

2

Start Second



PGD738

Lockly Fortis

Setup and Use

LOCKLY
Enjoy the freedom™



We're here to help

Your Lockly smart lock includes lifetime support. If you get locked out, have any issues, or want to share feedback, just contact us, and we'll help you quickly.

 **(669) 500-8835**

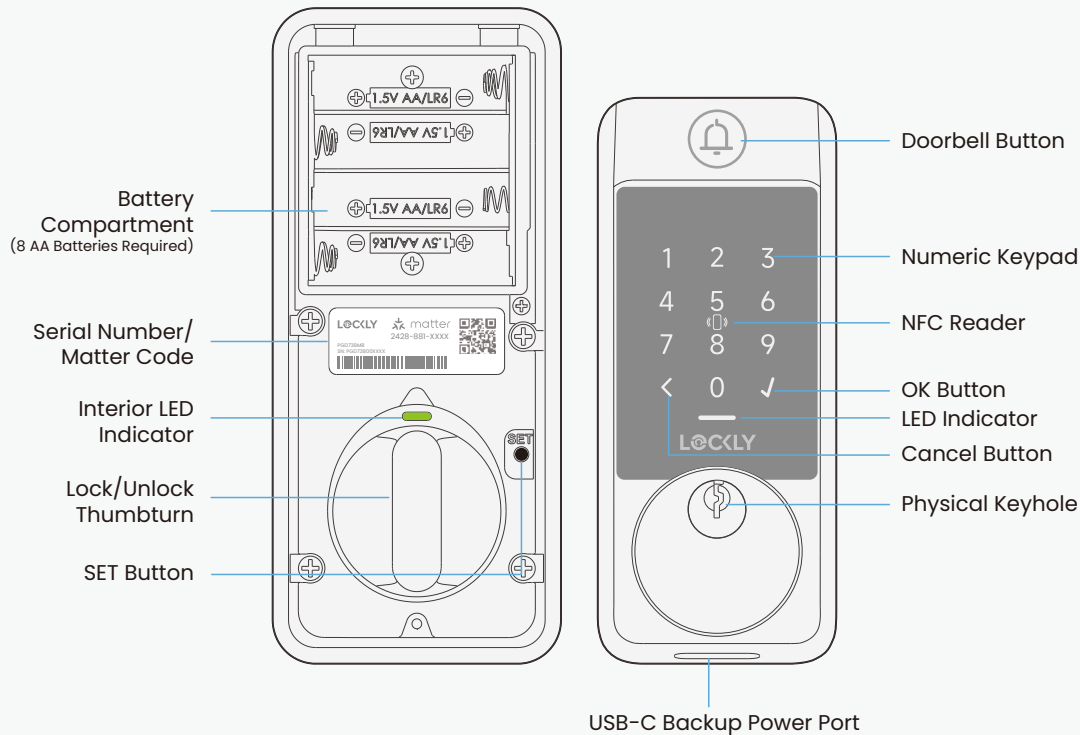
 **help@Lockly.com**

 **support.Lockly.com**

Setup

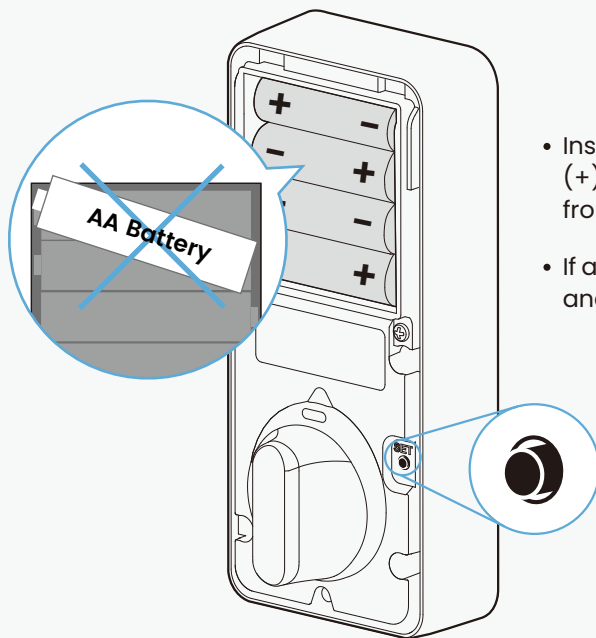
Lock Overview	03
Charge/Install Battery	04
App Download	05
Setup Lockly Home App	06
Setup Matter over Thread	07/08
Digital Keypad	09
Access Codes	10
Safe Mode	11
NFC Key Tag	12
Unlock Use App	13
Lock/Unlock with Physical Key	14
More Ways to Access	15
Troubleshooting FAQs	16

Getting to Know Your Smart Lock



Before setup, you can unlock the door using the default PIN 123456. This temporary method works only during setup and will disable automatically once setup is complete.

