Lockly PGD728

Lockly PGD728 Smart Lock User Manual

Model: PGD728 | Brand: Lockly

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Lockly PGD728 Keyless Entry Smart Lock. Please read this manual thoroughly before installation and use to ensure proper function and to maximize the security features of your smart lock. The Lockly PGD728 offers advanced security and convenience for your home or office.

2. PRODUCT OVERVIEW

The Lockly PGD728 is a keyless entry smart lock designed for enhanced security and ease of use. It features a patented touchscreen keypad, Bluetooth connectivity, and robust construction.

Key Features:

- **Keyless Entry:** Access via smartphone Bluetooth or a 6-8 digit code on the touchscreen keypad.
- **Advanced Touchscreen Keypad:** Patented PIN Genie Technology randomizes number positions after each use to prevent code deciphering.
- **Auto-Lock Function:** Automatically locks the door after a preset duration.
- **Battery Backup:** Emergency 9V battery terminal for power if internal batteries are depleted.
- **Mobile App Control:** Manage access codes, track history, and issue e-Keys via the Lockly iOS/Android app.
- **Durable Construction:** Made from aluminum with a Venetian Bronze finish.

Components:

Figure 2.1: Front and back view of the Lockly PGD728 Smart Lock, showcasing the touchscreen keypad and interior mechanism.

Figure 2.2: Side view of the Lockly PGD728 Smart Lock installed on a door, illustrating its profile.

Figure 2.3: Detailed dimensions of the Lockly PGD728 Smart Lock, showing height and width measurements.

3. SETUP AND INSTALLATION

The Lockly PGD728 is designed for DIY installation and typically requires only a screwdriver and approximately 15 minutes. Ensure your door meets the compatibility requirements before beginning installation.

Door Compatibility:

- Fits standard doors from 1 3/8" to 2" (35mm to 50mm) thick.
- Adjustable backset: 2 3/8" (60mm) or 2 3/4" (70mm).
- Requires a 2 1/8" (54mm) diameter face hole and a 1" (25mm) diameter latch hole.

ACCESS.

- Acccess using a smartphone
- Manage up to 8 active access codes
- Unlock using physical key (Included)
- Issue eKeys anywhere with your app

