



Smart Lock by PIN Genie User Manual

Thank you for choosing our PIN Genie product.
Please read this manual carefully to ensure the Smart Lock is used safely and reliably.
You should keep it for future reference and maintenance.

Smart Lock PRO (PGD728)
Smart Lock Essential (PGD718)

U.S. Patent No. 9,665,706 & 9,853,815
Other Patents Pending With All Rights Reserved

About Smart Lock PRO & Smart Lock Essential

PIN Genie Smart Lock PRO & Smart Lock Essential are keyless and equipped with the patented innovative PIN Genie Pad, which is peep proof and hidden camera proof. It is with a high security level that even when people watch you entering your PIN, they will not be able to know it. PIN Genie Smart Lock makes your life safer and better.



Patented Anti-Peep PIN Pad

Random digits shown on the Pin Genie display keypad ensure passcodes won't be detectable to intruders after repeated use. To experience the patented innovative PIN Genie Pad, please download our Vault APP from Apple Store or Google Play.



Intruder prevention

Smart Lock PRO / Smart Lock Essential has a built-in audible alarm that alerts you to any intrusion into your house. With the alarm mode on, our lock reacts against any external physical shock and vibration. The owner will immediately be notified with the intrusion.



Do not Disturb

The exterior displayed keypad can be locked and switched off using the tailor-made design ON/OFF toggle button from inside. It can prevent others trying to input the passcode from outside and go into the house.



Automatic lock

You no longer have to worry about forgetting to lock the door. With Auto Lock enabled, Smart Lock PRO / Smart Lock Essential will automatically relock the door 30 seconds after unlocking.



With back up keys and 9V battery emergency charging socket

The door can be opened via the back up keys. There is also a 9V battery emergency charging socket for reactivating in case your Smart Lock runs out of battery power.



IMPORTANT!

Your lock is built to highest quality standards, but if you ever experience any issues when using our products, please stay calm and contact our customer service team immediately at: cs_smartlock@pin-genie.com for consultation. Our customer service officers are here to assist you.

To validate your warranty after purchase, please register this purchase through our website: www.pin-genie.com for online registration. You will receive an extra 3-months of extended warranty after completing the registration.

Visit our website: www.pin-genie.com for more product information, installation videos, updated user manuals and after sales supports.

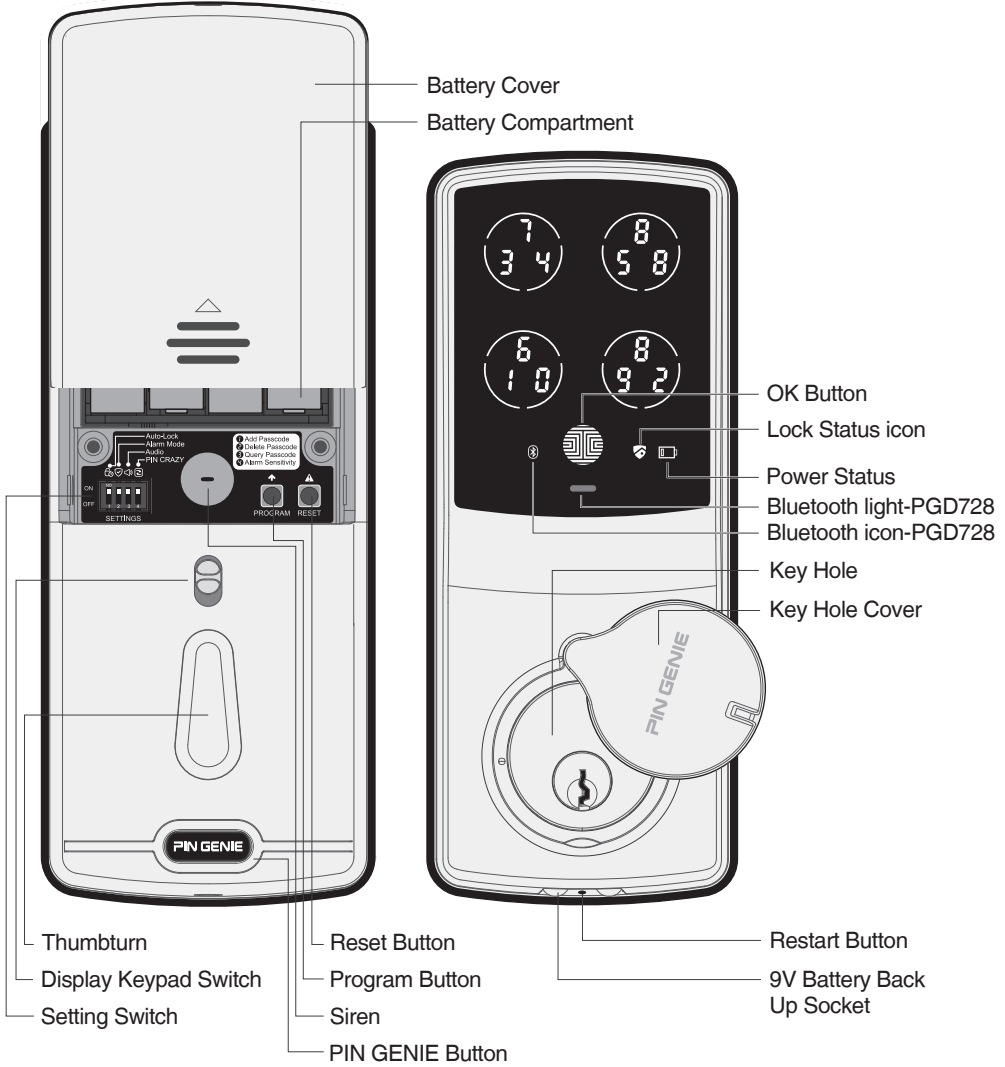
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Section 1 Introduction of the smart lock

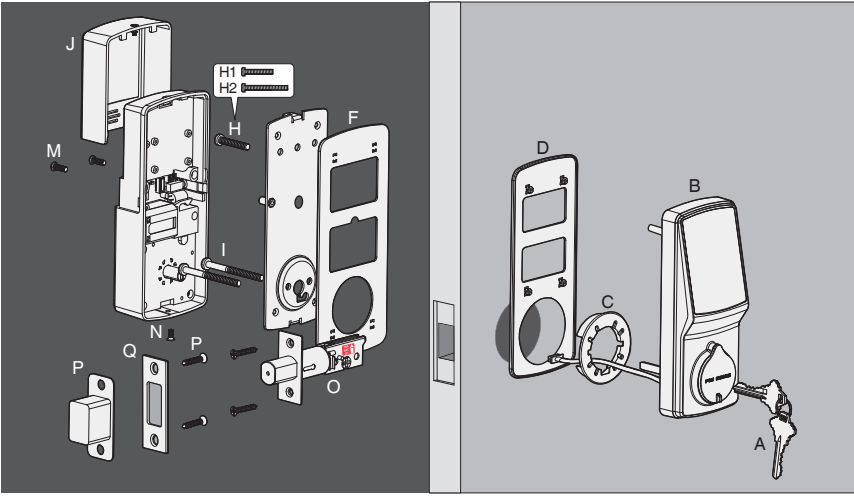
1.1 Product Overview

Back (Main Body)

Front (Front Body)

