

# Installers & User guide **Mortise 2.**

# Welcome!

This guide will get you up and running with your igloohome Mortise 2. In the meantime, you should follow igloohome on Facebook and Youtube!



Like us on Facebook



Visit our Youtube



As our igloohome app is frequently updated, there may be changes to this manual.  
Please refer to our website [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

# Table of Contents

|                           |    |
|---------------------------|----|
| What's Included           | 4  |
| Specifications            | 5  |
| Installation Guide        |    |
| Requirements              | 6  |
| Installation Type         | 7  |
| Prepare the door          | 8  |
| Installation Instructions | 10 |
| User Guide                |    |
| Lock Anatomy              | 13 |
| Features                  | 15 |
| Unlocking                 | 16 |
| Locking                   | 17 |
| App Onboarding            | 18 |
| Managing Access in App    | 19 |
| 9V Jumpstart              | 20 |
| Lock Behaviour            | 21 |
| Airbnb Connect            | 23 |
| Audio and LED Indications | 24 |
| Troubleshoot              | 25 |

# What's Included



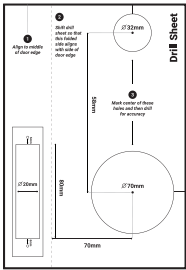
Front Assembly



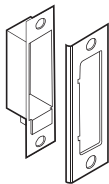
Back Assembly



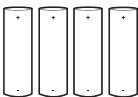
Back Plate



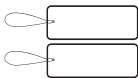
Drill Sheet



Strike Plate



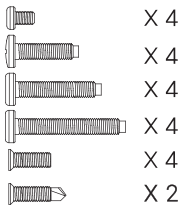
AA Batteries x4



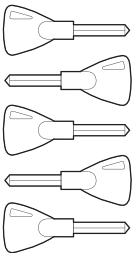
Key Cards x2



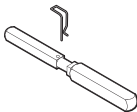
Key Stickers x2



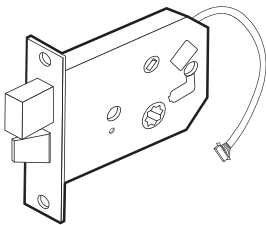
Screws



5 Emergency Keys



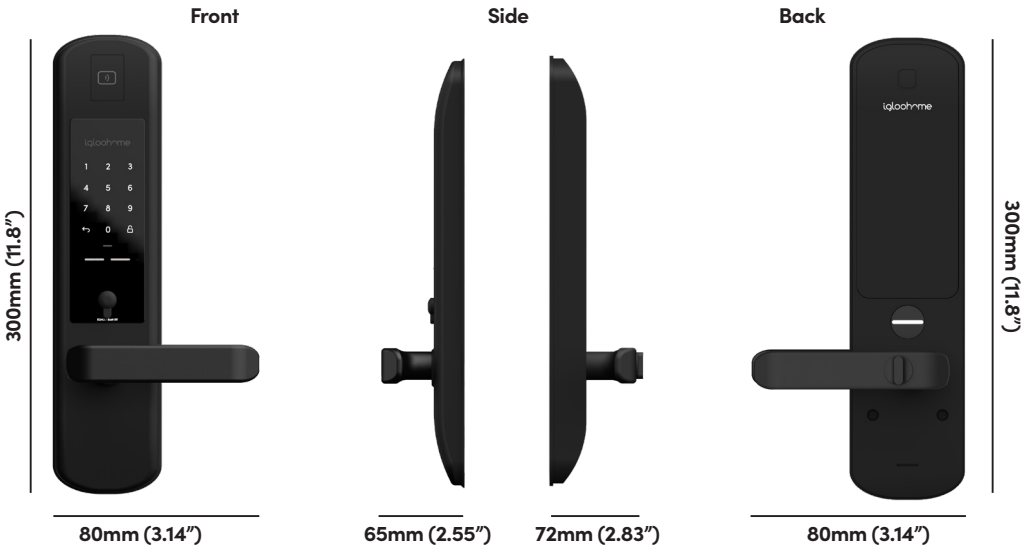
Mortise Shaft + Pin



Mortise Assembly

# Specifications

|                  |                                                                                                   |
|------------------|---------------------------------------------------------------------------------------------------|
| Model            | igloohome Smart Mortise 2                                                                         |
| Battery Type     | 4 x AA* Alkaline                                                                                  |
| Battery Life     | Up to 1 year                                                                                      |
| Emergency Power  | 9V Alkaline Battery                                                                               |
| Operation Temp   | -20°C to 60°C                                                                                     |
| Storage Temp     | -30°C to 70°C                                                                                     |
| IP Rating        | IP65                                                                                              |
| Material         | Al, Zinc Alloy, ABS                                                                               |
| Weight           | Net: 1.97kg, Gross: 2.46kg                                                                        |
| Unlock Mechanism | Bluetooth, PIN code, Key cards, Key Stickers, Open/Close Button, Handle, Thumbturn, Physical Keys |

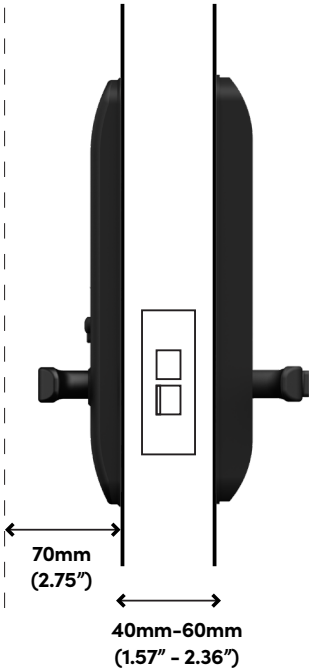


\* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell & Energizer alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the lock.

