

Quick Start Guide

PillarTM

Meet The Pillar.
The voice-activated, app-controlled lockbox.



Next

IMPORTANT

Before you can open your Pillar, you MUST

1. Download the app and set up an account
2. Connect to WiFi. The Pillar can only connect to 2.4 GHz wifi.
3. Register your Pillar

This Guide will walk you through all of the steps.
Let's get started!

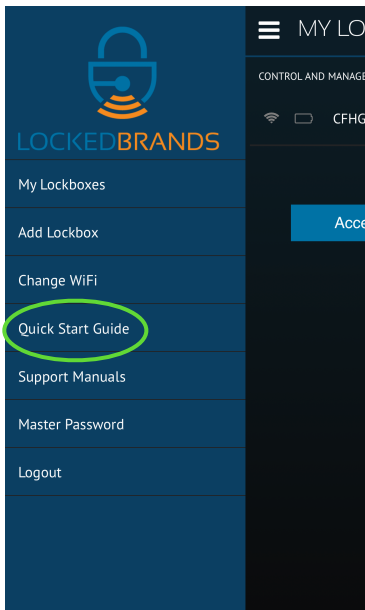
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Resources

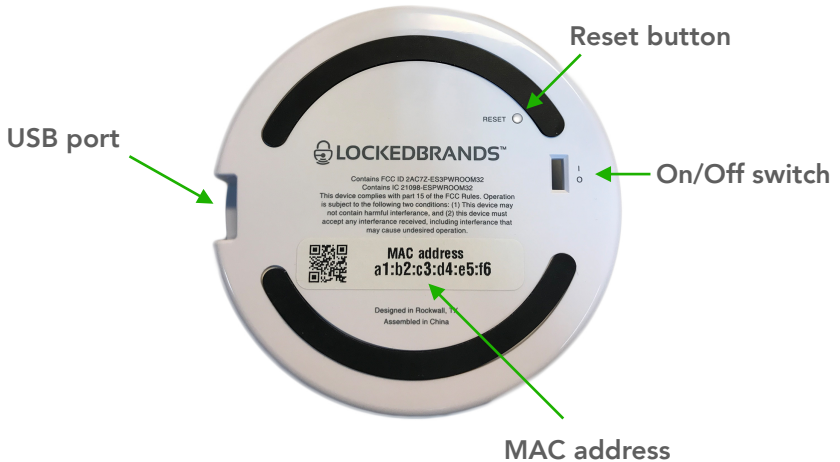
- For more guides and instructional videos visit our [support page](#).
- [Other FAQs](#)
- If you need assistance at any step in the setup, please call our tech support team at 833-474-5527. We are available Monday - Friday, 9AM - 5PM CT.

This QuickStart Guide is also
available through the app.



If you need assistance, please call our tech support team at 833-474-5527.

The Pillar™



Step 1

Power up The Pillar™

- Plug in The Pillar using the supplied USB charger & cable.
- Turn on the power with the “On/Off” switch.



A white light will start circling the LED ring.

*In order to guarantee performance, be sure to use the supplied USB cable and power supply.

Step 2

Getting Started

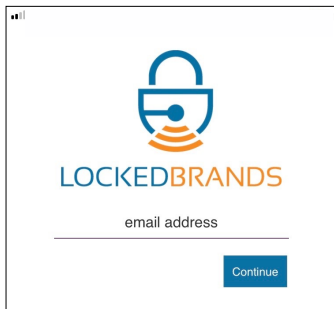
- Download The LockedBrands App to control your Pillar.



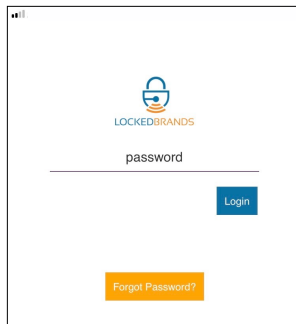
Step 3

Setting Up Your LockedBrands Account

- Open the app on your device and follow the on screen instructions.