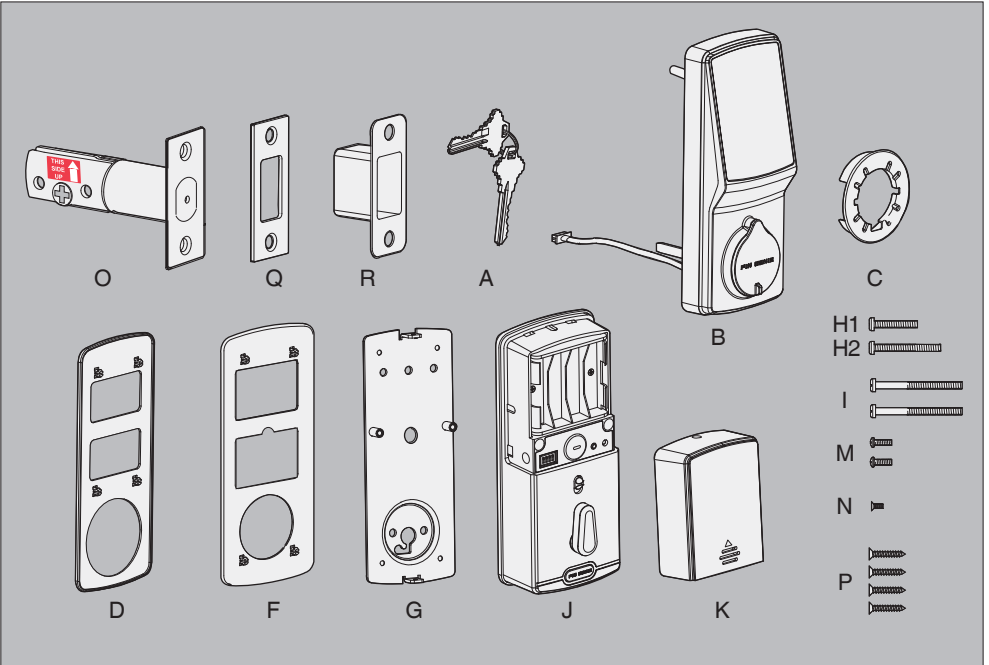


1.2 Exploded View



Remarks : Your Smart Door Lock can be fitted for both right swing doors and left swing doors.

1.3 Components



1.4 Specifications

Specifications

Color: Satin Nickel, Venetian Bronze

Function: Single cylinder deadbolt

Door Prep: 2 1/8" diameter face hole & 1" diameter latch hole

Door Handing: Reversible

Door Thickness: 1 3/8" – 2" automatic adjustment

Backset: Adjustable 2 3/8" or 2 3/4"

Bolt: 1" throw, steel deadbolt

Latch: For 2 3/8" or 2 3/4" (steel or stainless steel)

Back-up Keys: 2 keys

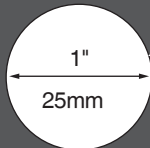
Working environment temperature: Indoor use: 0~45°C,
Outdoor use: -25~60°C

Section 2 Installation Instruction

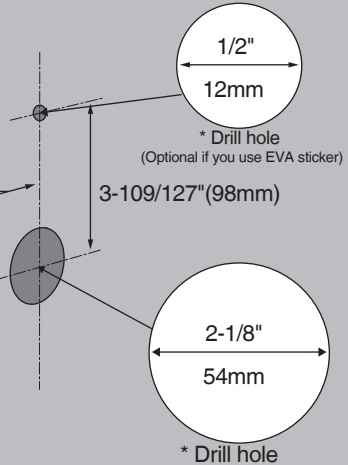
2.1 Getting Started

⚠ If drilling a new door, please use the template supplied.

2-3/8" (60mm) Or 2-3/4" (70mm)



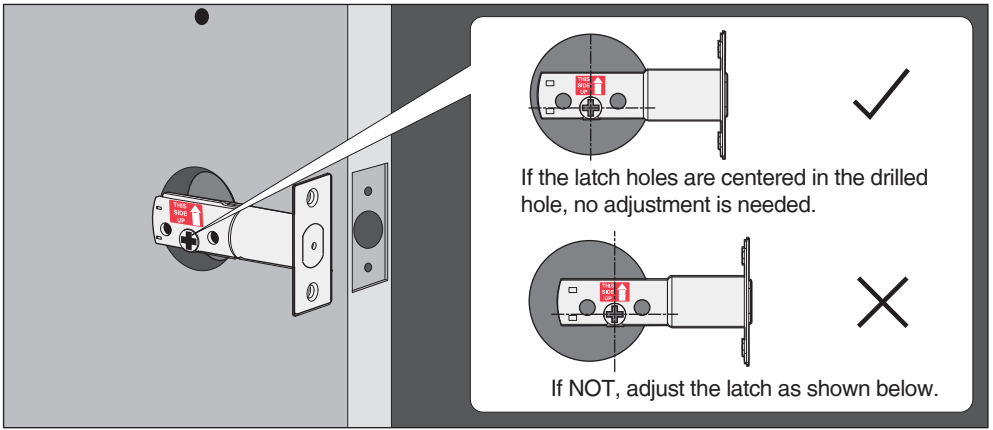
1-3/8" – 2" (35mm – 50mm)



⚠ Note: The 1/2" hole is to stabilize the smart lock. We strongly recommend you to have this hole. However, if you are not willing to drill the extra hole on your door, we have provided the 3M EVA sticker for backup. Please refer to the template that comes with the package and also check out the videos on www.pin-genie.com.

2.2 Adjust the backset of latch

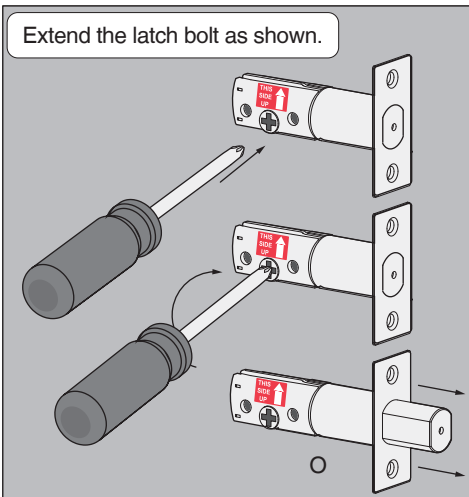
Hold the latch in front of the drilled hole as shown below.



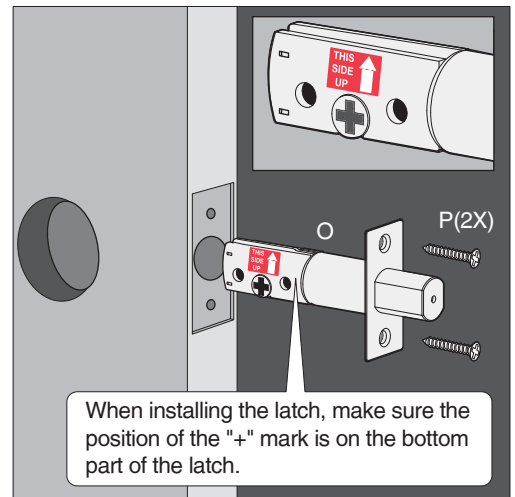
Adjust as shown below (only if needed)

<p>1</p>	<p>2</p>	<p>3</p>
<p>Initial position of c: 2-3/8"</p>	<p>Push toggle button "a" downwards and pull part "b" outwards.</p>	<p>Pull "c" to 2-3/4" and release button "a". Now the backset has been adjusted to 2-3/4".</p>

