

**LOCKLY PRO™**  
LOCKLY PRO PGI303FC  
Smart Access Control Plus  
Video Doorbell



# LOCKLY PRO PGI303FC Smart Access Control Plus Video Doorbell User Manual

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**LOCKLY PRO™**

**LOCKLY PRO PGI303FC Smart Access Control Plus Video Doorbell**



## Specifications

- Product Name: Ingress 302W Smart Access Control + Doorbell
- Model: Vision Ingress 303W
- Intended Use: Commercial use & professional installation
- Website: [www.LocklyPRO.com](http://www.LocklyPRO.com)

## Product Highlights

### Product Features

The Ingress 302W Smart Access Control + Doorbell offers the following features

- Patented Hack-Proof PIN Genie Keypad
- Multiple Access Codes & Monitoring
- Live Monitoring
- Offline Access Code™ (OAC)
- Auto-Lock Functionality

## Product Overview

### Connectivity Specifications

The device supports various installation methods

- Wired Installation
- Wireless Installation
- Weigand Installation
- Wired Doorbell Installation

- Double Door Installation

## **Rebooting Your Smart Access Control Device**

Instructions on how to reboot the device can be found in this section of the manual.

## **Using Your Smart Access Control Device**

### **Programming Mode**

This section covers how to enter programming mode for setting up the device.

### **Locking and Unlocking**

- Unlocking with Access Codes
- Unlocking with Fingerprint
- Unlocking with RFID
- Unlock with QR Code
- Safe Mode Overview and Disabling
- Welcome Mode and Tamper Switch

## **Video Doorbell**

### **Doorbell**

This section provides information on the doorbell functionality.

### **Video Doorbell**

Details about the video doorbell features are explained here.

## **Advanced Features**

- Offline Access Code™ (OAC)
- Single and Multi Units Programming
- Multi-Tiered Verification

## **Important Notes**

Read through this section for important notes related to the usage of the product.

## **Cleaning**

Instructions on how to clean the device can be found in this section of the manual.

## **Safety Precautions**

Ensure to follow the safety precautions outlined in this section to prevent any accidents or damage.

## **FAQ (Frequently Asked Questions)**

- **Q: What should I do if I lose the Activation Code Card?**
  - A: If you lose the Activation Code Card, please contact us immediately for assistance as it is essential for ownership identification and setting up your lock.
- **Q: How many access codes can I store on the device?**

- A: You can store up to 999 access codes for various users, and monitor entry and exit records. Without a LocklyOSTM subscription, you can store up to 37 access codes.
  - **Q: Can I monitor door access remotely?**
    - A: Yes, you can monitor door access from anywhere in the world through your smartphone and control who enters and exits securely.
  - **Q: What is Auto-Lock functionality?**
    - A: Auto-Lock automatically locks the door based on your customized timing set between 5-300 seconds, eliminating the worry of forgetting to lock the door.
- For additional support, visit [LocklyPRO Support Page](#) or email: [prosales@lockly.com](mailto:prosales@lockly.com)

## USER MANUAL

### PG1302W | PG1303W

#### **LOCKLY GUARD INGRESS 302W** SMART ACCESS CONTROL + DOORBELL

#### **LOCKLY GUARD VISION INGRESS 303W** SMART ACCESS CONTROL + VIDEO DOORBELL For commercial use & professional installation

[www.LocklyPRO.com](http://www.LocklyPRO.com)

## ACTIVATION CODE CARD

Don't lose the Activation Code Card.

Treat it like your Driver's License as it's the only thing you'll have to identify ownership of your lock. Please store this card in a safe place as this is required to set up your Lockly Guard. The Activation code will be required if you lose your smartphone or Access Code. Without this code, you will not be able to reset your lock. If you are missing the card, please contact us immediately.

For additional support, visit [Locklypro.com/support](http://Locklypro.com/support) or email: [prosales@lockly.com](mailto:prosales@lockly.com)



## 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. (Available on Vision Ingress 303W)

- **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 999\* access codes for employees, tenants, members, unit owners, contractors and guests, as well as monitor entry and exit records. Store up to 37 access codes without LocklyOSTM subscription (\*subscription required)

- **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, without connecting the Lockly Guard to the internet in case of power outage, you can still remotely issue an 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 Guard 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 access verification before unlocking.

- **Scalable Property Management**

Solution Programmable to manage a single household, an office unit or upgrade to multiple-unit property management solution to grant unit owners or tenants sub-admin control and access for their family members, employees or guests.

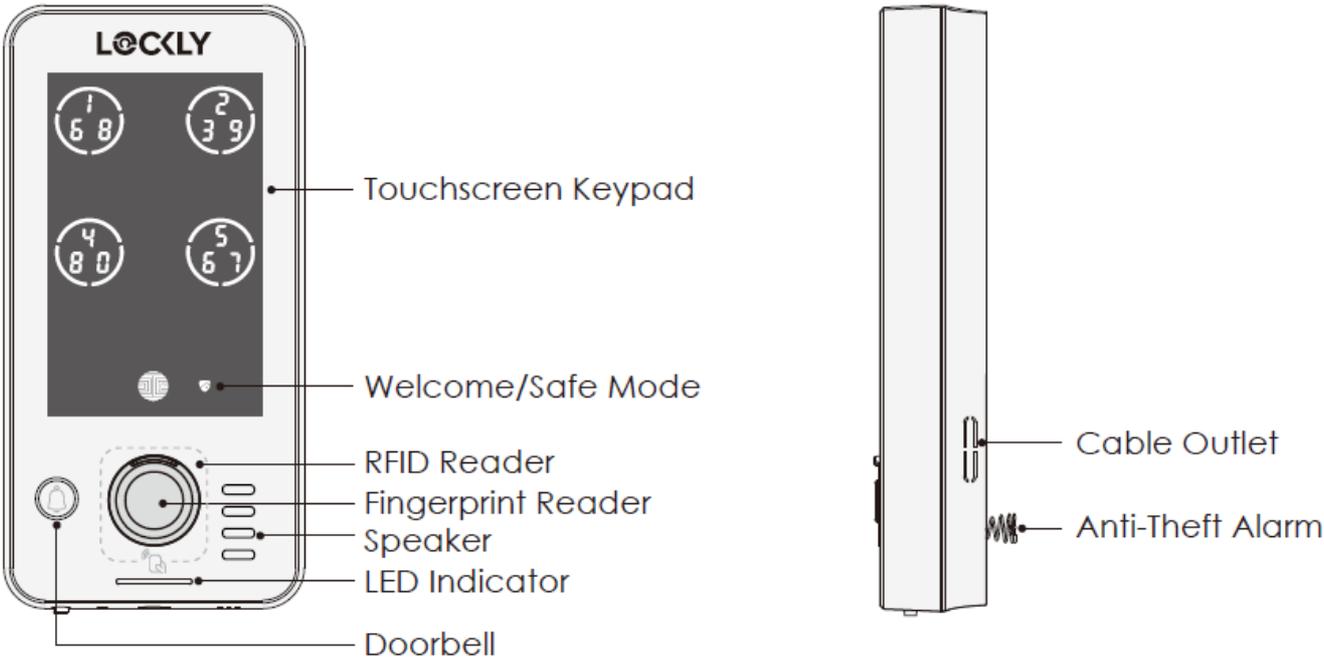
## **Product Overview**

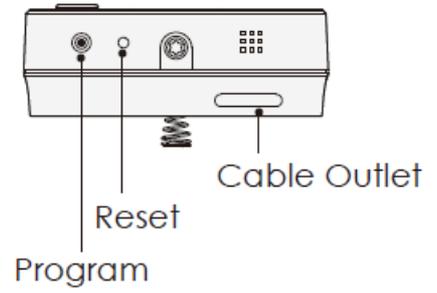
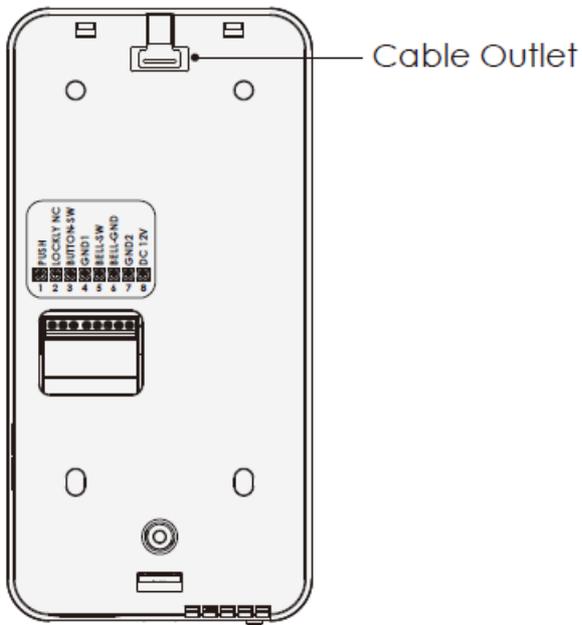
Lockly Ingress Smart Access Control is compatible with most access control power supplies available on the market. It supports Electric Drop Bolts, Electric Exit Devices and Electromagnetic Locks. Additionally, it is compatible with standard wired door-bells and Wiegand input devices. To ensure the device functions correctly, please follow the port connection requirements. Incorrect connections may damage the device. Please refer to Section 2.2 for the wiring diagram and detailed instructions suitable for your set-up.

1 PUS H	Lock Control Port		
2 LOC KLY N C	Door Open Detection Port		
3 BUT TON- SW	Door Exit Button Port	Wiegand 26 Data 0	
4 GND 1	Door Exit Button Port	Doorbell Button Port – and Doorbell GND	Wiegand 26 GND 1
5 BEL L-SW	Doorbell Button Port	Wiegand 26 Data 1	
6 BEL L	Doorbell Signal Port – Grounded (GND)		
7 GND 2	Access Control Power –	Doorbell Power –	
8 DC1 2V	Access Control Power +	Doorbell Power +	

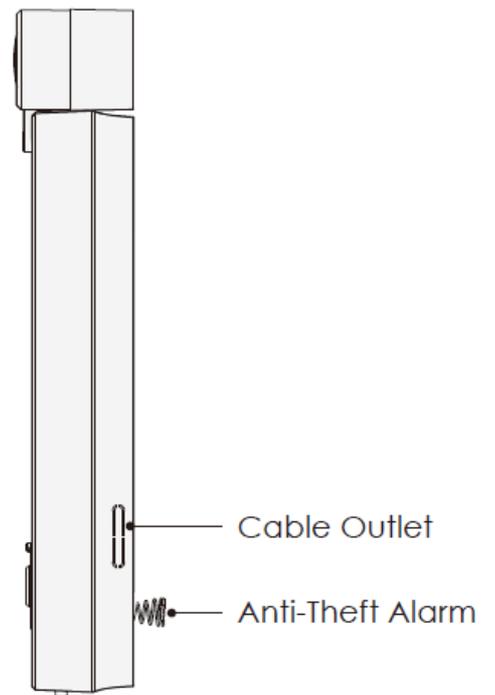
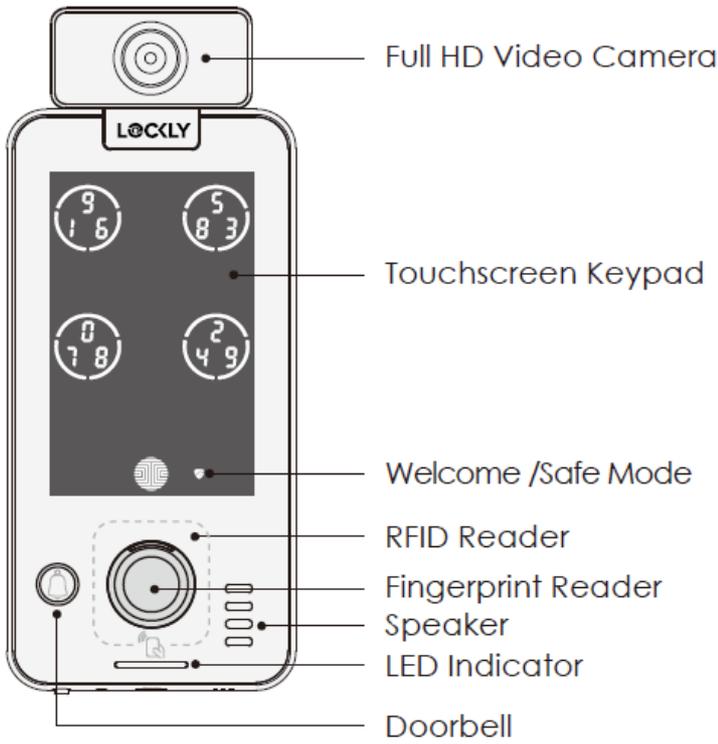
The power supply of the Access Control comes in two specifications : 12V or 24V. Lockly Ingress only supports a working voltage of 12V. Using a 24V connection may result to damaging the device. If your access control power supply is 24V, please contact our customer service team to acquire a 24V to 12V adapter.

