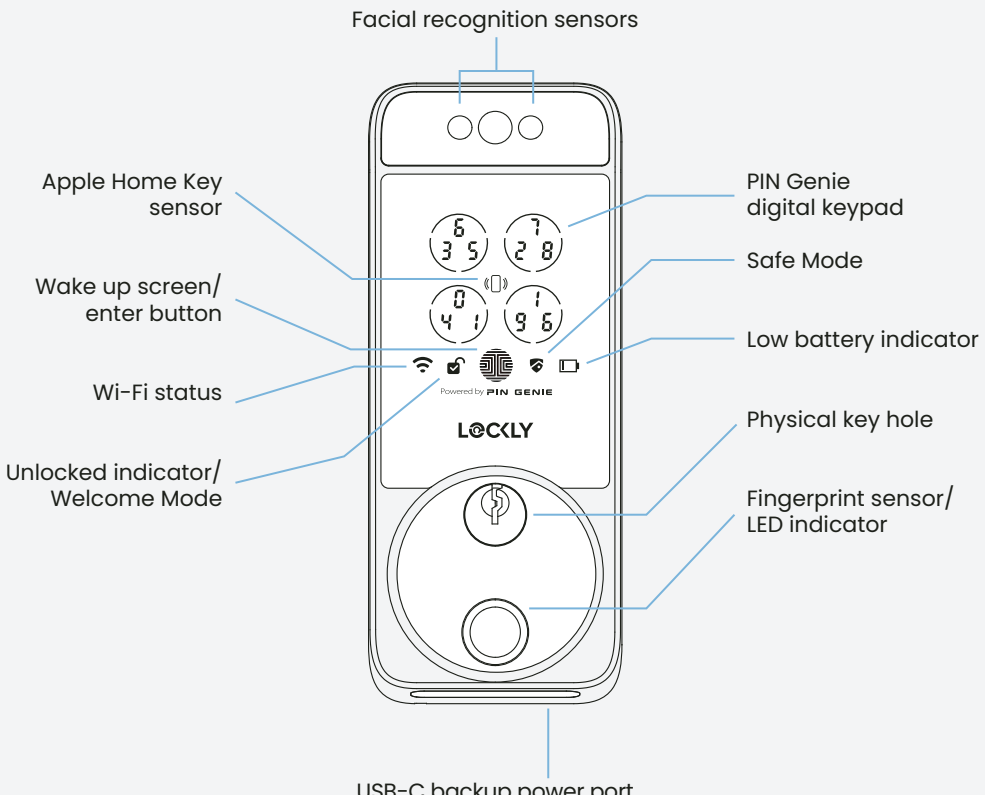
Open the Lockly app and tap (**+**) to add a new device. Locate your Lockly model and follow in-app instructions to continue setup.



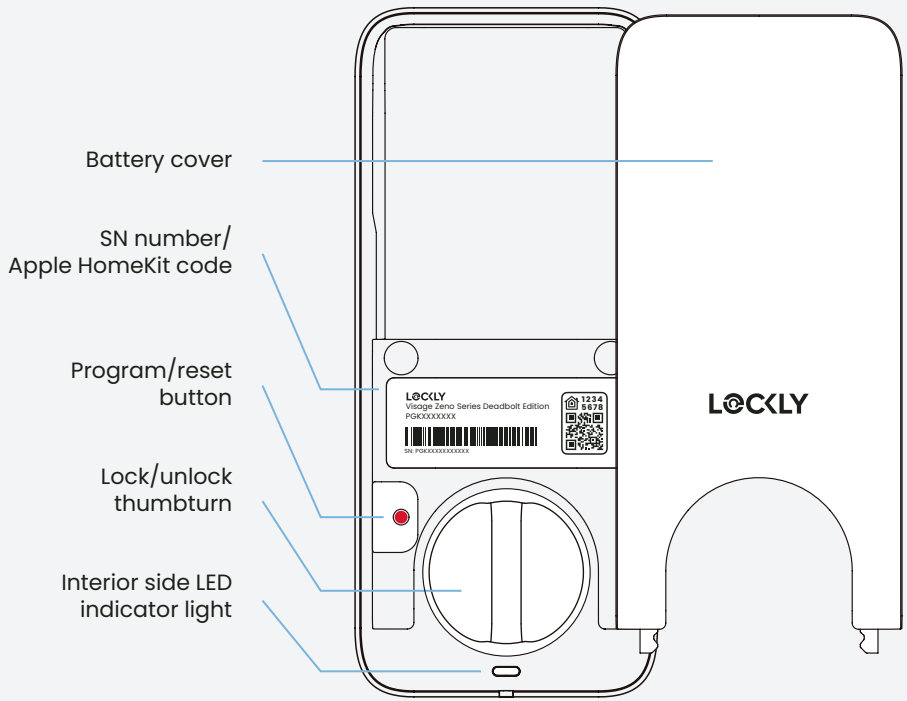
After 10 minutes of powering on, the Bluetooth connection will be disabled, preventing pairing with the Lockly or Home app. To re-enter Pairing Mode, reinstall the battery or press the Program button. You can also reactivate Bluetooth pairing by tapping the "**BL**" in the circle on the keypad.