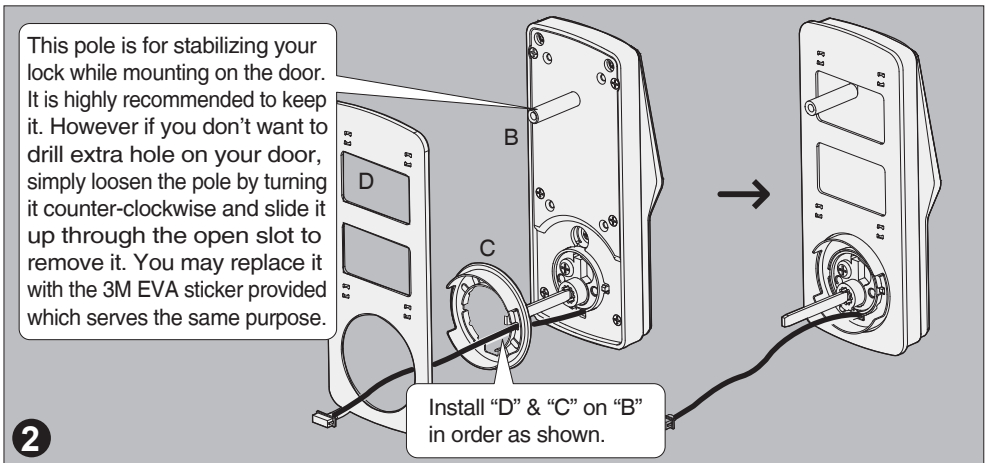
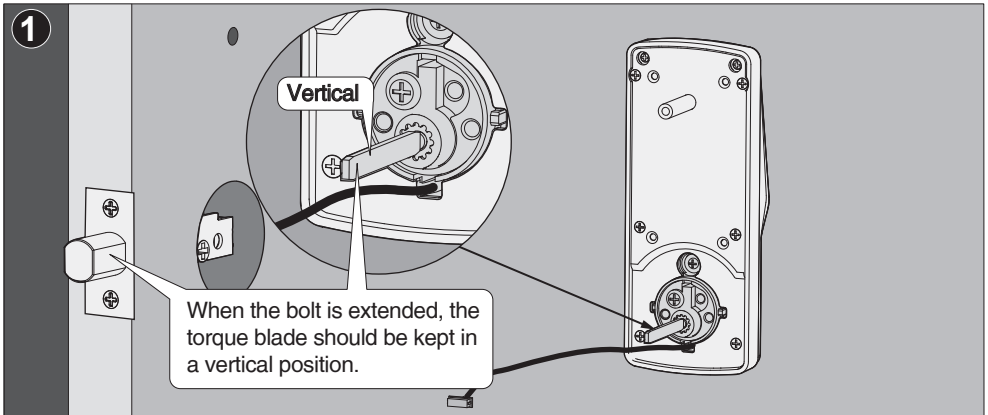
2.3 Extend the bolt



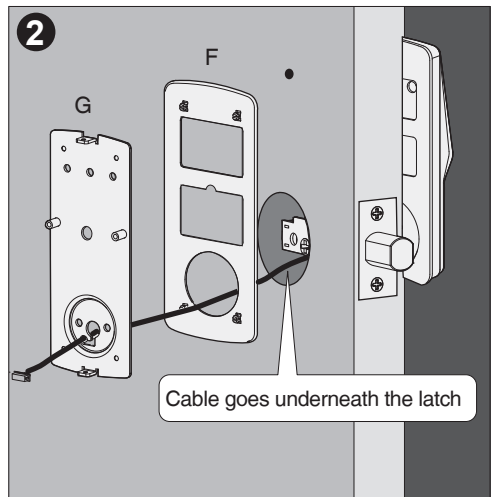
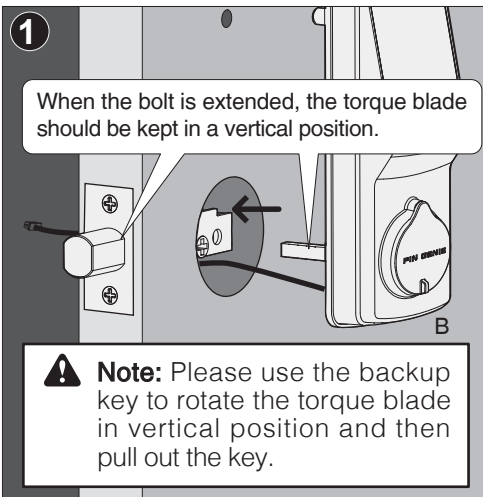
2.4 Install latch

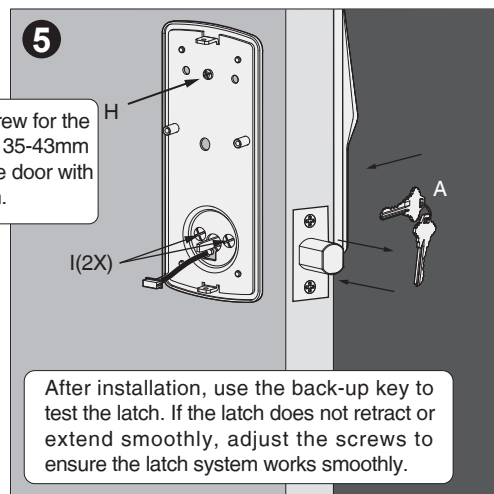
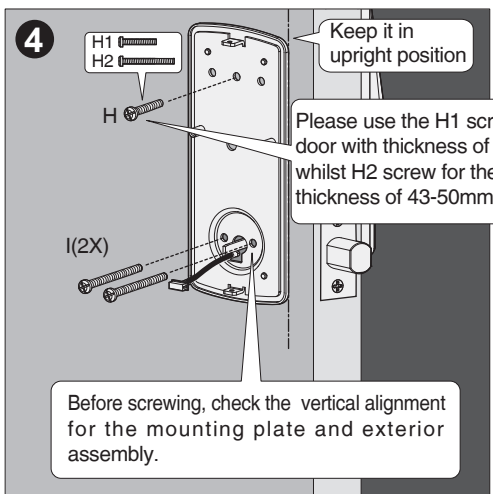
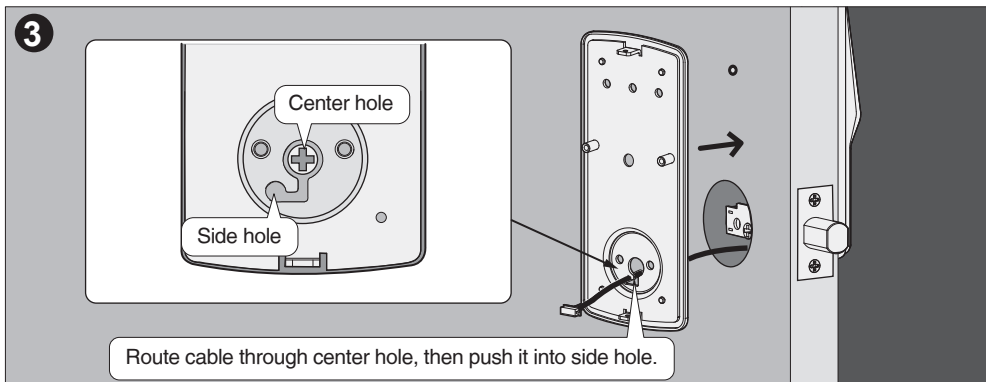


