LOCKLY GUARD™

FOR COMMERCIAL USE & PROFESSIONAL INSTALLATION

WWW.LOCKLYPRO.COM
PGI302/PGI303FC

INGRESS
INGRESS VISION

USER MANUAL
INGRESS VISION SMART ACCESS CONTROL

Table of Contents

For additional support,
visit Locklypro.com/support
or email: prosales@lockly.com

1.1 Product Features

Video Monitoring and Recording ()
Full HD video camera streaming directly to your smartphone in real-time, gives a head to toe 130° view angle of who's at your front door. Video recordings are stored locally with no monthly fees.

Patented Hack-Proof PIN Genie Keypad
Digits are randomly displayed on the keypad ensuring access codes to be undetectable to intruders after repeated use. Numbers are randomly distributed across 4 buttons, with 3 numbers in each button. Users can press any button showing their number. Location of the numbers are always different everytime someone uses the keypad, making it hard for prying eyes to guess the correct code.

Multiple Access Codes & Monitoring
Store up to 100 Access Codes for family, friends and guests, as well as monitor entry and exit records.

Advanced 3D Fingerprint Recognition
Biometric Fingerprint Recognition protocol allows up to 99 registered fingerprints to be used and accepts only actual fingerprints - preventing lifted prints from being used.

Live Monitoring
Through your smartphone, monitor door access from anywhere in the world and securely control who comes and goes.

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.

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

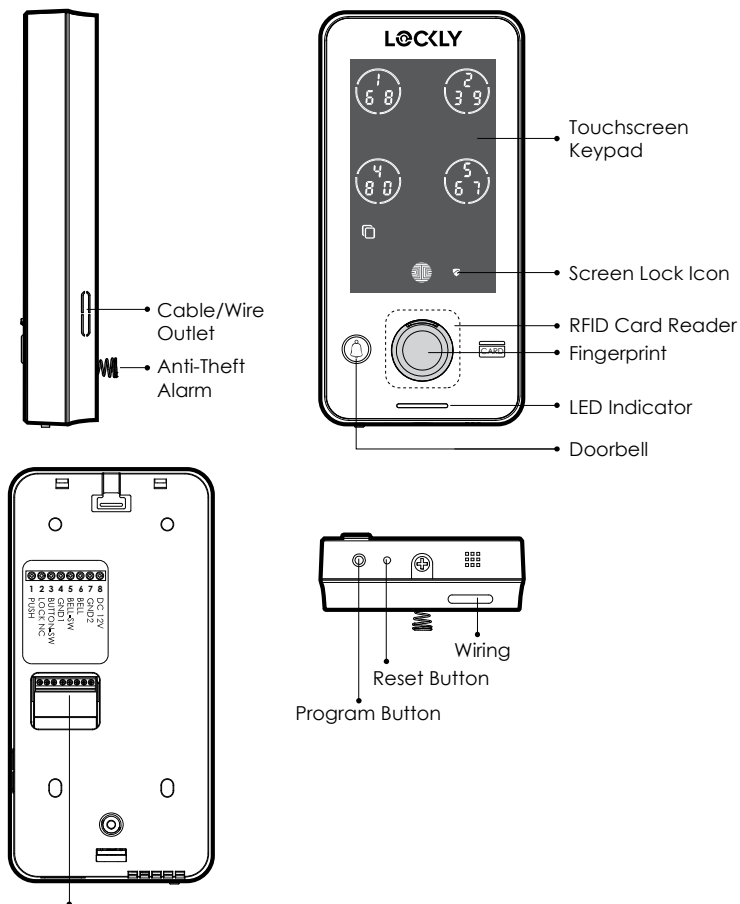**Multi-Tier Access Verification**
Improved security with a combination of fingerprint, password or RFID card access verification before unlocking.

Upgradable Property Management Solution
Programmed to manage a single household or office unit or upgrade to multiple unit management to grant sub-admin access and control to tenants or unit residents. It can also be used as employee access management system.

2.1 Product Overview - PGI302

Touchscreen Keypad

Screen Lock Icon

RFID Card Reader

Fingerprint

LED Indicator

Doorbell

Cable/Wire Outlet

Anti-Theft Alarm

Wiring

Reset Button

Program Button

❶ PUSH	Lock Control Port		To ensure the device works properly, please make sure the wires are connected according to this diagram.
❷ LOCKLY NC	Door Open Detection Port		
❸ BUTTON-SW	Door Exit Button Port +	Wiegand 26 Data 0	
❹ GND1	Door Exit Button Port -	Doorbell Button Port	Wiegand 26 GND 1
❺ BELL-SW	Doorbell Button Port +	Wiegand 26 Data 1	
❻ BELL	Doorbell Signal Port		
❼ GND2	Access Control Power -	Doorbell Power -	
❽ DC12V	Access Control Power +	Doorbell Power +	

