Manuals+ — User Manuals Simplified.

Zeno Series Facial Recognition Smart Lock

LOCKLY Zeno Series Facial Recognition Smart Lock User Guide

Contents

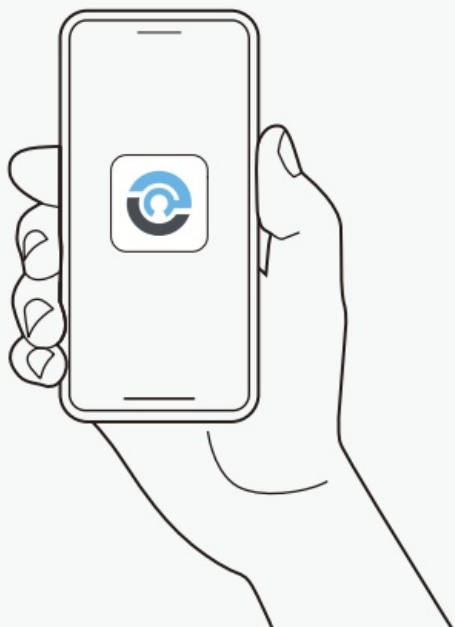**LOCKLY Zeno Series Facial Recognition Smart Lock**

We're here to help

Your Lockly smart lock comes with lifetime technical support. Feel free to contact us with any questions or comments.

- **669-500-8835**
- **help@)Lockly.com**
- **support.Lockly.com**

Download the Lockly app

Scan or visit **Lockly.com/app**

The Lockly app will guide you through final installation, setup, and creating your user profile for a more tailored and optimized experience.

Install battery and start self-check

Ensure the batteries are full.
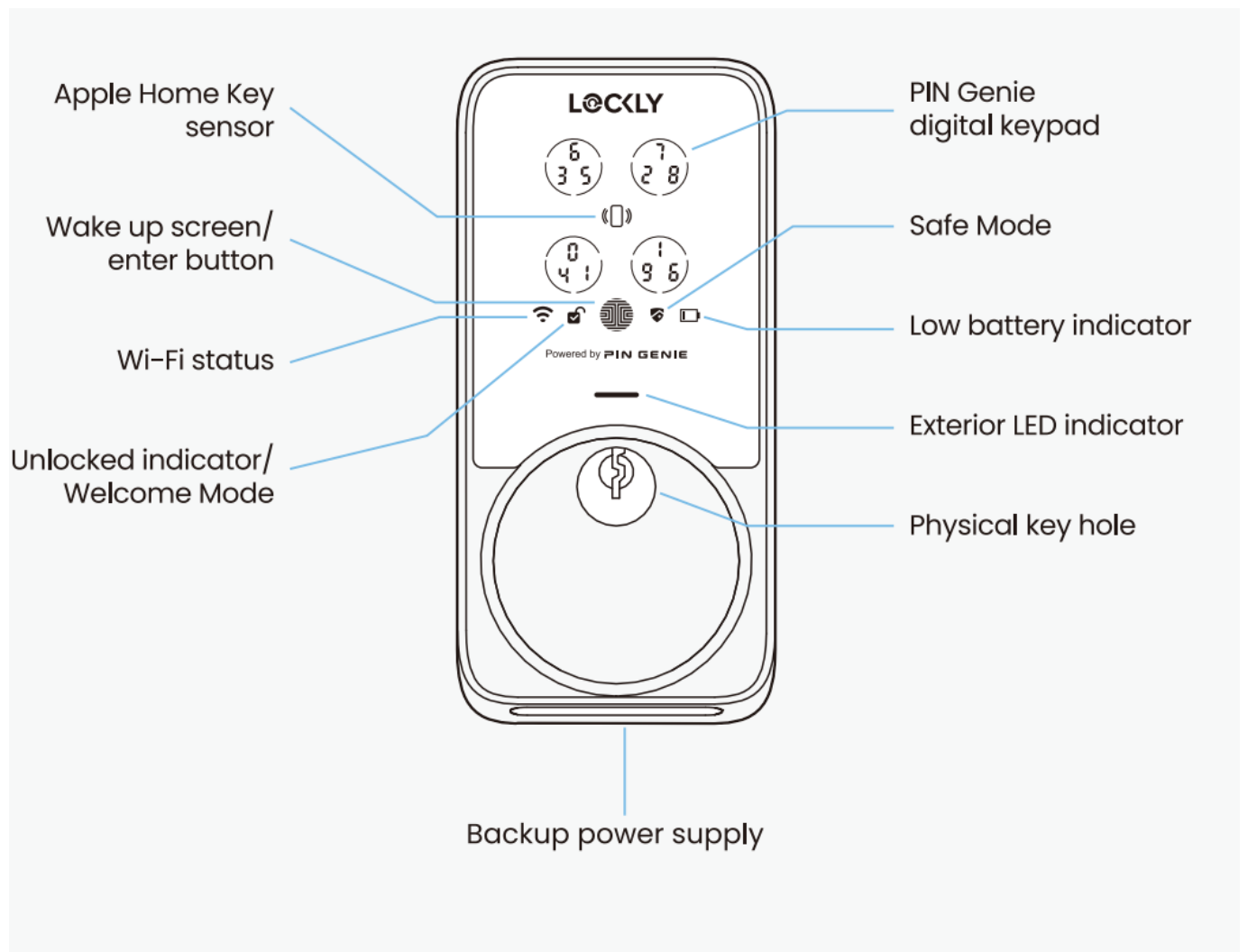
Install battery as shown.