Figure 3.1: Illustration of door thickness compatibility for the Lockly PGD728, showing the range of 1 3/8" to 2".
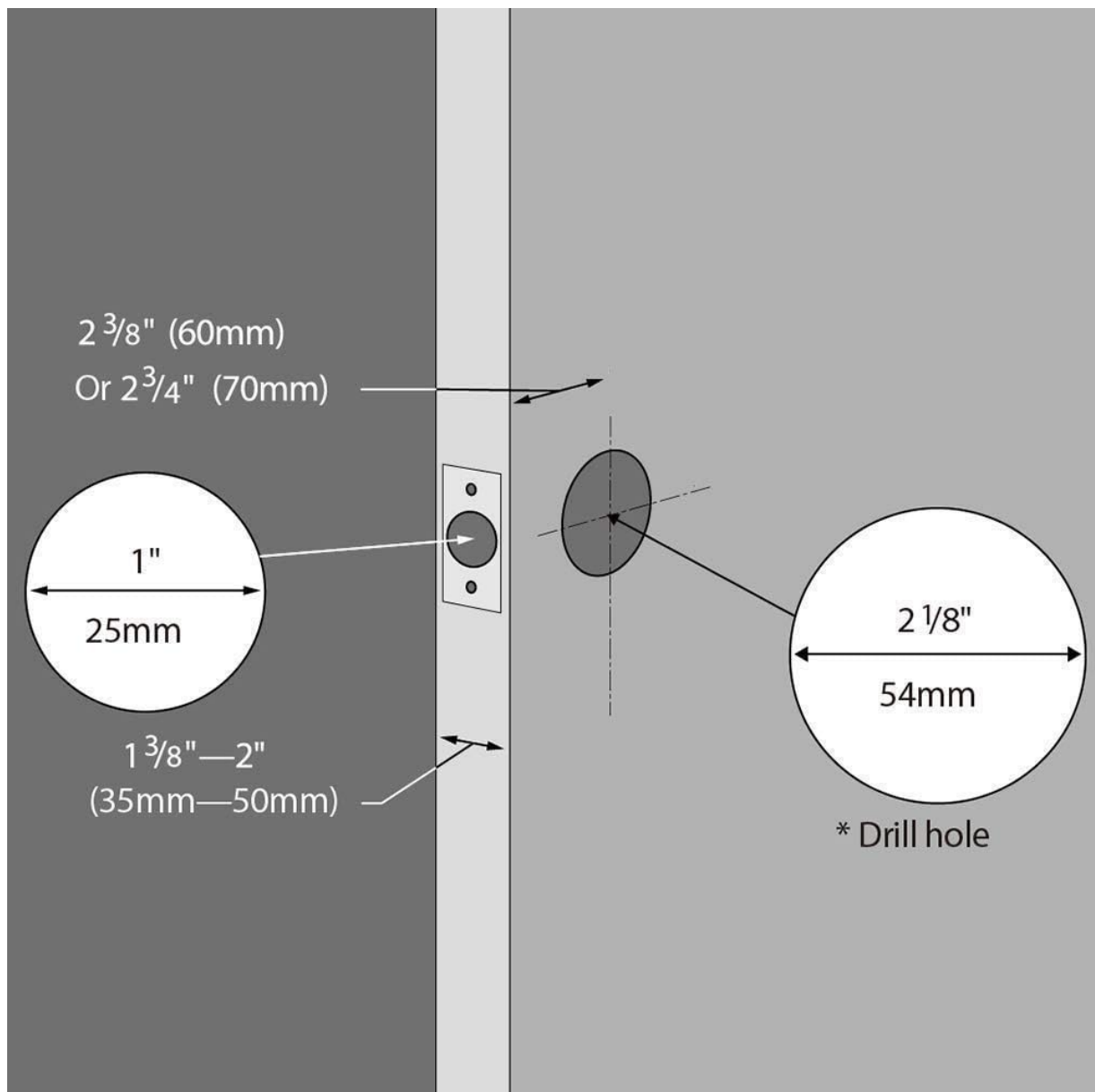
Figure 3.2: Diagram detailing the required door preparation measurements, including face hole and latch hole dimensions.

Installation Steps:

1. Verify door measurements against the specifications.
2. Install the deadbolt latch into the door edge.
3. Mount the exterior assembly, ensuring the cable passes through the door.
4. Install the interior mounting plate.
5. Connect the cable to the interior assembly.
6. Secure the interior assembly to the mounting plate.
7. Insert the 4 AA batteries (included) into the battery compartment.
8. Perform the door handing process as instructed in the quick start guide to calibrate the lock for left or right swing doors.

For detailed visual instructions, refer to the complete installation guide provided with your product or available on the Lockly support website.

4. OPERATING INSTRUCTIONS

The Lockly PGD728 offers multiple ways to lock and unlock your door.