2.1 Product Overview - PGI303FC

Full HD video Camera

Touchscreen Keypad

Screen Lock Icon

RFID Card Reader

Fingerprint

Speaker Port

LED Indicator

Doorbell

Cable/Wire Outlet

Anti-Theft Alarm

Wiring

Reset Button

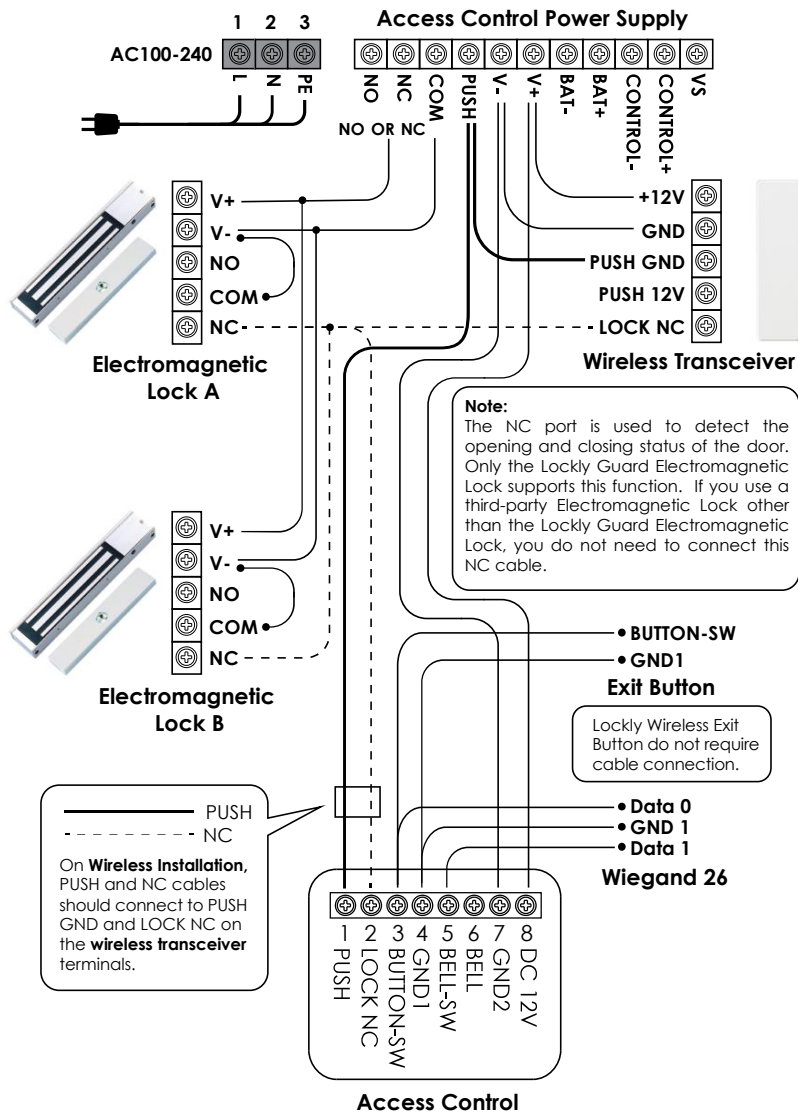Program Button

❶ PUSH	Lock Control Port	⚠ To ensure the device works properly, please make sure the wires are connected according to this diagram.		
❷ LOCKLY NC	Door Open Detection Port			
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❺ BELL-SW	Doorbell Button Port +	Wiegand 26 Data 1		
❻ BELL	Doorbell Signal Port			
❼ GND2	Access Control Power -	Doorbell Power -		
❽ DC12V	Access Control Power +	Doorbell Power +		

2.2 Wiring Diagram

Access Control Power Supply

AC100-240

L N PE

NO OR NC

Electromagnetic Lock A

V+
V-
NO
COM
NC

Electromagnetic Lock B

V+
V-
NO
COM
NC

+12V
GND
PUSH GND
PUSH 12V
LOCK NC

Wireless Transceiver

Note:
The NC port is used to detect the opening and closing status of the door. Only the Lockly Guard Electromagnetic Lock supports this function. If you use a third-party Electromagnetic Lock other than the Lockly Guard Electromagnetic Lock, you do not need to connect this NC cable.

• BUTTON-SW
• GND1
Exit Button

Lockly Wireless Exit Button do not require cable connection.

• Data 0
• GND 1
• Data 1
Wiegand 26

PUSH
NC

On **Wireless Installation,** PUSH and NC cables should connect to PUSH GND and LOCK NC on the **wireless transceiver** terminals.

1 PUSH
2 LOCK NC
3 BUTTON-SW
4 GND1
5 BELL-SW
6 BELL
7 GND2
8 DC 12V

Access Control

2.3 Installation Diagram

2.3.1 Wired Installation

Access Control   Power Supply
DC 12V ———————————— V+
GND ———————————— V-
PUSH- ———————————— PUSH

Power Supply

Power Supply   Electromagnetic Lock
NO OR NC ———————————— V+
COM ———————————— V-

Access Control   Electromagnetic Lock
LOCK NC ———————————— NC

Exit Button
——— BUTTON-SW
——— GND1

2.3.2 Wireless Installation

Wireless Transceiver   Power Supply
+12V ———————————— V+
GND ———————————— V-
PUSH GND ———————————— PUSH

Power Supply

Power Supply   Electromagnetic Lock
NO OR NC ———————————— V+
COM ———————————— V-

Wireless Transceiver   Electromagnetic Lock
LOCK NC ———————————— NC

Wireless Exit Button

Access Control   Power Supply
DC 12V ———————————— V+
GND ———————————— V-

# 2.4 Understanding Your New Lock

After the installation of your new Lockly Guard, understanding some key functions of operating your smart lock is important. The next sections will walk you through configuring Access Codes, adding fingerprints, registering RFIDs and other features of your lock.

For any questions you can always visit **Locklypro.com/support** for assistance.

Don't forget that in order for Lockly Guard to work with full features, it is required to pair it with the LocklyPro App available for both iOS and Android™ smart devices. Please download the app by visiting the link below.
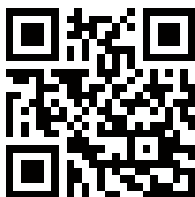
**Scan or visit
Locklypro.com/app**
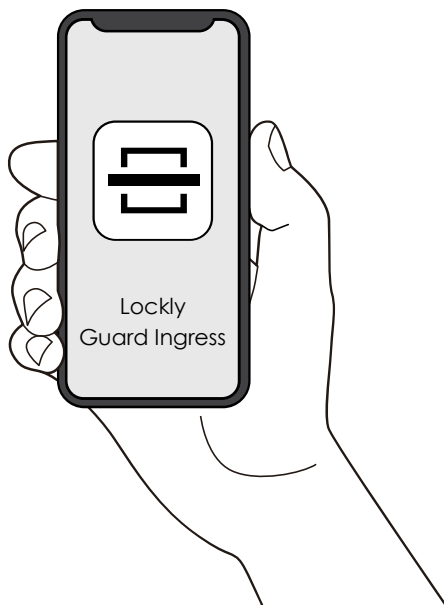
2.5 Pair Lock with the LocklyPro App

To pair your lock with the free LocklyPro App mobile app, you must have your Activation Code available. The Activation Code is specific to your lock and is located on the Activation Code Card included with you smart lock.

⚠ The Activation Code is unique to each specific lock. DO NOT LOSE IT. Keep it in a safe place, as you will not be able to re-pair or reset your lock without it.

1. If you have not, download the LocklyPro App from the App Store or on Google Play.
2. Open the App and create an account, or log into your existing account.
3. Select set up a new device.
3. Stand within Bluetooth range (10/ft or less) of lock and choose lock model you wish to pair.
4. Turn on your Bluetooth through your phone settings and select start connecting.
5. Choose the lock you wish to pair (e.g. Lockly Guard Ingress) and select Yes.

Continue to follow on-screen instruction to complete pairing and set-up.