Install Battery and Start Self-Check



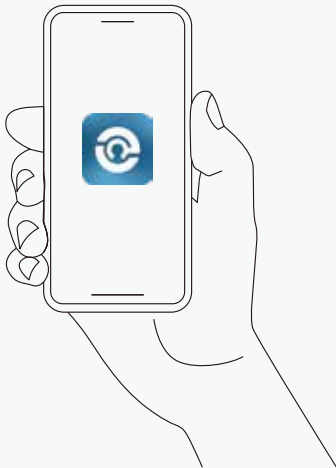
- Insert NEW alkaline batteries, matching (+) and (-) signs. Keep battery sides from touching to avoid short circuits.
- If a battery leaks, remove it immediately and clean the holder with a dry cloth.

Perform Self-Check (skip if done)

For the first-time installation of your door lock, press and hold the SET button for 4 seconds to start a self-diagnostic. The lock will extend and retract the deadbolt multiple times to determine the proper locking direction for your door.

Download the Lockly Home App

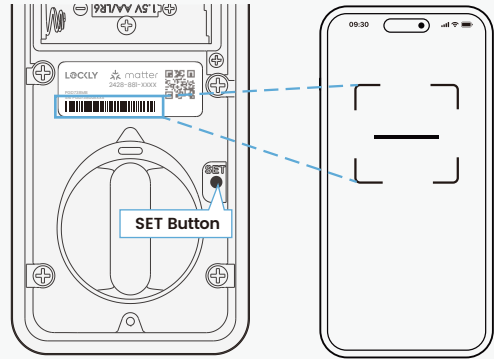
Scan or visit [Lockly.com/app](https://lockly.com/app)



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

Complete Setup in the Lockly Home App

1. Open the Lockly Home app. Register a new account via "Sign Up" or log in if you already have one.
2. Tap the + icon to add a new device.
3. Select Lockly Smart Lock.
4. Press the SET button to enter pairing mode. The status indicator will flash green, with a 10-minute pairing window available.
5. Scan the serial number barcode on the back of the lock, or choose to add the lock manually. For manual addition, select the Bluetooth device prefixed with PGD738 from the device list.
6. Follow the in-app prompts to finish the setup. To create user access credentials, follow the on-screen guidance in the app.



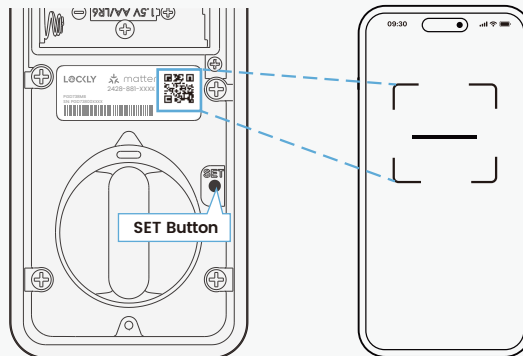
During pairing with the Lockly Home app, you need to connect the smart lock to Wi-Fi. If the lock fails to connect to Wi-Fi, follow the steps below to troubleshoot.

- **Check Your Wi-Fi Signal**
Ensure the lock is installed within coverage of a strong, stable Wi-Fi signal.
- **2.4 GHz Wi-Fi Only**
This lock only works with 2.4 GHz Wi-Fi networks, so please ensure the 2.4 GHz band of your router is enabled.
- **Enable SSID Broadcast**
Hidden Wi-Fi networks cannot be detected by the lock, so turn on SSID broadcast in your router configuration to allow the lock to locate your wireless network.
- **Wi-Fi Compatibility Settings**
If you are using a Wi-Fi 6 (802.11ax) or Wi-Fi 7 (802.11be) router, make sure Wi-Fi 4 (802.11b/g/n) compatibility is enabled.

Complete Setup in the Matter over Thread

You can connect your Lockly Fortis Series Smart Lock to smart home ecosystems including Apple Home, Google Home, Amazon Alexa and SmartThings via Matter over Thread for centralized lock management and configuration. A Thread border router compatible with your target platform is required beforehand.

