

## About the PIN Genie Smart Lock Pro

### What's difference between PGD 718 and PGD 728?

**A:** Both models are equipped with the world's first peek-proof keypad, and share the same features such as auto-lock, built-in alarm etc., The unique difference is PGD 728 can be controlled with a smart phone via highly encrypted Bluetooth. It allows you to lock/unlock the door within Bluetooth range and to create/share eKeys remotely. The PGD 728 is ideal for Airbnb hosting and for families who hire dog walkers, handyman or helpers in need temporary door access.

### How to install the PIN Genie smart lock? Does it work for both left open and right open doors?

**A:** The PIN Genie Smart Lock works for both left open and right open doors. Installation should follow the same procedure. There are four critical steps you need to double check to avoid the installation issues:

- 1) Make sure the deadbolt is extended;
- 2) Make sure the latch is VERTICALLY positioned;
- 3) The thumb-turn is VERTICALLY positioned;
- 4) Hold the Program button while you install the last battery until you finish, the smart lock will run an auto-check to be fit in left open and right open doors.

We strongly recommend you to watch the video before you install. And contact us if you have any other question.

**NOTE:** Please visit <https://shop.pin-genie.com/pages/videos> to watch the video before you install your lock. Pay attention to 4 critical points mentioned above. If you find your smart lock deadbolt is not work smoothly when locking or auto-locking, please follow the instruction and reinstall.

### Can you unlock/lock the door from anywhere?

**A:** The feature of locking/unlocking from anywhere through Wi-Fi connection is unsecure. Wi-Fi is easy to be hacked. Our innovative approach is using the highly secure encrypted Bluetooth connection, which uses AES 256 algorithm. As a host/owner, you can create eKeys from anywhere in the world and share it to your guests/friends. They can use their smart lock app to pair with the smart lock upon arriving at your house and get the door code. This is one of the most secure yet convenient a way to manage access remotely.

### Why the numbers on my PIN Pad suddenly stop rotating after each time of use?

**A:** If you find the numbers has stopped rotating, press the OK/Logo button for at least three seconds, it will switch back to normal PIN Genie keypad.

PIN Genie Smart Lock uses its patented peek-proof keypad as the default keypad. We provide 3 levels of security options for smart lock users to choose. For starters or customers who rely on muscle memories, we provide the fix mode option, where numbers 0-9 stay in the same button; the normal PIN Genie keypad provides the better security where all numbers rotate after each use. The first two modes can be switched with a long press of the OK/Logo button. We also provide PIN Crazy mode, where all numbers rotate after each keys are pressed. The PIN Crazy mode can be activated by switching the dipswitch at the back (indoor) panel of your lock. Please make sure to switch the keypad to normal PIN Genie keypad before you switch on the PIN Crazy Mode.

**Does it connect to Samsung Smartthings, Amazon Alexa or Homekit?**

**A:** The PIN Genie Smart Lock Pro (PGD 728) is a standalone smart lock connected through highly encrypted Bluetooth. It is not compatible to any smart home systems, including Samsung, Alexa, or Homekit. Our innovative approach is to give you a better security, where all data is encrypted, yet you will still enjoy the convenience of managing door access remotely.

**Do you need a second hole to install it?**

**A:** We strongly recommend you to drill a ½ inch hole above the main hole to stabilize the smart lock. However, we understand that many families do not want to drill the second hole. We provide heavy duty 3M double tape as an option to stabilize your lock. We provide the template and video instructions here: <https://shop.pin-genie.com/pages/videos>.

**Does it have the auto lock feature?**

**A:** Yes, the smart lock auto locks in 30 seconds. You can customize the auto lock time from 5 seconds to 300 seconds in your PIN Genie Smart Lock App. You can also touch anywhere on the keypad to lock when you want to lock immediately.

**How many individual users can the lock have?**

**A:** Each smart lock supports up to 8 sets of door codes, including your master code, your family members', temporary users and single entry door codes.

**Does this lock come with a physical key?**

**A:** Yes, it comes with 2 physical metal keys for backup.

**Can you turn off the alarm? How long does the alarm sound?**

**A:** When the alarm triggers, you can turn off by long press the PIN Genie Button from inside. If you do not need the alarm, you can switch off on the second dipswitch right under the batteries.

