

Instruction Guide

LOCKSMART PADLOCK

LockSmart Original
LockSmart Mini
LockSmart Travel



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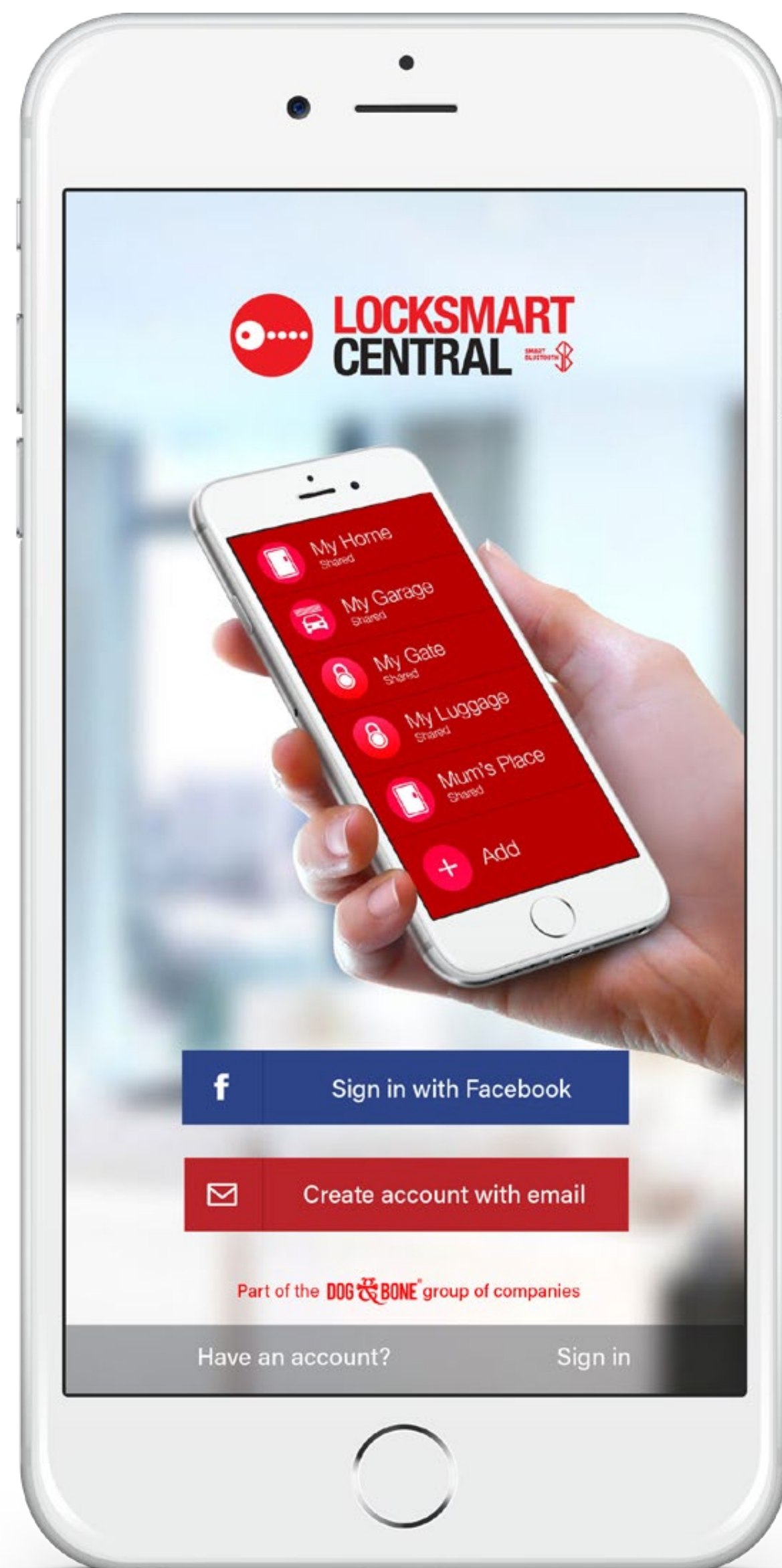
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Download the LockSmart app

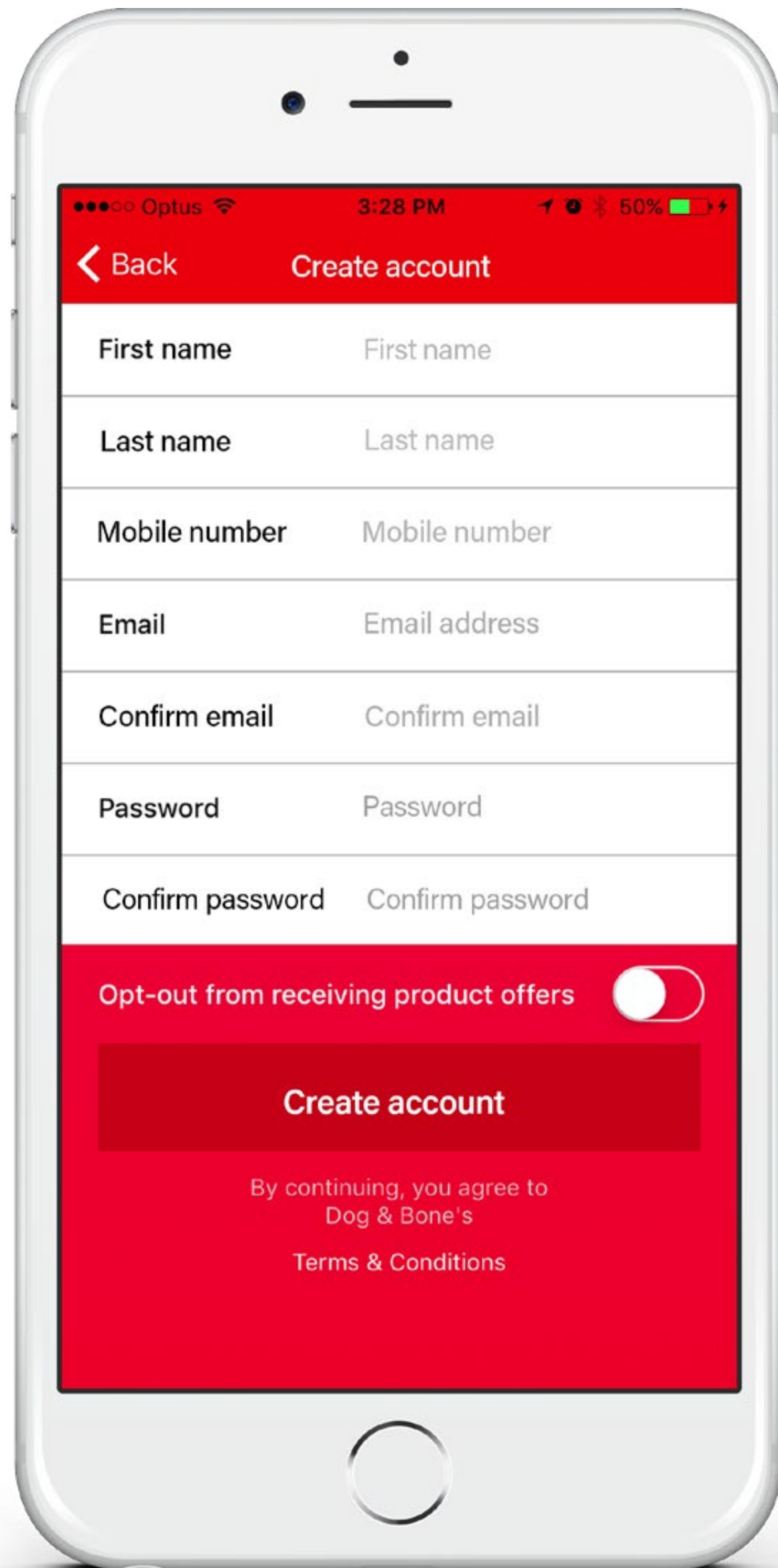
1. Open the App Store on your iOS or Android device*
2. Go to search and type in 'LockSmart'
3. Select 'LockSmart' from the search results and install the application



Sign in with Facebook

1. To log in with your Facebook account, press 'Sign in with Facebook'
2. You will be asked to authorise your use of Facebook to login via LockSmart
3. Once authorised, your LockSmart account will be created using your Facebook account information

* Compatible with iOS devices supporting Bluetooth 4.0 or higher and running iOS 10.3 or later. Compatible with Android devices supporting Bluetooth 4.0 or higher and running Android 6.0 or later. For best performance, please ensure your device is running the latest version of the LockSmart software.



Create a LockSmart account with email

1. Press 'Create account with email' on the home screen
2. Fill in all of the required details including 'First name', 'Last name', 'Mobile number', 'Email' and 'Password'
3. Press 'Create account' to create your account

Log in with a LockSmart account

1. To log in with your LockSmart account, press the 'Have an account? Sign in' button on the home screen
2. Enter your 'Email' registered to account and 'Password'
3. Press 'Sign in' to log in to your account

Add a lock

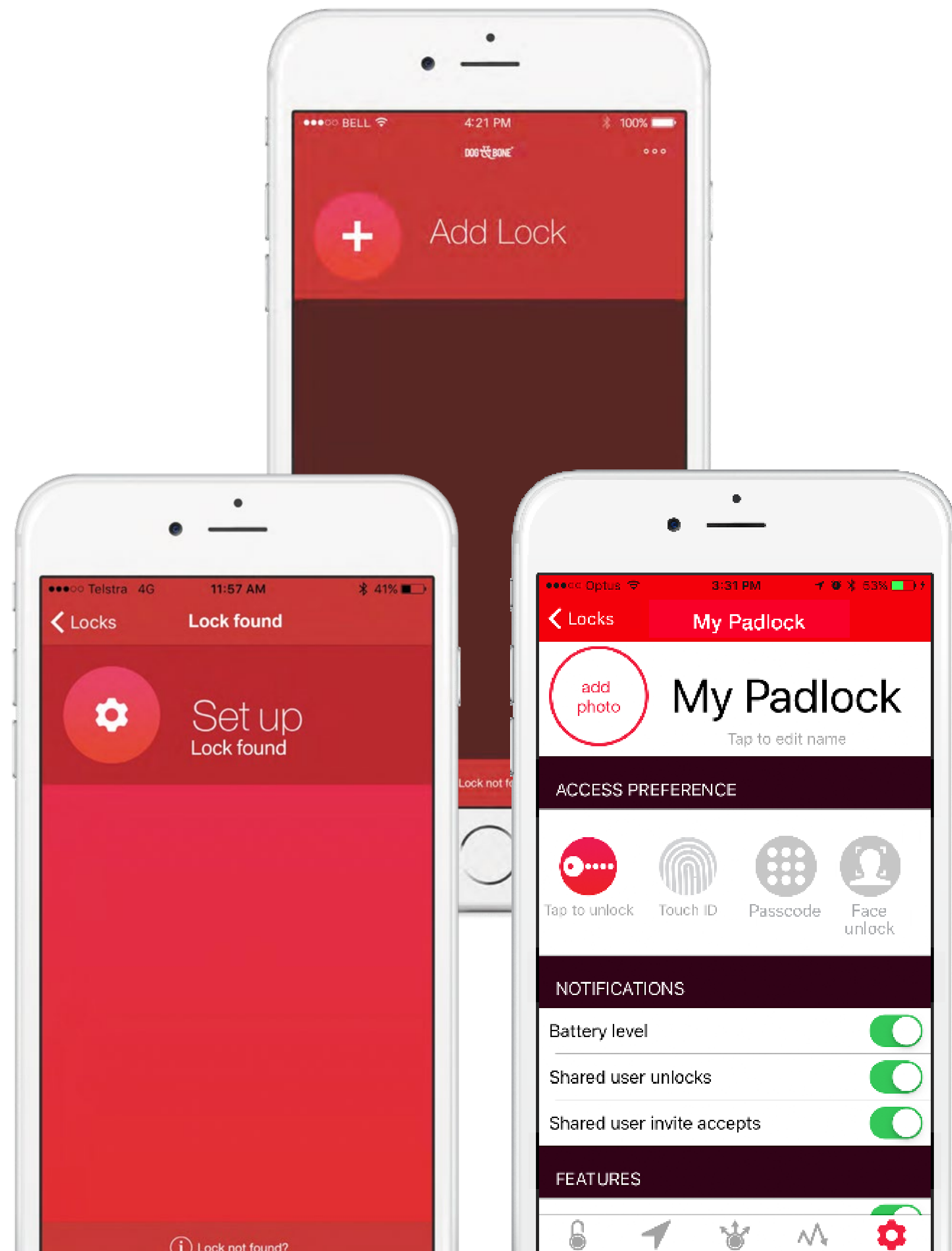
To add a lock, the lock must not belong to another user.