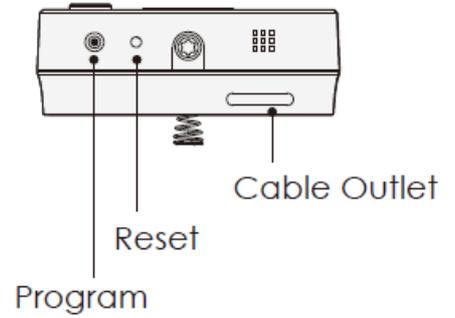
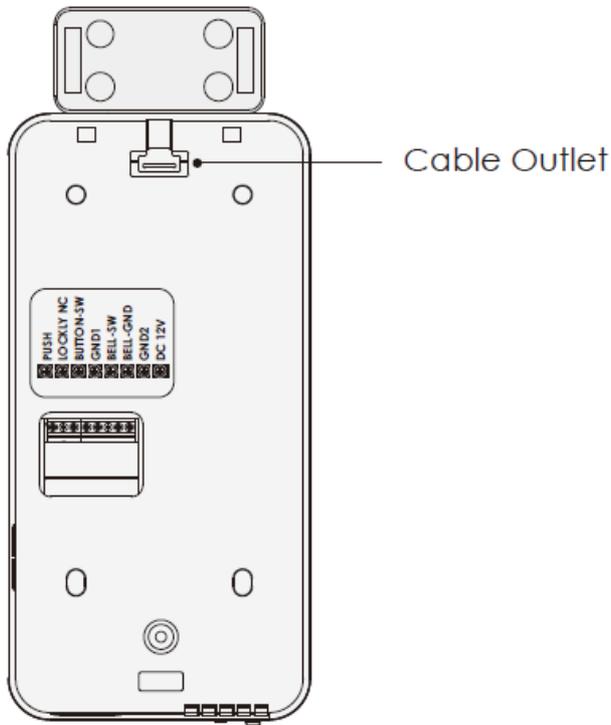
**INGRESS 302W**





**VISION INGRESS 303W**





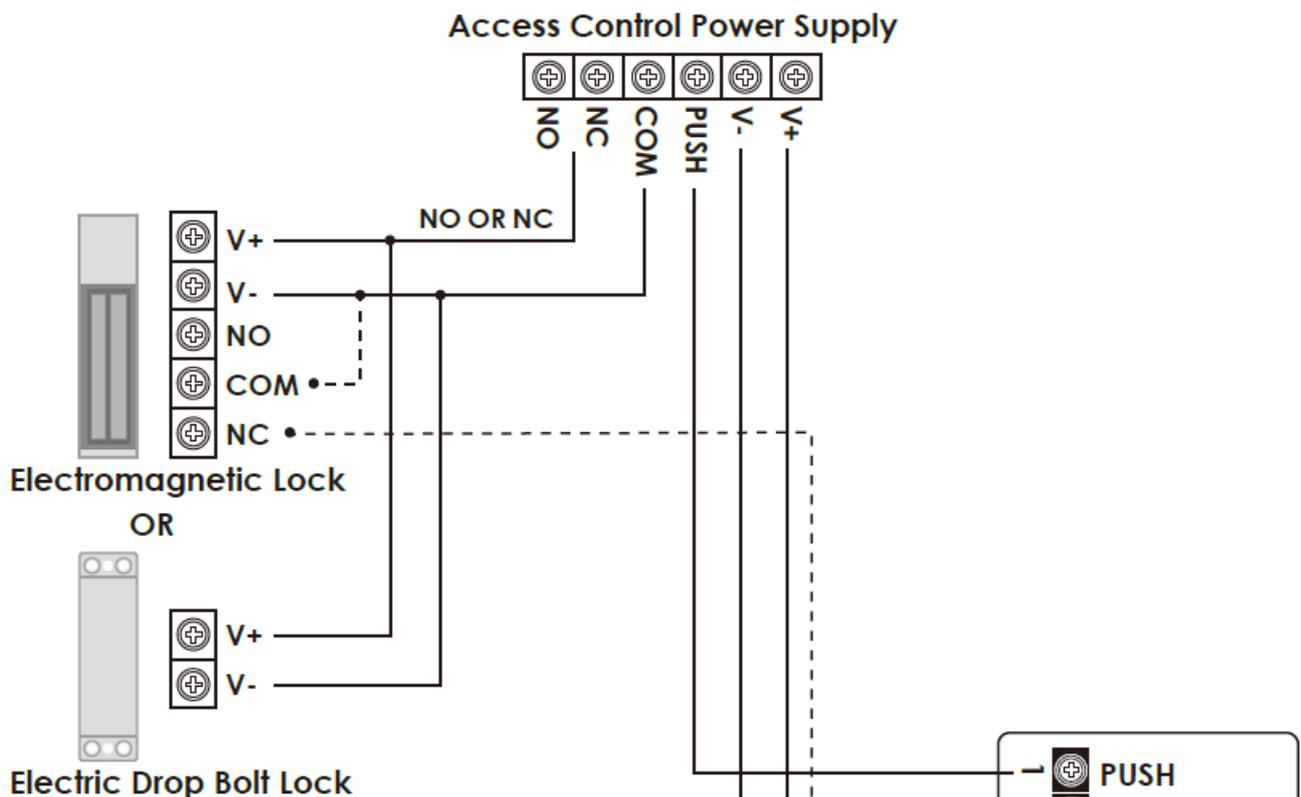
## Connectivity Specifications

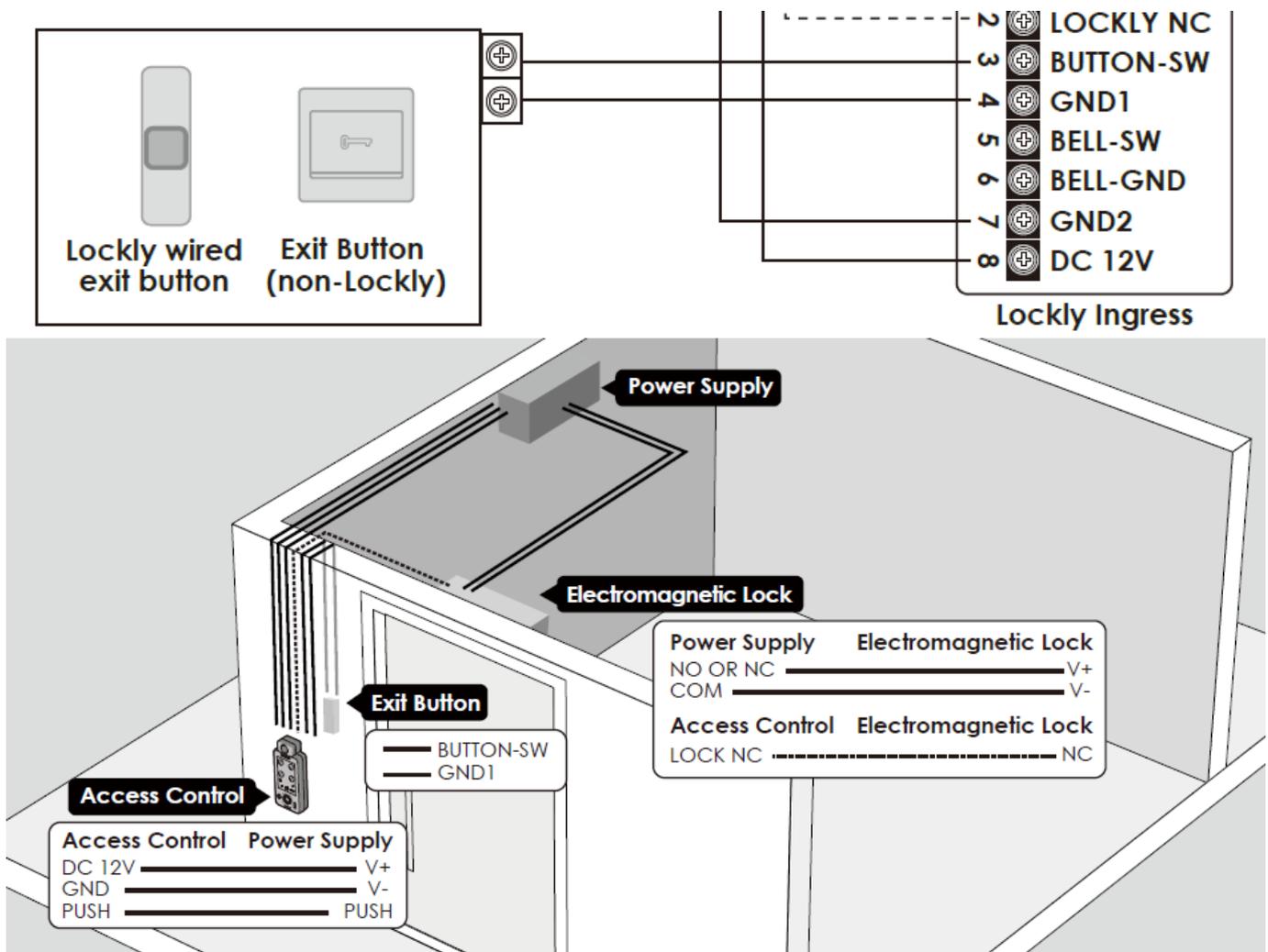
### Wired Installation

If you're connecting the Lockly Ingress to a traditional electromagnetic or electric drop bolt lock via wired method, please follow to the provided wiring diagram.

### 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. To enable the opening and closing status detection, you also need to connect the V- port of Lockly Guard Electromagnetic Lock to the COM port.





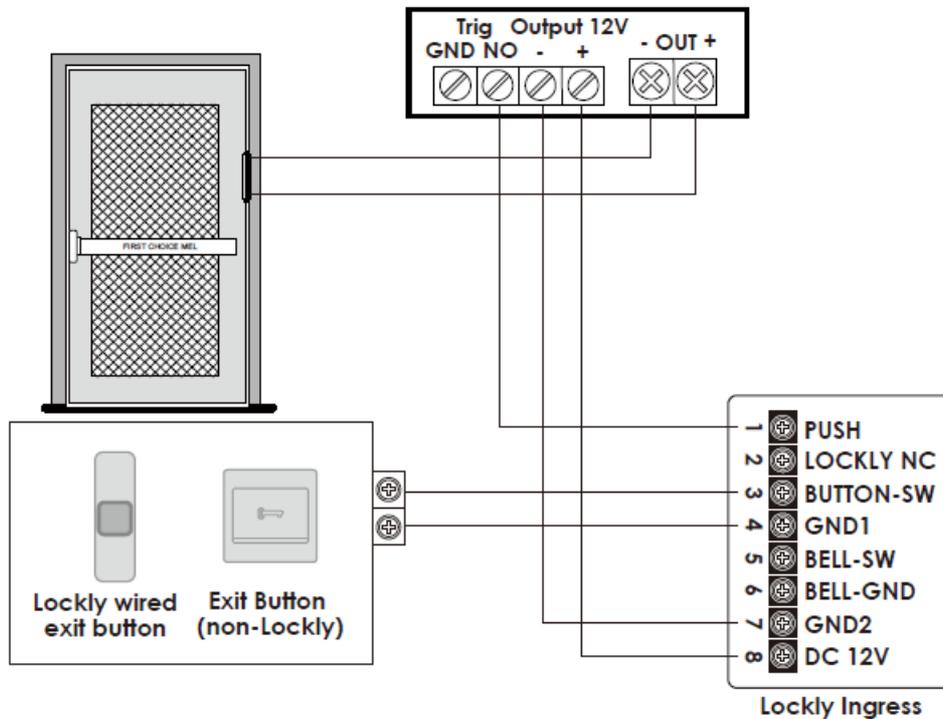
- To ensure the electromagnetic or electric drop bolt lock operates correctly, you need to have a compatible Access Control Power Supply. Connect the cables according to the instructions provided in the Access Control Power Supply manual.
- Lockly Ingress PUSH (1) and power input (7 and 8) ports are used for controlling the unlocking of the Power Supply and power input respectively. During installation, please ensure that the input voltage is at 12V. Avoid reversing the polarity as this could potentially damage the device.
- Ports 3 and 4 are used to connect to the Lockly Exit Button or non-Lockly Exit Button. Short press to notify Access Control Power Supply to unlock.
- If you're connecting your Electric Exit Device to the Access Control Power Supply, please refer to their respective installation or user manuals to connect it. After completion, connect the access control power Supply and Lockly

Ingress following wiring diagram. Lockly Ingress is compatible with most Electric Exit Devices available on the market. However, it's critical to ensure that your Electric Exit Device Kit meets the following requirements

1. The access control power supply of the Electric Exit Device must have a negative (common) and NO (normally open) connection to trigger unlocking.  
If the access control power supply for your Electric Exit Device has a positive and NO connection, it is not suitable for Lockly Ingress. It will not function and may cause damage to the device.

Connect the PUSH, GND2, and DC 12V ports of Lockly Ingress to NO, negative and positive ports of the Electric Exit Device power supply to unlock the Electric Exit Device.

- Typically, the access control power supply of the Electric Exit Device comes in two specifications: 12V or 24V. Lockly Ingress only supports 12V. Using a 24V connection may damage the device. If your Electric Exit Device's Power Supply is 24V, kindly contact our customer service team to acquire a 24V to 12V adapter.

