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## Lockly PGD628W

# Lockly Secure Pro Smart Lock Wi-Fi User Manual

Model: PGD628W

## WELCOME TO YOUR LOCKLY SMART LOCK

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This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your Lockly Secure Pro Smart Lock. Please read this manual thoroughly before installation and use to ensure proper function and security.



The Lockly Secure Pro Smart Lock system, including the lock, Wi-Fi hub, and a view of the companion mobile application.

## SETUP AND INSTALLATION

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### Package Contents

Before beginning installation, verify that all components are present in your Lockly Secure Pro package:

- Lockly Secure Pro Smart Lock (exterior and interior assemblies)
- Latch mechanism
- Strike plate
- Mounting hardware (screws, bolts)
- Physical keys (backup)
- 9V emergency battery port
- Installation Guide
- User Manual
- Activation Card (important for app setup)

- Lockly Secure Link Wi-Fi Hub (optional, for remote access)



An overview of the various unlocking methods available with your Lockly Smart Lock.

## Door Compatibility

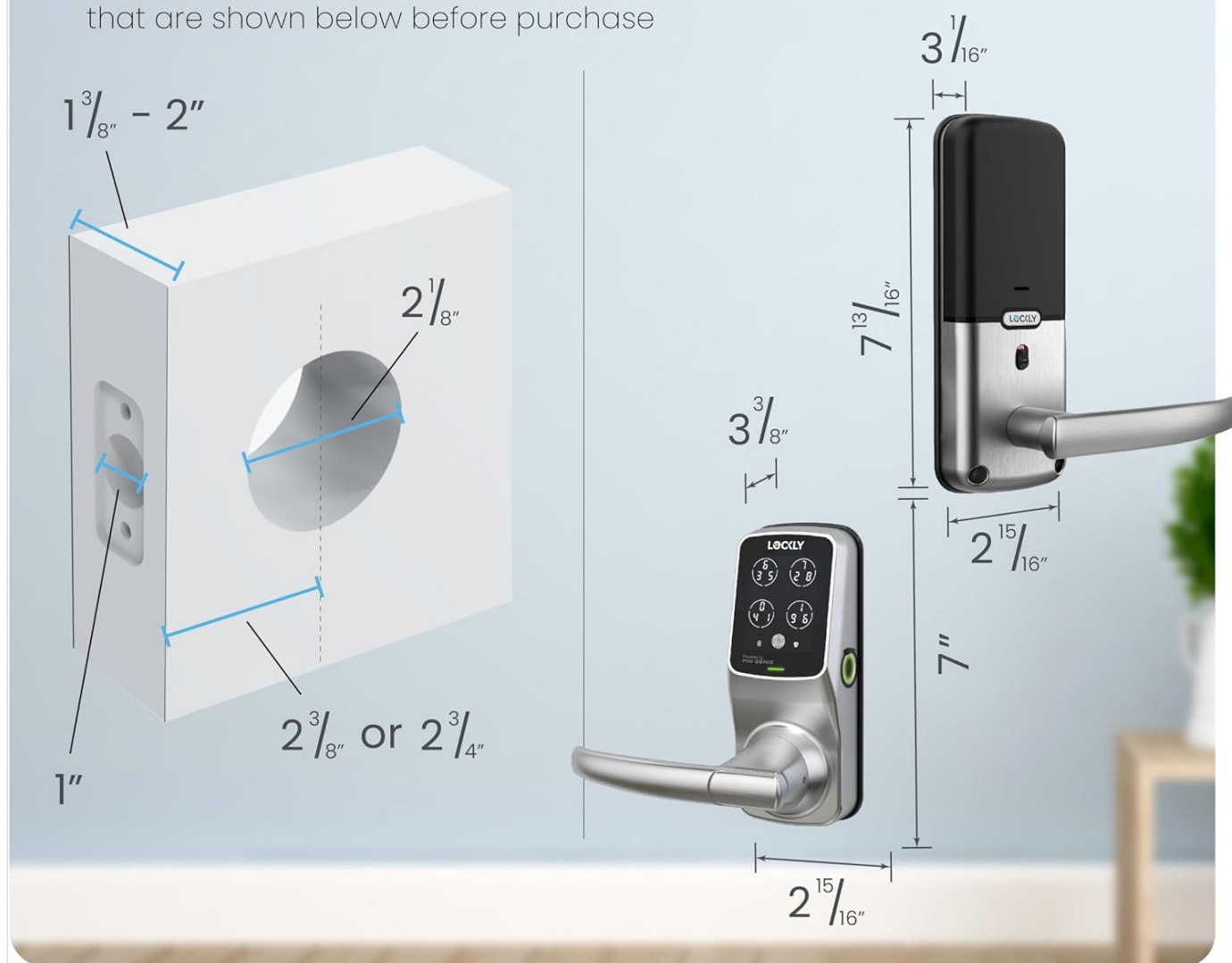
Ensure your door meets the following specifications for proper installation:

- Door thickness: 1 $\frac{3}{8}$ " - 2" (35mm - 50mm)
- Backset: 2 $\frac{3}{8}$ " or 2 $\frac{3}{4}$ " (60mm or 70mm)
- Cross bore hole diameter: 2 $\frac{1}{8}$ " (54mm)
- Edge bore hole diameter: 1" (25mm)
- Compatible with both left and right swing doors.

