

# LOCKLY VISAGE

Enjoy the freedom™

BIOMETRIC DEADBOLT  
SMART LOCK



## USER MANUAL

Zeno Series™

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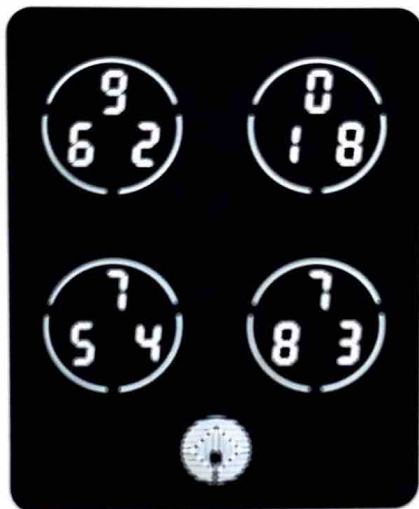
For additional support,  
visit <http://Lockly.com/help>  
or email [help@Lockly.com](mailto:help@Lockly.com)



# 1. Product Overview

## How to Use the PIN Genie Keypad

There are a total of **five (5) buttons** on the keypad as shown in the image on the left. The numbers in each button may differ from what is shown on your device. To enter your required access code digits, simply press the circles where your numbers are shown. You do not need to press the actual number. Anywhere within the circle that contains your number will suffice. The button at the bottom is the OK/Enter 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**

## 2. Preparation

Fully charge the lithium battery before setup. Full charging of the battery usually takes 12 hours. Use the provided charging cable in the accessory pack and plug it into any 5V USB adapter with a current specification of 2A or higher. While charging, the battery LED indicator will be in red. It will change to green when the battery is fully charged.

- Make sure the battery is correctly oriented by following the display orientation.
- Before removing the battery for charging, ensure you check the desired status of the lock. The lock/unlock function will be disabled once the battery is removed. Alternatively, here are some suggestions for keeping your lock operational while charging:

1. Directly charge the battery using a power adapter or portable power source.
2. Purchase a spare battery. Contact our customer service support, to order:  
<http://support.lockly.com>



### 3. Setup your Lockly Visage

#### 3.1 Connect to Lockly App

This section will guide you through connecting your smart lock with the Lockly app. If you only need to connect your smart lock with HomeKit, skip this part and proceed to HomeKit section.

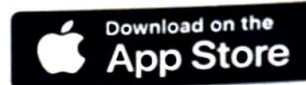
Before connecting your smart lock with the Lockly app, you need to download the Lockly iOS or Android™ app on your smartphone. Please scan the QR code below or search for the "Lockly" app in the app store.



**Lockly App**



**Scan or visit [Lockly.com/app](https://lockly.com/app)**



Additionally, you'll need the Activation Card with the unique pre-paired QR code specific to your lock. This is included in the packaging that came with your lock. Please keep this card in a safe place as this QR code is necessary to complete the setup and will also be required should you lose your smartphone or need to reset your smart lock.



Launch the Lockly app then select "ADD NEW DEVICE". Choose this device from the list of devices. Alternatively, manually enter the Activation Code under the "Other" menu and follow the prompts on the app to complete the setup. If remote access is required, you will need to configure the WiFi connection to your wireless router through the settings menu in the Lockly app.

#### 3.2 Connect to HomeKit (For iOS users)

After Visage is turned on, use the "Apple Home" app on your iOS device and tap "+" in the upper right corner. Select "Add Accessory," or open the Lockly app, click on the top left corner of the lock's homepage to open the settings bar, and choose "Connect with HomeKit". During the pairing process, you will need to either scan or manually enter the setup code as prompted by the Apple Home app. The setup code is located inside the battery cover on the interior assembly of the lock. Open the battery cover to view the HomeKit setup code. After scanning the setup code, follow the prompts in the Home app to complete the setup.

Connect this product to HomeKit through an Apple TV (4th generation with tvOS 12.0 or higher, an iPad with iOS 12.0 or higher, or a HomePod as a home hub and pair it with an iPod, iPhone, or iPad with iOS 12.0 or higher to operate.

