Global Link MRL Ultra Pro ES User Instructions

The Global Link MRL Ultra Pro ES features:

- **Bluetooth**® wireless technology, allowing control of the lock with the free Global Link Connect app and real time notifications of lock status on your smartphone or tablet
- Convenient handle design with outside pull handle and inside turn handle
- Illuminated keypad for keyless entry
- Beep feedback indicating success and failure of actions as well as low battery conditions
- Direct replacement for TriMark RV entry door lock.
- Support for two PINs—a factory default PIN and a programmable user PIN
- Interior safety release button for emergency exit
- Customer key access for alternative operation of the lock
- Can be keyed-alike to match other Pro Series locks

The lock is powered by two Type 123 lithium batteries and operates with a 4-digit PIN. Each lock has a factory default PIN that can be used at any time and cannot be erased; 1 additional user PIN can be added.

Important: Before using the lock, record the default 4-digit PIN printed on the purple key tag affixed to the inside handle of the lock. The factory default PIN is needed for keyless entry and to reprogram the user PIN in the event the user PIN has been forgotten.
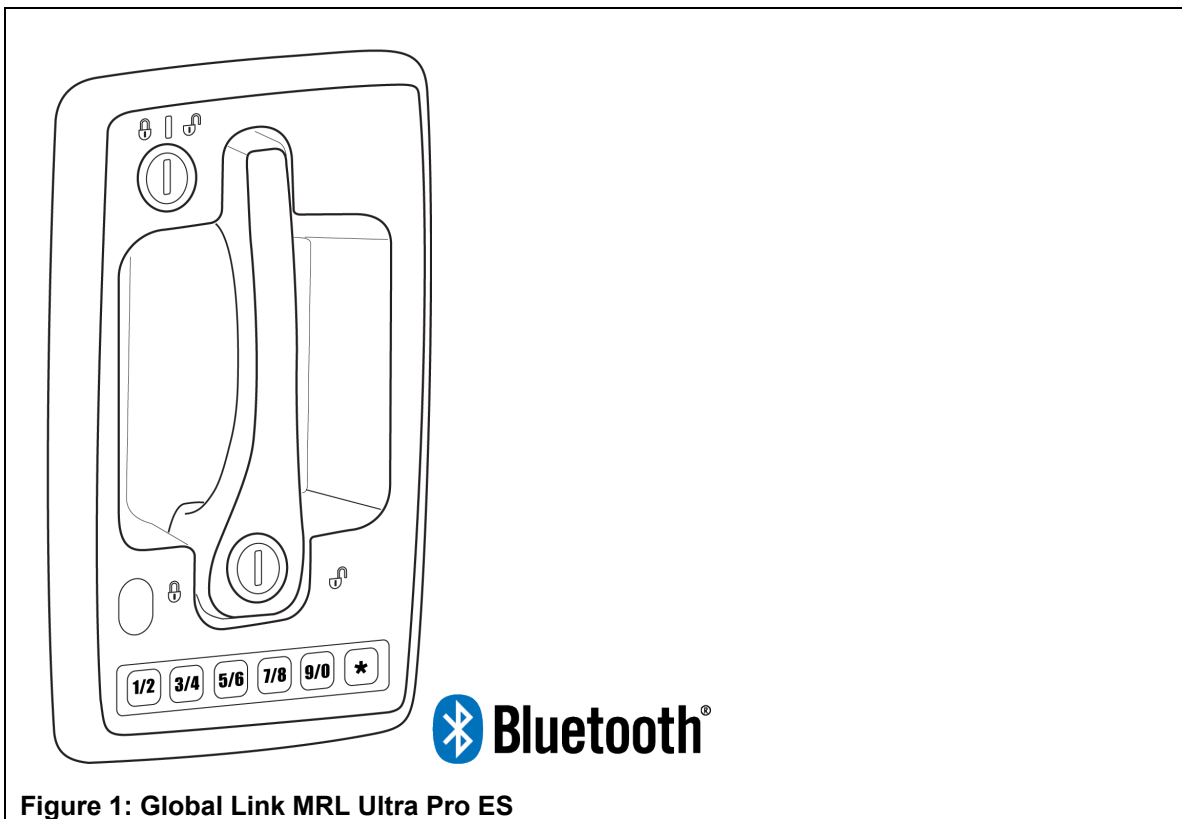

Figure 1: Global Link MRL Ultra Pro ES

⚠ **WARNING**: Cancer and Reproductive Harm – www.P65Warnings.ca.gov.

Global Link Connect

The Global Link MRL Ultra Pro ES is compatible with the Global Link Connect app. Global Link Connect lets you lock and unlock the lock from your **Bluetooth**® wireless technology enabled smartphone or tablet. It is recommended for use on mobile devices with iOS 14 or newer or Android OS 6 or newer.

