# Quick Start Guide for The LockedBrands™ Pillar™
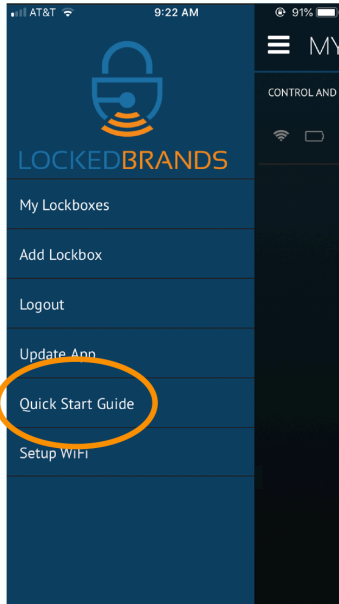
**LOCKEDBRANDS**

Meet The Pillar.
The voice-activated, app-controlled lockbox.
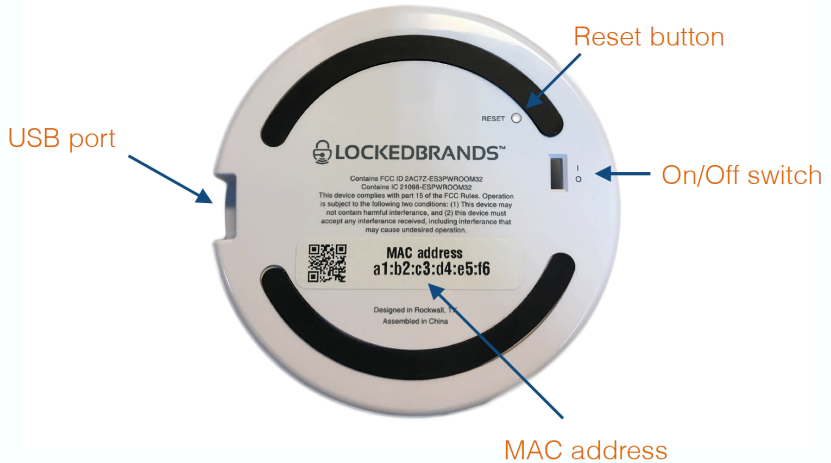
# Table of Contents

**This QuickStart Guide is also available through the app.**

# The Pillar™

Reset button

USB port

On/Off switch

⊕ LOCKEDBRANDS™

Contains FCC ID 2AC7Z-ES3PWROOM32
Contains IC 21068-ESPWROOM32
This device complies with part 15 of the FCC Rules. Operation
is subject to the following two conditions: (1) This device may
not contain harmful interference, and (2) this device must
accept any interference received, including interference that
may cause undesired operation.

**MAC address**
**a1:b2:c3:d4:e5:f6**

Designed in Rockwall, TX
Assembled in China

MAC address

# Opening your Pillar for the First Time:

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



① Twist about 3/4 inch     ② Pull upwards

**If you need help, please call our Tech Support at
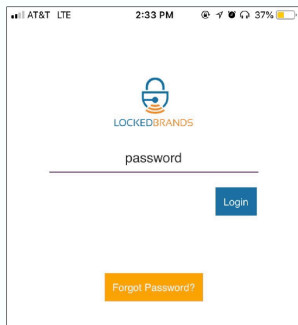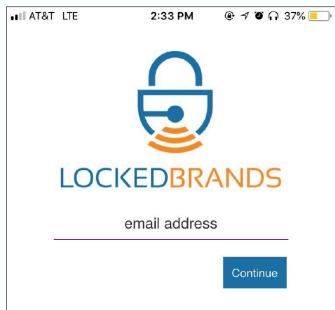833-474-5527 (833-4-PILLAR)**