## 4. Adding Users

You can add and manage access codes and NFC keys through the Apple Home app or through the Lockly app to add administrators, access codes, fingerprints, RFIDs or eBadges and manage user access privileges and validity periods.

After connecting the lock to the Lockly app, open the Lockly app and go to the lock's page to select Permissions. Tap on Add User, enter the user's name and user type and then press Next to proceed to the menu for adding access codes, fingerprints, RFIDs or eBadges.

### 4.1 Access Code

Select **Add Access Code** and follow the on-screen prompts. Enter 6-8 digit access code twice, then click **Confirm** to complete the new access code setup.

To view or edit a user access code, click on the corresponding user from the users list.

The Administrator can set up to 52 sets of access codes. The default access code (123456) becomes invalid once a new access code is setup.



Slide your hand across the screen to activate the keypad.

Enter your 4 to 8 digit access code followed by the OK button. Press OK anytime to reset keypad if you entered the wrong digit.

If the Access Code entered is correct, the door will unlock. If the Access Code entered is incorrect, Lockly will flash red light.




After 10 consecutive wrong Access Codes, the lock enters 'Safe Mode', deactivating the keypad for 30 minutes. Within 1 hour, entering more than 20 wrong codes is not allowed. Use other unlocking methods (fingerprint, RFID, mobile app, home key, or physical key) to bypass the restrictions. 'Safe Mode' turns off and the keypad reactivates upon successful unlock.



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)



## 4.2 Adding Fingerprints

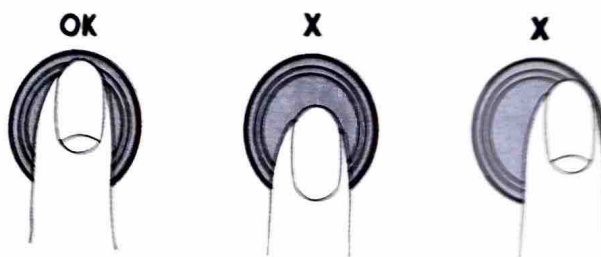
You can register up to 99 fingerprints. Follow the prompts on the app page to add a fingerprint. Scan your finger by lightly placing your designated finger on the sensor until you hear a beep. Lift your finger and repeat the process until the number "12" shown on the screen turns to "1". If you successfully scanned and registered your fingerprint, you will hear a beep, and "PASS" will be displayed on the keypad. Press  to exit. If you did not successfully register your fingerprint, "FAIL" will be shown on the keypad. If "FAIL" is displayed, return to the previous app menu and rescan your finger.

To view or edit a user fingerprint, click on the corresponding user from the users list.



To unlock with fingerprint, place the registered finger gently on the fingerprint reader. If the fingerprint is recognized correctly, a green light will be displayed and the lock will unlock. If a red light is shown, please lift your finger, adjust the position of your fingerprint, and try again. Below are suggestions to improve the fingerprint reader recognition rate:

1. Make sure your fingers are clean from dirt and oils before scanning your fingerprint. Make sure the sensor is also clean by taking a soft cloth and wiping the surface.
2. To improve the fingerprint recognition rate, position your finger at the center of the sensor. Place your finger to completely cover the sensor with maximum surface contact and try to register the fingerprint as fully as possible at the center and surrounding areas of the fingerprint reader.



3. Place the fingerprint in the recognition area and keep it stationary until the recognition is successful.

4. Children ages 12 and under are not recommended to use fingerprint access due to the constant changes of their fingers during growth. Elderly with fading fingerprints may have difficulty in recognition.

5. If your finger has a cut, scar, or cracked skin due to dryness, try another finger.

6. If the fingerprint reader is having issues recognizing your fingerprint due to varying physical and weather conditions such as moisture, sweat, cold, or dryness, please add an extra scan of the finger under such conditions. This will improve the speed and accuracy of the fingerprint reader's recognition.