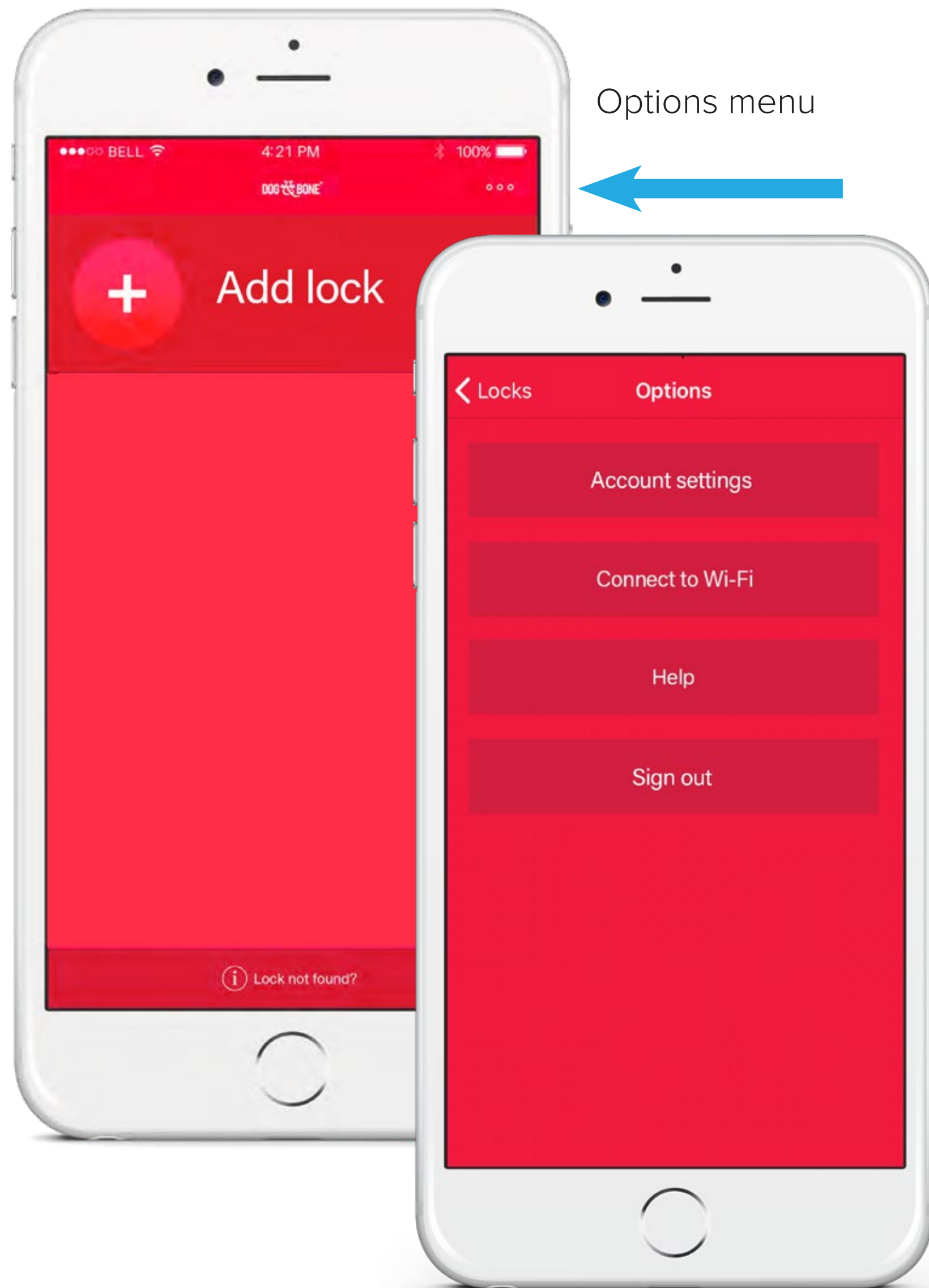
Check you have Bluetooth enabled on your device

Check lock is charged and is in range (5m)

1. Turn lock on. Press the power button located on the lock until a solid green light appears
Please note: a lock in location mode may take 30 seconds to connect
2. Press 'Add lock' on the lock screen
3. Follow instructions on screen and press 'Next'
4. The app will now search for the lock via Bluetooth. Once lock is found, select lock from screen
5. Press 'Set up' to confirm lock ownership
6. You will now return to your lock list. Select your lock. Press 'Settings' and tap to edit lock name. Enter lock name (up to 15 characters) and select 'Done'
7. Select access preference ('Tap to unlock', 'Touch ID', 'Passcode' or 'Face unlock'), set notifications and other options

NB If you wish to share a lock with another user, please see the 'Share with standard shared user' section on page 15. If you wish to transfer ownership of the lock from one user to another, please see the 'Transfer a lock to a new owner' section on page 20





Log out of the app

1. Open the 'Options' menu by pressing the three dots on the top right of the locks list screen
2. Press 'Sign out'
3. All of your personal and lock information will be removed from your device until you sign in again



Tap to unlock

Check you have already enabled **Tap to unlock** authentication from the 'Settings' menu for your lock

Check you have Bluetooth enabled on your device's 'Settings' and your device is within 5m of your lock

1. Turn on the padlock. To turn on, press the button on the lock until a solid green light is displayed
2. Choose the lock from the lock list screen within the app
3. You will see a large padlock button in the centre of the screen. Simply tap on the padlock button to unlock

Touch ID / Fingerprint unlock

Available on compatible mobile devices

Check your device has been previously configured to enable **Touch ID** (on iOS devices) or **Fingerprint** (on Android devices)

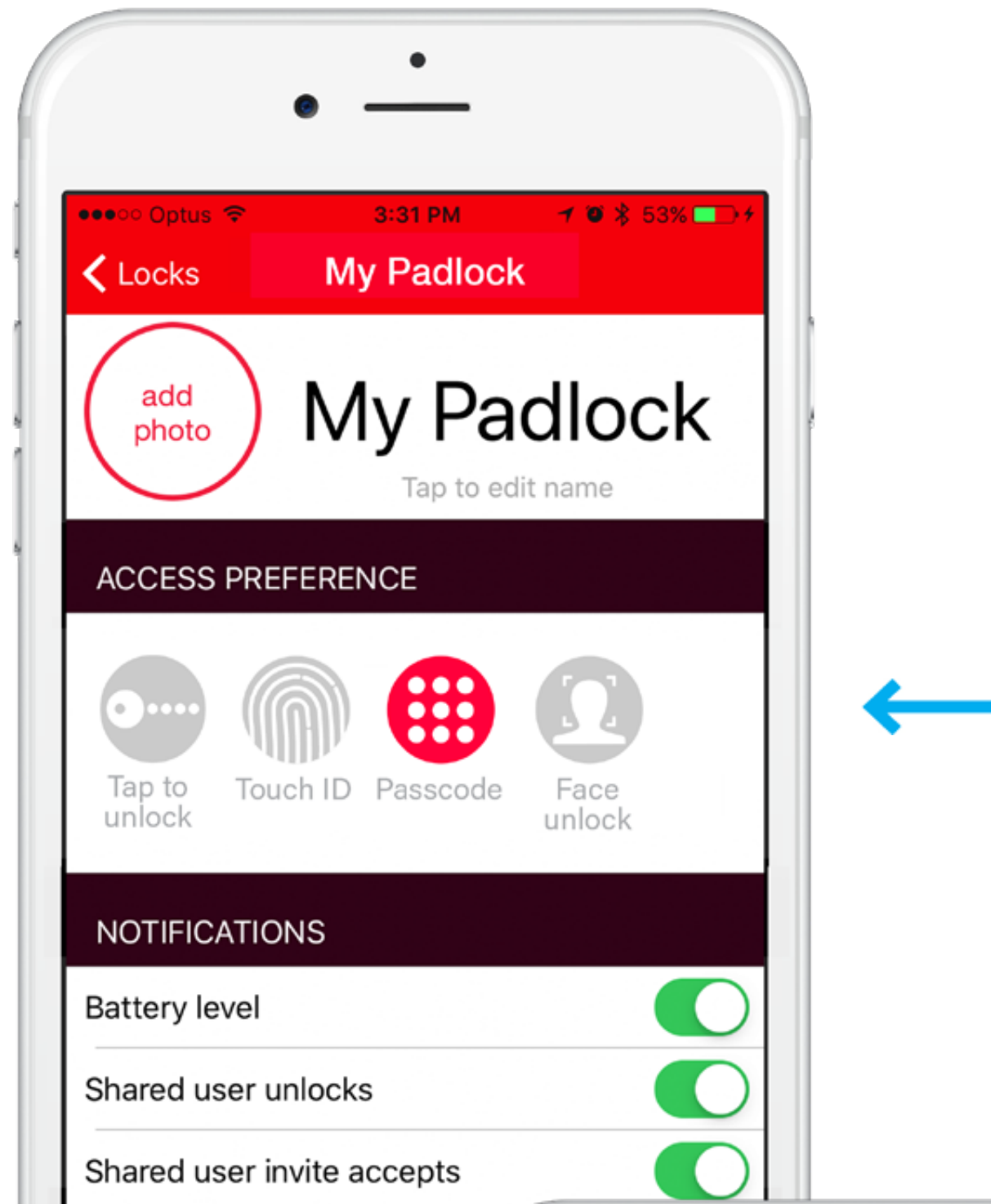
Check you have already enabled Touch ID authentication from the 'Settings' menu for your lock

Check you have Bluetooth enabled on your device's 'Settings' and your device is within 5m of your lock

- Once enabled, you will be required to use your Touch ID to access the 'Settings' screen, invite a shared user, or to unlock your lock
- After successfully using Touch ID to access 'Settings' or unlock your lock, you will remain authenticated for a period of five minutes
- If you lock your phone or exit the application, this authentication will immediately expire

1. Turn on the padlock. To turn on, press the button on the lock until a solid green light is displayed
2. Choose the lock from the lock list screen within the app
3. You will see a large button in the centre of the screen. Tap on the button on screen
4. When prompted, place your finger on your device's home button to unlock the lock





Passcode unlock

Check you have Bluetooth enabled on your device's 'Settings' and your device is within 5m of your lock

Check you have already enabled **Passcode** authentication from the 'Settings' menu for your lock

- Once enabled, you will be required to enter this passcode to access the 'Settings' screen, invite a shared user, or to unlock your lock
- After successfully entering your passcode to access 'Settings' or unlock your lock, you will remain authenticated for a period of five minutes
- If you lock your phone or exit the application, this authentication will immediately expire

1. Turn on the padlock. To turn on, press the button on the lock until a solid green light is displayed
2. Choose the lock from the lock list screen within the app
3. You will see a large button in the centre of the screen. Tap on the button on screen
4. Enter your passcode to unlock the lock



Face unlock

Available on compatible mobile devices

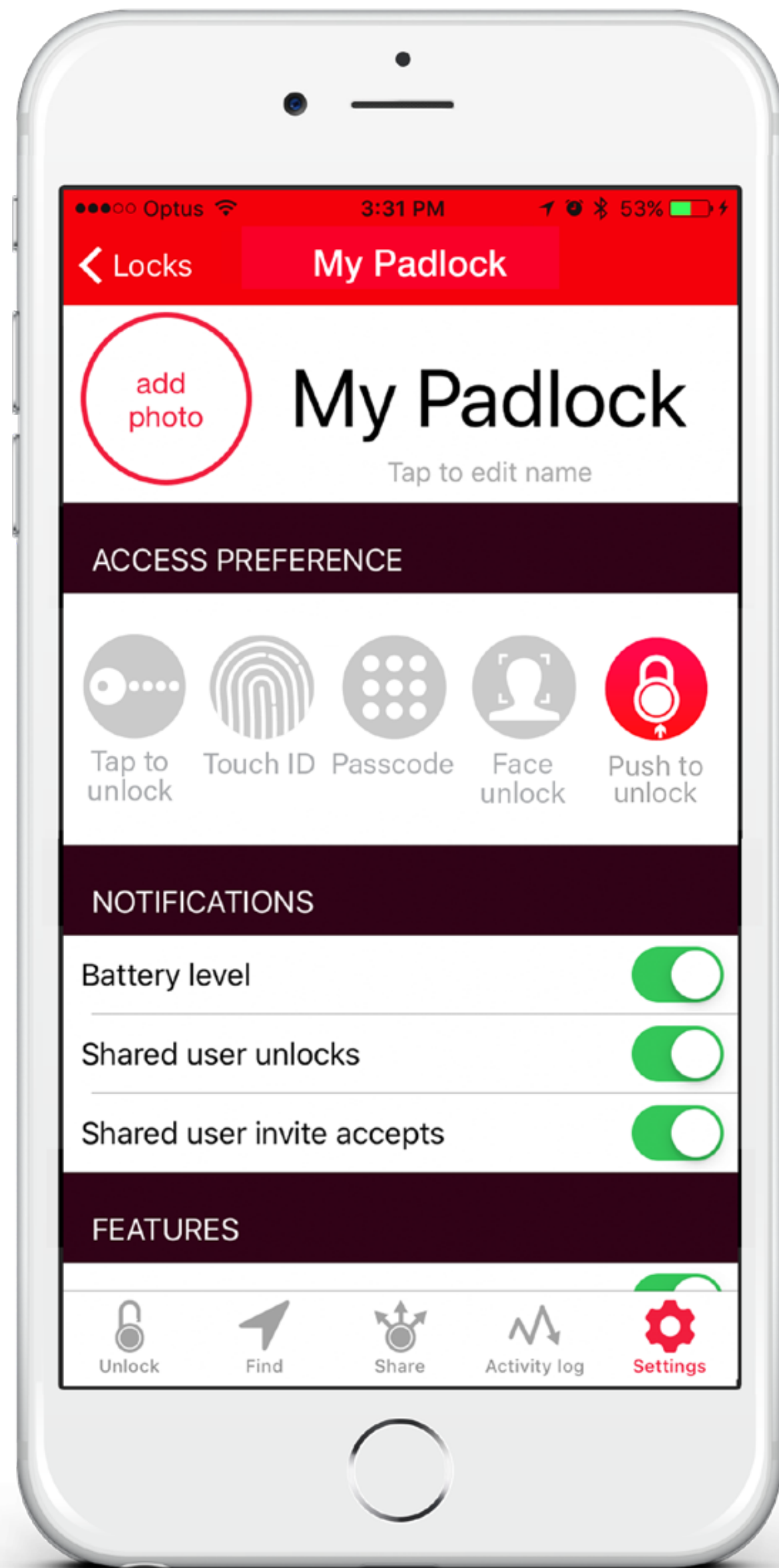
Check your device has been previously configured to enable 'Face unlock' from the 'Settings' menu

