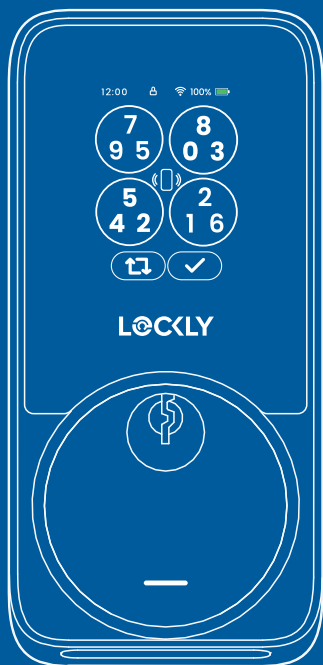




Designer: Dly

Date: 2025-09-18

Zeno Series



PGK7SWHK

Start Second

Lockly PIN Genie Pro

Setup and User Guide



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

App Download	04
Install Battery	05
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Download the App and User Manual

Scan or visit [Lockly.com/app](https://lockly.com/app) Download the Lockly Home App

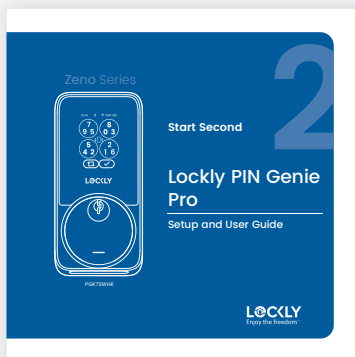


Lockly Home App



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.

Install Battery and Start Self-Check

Install battery as shown.

Perform Self-Check (skip if done)

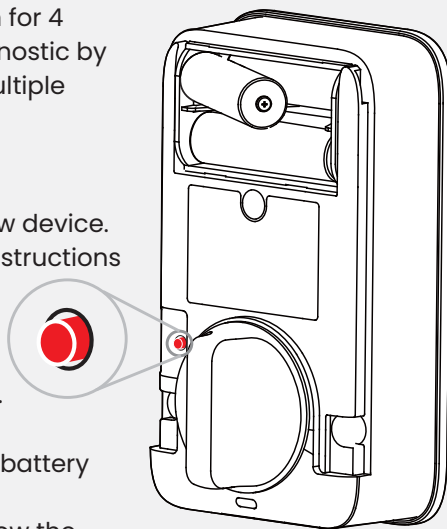
Immediately hold the red program button for 4 seconds. The lock will perform a self-diagnostic by extending and retracting the deadbolt multiple times.

Connect to the Lockly Home app:

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

Connect to HomeKit:

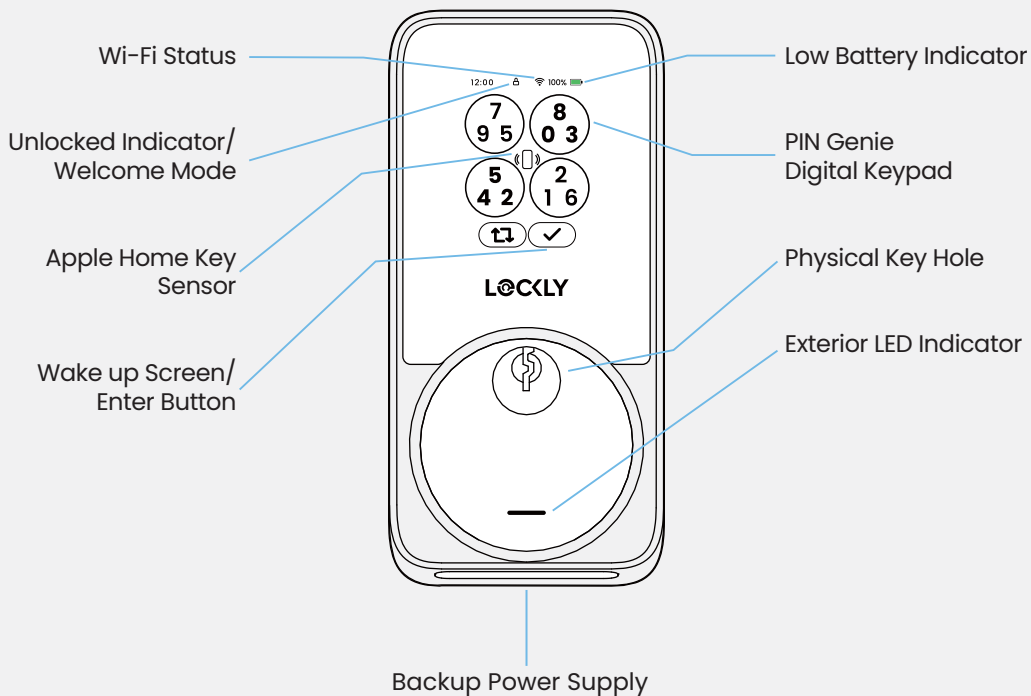
- Open the Home app on your iOS device.
- Tap (+) and choose "Add Accessory."
- Find the Apple HomeKit code under the battery cover or on the activation card.
- Scan the code when prompted and follow the app instructions to complete the setup.