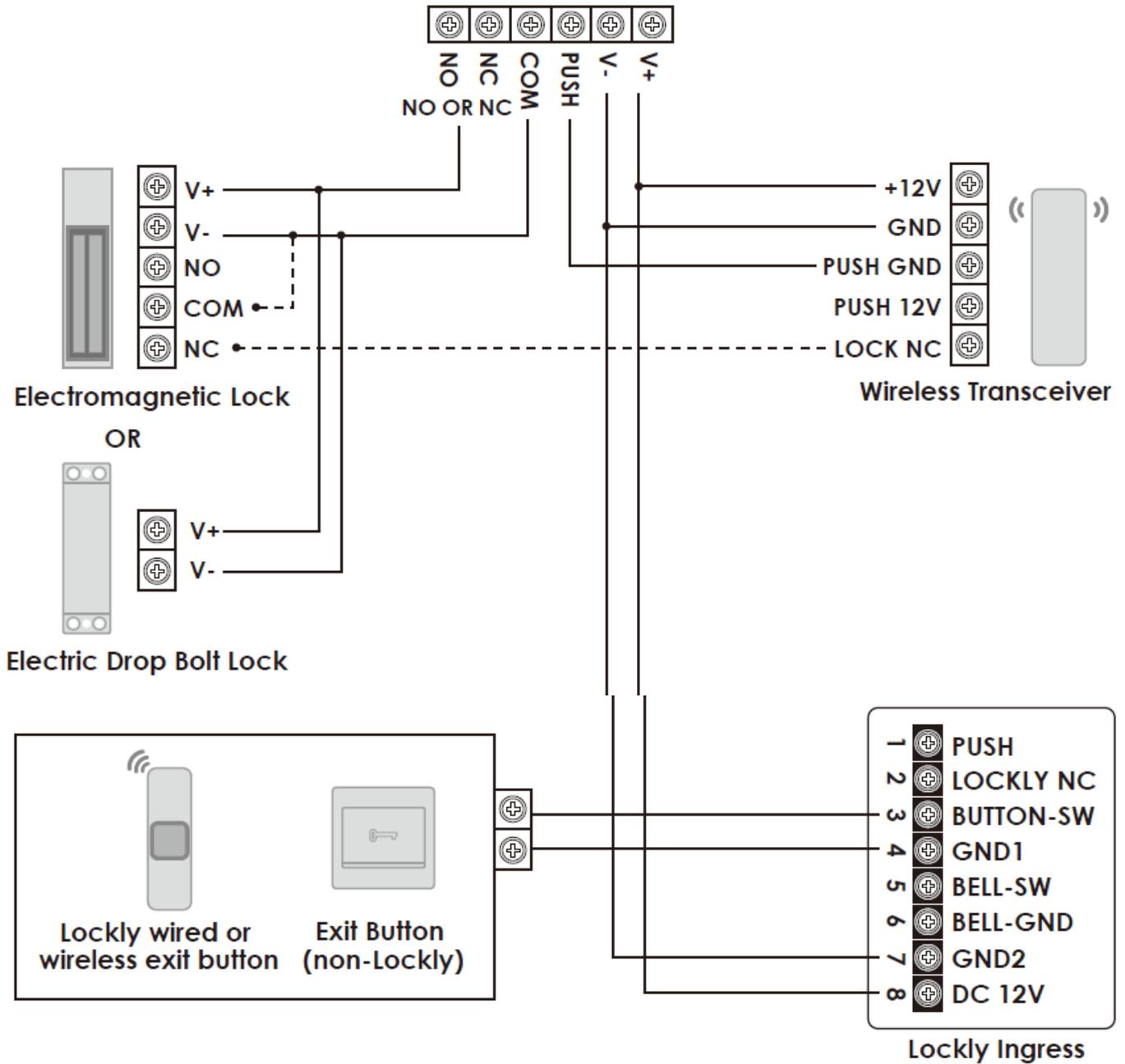


### Wireless Installation

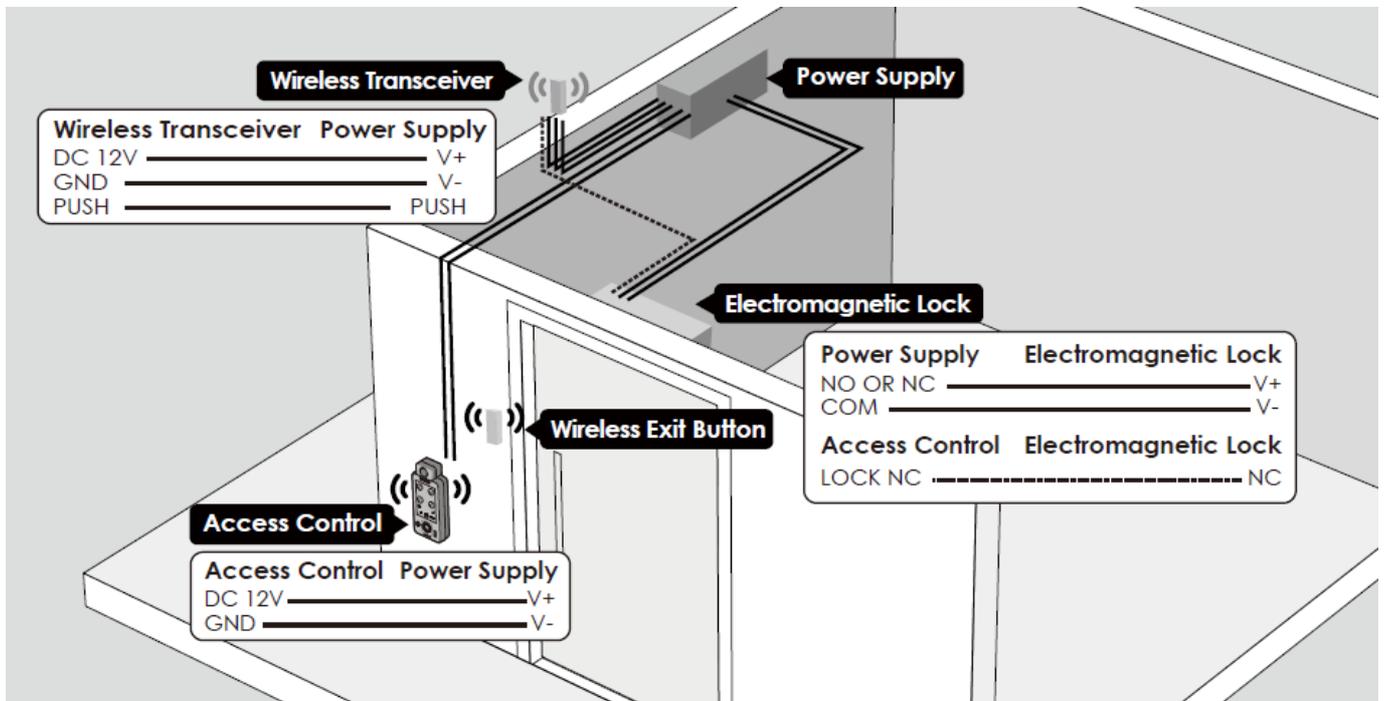
If you are converting your existing traditional wired setup to wireless connection, please connect the cables as shown below.

The traditional access control system uses the cable connection without encryption, which has low security. Lockly Guard Wireless Transceiver is built with RF433.92MHz and Lockly 2.0 proprietary encryption to provide stable wireless connectivity, security and reliability. It operates on 12V DC from the Access Control power supply and supports high-level or low-level of PUSH. Wireless Transceiver monitors the open/ closed status of the electromagnetic lock\*. It is very quick and easy to install anywhere to replace traditional wired cables, reducing your wiring steps and improving security. If you order a wireless package, please refer to this wiring diagram.

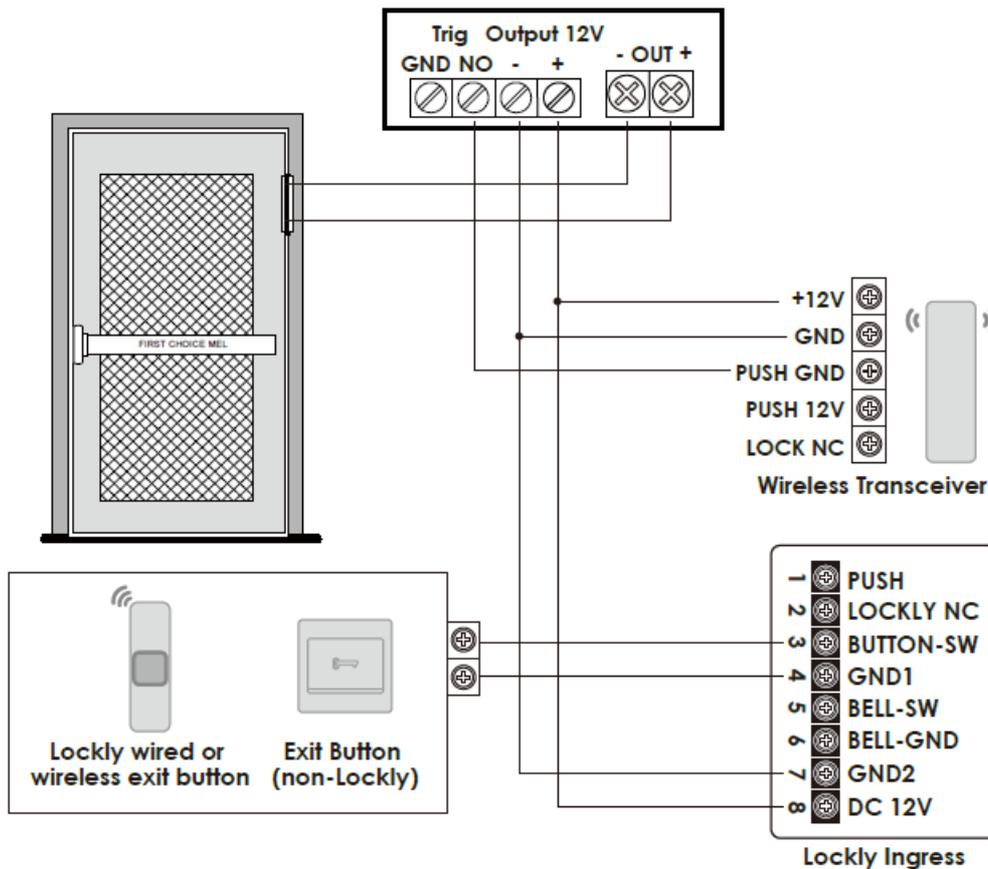
## Access Control Power Supply



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. To enable the opening and closing status detection, you also need to connect the V-port of Lockly Guard Electromagnetic Lock to the COM port.

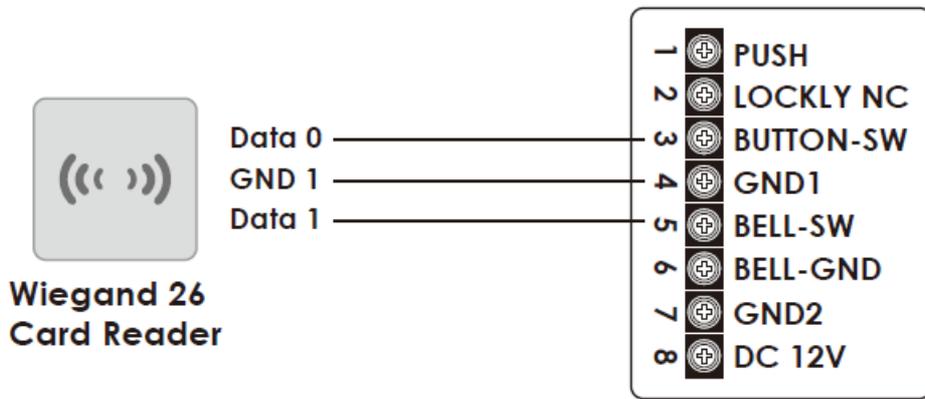


If you need to connect Lockly Ingress and Electromagnetic lock wirelessly through Wireless Receiver, please refer to the wiring diagram below:



## Weigand Installation

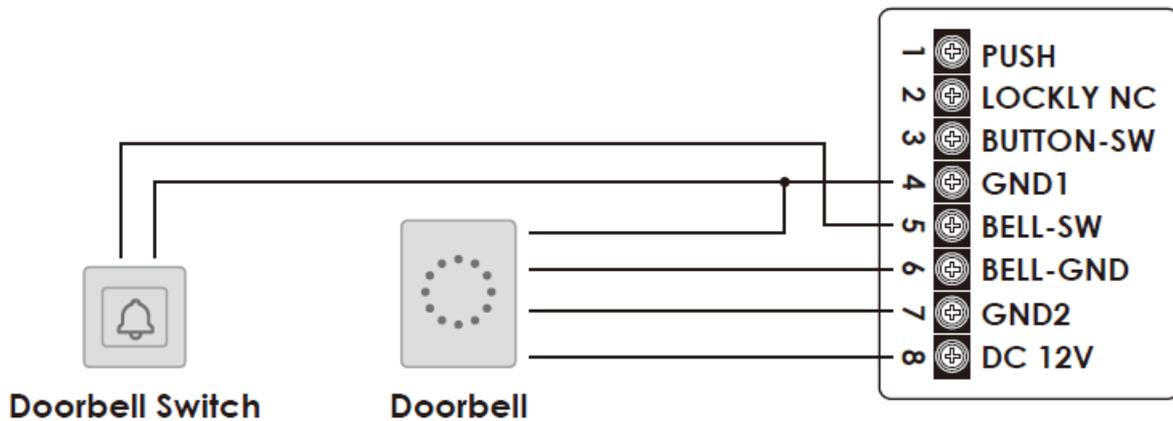
Lockly Guard Ingress supports Weigand card reader input. It is used to connect Weigand card reader to control access. If you need to connect the weigand card reader, please refer to this illustration:



If your cable length exceeds 80 meters, the weigand card reader may not work properly. The Weigand input and the wired doorbell input share the same port 5. If you have connected the Weigand card reader, do not connect the port 5 to the wired doorbell, otherwise the functions of the two will be affected.

### Wired Doorbell Installation

Lockly Guard Ingress supports connecting to traditional wired doorbell. If you need to install a wired doorbell, please refer to the illustration below to connect the wired doorbell and the doorbell button. When you press the doorbell button of Lockly Guard Ingress, your wired doorbell will also ring. You can turn this function on/off in the settings of LocklyPro Commercial App → Doorbell Settings.