**Does the PGD 728 have a camera?**

**A:** No, the PGD 728 is a standalone smart lock and it doesn't come with any camera.

**How is it in various weather conditions?**

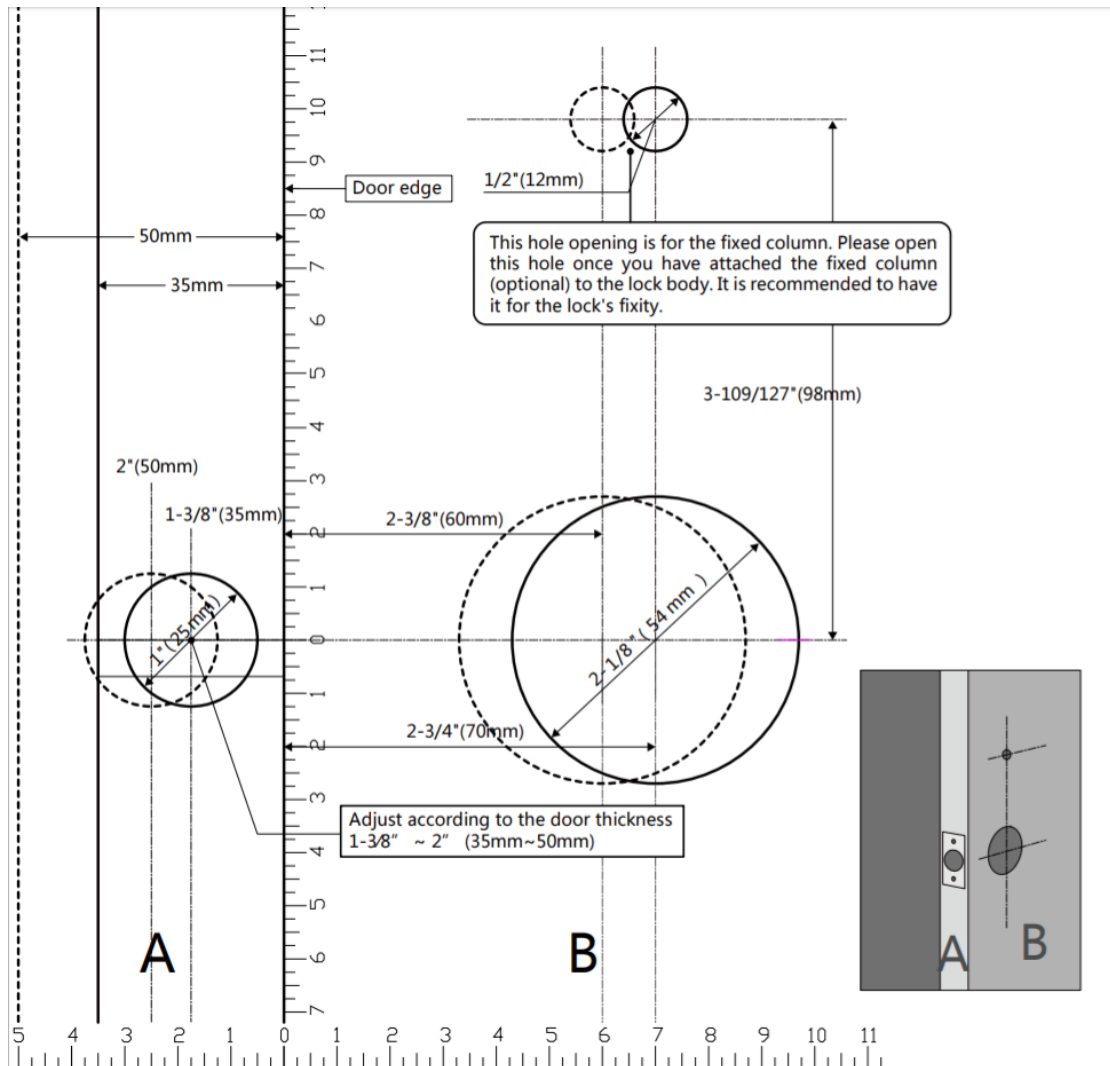
**A:** The working temperature of the exterior assembly: -13°F (-25°C) to 140°F (60°C)  
The working temperature of the interior assembly: 32°F (0°C) to 113°F (45°C)

**Can it automatically unlock when I approach the door?**

**A:** No, currently the smart lock does not support this feature. We have ongoing extensive testing before we can clear and release this feature.

**What door thickness will the PIN Genie smart lock fit on?**

**A:** Make sure to check the door size before you buy as below:



## About the PIN Genie Smart Lock App

### Where to download PIN Genie smart lock app? Is it free?

**A:** The PIN Genie Smart Lock is available in both Apple Store and Google Play. Search PIN Genie Smart Lock in both stores and download for FREE.

### How to pair the smart lock with the smart lock App?

**A:** To pair, use a paper clip to press the RESET button for **ONE second**, you will then hear a short beep. Launch the app and pair under the Master Mode using the initial code **within 2 mins** after you press the RESET button.

**Note:** Make sure to turn on the Bluetooth on your smartphone;

### As a temporary user/family user, do I need to register an account?

**A:** No, you don't need to register an account. Only hosts/owners are required to register an account.

**Can I set a temporary code with an expiration time?**

**A:** Yes! You can add a temporary user in your master smart lock App with expiration date and time. The door code will expire automatically once the time is due.

**Are all the accesses can be remotely granted?**

**A:** No, the family member and single entry door code requires to be within Bluetooth range. You can set temporary user door codes with customize expiration time anywhere in the world.

**About the Batteries**

**What kind of batteries should I use?**

**A:** Only use AA Alkaline batteries or Lithium Batteries. "Duracell" and "Energizer" are recommended. Do not mix new batteries with old batteries in the same smart lock.

**What if the batteries go flat, can I still open the door?**

**A:** Yes, you can insert a 9V battery at the bottom of the lock to activate the keypad. Enter the door code to unlock. Then change the batteries immediately.

**About the Warranty**

**How long warranty of PIN Genie smart lock?**

**A:** We provide one year limited electronic and lifetime mechanical warranty. If you finish the product registration on our website: [www.pin-genie.com](http://www.pin-genie.com), you will get 3 month extension of warranty.

**How to contact with PIN Genie customer service if you have any questions?**

**A:** You can email [cs\\_smartlock@pin-genie.com](mailto:cs_smartlock@pin-genie.com), leave us a message at [www.pin-genie.com](http://www.pin-genie.com) website or join our PIN Genie Smart Lock Whatsapp group at <https://chat.whatsapp.com/invite/68UTnrPlzAt8SAIqYoHGsz>. We will reply within 6 hours.