2.5 Prepare exterior assembly

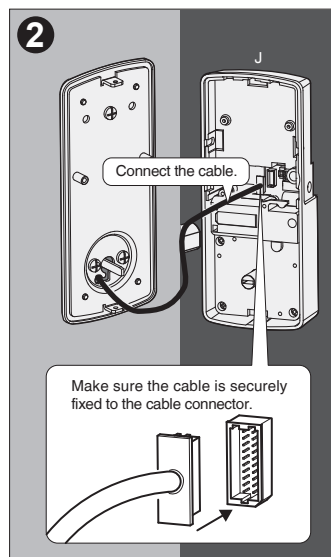
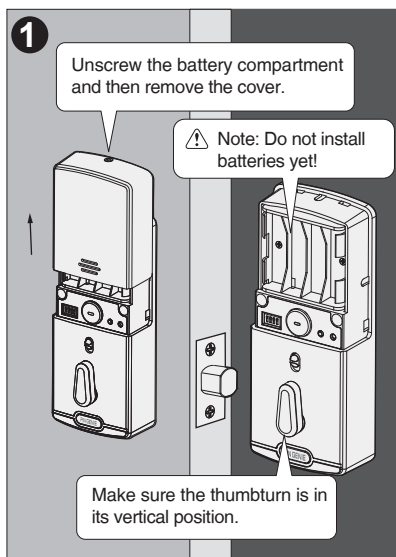


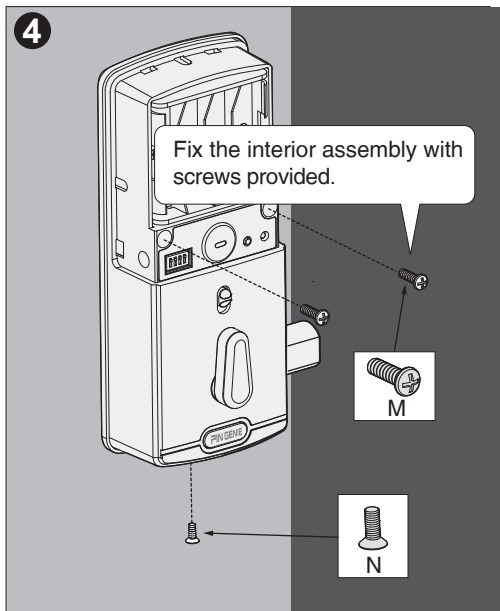
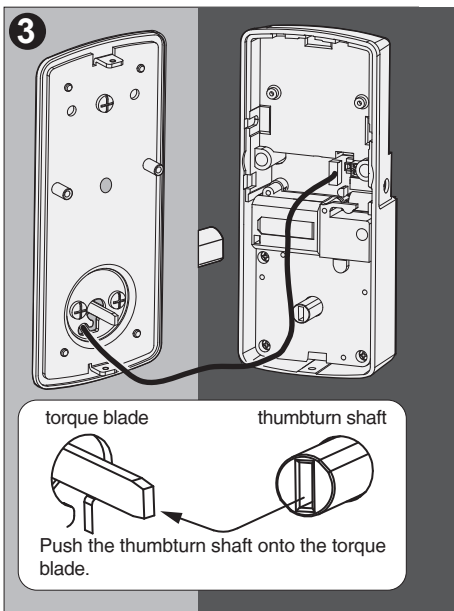
2.6 Install exterior assembly



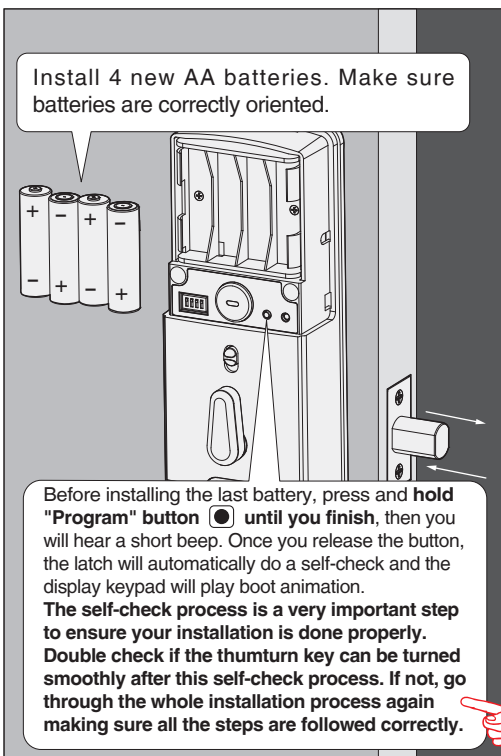


2.7 Install interior assembly

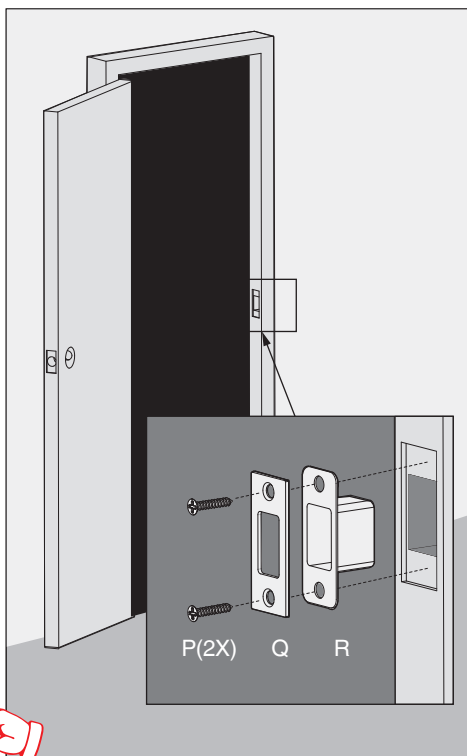




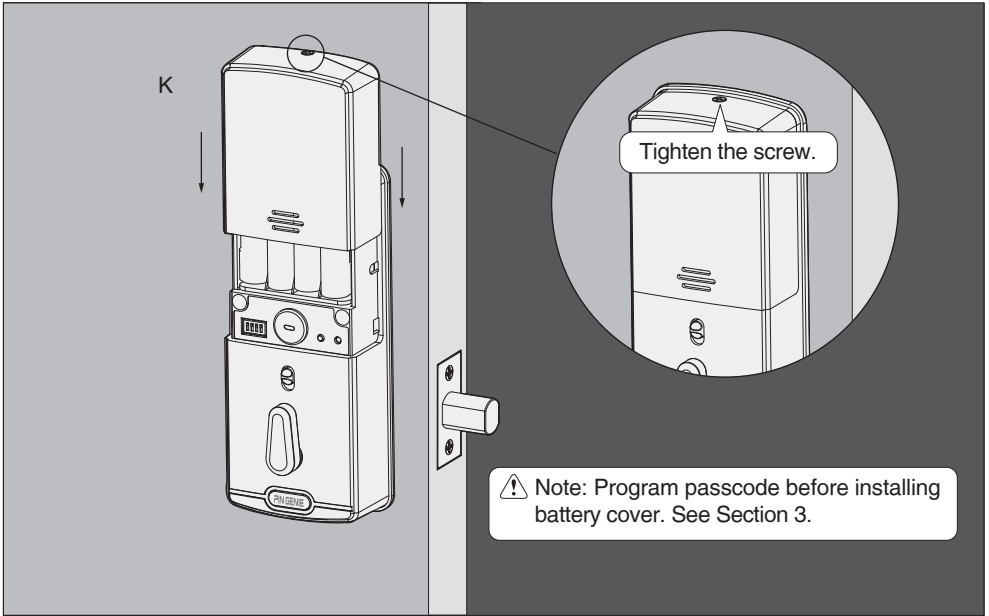
2.8 Install batteries



2.9 Install strike



2.10 Install battery cover



Section 3 Programming Passcode

3.1 Factory Default Setting



Switch 1: Auto Lock (Default: ON)

With Auto Lock enabled, the smart lock will automatically relock the door 30s after unlocking.