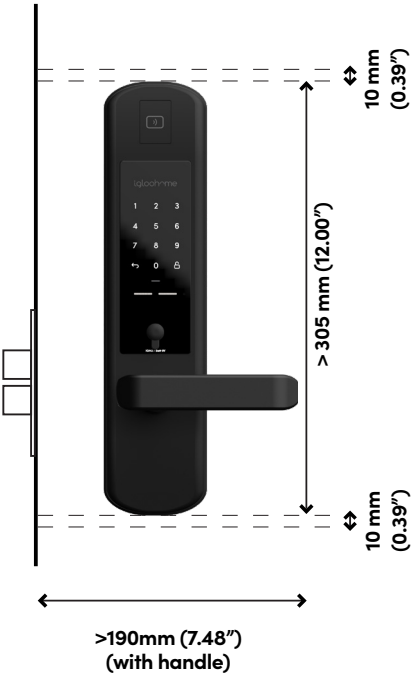
# Installation Guide

## Requirements

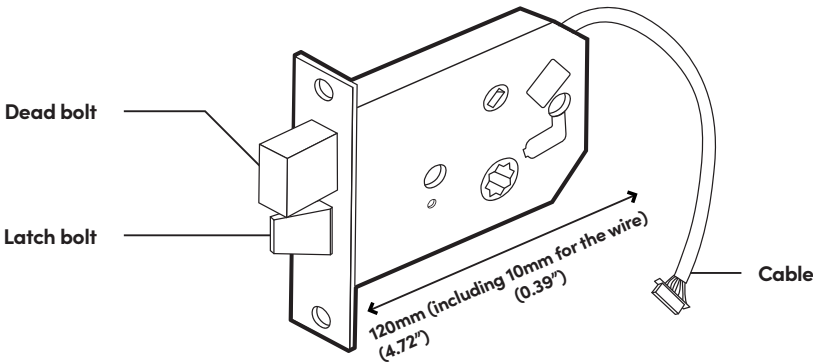
### Door Thickness



### Clearance



### Mortise Assembly Length



# Installation Type

## Screws

Quantity: 4 each

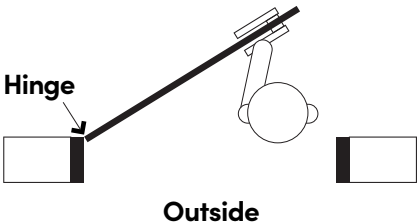
- 06mm (0.23") 
- 20mm (0.78")  For doors with thickness 40 - 45mm (1.57" - 1.77")
- 30mm (1.18")  For doors with thickness 45 - 50mm (1.77" - 1.96")
- 40mm (1.57")  For doors with thickness 50 - 60mm (1.96" - 2.36")
- 12mm (0.47") 

## Door Type

### Left Hand Installation

Set the toggle to 'LH' for left-hand installation

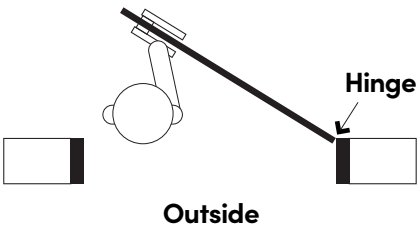
*\* Hinge is on your left.*



### Right Hand Installation

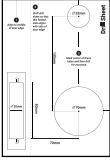
Set the toggle to 'RH' for right-hand installation

*\* Hinge is on your right.*



# Preparing the Door

**Items needed:**



## Drill Sheet



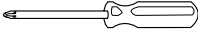
## Drill



**32mm (1.25")  
Hole Saw**



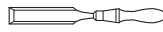
**70mm (2.75")  
Hole Saw**



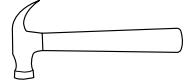
## #2 Phillips Screw Driver



**20mm (0.78")  
Spade Bit**



**20mm (0.78")  
Chisel**



## Hammer

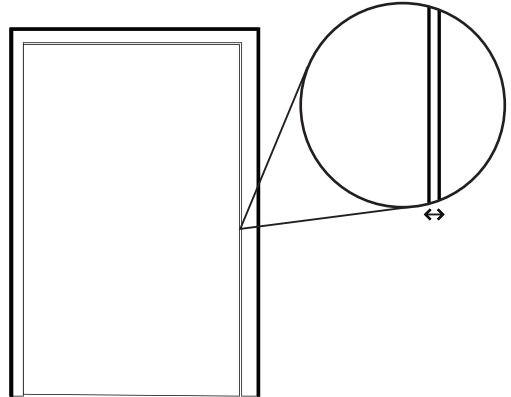
### Recommended

Door and door frame material : **Wood**



### Recommended

Gap between door and door frame: <3mm (0.01")