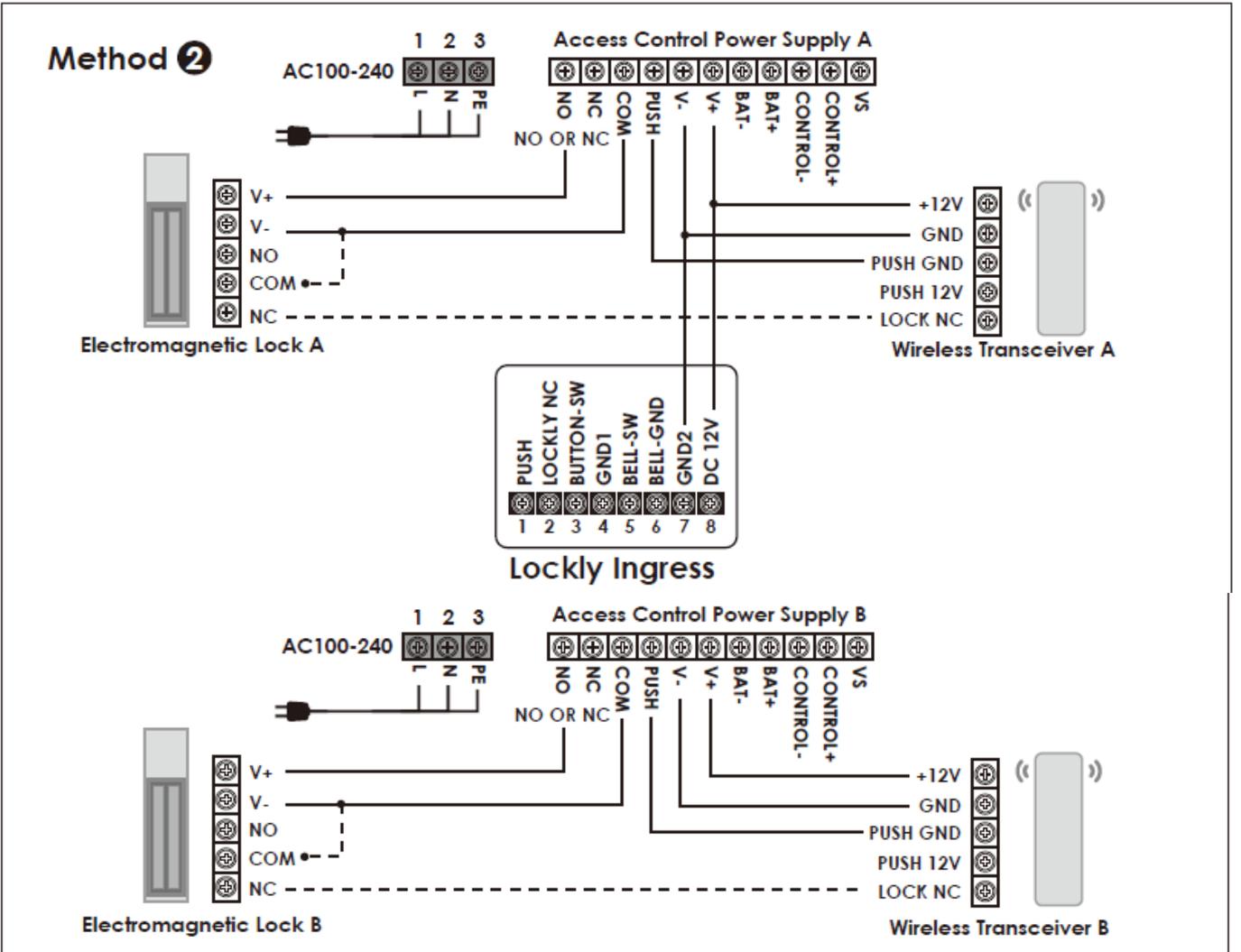
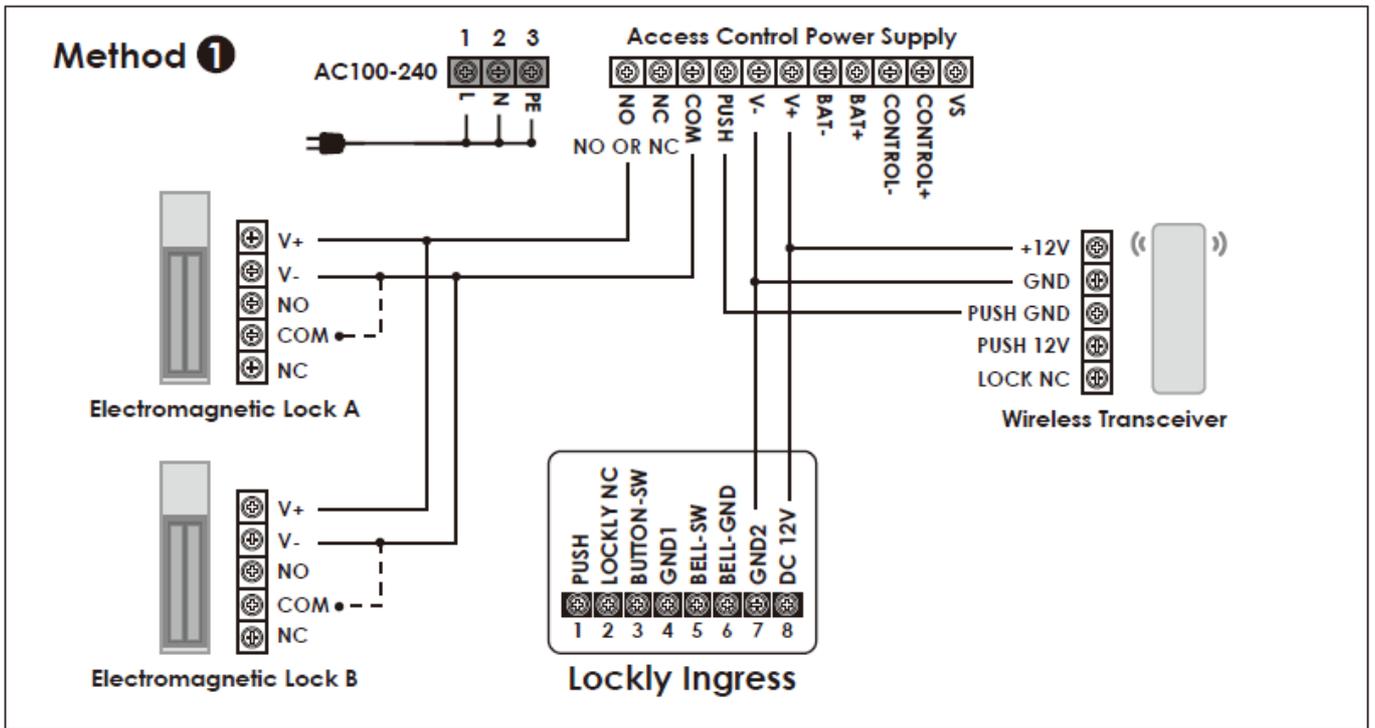
\*The BELL port of Ingress Wired Doorbell only supports controlling doorbell operation through the negative pole (GND), and does not support controlling doorbell operation through the positive pole. If you are unsure of the type of doorbell, please contact the customer support team for assistance. See contact information at the end of this manual.

The GND end of the wired doorbell can be connected to port 4 (GND1) or port 7 (GND2). This device can provide 12V power supply for the wired doorbell. Please ensure that the connected wired doorbell meets this electrical specification.

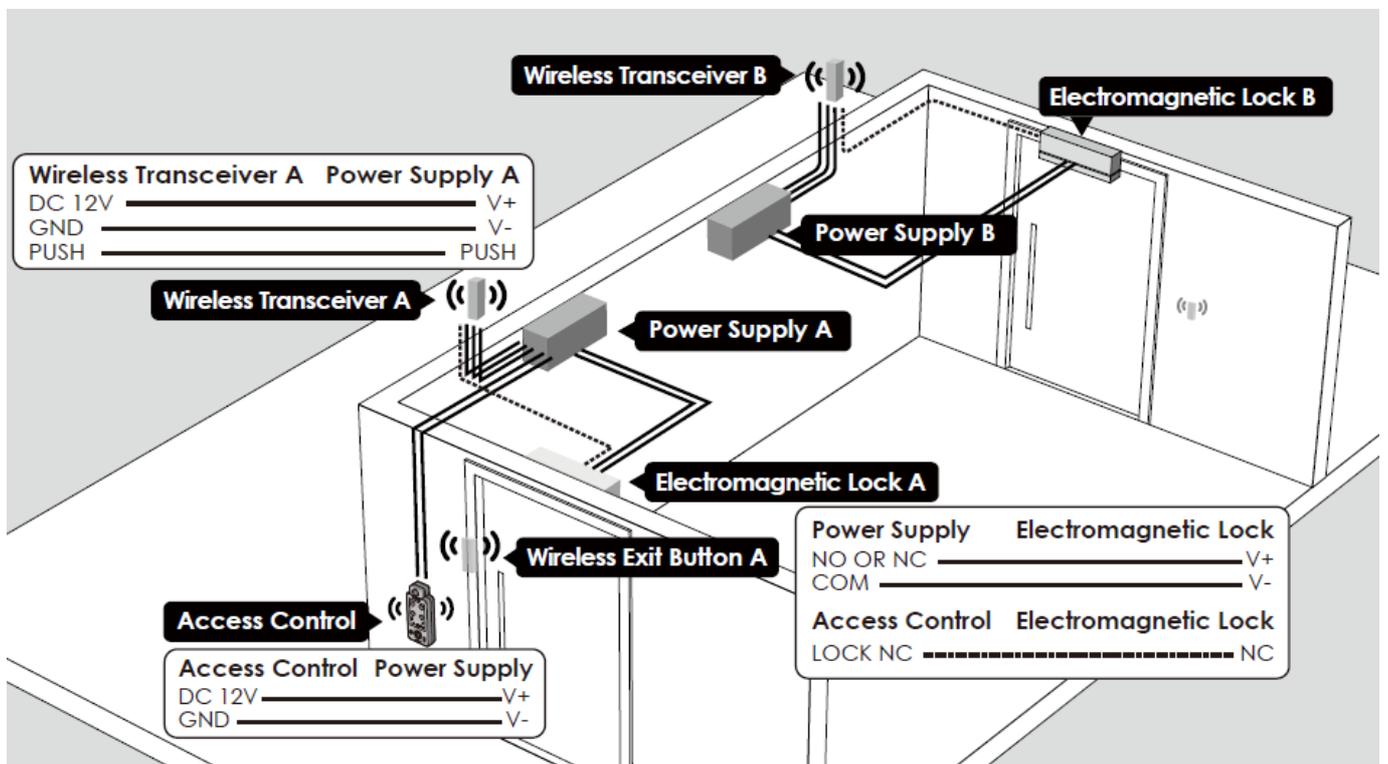
If you use a Lockly Chime (PGA381) please skip this step. Lockly Chime is based on bidirectional RF433.92MHz and Lockly 2.0 proprietary encryption. Avoid the trouble of wiring and have improved communication reliability, stability, and better security. You can contact [Locklypro.com/support](https://locklypro.com/support) to purchase .

### Double Door Installation

When you need to control two doors at the same time, please refer to the connection mode of Method 1 to connect two Electromagnetic Locks. The two locks can be switched on and off simultaneously. If you need to set delayed opening and closing and the open/close conditions for the two doors respectively, please refer to Method 2 to connect the cable. Set the appropriate delay locking time and open/close conditions in the App according to your usage. Method 2 1 requires the purchase of additional Wireless Transceiver and Access Control Power Supply. You can contact [Locklypro.com/support](https://locklypro.com/support) to purchase.



Double Door installation (Method 2) will be available upon OTA scheduled in Sept 2024

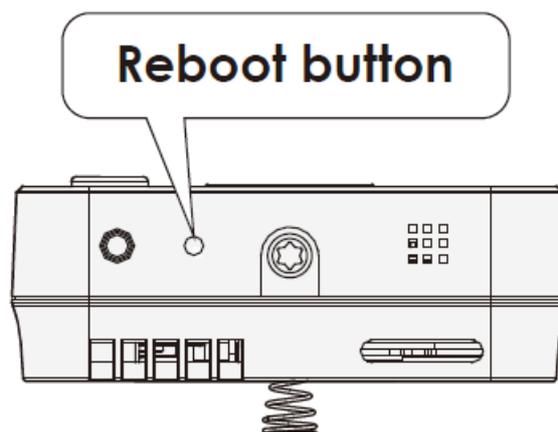


If the total power of your Access Control Power Supply is small, it may not work when connecting two Electromagnetic Locks. Please select the appropriate Access Control Power Supply according to the power supply required by the Electromagnetic Locks.

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

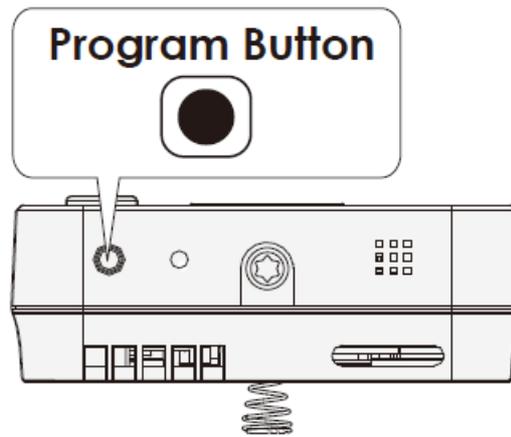
### Rebooting Your Lock

- Reboot Lockly Guard in case of 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 reset the lock. Your Lockly Guard will beep once after reboot. Only reboot when necessary.
- Reboot button is located at 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.



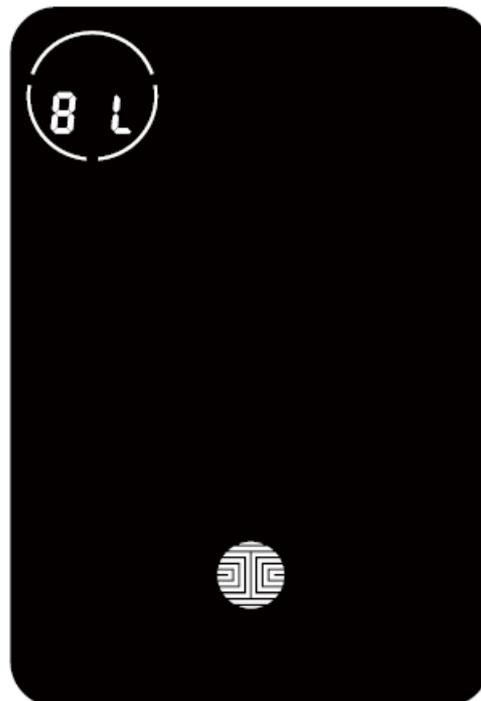
## Programming Mode

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



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

Model	Function	Mode
INGRESS (302W)	8L	Bluetooth Activation
VISION INGRESS (303W)	PR	Pair Vision Connect Hub
	8L	Bluetooth Activation

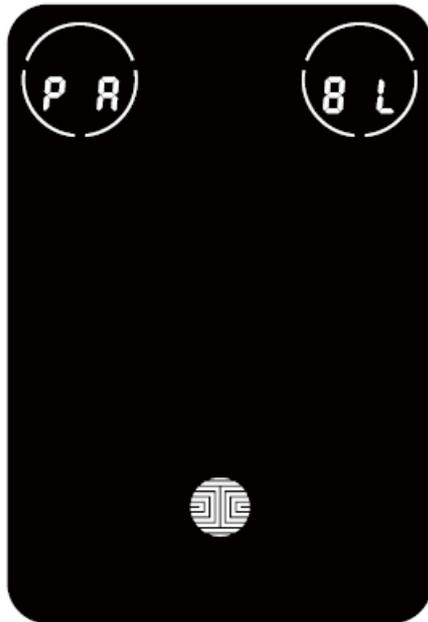


## INGRESS

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

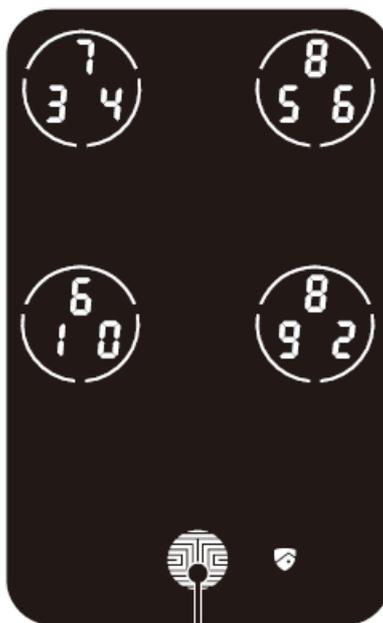
Keypad is inactive for more than thirty (30) seconds.



