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# What's Included



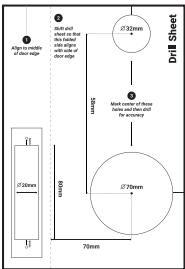
Front Assembly



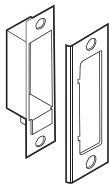
Back Assembly



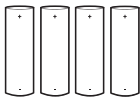
Back Plate



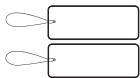
Drill Sheet



Strike Plate



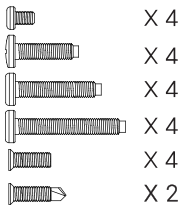
AA Batteries x4



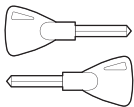
Key Cards x2



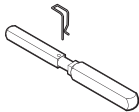
Key Stickers x2



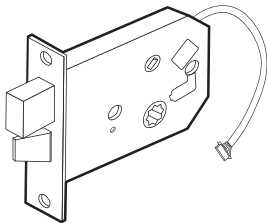
Screws



Emergency Keys



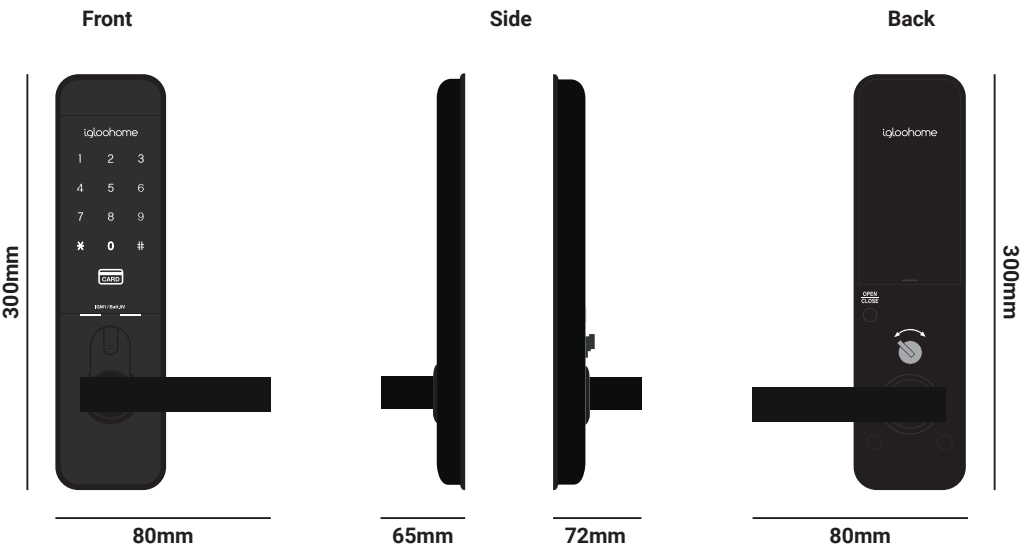
Mortise Shaft + Pin



Mortise Assembly

# Specifications

|                         |                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------|
| <b>Model</b>            | igloohome Smart Mortise Lock                                                                      |
| <b>Material</b>         | Al, ABS                                                                                           |
| <b>Batteries</b>        | 4 x AA Alkaline (Non - Rechargeable)<br>(DO NOT USE: Eveready/ Super Heavy Duty)                  |
| <b>Unlock Mechanism</b> | Bluetooth, PIN code, Key cards, Key Stickers, Open/Close Button, Handle, Thumbturn, Physical Keys |