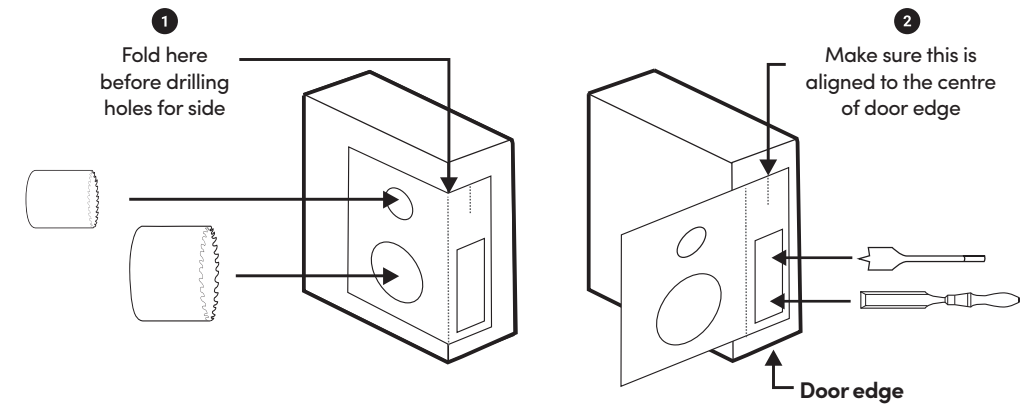


*\* Not for: metal gates, glass doors or sliding doors.*

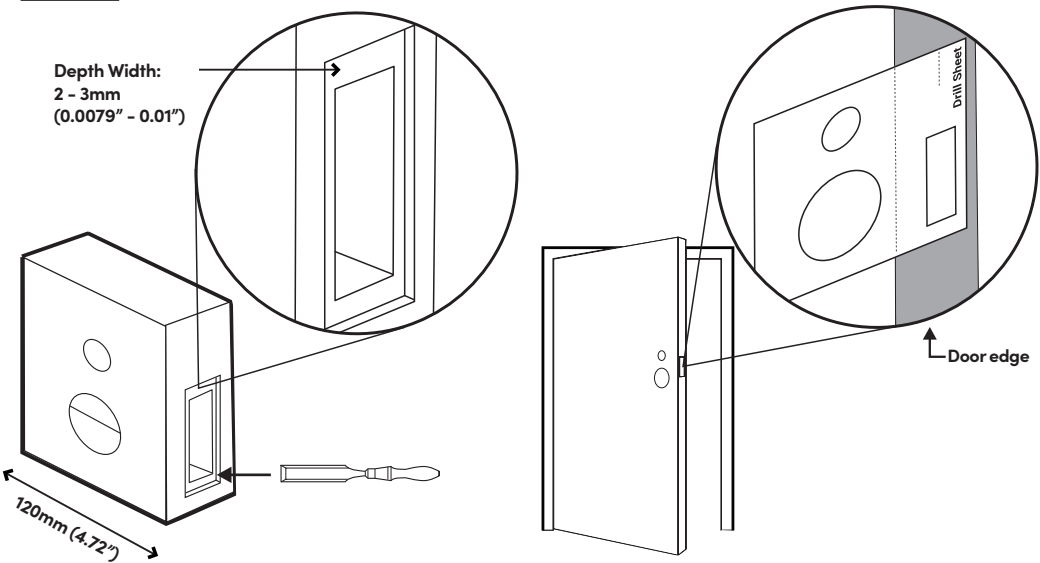
If you are unsure if your door is suitable, send us web links to your door pictures to [support@igloohome.co](mailto:support@igloohome.co)