Check you have already enabled 'Face unlock' authentication from the 'Settings' menu for your lock

Check you have Bluetooth enabled on your device's 'Settings' and your device is within 5m of your lock

- Once enabled, you will be required to use Face unlock to access the 'Settings' screen, invite a shared user, or to unlock your lock
- After successfully using Face unlock to access 'Settings' or unlock your lock, you will remain authenticated for a period of five minutes
- If you lock your phone or exit the application, this authentication will immediately expire

1. Turn on the padlock. To turn on, press the button on the lock until a solid green light is displayed
2. Choose the lock from the lock list screen within the app
3. You will see a large button in the centre of the screen. Tap on the button on screen and position your face towards your mobile screen camera at prompt to unlock the lock



Push-to-unlock

Only available on compatible lock models*

Check to ensure you have **Push-to-unlock** enabled in the 'Settings' menu of your lock

Check you have Bluetooth enabled on your devices 'Settings' and your device is within 5m of your lock

1. Press the button on your lock. The lock light will turn solid green, and your lock will be unlocked

*This feature is currently only available for the LockSmart Travel lock



Apple Watch unlock

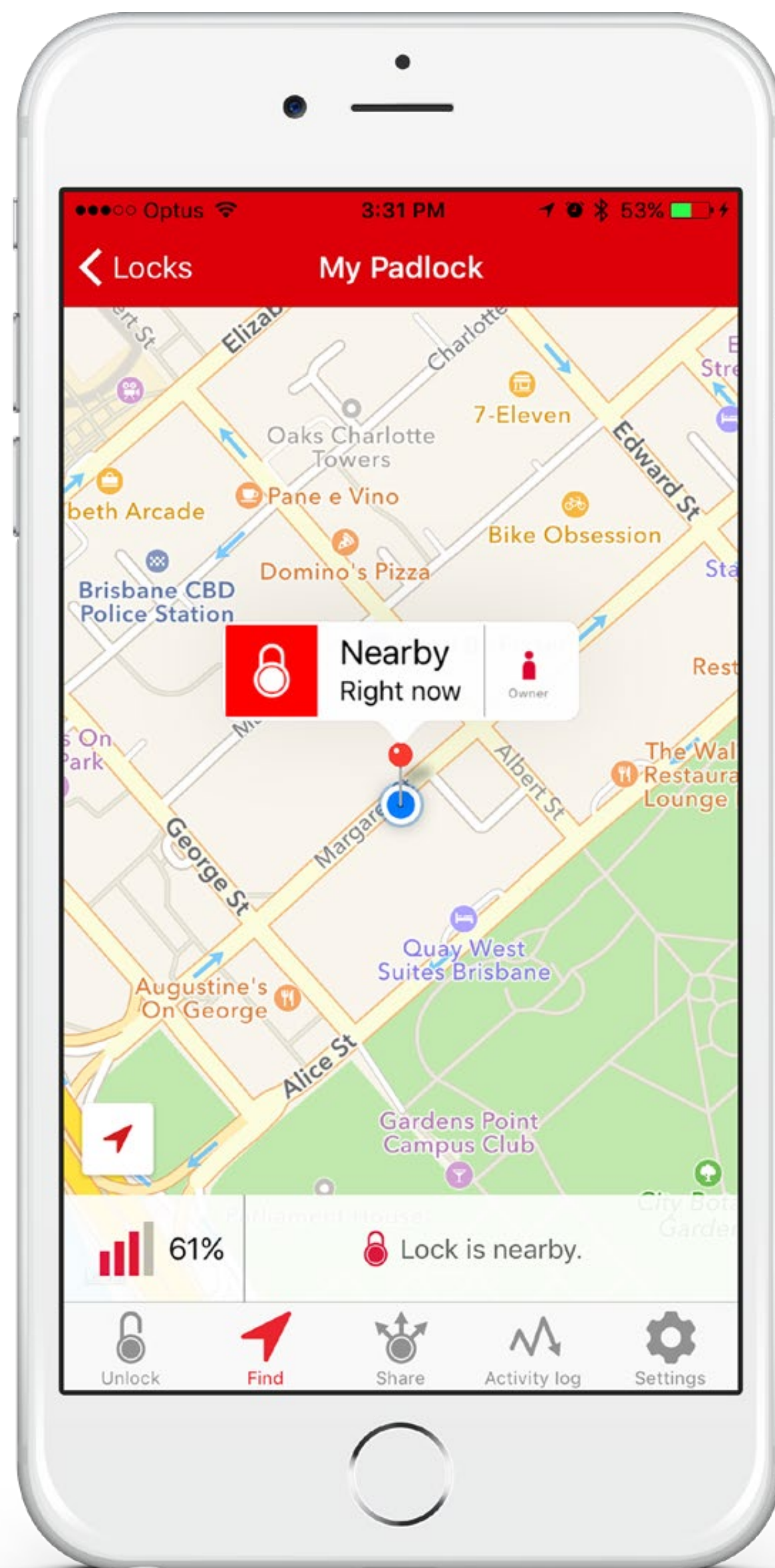
NB Lock must already be paired to your LockSmart account

Check your Apple Watch is paired to your mobile device. The unlock button on the watch turns red when the lock is connected

Check your paired device has the latest version of LockSmart downloaded. Go to the app store to update if not downloaded

Check you have Bluetooth enabled on your device's 'Settings' and your device is within 5m of your lock

1. Turn on the padlock by pressing the button on the lock until a solid green light is displayed
2. Select the 'LockSmart app' on the watch screen
3. Choose the lock from the lock list screen
4. You will see a large 'Unlock' button in the centre of your watch screen. Simply tap on the button to unlock

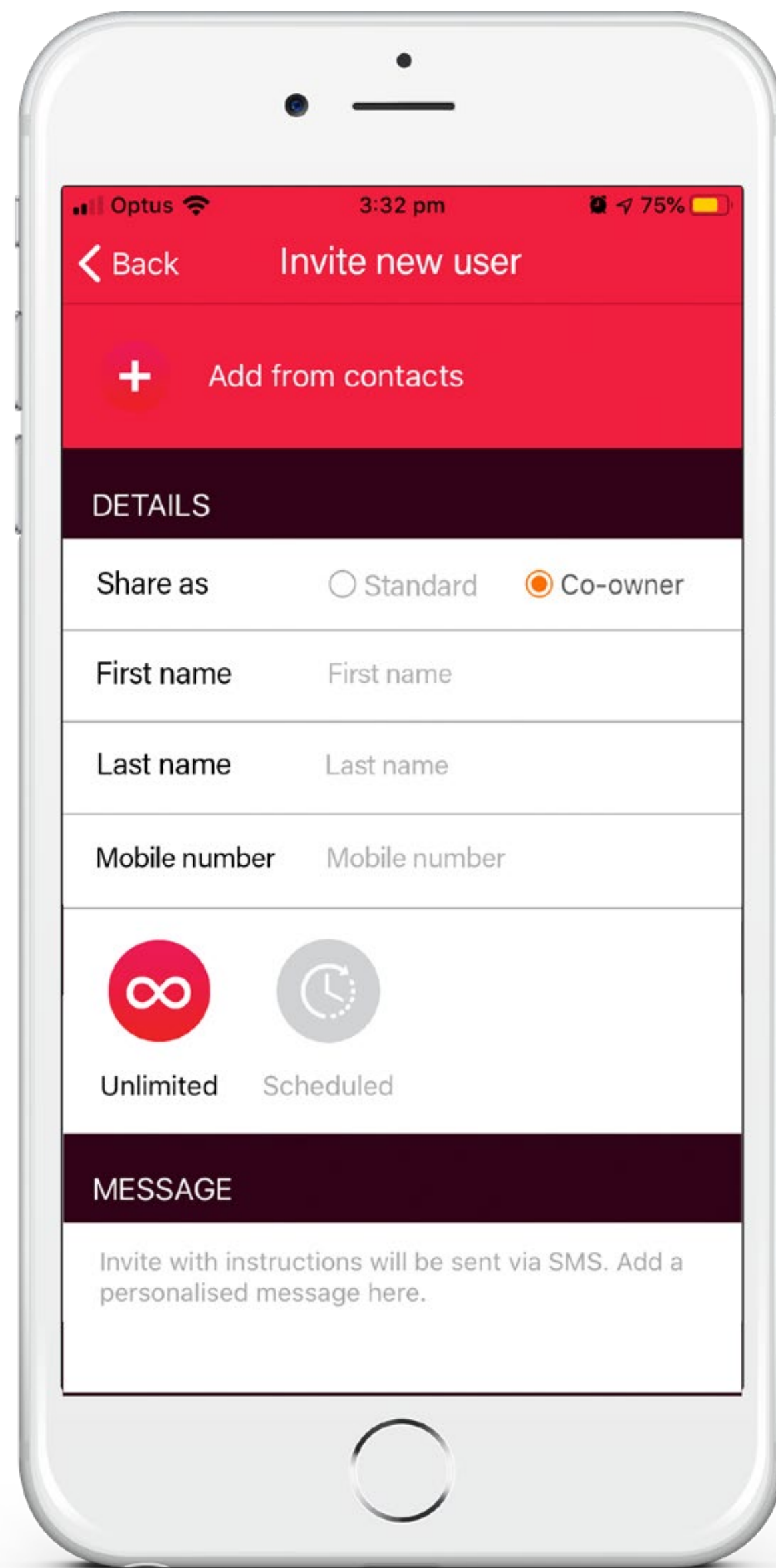


Find a lock

Check 'Location mode' within the 'Settings' menu of your LockSmart app is enabled

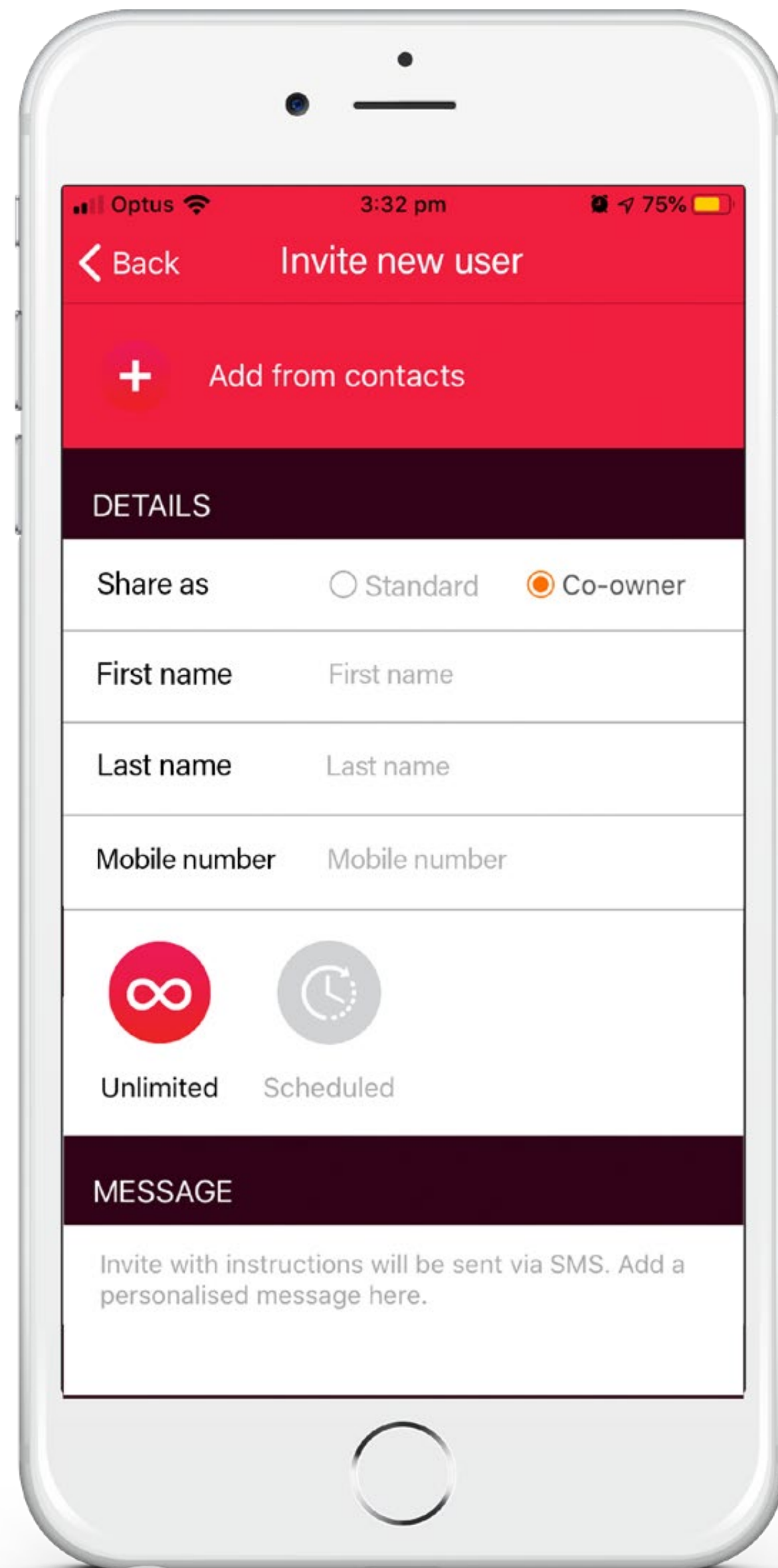
1. Press the 'Find' button on the bottom of your lock screen
2. A map is displayed showing the last known location of your lock, as indicated by the blue dot on the map screen. Toggling on the 'Notify me when my lock is found' 'Settings' option sends you a notification when your lock is found, either by your device or another user via the 'Crowd-sourced location' feature. For more details on crowd-sourced location, see page 23
3. In the bottom left, a percentage number and signal strength meter indicates the approximate distance between the lock and your device (a higher number and signal strength indicates your mobile device is closer to your lock)