## 06

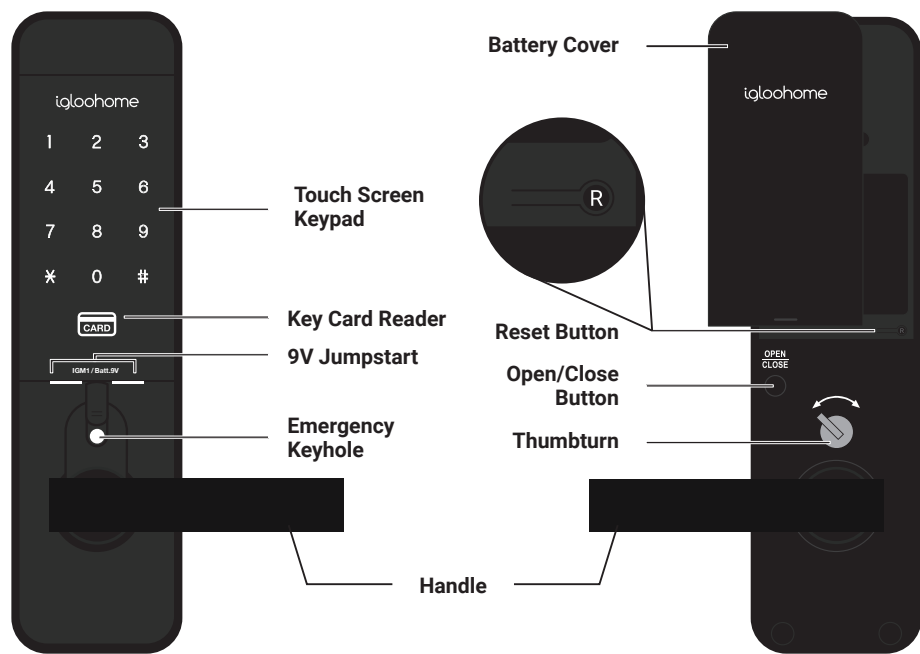
Technical drawing of the front view of a door handle assembly. The drawing shows a central rectangular plate with two small square buttons. The plate is mounted on a door, with a vertical dashed line indicating the hinge edge. Dimension lines show a width of 70mm from the hinge edge to the center of the plate, and a total width of 40mm-60mm for the plate itself.

Diagram illustrating the required clearances for the lglohome lock installation:

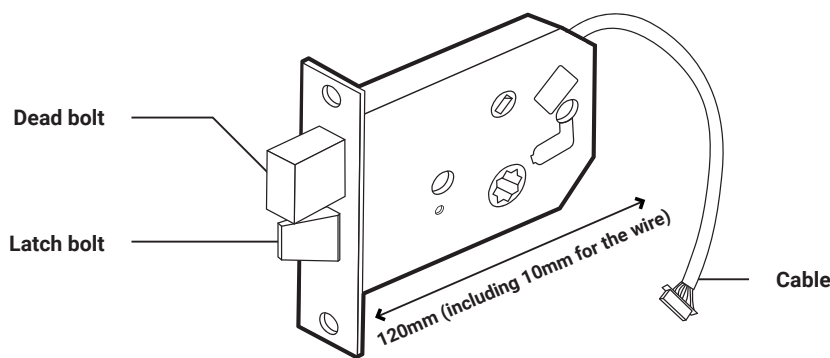
- Vertical clearance above the lock:  $> 305 \text{ mm}$
- Vertical clearance below the lock:  $> 305 \text{ mm}$
- Horizontal clearance to the left of the lock (with handle):  $> 190 \text{ mm}$