Switch 2: Alarm Mode (Default: ON)

With Alarm Mode on, the door reacts against external activity according to the sensitivity level that has been set.



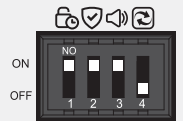
Switch 3: Audio (Default: ON)

Enables the Audio sound (Beeper) when in the ON position.

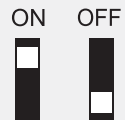


Switch 4: PIN CRAZY (Default: OFF)

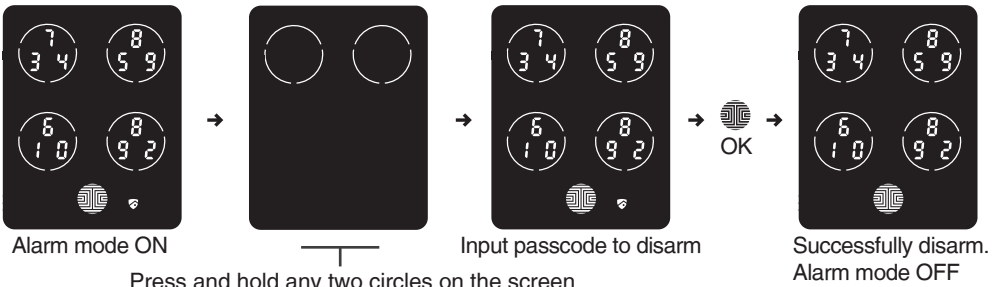
With PIN CRAZY mode on, every time you input a digit while entering passcode, the display keypad will be refreshed.



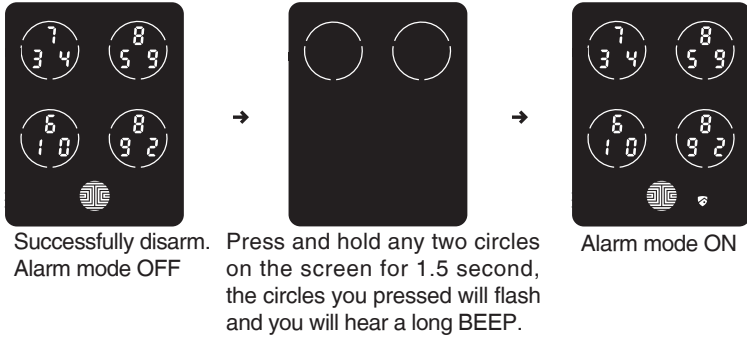
Setting Switch



Note: Even when the Alarm mode switch is turned ON, you can manually disarm or arm the smart lock via the specified operation as shown below.



Press and hold any two circles on the screen for 1.5 second, the circles you pressed will flash and you will hear a long BEEP.



Press and hold any two circles on the screen for 1.5 second, the circles you pressed will flash and you will hear a long BEEP.



Note: When PGD728 APP is enabled, the RESET, PROG will be disabled and controlled by APP.

3.2 Factory Reset

(For all PGD 718 and PGD 728 that has not been paired with smartphones)

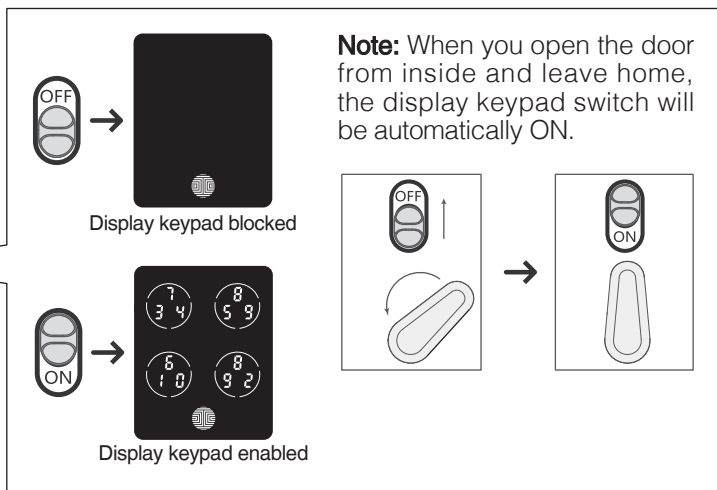
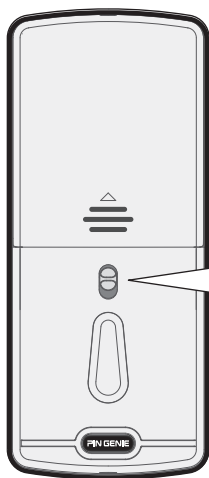
Restore the smart lock to factory default setting. Use a stick-like object such as a clip, toothpick etc. to push the reset button at the back panel of the smart lock for about 2 seconds. After that, you will hear a beep. The display keypad will play the boot animation and the smart lock is now restored to factory default setting and all the data previously programmed would be deleted. For model 728, please follow the steps on App User Manual.



Note: The default passcode is 123456.

3.3 Display keypad switch

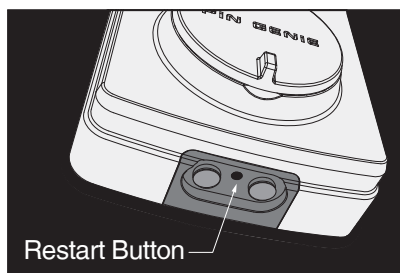
The exterior display keypad can be locked and turned off using the display keypad switch at the back panel of the smart lock. With the display keypad switched off, people outside cannot input passcode to unlock the door.



3.4 Reboot

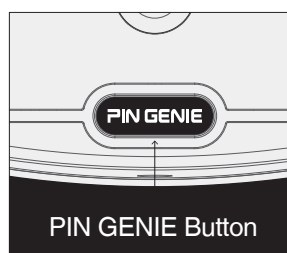
Reboot: Press and release the restart button. The smart lock will beep once and restart. The smart lock is now ready for use again.

Note: No setting will be changed.



3.5 PIN GENIE button

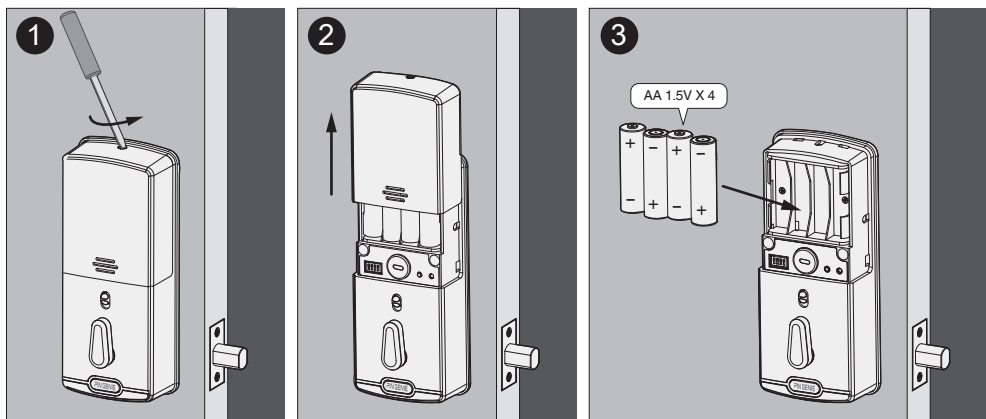
Status	Indicator
Alarm system triggered	Quick flashing green and red light
Low battery	Slow flashing red light
Alarm mode on	Flashes green when you press PIN GENIE button