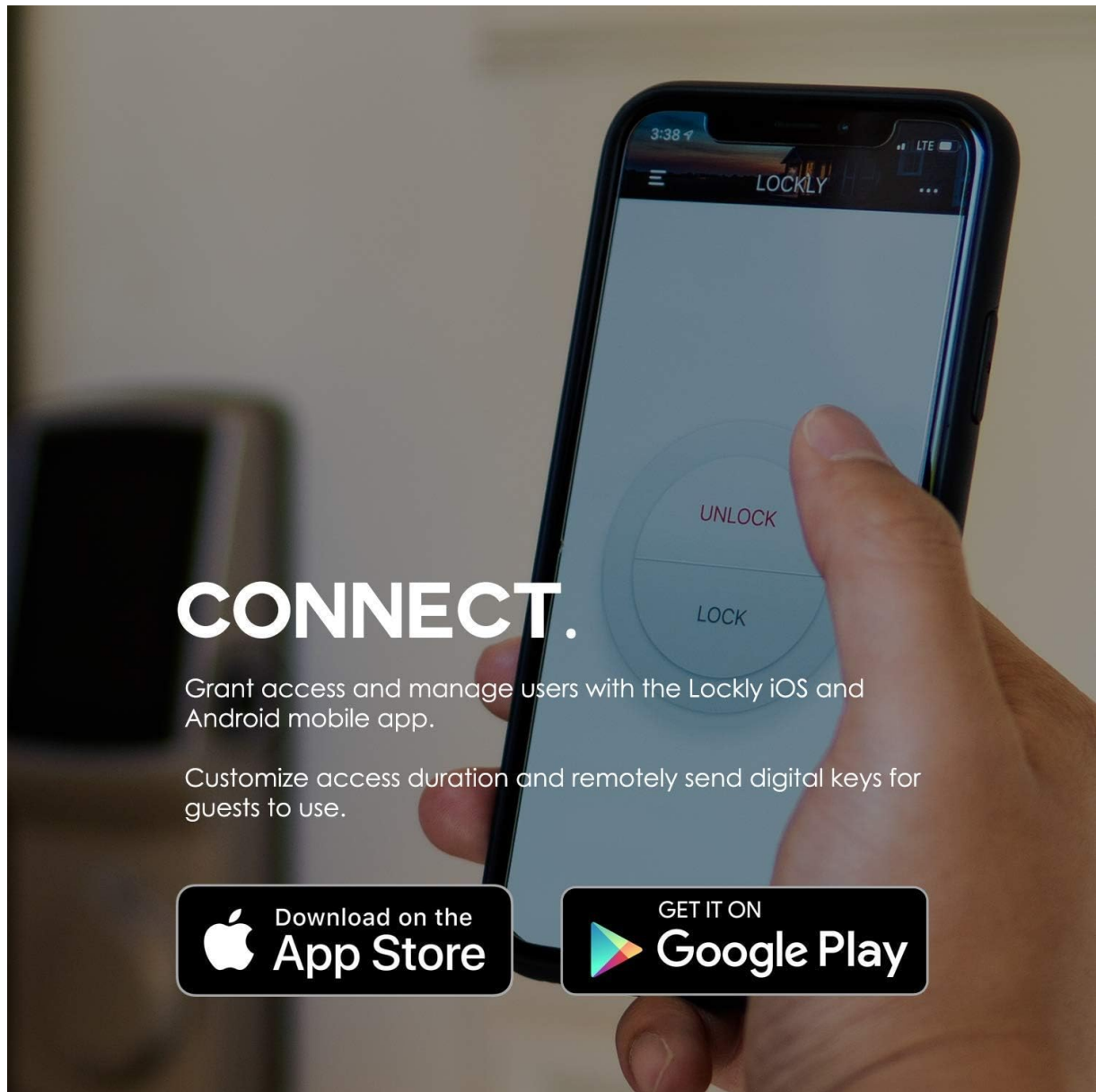## 4.1 Keyless Entry via Touchscreen Keypad

Figure 4.1: Close-up of the Lockly PGD728 touchscreen keypad with randomized numbers.

- **Unlocking:** Touch the screen to activate the keypad. Enter your 6-8 digit access code. The numbers 0-9 will be randomly distributed across four buttons (PIN Genie Technology). Press the correct button for each digit of your code.
- **Locking:** Press and hold any button on the keypad for 3 seconds, or enable the Auto-Lock feature.
- **Security Feature:** The keypad will disable after 3 incorrect attempts. To reactivate, enter the correct code twice.

4.2 Mobile App Control (Bluetooth)

Figure 4.2: Smartphone screen showing the Lockly app interface for unlocking and locking the door.

1.38" 0.63"

7.05"

FITS DOORS
1 ⅜" - 2"

1.92" 1.26"

Figure 4.3: Smartphone screen displaying the Lockly app with options to download from App Store and Google Play.

- Download the Lockly Smart Lock app from the Apple App Store or Google Play Store.
- Pair your smartphone with the lock via Bluetooth.
- Use the app to lock and unlock the door, manage up to 8 active access codes, and issue e-Keys to guests with customizable schedules.
- The app tracks unlock history by user and sends push notifications for check-ins.

4.3 Physical Key Access

Two backup physical keys are included for manual unlocking in case of battery depletion or other electronic issues.