Note: Global Link Connect is not currently available for Google manufactured smartphones, such as Nexus and Pixel. Support for Google manufactured smartphones may be added in future app updates.

Global Link Connect also lets you receive real-time status notifications from the lock indicating:

- Lock / unlock status
- Battery life
- PIN code changes
- Lock name changes
- Connection status

Global Link Connect allows control of up to 2 locks by up to 8 users. Users can easily add and name locks, as well as manage user PIN codes for each connected lock. Communication between the app and lock is supported at a range of up to 120 feet (36.5 meters) depending on environment and is protected by the latest industry security standards.

Note: It is recommended to enable automatic app updates on your smartphone or tablet to ensure that you have the latest app features.

Pairing

To use Global Link Connect with your lock, you must download the app from the App Store or Google Play to your smartphone or tablet and then pair the lock with the app.

To pair the lock and app

1. Make sure the Bluetooth setting is enabled, the Location Services setting is enabled, and Airplane Mode is turned off on your smartphone or tablet.

2. If the door is unlocked, press and hold the lock's star (✱) key to lock the door. Then release the star (✱) key.

3. Press and hold the lock's star (✱) key for 5 seconds until the keypad light flashes.

4. Tap **Begin Pairing** on the Instructions screen *or* tap the **+** icon on the home screen, and then tap **Add Lock**.

   A list of locks available for pairing automatically appears.

   Note: Any locks already paired do not appear in the list.

5. To refresh the list, tap **Scan Devices**.

6. Tap **Add** next to the lock to be paired.

7. Enter the 4-digit factory default PIN (located on the lock's purple key tag) or your 4-digit user PIN.

8. Change the name of the lock if it is set to the default name. The lock name may include up to 14 characters, including letters, numbers, spaces, dashes, and underscores.

9. Tap the PIN type (**Factory PIN** or **User PIN**) being used for pairing.

10. Tap **Connect**.

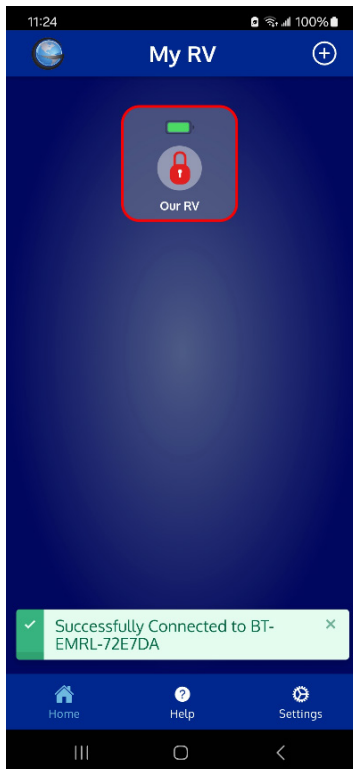   A notification message appears on the app (Figure 2).

Figure 2: Pairing with Global Link Connect

Locking and Unlocking

The lock supports both keyless and keyed operation.

Important: It is recommended to lock the deadbolt during transportation for added security. Do not use Global Link Connect to operate the lock during transportation.

Using Global Link Connect

From the home screen, tap the lock's padlock icon to lock or unlock the door.

A green, unlocked padlock indicates the door is unlocked. A red, locked padlock indicates the door is locked.

Notes: Two descending beeps indicate successful locking, and two ascending beeps indicate successful unlocking. The keypad light flashes to indicate activity at the lock.
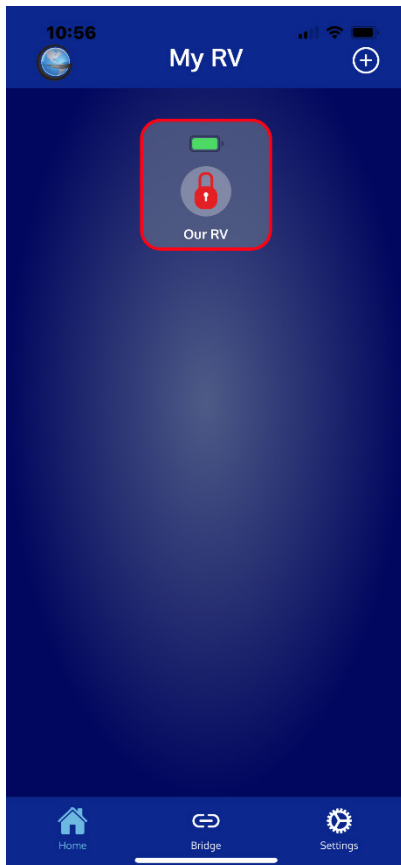

Figure 3: Using Global Link Connect to Lock and Unlock the Door

Using the Keypad

To lock the door:

Press and hold the star (✱) key. Two descending beeps indicate success.
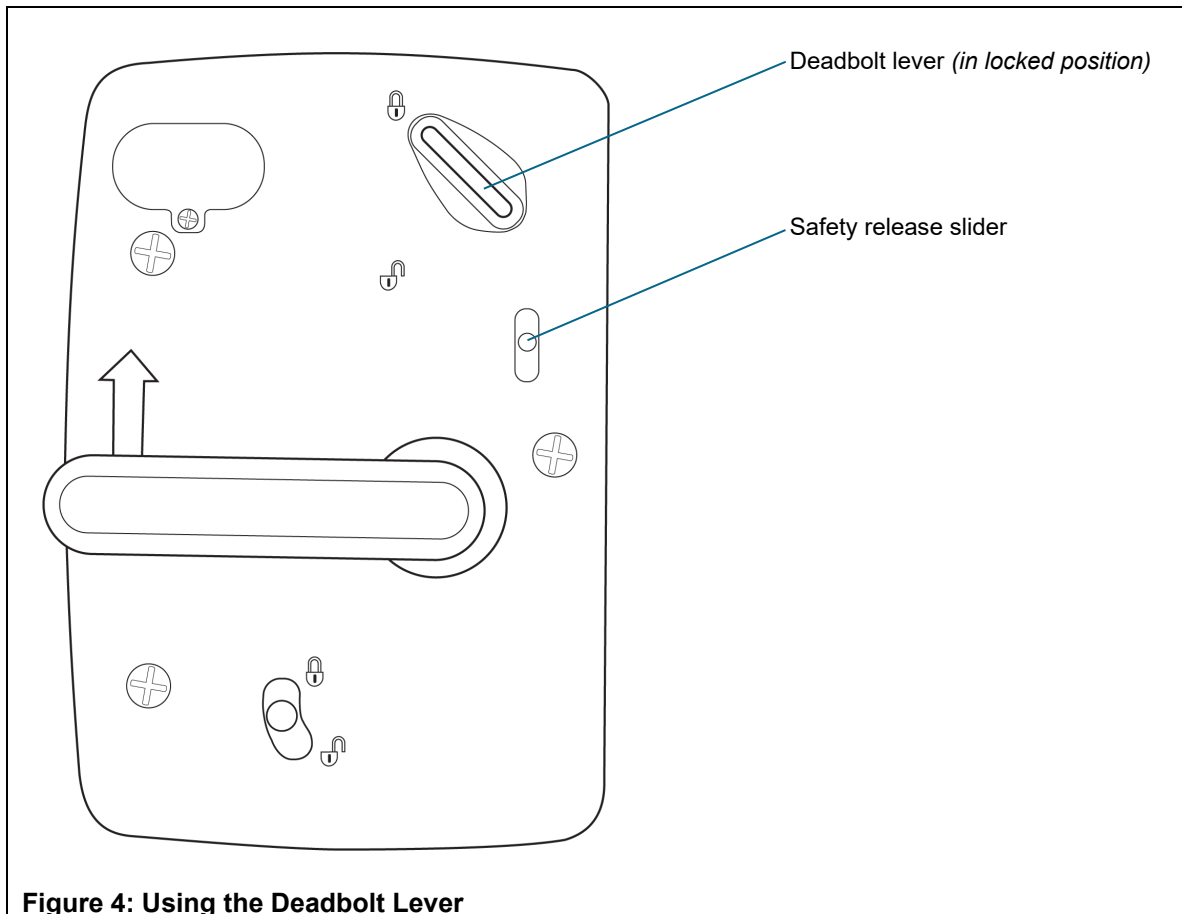
To unlock the door:

1. Press the star (✱) key to wake the keypad.

2. Enter the factory default PIN (printed on the purple key tag affixed to the inside handle of the lock) or the current user PIN. Then press the star (✱) key. Two ascending beeps indicate success.

   Notes: If 4 quick beeps sound, the PIN was incorrect; enter the correct PIN. If an incorrect PIN is entered twice, the keypad goes to sleep; wake the keypad to try again.

Using the Deadbolt Lever

Use the red deadbolt lever to lock and unlock the door from the inside (Figure 4).

Note: For exit in the event the deadbolt lever fails, slide and hold the safety release slider and open the door.

Deadbolt lever *(in locked position)*

Safety release slider

Figure 4: Using the Deadbolt Lever

Programming the User PIN

A 4-digit PIN is required for keyless locking and unlocking from the outside of the door or using Global Link Connect. The lock supports 2 PINs—the factory default PIN and a programmable user PIN.

The factory default 4-digit PIN is preprogrammed and cannot be erased. This PIN can be found on the purple key tag affixed to the inside handle of the lock.