# How to use the Drill Sheet

## Drilling (Door)



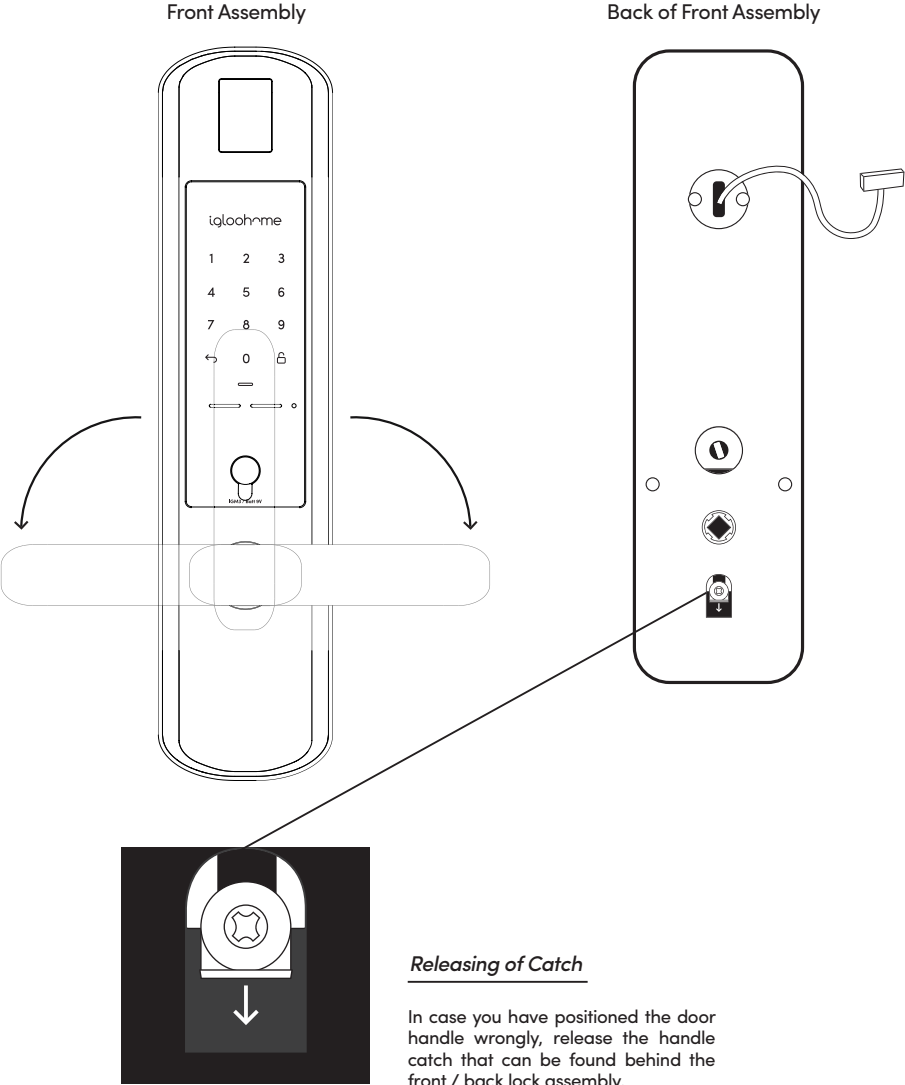
## Chiselling



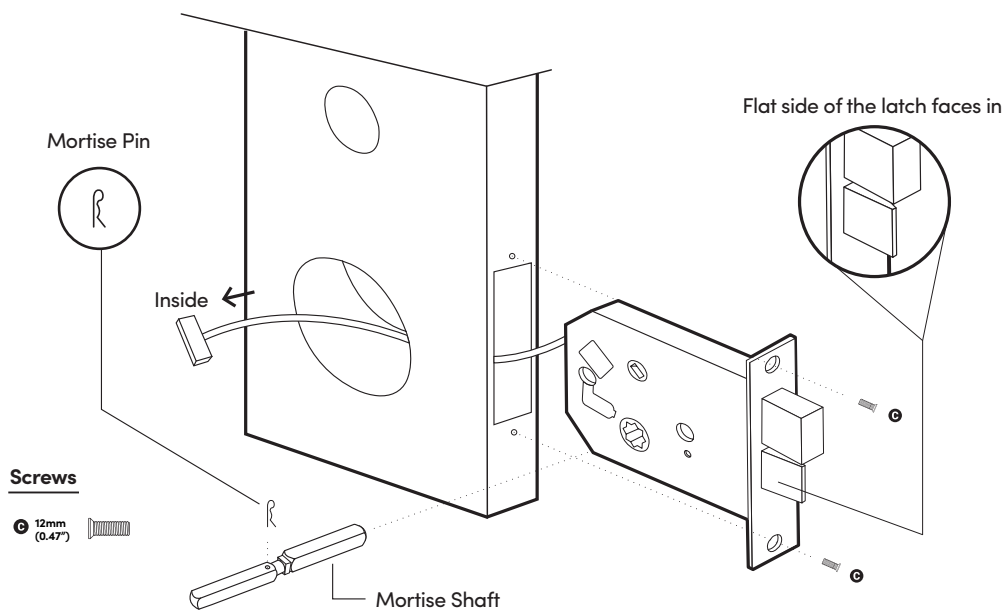
⚠ Mark the center of the holes and then drill for accuracy.

# Installation Instructions

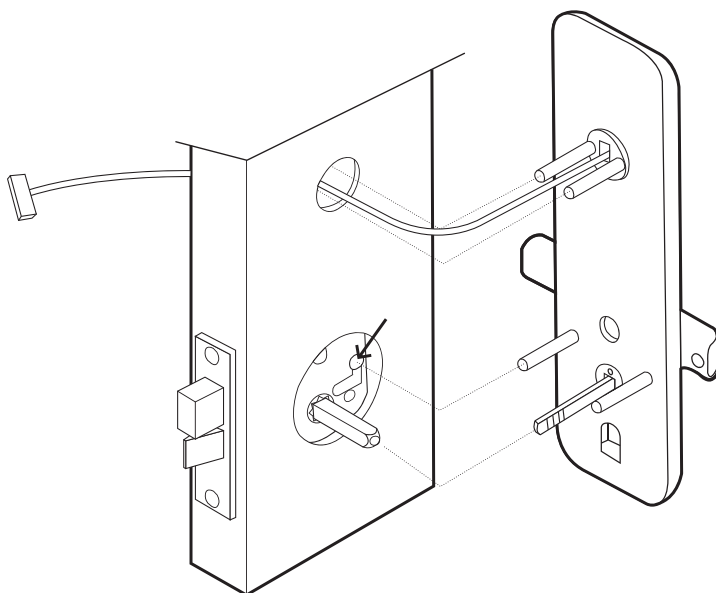
- 1
- Determine the position of the door handle and pull until it clicks