The splash screen of the LockedBrands app. It features a logo at the top consisting of a blue padlock with a stylized orange 'L' inside, and three orange curved lines below it. Below the logo, the text 'LOCKEDBRANDS' is displayed in blue and orange. Underneath, there is a text input field labeled 'email address' with a horizontal line below it. At the bottom right, there is a blue button labeled 'Continue'.

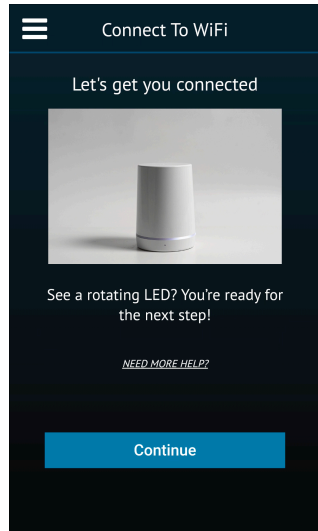
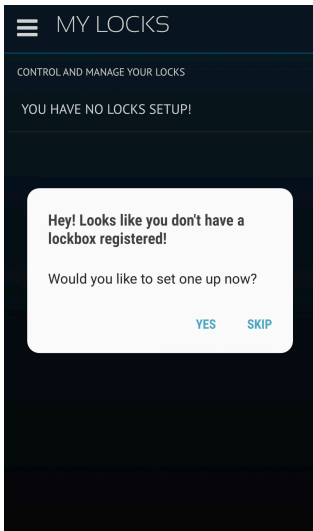


The login screen of the LockedBrands app. It features the same logo as the splash screen. Below the logo, the text 'password' is displayed above a horizontal line for the password input. To the right of the password field is a blue button labeled 'Login'. At the bottom center, there is an orange button labeled 'Forgot Password?'.

Step 4.1

Connect to WiFi

- Open the app and press “Yes” on the pop-up registration box.
- Follow the on-screen instructions (described on the next page).

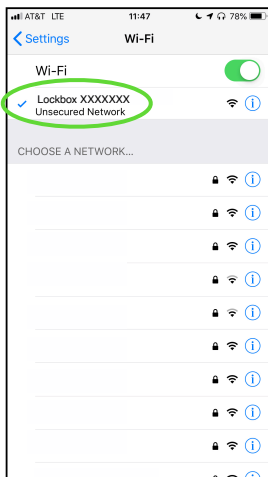
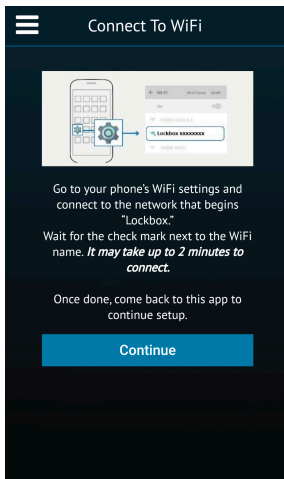


Step 4.1 (Continued)

Connect to WiFi

- Open settings on your smart device and select WiFi.
- Select the Network named: "Lockbox XXXXXXX" and wait for connection, indicated by the checkmark.
 - It may take several minutes to connect - Unsecured Network warning is OK.
- Go back to the LockedBrands app.

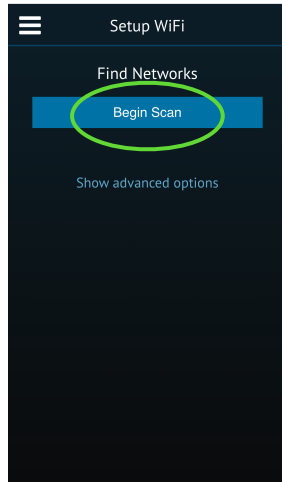
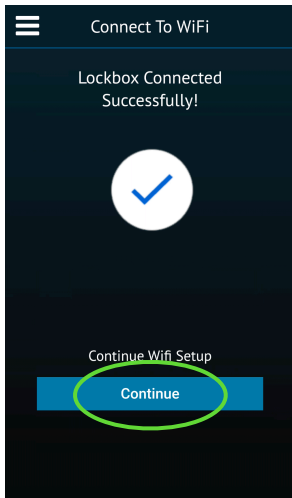
*WiFi is 2.4 GHz only