When using Global Link Connect to control and monitor your lock, always program the user PIN from the app so the correct user PIN is recorded in the app.

To add or change the user PIN using Global Link Connect:

1. Tap **Settings** and then tap **Locks**.

2. Tap the lock whose user PIN you want to change.

   Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap the pencil icon next to the User PIN field.

4. On the Change PIN screen (Figure 5), tap **New 4 Digit PIN** and enter the new PIN.

5. Tap **Save**.

   The new user PIN appears on the Lock Settings screen. The lock sounds three varied beeps to indicate the new PIN was set.

Figure 5: Using Global Link Connect to Set the User PIN

To add or change the user PIN at the lock:

1. If the door is locked, unlock the door. For instructions, see *Locking and Unlocking*.

2. Press the star (✱) key to wake the keypad.

3. Press and hold the 9-0 key for 3 seconds until the lock beeps twice.

4. Enter the factory default PIN or the current user PIN. Then press the star (✱) key. Two beeps indicate a correct PIN.

   Note: Each key represents two numbers. For example, to enter "2", press the 1-2 key.

5. Enter the new PIN. Three varied beeps indicate a new PIN was entered.

6. Enter the new PIN again to confirm. (If you enter an incorrect digit, press the star (✱) key and re-enter the PIN.) Three varied beeps indicate success.

   Note: If 4 quick beeps sound, the PINs did not match; start again.

Checking Status Information for the Lock

Global Link Connect lets you check status information for the lock, including the current user PIN and battery status, at a glance.

To check status information:

1. Open the app or tap **Home** to go to the home screen.

    The lock's icon shows its current status.

    - A red, locked padlock means the door is locked.
      A green, unlocked padlock means the door is unlocked.
    - A green battery icon means the battery status is normal.
      A yellow battery icon means the battery status is low.
    - A grayed-out padlock and battery icon mean the lock is disconnected from the app.
    - Three animated dots mean the app is currently connecting to the lock.

    Note: To refresh the lock status information without reopening the app, swipe down on the home screen. This is useful for checking the status of the red deadbolt lever.

2. Press and hold the lock's padlock icon to navigate directly to the Lock Settings screen.

    The Lock Settings screen (Figure 6) provides the following information for the lock:

    - Lock Name
    - Paired With (Factory PIN or User PIN)
    - User PIN
    - Factory PIN (This field appears if the lock was paired using the factory PIN.)
    - Lock Status (Locked or Unlocked)
    - Battery Status (Normal or Low)
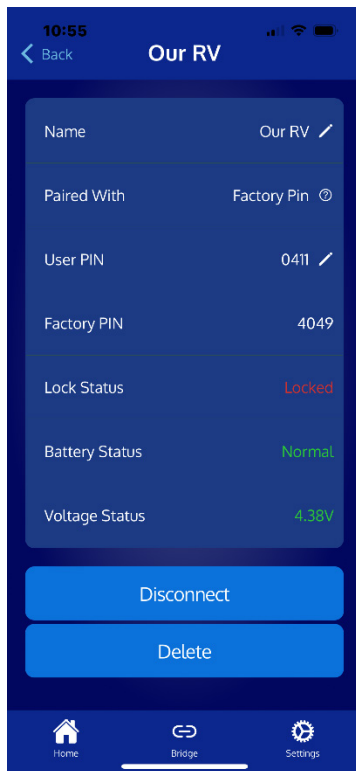   - Voltage Status (current battery voltage in volts)

Figure 6: Checking Lock Status Information

Changing the Lock's Name

You can change the default name of a lock when pairing Global Link Connect with the lock. You also can change the lock's name later on the Lock Settings screen.

To change the lock's name:

1. Tap **Settings** and then tap **Locks**.

2. Tap the lock whose name you want to change.

   Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap the pencil icon next to the Name field.

4. On the Change Name screen (Figure 7), tap the current name of the lock and enter the new name. The lock name may include up to 14 characters, including letters, numbers, spaces, dashes, and underscores.

5. Tap **Save**.

   The new lock name appears on the Lock Settings screen.

Figure 7: Changing the Lock's Name

Reconnecting to the Lock

If the app loses connection to the lock, such as when the lock is no longer within communication range of the smartphone or tablet, you can manually reconnect to the lock to enable communications. A grayed-out padlock icon indicates the lock is disconnected (Figure 8).

To reconnect to the lock:

From the home screen, tap the lock's padlock icon to reconnect the app to the lock.