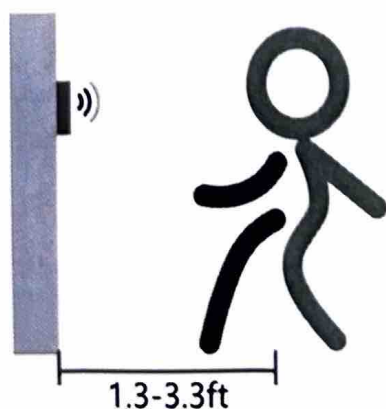
7. It is recommended that you register several fingers to have backup options in case you are holding something in your hands or if there are changes to your fingerprints.

### 4.3 Adding Facial Recognition Profile

You can register up to 100 facial profiles on your Lockly Visage. To add facial profile, stand directly in front of the lock at a distance of 1.3-3.3ft facing the facial recognition sensor. Follow the prompts on the app page to scan and register your face.

To view or edit a user facial profile, click on the corresponding user from the users list.

The built-in radar sensor will display a blue light and perform facial recognition when it detects someone approaching. If a red light is displayed, try adjusting the distance between you and the lock and ensure there are no obstructions on your face, then attempt facial recognition again. If you do not need the facial recognition feature, you can disable it in the Lockly app.



#### Tips on Facial Profile Registration

1. Ensure the lighting in the environment is suitable and avoid overly bright light, as too strong or uneven illumination can affect the accuracy of recognition.
2. Adjust the distance between yourself and the facial recognition sensor according to your height to ensure that the sensor can clearly capture your face.
3. Make sure that no excessive hair, hats, or other items are covering key facial features, particularly around the eyes, as these features are crucial for binocular facial recognition.

4. If there are smudges in the sensor area, it will affect the recognition results, so please clean the surface regularly.

5. When the battery level falls below 20%, the facial recognition radar will automatically shut off to conserve power, and you will need to manually touch the screen to awaken the facial recognition feature.



#### 4.4 Adding Apple Home Key (For iOS Users)

After you've successfully paired with HomeKit, a virtual card can unlock the door will automatically appear in your Apple Wallet app on your iOS device. To unlock the door, simply bring your iPhone or Apple Watch close to the lock's keypad as an NFC device.

Note: For this functionality, your iPhone must be running iOS 15.0 or higher, and the Apple Watch must be running watchOS 8.0 or higher.



#### 4.5 Adding RFIDs

1. Select Add RFID. The lock's keypad will light up, displaying the numerical sequence for the RFID to be added. Place the RFID in the RFID reading area.

2. After the RFID is successfully added, the keyboard will display PASS, and then give a long "beep". The display will automatically exit and illuminate with the PIN Genie screen.

3. If the RFID is not successfully added, the keyboard will display FAIL, and then the screen will close with "beep" twice. If FAIL is displayed, return to the previous menu and try Add RFID again.

Place the registered RFID to the center of the screen. The smart lock will display a green light and proceed to unlock. If an unregistered RFID card is used, the smart lock will display a red light.

##### Tips on Using RFIDs


1. When adding an RFID, ensure that the screen is illuminated and the RFID is placed close to the RFID reading area, within 1 cm.

2. Avoid bending the RFID or placing it in a strong magnetic environment as this could damage the internal RFID chip.



# 5. Locking your Lockly Visage

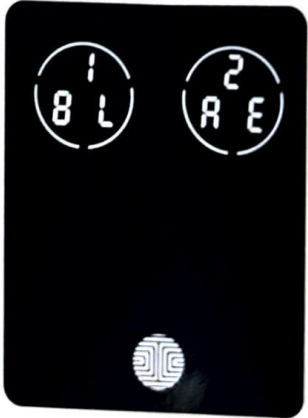
Lock your Lockly Visage through the following methods:

- 1. Press the OK button  on the screen when the door is closed or swipe your hand across the screen to lock when the screen is turned off.
- 2. The smart lock will also auto lock after unlocking based on your set auto lock settings. You can adjust the settings through the Lockly app.
- 3. When the door is closed, rotate the thumb turn on the interior assembly to manually close the lock.
- 4. Insert corresponding physical key and rotate it to lock it.