## 2 Install Mortise

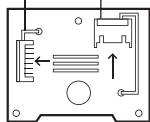


## 3 Install Outer Body

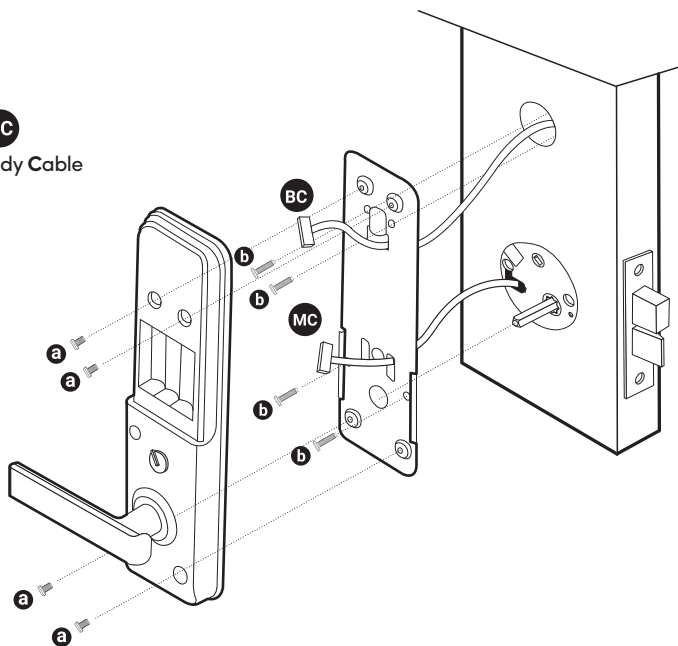


## 4 Install Inner Body

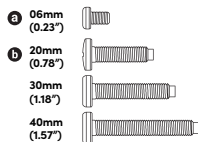
**MC** Mortise Cable  
**BC** Outer Body Cable



\* Chip is attached to the back assembly

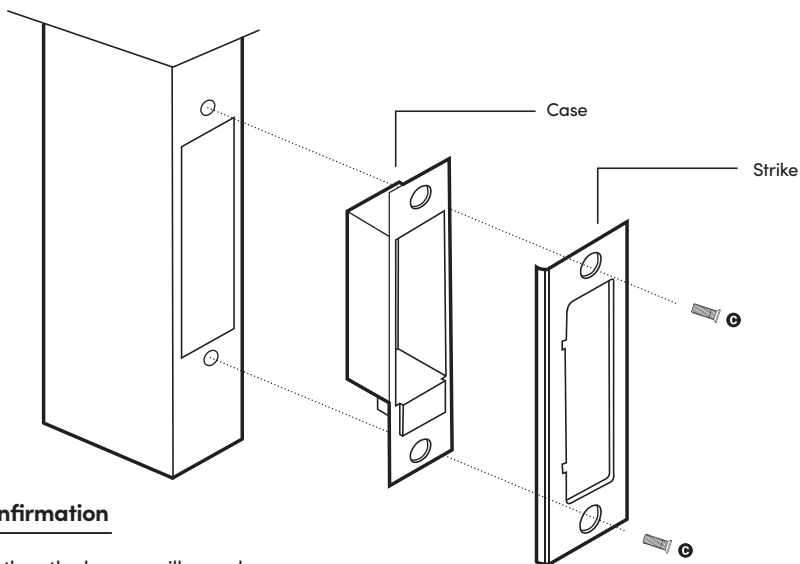


### Screws

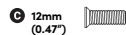


## 5 Install Strike on the door frame.

Ensure to chisel appropriately to the correct measurements.



### Screws



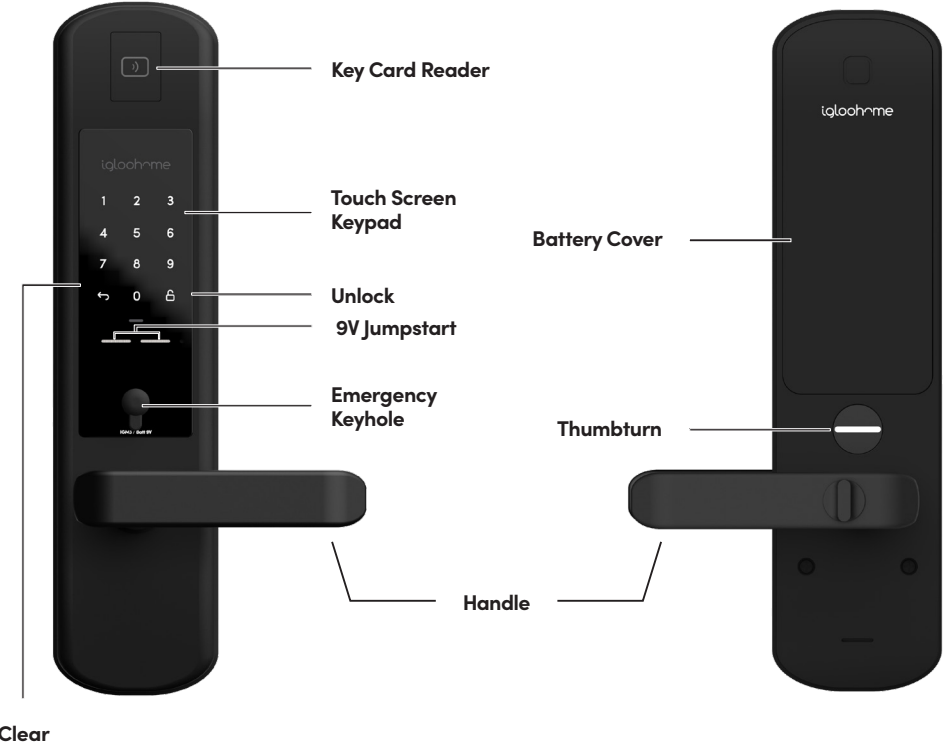
### Installation Confirmation

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

# User Guide

## Lock Anatomy

### Outer Body



# Features

## PIN / Bluetooth Unlock



### **Master PIN Code**

The igloohome Mortise unlocks with a permanent Master PIN Code.