1. Press the SET button on the lock to enter pairing mode. The status indicator will flash green, and the pairing window will remain active for 10 minutes.
2. Launch your smart home controller app with native Matter and Thread support.
3. Tap to add a new device in the app, then select the Matter smart lock device type.
4. Follow the on-screen instructions to finish device authentication and network binding to link the lock to your Matter over Thread network. During pairing, you may either scan the Matter QR code printed on the back of the lock or manually enter the 11-digit Setup PIN as prompted to complete authentication.
5. After successful pairing, you can remotely operate and manage your Lockly smart lock through any Matter-certified smart home platform.



Complete Setup in the Matter over Thread

Matter over Thread requires a Thread Border Router.

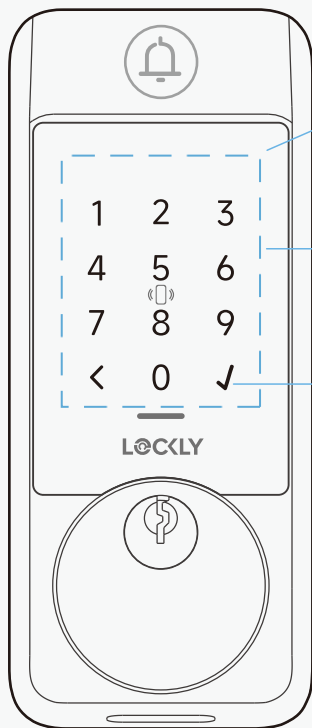
Please ensure you have a compatible and operational Thread Border Router at home, such as Apple HomePod mini, Apple TV 4K, Google Nest Hub Max, Nest Wifi Pro, 4th Gen Amazon Echo, SmartThings Station, etc.

Excessive distance or walls between the Thread Border Router and the lock will weaken signals.

The lock will repeatedly reconnect to the network and increase battery consumption. Keep the router close to the lock and avoid wall obstructions.

If you intend to remove the smart lock from its original smart ecosystem or switch to a different ecosystem, first tap **Delete Device** within the original ecosystem App, then quickly press the **SET** button five times in a row; the lock will enter reset mode and clear all Matter configurations, and all user data and settings previously synced via Matter-certified third-party smart home platforms will be fully erased.

Digital Keypad



Unlock

Press any key to wake up the screen.

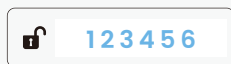
Enter your PIN code, then press the OK Button (✓) after the last digit.

Lock

To lock, either press the OK Button (✓) while the screen is on.

When the screen is off, press any number key area, or press the Cancel Button (<) twice.

Access Codes

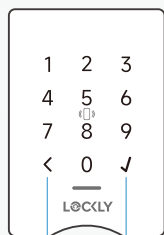
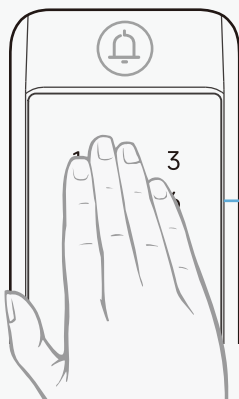


Default PIN Code

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 in the Lockly Home app, then tap **Access > User Access Codes**, and follow the on-screen instructions to set up the various code types.



Cancel OK Button

To unlock your Smart Lock :

Press any key to wake up the keypad.

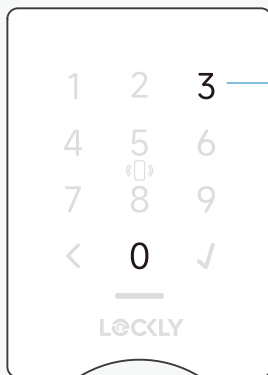
Enter your **6 to 8 digit Access Code** followed by the **OK Button**. Press Cancel button anytime to reset if you entered the wrong digit.

If the **Access Code** entered is correct, the door will unlock. If the **Access Code** entered is incorrect, the LED indicator will **flash red**.



Ten consecutive wrong attempts will put smart lock in "Safe Mode".

Safe Mode



Countdown Prompt

(Indicated by the keypad showing 30/20/10.)

If you enter 10 wrong access codes in a row within 10 minutes, your lock will enter Safe Mode. In Safe Mode, the digital keypad will flash twice and show a 30/20/10 minutes countdown.