Please note: 'Location mode' uses extra battery to keep your lock awake. Your device must be within Bluetooth range of your lock to find its location via your device rather than crowd-sourced



Share with a co-owner

1. Choose any lock from the lock list screen and press the 'Share' option in the bottom menu
2. Press the 'Invite new user' button, and select 'Co-owner' share option
3. Enter the co-owner's contact details or select the 'Add from contacts' option from top of screen to add from your device's contact list
4. Select access level of 'Unlimited' or 'Scheduled'. For more details on scheduling shared use, see page 17
5. Input a personalised message in the 'Message' box and select 'Invite'. Your device's native SMS messaging application will be opened with an editable invitation message to send to the invited co-owner
6. After opening the web link, the invited co-owner will be prompted to install the LockSmart application and create a new account (if they have not already done so)
7. After installing the LockSmart app, the invited co-owner must press the 'Accept invite' button from their device on the invitation acceptance web link to add the shared lock to their account
8. The shared lock will now appear in the co-owner's LockSmart list screen



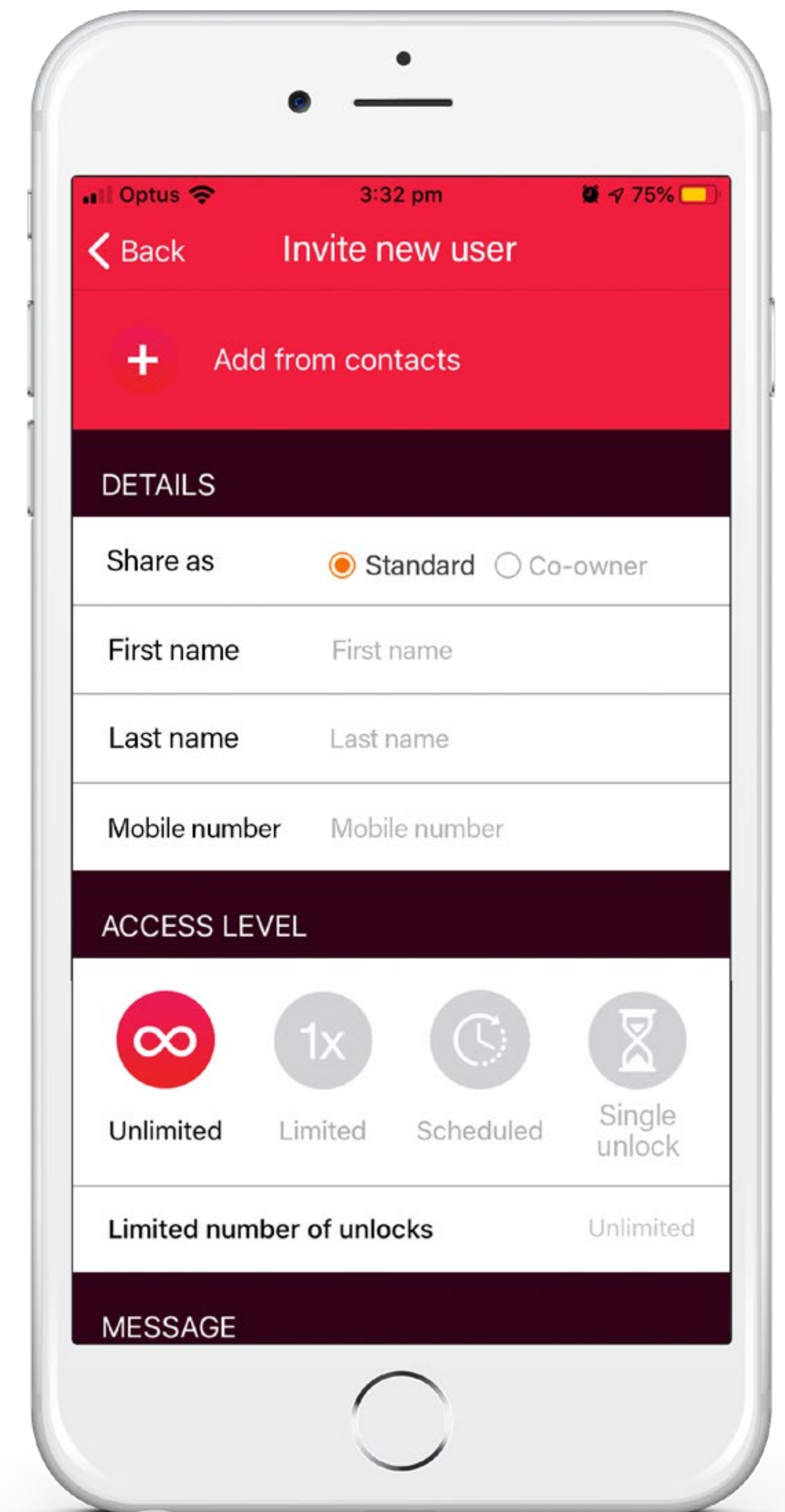
Lock functionality for co-owner

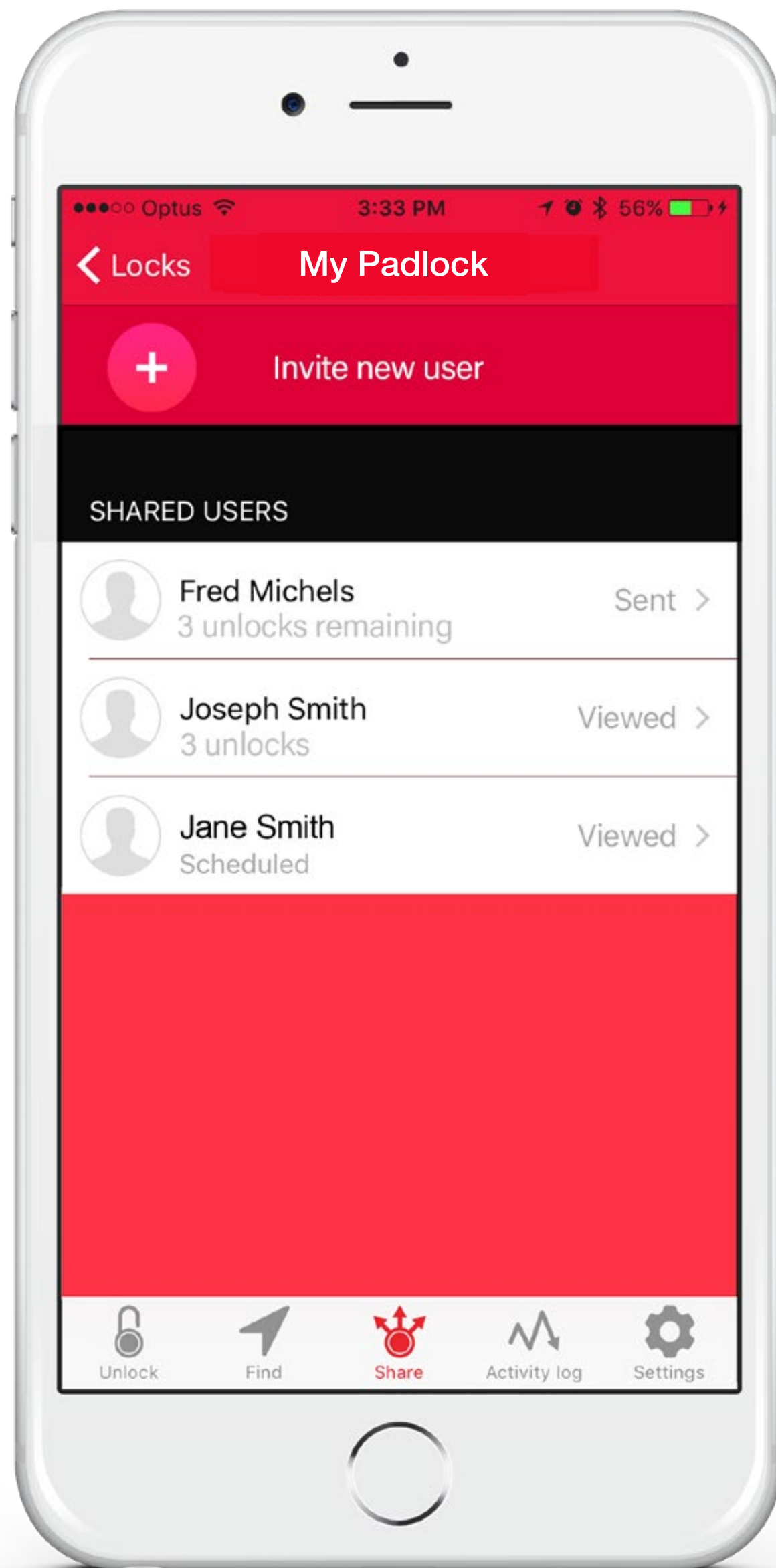
1. The owner can allocate co-owners. They can provide 'Unlimited' or 'Scheduled' access
2. Co-owners can add, manage and share the lock with their own users
3. Co-owners can track their own unlocks and unlocks of their shared users
4. Co-owners and their shared users can be removed by the owner
5. Co-owners cannot view or manage the owner's users

Share with a standard shared user

Each LockSmart lock can be shared with an unlimited number of users

1. Choose any lock from the lock list screen and press the 'Share' option in the bottom menu
2. Press the 'Invite new user' button, and enter the shared user's contact details or 'Add from contacts' from your device's contact list
3. Select an access level for the shared user: 'Unlimited', 'Limited', 'Scheduled', or 'Single unlock'
 - **Unlimited:** Unrestricted unlock access
 - **Limited:** Restricted to the specified number of unlocks
 - **Scheduled:** Access restricted to scheduled time. See page 17 for how to schedule access
 - **Single unlock:** Unlock a single time without needing to login or register
4. Input a personalised message in the 'Message' box and select 'Invite'. Your device's native SMS messaging application will be opened with an editable invitation message to send to the invited user
5. After opening the web link, the invited user will be prompted to install the LockSmart application and create a new account (if they have not already done so. Excludes single unlock users)
6. After installing the LockSmart app, the invited user must press the 'Accept invite' button from their device on the invitation acceptance web link to add the shared lock to their account
7. The shared lock will now appear in the user's LockSmart list screen