When connected, the lock's padlock icon appears red (locked) or green (unlocked).
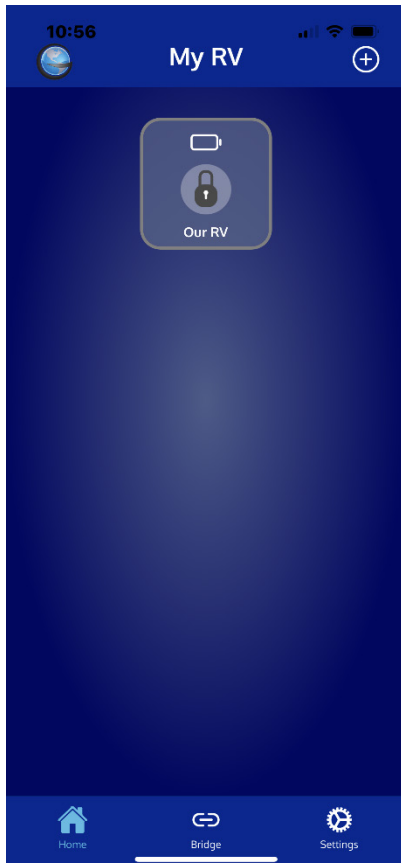

Figure 8: Reconnecting Global Link Connect to the Lock

Removing the Lock from Global Link Connect

You can remove a lock from Global Link Connect if you no longer want to control the lock using the app.

To remove a lock:

1. Tap **Settings** and then tap **Locks**.

2. Tap the lock you want to remove.

   Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap **Delete** near the bottom of the screen (Figure 9).

4. Tap **Delete** again to confirm.

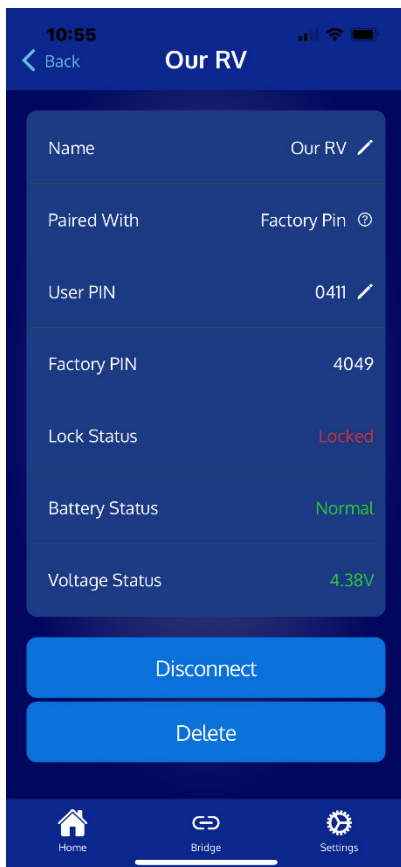   The lock's icon no longer appears on the home screen.

Figure 9: Removing the Lock from Global Link Connect

Beeps Summary

The lock sounds a series of beeps to signal success or failure of an action taken at the lock. The keypad flashes each time the lock sounds a beep.

Beeps	Meaning
1 short beep	Keypress
2 beeps	Factory default PIN or user PIN entered or power on successful (for example, after changing batteries)
2 beeps (after 3 seconds)	Programming mode entered
2 beeps (after 15 seconds)	Factory reset PIN prompt
2 ascending beeps	Unlocking successful
2 descending beeps	Locking successful
3 varied beeps	New PIN entered
3 varied beeps	Programming successful
3 varied beeps	Factory settings restored
4 quick beeps	Incorrect PIN entered
4 quick, descending beeps	Low battery power

Changing the Batteries

The lock is powered by two Type 123 lithium batteries and indicates low battery power by:

- showing a yellow battery icon for the lock on the Global Link Connect home screen
- a flashing keypad light when the keypad is activated
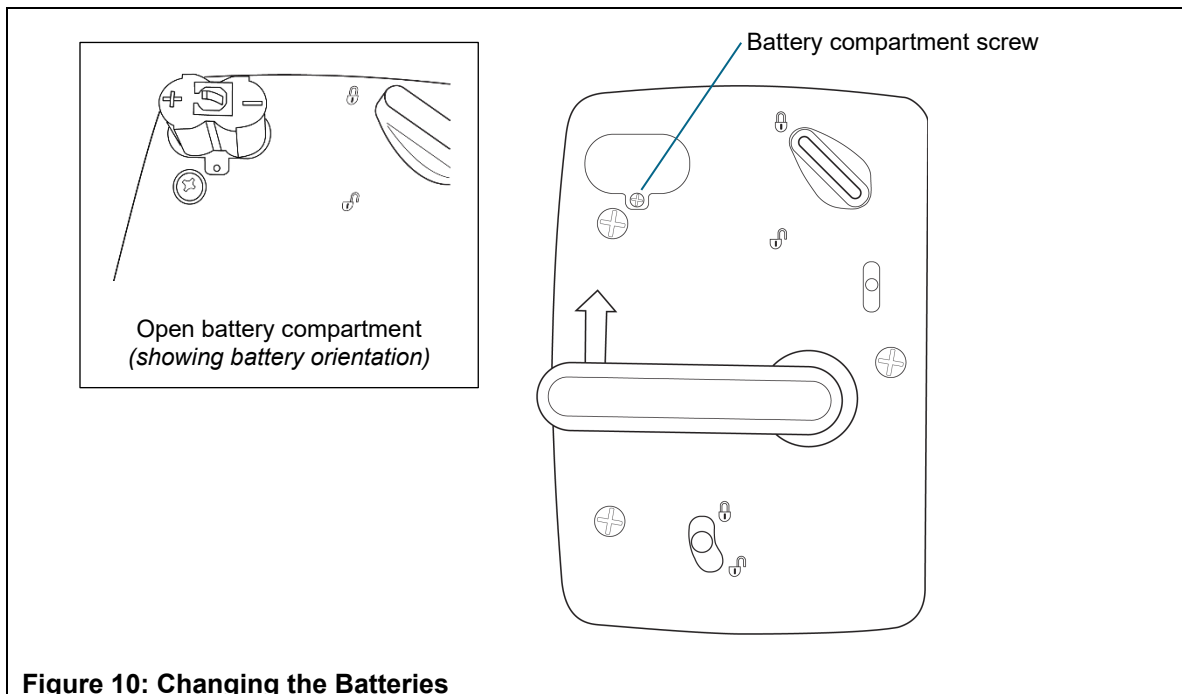- 4 quick, descending beeps any time a key is pressed

If the batteries die with the deadbolt in the locked position, the deadbolt remains locked. The customer key can be used to unlock the door.

It is recommended that the batteries be removed if the lock will be stored or will not be used for an extended period of time.

Important: Before installing the batteries for a new lock, record the factory default PIN, which is printed on the purple key tag affixed to the inside handle of the lock. The factory default PIN is needed for keyless entry and to reprogram the user PIN in the event the user PIN has been forgotten.

To change the batteries:

1. Use a #1 Phillips screwdriver to loosen the captive battery compartment screw on the interior of the lock. Do not completely remove the screw.
2. Lift off the battery compartment cover.
3. Slide out the battery holder.
4. Remove the old batteries from the battery holder.

   Note: Dispose of the old batteries according to local regulations.
5. Insert two new batteries in the correct orientation (shown on the battery holder).
6. Slide the battery holder into the lock.
7. Position the battery compartment cover over the battery compartment, aligning the screw hole. Tighten the screw to secure the battery compartment cover. Two beeps indicate the lock has powered on.

Figure 10: Changing the Batteries

Restoring the Lock's Factory Settings

The lock can be restored to the default factory settings. When the factory settings are restored:

- The lock is set to the default factory default PIN and the user PIN is reset.

- The lock name is reset to the default name.

- A notification message appears on all connected instances of Global Link Connect.

- The lock is unpaired from all instances of Global Link Connect.

    Note: The lock continues to appear on the home screen in Global Link Connect. It is recommended to remove the lock from Global Link Connect so the app no longer attempts to connect to the lock.

To restore factory settings:

1. If the door is unlocked, lock the door. For instructions, see *Locking and Unlocking*.

2. Press and hold the star (✱) key for 15 seconds until the lock sounds 2 beeps.

3. Enter the factory default PIN or the current user PIN. Three varied beeps indicate success.

    Note: If 4 quick beeps sound, the PIN was incorrect; enter the correct PIN.

Installing the Lock

The Global Link MRL Ultra Pro ES fits most standard RV doors (1 1/2" door thickness). These instructions assume that the door has been prepared for a rotary lock. (See Global Link customer drawing package MRLBT-42560GF-2006).

Note: Installation videos can be found at cpgbrands.com.

To install the lock:

1. Remove the existing lock.

2. Refer to Figure 11 and position the exterior lock assembly (with keypad) on the outside of the door, ensuring that the central post is inserted through the opening in the rotary module tab extending into the door cavity.
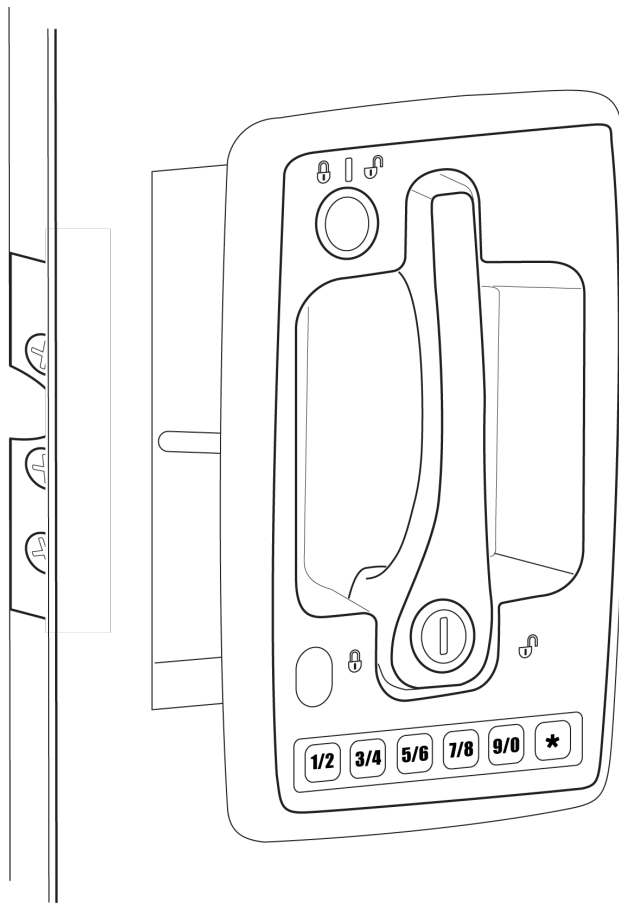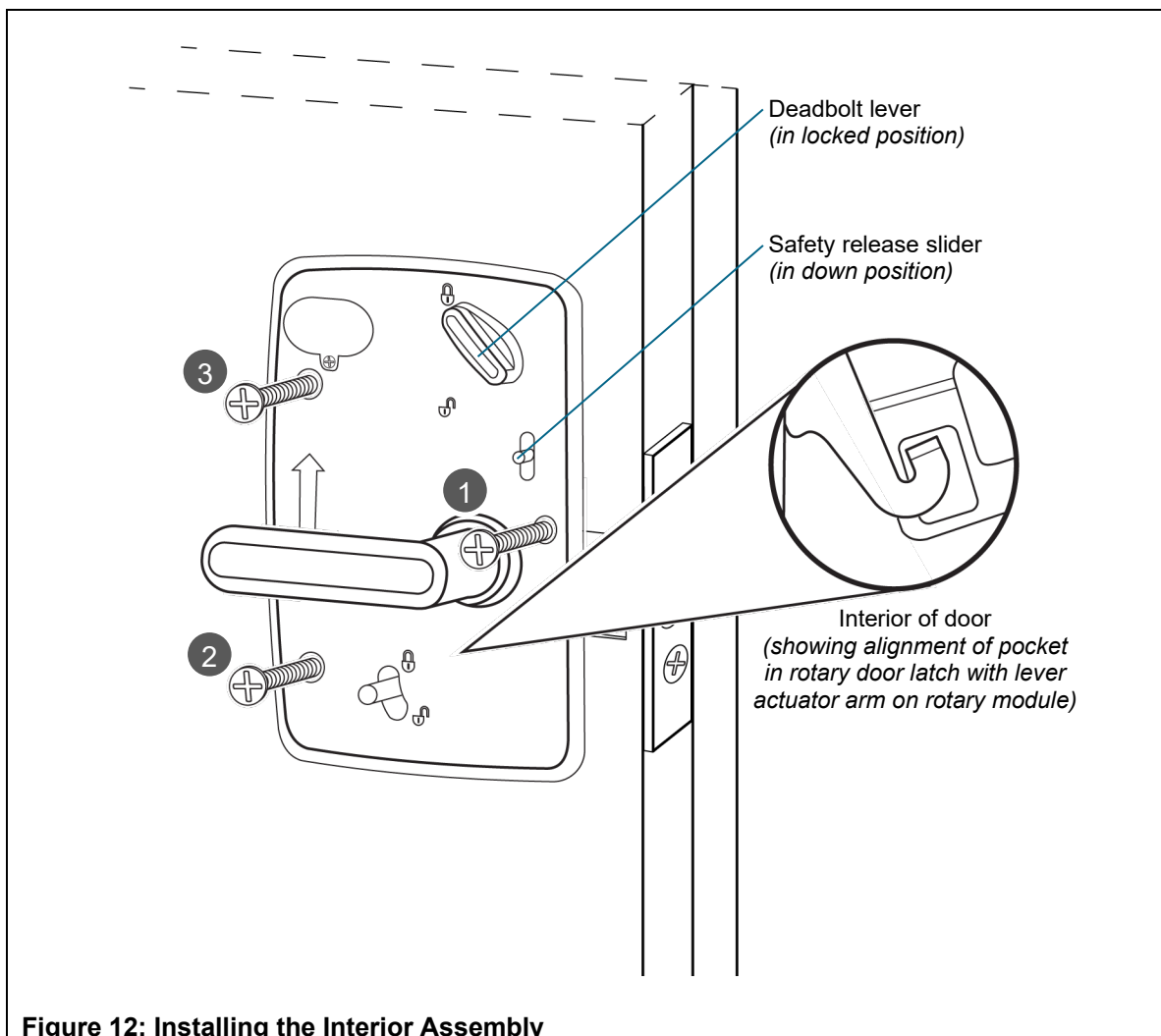

Figure 11: Installing the Exterior Assembly

3. Position the safety release slider on the interior lock assembly in the down position. While holding the red deadbolt lever in the locked position, refer to Figure 12 and position the interior lock assembly on the door, ensuring:

- The deadbolt post is inserted in the red deadbolt lever so that the lever operates the deadbolt.