**VISION INGRESS**

### Configuring Access Codes

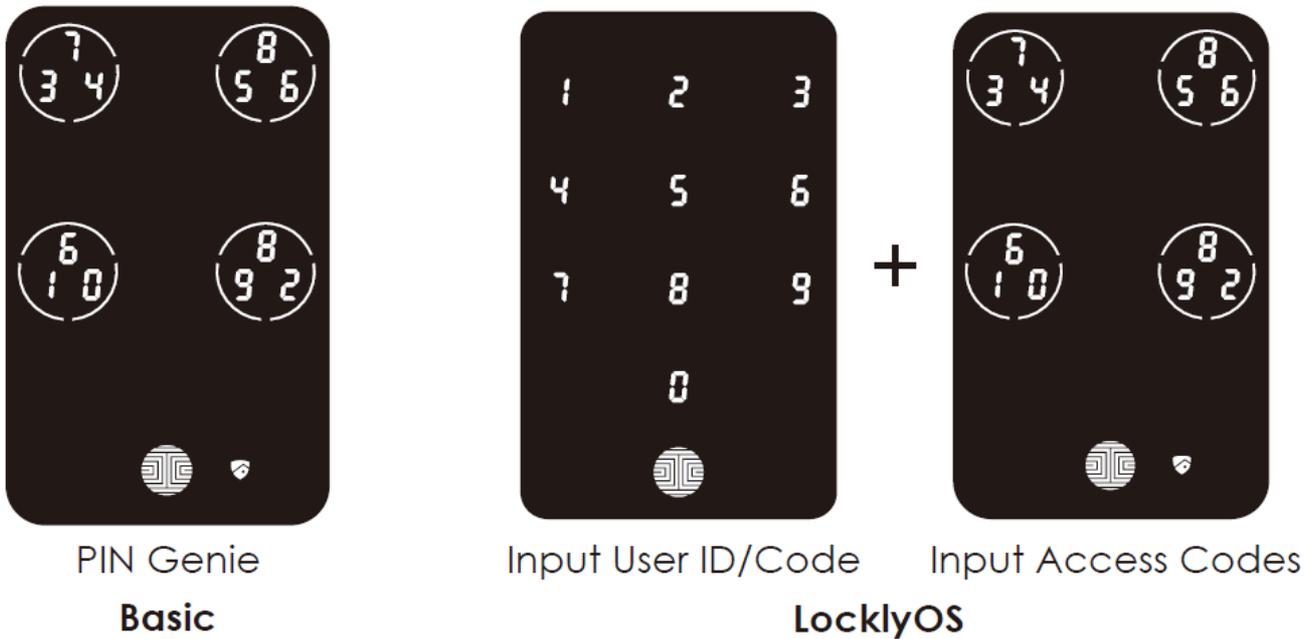
- There are a total of five (5) buttons on the keypad as shown in the example image to the left. The numbers in each button may differ from what is shown on your device than what is displayed here.
- To enter your required digit, simply press the circle where your number is shown. You do not need to 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**

The Default Access Code is 1 2 3 4 5 6

Lockly Guard Ingress supports 37 access codes. With LocklyOS subscription, you can store up to 999 access codes and can provide two fixed layout keypad modes: Fixed Digit Keypad + PIN Genie Keypad to input Access Codes.



Subscription with LocklyOS provides more efficient user management suitable for professional and commercial use. Users need to input 3-5 digits User ID/Code on the Fixed digit keypad, then input Access Code +  on the PIN Genie keypad to complete the unlocking.

#### NOTE

1. The factory default is a basic version. Once a new Access Code is entered, the default access code 123456 will be deleted.
2. You can switch between basic and LocklyOS subscription in LocklyPro Commercial App and view the difference between the two.

There are different types of Access Codes that can be generated using the LocklyPro Commercial App. Each type of access code has different levels of permission. To learn more on different types of access codes, visit: <http://www.support.lockly.com/faq/accesscodes>.

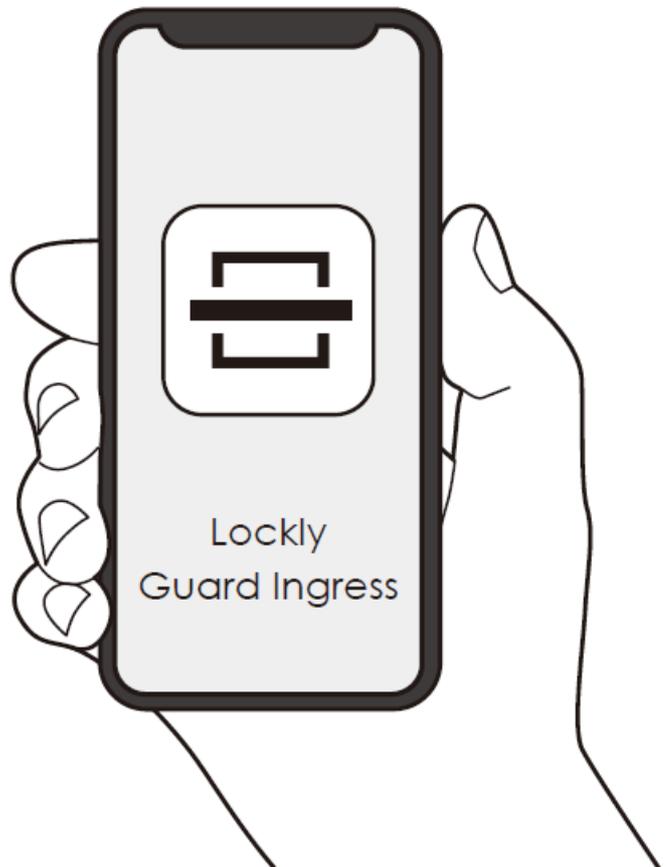
#### Understanding Your New Lock

- After the installation of your new Lockly Guard, understanding some key functions of operating your smart access control device 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](http://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 Commercial App available for both iOS and Android™ smart devices. Please download the app by visiting the link below.



Scan or visit [Locklypro.com/app](https://locklypro.com/app)

Scan or visit



### Pair Lock with the LocklyPro Commercial App

To pair your lock with the free LocklyPro Commercial 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 in your smart access control device.



 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.

Please follow the steps in the Secure Link+ User Manual (PGH222) to pair and set up your Ingress while you can pair and set up your Vision Ingress by following the steps in the Vision Connect Hub User Manual (PGH123).

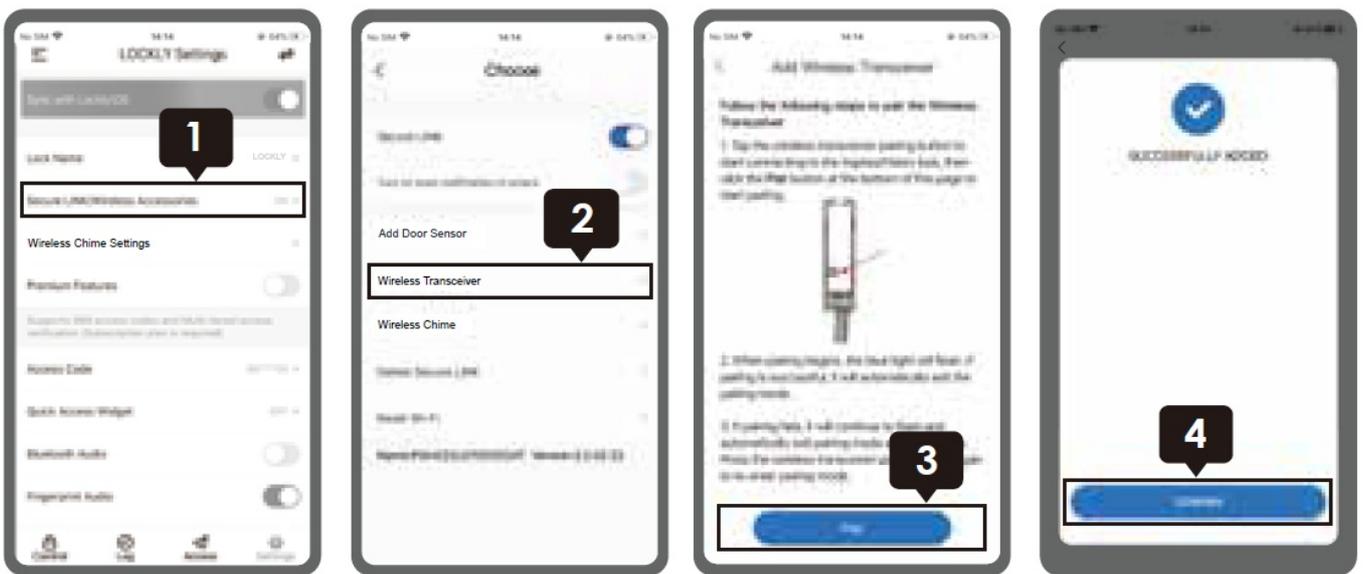
### Add Wireless Device Through App

Pairing your Ingress or Vision Ingress to its corresponding hub must be completed before adding a Wireless Device through the App. Please refer to section 3.4 of this manual to complete the hub pairing.

### Wireless Transceiver (PGA300RF)

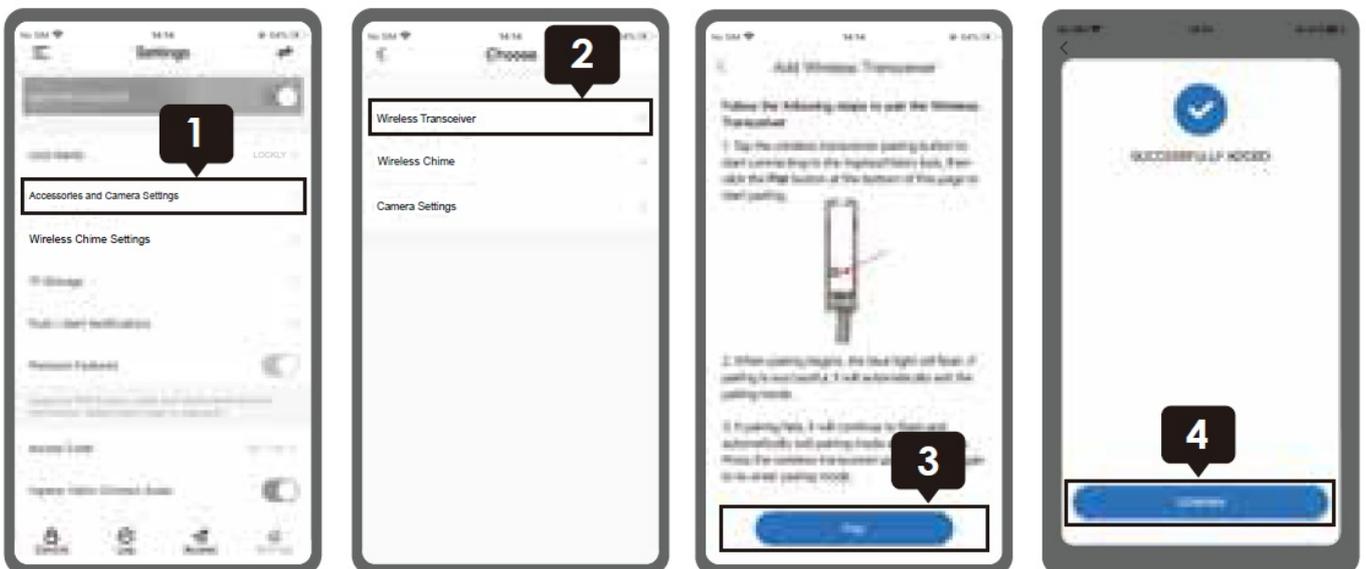
#### INGRESS 302W

Open the LocklyPro Commercial App and log in to your account, Go to Lockly Settings > Secure LINK/Wireless Accessories > Wireless Transceiver > START. At this point, please put the Wireless Transceiver into pairing mode according to the instructions in the User Manual of the Wireless Transceiver (PGA300RF). The user manual is located in the package of the Wireless Transceiver, complete pairing according to the prompts on the app screen.



#### VISION INGRESS 303W

Open the LocklyPro Commercial App and log in to your account, Go to Lockly Settings > Accessories and Camera Settings > Wireless Transceiver > START. At this point, please put the Wireless Transceiver into pairing mode according to the instructions in the User Manual of the Wireless Transceiver (PGA300RF). The user manual is located in the package of the Wireless Transceiver, complete pairing according to the prompts on the app screen.



### Wireless Door Sensor (PGA383)

Please put the Wireless Door Sensor into pairing mode according to the instructions in the User Manual of the Wireless Door Sensor (PGA383). The user manual is located in the package of the Wireless Door Sensor, complete pairing according to the prompts on the app screen.