⚠ **IMPORTANT:** When the lock is not pairing with the app, press the program bottom, the screen will display 🔵 and you will hear a beep for 1s. Enter the administrator password (the initial password is 123456).
We recommend pairing your lock to your smart phone to manage registering access. Once paired with a smart phone, the Program button will be disabled. When entering the settings mode, there will be only one option to connect via Bluetooth, register fingerprints and access codes.

You can also enter the initial code to enter the main interface of settings mode. When the administrator password is forgotten, the initial code will be your only key to enter the setting mode. Keep it properly and securely.

2.6 Rebooting Your Lock

> ⚠️ **NOTICE** Reboot Lockly Guard in case of power failure or malfunction. No settings will be changed and all Access Codes will still be stored within Lockly Guard.

Press and release the reboot button when you want to reboot the lock. Your Lockly Guard 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 Guard Ingress lock. You will need something small such as a paperclip, to press the reboot button. Insert the paperclip and press down firmly and let go. Your screen should restart and the lock should reboot automatically.

Reboot button
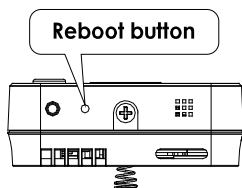
2.7 Keypad Display Switch

For your extra peace of mind, the touchscreen is set by default to PIN Genie hack-proof keypad. It can be changed to a fixed digit keypad by tapping the switch pad icon located at the bottom left of the screen.

A   B
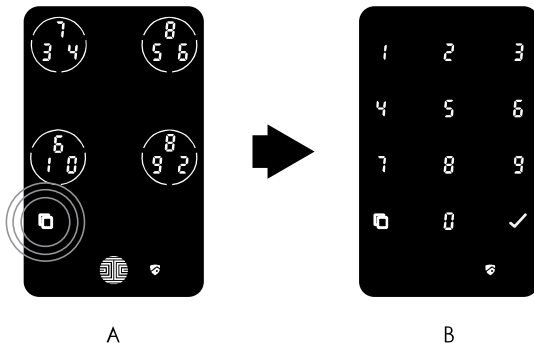
If you're using a fixed digit keypad (B), you can hide your access code by setting up a long random code before and after your access code. Your long random pass code can be a set of 20-digits including your access code. We strongly recommend to use PIN Genie mode of touchscreen for added security.
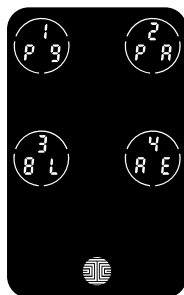
3.1 Programming Mode
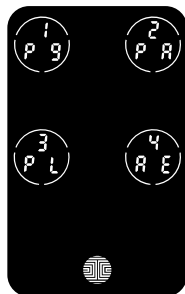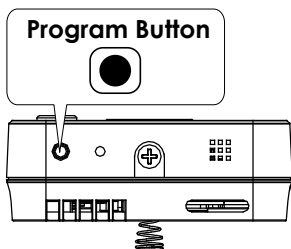
Program Button

To enter Programming Mode, press the program button at the bottom of Lockly Guard Ingress. And you will see the shield logo and hear a short beep.

Enter "Activation code" then tap 🛡 to enter Programming Mode.

Number		Mode
1	P9	Add / Delete / Check Access Codes Fingerprint or RFID Card
2	PR	Pair Vision Connect Hub
3	BL	Reactivate Bluetooth
4	RE	Restore Factory Settings

After entering Programming Mode, you should see the screen as displayed to the right on your Lockly Guard Ingress keypad. Click the button according to the action you wish to perform.

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.

> ⚠ **IMPORTANT**
> Once the lock is paired with LocklyPro App, the Program button will be disabled. Registering access codes, fingerprints and RFID card can be easily done through your smart phone.

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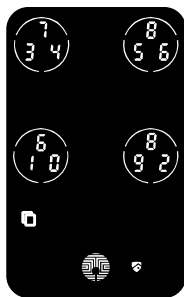
There are a total of five (5) buttons on the keypad as shown in the example image to the left. The numbers in each button may differ than what is shown on your device than what is displayed here.

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.

OK Button

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

Your new Lockly Guard Ingress 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 **100 sets** of Access Codes can be stored for use at any given time. To add more than 100 sets of Access Codes, you must delete an existing Access Code before adding a new code.

There are different types of Access Codes that can be generated using the LocklyPro App. Each type of access code have different levels of permission you can select for your guests, tenants, deliveries, helpers, etc., To learn more on different types of access codes, visit: http://www.support.lockly.com/faq/accesscodes.
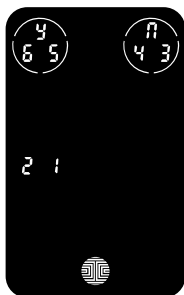
3.3 Adding an Access Code
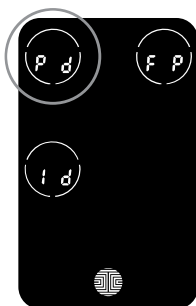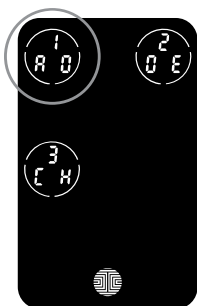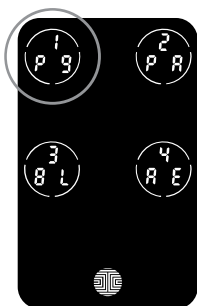
While in Programming Mode, select **"1PG"** to add an Access Code. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"1PG"** then press **"1AD"** and select **"Pd"** to add an Access Code.
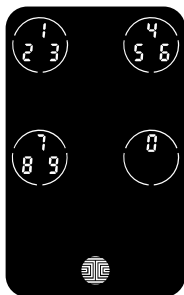
Enter your **new 6 - 8 digit Access Code** and press 🪢 when you are finished. You will then re-enter the code to confirm your new Access Code.

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. For "6", you would touch the upper right button.