### **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 Master Key**

The igloohome Mortise unlocks with Bluetooth via the app.



### **Bluetooth Guest Key**

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

## Lock / Unlock



### **Auto Re-lock**

The igloohome Mortise relocks automatically when door is closed. User can configure the delay or deactivate relock if they prefer to. Do note that function will only work when Sensor is installed.



### **Key Card Unlocking**

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

## Battery



### **Emergency Jump-Start**

If battery power is drained, an external 9 Volt battery can be used to provide emergency power. The 2 contact points of the battery must be aligned with the 2 contact points on the Mortise.



### **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.

# Features

## Security / Alarms



### **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.



### **Tamper Alarm**

The lock will sound if intruders try to pry the lock from the door.



### **Activity Logs**

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



### **Passage Mode**

Activate Passage mode via the Multi Function Button or turning auto relock off via Bluetooth. Refer to Page 23.

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 Security Lockout**

Be assured with an additional layer of security with the keypad lockout if the keypad is being tampered. User can configure number of incorrect attempts to trigger lockout.



### **Masking Security Code**

Enter random digits before your PIN Code to reduce risk of intruders checking fingerprints.

## Others

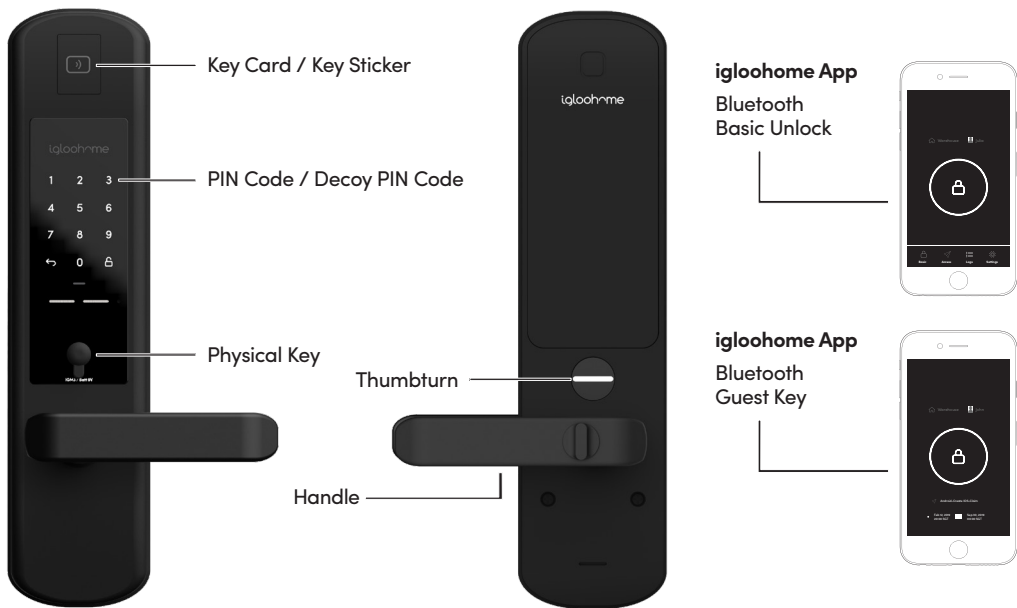


### **Volume Control**

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



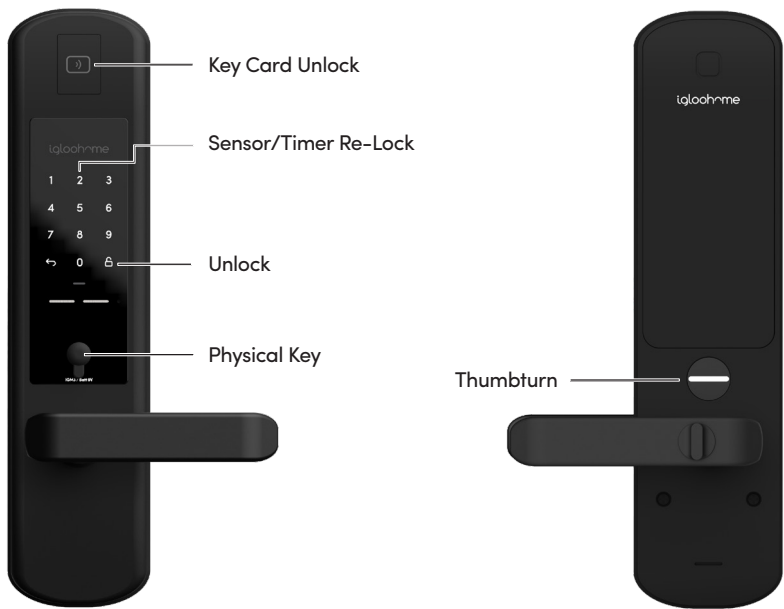
**Open/Close Button**  
Press Open/Close Button at the back of the lock



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

# Locking

## To lock the door



### Legend



**'Unlock' Key**  
Press and hold 'Unlock'



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



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



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



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



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

# App Onboarding

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## 1 Test Factory PIN Unlock

In the factory mode (before pairing), the PIN to unlock is ↩️ **1234567890** 🔒

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## 2 Register as a Lock User

a) Download igloohome from App store / Play store.