# Door Compatibility

## Check Before Purchase

Please measure and confirm the sizes that are shown below before purchase



Detailed measurements for checking door compatibility before installation.

## Installation Steps

Follow the step-by-step instructions provided in the included Installation Guide. A digital version may also be available on the Lockly support website. Ensure all cables are properly connected and the lock is securely fastened to the door. The smart lock will run an auto-check to fit left/right swing doors smoothly after installation.

For visual guidance, an unboxing and initial thoughts video is available from a customer, which provides a general overview of the product and its packaging. While not an official installation guide, it can help familiarize you with the components.

## OPERATING YOUR LOCKLY SMART LOCK

### Versatile Unlocking Options

Your Lockly Secure Pro offers multiple convenient ways to access your property:

- **Patented PIN Genie Keypad:** The digital keypad features patented PIN Genie technology that reshuffles the



numbers after each use. This prevents others from guessing your code by observing fingerprint smudges or patterns, enhancing security.



The dynamic shuffling keypad ensures your access code remains private.

- **3D Biometric Fingerprint Sensor:** Quickly unlock your door with the advanced 3D biometric fingerprint sensor. It offers 0.3-second recognition and can store up to 99 unique fingerprints. The system uses AI learning to improve speed and accuracy over time.



## 3D Biometric Fingerprint

Quickly unlock with advanced fingerprint sensor.



**0.3sec**  
recognition

Up to  
**99**  
fingerprints

**AI**  
learning to  
improve  
speed and  
accuracy

Fast and secure access using your registered fingerprints.

- **Mobile App Control:** Manage and monitor your lock from anywhere using the Lockly Home app. You can lock/unlock, view access history, and receive real-time notifications. There are no monthly fees for cloud storage or remote control.



The image shows a silver Lockly PIN Genie digital keypad mounted on a door. The keypad has a black display area with four circular buttons showing numbers: 6, 7, 0, and 1. Below these are two more buttons showing 4 and 9. The text 'LOCKLY' is at the top, and 'Powered by PIN GENIE' is at the bottom. A green light is visible on the right side of the keypad.

-  PIN Genie® Digital Keypad
-  3D Biometric Fingerprint Access
-  Mobile App Control
-  Control Anywhere
-  Real-time Alerts
-  Programmable Auto-lock
-  Offline Access Codes
-  Recurring Access
-  Wi-Fi Enabled Via Secure Link Wi-Fi Hub

works with alexa

works with Hey Google

Control your Lockly smart lock conveniently from your smartphone.

- **Voice Control:** For hands-free convenience, the Lockly Secure Pro is compatible with voice assistants like Amazon Alexa and Google Assistant. Simply use voice commands to lock or unlock your door.





Integrate your Lockly with smart home systems for voice-activated control.

- **Traditional Physical Keys:** For ultimate peace of mind, traditional physical keys are included as a backup access method.

### Programmable Auto-Lock

The auto-lock feature can be customized to automatically lock your door after a set period, ranging from 5 to 300 seconds. This ensures your door is always secured, even if you forget to lock it manually.





## Programmable Auto-lock

### Leave and forget

Never worry if you have locked your door properly, ever again.

**5s – 300s**  
customizable

The customizable auto-lock feature provides convenience and security.

## Remote Access and Flexible Sharing

With the optional Lockly Secure Link Wi-Fi hub, you can control your lock from anywhere, receive real-time alerts, and manage access for others. Grant temporary access effortlessly using eKeys, eBadges, or Offline Access Codes (OAC), which allow entry even without an internet connection. This is ideal for guests, service providers, or family members.