Getting to know your Lockly Visage

Exterior

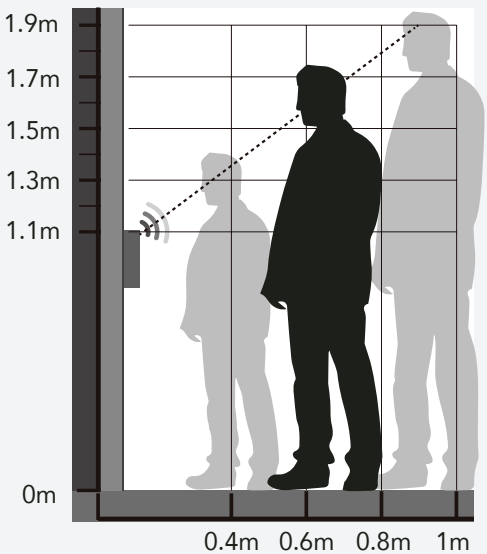


Interior


Battery cover
SN number/
Apple HomeKit code
Program/reset
button
Lock/unlock
thumbturn
Interior side LED
indicator light
LOCKLY
Visage Zeno Series Deadbolt Edition
PGKXXXXXXX
1234
5678
LOCKLY

Set up facial recognition

Ensure battery has been fully charged.



(1m = 39 in.)

Environment
For optimum performance, ensure the area is well-lit but not too bright.

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

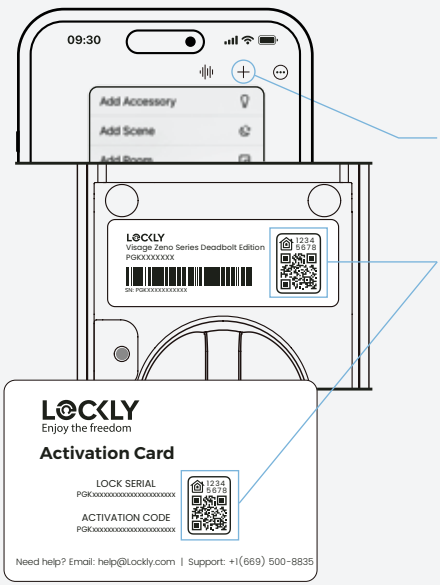
Register a face
Choose your lock in the Lockly app and select **access**, then **user**, **facial recognition**, and follow the in-app instructions.

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.

Set up Apple Home

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

Works with Apple Home



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.

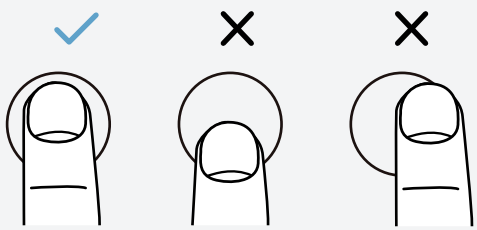
To share access and control remotely through Apple Home, you will need one of the following as a home hub:

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

Set up fingerprint access

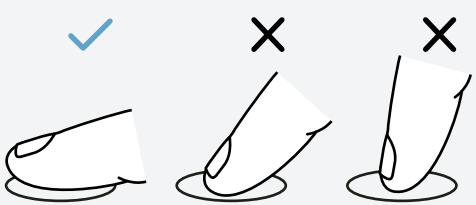
Fingerprint scanning

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



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

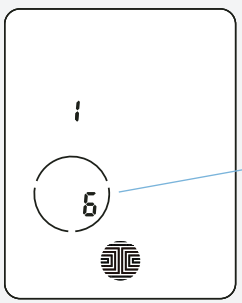
Avoid positioning finger too much off-center left or right.