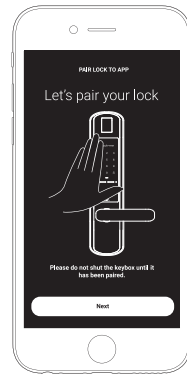
b) Create an account and login.

---

## 3 Pairing

a) Select **[Add new igloohome lock]**

Note: For existing users with other paired locks, go to **[Configuration]**, select **[Add Locks]** and follow the instructions.



## 4 Setting Master PIN code

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

Go to **[Access]** and customize your **[Master PIN]** by editing it.

---

# Managing Access in App

## 1 Creating PIN codes

PIN codes can be generated on the app under **[Access]**, create **[+Access]** and choose either One-Time, Permanent or Duration PIN.

Pin codes will expire if its not use within its activation period. Refer to the table below.

| PIN Type      | Use PIN within*           |
|---------------|---------------------------|
| One-Time PIN  | 24 hrs of generation      |
| Permanent PIN | 24hrs of generation       |
| Duration PIN  | 24hrs from the start time |

Note: Duration PIN code end times can be customised within a 28-day timeframe. Past this timeframe, the end time will automatically be configured to the start time.

## 2 Bluetooth Guest Key

Bluetooth Guest Key can be shared with other users for mobile access. It allows your guests to unlock the igloohome smart lock via Bluetooth.

There are 3 steps to using a Shared Bluetooth Key

- Under **[Access]**, create **[+Access]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.
- Guest receives the Bluetooth Key by one of these methods:
  - Clicking the URL given and follow the instructions.
  - Scanning the QR code under **[Visits]**.
- Guest can now use the Bluetooth Key under **[Visits]** whenever he is within range of the lock.

Notes:

- The owner can revoke the Bluetooth Key in App.
- Bluetooth Key must be accepted within 1 hour generation before it expires.

## 3 Adding Key Card

- Under **[Access]**, select **[+Access]** followed by **[Key Card Holder]**.
- Follow instructions on the app and select **[Done]** to complete the process.

## 4 Resetting PIN codes

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

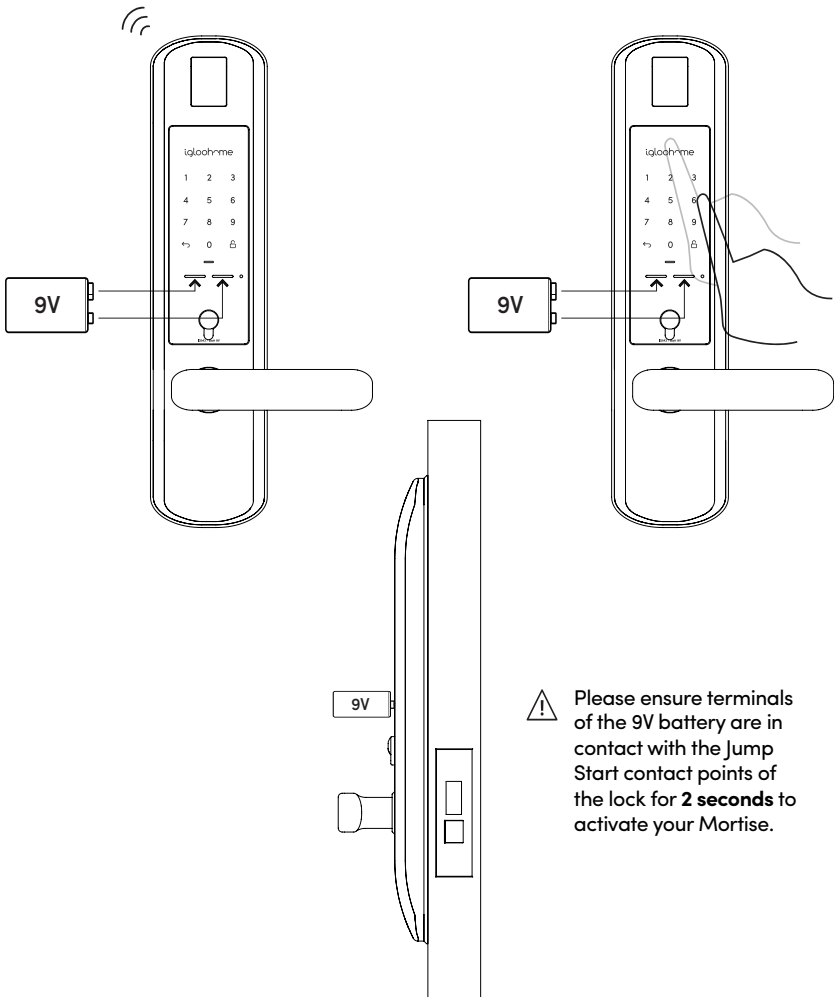
Go to Home > Select Lock Name > **[Settings]** > Reset Pins

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

# 9V Jumpstart

## 1 9V Jumpstart Feature

1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps and the keypad will light up.
2. While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by the 'Unlock' icon



# Lock Behaviour

## 1 Keypad Security Lockout

After several incorrect PIN code attempts, the igloohome Smart Mortise 2 keypad will be locked out and the security alarm will be triggered.

