Ultra ES Pro Smart Lock User Instructions

The Global Link Ultra ES Pro Smart Lock features:

- **Bluetooth®** wireless technology, allowing control of the lock with the free Global Link Connect app and real time notifications of lock status on your smartphone or tablet

- Convenient handle design, available in both right- and left-handed models

- Illuminated keypad for keyless entry

- Beep feedback indicating success and failure of actions as well as low battery conditions

- Easy installation in standard door cutouts and direct replacement for standard travel trailer entrance locks from:

  - FIC / Wesco

  - Bauer

  - TriMark

- Support for two access PINs—a factory default PIN and a programmable user PIN

- Interior safety release button for emergency exit

- Customer key access for alternative operation of the lock

- Can be keyed-alike to match other Pro Series locks

The lock is powered by a single Type 123 lithium battery and operates with a 4-digit PIN. Each lock has a factory default PIN that can be used at any time and cannot be erased; 1 additional user PIN can be added.

Important: Before using the lock, record the default 4-digit PIN printed on the purple key tag affixed to the inside handle of the lock. The factory default PIN is needed for keyless entry and to reprogram the user PIN in the event the user PIN has been forgotten.
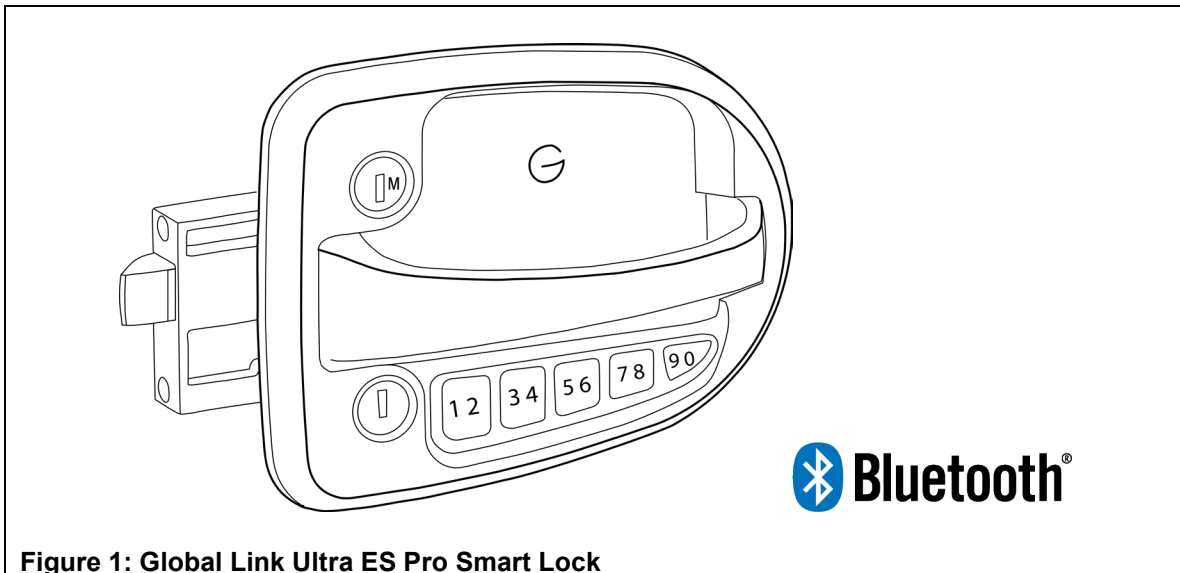

Figure 1: Global Link Ultra ES Pro Smart Lock

⚠ **WARNING**: Cancer and Reproductive Harm – www.P65Warnings.ca.gov.

Instructions

Global Link Connect

The Global Link Ultra ES Pro Smart Lock is compatible with the Global Link Connect app. Global Link Connect lets you lock and unlock the lock from your **Bluetooth**® wireless technology enabled smartphone or tablet. It is recommended for use on mobile devices with iOS 14 or newer or Android OS 6 or newer.

Note: Global Link Connect is not currently available for Google manufactured smartphones, such as Nexus and Pixel. Support for Google manufactured smartphones may be added in future app updates.

Global Link Connect also lets you receive real-time status notifications from the lock indicating:

- Lock / unlock status
- Battery life
- PIN code changes
- Lock name changes
- Connection status

Global Link Connect allows control of up to 2 locks by up to 8 users. Users can easily add and name locks, as well as manage user PIN codes for each connected lock. Communication between the app and lock is supported at a range of up to 120 feet (36.5 meters) depending on environment and is protected by the latest industry security standards.

Note: It is recommended to enable automatic app updates on your smartphone or tablet to ensure that you have the latest app features.

Pairing

To use Global Link Connect with your lock, you must download the app from the App Store or Google Play to your smartphone or tablet and then pair the lock with the app.

To pair the lock and app

1. Make sure the Bluetooth setting is enabled, the Location Services setting is enabled, and Airplane Mode is turned off on your smartphone or tablet.

2. Tap **Begin Pairing** on the Instructions screen *or* tap the **+** icon on the home screen.

   A list of locks available for pairing automatically appears.

   Note: Any locks already paired do not appear in the list.

3. To refresh the list, tap **Scan Devices**.

   Note: To speed up detection of the lock, use a blunt object, such as a pen, to press the PAIR button on the inside of the lock. In response, the green PAIR LED flashes rapidly for about 15 seconds and then slowly for about 15 seconds.