Bluetooth pairing stops after 10 minutes of powering on and cannot be paired with the Lockly Home app. To re-enter pairing mode, reinstall the battery or press the Program button and click "BL" in the circle on the keypad to re-enable Bluetooth pairing.

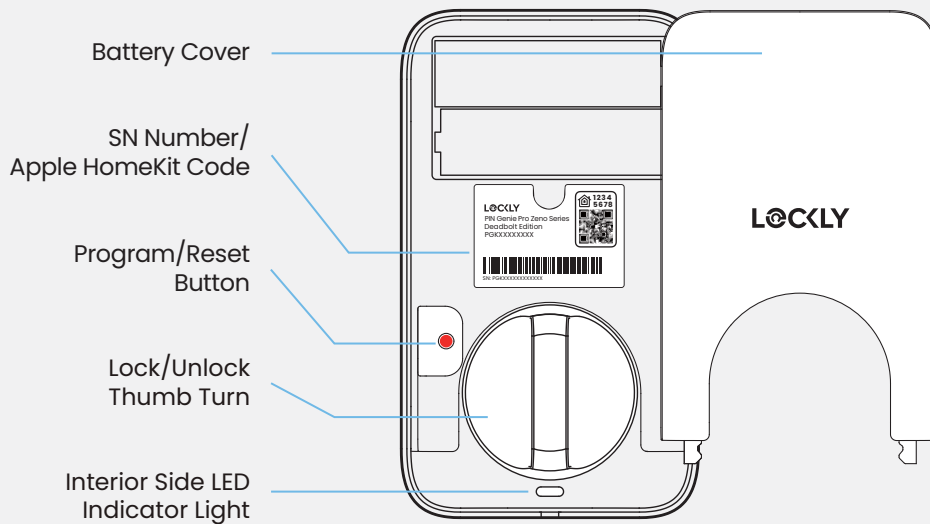
Getting to Know Your Lockly PIN Genie Pro

Exterior



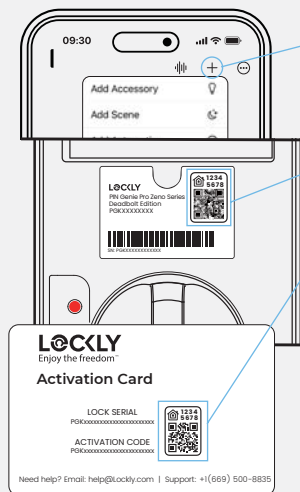
Getting to Know Your Lockly PIN Genie Pro

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.

If you can't find the lock in the **Lockly Home app** or **Apple Home app**, try taking out the batteries and putting them back in, or press the red program button once to turn Bluetooth back on.