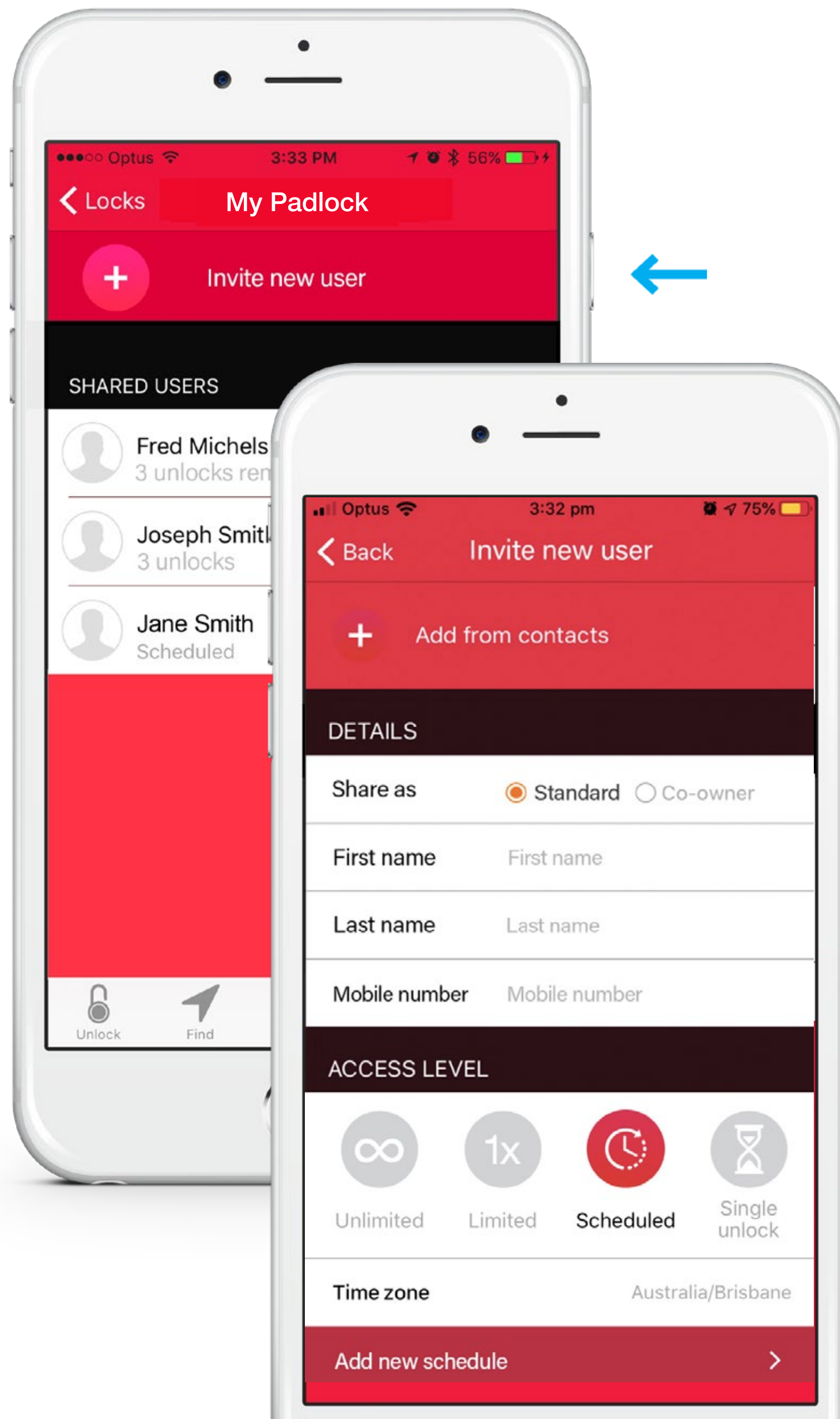


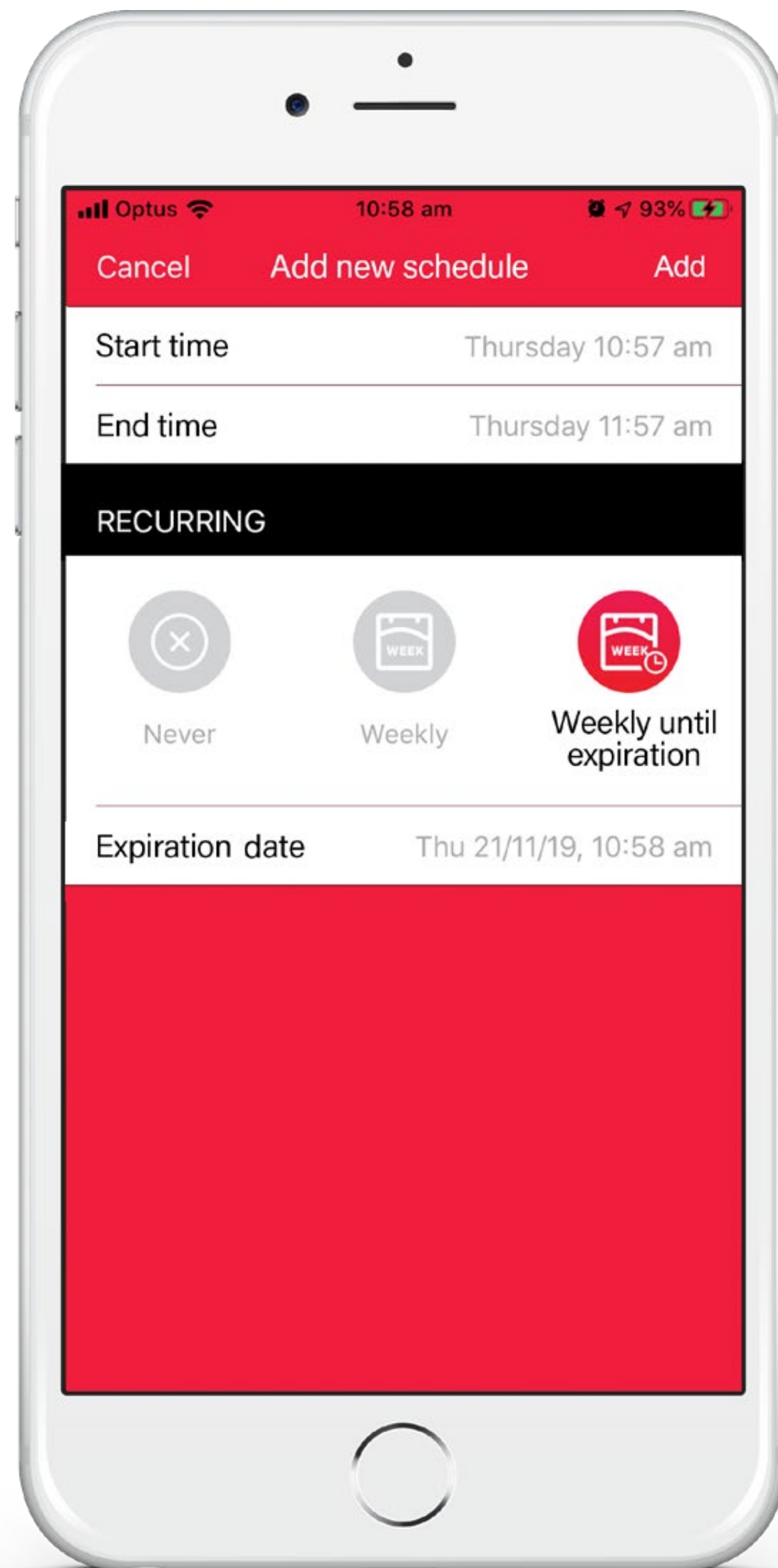
Lock functionality for standard shared user

1. Shared users will be able to view the photo of the lock if the owner has set one
2. Shared users will not have access to the lock's settings, activity log, location and will not be able to invite other users
3. The shared user may open their lock using 'Tap to unlock'. Please see 'Tap to unlock' on page 6 for more details
4. The shared user must have Internet connectivity when they access the lock
5. A log record is added to owner's lock activity log every time a shared user accesses the lock

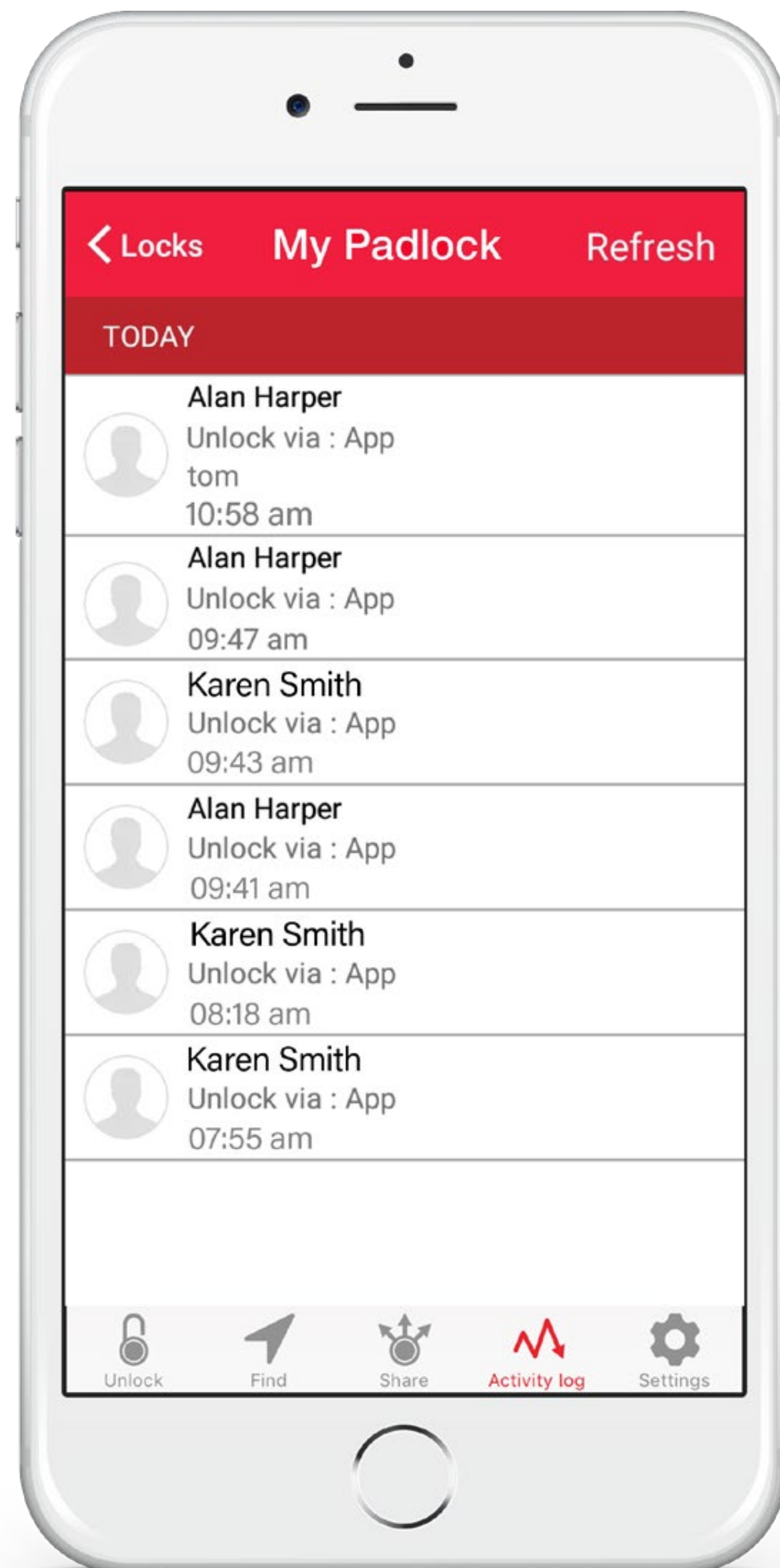
Scheduled access for shared users

1. Choose the lock to be shared
2. Select 'Share' from the bottom menu
3. Press 'Invite new user' button and select share type of either 'Standard' or 'Co-owner'
4. Enter the shared user's contact details or 'Add from contacts'
5. Choose 'Scheduled' as the access level
6. Tap on 'Time zone' to adjust time zone. A new screen opens. Select from list. For quick retrieval of time zone, enter location in 'Search' tab before selecting from list
7. Select arrow on 'Add new schedule'
8. Choose the 'Start time' and 'End time' for when a shared user may unlock your lock. The time zone selected on the 'Invite new user' screen will be used as the time zone for all dates/times selected on this screen
9. Choose the schedule recurrence option of 'Never', 'Weekly' or 'Weekly until expiration'
 - **Never:** Create a fixed schedule from the chosen start date until the end date
 - **Weekly:** Choose a start and end time, which will be repeated every week
 - **Weekly until expiration:** Same as 'Weekly', but will stop on the expiration date set





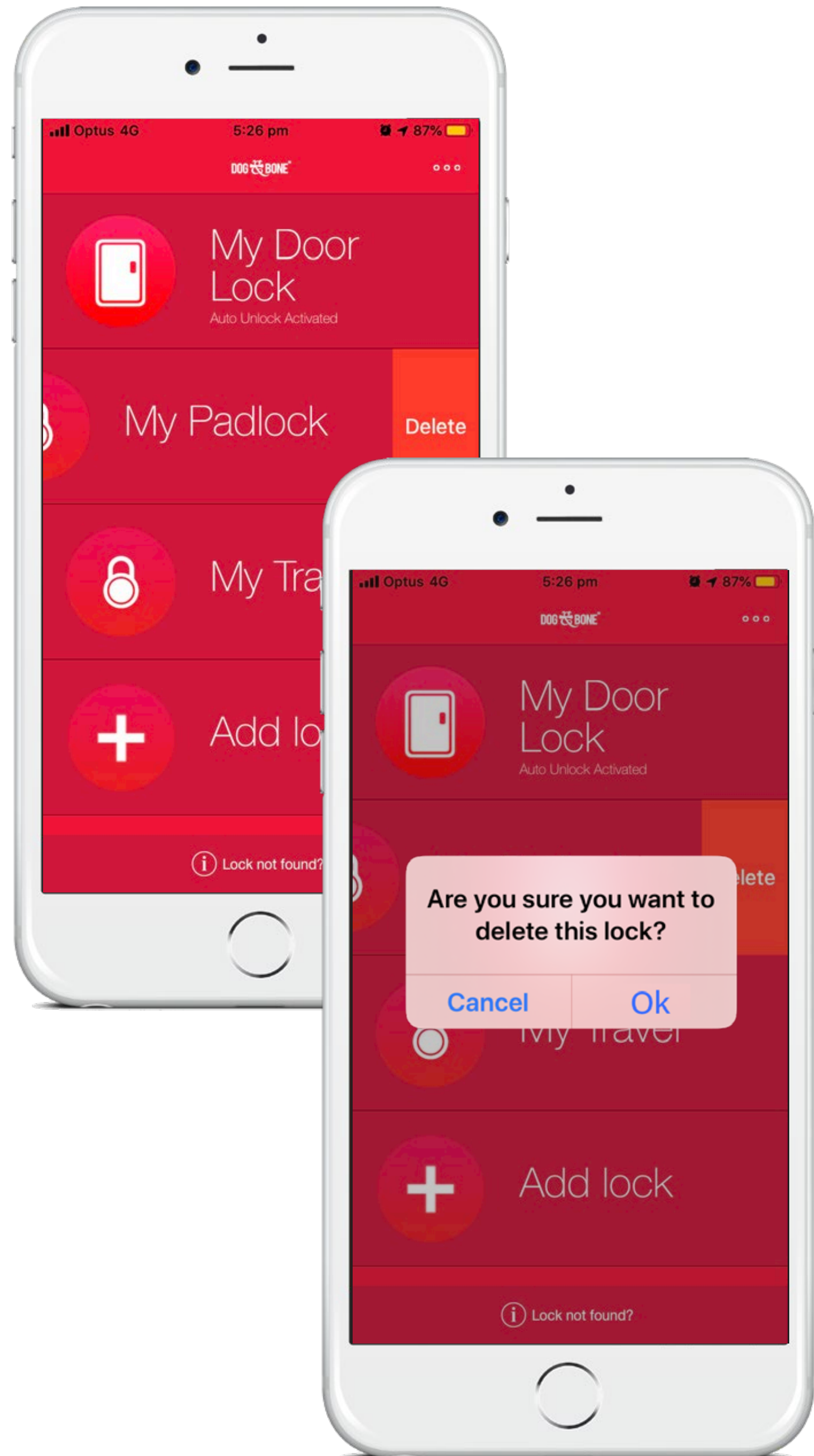
10. Press the 'Add' button on top right of screen to add this schedule to the shared user, and you will return to the 'Invite new user' page.
11. Input personalized message (optional) and select 'Invite'
12. You can create multiple schedules for the user by pressing 'Add new schedule' again and repeating the above steps