Step 4.2

Connect to WiFi

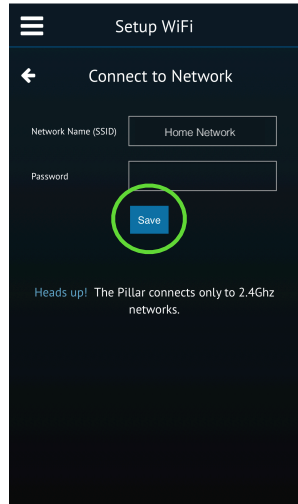
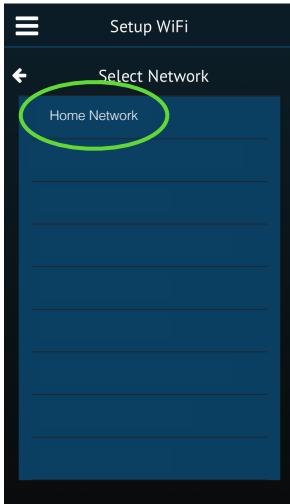
- Wait for 'Lockbox Connected Successfully' and then press 'Continue'.
- Press 'Begin Scan'.



Step 4.3

Connect to WiFi

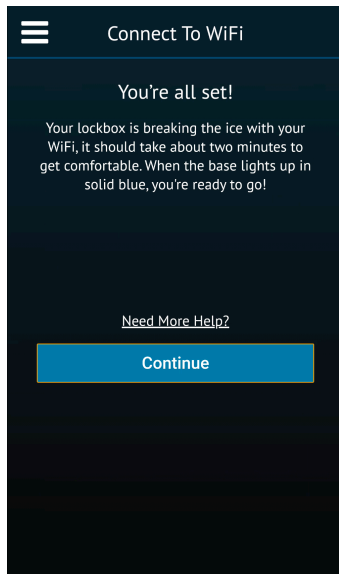
- A list of available WiFi networks will appear.
- Select your WiFi network and enter your password (with the appropriate upper and lower-case characters).
- Press “Save”.



Step 4.4

Connect to WiFi

- The Pillar will now reboot: LED lights will turn red, white, yellow, and then blue.
- Give it about two minutes.
- You are ready to go when the base lights up in solid blue.
- Press “Continue”.
- NOTE: If your Pillar LEDs are rotating green after entering your password, please cycle power and return to step 4.1.
- *To cycle power, go to the underside of the Pillar and locate the power switch. Move the switch to the O position (OFF). After 10 seconds, move the switch to the I position (ON).



If you need assistance, please call our tech support team at 833-474-5527.

Step 5

Register your Pillar™

- Your lockbox should have a unique MAC address that will appear on the screen.
- Press the “Add Lockbox” button to register your lockbox.
- Give your lockbox a name in the “name your lockbox” field.
- Press “Continue”.

WANT TO ACCESS A FRIENDS LOCKBOX? JUST GIVE THEM THE SHARE CODE BELOW:

SHARE CODE: 000000

This Lockbox has MAC Address:
AB:CD:EF:12:34:56

Add Lockbox

Add Lock

Name your Lockbox

name your lockbox

LET YOUR CREATIVE JUICES FLOW

IMPORTANT: A MASTER RESET PASSWORD
WILL BE SENT TO YOU.

What's that?

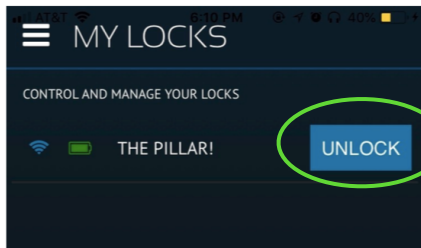
Continue

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Step 6

Opening your Pillar™

- The “My Locks” page is where you can view and unlock the Pillars registered to your account.
- Just press the UNLOCK button to open your Pillar!