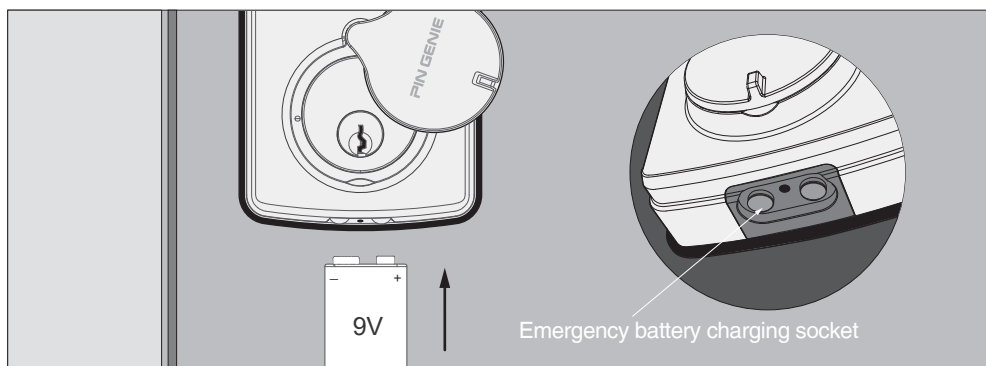
3.6 Changing the battery

Open the battery cover and insert 4* AA batteries as shown below.

- Make sure the batteries are correctly oriented.
- Replacement of batteries does not affect programmed data.
- To avoid setting loss, please insert new batteries within 15 minutes.
- When installing the 4th battery, hold the "Program" button until you finish. The lock will get into self-check mode to make sure it works smoothly.



Condition	Indicator	Solution
Battery low	Battery icon on the display keypad outside will light up to indicate low battery . Meanwhile, the PIN GENIE button on the back will flash red for about 1 minute at the same time.	Replace batteries immediately to avoid battery failure. Smart lock can still be operated for approximately 300 cycles in low battery condition.
Battery failure	No LED or beeps. The display keypad is invalid.	Replace batteries immediately. The mechanical keys supplied can be used to unlock the door. Alternatively insert a 9V back up battery as shown to reactivate the display keypad.



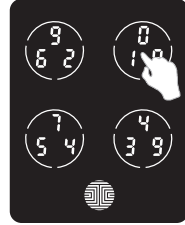
3.7 Passcode information

The Passcode can be any combination of 6~8 digits.

- The default passcode is 123456. Once you add a new passcode, the default one would become invalid.
- Maximum 8 sets of passcode can be set for family use.

How to use the keypad!

There are 5 touch keys on the keypad as shown on the right. To input a digit, press the circle where the number lies. Press anywhere within the circle no need to touch the exact number.

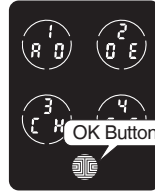


⚠ Session 3.8 to 3.12 is for all PGD 718 and PGD 728 that has not been paired with smartphones ONLY. For PGD 728 that has been paired with smartphone. Please check the App User Manual

3.8 How to enter settings

Press the "Program" button and the screen will be activated. The setting page is as shown below.

Number	Mode
1 RD	Add Passcode
2 DE	Delete Passcode
3	CH Check Passcode (On Model PGD718)
	BL Bluetooth Switch (On Model PGD728)
4 SE	Alarm Sensitivity



On Model PGD718

On Model PGD728

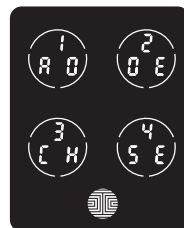
- To finish with Settings, press the "Program" button again to quit.
- Settings will automatically shut down if inactive for more than 30 seconds.

3.9 Add a Passcode

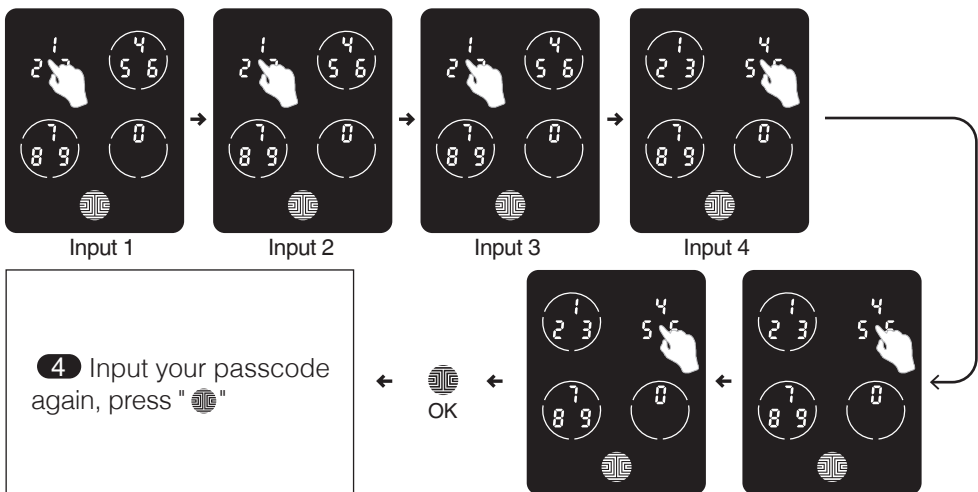
1 Press the "Program" button and the screen will be activated.



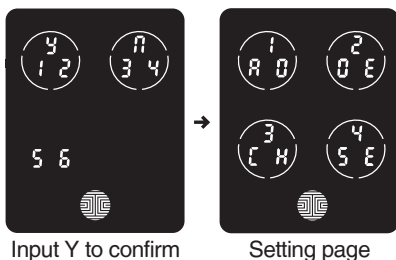
2 Press "1" to enter Add passcode mode.



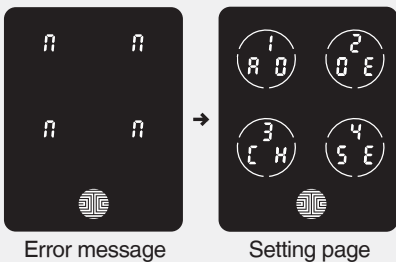
3 Input a new passcode of 6~8 digits. Then press "OK". For example: Input 1, input 2, input 3, input 4, input 5, input 6, then press "OK".



5 If the passcode you entered twice match, it will be displayed on the screen for your final confirmation. Press **Y**. Your passcode is now set. To quit, press "OK" or **n**.

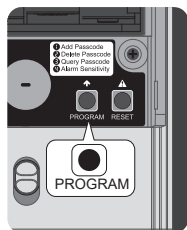


• If the passcode entered twice does not match, an error message will appear for a second. Return to the setting page and try again.

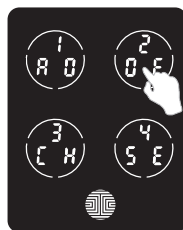


3.10 Delete a Passcode

1 Press the "Program" button and the screen will be activated.



2 Press "2" to enter Delete passcode mode.



The passcode will be shown on the screen in sequence (from left to right & top to bottom). For example, the passcode shown on the screen is 1-3-5-7-9-0. Every time you touch the screen, it will display the next passcode.

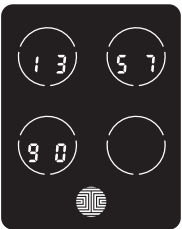


Press any digit to switch to the next set.

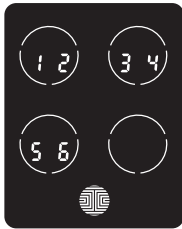
Press the button once to return to setting page.
Hold the button down for 1 second to delete the passcode.