4. Tap **Add** next to the lock to be paired.

5. Enter the 4-digit factory default PIN (located on the lock's purple key tag) or your 4-digit user PIN.

6. Change the name of the lock if it is set to the default name. The lock name may include up to 14 characters, including letters, numbers, spaces, dashes, and underscores.

7. Tap the PIN type (**Factory PIN** or **User PIN**) being used for pairing.

8. Tap **Connect**.

   A notification message appears on the app (Figure 2) and the green PAIR LED on the inside of the lock flashes twice to indicate success.
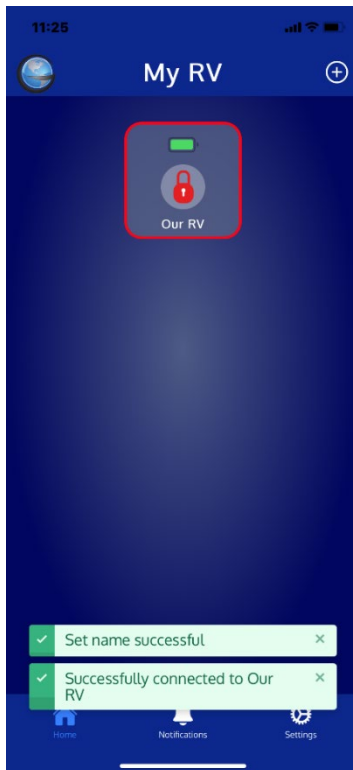
Figure 2: Pairing with Global Link Connect

Locking and Unlocking

The lock supports both keyless and keyed operation.

*Important:* It is recommended to lock the deadbolt during transportation for added security. Do not use Global Link Connect to operate the lock during transportation.

Using Global Link Connect

From the home screen, tap the lock's padlock icon to lock or unlock the door.

A green, unlocked padlock indicates the door is unlocked. A red, locked padlock indicates the door is locked.

Notes: Two descending beeps indicate successful locking, and two ascending beeps indicate successful unlocking. The keypad light flashes to indicate activity at the lock.
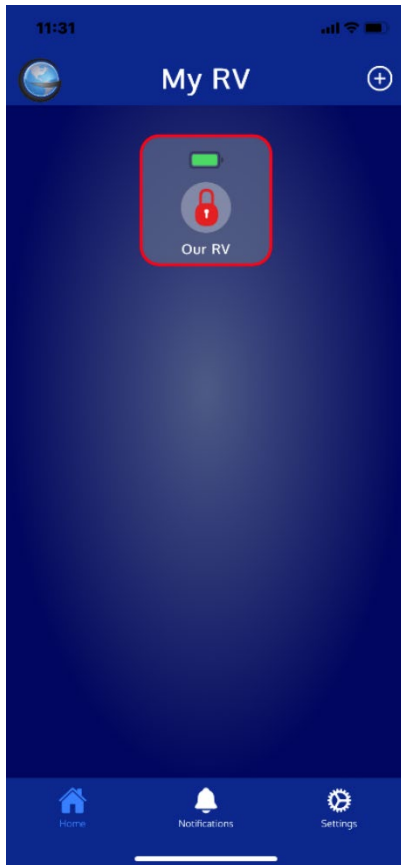
Figure 3: Using Global Link Connect to Lock and Unlock the Door

Instructions

Using the Keypad

To lock the door:

1. Press any key to wake up the keypad.

2. Press and hold the 1-2 key and the 3-4 key at the same time. Two descending beeps indicate success.

To unlock the door:

1. Press any key to wake the keypad.

2. Enter the factory default PIN (printed on the purple key tag affixed to the inside handle of the lock) or the current user PIN. Two ascending beeps indicate success.

   Notes: If 4 quick beeps sound, the PIN was incorrect; enter the correct PIN. If an incorrect PIN is entered twice, the keypad goes to sleep; wake the keypad to try again.

Using the Deadbolt Lever

Use the red deadbolt lever to lock and unlock the door from the inside (Figure 4).

Note: For exit in the event the deadbolt lever fails, slide and hold the safety release button and open the door.
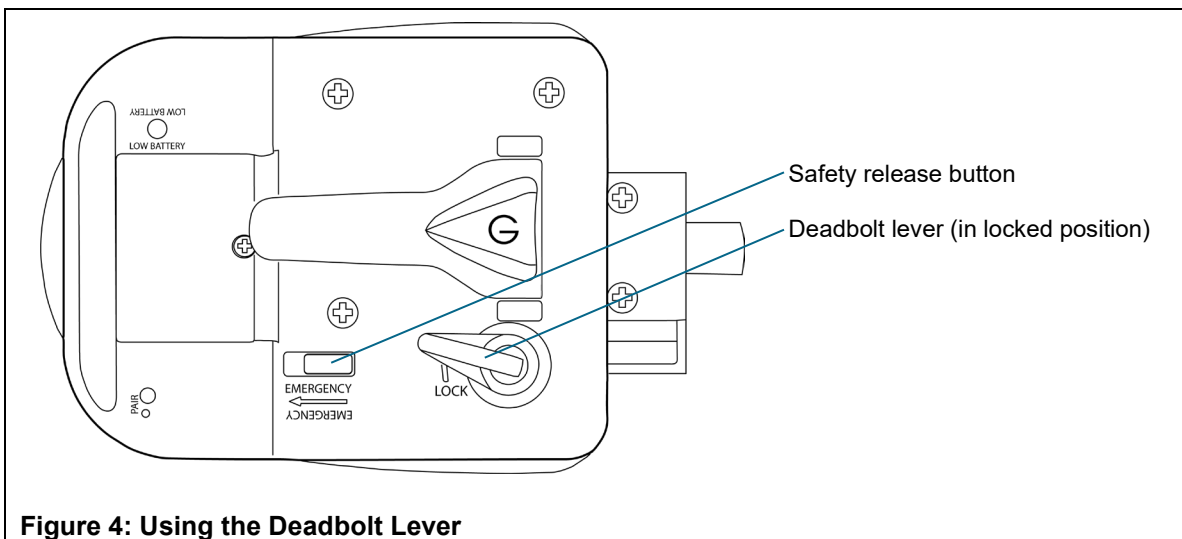
Figure 4: Using the Deadbolt Lever