# Lock Anatomy

## Outer Body



## Mortise Assembly



# Installation Type

## Screws

Quantity: 4 each

• 06mm



• 20mm



For doors with thickness 40 - 45mm

• 30mm



For doors with thickness 45 - 50mm

• 40mm



For doors with thickness 50 - 60mm

• 12mm



## Door Type

### Right Installation

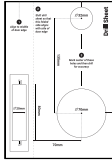


### Left Installation



# Preparing the Door

## Items needed:



Drill Sheet



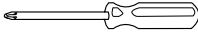
Drill



32mm Hole Saw



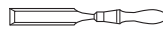
70mm Hole Saw



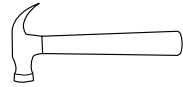
#2 Phillips Screw Driver



20mm Spade Bit



20mm Chisel



Hammer

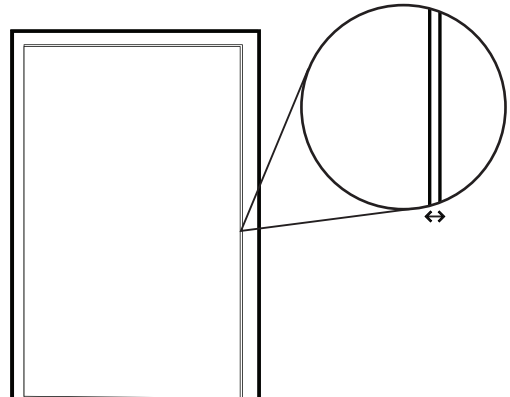
## Recommended

Door and door frame material : **Wood**



## Recommended

Gap between door and door frame: **<3mm**

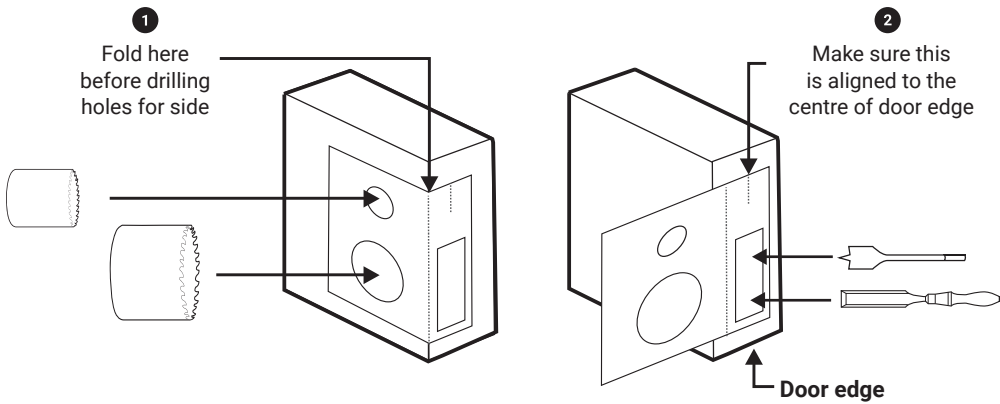


**\* Not for: metal gates, glass doors or sliding doors.**

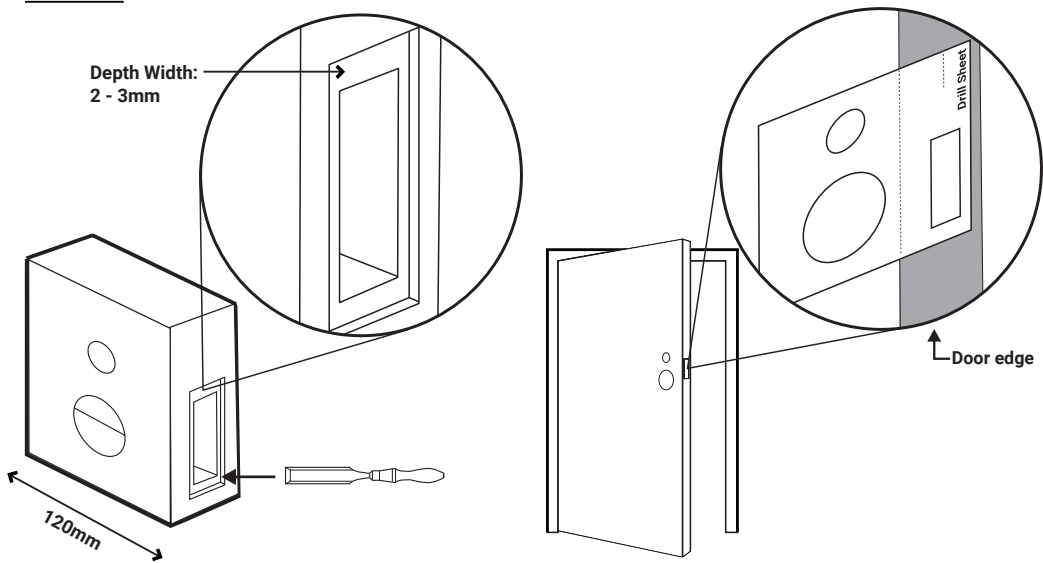
If you are unsure if your door is suitable, send us web links to your door pictures to [support@igloohome.co](mailto:support@igloohome.co)