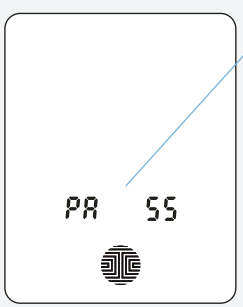


Angle
Keep finger straight and somewhat flat; avoid holding at an angle.

Adding a fingerprint

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





Scanning process

Your finger will be scanned six times for optimal accuracy. The countdown shows in the lower-left circle of the digital screen, starting from six.

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

If fingerprint registration fails, repeat process.

Use

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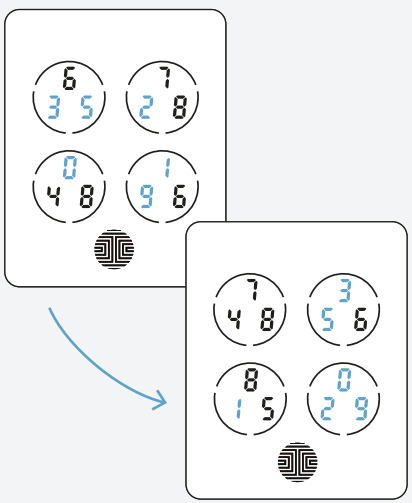
PIN Genie™ keypad

Dynamic shuffling technology

Exclusive hack-proof PIN Genie digital keypad shuffles PIN (personal identification number) between each use.



The same PIN shuffles location between each use.

Using

PIN codes are made up of six digits, for example **3 5 1 2 9 0.** Each number can show up anywhere in one of three positions inside for circles.

Simply press anywhere on a circle containing the corresponding number to enter your six digit PIN code.

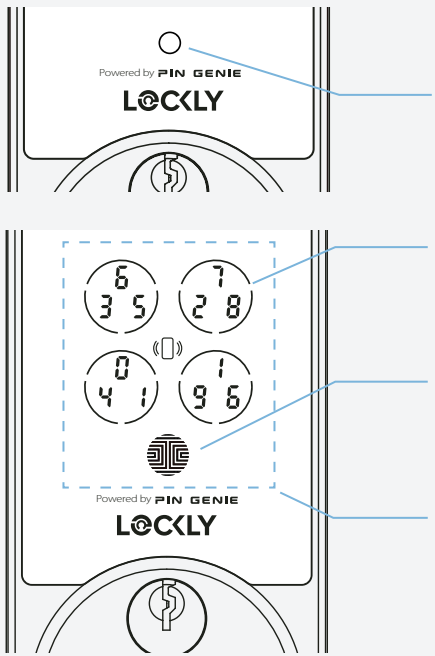
Unlocking

After all six numbers are entered press the enter button to unlock.

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

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

Unlock with digital keypad



Unlock
Press the circle to wake screen.

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

Press the **enter** button after the last digit of your PIN code has been entered.

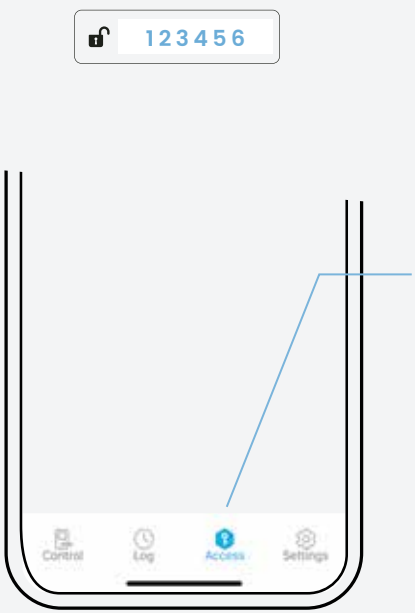
Lock
To lock, press the enter button while the screen is active, or the area of the 4 circilar number buttons while the screen is off.

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

Adding additional access codes

Access code types

Set permanent, recurring, time-based, or one-time use access codes.