# 6. Entering Programming Mode

To enter Programming Mode, remove the battery cover from the interior assembly. Press the Program button to initiate programming mode. To exit Programming, press the Program button at any time. The system will also automatically exit Programming Mode if the keypad remains inactive for more than thirty (30) seconds.

Number		Mode
1	BL	Pairing Bluetooth
2	RE	Reset



After entering Programming Mode, your Lockly keypad's screen should resemble the one shown on the right.

Tap on "BL" to enter Bluetooth into pairing mode; for re-pairing the device, please refer to Section 7.

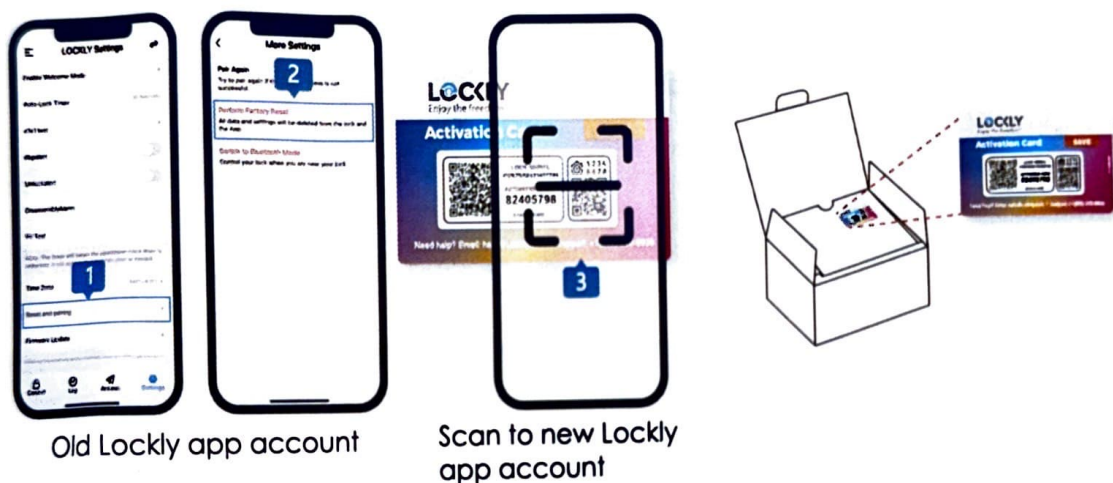
Tap on "RE" to reset the lock to its factory settings; for instructions on performing a factory reset, please refer to Section 8.

## 7. Pairing to a New Mobile Device

To pair your smart lock with a new mobile phone, download the Lockly app on your new device and log in using the same account credentials. Then, simply follow the prompts in the app to complete the process.

If you're pairing your smart lock with a new Lockly app account, please proceed 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.
3. You will need to scan the ACTIVATION CODE\* that comes with the lock to setup to a new account. See Section 3 to pair Visage on the new Lockly app account.



\*Activation Code card can be found inside the packaging box flap. Store it for future use. Once you have registered your lock on the Lockly 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.

## 8. Reset

Perform factory reset through the Lockly app or via the Programming Mode menu on the smart lock itself.

1. Open the Lockly app, navigate to Settings > Reset and Pairing > Perform Factory Reset.
2. In the Programming Mode menu, select "RE" (Reset), enter the Activation Code, and then press the (OK button).



#### 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 equipment 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 that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### 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.

Cet équipement est conforme à l'exemption des limites d'évaluation habituelle de la section 2.5 de la norme RSS-102. Il doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et toute partie de votre corps.



**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](http://www.P65Warnings.ca.gov).



For digital versions and instructional videos, please visit the following link:

<http://Lockly.com/help>

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We're here to help!  
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<https://Lockly.com/help>

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US Patent 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

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