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 🪢
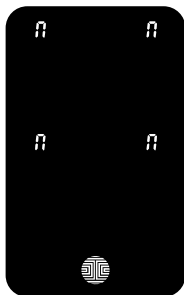
If the two (2) **Access Codes** you entered does not match, an error message will appear on the screen (As shown to the left). Press 🪢 to return to the **Programming** Screen and try again. **See Section 3.1.**
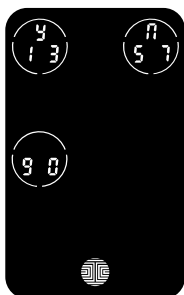
3.4 Deleting an Access Code
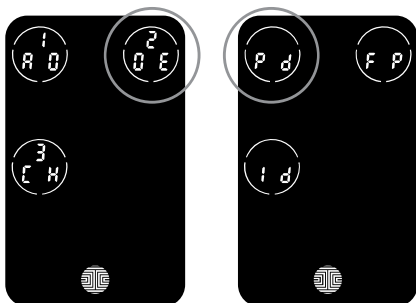
While in Programming Mode, select **"2DE"** to delete an Access Code. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"1PG"** then press **"2DE"** and select **"Pd"** to delete an Access Code.
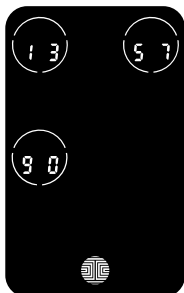
Active Access Codes will then be displayed on the screen in sequence from left to right, top to bottom. In the example shown on the left, the Access Code displayed is **1 3 5 7 9 0.**

Skim 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 button for **3 seconds**.

Once you have selected the Access Code you want to delete, Lockly Guard Ingress 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 to delete, or to cancel.

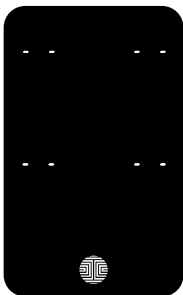**!** **NOTICE** There are two incidents where your Access Code cannot be deleted.
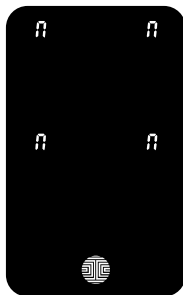
3.4 Deleting an Access Code (Continued)

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

❷ There is only one 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.

No Access Codes Set
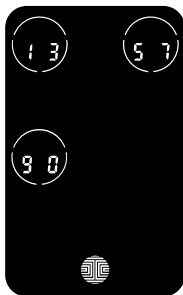
Only one Active Access Code

3.5 Checking the Access Codes

While in Programming Mode, select **"3CH"** to check registered Access Codes. If you are not in Programming Mode, please see **Section 3.1** 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 right, the Access Code displayed is 1 3 5 7 9 0 .
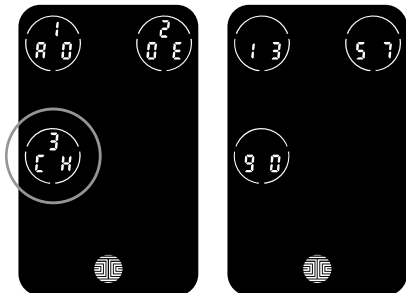
Rotate through the different Access Codes by touching any number on the screen. To exit Check Access Code screen, simply press the button.

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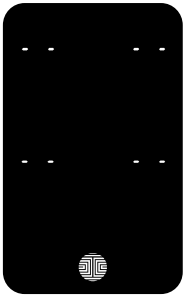
If there are no Access Codes registered in your smart lock, Check Access Code mode will be invalid. The default Access Code will not be shown on the display keypad, and you will see the following screen shown to the left instead.

3.6 Adding a Fingerprint

We are using an advanced biometric sensor, providing the most secure fingerprint authentication. For security reasons, Lockly Guard 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

OK

Concentric or Parallel Pattern with no Cross Intersection Lines

Not OK
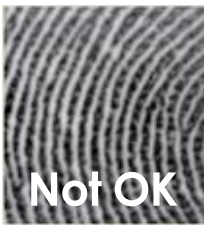
Fingerprint with Scars or Worn Out Ridges

Not OK

3.6 Adding a Fingerprint (Continued)

The **fingerprint sensor** equipped in your smart lock is loaded with powerful fingerprint algorithms to extract only metadata 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.
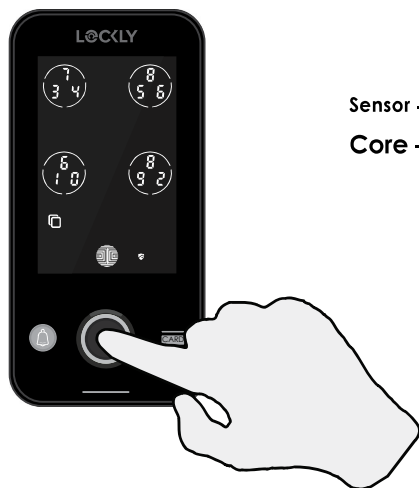
Sensor

Core

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

o Correct

Top View

o Incorrect

Top View

Side View

Side View

3.6 Adding a Fingerprint (Continued)

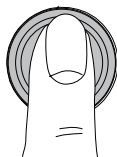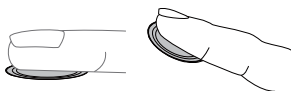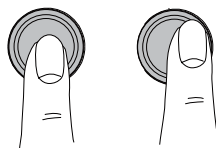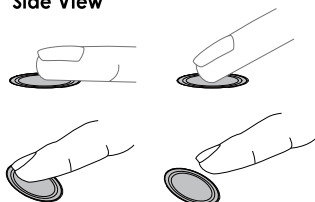Your Lockly can register up to ninety-nine (99) fingerprints. Please read the following sections if you want to add or delete fingerprints. We recommend using your app to add fingerprints, however, the following section can show you without using the app.

While in Programming Mode, select **"1AD"** to add an Fingerprint. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"1PG"** then press **"1AD"** and select **"FP"** to register a Fingerprint.
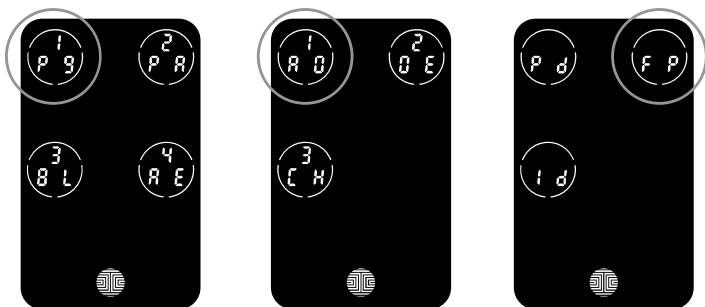
Upon pressing **"FP"**, you will enter Fingerprint Registration Mode and you will see a green LED ring light up on the fingerprint panel on the exterior of Lockly.