Delete passcode mode

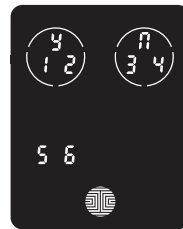
3 Continue pressing any digit on the screen until the passcode you want to delete is displayed. Hold the "OK" button for 1 second to enter the delete confirmation page. For example, to delete the second set passcode (1-2-3-4-5-6)



Press to switch



Hold down the OK button

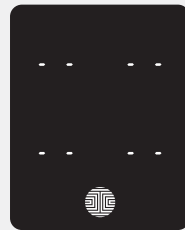


Confirm deletion

Press y to delete.
Press n to end.

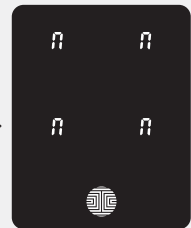
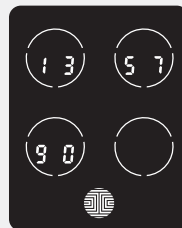
⚠ Note: There are two situations that users could not delete passcode.

- If there is no passcode stored in the memory, the factory default passcode cannot be deleted.



No passcode preset

- If there is only one stored passcode in the memory, it cannot be deleted without registering new passcode to it.



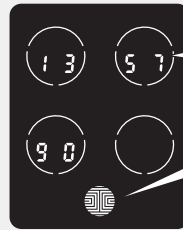
Error message

3.11 View Passcodes

1 Press the "Program" button and the screen will be activated.

2 Press "3" to enter view passcode mode.

Passcode will be shown on the screen in sequence (from left to right & up to down top to bottom). For example, the passcode shown on the screen is 1-3-5-7-9-0. Every time you touch the screen, it will switch to the next set of passcode.

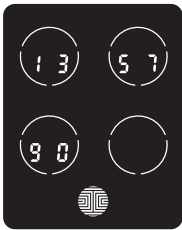


Press any digit to switch to next set of numbers.

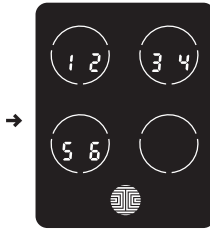
Press once to return to setting page.

on Model PGD718

3 Continue pressing any digit on the screen to check other passcodes. After all sets of passcode are displayed, the screen will automatically return to the setting page. For example: to check the second set passcode (1-2-3-4-5-6)



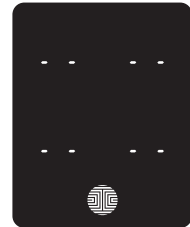
Press to switch



Query Result



Press to finish



No passcode preset

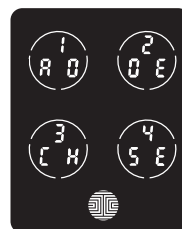
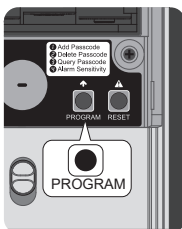


Note: If there is no passcode preset, the check passcode mode will be invalid. The default passcode will not be shown on the display key pad.

3.12 Alarm Sensitivity

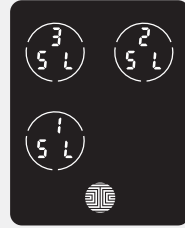
1 Press "Program" button and the screen will wake up.

2 Press "4" to enter Alarm Sensitivity mode.



There are three levels of sensitivity.
The flashing circle represents the current sensitivity level.

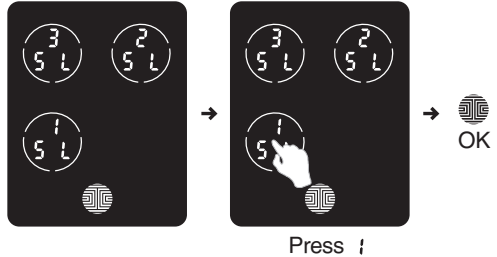
3 SL	2 SL	1 SL
High	Factory Setting (Middle)	Low



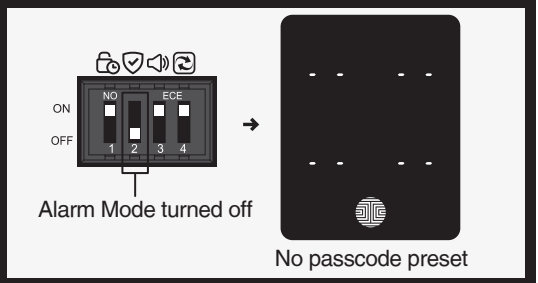
Alarm Sensitivity mode

Level	Indication
Knock (Low)	Beep*2
Open & Close the door (Middle / Factory)	Alarm*15 seconds
Force open (High)	Alarm*3 minutes

3 Choose the required level and press "OK". For example, to switch from Factory setting to Low.

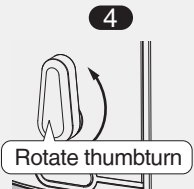
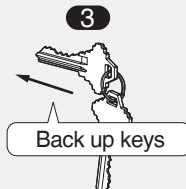
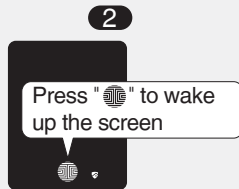


⚠ Note: If the setting switch of the Alarm Mode has been turned off, the Alarm Sensitivity Mode cannot be chosen. Press "OK" to return to Setting page.



When the alarm system is triggered, the OK button will begin to flash. At the same time, the "PIN GENIE" button on the back will rapidly flash a green and red light. To deactivate the alarm, you can:

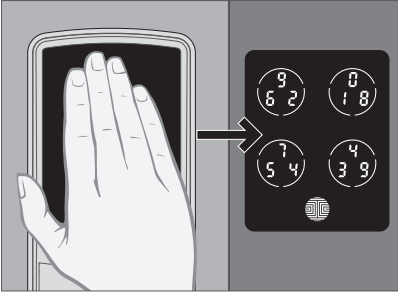
- 1 Press and hold the "PIN GENIE" button on the back panel for 3 seconds, or
- 2 Enter the passcode, or
- 3 Use back up keys, or
- 4 Rotate the inside thumbturn.



Section 4 Locking and unlocking the door

4.1 Unlock from outdoor

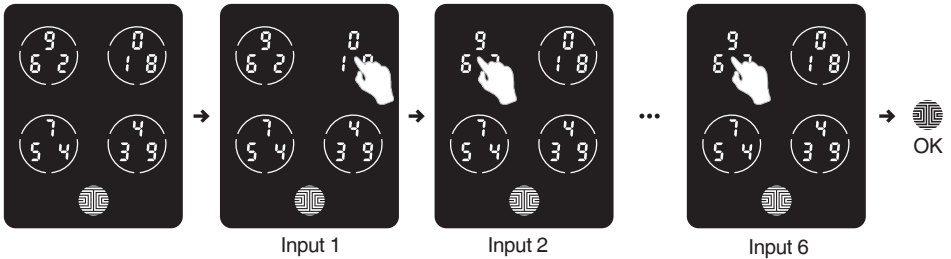
1. Slide your hand across the screen to activate your PIN Genie Smart Lock.



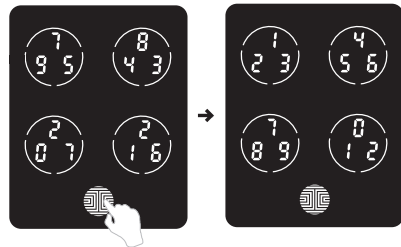
- Enter the passcode within 1 minute. If you mistakenly enter the wrong digits, press "OK" to re-enter.
- If the passcode entered is correct, the door will be unlocked. If not, the smart lock will beep twice. Try again.