- When the interior handle is turned, the pocket in the rotary door latch is aligned with the lever actuator arm on the rotary module.

- The 3 screw posts on the interior housing align with the 3 screw bosses on the exterior housing.

4. Use the 3 #10-32 x 1" oval head screws provided to secure the lock housings, hand tightening. Then use a #2 Phillips screwdriver to tighten the screws to 16 inch-pounds *in the following order*. *Do not overtighten the screws.*

   (1) central screw by handle

   (2) upper screw by battery compartment

   (3) lower screw below handle

5. Ensure the handle operates the latch and the red deadbolt lever operates the deadbolt.

Figure 12: Installing the Interior Assembly

Troubleshooting

Issue	Possible Causes	Solution
User PIN does not lock or unlock the door	PIN is incorrect	Confirm the correct PIN or use the factory default PIN.
	Star (✶) key was not pressed to wake the keypad before entering the PIN	Press the star (✶) key to wake the keypad and then enter the 4-digit PIN.
	User PIN was erased	Use the factory default PIN to reprogram the user PIN.
Lock does not pair with app	Bluetooth is not enabled for the mobile device	Enable Bluetooth for the mobile device and attempt to pair again.
	Location Services are not enabled for the mobile device	Enable Location Services for the mobile device and attempt to pair again.
	Airplane Mode is turned on for the mobile device	Turn off Airplane Mode for the mobile device and attempt to pair again.
	Lock was not detected by the app	Move near the lock and attempt to pair again. Make sure the door is locked before pressing and holding the star (✶) key for 5 seconds until the keypad light flashes.
	App lost connection with the lock during pairing	Move near the lock and attempt to pair again.
	App cache is corrupted on the mobile device	For iOS devices, close and reopen the app. Then attempt to pair again. For Android devices, close the app, manually clear the cache from the app info menu, and reopen the app. Then attempt to pair again.
Lock does not respond to app	Mobile device is too far away from the lock	Move closer to the lock or away from obstacles between the mobile device and lock.
	App is disconnected from the lock	Make sure the lock's battery power is not low. Then on the app's home screen, tap the lock's grayed-out padlock icon to reconnect the app to the lock.
	App experienced a problem	For iOS devices, close and reopen the app. For Android devices, Force Stop the app and then reopen it.
	User PIN was changed at the lock	Restore the lock's factory settings. Then re-Pair the app with the lock.
	Lock had been paired with the user PIN and subsequently restored to factory settings	Remove the lock from the app. Then re-Pair the app with the lock using the default factory PIN.
Lock status in the app does not seem to match the actual lock status	App lost connection with the lock	Swipe down on the home screen to refresh lock status information.
	Red deadbolt lever was used to lock the door from the inside	Swipe down on the home screen to refresh lock status information.

continued

Issue	Possible Causes	Solution
Keypad does not respond to key presses	Batteries have died or are installed improperly	Use the key to open the door and then replace both batteries.
Keypad light flashes when keypad is activated	Battery power is low	Replace both batteries.
Lock sounds 4 quick, descending beeps when a key is pressed	Battery power is low	Replace both batteries.
Deadbolt does not latch	Lock is installed incorrectly	Refer to the installation instructions and reinstall the lock.
	Obstruction in door is blocking the deadbolt	Remove the lock, clear the obstruction in the door, and reinstall the lock.
	Obstruction is blocking the deadbolt lever	Clear the obstruction blocking the deadbolt lever.
Door does not lock using the keypad	Batteries are low or have died	Change both batteries.
	Obstruction is blocking red deadbolt lever	Clear the obstruction blocking the deadbolt lever.
Lock does not enter PIN programming mode	Lock is locked	Use the keypad or app to unlock the door before pressing and holding the 9-0 key for 3 seconds until the lock beeps twice.
Lock does not complete factory reset	Lock is unlocked	Use the keypad or app to lock the door before pressing and holding the star (✱) key for 15 seconds until the lock beeps twice.

FCC Compliance Statement:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of 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: 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.

This device contains license-exempt transmitter(s)/receiver(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.

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