Perform self-check (skip if done) Immediately hold the red program button for 4 seconds. The lock will perform a self-diagnostic by extending and retracting the deadbolt multiple times. Open the Lockly app and tap (+) to add a new device. Locate your Lockly model and follow in-app instructions to continue setup.
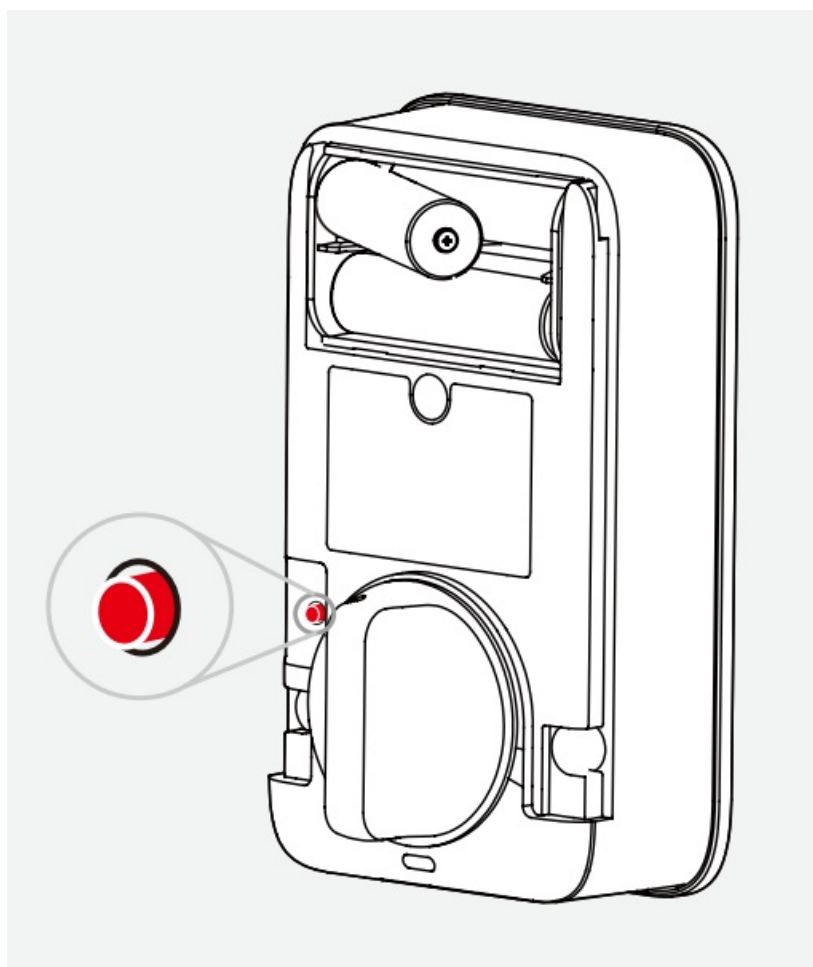
After 10 minutes of powering on, the Bluetooth connection will be disabled, preventing pairing with the Lockly or Home app. To re-enter Pairing Mode, reinstall the battery or press the Program button. You can also reactivate Bluetooth pairing by tapping the "BL" in the circle on the keypad.