# How to use the Drill Sheet

## Drilling (Door)



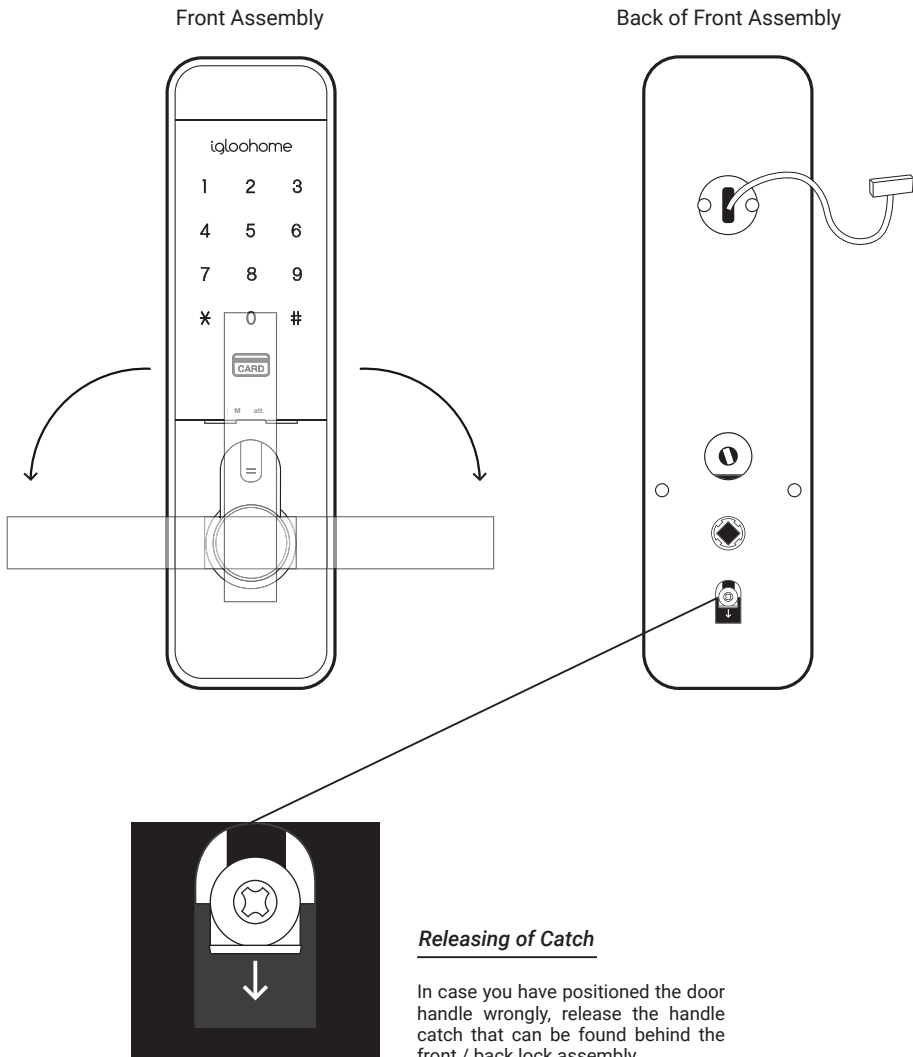
## Chiselling



\* Mark the center of the holes and then drill for accuracy.

# Installation Instructions

- 1 Determine the position of the door handle and pull until it clicks



2

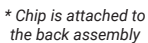


C

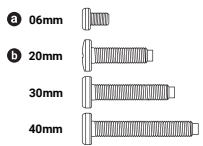
3



4



## Screws



5

Ensure to chisel appropriately to the correct measurements.



## Installation Confirmation

1. Insert batteries then the buzzer will sound
2. Lock the door by pressing and holding '#'
3. Unlock the door with \*1234567890#

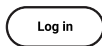
# Pairing



**Download igloohome app**  
from App Store/Google Play



**Register** a new  
account or,



**Login** with an existing  
account on app

## CHECKLIST

- ☐ Lock has not been paired
- ☐ The keypad stays awake during pairing
- ☐ Turn on your phone's Bluetooth and Internet connection

## New users

1. Upon **Login** > **Add a new igloohome lock** > **Select your Product**



### 1.1 Pairing Option 1

Upon **Scan QR Code** > Scan (completed) > **Tap on lock** > Press **Next** to complete pairing > **Lock Paired!**



### 1.2 Pairing Option 2

Select **manual pairing** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth Lock** > (Series of beeps will sound on successful pairing) > **Lock Paired!**



Follow **Steps for  
Pairing Lock To App**



2. **Enter your lock name** > Confirm > **Create New Home** > Name Your Home > Submit > Successfully Added!