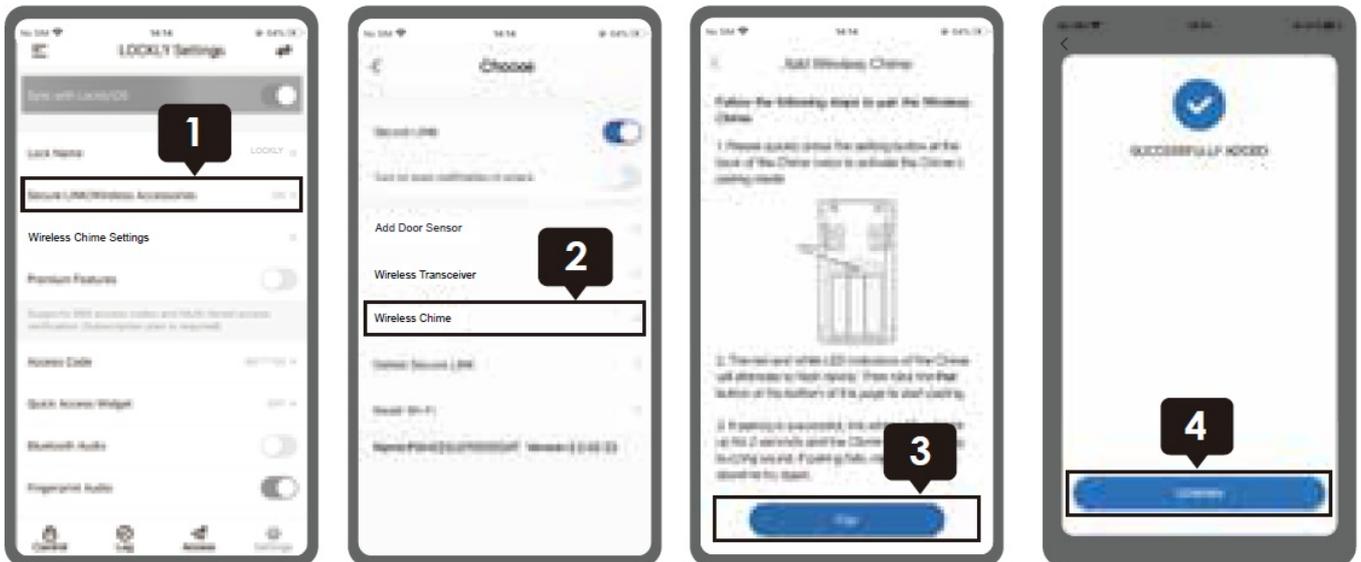
### Wireless Exit Button (PGA387)

The Wireless Exit Button (PGA387) needs to be paired with the Wireless Transceiver (PGA300RF). Complete the installation according to the Wireless Transceiver user manual. Briefly press the pairing button of the Wireless Transceiver. The Wireless Transceiver will enter pairing mode, then put the Wireless Exit Button into pairing mode according to the its user manual. Allow the Wireless Transceiver and Wireless Exit Button to complete pairing. Both the user manuals of Wireless Transceiver and Wireless Exit Button can be found inside its package.

### Wireless Chime (PGA381)

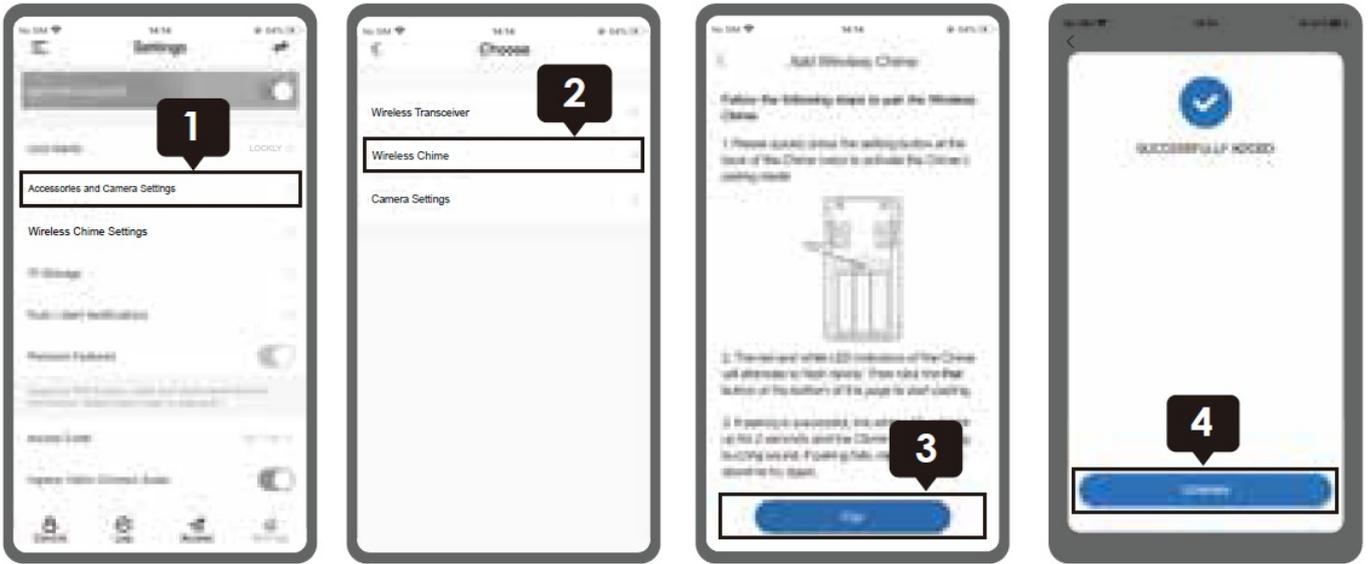
#### INGRESS 302W

Open the LocklyPro Commercial App and log in to your account, Go to Lockly Settings > Secure LINK/Wireless Accessories > Wireless Chime > START, At this point, please put the Wireless Chime into pairing mode according to the instructions in the Wireless Chime (PGA381) user manual. The user manual is located in the package of Wireless Chime, complete pairing according to the prompts on the app screen.



#### VISION INGRESS 303W

Open the LocklyPro Commercial App and log in to your account, Go to Lockly Settings > Accessories and Camera Settings > Wireless Chime > START, At this point, please put the Wireless Chime into pairing mode according to the instructions in the Wireless Chime (PGA381) user manual. The user manual is located in the package of Wireless Chime, complete pairing according to the prompts on the app screen.



## Pairing to a New Mobile Device

### INGRESS 302W

- While in Programming Mode, select “BL” to pair a new smart phone. If you are not in Programming Mode, please see Section 3.1 to enter Programming Mode.
- After pressing “BL”, the BL icon will flash and you will hear 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. Bluetooth pairing mode will automatically exit if the keypad is inactive for more than 2 mins. You will need to re-enter the programming mode, then press “BL” to re-pair the device.



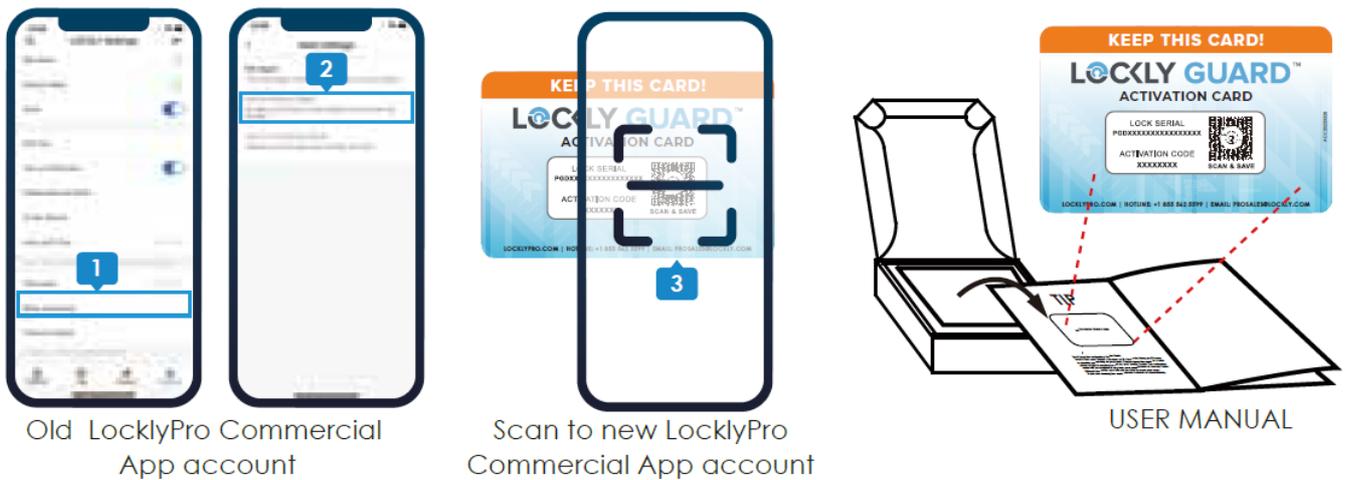
### VISION INGRESS 303W

To pair your Vision Ingress to a new mobile phone, download the LocklyPro Commercial App on your new mobile phone then use the same account to login to your LocklyPro Commercial App on the new mobile device.

If you're pairing your Vision Ingress to a new LocklyPro Commercial App account, follow the steps below.

1. On the old LocklyPro Commercial App account, go to Settings > Reset and pairing > Perform Factory Reset.

2. Download, register and log in to the new LocklyPro Commercial App account.
3. You will need to scan the ACTIVATION CODE\* that comes with the lock to setup to a new account.



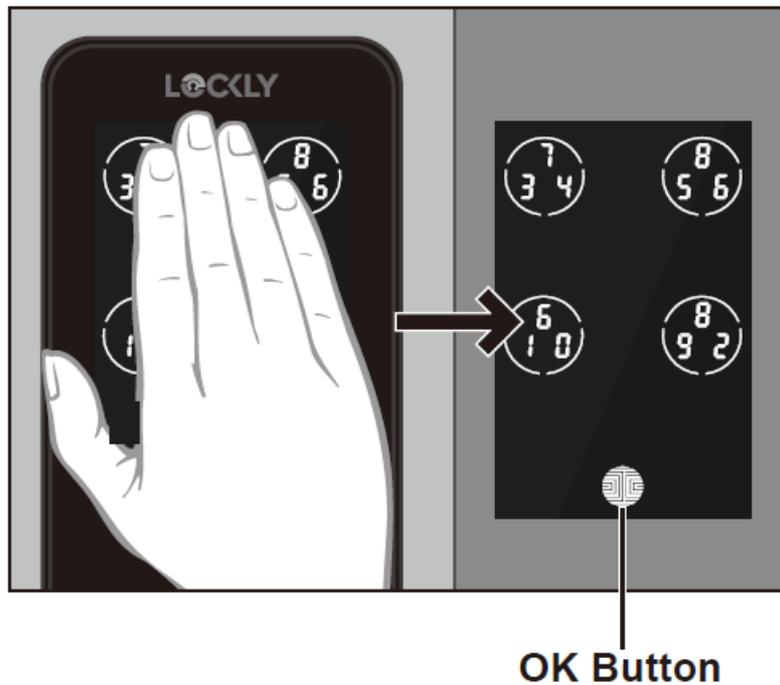
The Activation Code card is affixed to the back of the user manual cover. Store it for future use. Once you have registered your lock on the LocklyPro Commercial App, you have the option to save it on the PIN Genie Vault. To access details for future use, check your account information and go to PIN Genie Vault.

DO NOT INSERT ANY PINS TO RESET HOLES OF VISION INGRESS OR VISION CONNECT HUB without consulting our support team. If you cannot remove your Lockly Guard from the old account, please contact LocklyPro support [855-562-5599](tel:855-562-5599) or email: [prosales@lockly.com](mailto:prosales@lockly.com) or email: [help@lockly.com](mailto:help@lockly.com)

### Unlocking with Access Codes

Ingress and Vision Ingress can be unlocked using multiple ways – via access code, fingerprint, mobile app or RFID. Before you can use these functions, pair the lock to the LocklyPro Commercial App on your smartphone (see sec. 3.4), then go to Acces Management to add access codes, register fingerprints and RFIDs by following the on-screen prompts on the app.

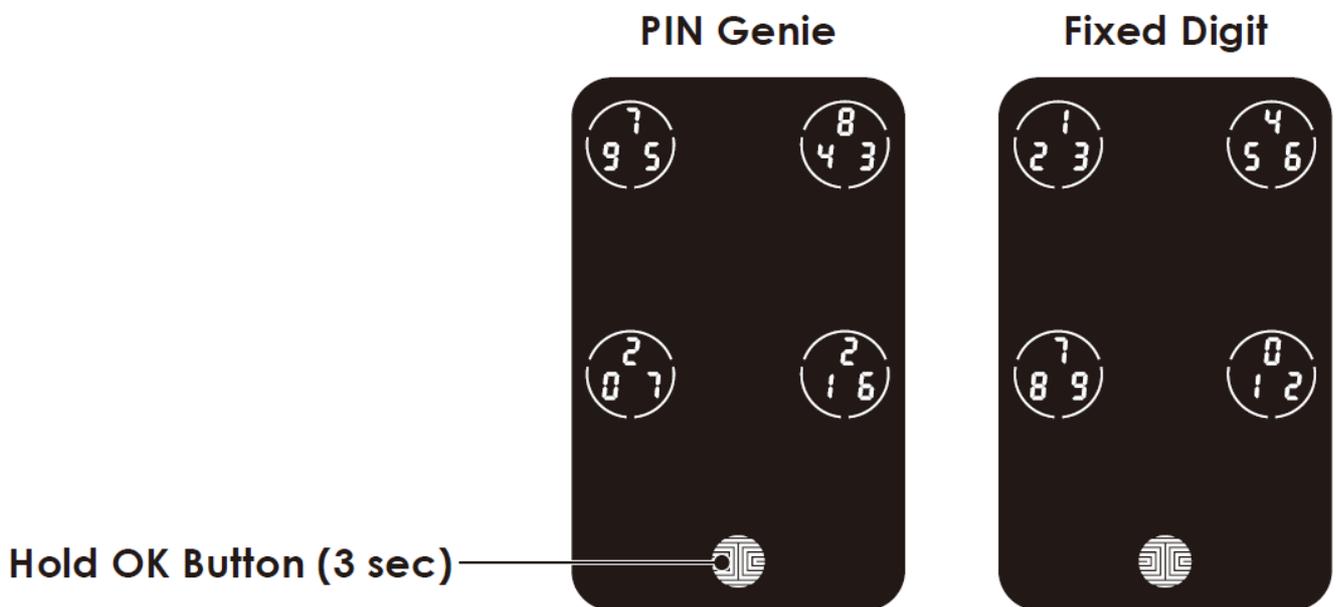
- Slide your hand across the screen to activate the keypad.
- Lockly Guard Ingress supports two Access Code input methods, Basic or LocklyOS modes. Please see Section 3.2 to configure access codes. Enter your 4 to 13 digit Access Code followed by the OK Button. Press OK anytime to reset if you entered the wrong digit.
- If the Access Code entered is correct, the door will unlock, Lockly Guard will flash green light. If the Access Code entered is incorrect, Lockly Guard will flash red light.



