# Installers & User guide Smart Mortise.



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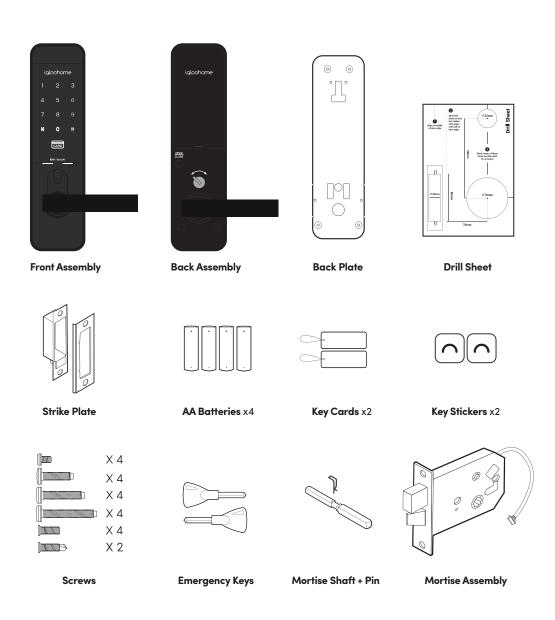
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# **What's Included**



# **Specifications**

Model igloohome Smart Mortise Lock

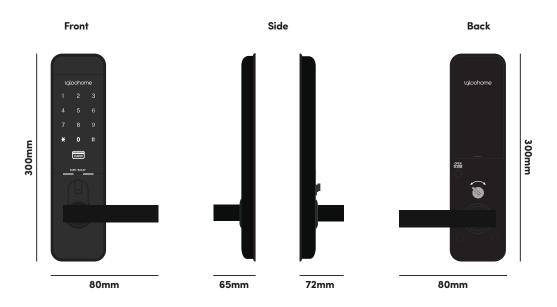
Material AI, ABS

**Batteries** 4 x AA Alkaline (Non – Rechargeable)

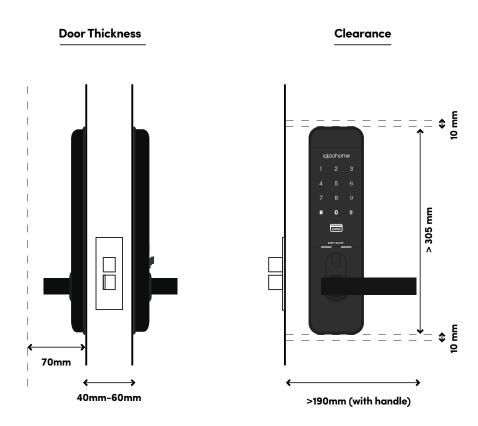
(DO NOT USE: Eveready/ Super Heavy Duty)