# Pairing

## Current users

1. Ensure that you have an existing home listing through **Menu > Configuration > Add Home** - Proceed if your home is listed.



2. Go to **Menu > Configuration > Add Lock > Select your Product >**

### 2.1 Pairing Option 1

Upon **Scan QR Code** > Scan (completed) > **Tap on lock** > Press **Next** to complete pairing > **Lock Paired!**



### 2.2 Pairing Option 2

Select **manual pairing** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth Lock** > (*Series of beeps will sound on successful pairing*) > **Lock Paired!**



Follow **Steps for  
Pairing Lock To App**



3. Add lock to a new or existing home.

3.1 **Enter your lock name** > Confirm > **Create new home** > Name Your Home > Submit > Successfully Added!



3.2 **Enter your lock name** > Confirm > **Add lock to existing Home** > **Select Home** > Successfully Added!



# Features

## PIN / Bluetooth Unlock



### **Bluetooth Master Key**

The igloohome Smart Mortise unlocks with Bluetooth via the app.



### **User PIN Code**

The mobile app can generate user PIN codes, with validity duration from One-Time, Permanent, or a Duration based on Date-time.



### **Bluetooth Guest Key**

Bluetooth keys based on duration can be generated and shared with guests.



### **Master PIN Code**

The igloohome Smart Mortise unlocks with a permanent Master PIN Code.



### **Decoy PIN Code**

A total of 16 decoy digits including PIN code can be entered to prevent the PIN code from being exposed.

## Lock / Unlock



### **Sensor Re-lock**

When the lock senses that the door is closed, the bolt will automatically re-lock.



### **Key Card Unlocking**

The igloohome Smart Mortise is able to register up to 16 key cards.



### **Timer Re-lock**

After successfully unlocking, the igloohome Smart Mortise will re-lock after a period of time (between 5 to 120 seconds). The owner sets this function.

## Alarms / Notifications



### **Fire Detection Alarm**

When the sensor on the inside of the door detects a temperature between 50°C - 70°C for a sustained period of time, the door will unlock automatically with a loud alarm sound to allow you to exit. To disable fire detection alarm, remove one battery.



### **Obstruction Alarm**

Will keep ringing when the mortise lock is unable to lock/unlock fully. This happens when the lock is low in battery, or the mortise alignment is off. If the warning sound continues, please change the batteries or close the door fully. To disable the alarm: tap on keypad, or press Open/Close button.

# Features



## **Tamper Alarm**

The lock will sound if intruders try to cut the cable of the lock.



## **Low Battery Indicator**

When battery power is low (i.e. below 20%), a red low battery indication will flash when you tap the keypad. The battery level will also be updated on the app during Bluetooth unlock. If battery power runs out, use the 9V jumpstart or physical key override.

## **Security**



## **Security Lockout Mode**

After 5 consecutive unsuccessful attempts at entering a PIN code, the igloohome Smart Mortise will sound an alarm and be unresponsive for 5 minutes. Physical key and Bluetooth Unlock can be used to unlock in this state.



## **Activity Logs**

Entry via PIN codes and Bluetooth Key will be logged in the app.

Bluetooth key access logs are updated in real-time and PIN code access logs are updated when the owner uses a bluetooth key or update logs.



## **Keypad Lockout Mode**

Activate this from indoors to prevent entry from outsiders. Physical key and Bluetooth Unlock can be used to unlock in this state.