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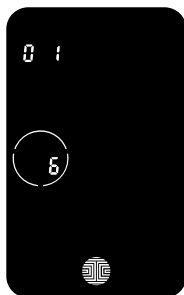
Once you're in Fingerprint Registration Mode you will see two numbers displayed on keypad. The top number is your Fingerprint Registration number, in this example to the left, "1". The bottom number will always start with a "6".

You must successfully scan your fingerprint six (6) times for it to properly register. Every ti 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.

3.6 Adding a Fingerprint (Continued)

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

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 video doorbell light indicator will blink green.

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

OK Button

3.7 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.
• 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 moisture from 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

3.8 Deleting Fingerprint

While in **Programming Mode**, select **"2DE"** to delete a **Fingerprint**. If you are not in **Programming Mode**, please see **Section 3.1** to enter **Programming Mode.**

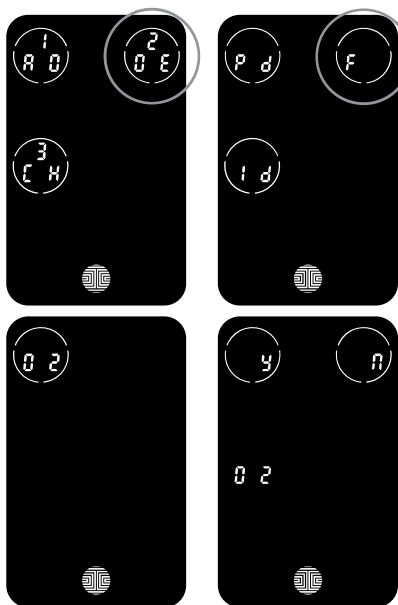After pressing **"1PG"** then press **"2DE"**, select **"FP"** to delete a **fingerprint.**

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 3 seconds to **delete**. (Example shown - "02")

You will then see a confirmation page displaying ⅄ and Ⴖ with the fingerprint number you are deleting displayed in the lower left.

Alternatively, while on Programming Mode, select **"2DE"**, then press **"FP"** and place the registered fingerprint you want to delete on the fingerprint sensor. Your smart lock will identify the fingerprint and jump to confirmation page displaying ⅄ and Ⴖ. Select **Y** to delete or **N** to cancel.

*Only works when lock is not paired with a smart phone device. If paired to a device please delete your fingerprints from the administrative device paired to your lock.

3.9 Adding RFID

While in Programming Mode, select **"1AD"** to add an RFID card. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"1PG"** , then press **"1AD"** select **"Id"** to add an RFID card.
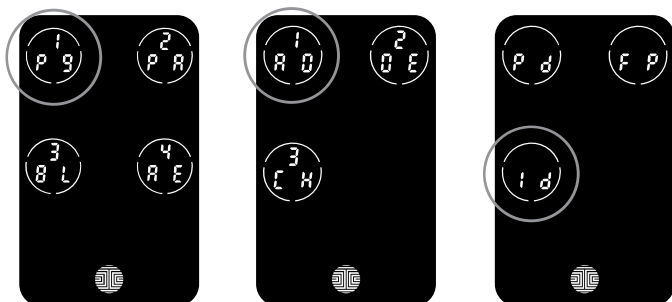
1. Put the RFID card to the RFID card sensor position on exterior panel.

2. **PASS** will show on the keypad once card is registered successfully.

RFID Card Reader

3.10 Deleting RFID

While in Programming Mode, select **"2DE"** to delete an RFID card. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"1PG"** , then press **"2DE"** select **"Id"** to delete an RFID card.
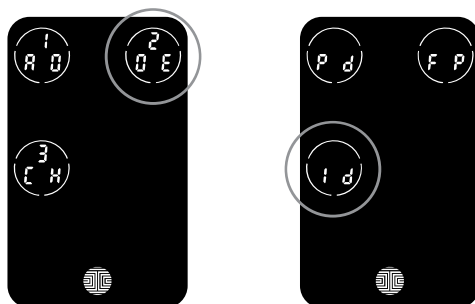
Your registered RFID card will be displayed on the screen. Tap the screen to show the next registered RFID. When you have found the RFID card you want to delete, press and hold the 🔲 button for 3 seconds to

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

Alternatively, while on Programming Mode, select **"2DE"**, then press **"Id"** and place the registered RFID card to delete on the card reader. Your smart lock will identify the RFID card and jump to confirmation page displaying **Y** and **N** . Select **Y** to delete or **N** to cancel.

3.11 Adding a Wireless Device

While in Programming Mode, select **"2PR"** to add or delete a wireless device. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"2PR"**, select **"AD"** to add a wireless device.

You have entered the pairing mode when **"PR"** button flashes. You have the options to pair **"01 "** Wireless Transceiver or **"02"** Wireless Doorbell. Select the wireless device you want to pair. You will hear a long beep and see the green light indicator when the device is paired successfully.

If pairing is unsuccessful, you will hear a beep and **three red light indicator flashes** and it will exit the pairing mode. You will need to re-enter the programming mode, then pairing mode **"2PR"** to re-pair the device.
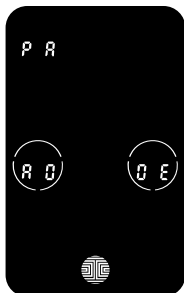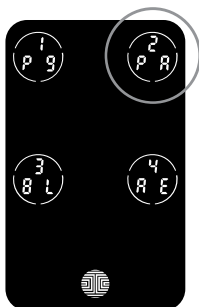
Press **"PR"** in the setting main interface to enter the wireless device pairing mode.

You can select **"AD"** to add wireless devices or **"DE"** to delete wireless. devices.
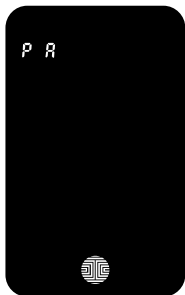
Select **"AD"** to add a wireless device, and the **"PR"** icon will flash. At this time, please enter the Lockly Guard LINK+ (PGH222), the Wireless Transceiver (PGA300RF) or the Wireless Chime (PGA381) into the pairing mode. When you hear a long beep and the green light indicator is ON, the wireless device pairing is successful. If pairing is unsuccessful within 3 minutes, you will hear a beep, red light will blink x 3, then exits the pairing mode.

3.12 Deleting a Wireless Device

While in Programming Mode, select **"2PR"** to add or delete a wireless device. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"2PR"**, select **"DE"** to delete a wireless device.