Getting to know your Lockly PIN Genie Pro

Exterior

Apple Home Key sensor

Wake up screen/ enter button

Wi-Fi status

Unlocked indicator/ Welcome Mode

PIN Genie digital keypad

Safe Mode

Low battery indicator

Exterior LED indicator

Physical key hole

Backup power supply

Interior

Battery cover

SN number/ Apple HomeKit code

Program/reset button

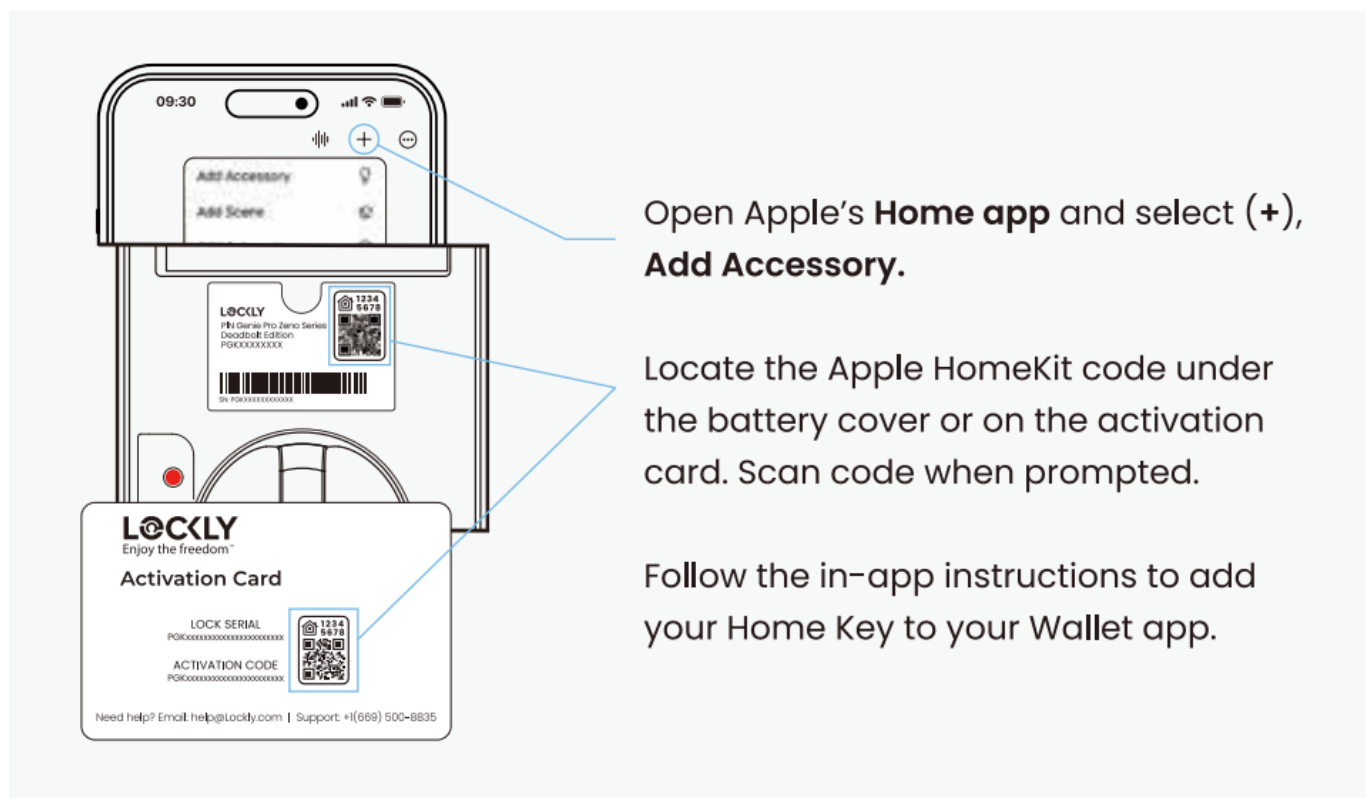**Lock/unlock thumbturn**

Interior side LED indicator light
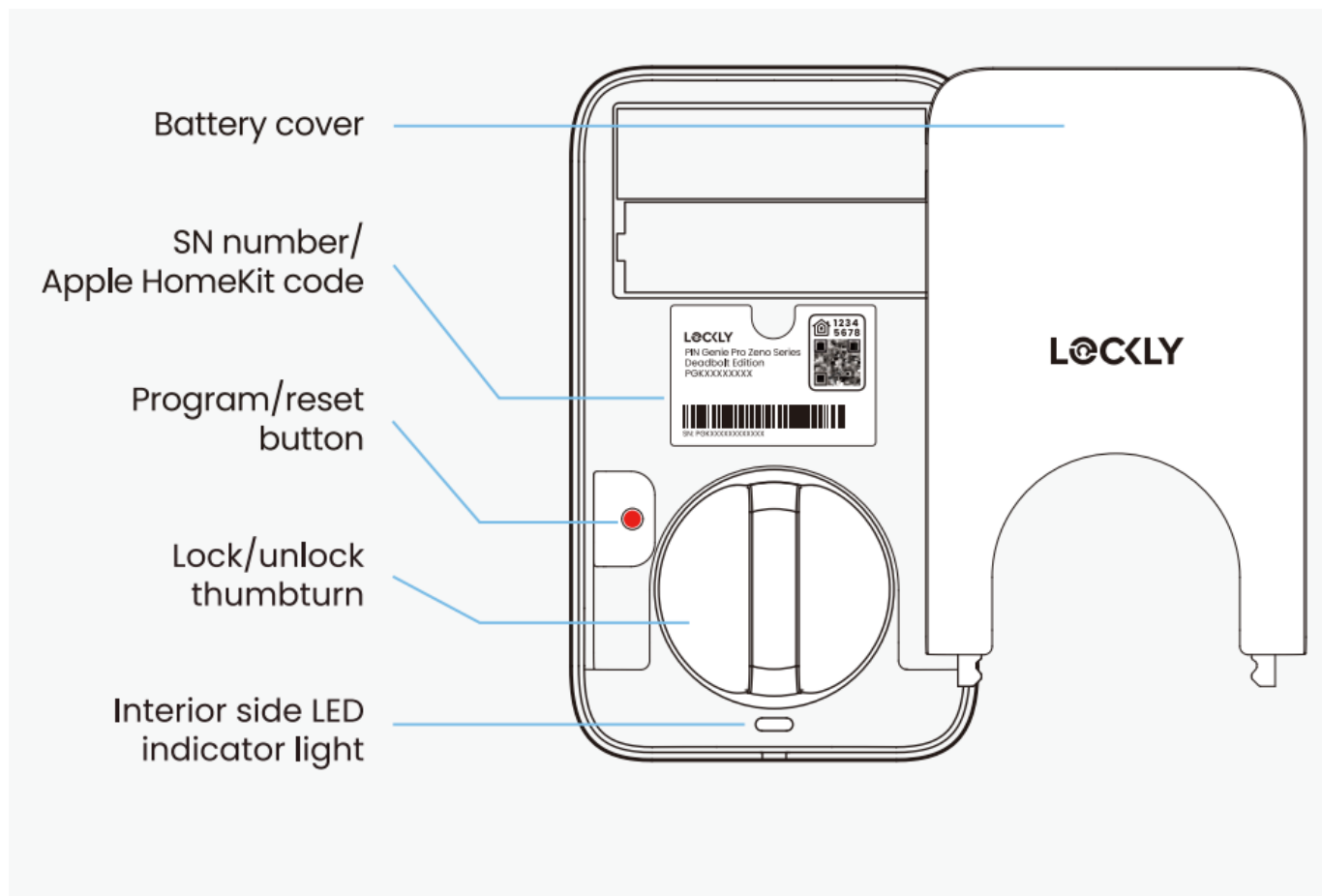
Set up Apple Home