The smell-proof seal may require strong twisting and pulling to remove the lid. (This should only be necessary the first time)



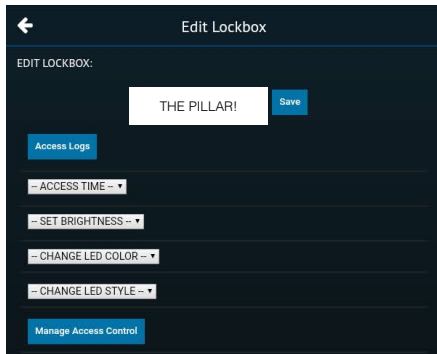
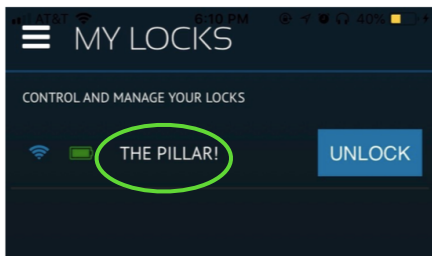
① Twist about 3/4 inch



② Pull upwards

More Functions of your Pillar™

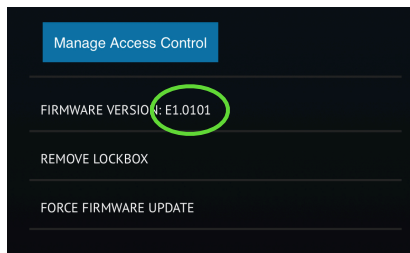
- To view and customize all of the functions your Pillar has to offer, click its name from the “My Locks” page.
- Visit the support page at LockedBrands.com for “How to” videos on each function and for additional tips, tricks, and troubleshooting guides.



Important! Check Your Firmware Version

To ensure you're having the best Pillar experience, please be sure to continuously your firmware up-to-date.

- Turn your Pillar OFF and then back ON.
- What color first appears?
 - If Green, continue to the next page.
 - If Red, Yellow, and White, press “Force Firmware Update” and wait until the box appear solid blue.



NOTE: You can also check your firmware version in the app by clicking on the name of your Pillar and going to the bottom of the page.

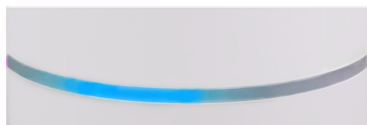
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LED Light Guide



Rotating White

Factory Default:
Set-up Mode



Rotating Blue

Change WiFi:
Set Up Mode



Solid Blue

Connected



Flashing Red

Disconnected from internet



Flashing Yellow

Every 30 secs
Low Battery

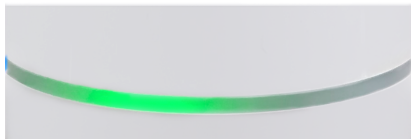
LED Light Guide



Flashing Purple
Mater Password Mode



Rotating Red & Green
Pillar has been removed from owner's account; Must be reset and can then be registered



Flashing Green
Booting



Rotating Purple
Trying to connect to internet

Modes, Resets, and Other Technical Definitions

Set-Up Mode: Used to connect your Pillar to WiFi

- Hold the RESET button for 5 seconds. Release when you see the LEDs turn blue.
- Refer to Step 4.1

Master Password Mode: Used as a last resort if you cannot open your Pillar

- Hold RESET for 10 seconds, until the LEDs turn orange.
- Refer to the Master Password Guide on LockedBrands.com or in the LockedBrands app.

Factory Reset: Used to delete and restore your Pillar

- To Factory Reset your Pillar, hold the RESET for 5 seconds, or until the LEDs turn orange.
- Refer to Step 4.1
- *To cycle power, go to the underside of the Pillar and locate the power switch. Move the switch to the O position (OFF). After 10 seconds, move the switch to the I position (ON).

Support

Sharing Access

- [Instructions](#)
- [How To Video](#)

Master Password Mode

- [Instructions](#)

Firmware Update

- [Instructions](#)

[Other FAQs](#)

Common Questions

How do I add a new WiFi?

- To add a new WiFi, hold the RESET button until the LEDs start rotating blue (5 seconds). Follow the instructions starting with step 4.1.

What if there is no WiFi and I need to get into my box?

- Please refer to the [Master Password](#) Guide.

If you need assistance at any step in the setup, please call our tech support team at 833-474-5527. We are available Monday - Friday, 9AM - 5PM CT.



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