Track shared use

1. Choose any lock from the lock list screen
2. Press the 'Activity log' option from the bottom menu of the unlock screen

This screen shows a record of shared user unlocks (as described in the 'Lock functionality for standard shared user' section on page 16)

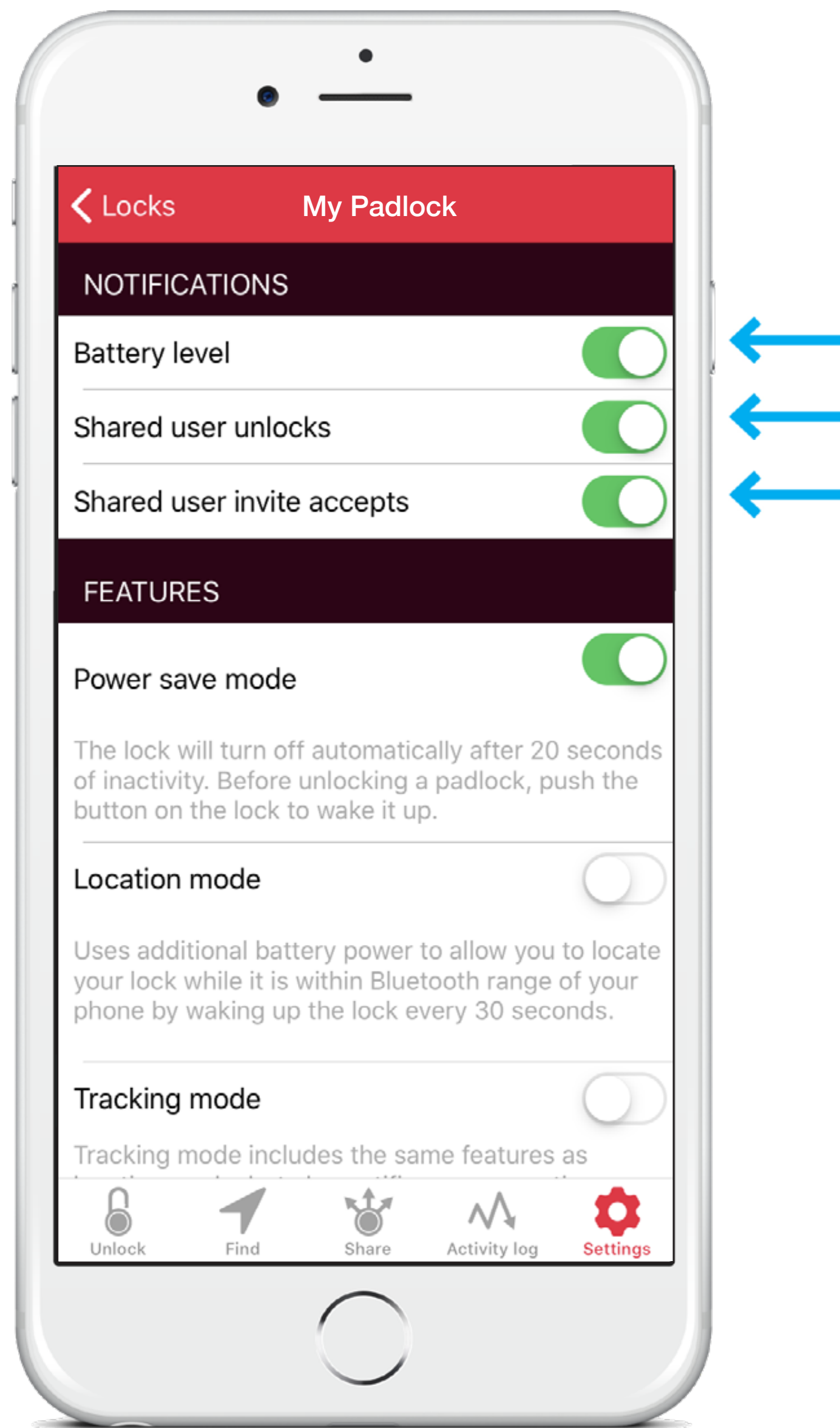


Transfer a lock to a new owner

Each lock can have a single primary owner. To transfer the ownership of the lock, you need to remove it from your account first

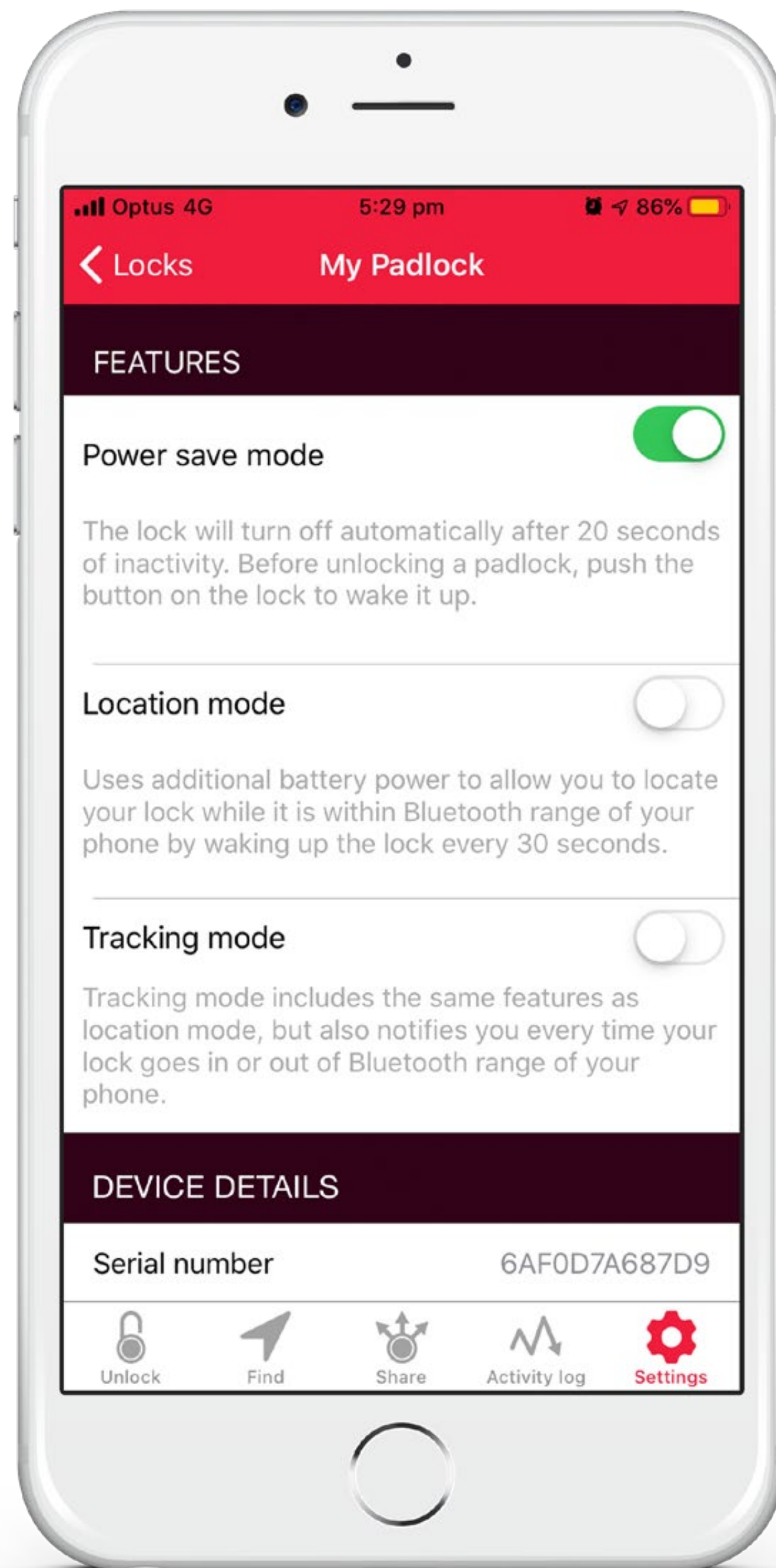
Check you are online and connected to the Internet

1. From the locks list, swipe left on the lock to be removed
2. A 'Delete' button will be displayed to the right of the lock
3. Press the 'Delete' button
4. A confirmation popup will appear. Press 'Ok' to delete the lock from your account
5. The lock is now available to be added by another user as per the 'Add a lock' section on page 4



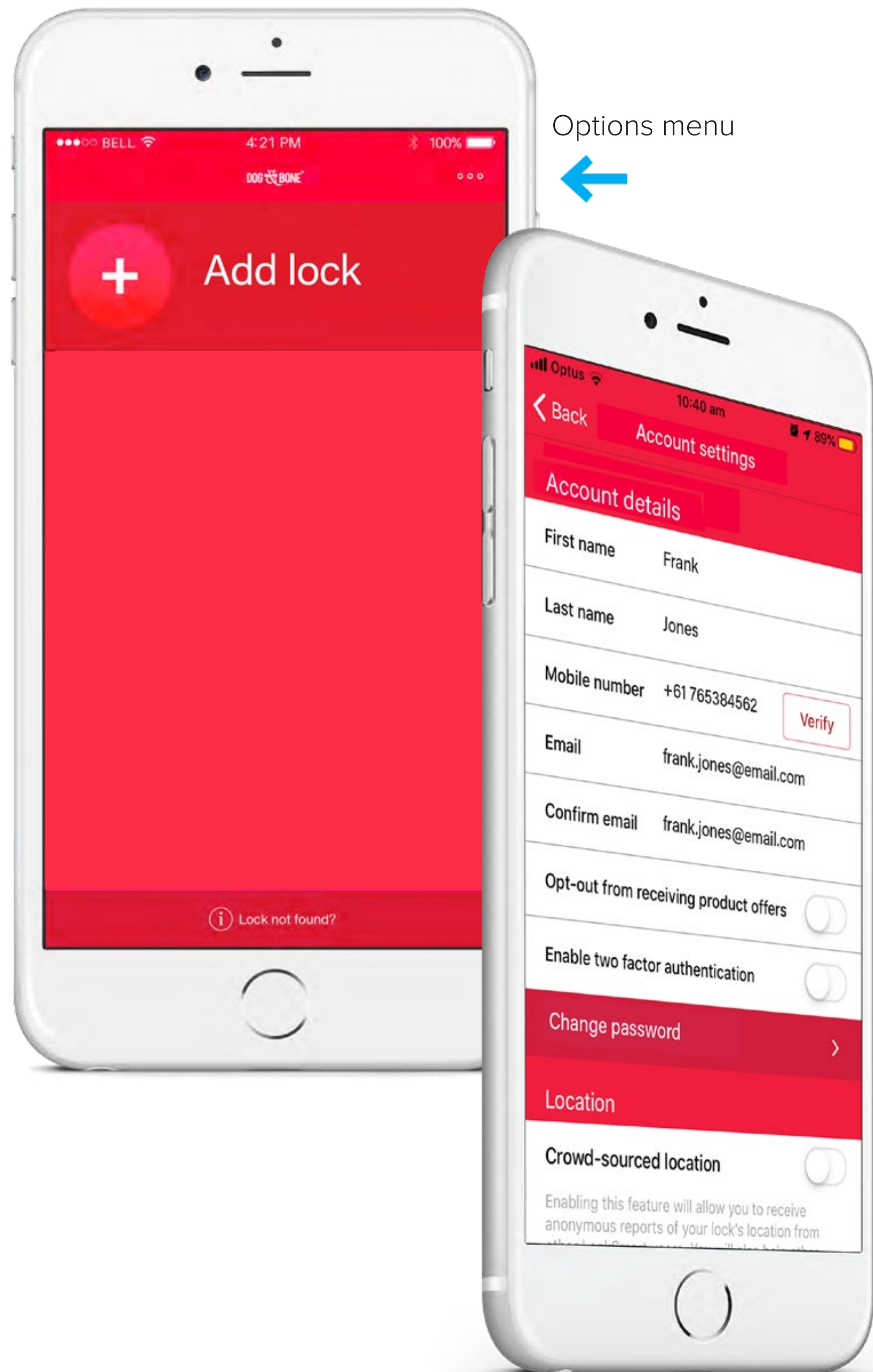
Receive notifications

1. Choose any lock from the lock list screen
2. Press the 'Settings' option from the bottom menu
3. Under the 'Notifications' section, toggle on or off the following notification options:
 - a. 'Battery Level': with this option enabled, you will receive a notification upon connecting to your lock when the battery level has dropped below 50%, 10%, and 5%
 - b. 'Shared user invite accepts': when enabled, you will be notified every time your lock invitation is accepted
 - c. 'Shared user unlocks': when enabled, you will receive a notification every time this lock is unlocked by a user in your shared users list



Check location and save power

1. Choose any lock from the lock list screen
2. Press the 'Settings' option from the bottom menu
3. Toggle on or off the following options from the 'Features' section:
 - a. Power save mode: when enabled, the lock will turn off automatically after 20 seconds of inactivity. Before unlocking, push the button on the lock to wake it up.
 - b. Location mode: when enabled, the lock "wakes up" every 30 seconds to allow you to locate the lock when within Bluetooth range of your phone. Note: this feature uses additional lock battery power, and 'Push-to-unlock' is unavailable while 'Location mode' is enabled. Find out more about the 'Find' feature on page 12.
 - c. Tracking mode: when enabled, 'Tracking mode' works with location mode to provide notifications whenever your lock goes in or out of Bluetooth range of your mobile device



Modify account or password

Modify your account details, change your password, and more

1. Press the three dots on the top right of the screen on the locks list and then press the 'Account settings' button
2. The 'Account details' section can be used to change your first name, last name, mobile number and email
3. You can change your selection for receiving product offers by toggling the 'Opt-out' button
4. To change your account password, press the 'Change password' button. Enter your current password, new password and confirm your new password. Press the 'Save' button at the top right of the screen to save your password changes
5. Under the Location section, 'Crowd-sourced location' can be toggled on and off. Crowd-sourced location allows you to receive anonymous reports of your lock's location from other LockSmart users. You will also help other users by allowing them to receive location reports from your device. All location and lock information is completely anonymous and privacy protected.