5. MAINTENANCE

5.1 Battery Replacement

- The lock requires 4 AA alkaline batteries (included).
- Average battery life is approximately 1 year, depending on usage.
- Replace batteries when the low battery indicator appears or when the lock's performance diminishes.
- In case of complete battery depletion, a 9V battery can be temporarily connected to the emergency charging terminal on the exterior unit to provide power for unlocking.

5.2 Cleaning

Clean the lock's exterior with a soft, damp cloth. Avoid abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish and electronic components.

6. TROUBLESHOOTING

- **Keypad Not Responding:** Check battery levels. If batteries are dead, use the 9V emergency terminal or physical key. Ensure the screen is clean and free from obstructions.
- **Keypad Numbers Not Displaying:** In some environmental conditions, such as direct sunlight or high temperatures (above 85°F/30°C), the touchscreen display may become faded or black out. This is a known characteristic and may temporarily prevent keypad use. Allow the lock to cool down or use alternative entry methods (app or physical key).
- **Lock Not Connecting to App:** Ensure Bluetooth is enabled on your smartphone and you are within range of the lock. Restart the app and try reconnecting. Check if the lock's firmware is up to date.
- **Auto-Lock Not Functioning:** Verify that the auto-lock feature is enabled and configured correctly in the Lockly app.
- **Lock Mechanism Jammed:** Ensure the door frame and strike plate are properly aligned. Check for any physical obstructions preventing the deadbolt from extending or retracting fully.

If issues persist, refer to the comprehensive troubleshooting guide on the Lockly support website or contact customer support.

7. SPECIFICATIONS

Feature	Detail
Brand	Lockly
Model Name	PGD728
Lock Type	Keypad Deadbolt
Special Features	Alarm, Auto-Lock, Keyless Entry
Material	Aluminum
Color	Venetian Bronze
Finish Type	Brushed
Item Dimensions (L x W x H)	3.15 x 1.92 x 7.4 inches
Item Weight	2.53 pounds
Power Source	DC 6V (4 AA Alkaline Batteries)
Batteries Included	Yes

Average Battery Life	1 year
Connectivity Protocol	Bluetooth
Control Method	App, Keypad
Controller Type	Android, iOS
UPC	850003895024

8. WARRANTY AND SUPPORT

The Lockly PGD728 Smart Lock is designed for durability and comes with a lifetime finish. For specific warranty details regarding electronic components and mechanical parts, please refer to the warranty information provided with your product packaging or visit the official Lockly website.

For technical assistance, troubleshooting, or customer service inquiries, please contact Lockly support through their official channels. Contact information can typically be found on the Lockly website or in your product documentation.

Related Documents - PGD728

	[Lockly Guard Deadbolt User Manual: PGD728F ZU & PGD728 ZU](#) Comprehensive user manual for the Lockly Guard Deadbolt smart lock, covering installation, features like PIN Genie keypad, Z-Wave integration, fingerprint recognition, access codes, and troubleshooting for models PGD728F ZU and PGD728 ZU.
	[Lockly Guard Deadbolt 728F ZU	728 ZU User Manual](#) Comprehensive user manual for the Lockly Guard Deadbolt smart lock, covering features, operation, Z-Wave integration, fingerprint recognition, and troubleshooting for models PGD728F ZU and PGD728 ZU.
	[Lockly Secure Pro 2025 Version: Installation Guide	Smart Lock Setup](#) Comprehensive installation guide for the Lockly Secure Pro 2025 Version smart lock. Learn how to install your keyless entry deadbolt, including door preparation, deadbolt installation, and sensor setup. Get troubleshooting tips and parts overview.

	Lockly Flex Touch User Manual: Features, Setup, and Operation Comprehensive user manual for the Lockly Flex Touch smart lock (PGD7A, PGD7AW), covering features, setup, fingerprint management, app integration, voice control, troubleshooting, and safety guidelines.
	Lockly Guard Defender Smart Lock User Manual (238LM/238LE) Comprehensive user manual for the Lockly Guard Defender smart lock (models 238LM/238LE), covering installation, setup, features, locking/unlocking methods, troubleshooting, and safety precautions.
	LOCKLY Secure Latch Edition Installation Guide Step-by-step instructions for installing the LOCKLY Secure Latch Edition smart lock, including preparation, installation steps, smart home integration, and regulatory information.