Unlock your door with your iPhone or Apple Watch and monitor its status through the Home app.

Open Apple's **Home app** and select (**+**), **Add Accessory.**

Locate the Apple HomeKit code under the battery cover or on the activation card. Scan code when prompted.

Follow the in-app instructions to add your Home Key to your Wallet app.

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

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

PIN Genie™™ keypad

Dynamic shuffling technology

Exclusive hack-proof PIN Genie digital keypad shuffles PIN (personal identification number between each use.

The same PIN shuffles location
between each use.
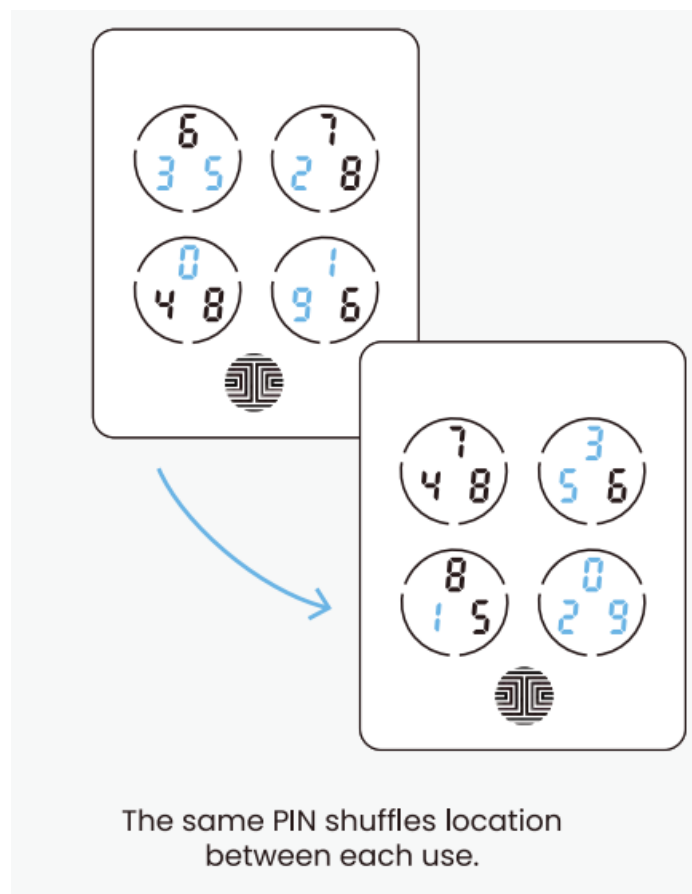
Using

PIN codes are made up of six digits, for example, 3 5 12 9 0. Each number can show up anywhere in one of three positions inside for circles. Simply press anywhere on a circle containing the corresponding number to enter your six digit PIN code. Unlocking After all six numbers are entered press the enter button a E to unlock.

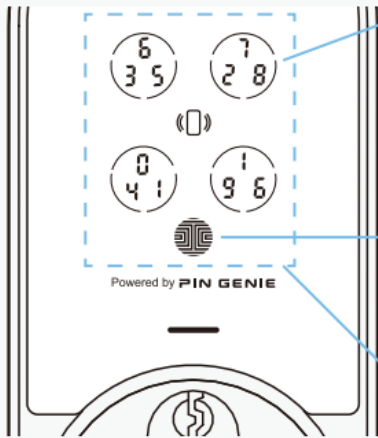Note: the default PIN code is 12 3 4 5 6

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

Unlock with a digital keypad

Unlock

Press the circle to wake screen.