Programming the User PIN

A 4-digit PIN is required for keyless locking and unlocking from the outside of the door or using Global Link Connect. The lock supports 2 PINs—the factory default PIN and a programmable user PIN.

The factory default 4-digit PIN is preprogrammed and cannot be erased. This PIN can be found on the purple key tag affixed to the inside handle of the lock.

When using Global Link Connect to control and monitor your lock, always program the user PIN from the app so the correct user PIN is recorded in the app.

To add or change the user PIN using Global Link Connect:

1. Tap **Settings** and then tap **Devices**.

2. Tap the lock whose user PIN you want to change.

   Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap the pencil icon next to the User PIN field.

4. On the Change PIN screen (Figure 5), tap **New 4 Digit PIN** and enter the new PIN.

5. Tap **Save**.

   The new user PIN appears on the Lock Settings screen. The lock sounds three varied beeps to indicate the new PIN was set.

Figure 5: Using Global Link Connect to Set the User PIN

Instructions

To add or change the user PIN at the lock:

1. Press and hold the 9-0 key for 3 seconds until the lock beeps twice.

2. Enter the factory default PIN or the current user PIN. Two beeps indicate a correct PIN.

   Note: Each key represents two numbers. For example, to enter "2", press the 1-2 key.

3. Enter the new PIN. The three varied beeps indicate a new PIN was entered.

4. Enter the new PIN again to confirm. (If you enter an incorrect digit, press and hold the 9-0 key and re-enter the PIN.) Three varied beeps indicate success.

   Note: If 4 quick beeps sound, the PINs did not match; start again.

Checking Status Information for the Lock

Global Link Connect lets you check status information for the lock, including the current user PIN and battery status, at a glance.

To check status information:

1. Open the app or tap **Home** to go to the home screen.

   The lock's icon shows its current status.

   - A red, locked padlock means the door is locked.
     A green, unlocked padlock means the door is unlocked.
   - A green battery icon means the battery status is normal.
     A red battery icon means the battery status is low.
   - A grayed-out padlock and battery icon mean the lock is disconnected from the app.
   - Three animated dots mean the app is currently connecting to the lock.

   Note: To refresh the lock status information without reopening the app, swipe down on the home screen. This is useful for checking the status of the red deadbolt lever.

2. Press and hold the lock's padlock icon to navigate directly to the Lock Settings screen.

   The Lock Settings screen (Figure 6) provides the following information for the lock:

   - Lock Name
   - Paired With (Factory PIN or User PIN)
   - User PIN
   - Factory PIN (This field appears if the lock was paired using the factory PIN.)
   - Lock Status (Locked or Unlocked)
   - Battery Status (Normal or Low)
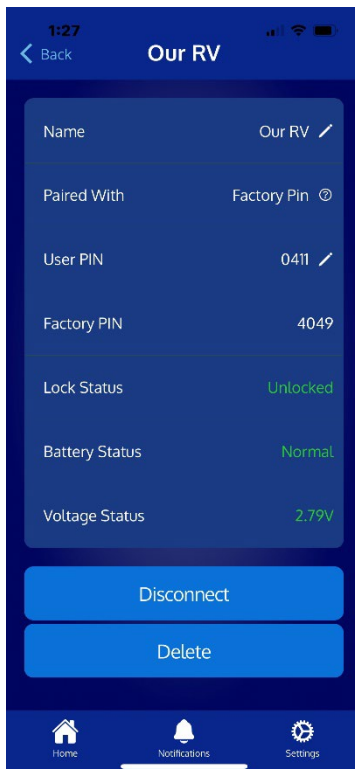   - Voltage Status (current battery voltage in volts)

Figure 6: Checking Lock Status Information

Changing the Lock's Name

You can change the default name of a lock when pairing Global Link Connect with the lock. You also can change the lock's name later on the Lock Settings screen.

To change the lock's name:

1. Tap **Settings** and then tap **Devices**.

2. Tap the lock whose name you want to change.

   Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap the pencil icon next to the Name field.

4. On the Change Name screen (Figure 7), tap the current name of the lock and enter the new name. The lock name may include up to 14 characters, including letters, numbers, spaces, dashes, and underscores.

5. Tap **Save**.

   The new lock name appears on the Lock Settings screen.

Figure 7: Changing the Lock's Name

## *Using the Global Link Connect Battery Saver Feature*

Global Link Connect provides a Battery Saver feature that lets you disable automatic reconnection attempts when the app loses connection to the lock, such as when the lock is no longer within communication range of the smartphone or tablet. If the Battery Saver feature is enabled, you must manually reconnect to the lock to enable communications.

Note: The Battery Saver feature has no effect on the lock's battery life but improves the smartphone's or tablet's battery life.