## Getting Started

- Download The LockedBrands App to control your Pillar



LockedBrands

# Step 2

## Setting Up Your LockedBrands Account

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

# Step 3

## Power up The Pillar™

- Plug in The Pillar using the supplied USB charger & cable

- Turn on the power with the "On/Off" switch
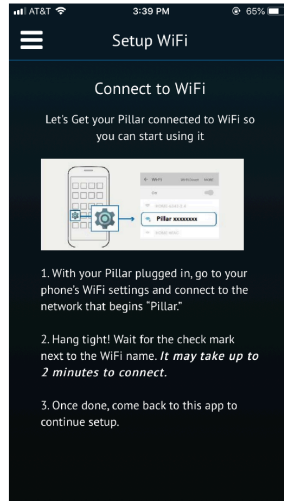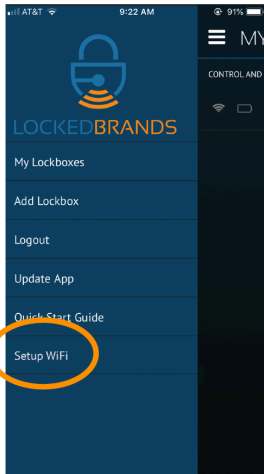


*A white light will start circling the LED ring*

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

# Step 4.1

## Connect to WiFi

- Open the app and press "Set up WiFi"
- Follow the on-screen instructions (described on the next page)

**NOTE: VPN MUST BE TURNED OFF**



**TAKING YOUR PILLAR SOMEWHERE?**

· To add a new WiFi, hold the RESET button until the LEDs turn blue (10-20 seconds).
  Follow the instructions starting with this page.
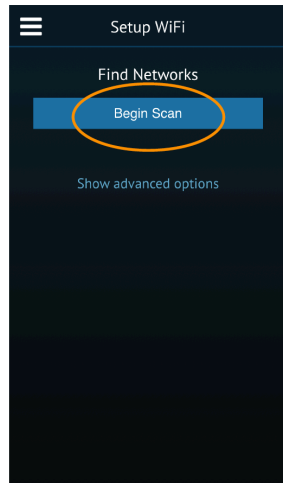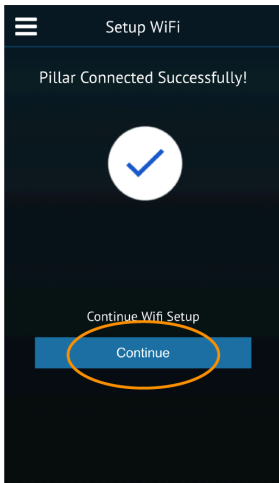
## Connect to WiFi

- Open settings on your smart device and select WiFi

- Select the Network named: "Pillar XXXXXX" 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*
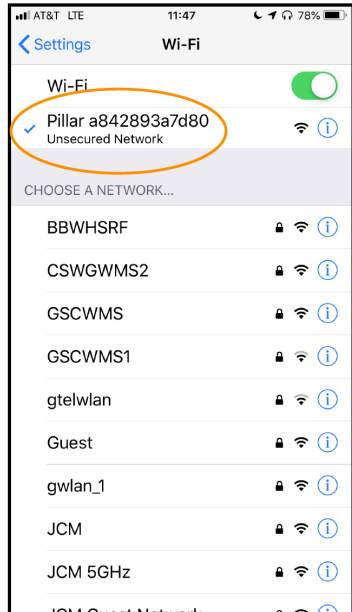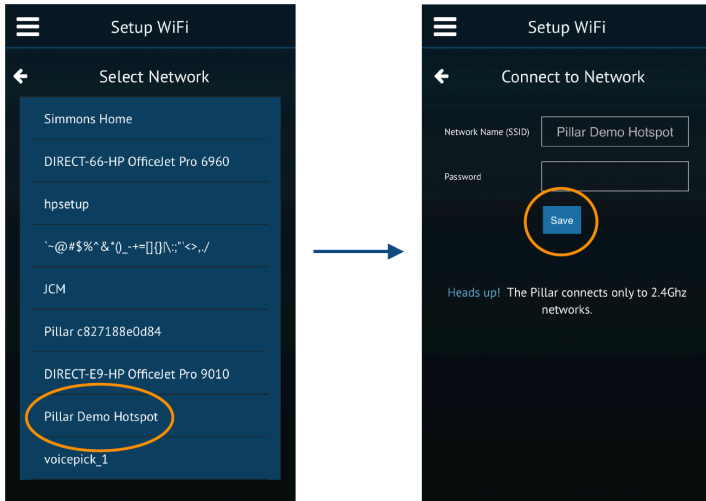
# Step 4.2