Enter your PIN code by pressing anywhere in the circles that contain the corresponding numbers; you do not need to press the exact number.

Press the **enter** button after the last digit of your PIN code has been entered.

Lock

To lock, press the enter button while the screen is active, or the area of the 4 circilar number buttons while the screen is off.

- Temporarily boost screen brightness by pressing and holding any of the 4 circular number buttons for 3 seconds.
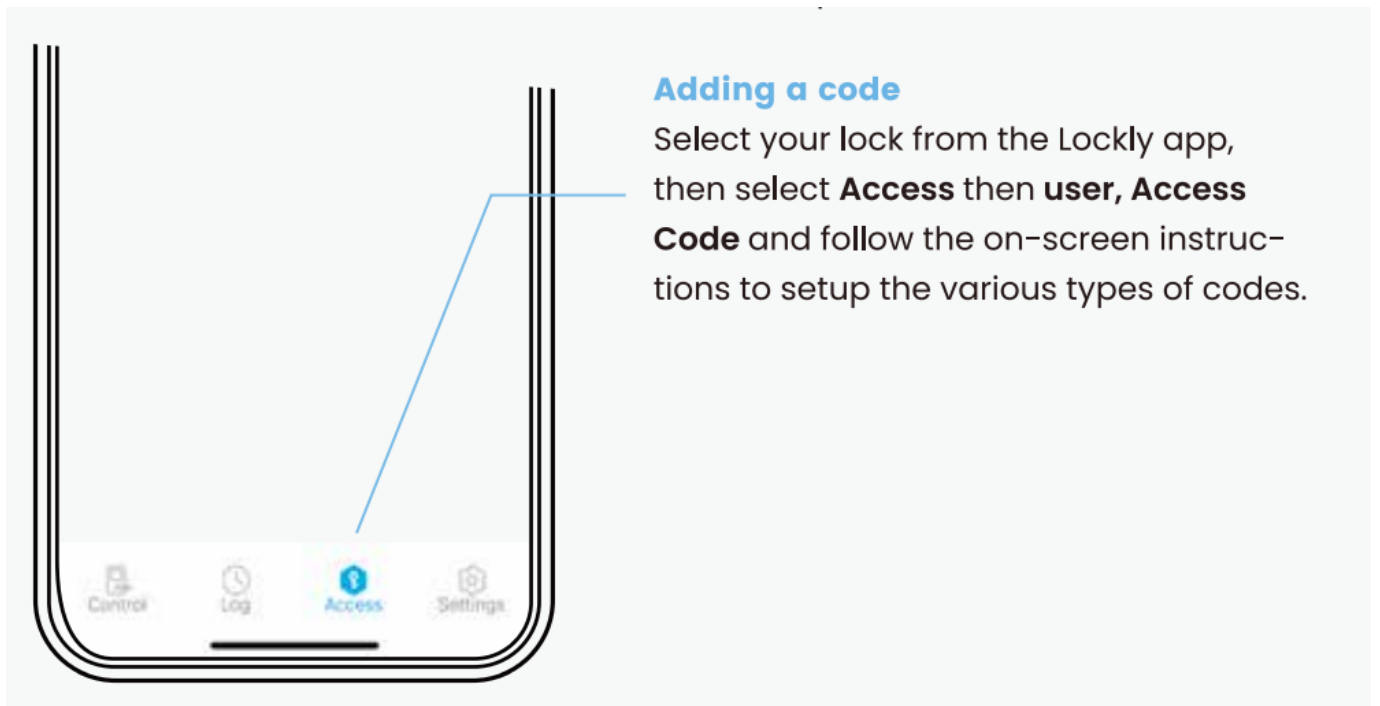
Adding additional access codes