To enable or disable the Battery Saver feature:

1. Tap **Settings**.
2. On the Settings screen, tap the Battery Saver slider button to enable or disable the feature.

   The background of the slider button is green when enabled and blue when disabled.
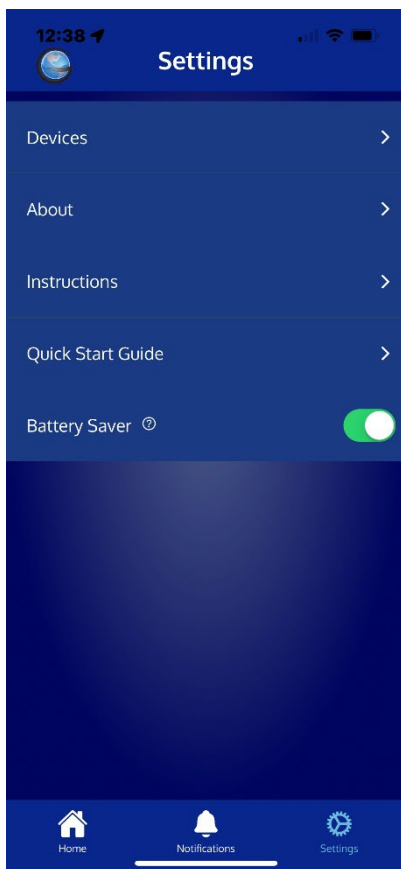
**Figure 8: Enabling and Disabling the Battery Saver Feature**

Instructions

To reconnect to the lock when using the Battery Saver feature:

From the home screen, tap the lock's padlock icon to reconnect the app to the lock.

A grayed-out padlock icon indicates the door is disconnected (Figure 9). When connected, the padlock is red or green.

Note: The green PAIR LED on the inside of the lock flashes when the lock is reconnected with the app.
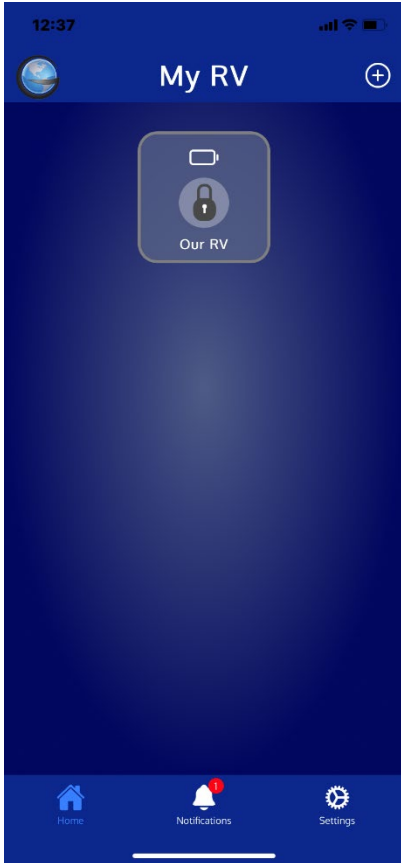
Figure 9: Reconnecting Global Link Connect to the Lock

Instructions

Removing the Lock from Global Link Connect

You can remove a lock from Global Link Connect if you no longer want to control the lock using the app.

To remove a lock:

1. Tap **Settings** and then tap **Devices**.

2. Tap the lock you want to remove.

    Note: You also can navigate directly to the Lock Settings screen by pressing and holding the lock's padlock icon on the home screen.

3. On the Lock Settings screen, tap **Delete** near the bottom of the screen (Figure 10).

4. Tap **Delete** again to confirm.

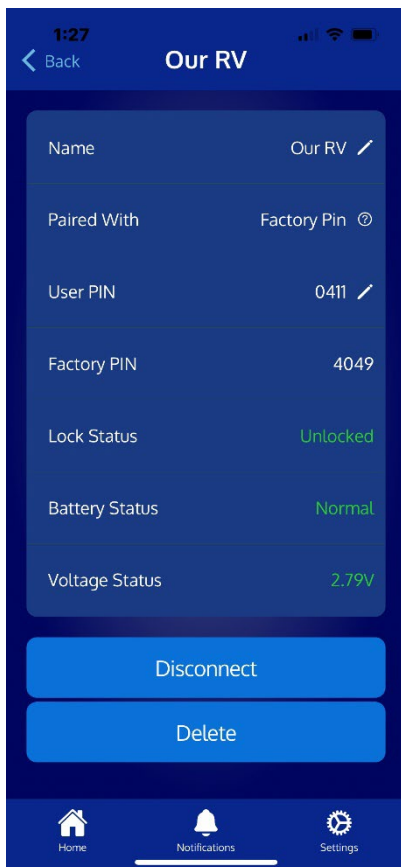   The lock's icon no longer appears on the home screen.

Figure 10: Removing the Lock from Global Link Connect

Beeps Summary

The lock sounds a series of beeps to signal success or failure of an action taken at the lock. The keypad flashes each time the lock sounds a beep.

Beeps	Meaning
1 short beep	Keypress
2 beeps	Factory default PIN or user PIN entered
2 beeps (after 3 seconds)	Programming mode entered
2 ascending beeps	Unlocking successful
2 descending beeps	Locking successful
3 varied beeps	New PIN entered
3 varied beeps	Programming successful
3 varied beeps	Reset successful
4 quick beeps	Incorrect PIN entered
4 quick, descending beeps	Low battery

Changing the Battery

The lock is powered by a single Type 123 lithium battery and indicates low battery power by:

- showing a red battery icon for the lock on the Global Link Connect home screen
- a flashing LED on the inside of the lock when the keypad is activated
- 4 quick, descending beeps and a flashing keypad light any time a key is pressed

If the batteries die with the deadbolt in the locked position, the deadbolt remains locked. The customer key can be used to unlock the door.