You have entered the pairing mode when **"PR"** button flashes. You have the options to delete **"01"** Wireless Transceiver or **"02"** Wireless Doorbell. Select the wireless device you want to delete. Select **Y** to **confirm** or **N** to **cancel** deletion of the wireless device. When the wireless device is deleted, the number of the wireless device will not be displayed.

> ⚠ **NOTE:** If you're pairing a Wi-Fi Hub to your Lockly Guard, it can be done through the app. Likewise, the Wi-FI Hub can only be deleted in the app.
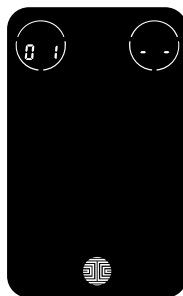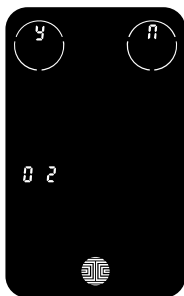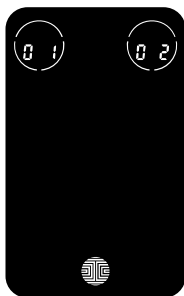
Press **"DE"** to enter the delete query interface, touch the number and select to delete the corresponding wireless device.
Serial number represents RF equipment type
0 1 represents receiving box
0 2 stands for wireless doorbell
Select Y / N to confirm / cancel the deletion of the wireless device. When the wireless device is not paired, the number of the wireless device will not be displayed.
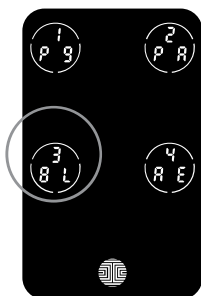
> ⚠ **NOTICE** Lockly Guard LINK+ (PGH222) can only be deleted in app.

3.13 Pairing via Bluetooth

In order to setup the Lockly Guard Ingress to another smart phone, you will need to enter the programming mode.

While in Programming Mode, select **"3BL"** to pair a new smart phone. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

After pressing **"3BL"**, the BL icon will flash and you will here short beeps. You need to wait and allow the pairing of new devices.

You will hear long beep and the green light will be on, if the pairing is successful. You will here 3 short beeps and the red light will be on if pairing is unsuccessful. You will need to re-enter the programming mode, then Bluetooth pairing mode **"3BL"** to re-pair the device.

3.14 Resetting

IMPORTANT: Before performing a reset, please be reminded that all information on the lock will be deleted included stored fingerprints, access codes, eKeys, RFIDs and access records. You will be required to enter you Activation Code once you are ready to pair your Lockly Guard Ingress to smartphone or to setup new access codes.
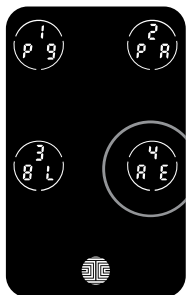
While in Programming Mode, select **"4RE"** to reset your lock. If you are not in Programming Mode, please see **Section 3.1** to enter Programming Mode.

Select **Y** to **confirm** you want to reset. The green light indicator flashes and the lock will start to reset.

The lock will automatically exit the reset mode if there is no action or confirmation received within 30s. Alternatively, you can quickly press the program button to exit the reset mode.

4.1 Unlocking with Access Codes

Lockly Guard Smart Lock can be unlocked using multiple ways - via your stored Access Code, registered fingerprint, smartphone with Bluetooth, the physical key supplied with your lock, or voice.

OK Button

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 **flash red light**.

> ⚠ **NOTICE** Three consecutive wrong attempts will put Lockly in "Safe Mode". (See Section 4.5)

Lock your Lockly Guard by pressing the **OK Button** or by brushing your hand across the screen anytime when the door is closed. The smart lock will also auto-lock after unlocking based on your set auto-lock settings.

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. (Sample display shown only)
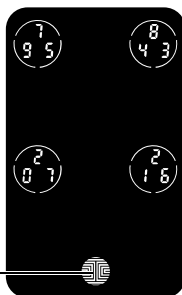
PIN Genie   **Fixed Digit**
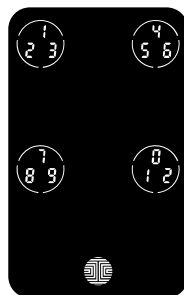
Hold OK Button (3 sec)

4.2 Unlocking with Fingerprint

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 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 3.6**

Locking

To lock your smart lock, press the **OK Button** anytime or brush your hand across the screen when the lock is unlocked.

OK Button ————
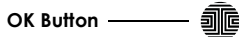
4.3 Unlocking with RFID

Light up the screen by touching the keypad and tap your **RFID** card closer to the panel. You can push down the handle and open the door after it chimed.

Lockly Guard Ingress can support up to 1000 RFID cards. Additional RFID cards can be ordered through our customer hotline: +1 (855) 562-5599 or by email: prosales@Lockly.com.

4.4 Locking/Unlocking with App

You must have the LocklyPro App iOS or Android app installed in order to lock and unlock with smartphone and to access video doorbell feature. Please download the app by visiting the link below or search "Lockly" from the correct app store.

**Scan or visit
Locklypro.com/app**

Download on the
**App Store**

GET IT ON
Google Play

4.5 Safe Mode - Overview

Lockly Guard will enter **Safe Mode** when three (3) consecutive wrong **Access Codes** are entered within 5 minutes. A 15 second video will be recorded once the lock entered into Safe Mode. 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 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.**

Countdown Prompt (Displayed in Minutes) Will start with 10 and countdown until 0.
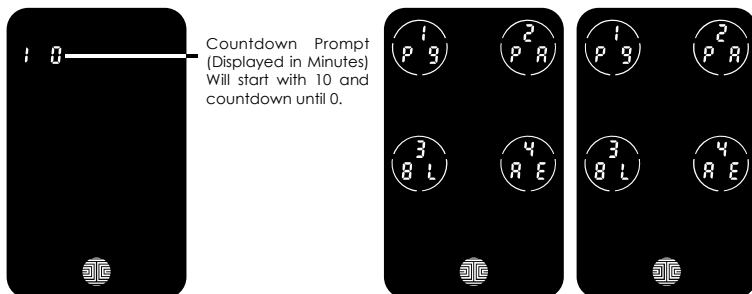
You will see a **"10"** on the screen, notifying the number of minutes that the keypad is disabled for. After **10 minutes**, you may attempt to enter the correct **Access Code** to unlock the door. After the second incorrect attempt to unlock the lock with the wrong **Access Code**, Lockly will disable 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).

> ⚠ **NOTICE** 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.