## MAINTENANCE

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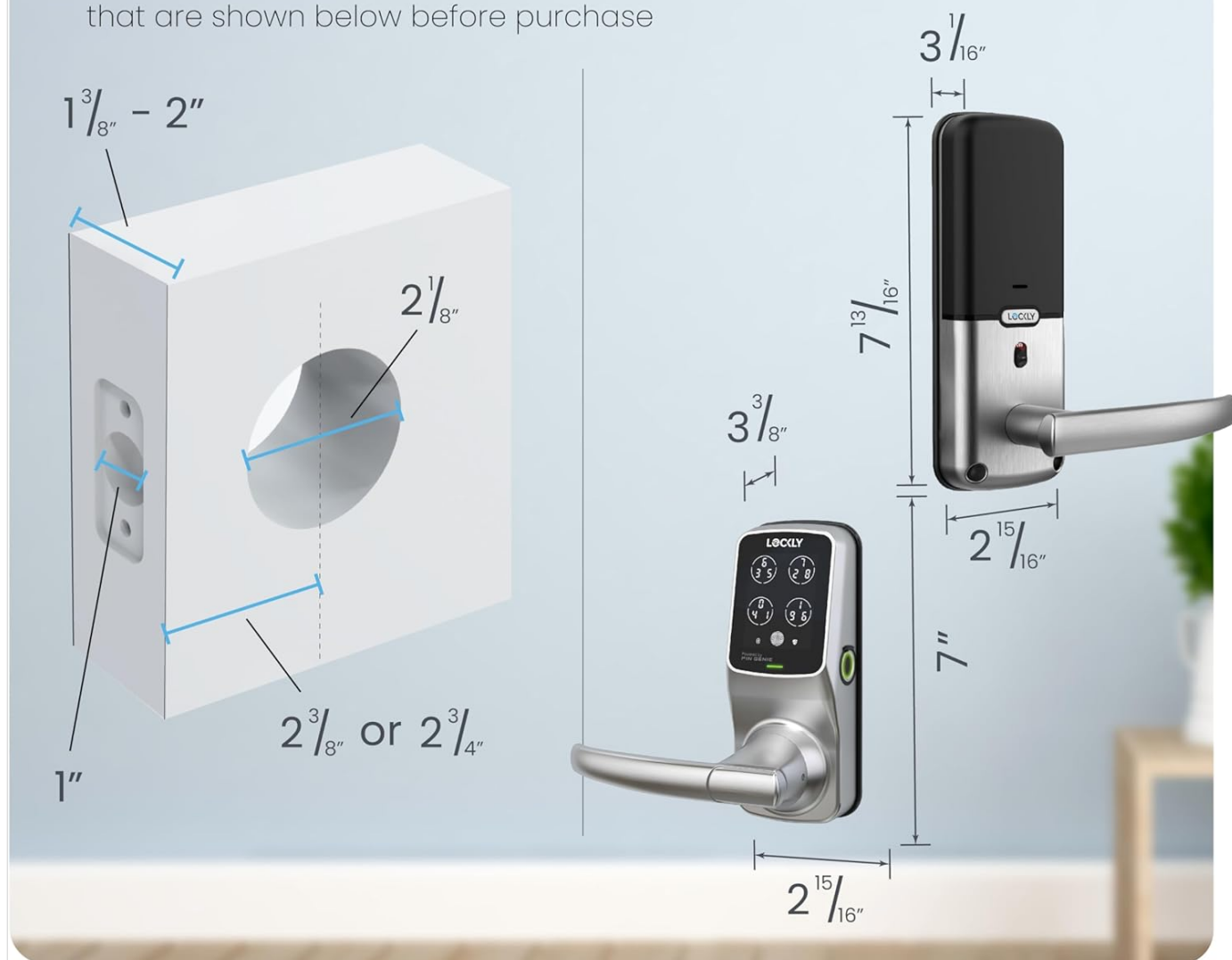
### Battery Replacement

The Lockly Secure Pro is powered by 4 AA alkaline batteries, providing up to 12 months of battery life. The Lockly Home app will provide low battery alerts. In case of complete battery depletion, a 9V emergency battery port is available on the exterior assembly for temporary power to unlock the door.

# Door Compatibility

## Check Before Purchase

Please measure and confirm the sizes that are shown below before purchase



Information on battery requirements and emergency power options.

## Cleaning

To clean your Lockly Smart Lock, use a soft, damp cloth. Avoid abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish and electronic components.

## TROUBLESHOOTING

If you encounter issues with your Lockly Secure Pro Smart Lock, consider the following common solutions:

- **Lock not responding:** Check battery levels. Replace batteries if low. Use the 9V emergency battery port if completely drained.
- **Keypad numbers not rotating:** If the numbers on your touch panel suddenly stop rotating after each use, press the OK/Logo button for at least three seconds to return to the normal Lockly keypad. Ensure you are not in "fix mode" if you prefer dynamic shuffling.
- **Difficulty with fingerprint recognition:** Ensure your finger is clean and dry. Re-register your fingerprint if issues persist.

- **App connectivity issues:** Ensure your Wi-Fi hub is properly connected and within range. Check your home Wi-Fi network. Restart the Lockly Home app.
- **Latch mechanism sticking:** Verify proper installation and alignment. If the issue persists, contact customer support as it may indicate a defective part.

For more detailed troubleshooting or persistent issues, please refer to the Lockly support portal or contact customer service.

## PRODUCT SPECIFICATIONS

Feature	Detail
Brand	Lockly
Model Name	Lockly Secure Pro
Item Model Number	PGD628W
Lock Type	Smart Lock
Special Features	Touchscreen, Fingerprint, Wi-Fi, Passcode Unlock, Auto-Lock
Material	Zinc
Color	Satin Nickel
Item Dimensions (L x W x H)	7.8 x 2.9 x 7.2 inches
Item Weight	2.5 Pounds
Power Source	4 AA Alkaline Batteries (included)
Connectivity Protocol	Bluetooth, Wi-Fi (with Secure Link Hub)
Recommended Uses	Commercial, Residential, Front Door, Interior Door
Finish Type	Brushed
IP Rating	IPX4 Weatherproof

## WARRANTY AND SUPPORT

Lockly products come with 24/7 technical support through phone, email, and live chat. For assistance, please visit the official Lockly support portal at [Lockly.com/help](https://lockly.com/help). Your activation card contains unique information necessary for setting up your lock and for support purposes; please keep it in a secure place.