**Unlock Mechanism** Bluetooth, PIN code, Key cards, Key Stickers, Open/Close

Button, Handle, Thumbturn, Physical Keys

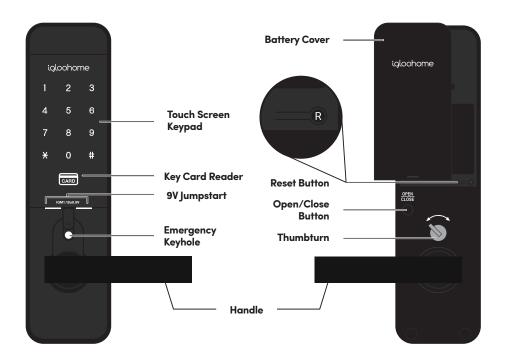


# Requirements

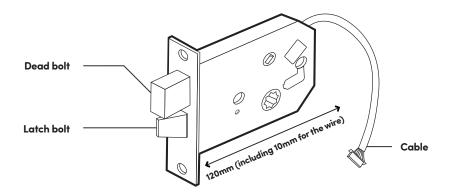


# **Lock Anatomy**

#### **Outer Body**



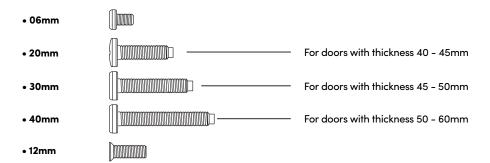
#### **Mortise Assembly**



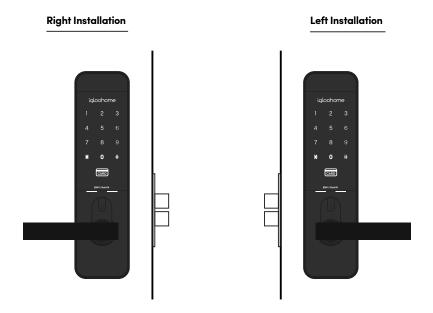
# **Installation Type**

#### Screws

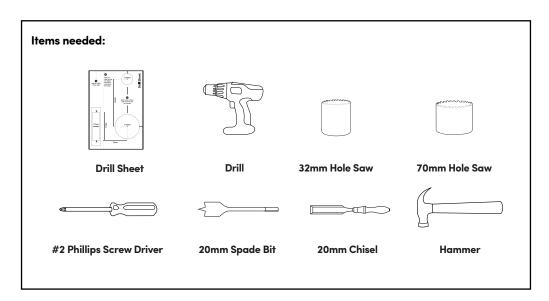
Quantity: 4 each



#### **Door Type**



# **Preparing the Door**



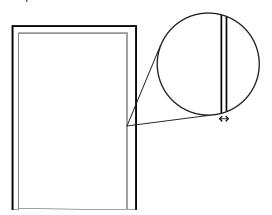
#### Recommended

Door and door frame material: Wood



#### Recommended

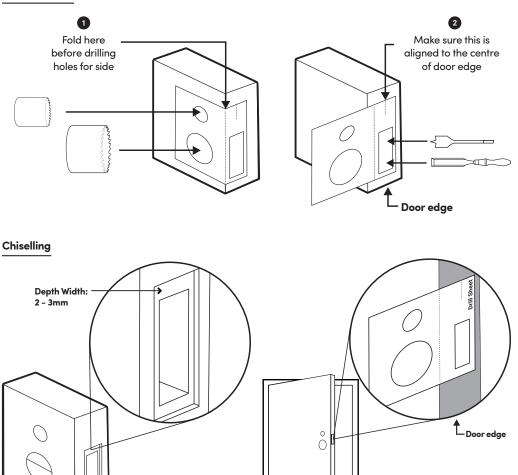
Gap between door and door frame: <3mm



<sup>\*</sup> 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

#### How to use the Drill Sheet

#### Drilling (Door)



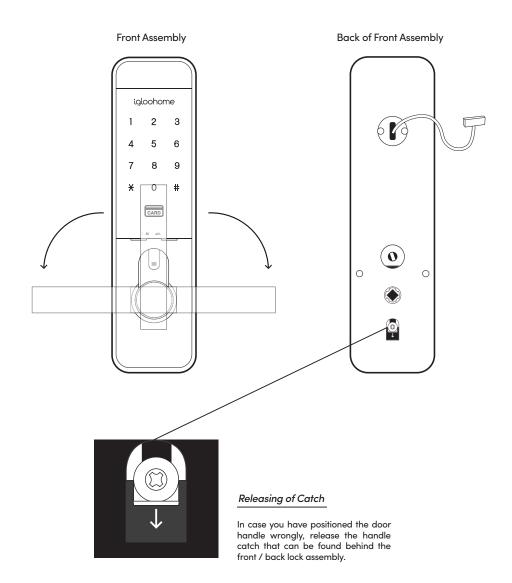
\* Mark the center of the holes and then drill for accuracy.

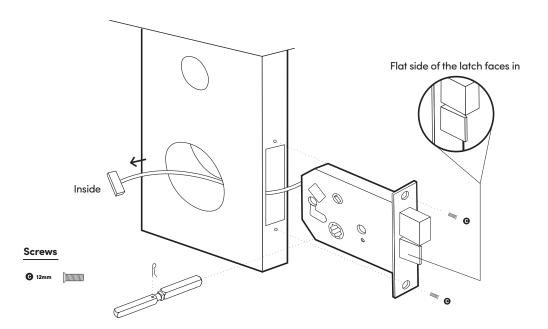
120mm

# **Installation Instructions**

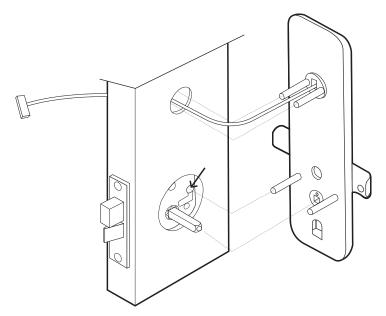
1

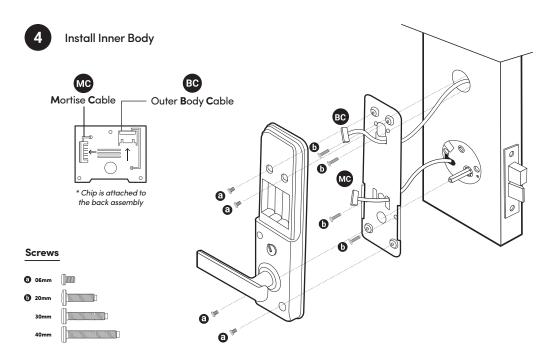
Determine the position of the door handle and pull until it clicks