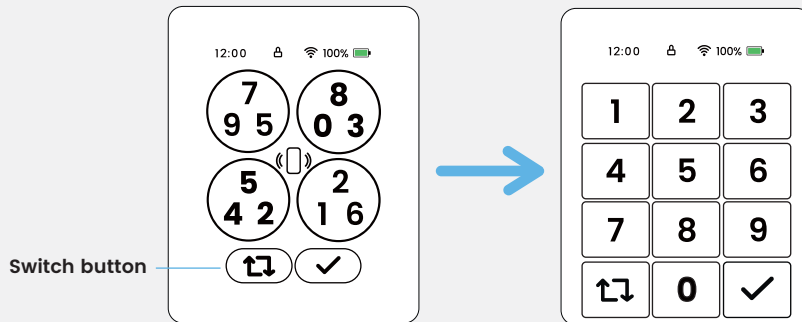
To share access and control remotely through Apple Home, you will need one of the following as a home hub:

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

Use

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Keypad Display Switch

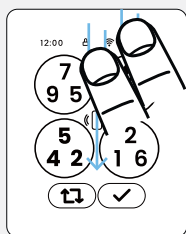


You may toggle between two types of keypad to enter your access code. The numeric keypad and the PIN Genie keypad. Tap the **Switch Button** to alternate between the two keypads. (Sample display for reference only)



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

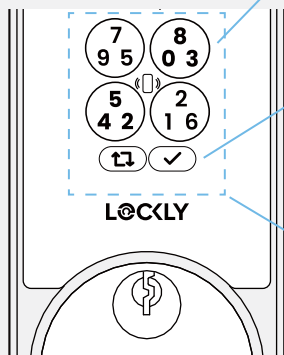
Unlock with Digital Keypad



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.

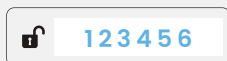


Temporarily boost screen brightness by pressing and holding any of the 4 circular number buttons for 3 seconds.

Adding Additional Access Codes

Access Code Types

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

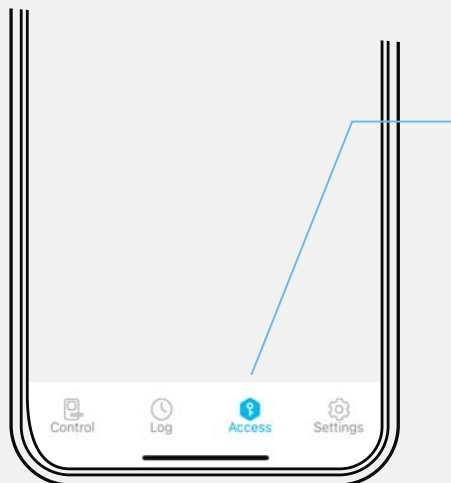


Default PIN Code


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.

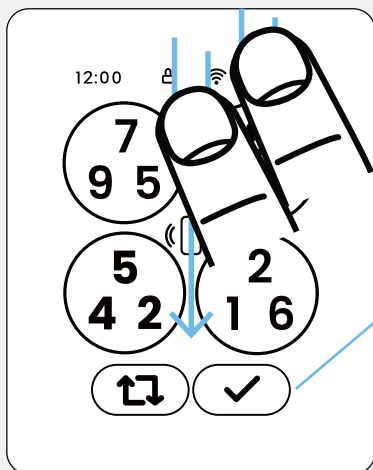
Adding a Code

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



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 thumb turn on the interior assembly.

Lock with Key

Insert physical key and rotate.

Unlock with Apple Home Key


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 Apple 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

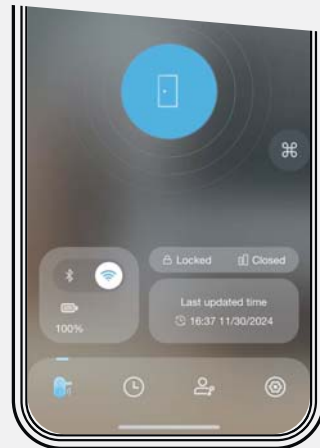
Choose your lock in the Lockly Home app, tap unlock or lock.

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.

More Ways to Access and Control



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

Access Code

Exterior LED indicator flashes green

Door unlocked

Exterior LED indicator flashes red with two 'beep' sounds

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). Replace battery immediately.

Troubleshooting FAQs

Troubleshooting / FAQ

Why is my keypad not responding?

- Swipe your hand across the screen to activate the keypad.
- If  is flashing, your smart lock is in **Safe Mode**. Unlock with other access credentials (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 Key, Lockly Home app).
- Check if batteries are 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. Replace the battery immediately after unlock.

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.

Troubleshooting / FAQ

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 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 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>

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(See details on the inside back cover).