Access code types

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

Default PIN code

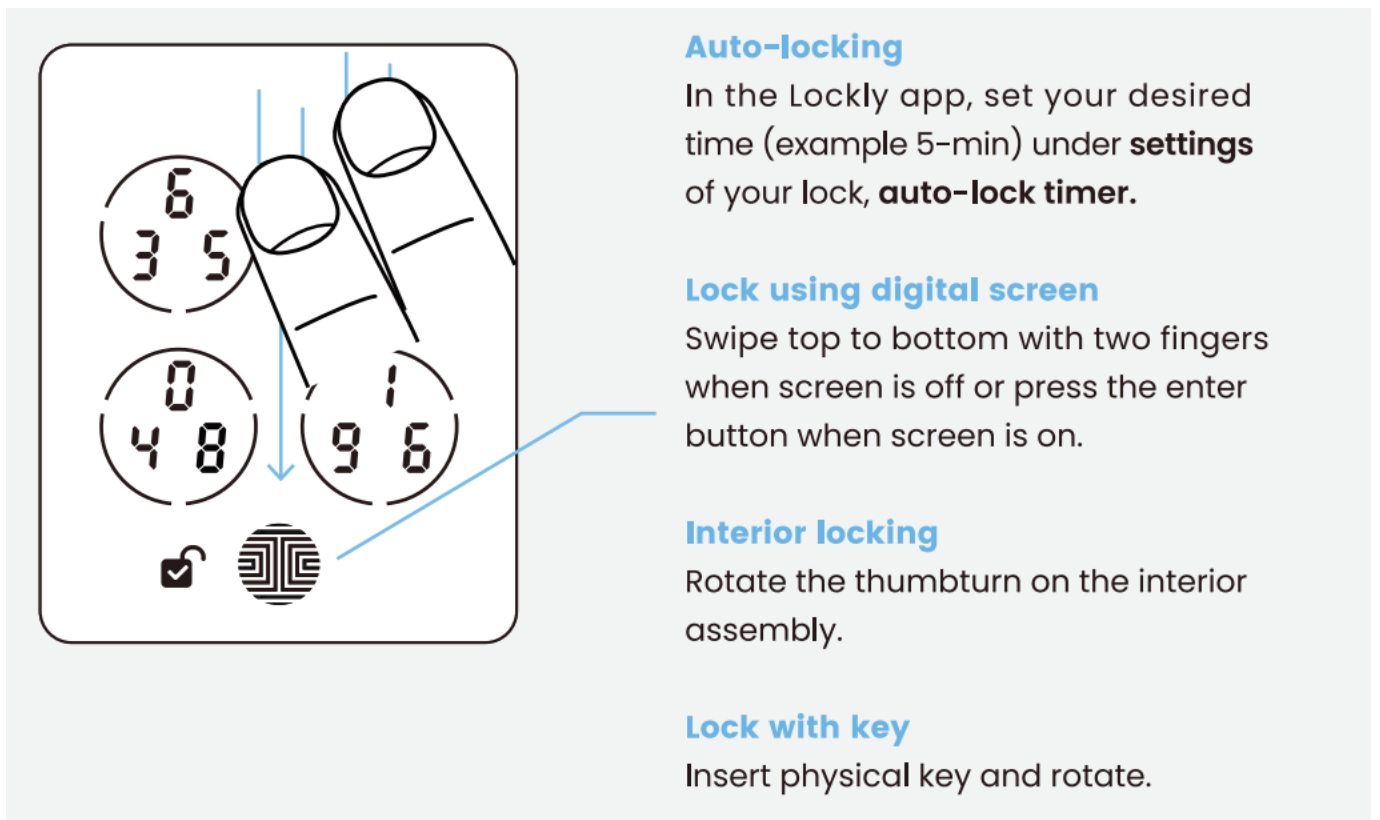The default PIN code is 1 2 3 4 5 6. During setup, you will be prompted to set a new code to replace it.

Adding a code

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

Auto and manual locking

When unlocked the icon will appear on screen.

Auto-locking

In the Lockly app, set your desired time (example 5-min) under **settings** of your lock, **auto-lock timer.**

Lock using digital screen

Swipe top to bottom with two fingers when screen is off or press the enter button when screen is on.

Interior locking

Rotate the thumbturn on the interior assembly.

Lock with key

Insert physical key and rotate.

Unlock with Apple Home Keys

Open your door with your iPhone and Apple Watch

Unlock your door with home key in Apple Wallet (on your compatible iPhone and Apple Watch).
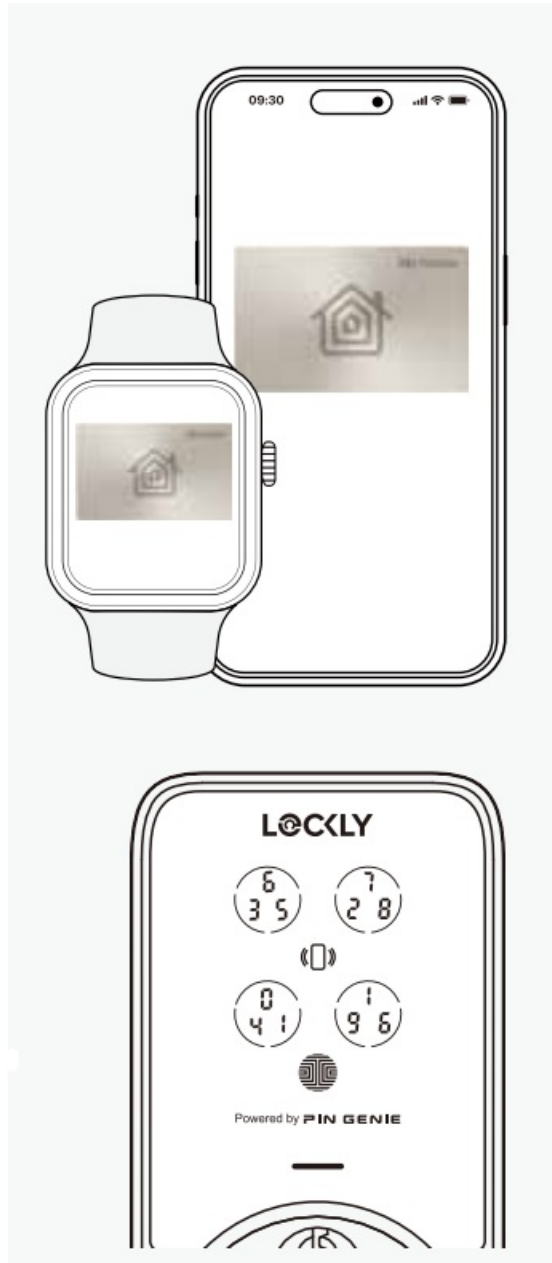
Set up a home key

Add your Lockly lock to the Home app. Choose the "Express Mode" unlocking option.