## Connect to WiFi

- Wait for '*Pillar Connected Succesfully*' 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)
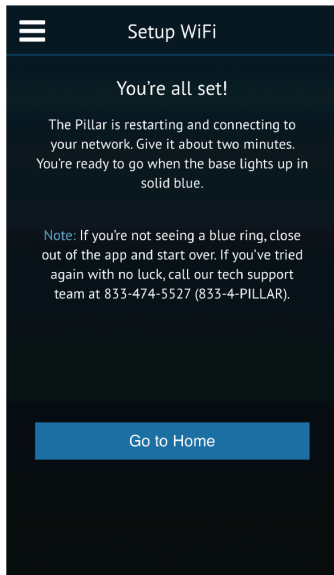- Push save

# 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

> If you are not seeing a blue ring, close the app and start over. If you have tried again with no luck, please call our tech support team at
> **833-474-5527**.

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☰  Setup WiFi

**You're all set!**

The Pillar is restarting and connecting to your network. Give it about two minutes. You're ready to go when the base lights up in solid blue.

Note: If you're not seeing a blue ring, close out of the app and start over. If you've tried again with no luck, call our tech support team at 833-474-5527 (833-4-PILLAR).

Go to Home

# Step 5.1

## Register your Pillar™

- Press the menu icon in the top left corner of the screen
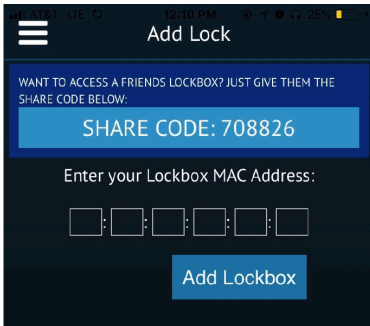- Press 'Add Lockbox'
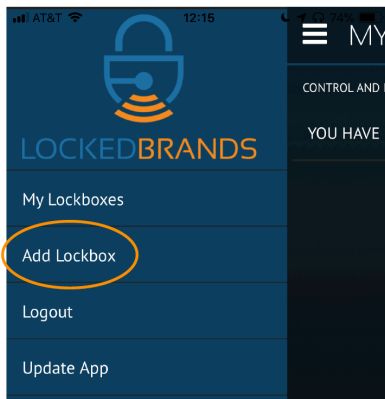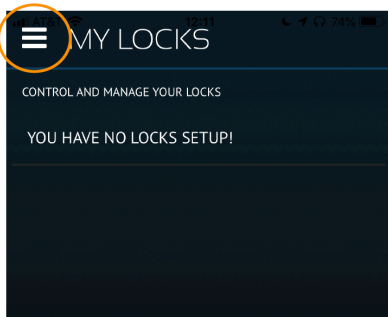


*NOTE: Your device must be on the same WiFi as the Pillar you are registering*

# Step 5.2

## Register your Pillar™

- Locate the MAC address on the bottom of your Pillar
- Enter the MAC address by tapping on the empty boxes and entering the characters two at a time
  - Note: All letters displayed in the MAC address are lower-case
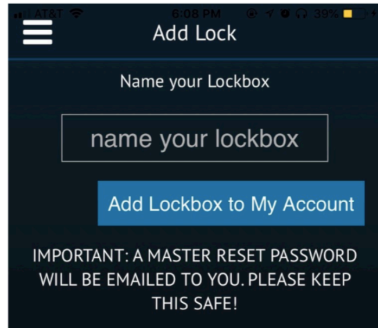- Enter a name for your Pillar