It is recommended that the battery be removed if the lock will be stored or will not be used for an extended period of time.

Important: Before installing the battery for a new lock, record the factory default PIN, which is printed on the purple key tag affixed to the inside handle of the lock. The factory default PIN is needed for keyless entry and to reprogram the user PIN in the event the user PIN has been forgotten.

To change the battery:

1. Use a #1 Phillips screwdriver to loosen the captive battery compartment screw on the interior of the lock. Do not completely remove the screw.

2. Lift off the battery compartment cover.

3. Remove the old battery from the battery holder.

   Note: Dispose of the old battery according to local regulations.

4. Insert a new battery in the correct orientation (shown on the battery holder).

5. Insert the battery door tabs in the slots on the edge of the battery compartment and swing the door closed. Tighten the screw to secure the battery door.
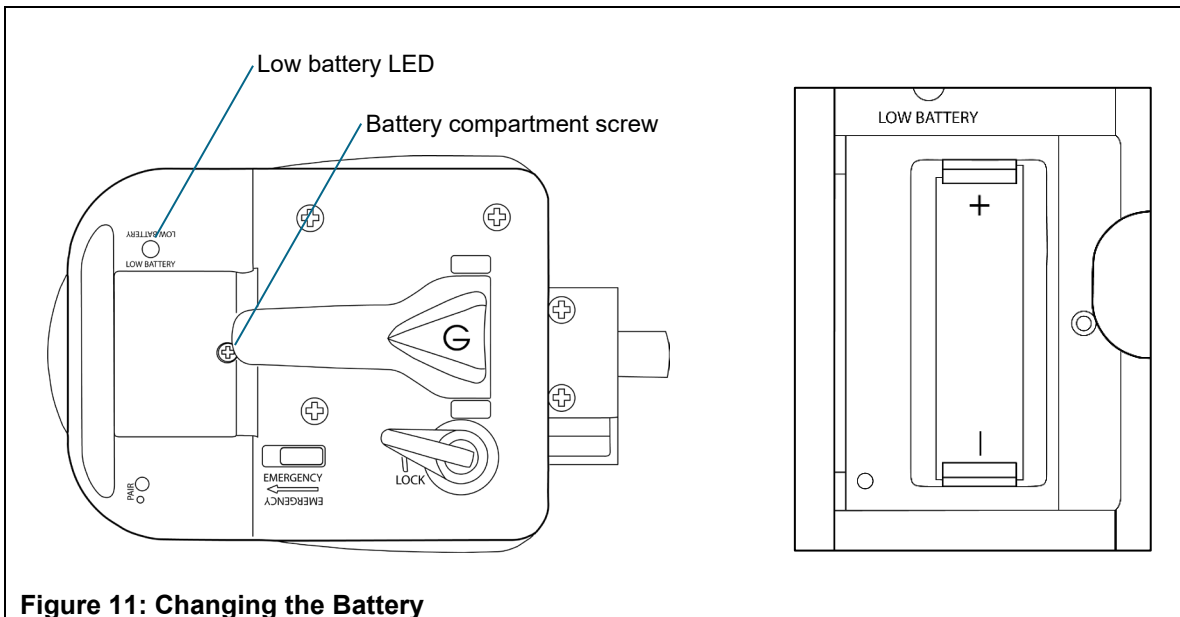

Figure 11: Changing the Battery
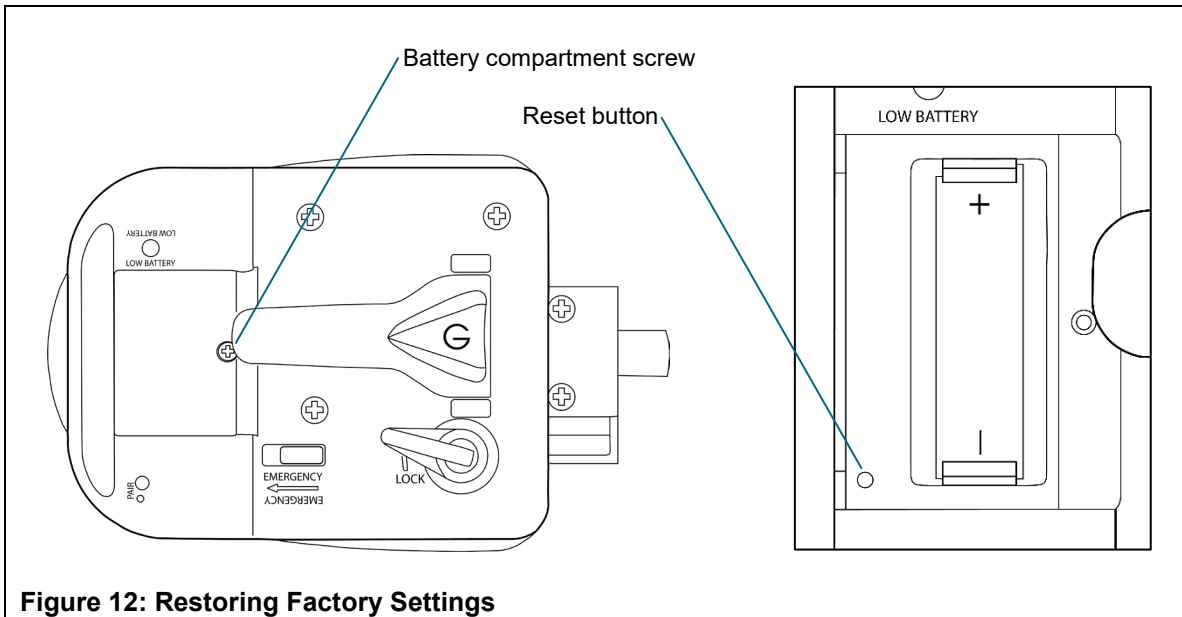
Restoring the Lock's Factory Settings