Default PIN code

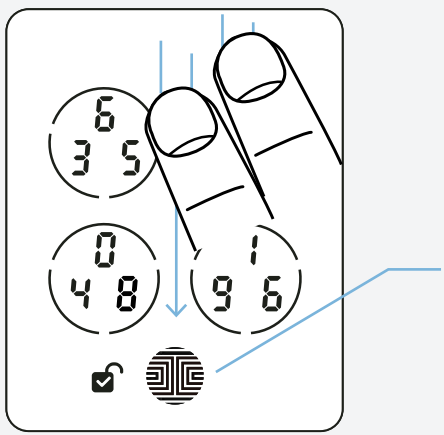
The default PIN code is 1 2 3 4 5 6. During setup, you will be prompted to set a new code to replace it.

Adding a code

Select your lock from the Lockly app, then select **Access** then **user, Access Code** and follow the on-screen instructions to setup the various types of codes.

Auto and manual locking

When unlocked the icon will appear on screen.



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

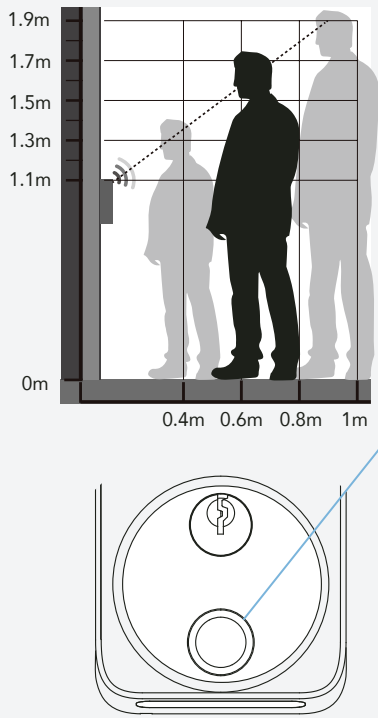
Lock using digital screen
Swipe top to bottom with two fingers when screen is off or press the enter button when screen is on.

Interior locking
Rotate the thumbturn on the interior assembly.

Lock with key
Insert physical key and rotate.

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

Unlock with facial recognition



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*

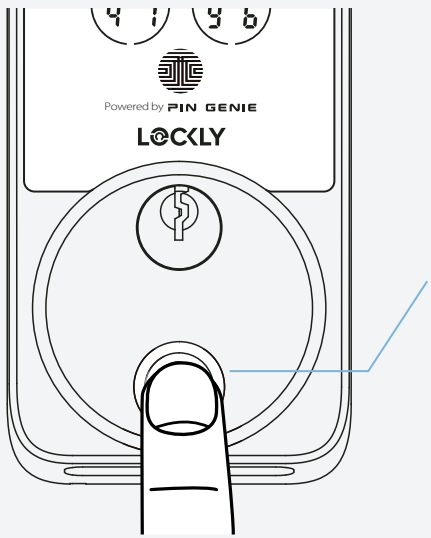
For security reasons, facial recognition will be temporarily disabled after eight failed attempts within two minutes.

*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.

Unlock with your finger

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 try another registered finger.

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

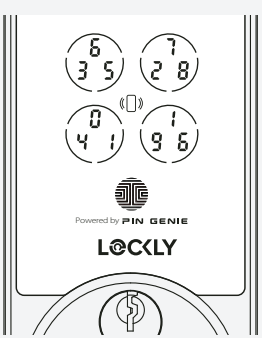
Unlock with Apple home Keys

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 app

Lock, unlock, and check status.

Unlock or lock
Choose your lock in the Lockly 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 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 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
Fingerptint	
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

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

Troubleshooting/FAQs

Why is my keypad not responding?

- Press the circle ◯ on the keypad to activate it.
- If is flashing, your smart lock is in **Safe Mode**. Unlock with other access credentials (fingerprint, mobile app, home key or physical key) to exit.
- If water is detected, **Rain Mode** may be activated. Unlock your door with other authentication methods (Apple Home Keys, facial recognition, Lockly 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 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.

Why is my Lockly not locked automatically?

- Check if auto lock is disabled in the Lockly app.
- **Welcome mode** is currently active. Disable or change setting in Lockly 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 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 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 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.

© Copyright 2024 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 | patternity technology patterned or parents and pattern pending.

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.

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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.

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