4.6 Disabling Safe Mode

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

Option 1 - Entering Correct Access Code

Activate the keypad by pressing and holding 🎛 for 3 seconds. 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 - Registered Fingerprint and RFID

Use any registered fingerprint or RFID to reactivate the keypad. The door will unlock and reactivate the keypad once a registered fingerprint or RFID is used.

4.7 Welcome Mode

Welcome Mode temporarily disables auto locking, keeping the door open for a specified period of time eliminating the need for fingerprint key access.

Enable this feature through the LocklyPro App. Go to > **Settings > Enable Welcome Mode**, then slide button to enable and set the specific time you require your door unlocked.
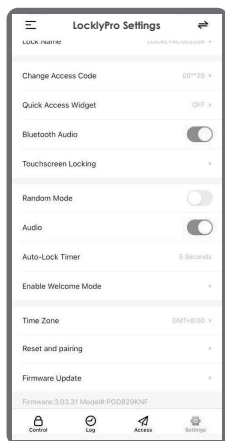
4.8 Tamper Switch

The tamper switch is setup at the back of the Lockly Guard Ingress. It is triggered when there is a forceful movement or usual displacement of the device.

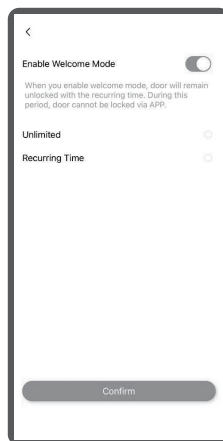When the tamper switch is triggered, the light indicator and shield logo on the screen flashes. The buzzer alarms for 30s and the app will notify that lock is tampered. You can stop the buzzing alarm by unlocking with fingerprint, password, ID card or app.

Remarks: During installation (no administrator password is set yet), triggering the tamper switch will not cause to alarm.
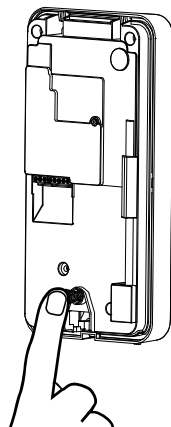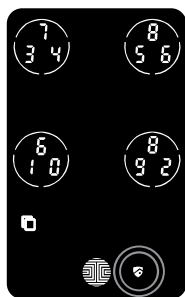
5.1 Video Doorbell - PGI303FC

Lockly Guard Ingress Vision has a built-in Full HD video doorbell with real-time video streaming on your smartphone and real-time 2-way voice interaction. Recordings are stored locally on the TF card, with no monthly fees, and you can access video recordings from anywhere using the LocklyPro App. To enjoy these features, make sure the below procedures are done correctly :

- Setup the Vision Connect Hub according to Installation Manual.
- Download the LocklyPro App and connect Ingress Vision according to on-screen instructions.
- Allow your smartphone to receive push notifications or alerts from your LocklyPro App. Please check on iOS or Android procedures for allowing push notifications and alerts.
- If you're an existing LocklyPro App user, make sure you have the latest firmware. Go to Settings > Firmware Upgrade.

5.1 Video Doorbell - PGI303FC(Continued)

When the doorbell is pressed, you will receive a notification through the LocklyPro App. Once you tap on the notification, app will automatically open to allow you to see who's at your door.

Tap the Call icon to initiate conversation.

Enhanced Alert Notification

Ingress Vision has an enhanced alert notification feature. When someone rings your doorbell and you were unable to answer, you will receive a 2nd alert notification.

We suggest you keep this feature **ON** if you expect to be in areas with unreliable internet connection and you do not wish to miss any important visitors. You can **switch off** this feature in the LocklyPro App, otherwise.

5.1 Video Doorbell - PGI303FC(Continued)

Ingress Vision enables you to attend to your door when you are not at home. While using the app, you can use the icons below to view, initiate conversations and unlock door.
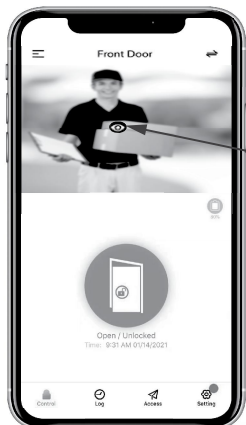
Live View
You can open the LocklyPro App and tap on the camera to see what Vision sees at all times.

Microphone
Tap mic to mute or unmute.

End Call
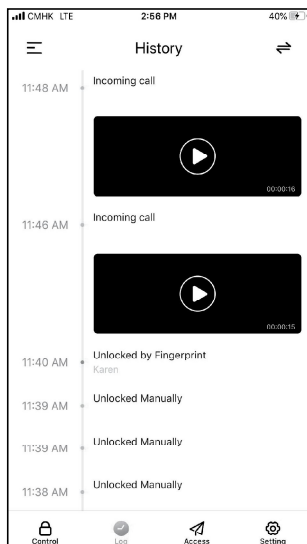Tap icon to hang up without opening the door.

Unlock
Tap icon to unlock door.

5.1 Video Doorbell - (Continued)

Video Recording

Ingress Vision stores video recording on the local TF card and recording can be accessed on the log history on your LocklyPro App.

Vision automatically initiate video recording when below conditions take place:

- Keypad was used *

- Motion was detected*

- Doorbell button was pushed

- Offline Access Code™ was used*

- eKey was used*

- Wrong (PIN) access code was used and lock entered in to Safe Mode

REMINDER:
- Video recordings can be customized through the LocklyPro App settings*.
- Ensure the TF card is properly inserted on Vision Connect to save the recordings[1].

Ingress Vision TF card with regular use can store up to 1-year worth of video recordings.

6.1 Offline Access Code™ (OAC)

The **Offline Access Code™ (OAC)** is a unique feature of our smart lock. 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 LocklyPro App for iOS or Android first, and sync your smart lock to your mobile device. OAC can only be issued by the administrative owner of the lock.

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

Go to "Access" and choose "**Add a New User, then select Offline Access Code™ (OAC)**" and follow on screen instructions to generate your **Offline Access Code™.**

Understanding Offline Access Code™ (OAC)

OAC are issued to the guest by asking them to enter 4-12 digit number after a double - click on the 🔅 . Your Lockly randomly generates the **Offline Access Code™** which can be shared to your guests together with the instructions generated using the LocklyPro App.