## **Others**

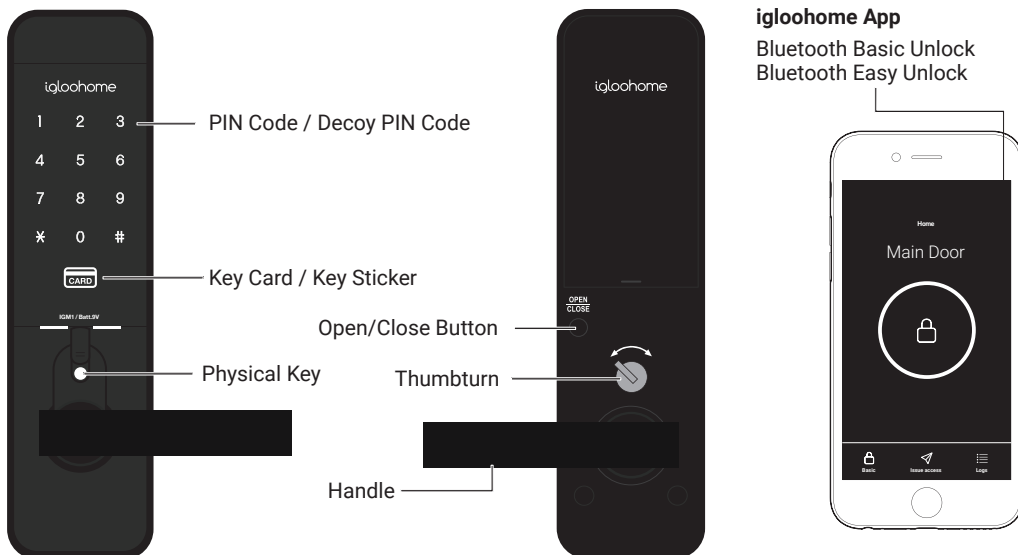


## **Volume Adjusting Function**

There are 6 volume levels, including mute.

# Unlocking

## To unlock the door



### Legend



#### PIN Code

Key in your PIN code and press '#'



#### Decoy PIN Code

Key in up to a total of 16 digits, including the PIN code, followed by '#'



#### Bluetooth Basic Unlock

On your app, click on the Bluetooth Unlock button and tap on your lock



#### Handle

Turn handle to unlock



#### Thumbturn

Use thumbturn at the back of lock



#### Bluetooth Guest Key

Refer to lock tutorial - Step 13



#### Key Card / Key Sticker

Tap your key cards on the reader



#### Open/Close Button

Press Open/Close Button at the back of the lock

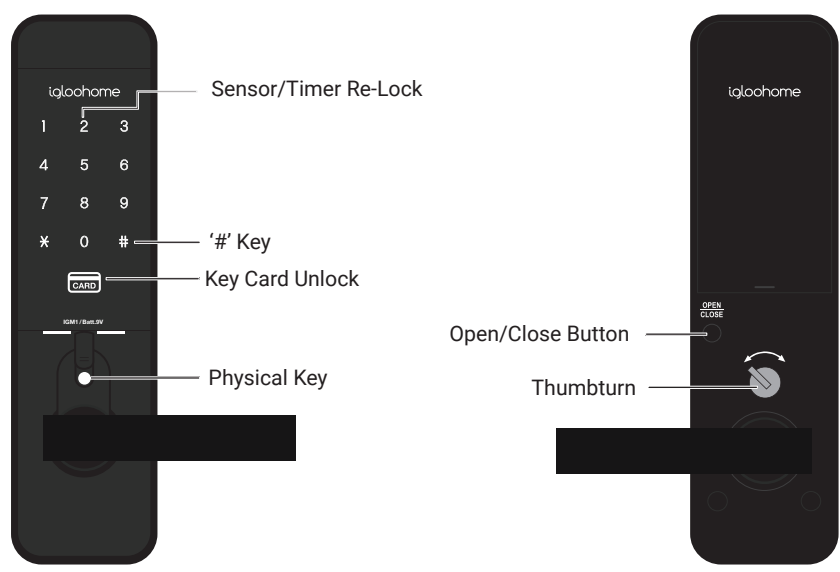


#### Physical Key

Use the physical key to unlock the door

# Locking

## To lock the door



### Legend



**'#' Key**  
Press and hold '#'



**Open/Close Button**  
Press Open/Close Button at the back of the lock



**Sensor Re-Lock**  
Refer to Lock Tutorial - Step 8



**Physical Key**  
Use the physical key to lock the door



**Timer Re-Lock**  
Refer to Lock Tutorial - Step 9



**Thumbturn**  
Use thumbturn at the back of lock

# Lock Tutorial



- on igloohome App



- on Mortise Keypad

1

## Default factory PIN code



In the factory mode (before pairing), the PIN to unlock is \* **1234567890** #

2

## Setting Master PIN code



*Before proceeding, turn on your Bluetooth and ensure that you are within Bluetooth range of the lock.*