To turn off Safe Mode, you can use one of these methods

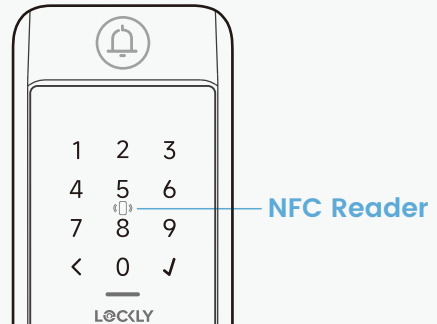
1. Unlock with Registered NFC Key Tag
2. Via the Lockly Home app
3. Physical key
4. Unlock the door manually from the inside

You can also wait for the countdown to finish, Safe Mode will automatically exit.

NFC Key Tag

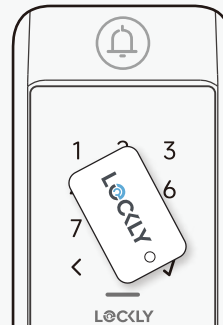
Adding an NFC Key Tag

You can add and manage NFC Key Tag through the Lockly Home App. After you receive the instruction to add the card, the lock will beep and return to the unlocking keypad with a green light once the addition is successful.



Unlocking

Hold your NFC key tag near the display to unlock the lock.



Unlock with Lockly Home App

Lock, unlock, and check status.

Unlock or Lock

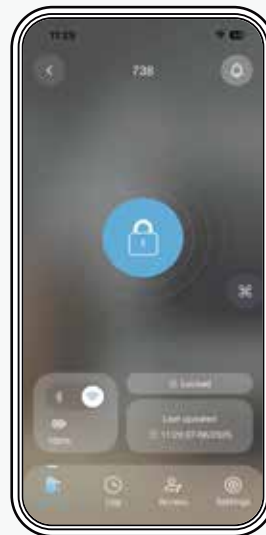
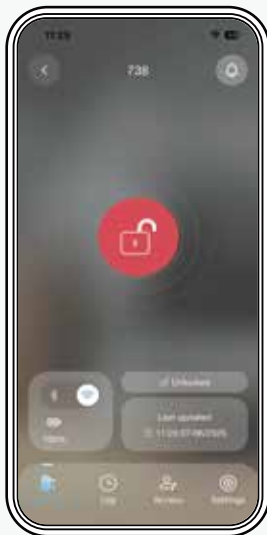
Choose your lock in the Lockly Home app, tap unlock or lock.

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.

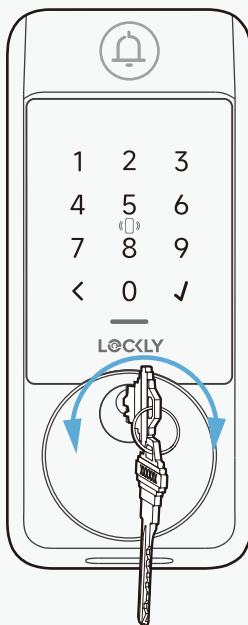


Locking/Unlocking with Physical Key

To lock or unlock your door with the included **physical key**, insert the key into the keyhole.

Right-hand swing doors (RH) turn clockwise to unlock, or counterclockwise to lock.

Left-hand swing doors (LH) turn clockwise to lock, or counterclockwise to unlock.



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 Codes™

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



Welcome Mode

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



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.



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

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

Troubleshooting/FAQs

Why Is My Keypad Fully Unresponsive?

The batteries may be fully drained; use the mechanical key or connect your Lock to a power bank via a Type-C cable to temporarily unlock the lock, then replace with new batteries right after unlocking.

Why Is My Lockly Not Locked Automatically?

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

How to Pair My Smart Lock with a New Lockly Account?

1. In your original Lockly Home App account, navigate to Settings > Reset and Pairing > Perform Factory Reset.
2. Download the Lockly Home App, register and sign in to your new account, then re-pair the smart lock under this new account following the guidance in the section titled Set Up Your Lock in the Lockly Home App.

Lockly Technical Support

(669) 500-8835

help@lockly.com

support.lockly.com

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 to 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 a minimum distance of 20cm between the radiator and your body.

IC WARNING

This equipment 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 4.5 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 4.5 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: Cancer risk from exposure to Lead. See www.P65Warnings.ca.gov.

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 help@lockly.com



© Copyright 2026 Lockly All rights reserved

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. SmartThings is a trademark of Samsung Electronics Co., Ltd. Other trademarks and trade names are those of their respective owners.