The lock can be restored to the default factory settings. When the factory settings are restored:

- The lock is set to the default factory default PIN and the user PIN is reset.

- A notification message appears on all connected instances of Global Link Connect.

- The lock is unpaired from all instances of Global Link Connect.

  Note: The lock continues to appear on the home screen in Global Link Connect. It is recommended to remove the lock from Global Link Connect so the app no longer attempts to connect to the lock.

To restore factory settings:

1. Use a #1 Phillips screwdriver to loosen the captive battery compartment screw on the interior of the lock. Do not completely remove the screw.

2. Lift off the battery compartment cover.

3. Use a blunt object, such as a pen, to press and hold the Reset button (located in the battery compartment) until the lock beeps.

4. Insert the battery door tabs in the slots on the edge of the battery compartment and swing the door closed. Tighten the screw to secure the battery door.

Figure 12: Restoring Factory Settings

Installing the Lock

The Global Link Ultra ES Pro Smart Lock fits:

- hole cutouts from 2 1/2" x 3 5/8" to 3" x 4"
  Recommended: 2 3/4" x 3 3/4"

- door thicknesses from 1 1/4" to 1 1/2" (most standard RV doors)

Note: Installation videos can be found at cpgbrands.com.

To install the lock:

1. Remove the existing lock.

2. Position the exterior lock assembly (with keypad) on the outside of the door, ensuring the plunger assembly is positioned at the edge of the door as shown in Figure 13.

3. Using a #1 Phillips screwdriver and the 2 #8-32 x 3/8" flat head screws provided, install the door edge cover on the edge of the door. Ensure the door edge cover is flush to the edge of the door.

Figure 13: Installing the Exterior Assembly and Edge Cover
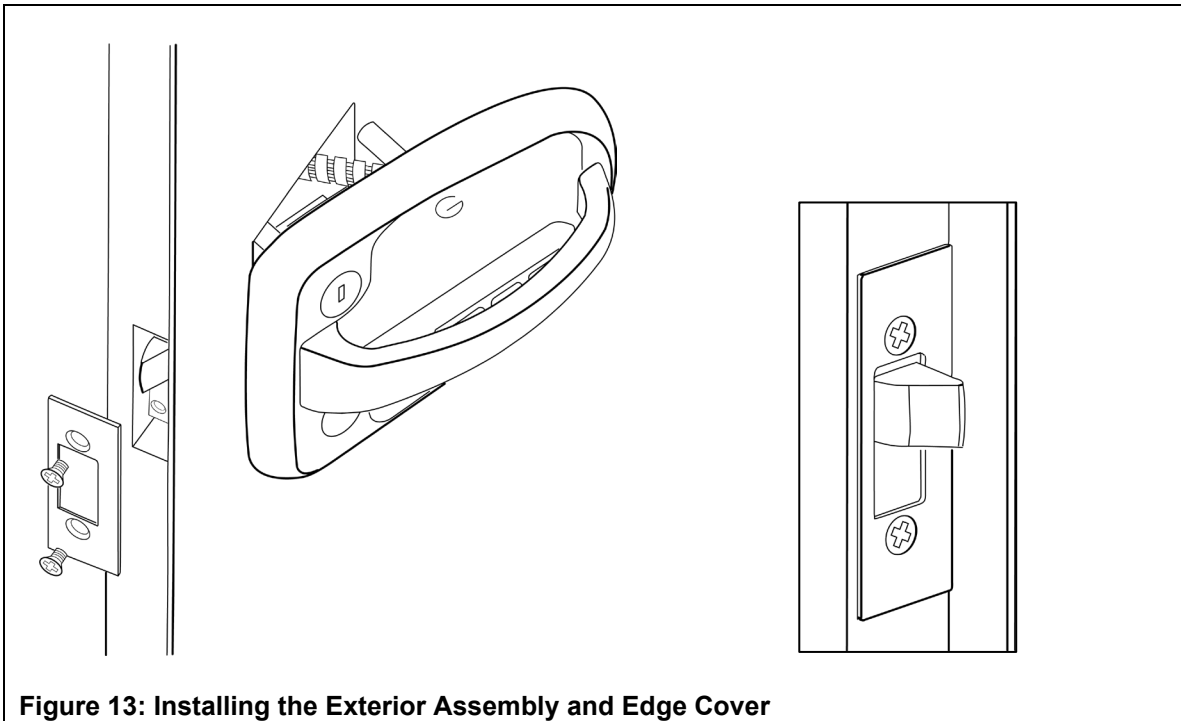
Instructions