IMPORTANT: 3 consecutive wrong attempts will lead to the "Safe mode" .


2. Input the Passcode and press "OK" (For example:1-2-3-4-5-6, under normal mode)



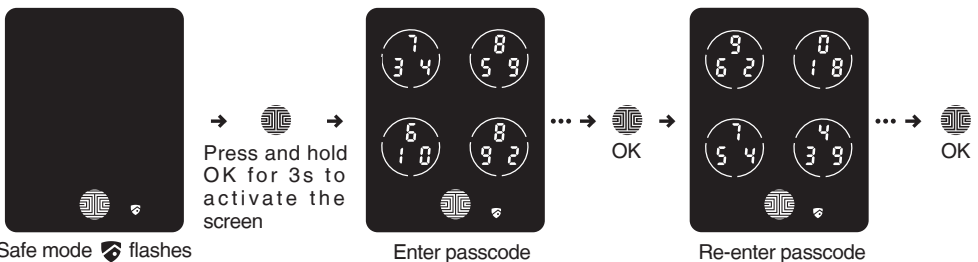
3. The PG and fix digit input mode can be toggled through pressing OK for 2 or more seconds.



4.1.1 Safe mode

When in "Enter Safe Mode", the lock status icon  will start flashing. Operate in safe mode, you will have to enter the passcode twice to unlock the door. Each time followed by "OK" or simply use the back up key to exit the Safe mode.

Steps to unlock in safe mode:



- If the correct code has been entered twice, the door will be unlocked. If not, the keypad will be disabled for 10 minutes.

First wrong attempt: keypad will enter SAFE mode and be disabled for 10 minutes

- If, after the 10-minute period, additional incorrect attempts are made to unlock the door, the keypad will then be disabled for 20 minutes.

1 0

The countdown prompt (minute)

Second wrong attempt: keypad will enter SAFE mode and be disabled for 20 minutes

- After the 20-minute period, if additional incorrect codes are attempted, the keypad will then be disabled for 30 minutes.

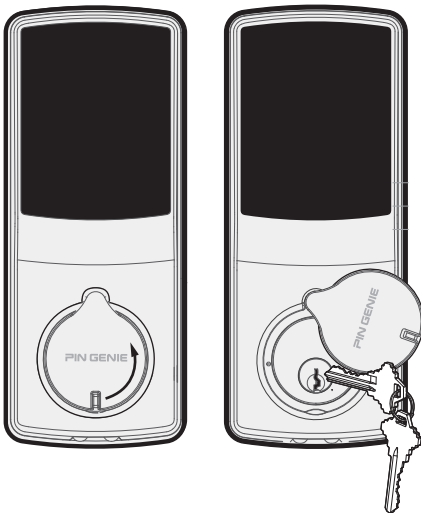
2 0

Third wrong attempt: keypad will enter SAFE mode and be disabled for 30 minutes

- If you need to reactivate the display, slide your hand across the screen to reactive it.

3 0

⚠ Note: In order to save power, the countdown prompt will only be displayed for 3 seconds. If you need to reactivate the display, slide your hand across the screen to reactivate it.



Tips:

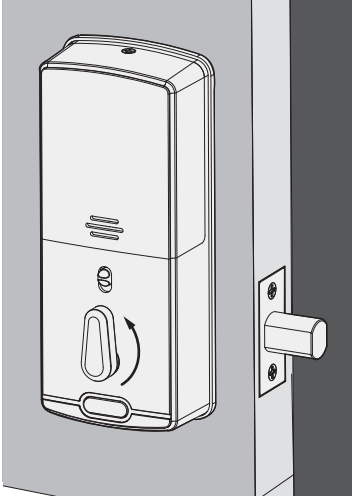
1. The door can also be opened using the back up keys supplied. Open the key hole cap as shown below.
2. For safety sake, always bring your back up keys whenever leaving home.



NOTE : In energy saving mode, the keypad will not be lighted up when using back up keys or thumb-turn for locking the door.

4.2 Unlock & Lock from indoor

Rotate the inside thumbturn as below.



4.3 Lock from outdoor

In Auto Lock mode, the smart lock will automatically relock the door 30 seconds after unlocking. Alternatively you can press the OK button to lock the door.



The OK button will keep flashing when the door is opened. Press the OK button to lock the door.



Note: Once the latch is blocked and cannot lock the door smoothly, an alert sound will be heard, your "PIN Genie" Lock will auto lock your door in 30 seconds. The above steps will repeat for 3 times then stop.

Section 5 Safety Precautions

Please read this carefully for your own safety!

- ✎ For security reason, please always bring your backup key while going out.
- ✎ Read all the instructions carefully. Remind all family members of the safety precautions.
- ✎ Do not attempt to disassemble the unit by yourself. It can cause product damage and self-injury.
- ✎ Do not use an inappropriate tool that can cause damage or malfunction of the product.
- ✎ Make sure the Door is securely locked whenever you leave your house in order to prevent unauthorized entry.
- ✎ Please keep your passcode safely. Restrict access to the back panel of your smart lock and regularly check your settings to ensure passcodes have not been altered without your knowledge.
- ✎ Dispose of used batteries according to local laws and regulations. DO NOT BURN.

Use warm water and mild dish soap to properly clean the display keypad of built-up dirt, oils, and other contaminates. Follow the general rules below:

- Do rinse the touchscreen with warm water prior to the cleaning process.
- Do use the application of soap with a damp, lukewarm cloth
- Don't use abrasives, high alkaline cleaners, or gasoline
- Don't leave cleaning detergent on the display keypad for long periods; wash immediately.
- Don't apply cleaners in direct sunlight or at elevated temperatures.
- Don't use scrapers, squeegees or razors.

To clean the bolt, you could use a mild dish soap and warm water. It may help improving the performance of the lock.

NOTE:

Unauthorized changes or modifications may void the user's warranty. Please contact our customer service department for consultation at cs_smartlock@pin-genie.com if you encounter any problem or difficulty when using our product.



Certified: 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.

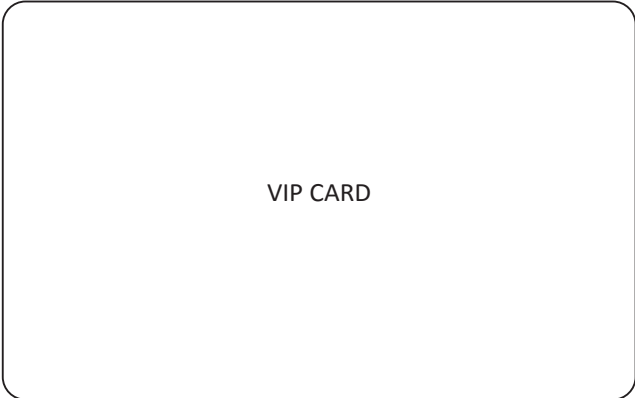
⚠ WARNING: This product contains DEHP and other chemicals known to the State of California to cause cancer and birth defects, or other reproductive harm. For more information go to www.P65Warnings.ca.gov

⚠ IMPORTANT

- The **VIP card** contains the **serial number** of your Smart Lock. Especially for PGD728, you will need the **Initial Code** for its pairing to your smartphone. Please keep it in a safe place for factory reset should you ever need to in future.



PIN Genie Smart Lock



VIP CARD