Note: Physical key and Bluetooth Unlock can be used to unlock in this mode.

| Keypad Security Lockout |                                                                            |
|-------------------------|----------------------------------------------------------------------------|
| Triggered by            | 5 consecutive PIN Code attempts by default<br>(Configurable via Bluetooth) |
| Disable By              | After 1 / 5 / 10 Minutes<br>or<br>Any other unlocking methods              |
| Behaviour               | Single flash when keypad is triggered.                                     |
| Duration                | Please refer to table below.                                               |

| Triggered                | Security Alarm | Keypad Lockout |
|--------------------------|----------------|----------------|
| 1st Time                 | 30 Sec         | 1 Min          |
| 2nd Time                 | 60 Sec         | 5 Min          |
| 3rd and Consecutive Time | 90 Sec         | 10 Min         |

## 2 Keypad Disabled Mode

Keypad Disabled Mode prevents others from using PIN code to unlock when you are inside the property.

Note: Physical key, Bluetooth key & Thumbturn can be used to unlock in this mode and the Keypad will be enabled after successfully unlocked.

## 3 Passage Mode

Passage Mode enables you to have easy access during high human traffic flow by deactivating auto relock.

Method 1: Turn off auto relock under lock settings via Bluetooth

Method 2: Holding on to the Multi-Function Button

| Keypad Disabled Mode & Passage Mode |                                                                                                            |
|-------------------------------------|------------------------------------------------------------------------------------------------------------|
| Activated by                        | Holding on to the Multi-Function Button until a long beep is heard.                                        |
| Deactivated By                      | Holding on to the Multi-Function Button until 2 quick beeps are heard<br>or<br>Any other unlocking methods |
| Behaviour                           | Double flash when keypad is triggered.                                                                     |

# Airbnb Connect

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## 1 Airbnb Connect

Airbnb Connect automates the generation of PIN codes for your Airbnb guests based on their approved reservations. It costs USD\$4.99 per month, but is currently on free trial.

**Here are the steps to activate Airbnb Connect**

### Step 1: Connect to your Airbnb

Under **[Account Settings]**, select **[Connect with Airbnb]**

### Step 2: Connect to Airbnb listings

Under **[Reservations]**, click the **[Add]** icon to select a home to connect to. Select Airbnb Listing and PIN Time to associate.

#### Note:

- Emails with PIN code will be sent to the guest between 1 to 48 hours before check-in time (configurable).
- PINs will only be valid between the check-in and check-out times.

### Step 3: Change Check-in and Check-out time

Under **[Configuration]**, select **[Manage Homes]** followed by the listing to view or edit its details.

#### Notes:

- If the access mail has not been sent, changing your check-in/check-out time via the app modifies the start and end time of the PIN codes to be shared with your guest.
- If the access mail has been sent, changing these details will only affect the next reservation.
- Changing these details on the igloohome app does not update the check-in/check-out time on the listing on the Airbnb website.

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## 2 Disconnect Airbnb

Should you prefer to generate PIN codes for your guests manually, you may disconnect your Airbnb listing from the igloohome home listing with the steps below.

1. Under **[Reservations]**, disconnect all the listings (if any).
2. Under **[Account Settings]**, select **[Disconnect with Airbnb]**.

Should you wish to completely disconnect your Airbnb account from your igloohome account, make sure that all your Airbnb listings have been disconnected in the above step, then go to:

Airbnb Host Website > Connected Apps > Select igloohome to disconnect

# Audio and LED Indications

| Actions                                | Indications                                                    |
|----------------------------------------|----------------------------------------------------------------|
| Bluetooth Connection                   | 'Unlock' icon flashes Blue                                     |
| Successfully Unlocked                  | 4 fast ascending tones and 'Open' flashes green after unlocked |
| Successfully Locked                    | 1 long beep and 'Close' flashes red after locked               |
| Incorrect PIN                          | 4 short beeps                                                  |
| Invalid RFID                           | 4 descending tones                                             |
| Obstruction Alarm                      | 6 sets of 4 short beeps                                        |
| Keypad Disabled<br>Mode Activated      | 3 ascending tones                                              |
| Keypad Disabled<br>Mode Deactivated    | 3 descending tones                                             |
| Keypad Security<br>Lockout Alarm       | Low-high siren for 30 / 60 / 90 seconds                        |
| Keypad Security<br>Lockout Deactivated | 2 long beeps                                                   |
| Low Battery Alert                      | 3 fast descending tones<br>when keypad is woken up             |
| Fire Alarm                             | 4 continuous ascending tones                                   |
| Tamper Alarm                           | Continuous long beep                                           |
| Hard Reset / Unpair                    | 3 slow descending tones                                        |
| Pairing                                | 3 fast descending tones                                        |

# 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 pg. 22

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.

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter

**For enquiries go to:**  
[igloohome.co/support](https://igloohome.co/support)