# 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!**
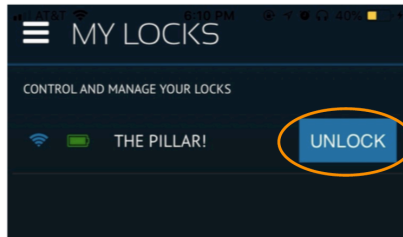


(If you are having trouble opening your Pillar, please refer to page 4)

# More Functions of your Pillar™

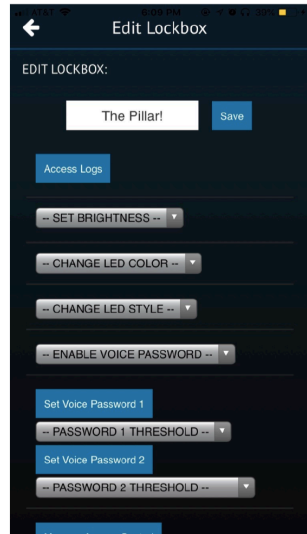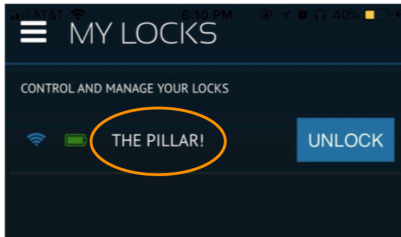• To view and customize all of the functions your Pillar has to offer, click its name from the "My Locks" page
• Visit the support page at www.lockedbrands.com for "How to" videos on each function and for additional tips, tricks, and troubleshooting guides

# LED's Defined

**Walking White**
- Generally, this is right out of the box, or following a factory reset. This is Setup Mode (Used to add WiFi networks).
- See Step 4.1 (page 7)

**Walking Blue**
- The Pillar is in Set Up mode (Used to add WiFi networks)
- See Step 4.1 (page 7)

**Walking Yellow**
- The Pillar has saved WiFi networks but none are matching. The Pillar will continue to try to connect to a saved WiFi network.
- Hold the RESET button until the LEDs turn blue (10-20 seconds).
- See Step 4.1 (page 7)

**Walking Red**
- The scan revealed a matching network, but unable to connect to it. (NOTE: The Pillar will continue to try to connect to a saved WiFi network every 30 secs.)
- Hold the RESET button until the LEDs turn blue (10-20 seconds).
- See Step 4.1 (page 7)

**Walking Green**
- The password is incorrect or the WiFi failed.
- See Step 4.1 (page 7)

**Walking Green & Red**
- The Pillar has been deregistered.
- Hold the RESET button until the LEDs turn orange/yellow (30 seconds minimum).
- The LED's will be walking white following a successful reset.

**Solid Blue**
- The Pillar is attached to WiFi and is ready to use.
- The Pillar's primary color.

**Solid Light Blue**
- The Pillar is scanning for WiFi; this lasts for less than 1 minute.

**Solid Red White Yellow**
- These colors are temporary during boot only.

**Solid Purple**
- The Pillar is in Failsafe Mode/Master Password Mode.

**LOW BATTERY**
- Pillar will flash orange/yellow every 30 seconds. Please connect to the provided power supply.

# Modes & Resets

Blue Reset (Setup Mode)
• Hold RESET button until the LEDs turn blue (10-20 seconds)

FailSafe Mode
• Hold RESET button until the LEDs turn purple (15-20 seconds)

Factory Reset
• Hold RESET button until the LEDs turn orange/yellow (30 seconds minimum)

# Support

**Voice ID**
- Instructions
- How To Video

**Sharing Access**
- Instructions
- How To Video

**FailSafe Mode**
- Instructions

**Firmware Update**
- Instructions

**Other FAQs**

# Instructions

## How do I add a new WiFi?

- To add a new WiFi, hold the RESET button until the LEDs turn blue (10-20 seconds). Follow the instructions starting with step 4.1.

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