Home > Select Lock Name > > Master > >

Enter 7-9 digit PIN

Repeat PIN

\*\*\*\* \*

>

\*\*\*\* \*

3

## Adding new PIN code



New PIN codes can be added from

Home > Select Lock Name > > > Choose who to issue key to > Select Access Type > Enter Access Details >

| PIN Type      | Steps                                                         | Activate within*          |
|---------------|---------------------------------------------------------------|---------------------------|
| One-Time PIN  | Add description > OK                                          | 6 hrs of generation       |
| Permanent PIN | Add description > OK                                          | 24hrs of generation       |
| Duration PIN  | Add description > Start, End Date and Time > Add duration PIN | 24hrs from the start time |

On your Lock Info page, under Ad hoc PINs you should see the new PIN code

\*PIN code description can be changed by clicking on > > Select PIN > > Edit

4

## Activity Logs



To View

Home > Select Lock Name >

To Update

Home > Select Lock Name > >

# Lock Tutorial



- on igloohome App



- on Mortise Keypad

## 5 Editing & Deleting PIN codes



**To Edit:** Home > Select Lock Name >  > Select PIN > 

**To Delete:** Home > Select Lock Name >  > Select PIN > 

- \* Before editing a PIN code, please make sure that it is used once.
- \* Editing and deleting PIN codes require you to be within Bluetooth range of the lock.
- \* Edited PINs can only be within 4 - 9 digits long.
- \* Deleted PINs will be reflected in 'INACTIVE' tab.
- \* Master PIN code cannot be changed via this method; refer to step 2.

## 6 Removing used PIN codes from app view



Go to Home > Select Lock Name >  > 'INACTIVE' > Select PIN > 

The PIN code will be removed from your app view.

- \* This does not permanently deactivate PINs. Active and unactivated PINs can still be used to unlock. To remove PINs from lock, refer to Step 7.

## 7 Resetting PIN Codes



Ensure that Bluetooth is switched on, and you are within Bluetooth range of the lock.

Go to Home > Select Lock Name >  >  > 

Lock will reset all codes except for Master PIN, and all PIN codes previously generated are no longer valid.

# Lock Tutorial



- on igloohome App



- on Mortise Keypad

8

## Enabling & Disabling Sensor Re-lock\*



|            |                        |
|------------|------------------------|
| To Enable  | * 2 2 # <Master PIN> # |
| To Disable | * 2 3 # <Master PIN> # |

\* By default, Sensor Re-lock is activated

9

## Enabling & Disabling Timer Re-Lock\*



|            |                                                             |
|------------|-------------------------------------------------------------|
| To Enable  | * 2 0 # <Master PIN> # <duration (between 5-120 seconds)> # |
| To Disable | * 2 1 # <Master PIN> #                                      |

\* By default, Timer Re-lock is enabled and set at 60 seconds

10

## Adjusting Volume



|                        |                                           |
|------------------------|-------------------------------------------|
| To Adjust              | * 3 0 # <Master PIN> # <3/6 repeatable> # |
| To increase the volume | Select key 3                              |
| To decrease the volume | Select key 6                              |

\* To mute, decrease the volume to minimum. Keypad will blink on mute to indicate key press.

\* If the volume does not change further then that is the maximum or minimum.

11

## Adding & Deleting Key Card



Home > Select Lock Name >  (Bluetooth Unlock) >  >  >



> Follow steps to add ID Card

# Lock Tutorial



- on igloohome App



- on Mortise Keypad

## 12 Keypad Lockout Mode



To prevent others from using PIN code and key cards to unlock while you are inside the property. Note: Bluetooth keys can be used to unlock in this mode.

|                           |                                                                                                                                                                                                       |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To Activate               | With the door locked, press and hold the Open/Close button until you hear a series of beeps                                                                                                           |
| To Disable without unlock | Press and hold Open/Close until you hear a series of beeps                                                                                                                                            |
| To Disable and unlock     | Keypad lockout mode will automatically be deactivated if any other mode of access is used to unlock the door. This includes: Bluetooth unlock, physical key, open/close button, thumbturn and handle. |

## 13 Bluetooth Key Sharing (Bluetooth Guest Key)



Bluetooth sharing allows you to share a Bluetooth Key with other users for mobile access. It allows your guests to unlock the igloohome smart lock via Bluetooth.