After a double-click on the 🔅, touchscreen will display numbers on **Fixed Digit** mode, then guest can enter the **Offline Access Code™.**
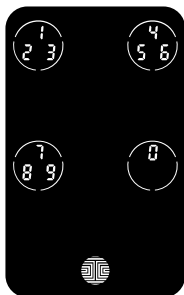
6.2 eBadge

An eBadge is a unique code that can be issued to another user giving them door access for a specific reoccurring time frame or a valid period of time. It requires them to download the free LocklyPro App and access can only be gained through the app (not the fingerprint reader).
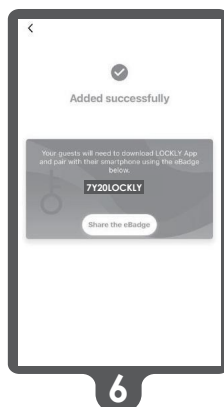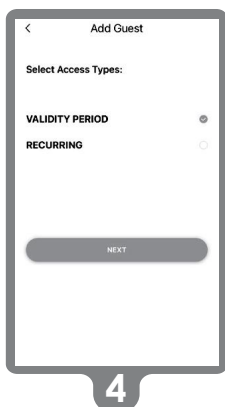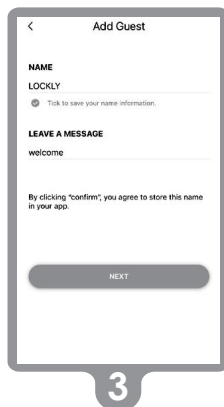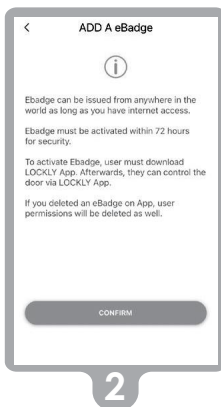
6.2 eBadge (Continued)

1 To set up and send a code in the Lockly app, go to > Access > eBadge (at top) > Add eBadge, then follow the on-screen prompts.

2 Confirm you want to add an eBadge.

3 Give the eBadge name you will recognize. Provide a custom message that will be sent to the user.

4 Select type of access: either a valid period of time or ongoing reoccurring (can be revoked at anytime).

5 Review and confirm access type.

6 Share unique eBadge code.

6.3 Sub-Admin Access

Sub-Admin Access can be created to grant access for others to be able to control your lock and grant access to others via Bluetooth when within range of your Lockly Guard Ingress. The sub-admin permission can be setup through the LocklyPro App or Lockly\OS then add a new user.

You can select the Validity Period and User Permissions for each of the sub-admins.

Sub Admins will not be able to access the lock remotely but Sub Admin will be able to grant limited access codes to users when within Bluetooth range. Once Sub Admin control is setup, the Admin can no longer issue Offline Access Code ™ (OAC)

The Sub-Admin access is ideal for offices with sub-units, multifamily entrances, long term property leasing and VRBOs /Airbnb rentals.

6.4 Multi Units and Tiered Verifications

Lockly Guard Ingress can be programmed to manage a single unit or multiple units with sub-admin management access.

Example of Single Unit (Office Employee access management)
Enter the employee number > Confirm > enter the password (PIN Genie Keypad) > Confirm, that is, enter the employee number before entering the password.
Note: up to 100 groups of passwords can be added. If there are more than100 groups, you can only use the employee number + password mode to increase the number of password groups.
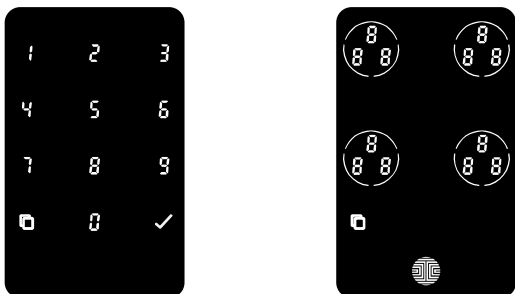
Example of Multiple Units (Residential Apartments)
Enter the apartment number on the PIN Genie keypad, then press the doorbell on Ingress Vision to open video camera (PGI303FC only). The apartment sub-admin can unlock and allow guest to enter. If using Ingress (PGI302), enter the apartment number and press the doorbell to notify the corresponding homeowner /sub-admin to unlock for their guests.

Multi-Tiered verification
Can also be setup for better security. Multitiered verification is a premium feature available for Lockly\OS users. It allows unlocking with the use of RFID card + Fingerprint, RFID card + password, fingerprint + password, RFID card + fingerprint + password for unlocking verification. After entering an item for verification, the green light flashes 0.8s OFF, 0.8s ON and 30s. The next verification needs to be entered within 30s.

Lockly\OS paying subscribers can support more access solutions based on different scenarios in addition to the features presented on this user manual. Based on scenarios in addition to the above basic functions.

If you have a different scenario you wish to discuss, call our access solution experts Hotline: +1 (855) 562-5599 or visit: Locklypro.com/support.

7.1 Important Notes

Auto Lock Feature
You can program the auto lock timing through the LocklyPro App. If auto-lock is not activated and door is still open, the touch-screen will remain lit, simply press the 🔒 on the keypad to lock.

One-Touch Locking
You can always manually lock by touching anywhere on the touchscreen. Lockly smart lock is shipped with this feature already activated. You may deactivate this feature through the LocklyPro App.

Activation Code
You may find an **Activation Code Card** with an **Activation 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 **Activation 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.**

Troubleshooting
Please visit **Locklypro.com/support** for troubleshooting and the most frequently asked questions and answers.

8.1 Cleaning

Making sure your Lockly Guard 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.

9.1 Safety Precautions

Please read all instructions carefully. Remind all Lockly Guard 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 Guard Ingress, contact our customer service department at prosales@lockly.com or visit Locklypro.com/support for technical assistance.

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:

9.1 Safety Precautions(Continued)

- 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 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

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.
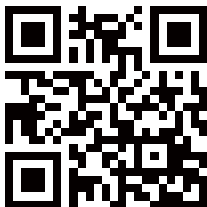
IC Radiation Exposure Statement
This equipment meets the exemption from the routine evaluation limits in section 2.5 of RSS-102. It should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.
Cet équipement est conforme à l'exemption des limites d'évaluation habituelle de la section 2.5 de lanorme 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.P65Warning.ca.gov.

LOCKLY GUARD™

We're here to help!
help@Lockly.com
https://Locklypro.com/help

For digital versions and instructional videos, please visit the following link:

http://Locklypro.com/support

To ensure you have access to the most updated and newly added features of your Lockly Guard, please visit:

www.Locklypro.com/302
www.Locklypro.com/303