4. Connect the cable attached to the interior lock housing to the cable attached to the exterior lock housing. Refer to the figure and position the cable inside the door as shown in Figure 14 to avoid pinching and binding.
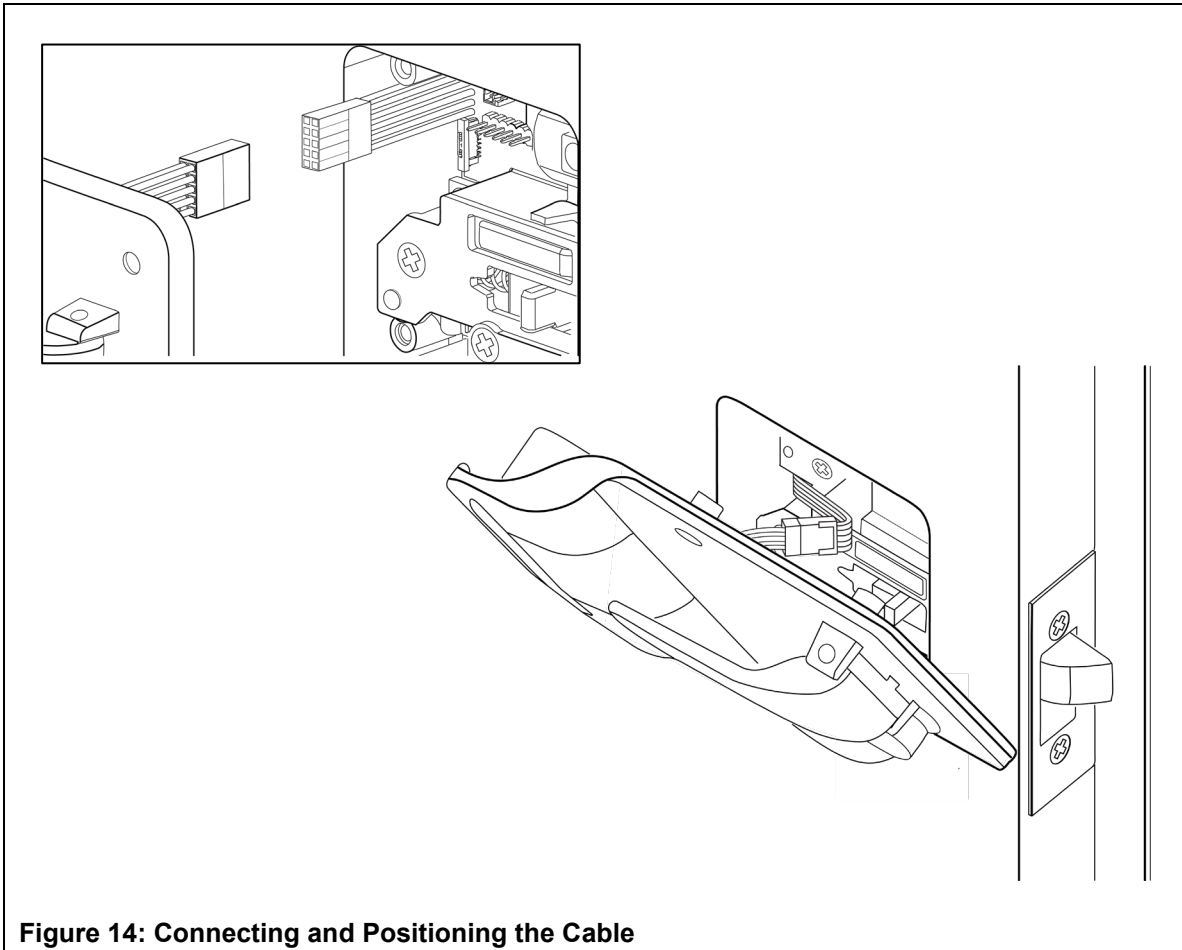
Figure 14: Connecting and Positioning the Cable

5. Refer to Figure 15 and position the interior lock assembly on the door, ensuring:

   - The deadbolt post is inserted in the red deadbolt lever so that the lever operates the deadbolt.

   - The interior handle post is positioned on the door-edge side of the latch tab so that the handle operates the latch.

   - The 3 screw posts on the interior housing align with the 3 screw bosses on the exterior housing. *Do not overtighten the screws.*