**To create a Bluetooth Key,** Go to Home > Select Lock Name >  >  > Choose who to issue key to > Access Type : Bluetooth Key > Enter Access Details > [Create Key](#)

**To receive a Bluetooth Key,** Download the igloohome app from iTunes or Google Play store and register/login to your account

(a) To receive key via QR code, go to Home > Visits >  or

(b) To receive a key via URL, click on the URL and follow the instructions

*\* Note: Bluetooth Key must be accepted within 1 hour of generation before it expires*

**To use a Bluetooth Key,** Go to Home > Visits > Click on  to unlock the door

**To delete a Bluetooth Key,** Go to Home > Select Lock Name >  > 'PENDING' >  > Ok

## 14 9V Jumpstart Feature



Step 1 - Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps

Step 2 - While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by '#' to unlock

# Lock Behaviour

| Behaviour                                                                                                                                                                                                                            | Sensor Re-lock Activated | Timer Re-lock Activated |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------|
| <p>Mortise will lock upon door closure.</p> <p>Should the door be kept open after Timer is up, door will not lock until door is closed.</p> <p>Should the door be kept closed after unlocking, door will lock after Timer is up.</p> | ON                       | ON                      |
| Mortise will lock upon door closure only.                                                                                                                                                                                            | ON                       | OFF                     |
| Mortise will lock when Timer is up, regardless of whether door is open or closed.                                                                                                                                                    | OFF                      | ON                      |
| <p>Manual lock mode:</p> <p>Door will not re-lock automatically</p>                                                                                                                                                                  | OFF                      | OFF                     |

\* By default, the Sensor Re-lock is enabled and Timer Re-lock is set at 60 seconds.

|              | Security Lockout Mode                                                     | Keypad Lockout Mode                                                            |
|--------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Activated by | 5 consecutive invalid PIN or key cards                                    | Press and hold the Open/Close button indoors until you hear a series of beeps. |
| Disable By   | Bluetooth Key<br>Physical Key<br>Open/Close Button<br>Thumbturn<br>Handle | Bluetooth Key<br>Physical Key<br>Open/Close Button<br>Thumbturn<br>Handle      |
| Alarm        | Sounds alarm                                                              | No alarm                                                                       |
| Behaviour    | Only 'Close' lights up                                                    | Both keypad and 'Close' light up                                               |
| Duration     | Unresponsive for 5 minutes                                                | Unresponsive until Keypad Lockout Mode is disabled                             |

# Troubleshoot

## Pairing is unsuccessful

- Try with a different mobile device, using the same username and password
- Update your phone's Operating system to the latest version
- Restart the Bluetooth and internet connection on your mobile device
- Restart igloohome app on your mobile device
- Switch to a new set of batteries

## Keypad does not light up

- Use a 9V battery to jumpstart and switch to a new set of batteries

## Keypad is flickering

- The mortise is low in battery. Switch to a new set of batteries

## Generated PIN codes do not work

- Make sure that the generated PIN codes are activated within the given hours
- Do a Bluetooth Unlock to refresh the app
- PIN codes may have been customised or expired

## Changing Batteries

- To open the battery compartment, slide the cover upwards and replace all four batteries

## Lock is not working when battery level is not 100%

- Do a Bluetooth unlock to refresh the battery level on the app
- Battery level shown in the app may not be accurate
- Use Alkaline batteries only
- Do not use: Heavy Duty, Eveready, GP, or rechargeable batteries

\* Using high quality batteries will improve the performance and lifespan of the lock

## Bluetooth Key is not working

- Restart the Bluetooth and internet connection on your mobile device
- Check on the timezone of the home listing against your phone time
- Check if the Bluetooth Key is expired. It must be accepted within 1 hour of generation
- Update your igloohome app to the latest version
- Switch to a new set of batteries

## Re-lock is not working

- Check battery level of the lock
- Make sure you have enabled sensor or timer re-lock

## Keypad lights up on touch only

- Check if the mortise is in keypad lockout mode or security lockout mode
- Check that your lock is not muted
- Refer to Lock Tutorial - Step 12

#### FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

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