Unlock your door with a home key

On your iPhone or Apple Watch and with Express Mode turned on, place your device near the icon to unlock.

Learn more about the home key in Apple Wallet on the iPhone User Guide online at: **support.apple.com**

Unlock with Lockly app

Lock, unlock, and check status.

Unlock or lock

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

Remote app control

Unlock, lock, check status, and get notifications from anywhere on your smartphone.

History and status monitoring

Check real-time status and history on your smartphone.

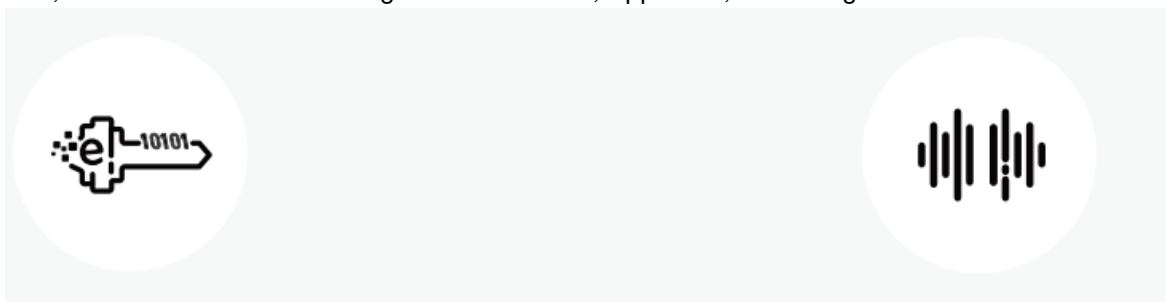
More Ways to Access and Control

Secure access, control, and monitoring options.

eKeys and eBadges

Share one-time, permanent, recurring, or revocable access with people you trust.

Voice control

Unlock, lock, or check door status through Amazon Alexa, Apple Siri, and Google Assistant.
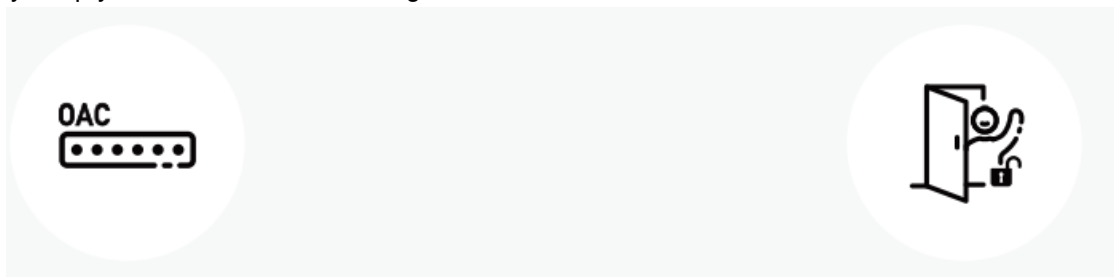

Offline Access CodesT™

Grant one-time access through the Lockly app without needing an internet connection.

Welcome Mode

Temporarily keep your lock from auto-locking for more convenient trusted user access.

We introduce new features every year. Subscribe to our newsletter at lockly.com for product updates, tips, and the latest innovations.

History and status monitoring

Check real-time status and history on your smartphone.