Ten consecutive wrong attempts will put Lockly Guard 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 access control device 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)

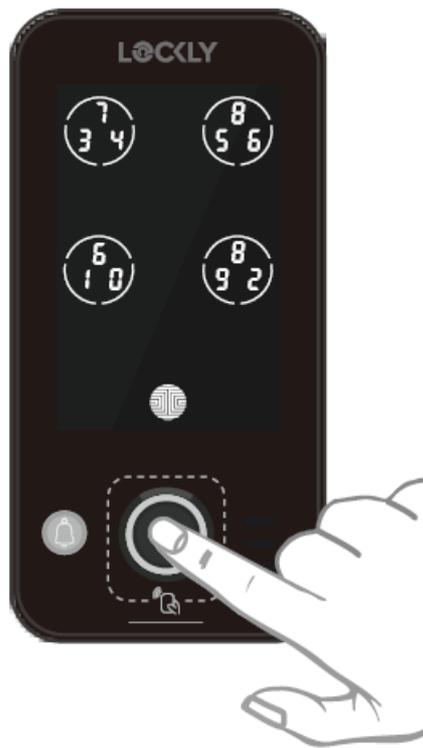


## Unlocking with Fingerprint

### Unlocking

Before using the fingerprint function, please add a new user through the LocklyPro Commercial App and register your fingerprint according to the screen prompts.

Place a registered finger to the fingerprint scanner. If your fingerprint is registered and acknowledged, you will hear a “beep” sound and a Green light on the fingerprint scanner. You can then open the door. If you see a Red light, it means your fingerprint is not recognized. Try again or use another registered finger.



## Locking

- To lock, swipe your hand across the touchscreen of the smart access control device, the door with lock (close). If the touchscreen is ON, touch OK Button, the door should lock as well.

**OK Button** ——— 

- You can set the delay timer for automatic locking in the LocklyPro Commercial App. After the automatic locking time is reached, Ingress will automatically execute the locking.

Most access control power supplies have an automatic locking time setting function which is similar to the automatic locking function of Ingress. If you need to control the automatic locking time of access control through Ingress, please turn off the automatic locking function on the access control power supply.

## Unlocking with RFID

Tap your registered RFID closer to the panel. If your RFID is registered and acknowledged, you will hear a “beep” sound and a Green light on the LED Indicator. You can then open the door. If you see a Red light on the LED Indicator, it means your RFID is not recognized. Try again or use another registered RFID .

Lockly Guard Ingress can support up to 999 RFID. Additional RFID fob, tags, or cards can be ordered through our customer hotline: +1 [855-562-5599](tel:855-562-5599) or by email: [prosales@Lockly.com](mailto:prosales@Lockly.com) .



### Unlock with QR Code

If you have multiple Lockly door locks, you can use the LocklyPro Commercial App code scanner to unlock. A QR code sticker (blue color) comes together with your lock. Open the LocklyPro Commercial App and scan it to unlock.

You may also generate a unique QR code via LocklyPro Commercial App, print according to the size you want and stick it next to your door.

### Safe Mode – Overview

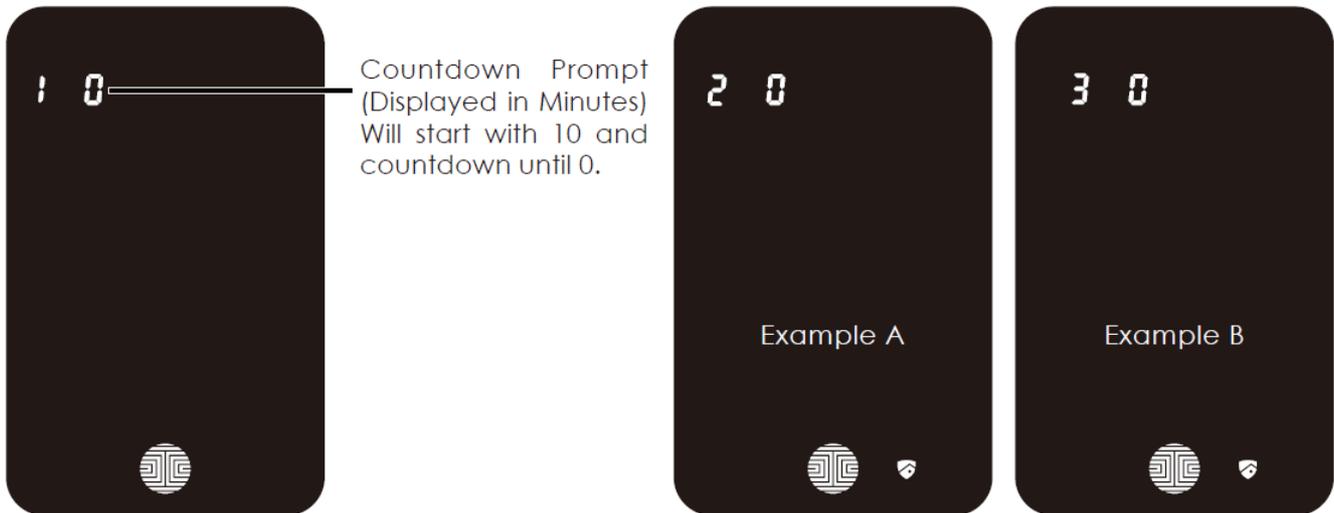
Lockly Guard will enter Safe Mode when ten (10) consecutive wrong Access Codes are entered within 5 minutes. For PGI303W, a 15 seconds video will be recorded once the lock entered into Safe Mode. When in Safe Mode, the

lock status icon  will start to flash.

To disable Safe Mode, you must unlock the door using registered fingerprint or RFID or entering 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.



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 Guard 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)

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.

### 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 – LocklyPro Commercial App**

Use the app that is synced to your Lockly Guard to disable Safe Mode by unlocking the door. If you have not downloaded the app to use with your smart access control device, you won't be able to use this option to disable Safe Mode.

- **Option 3 – Registered Fingerprint and RFID**

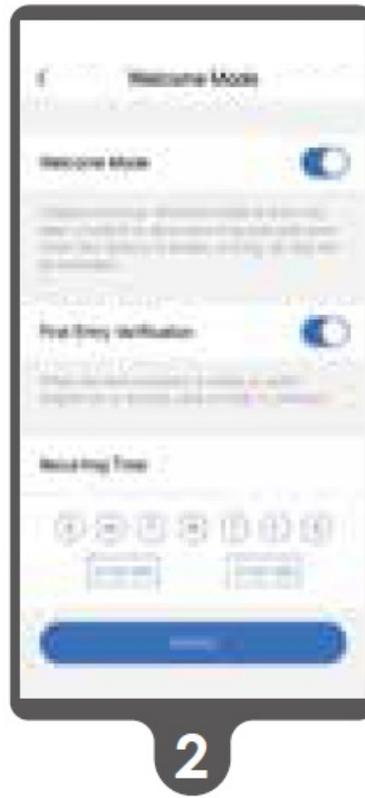
Use any registered fingerprint or RFID to reactivate the keypad. The door will unlock and reactivate the keypad once a registered fingerprint or RFID is used.

### Welcome Mode

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

Enable this feature through the LocklyPro Commercial App. Go to Lockly Settings

Enable Welcome Mode, then slide button to enable and set the specific time you require your door unlocked.

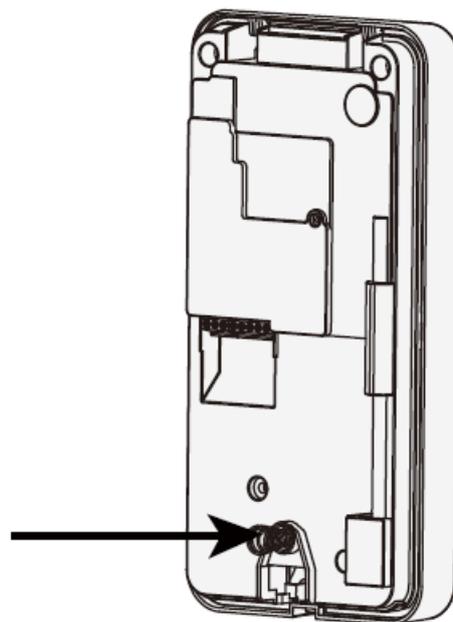
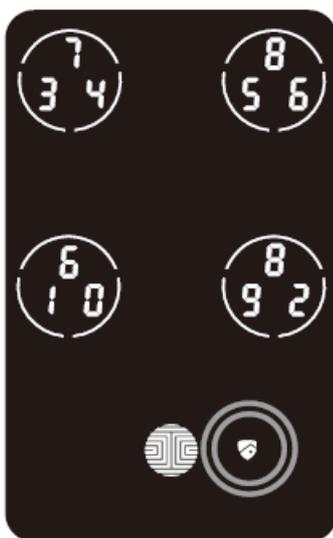


**Tamper Switch**

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 3 minutes 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.



Lockly Ingress supports doorbell function. When visitors lightly press the doorbell button, Lockly Ingress will sound a beep reminder. The LocklyPro Commercial App will also receive a notification. If you have already installed a wired or wireless doorbell (refer to section 2.2.4). Your doorbell will also chime.



### **Video Doorbell – VISION INGRESS 303W**

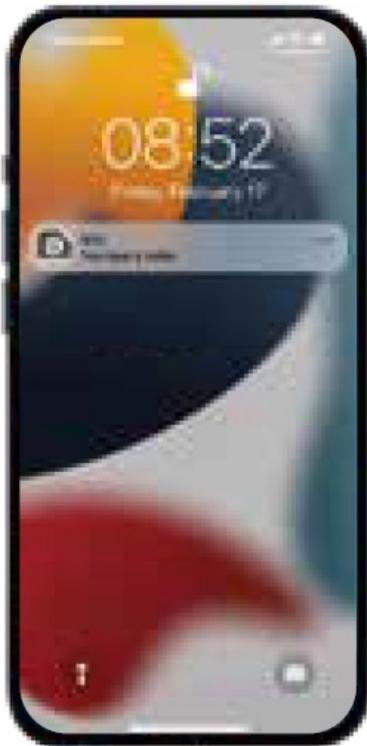
Lockly Guard Vision Ingress has a built-in Full HD video doorbell with real-time video streaming on your smartphone and real-time 2-way audio interaction.

Recordings are stored locally on the TF card, with no monthly fees. You can access video recordings from anywhere using the LocklyPro Commercial App. To enjoy these features, make sure the below procedures are done correctly :

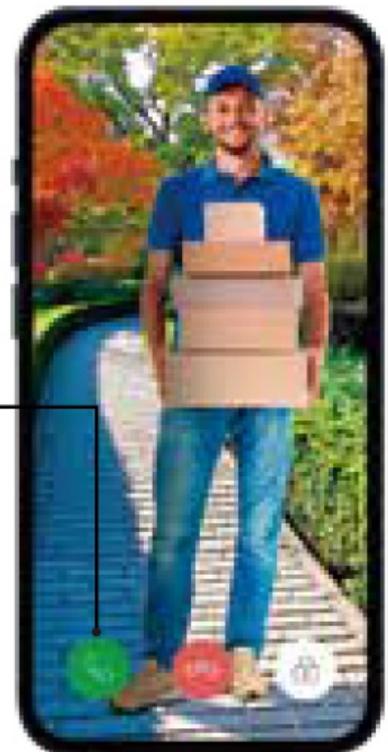
- Setup the Vision Connect Hub according to Installation Manual.
- Download the LocklyPro Commercial App and connect Vision Ingress according to on-screen instructions.
- Allow your smartphone to receive push notifications or alerts from your LocklyPro Commercial App. Please check on iOS or Android procedures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

### **Video Doorbell – VISION INGRESS 303W**

When doorbell is pressed, you will receive a notification through the LocklyPro Commercial App. Once you tap on the notification, the app will automatically open to allow you to see who's at your door. If you have already installed a wired or wireless doorbell (refer to section 2.2.4), your doorbell will also chime.



Tap the Call icon to initiate conversation.



### Enhanced Alert Notification

Vision Ingress 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. Otherwise, you can switch off this feature in the LocklyPro Commercial App.

### Video Doorbell – VISION INGRESS 303W

Vision Ing 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 Commercial App and tap on the camera to see what Vision sees at all times.



### Microphone

Tap mic to mute or unmute.