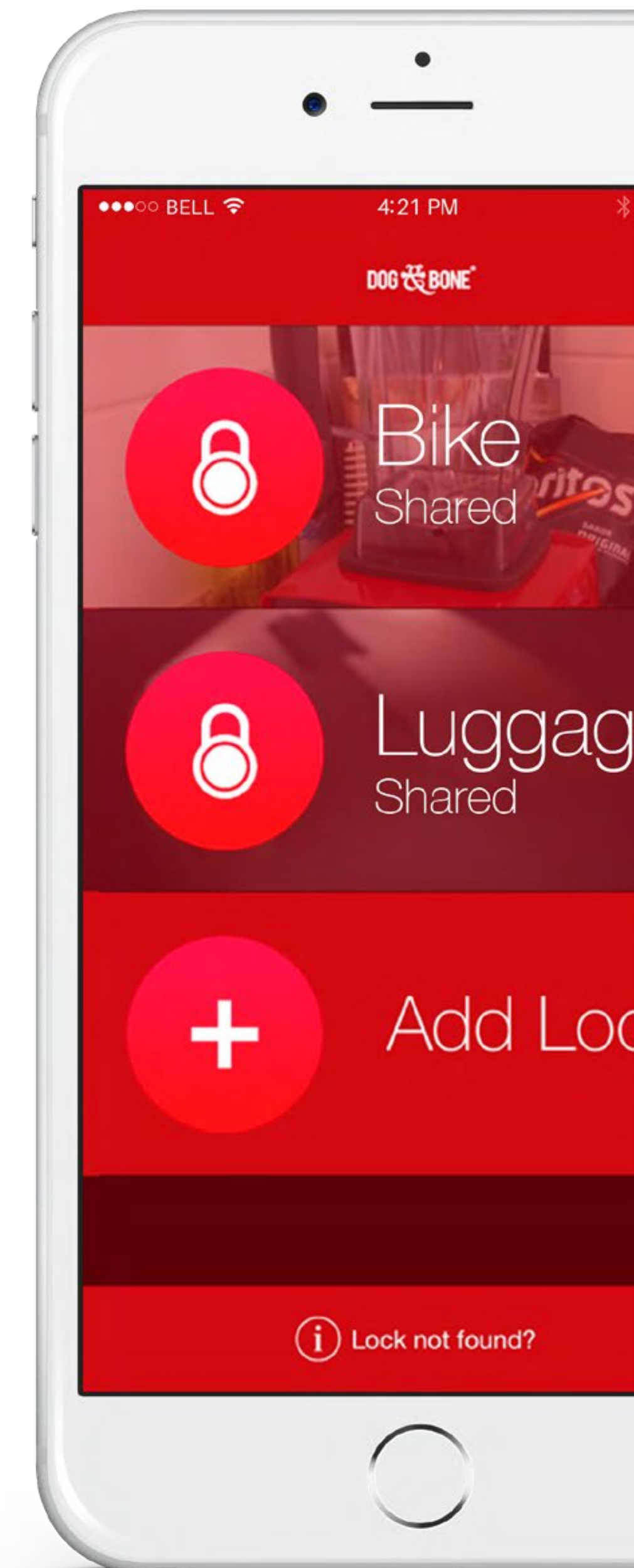
Lock owner – if you lose your mobile device

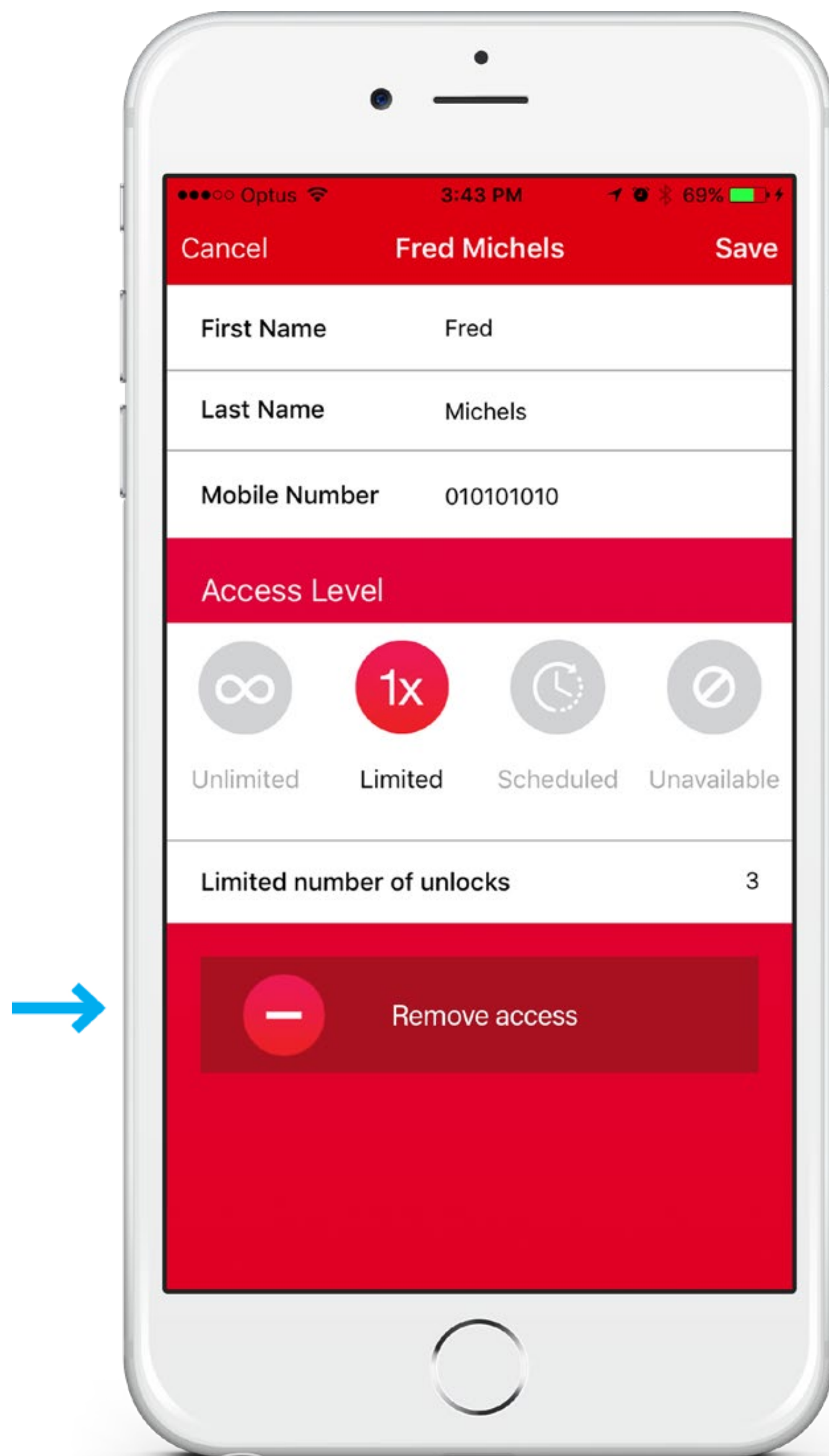
Follow the steps below for optimum security of your account and locks in the event of losing your device.

- In order to immediately protect your account, login with your LockSmart username and password on another compatible device
 - Each LockSmart user may only be logged in on one device at a time. Your lost phone will be logged out automatically
 - Note: If the lost phone is in airplane mode, this action will not be effective, and your locks should instead be reset, following the instructions below
- If you want to reset all of your lock security keys for maximum protection, you can do so by removing and re-adding each lock to your account
 1. Open the lock list screen
 2. Swipe left on each of your locks
 3. A delete button will show up on the right
 4. Press the delete button
 5. Add the lock to your device again as per the 'Add a lock' section on page 4. The process of re-adding a lock to your account resets the security key for that lock

Note: Deleting and re-adding a lock will reset the settings, activity log and shared users for that lock. We strongly recommend changing your account password; details on changing your password can be found in the 'Modify account or password' section on page 23

- If your lock has been lost, the features within the 'Find' tab of your lock can assist with recovery (see page 12.) Enabling 'Crowd-sourced location (page 12) for your account gives you the best chance to recover your lock.



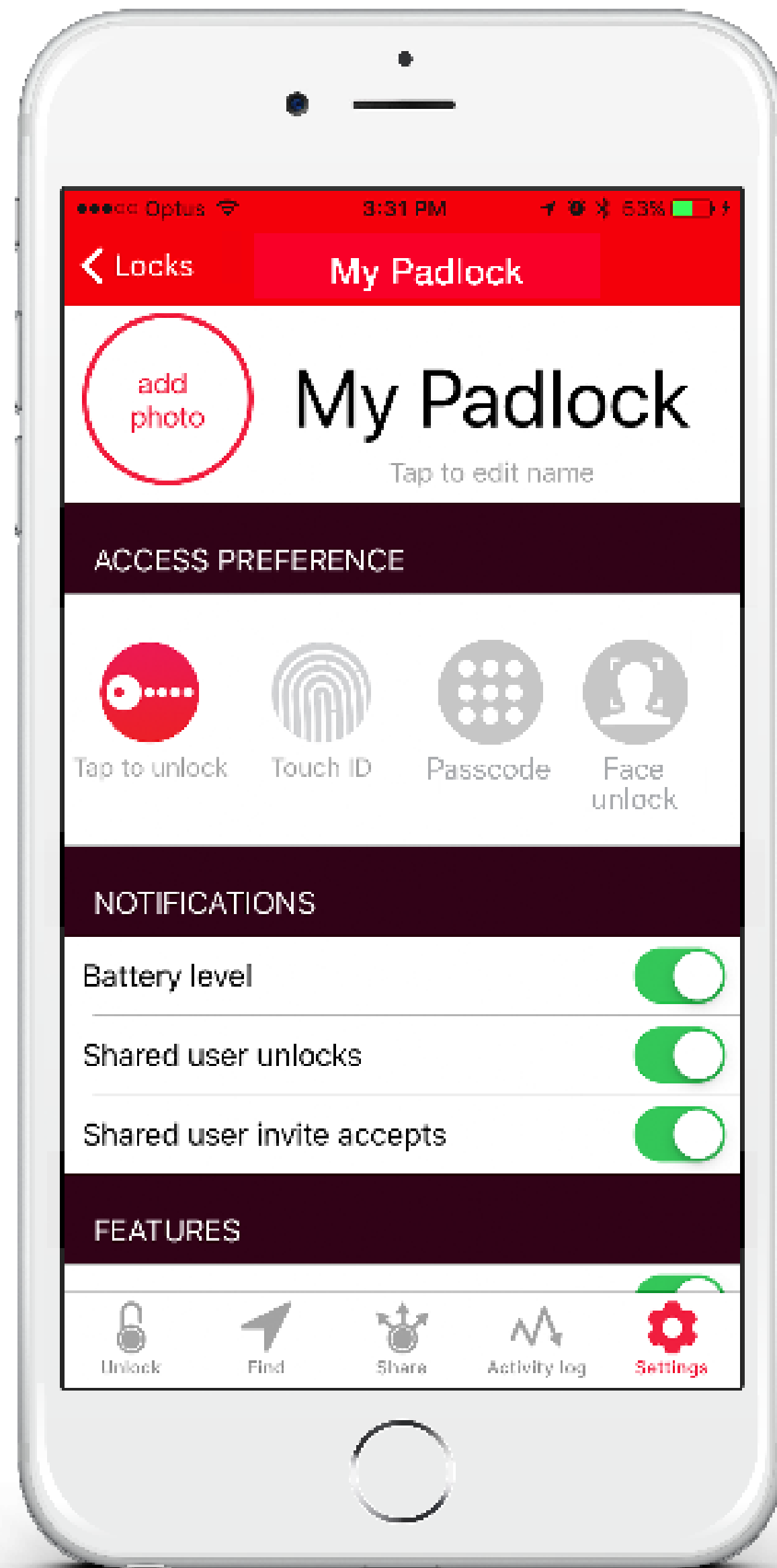


Shared users – if you lose your mobile device

If the lost phone is a shared user of the lock, the owner only has to remove the shared user from having access to the lock to secure. The owner should:

1. Choose the lock from the lock list screen
2. Press the 'Share' option from the bottom menu
3. Press on the name of the shared user you would like to delete
4. A new page will open (see left) with the shared user's details
5. Press the 'Remove access' button (indicated by the blue arrow, left)
6. Select 'Ok' at prompt to confirm lock removal

We recommend to then change your account password; details on changing your password can be found in the 'Modify account or password' section on page 23