Air Transfer

Easily transfer user profiles between Lockly device for seamless setup and access management.
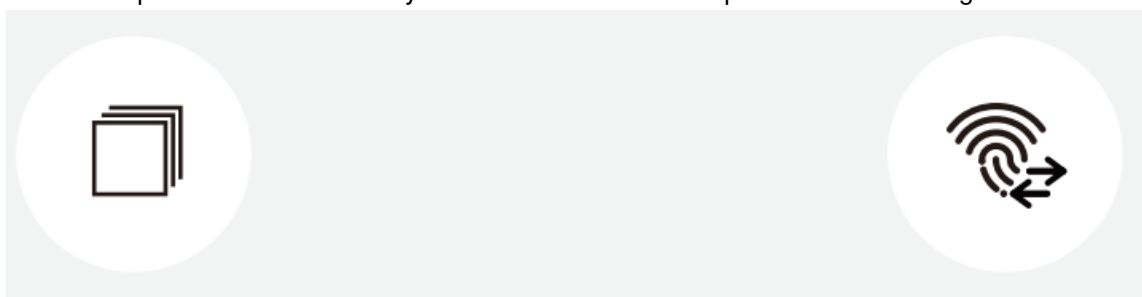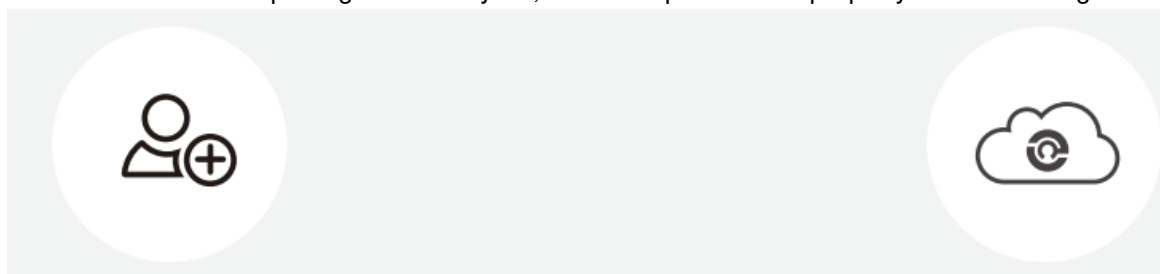
Set up user privileges

Grant sub-admin privileges to allow others to manage your property.

Manage multiple properties

Manage access control and reporting with LocklyOS, the cloud platform for property access management.

For more information, refer to the Lockly app or visit **support.Lockly.com**

Alerts and Sounds

Exterior Assembly Alerts

Exterior Assembly Alerts

Access Code	
Exterior LED indicator flashes green with a 'beep' sound	Door unlocked
Exterior LED indicator flashes red with two 'beep' sounds	Incorrect access code entered
Apple Home Key / Voice Control	
Exterior LED indicator flashes green	Door unlocked

Interior Assembly Alerts

Battery	
Interior LED indicator flashes red with a beep sound (x3)	Battery level is less than 20%
Interior LED indicator flashes red with a beep sound (x5)	Battery level is critically low (3 unlocks remaining). Replace battery immediately.

Troubleshooting

Why is my keypad not responding?

- Press the circle button O to activate the keypad.
- If is flashing, your smart lock is in Safe Mode. Unlock with other access credentials (mobile app, home key or physical key) to exit.
- If water is detected, Rain Mode may be activated. Unlock your door with other authentication methods (Apple Home Keys, Lockly app…)
- Check if batteries are installed correctly.
- Refer to support.Lockly.com for more information about Safe Mode and Rain Mode.

Why is my keypad on full blackout?

Battery may have been completely depleted. Use the physical key or a Type-C cable to connect your Lockly to a mobile power source to temporary activate the lock. Replace the battery immediately after unlock.

Why is my Lockly not locked automatically?

• Check if auto lock is disabled in the Lockly app. • Welcome mode is currently active. Disable or change setting in Lockly app.

How to pair my smart lock with a new phone?

Download the Lockly app on your new device and log in using the same account credentials, follow in-app instructions.

How to pair my smart lock with a new Lockly account?

• You will need to perform a factory reset with the following steps. 1. On the old Lockly app account, go to Settings › Reset and Pairing › Perform Factory Reset 2. Download, register and log in to the new Lockly app account. You will need your activation card to set up the device. • You can perform factory reset on the lock. Refer to Lockly app or support.Lockly.com for more details.

FCC Statement

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:

- Re

  orient 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 equ

ipment 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 transmitters) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. Th

   is device may not cause interference.
2. This device must accept any interterence, including interference that may cause undesired operation of the device.

IC Radiation Exposure Statement

This equ

ipment 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.P65Warnings.ca.gov**.

US Paten

t No. US 9,881,146 B2 | US Patent No. US 9,853,815 B2 | US Patent No. US 9,875,350 B2 | US Patent No. US 9,665,706 B2 | US Patent No. US 11,010,463 B2 | AU Patent No. 2013403169 | AU Patent No. 2014391959 | AU Patent No. 2016412123 | UK Patent No. EP3059689B1 | UK Patent No. EP3176722B1 | patternity technology patterned or parents and pattern pending. Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc., and any use of such marks by Lockly is under license. Other trademarks and trade names are those of their respective owners. Google, Android, Google Play and Google Home are trademarks of Google LLC., Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc., or its affiliates. Apple, Apple Home, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone, and tvOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

Let's co-create together!

Have an innovative idea? Need a new solution for a situation? Let us know. We are always innovating based on customer input and feedback. **669-500-8835** or **hello@Lockly.com** Own a business? Learn about how LocklyPRO and LocklyOS can help you in your business. (510) 288 9928 or **prosales@Lockly.com**

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LOCKLY Zeno Series Facial Recognition Smart Lock [pdf] User Guide
Zeno Series, Zeno Series Facial Recognition Smart Lock, Facial Recognition Smart Lock, Recognition Smart Lock, Smart Lock, Lock

References

- **User Manual**