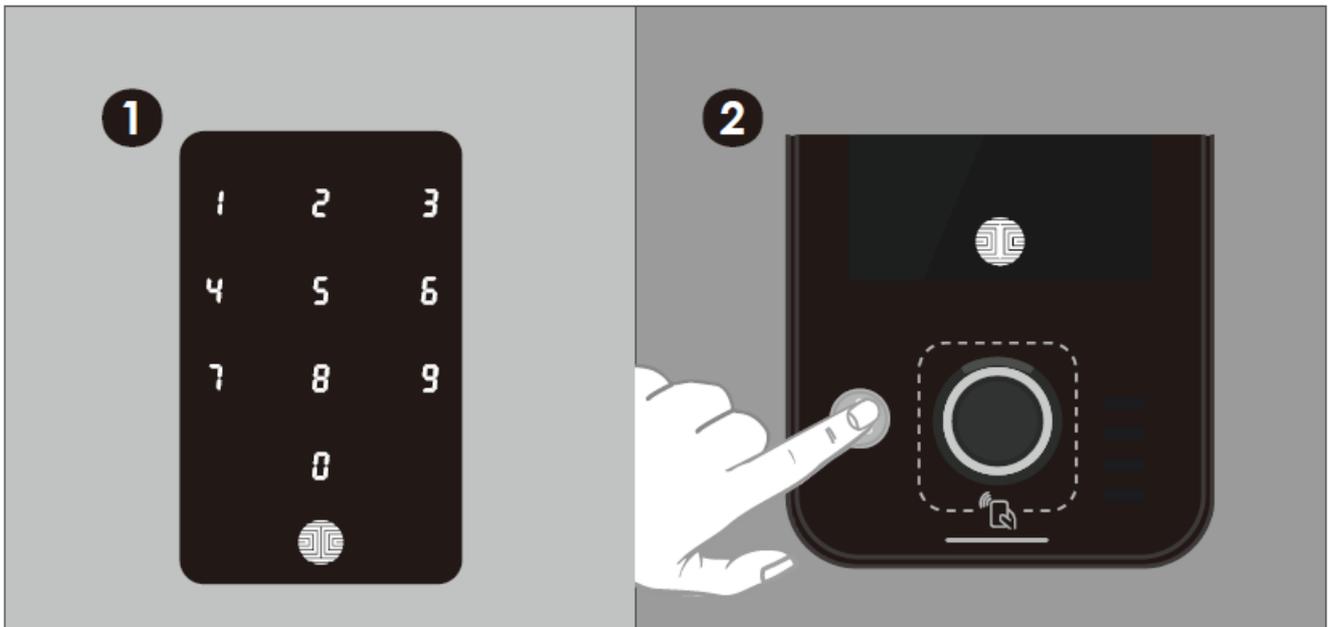
### End Call

Tap icon to hang up without opening the door.

### Unlock

Tap icon to unlock door.

If you have subscribed to LocklyOS, you will not be able to call directly by pressing the doorbell. You will need to enter the other party's ID number on the keypad and then press the doorbell button to call the other party.



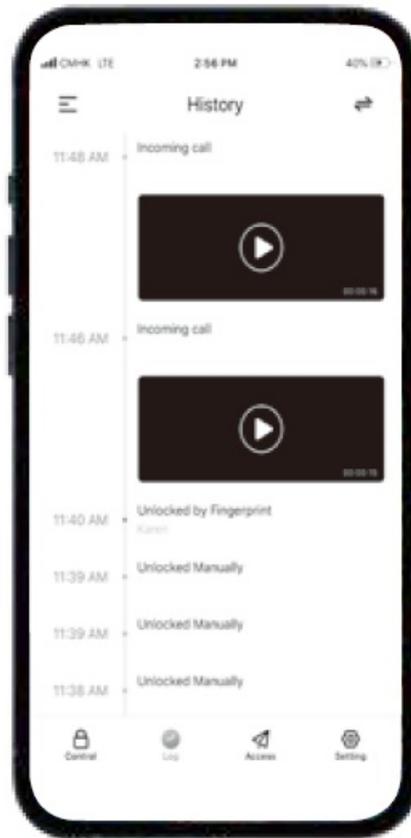
Enter ID Number

Press Doorbell Button

### Video Doorbell – VISION INGRESS 303W

#### Video Recording

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



Vision automatically initiate video recording when below conditions take place:

- Keypad was used \*
- 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 Commercial App settings\*.
- Ensure the TF card is properly inserted on Vision Connect to save the recordings.
- Vision TF card with regular use can store up to 1-year worth of video recordings.

## Offline Access Code™ (OAC)

- The Offline Access Code™ (OAC) is a unique feature of our smart access control devices. 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 Commercial App for iOS or Android first then sync your smart access control device 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 “Offline Access Code Users” , “Add Offline Access Code” and follow on screen instructions to generate your Offline Access Code™



- OAC are issued to the guest by asking them to enter 4-12 digit number after a double – click on the  . Your Lockly Guard randomly generates the Offline Access Code™ which can be shared to your guests together with the instructions generated using the LocklyPro Commercial App.
- After a double-click on the  , touchscreen will display numbers on Fixed Digit mode and the LED Indicator will flash red and green. Guest can enter the Offline Access Code.



**NOTE:** Double-click  , is only required to activate Offline Access Code for the first time.

Lockly Guard Ingress supports basic and LocklyOS version of keypad to input Offline Access Code. Basic version use PIN Genie keypad to input Offline Access Code. LocklyOS version use Fixed digit keypad + PIN Genie keypad to input Offline Access Code (Enter the preceding 3-5 digits of Offline Access Code. The keypad will automatically switch to PIN Genie mode, use the PIN Genie keypad to enter the remaining Access Code then press the OK Button to complete the unlocking).

### Single & Multi Units Programming

Lockly Guard Ingress and Vision Ingress can be used to manage access of a household, single unit office, multi-family units and other similar properties or communities which requires various access for multiple users. Subscription to LocklyOS is required to enable multiple users to have access and for administrators to monitor and control their users' access.

### Example of Single Unit Access Management- Office Employees (Ingress 302W)

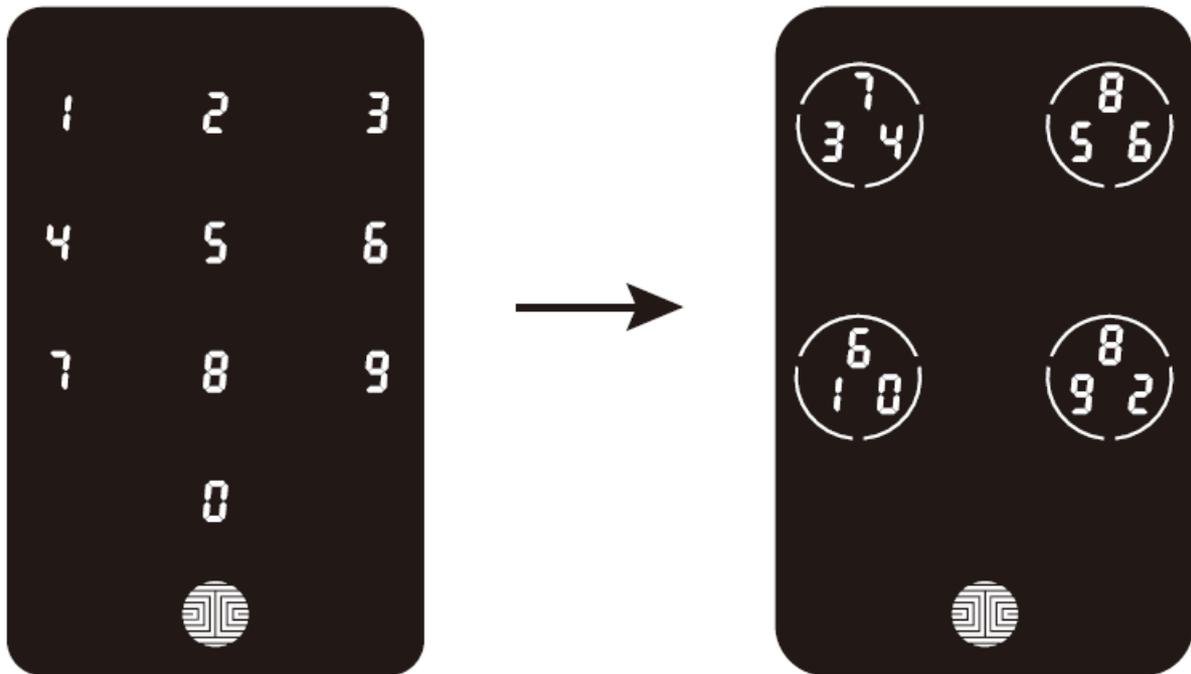
Employers (or HR dept) can provide access by registering their employees Employee ID and assign their Access Code. To access employee must enter EmployeeID/Number (on fixed digit keypad) > enter Access Code +  on the PIN Genie Keypad to unlock.

### Example of Multiple Units Access Management- Multi-Family Community- Vision Ingress 303W

Administrator can grant unit owners with sub-admin access. Unit owners can issue generate and grant access for their family members and guests and monitor and control those access they have issued. When a unit owner issued have guests, guest can call the unit owner by enter UnitID/Number on the fixed digit keypad and unit owner can receive notification on their mobile App and unlock for their guest/s.

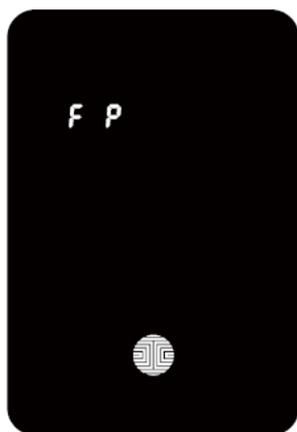
When a unit owner grant access to their guest, guest must enter UnitID/Number (on fixed digit keypad) > enter access credential (eBadge, RFID, OAC or Access code) +  on the PIN Genie Keypad to unlock.

Up to 999 groups of passwords can be added when subscribed to the LocklyOSTM



### Multi-Tiered Verification

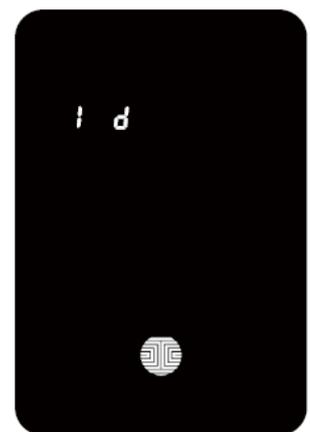
For higher level of security, Multi-tiered access verification is another exclusive feature available for LocklyOS users. It allows unlocking with the use of RFID + Fingerprint, RFID password, fingerprint + password, RFID + fingerprint + password for unlocking verification. After entering the first verification, the green light flashes, 0.8s OFF, 0.8s ON. The next verification needs to be entered within 15s.



Continue  
Enter Fingerprint



Continue to Enter  
Fingerprint or RFID



Continue to  
Enter RFID

When you have set up Multi-Tiered verification and entered one of the verifications, depending on your combination of Multi-Tiered verification, a screen will prompt you to continue entering the remaining verifications. If you have a different scenario you wish to discuss, call our access solution experts Hotline: +1 [855-562-5599](tel:855-562-5599) or visit: [Locklypro.com/support](https://locklypro.com/support) .

### Important Notes

- **Auto Lock Feature**

You can program the auto lock timing through the LocklyPro Commercial App. If auto-lock is not activated and door is still open, the touchscreen 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 access control device is shipped with this feature already activated. You may deactivate this feature through the LocklyPro Commercial 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](https://locklypro.com/support) for troubleshooting and the most frequently asked questions and answers.

### **Cleaning**

Making sure your Lockly Guard is clean is best practice to ensure optimal product use. Follow the DOs and DON'Ts below.

#### **DO**

- 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**

- 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.
- Don't use scrapers, squeegees, or razors.

### **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 access control device 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 access control device

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](mailto:prosales@lockly.com) or visit [Locklypro.com/support](https://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

- 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 device 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.

## **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

## 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.

**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](http://www.P65Warning.ca.gov) .

## TOTAL ACCESS SOLUTION



- We're here to help!
- [help@Lockly.com](mailto:help@Lockly.com)
- <https://Locklypro.com/help>

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USA Patent No. US 9,881,146 B2 | USA Patent No. US 9,853,815 B2 | USA Patent No. US 9,875,350 B2 | USA Patent No. US 9,665,706 B2 | USA Patent No. US 11,010,463 B2 | AUS Patent No. 2013403169 | AUS Patent No. 2014391959 | AUS Patent No. 2016412123 | UK Patent No. EP3059689B1 UK Patent No. EP3176722B1 | Other Patents Pending

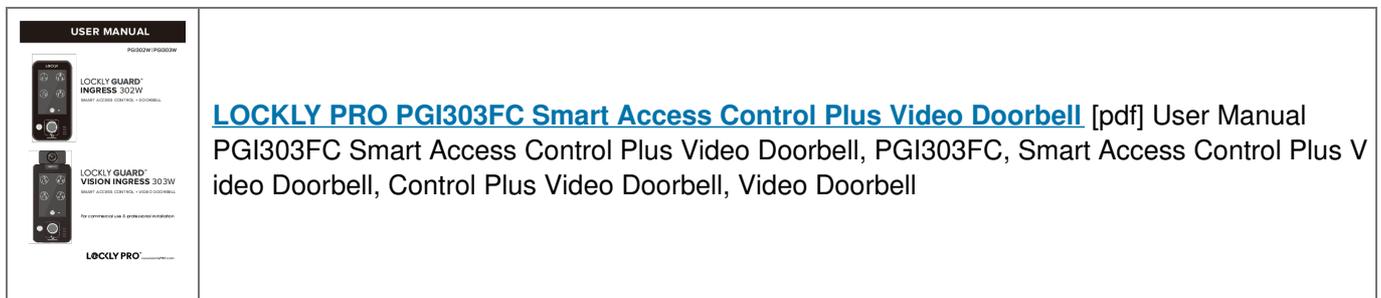
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For digital versions and instructional videos, please visit the following link: <http://Locklypro.com/support>

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

- [www.Locklypro.com/302W](http://www.Locklypro.com/302W)
- [www.Locklypro.com/302W](http://www.Locklypro.com/302W)

## Documents / Resources



[LOCKLY PRO PGI303FC Smart Access Control Plus Video Doorbell](#) [pdf] User Manual  
PGI303FC Smart Access Control Plus Video Doorbell, PGI303FC, Smart Access Control Plus V  
ideo Doorbell, Control Plus Video Doorbell, Video Doorbell

## References

- [Fingerprint, Smartphone-Control Smart Locks | Lockly®](#)
- [LocklyPRO](#)
- [Contact 3 — LocklyPRO](#)
- [LocklyPRO](#)
- [Access and Control: What types of Access Codes can be generated with Lockly? - Lockly Support Desk](#)
- [User Manual](#)

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