Add a photo to a lock

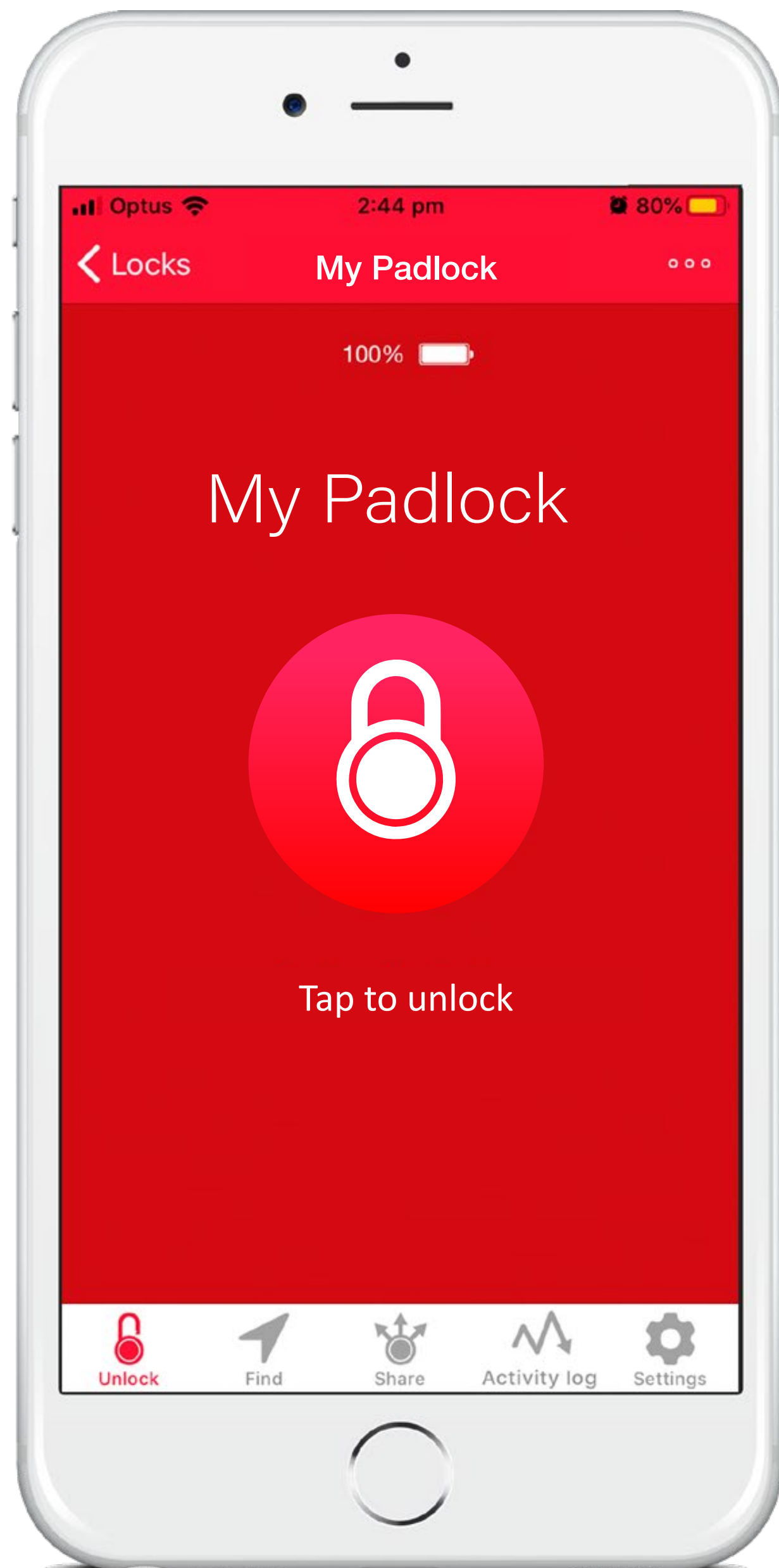
NB This photo will be shared with any user who is given access to your lock

1. Choose any lock from the lock list screen
2. Press the 'Settings' option from the bottom menu
3. Press the 'Add photo' button
4. You can choose a photo from your device's gallery or take a new picture with your camera

Edit lock photo

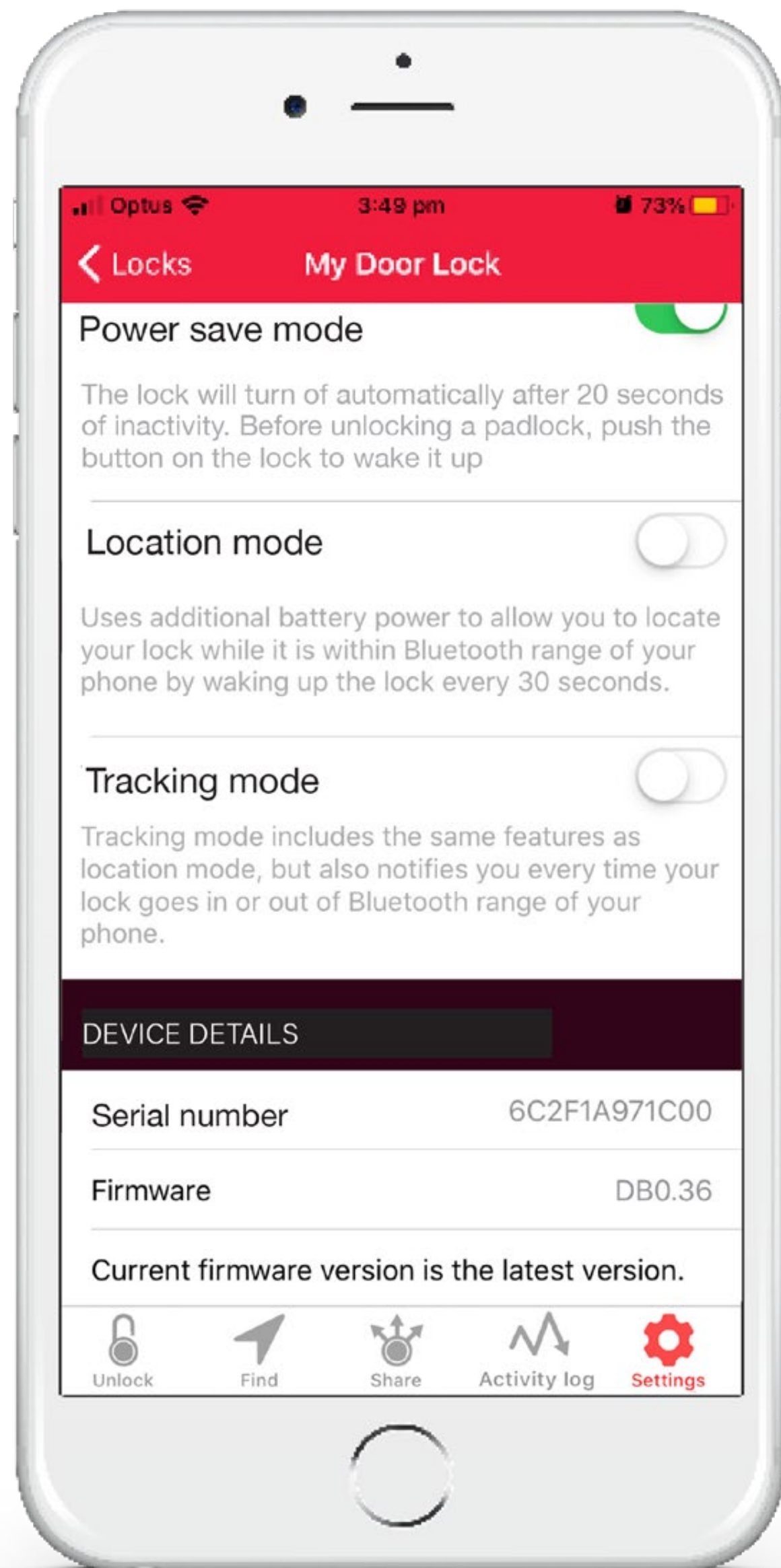
NB This photo will be shared with any user who is given access to your lock

1. Choose any lock from the lock list screen
2. Press the 'Settings' option from the bottom menu
3. Press the existing photo to the left of the lock name
4. You can choose a photo from your device's gallery or take a new picture with your camera



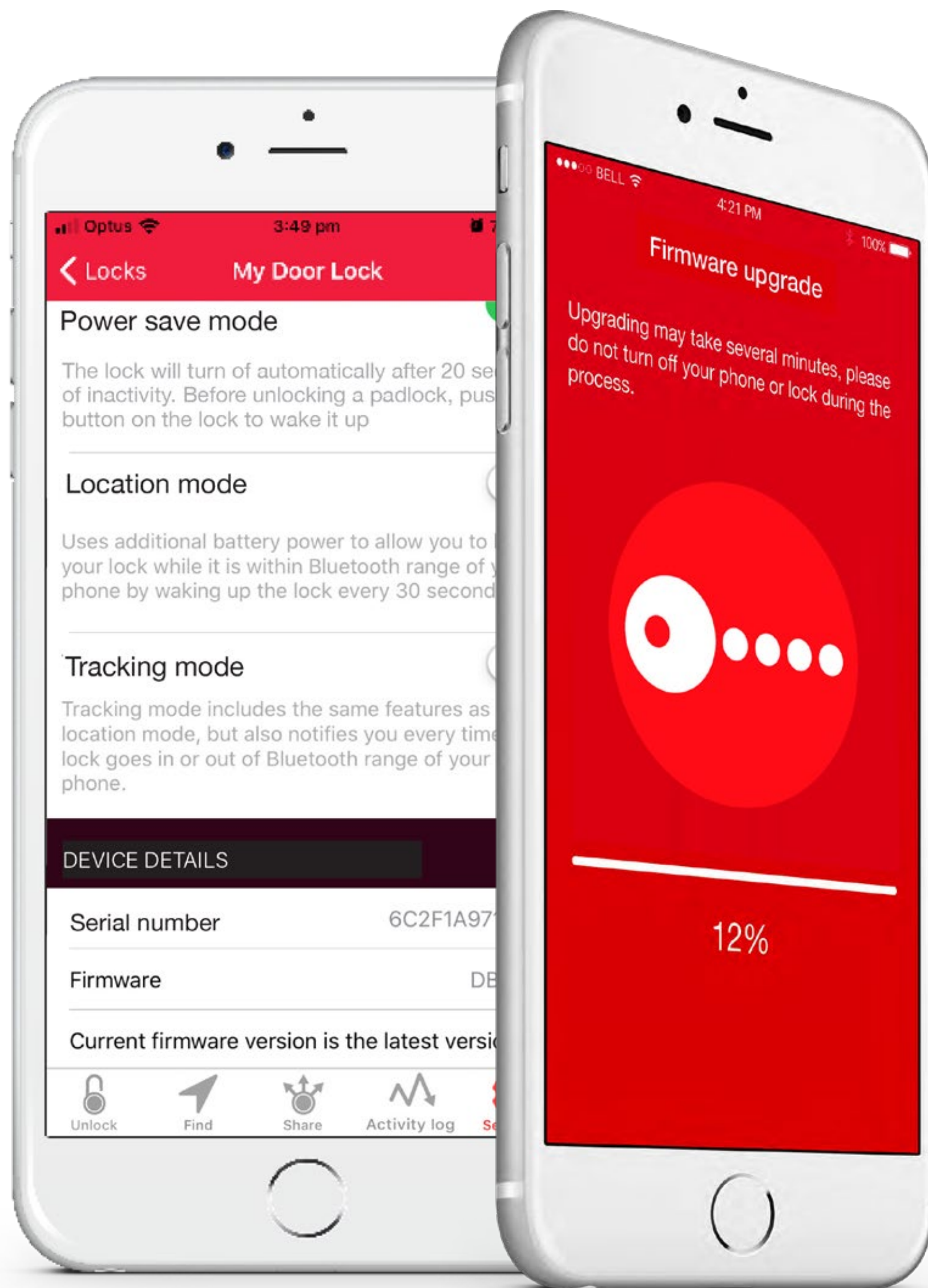
Check battery level

1. Choose any lock from the lock list screen
2. You will see the battery level percentage displayed at the top of the screen for the lock
3. The battery level is updated every time the application connects direct to the lock. Having a shared user access the lock will not update this display



Serial number and firmware version

1. Choose any lock from the lock list screen
2. Press the 'Settings' option from the bottom menu
3. Scroll to 'Device details' at the bottom of the screen. The lock's unique serial number and current firmware version number are located here (firmware version is only displayed when the lock is powered on and connected to your device)
4. If your firmware version is the most current available, you will see a message stating 'Current firmware version is the latest version'



Firmware upgrade

1. Upon connecting to a lock, the application will detect if there is a new version of the LockSmart firmware available for the device
2. If a new firmware is available, follow the prompts to upgrade your lock
3. You can also check for firmware upgrades manually when your device is in 5m range of your lock by opening the 'Settings' screen for your lock and scrolling to the 'Device details' section
4. If a new firmware update is available, a 'Tap to update' field will be displayed. Pressing this field will initiate the firmware upgrade process. Do not power off your device or move away from the lock during the update



Charge your lock: LockSmart and LockSmart Mini

1. Open the cover on the bottom of your LockSmart or LockSmart Mini lock to reveal the USB charging port
2. Plug in any standard USB cable or use the cable supplied
3. Connect to a power source such as a power supply, car charger or laptop. Within just a few minutes, you will have enough power to unlock. Within approximately 60 minutes on a 2 amp power supply you will be “fully charged”

Replace your battery: LockSmart Travel

1. Open the battery cover on the side of the lock
2. Pull the tab to eject the depleted batteries
3. Replace with two size 2016 batteries (sold separately)
4. Close the battery cover





Lock care

Like any padlock, dust particles may accumulate on the padlock after time. We recommended padlocks used in extremely dusty or corrosive environments be cleaned every 3-6 months.

To clean the lock, use pressurised air to clean the shackle opening.

To help avoid the lock from sticking in freezing conditions, sparingly lubricate the shackle opening with lock oil, as you would do for traditional padlocks.

Never use dry graphite or a silicon lubricant as this can interfere with moving parts. Once oil is applied, open and close the lock several times to evenly distribute the lubricant.