6. Use a #1 Phillips screwdriver to secure the lock housings with the 4 #8-32 x 1" oval head screws provided.

7. Ensure the handle operates the latch and the red deadbolt lever operates the deadbolt.

Figure 15: Installing the Interior Assembly
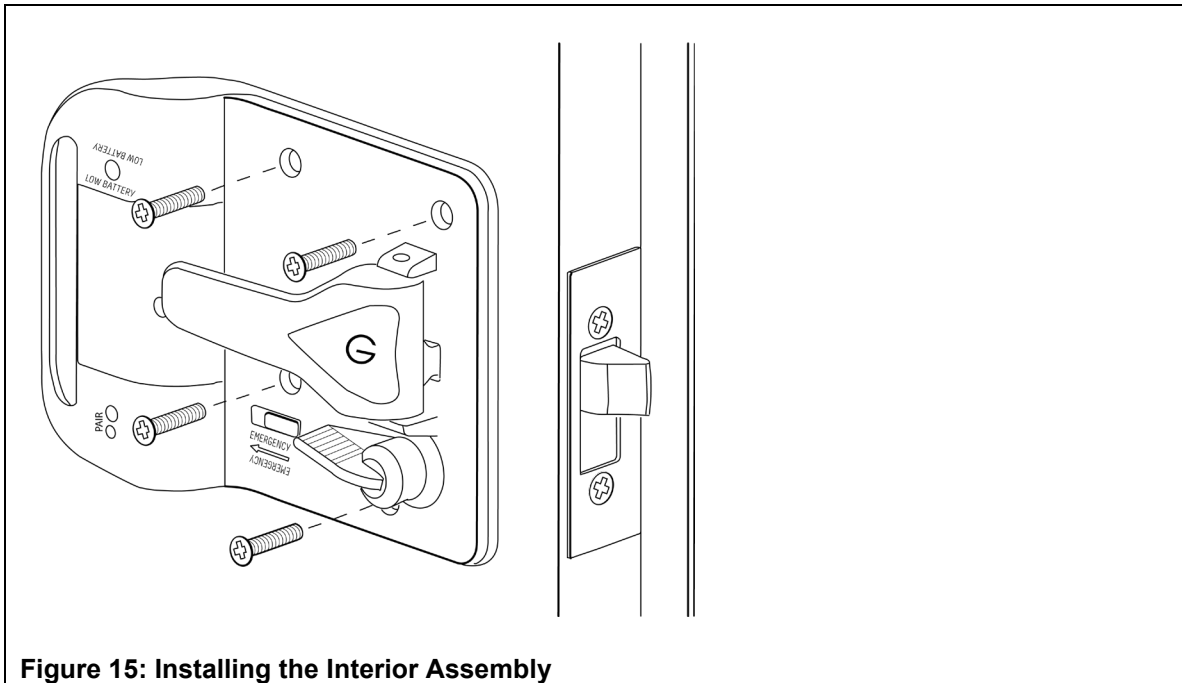
8. Check that the strike plate is properly aligned with the lock. If necessary, adjust alignment to ensure:

   - The lock functions properly. The plunger should extend fully into the strike plate when the door is locked.

   - The door opens and closes smoothly, and seals completely when closed.

Troubleshooting

Issue	Possible Causes	Solution
User PIN does not lock or unlock the door	PIN is incorrect	Confirm the correct PIN or use the factory default PIN.
	Key was not pressed to wake the keypad before entering the PIN	Press any key to wake the keypad and then enter the 4-digit PIN.
	User PIN was erased	Use the factory default PIN to reprogram the user PIN.
Lock does not pair with app	Bluetooth is not enabled for the mobile device	Enable Bluetooth for the mobile device and attempt to pair again.
	Location Services are not enabled for the mobile device	Enable Location Services for the mobile device and attempt to pair again.
	Airplane Mode is turned on for the mobile device	Turn off Airplane Mode for the mobile device and attempt to pair again.
	Lock was not detected by the app	Move near the lock and attempt to pair again using the PAIR button on the inside of the lock.
	App lost connection with the lock during pairing	Move near the lock and attempt to pair again.
	App cache is corrupted on the mobile device	For iOS devices, close and reopen the app. Then attempt to pair again. For Android devices, close the app, manually clear the cache from the app info menu, and reopen the app. Then attempt to pair again.
Lock does not respond to app	Mobile device is too far away from the lock	Move closer to the lock or away from obstacles between the mobile device and lock.
	App is disconnected from the lock	Make sure the lock's battery is not low. Then on the app's home screen, tap the lock's grayed-out padlock icon to reconnect the app to the lock.
	App experienced a problem	For iOS devices, close and reopen the app. For Android devices, Force Stop the app and then reopen it.
	User PIN was changed at the lock	Restore the lock's factory settings. Then re-Pair the app with the lock.
	Lock had been paired with the user PIN and subsequently restored to factory settings	Remove the lock from the app. Then re-Pair the app with the lock using the default factory PIN.

continued

Instructions

Issue	Possible Causes	Solution
Lock status in the app does not seem to match the actual lock status	App lost connection with the lock	Swipe down on the home screen to refresh lock status information.
	Red deadbolt lever was used to lock the door from the inside	Swipe down on the home screen to refresh lock status information.
Keypad does not respond to key presses	Battery has died or is installed improperly	Use the key to open the door and then replace the battery.
Red LED flashes	Battery is low	Replace the battery.
Lock sounds 4 quick, descending beeps and flashes keypad light when a key is pressed	Battery is low	Replace the battery.
Deadbolt does not latch	Plunger is not fully extended into the strike plate	Open and close the door firmly to ensure the plunger extends fully into the strike plate.
	Strike plate is misaligned, creating drag on the plunger	Realign the strike plate.
	Lock is installed incorrectly	Refer to the installation instructions and reinstall the lock.
	Obstruction in door is blocking the deadbolt	Remove the lock, clear the obstruction in the door, and reinstall the lock.
	Obstruction is blocking the deadbolt lever	Clear the obstruction blocking the deadbolt lever.
Door does not lock using the keypad	Battery is low or has died	Change the battery.
	Plunger is not fully extended into the strike plate	Open and close the door firmly to ensure the plunger extends fully into the strike plate.
	Strike plate is misaligned, creating drag on the plunger	Realign the strike plate.
	Obstruction is blocking red deadbolt lever	Clear the obstruction blocking the deadbolt lever.
Battery cannot be removed	Battery fits tightly in the battery holder	Use a thin, blunt instrument to gently pry the battery from the holder.

Limited Warranty: For warranty information, visit www.cpgbrands.com.

FCC Notice: Contains Transmitter Module FCC ID: XPYNINAB1.

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