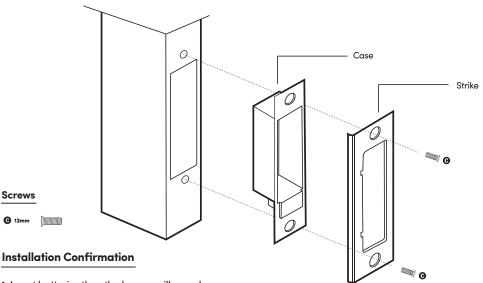


# 3 Install Outer Body





Install Strike on the door frame.
Ensure to chisel appropriately to the correct measurements.



- 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, Log in 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 > Pair Lock To App > Next







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





#### **Current users**

1. Go to Menu > Configuration > Add Lock > Select your Product > Pair Lock To App > Next







- 2. Add lock to a new or existing home.
  - 2.1 Enter your lock name > Confirm > Create new home or Add lock to existing home > Name Your Home > Submit > 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.





#### **Volume Adjusting Function**

There are 6 volume levels, including mute.



#### **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.

## **Features**

#### **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.



#### **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.

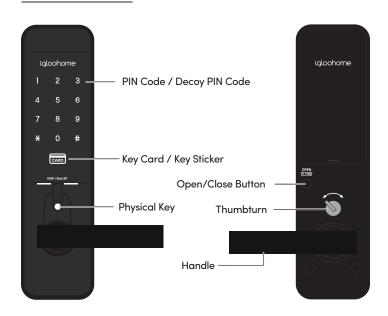


#### **Keypad Lockout Mode**

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

# **Unlocking**

#### To unlock the door



# igloohome App Bluetooth Basic Unlock Bluetooth Easy Unlock Main 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



#### Open/Close Button

**Bluetooth Guest Key** 

Key Card / Key Sticker

Refer to lock tutorial - Step 13

Tap your key cards on the reader

Press Open/Close Button at the back of the lock



#### Physical Key

Use the physical key to unlock the door

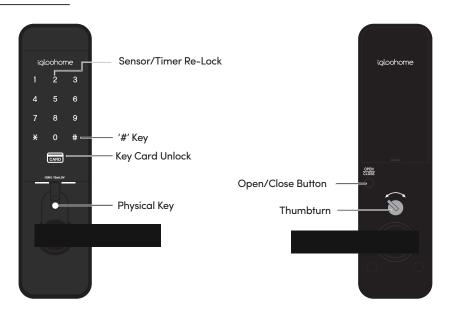


#### Thumbturn

Use thumbturn at the back of lock

# Locking

#### To lock the door



#### Legend



#### '#' Key

Press and hold '#'



#### 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





# Default factory PIN code

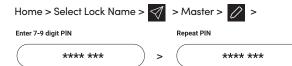


In the factory mode (before pairing), the PIN to unlock is \* 1234567890 #

# 2 Setting Master PIN code



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



## 3 Adding new PIN code



New PIN codes can be added from

PIN Type	Use PIN within*
One-Time PIN	6 hrs of generation
Permanent PIN	24hrs of generation
Duration PIN	24hrs from the start time

One-Time PIN and Permanent PIN will appear under "Active" and Duration PIN will appear either under "Active" or "Pending" section, depending on the start and end time.

PIN code description can be changed by clicking on > <a> Select PIN > </a>

\*PIN code will expire if it is not used by stated time.

# 4 Activity Logs



To View	Home > Select Lock Name >
To Update	Home > Select Lock Name >   >





5

#### **Edit PIN codes**



Once PIN code is generated, user must key the generated code onto the Keybox keypad followed by # to activate the code before proceeding. To change the PIN, enter:

Press \* > Key 1 0 and tap # > Current PIN and tap # > New 4 - 9 digit PIN and tap # > New 4 - 9 digit PIN and tap #

Current PIN Code	1234 5678
New PIN Code	010101
On Keypad	Press * > Key 1 0 # > 1234 5678 # > 010101 # > 010101 #

<sup>\*</sup> Only active Permanent and Duration PINs can be edited on the Keybox.



#### Removing used PIN codes from app view



Go to Home > Select Lock Name >  $\checkmark$  > 'INACTIVE ' > Select PIN >  $\checkmark$ 

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.



#### **Resetting PIN Codes**



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

Go to Home > Select Lock Name > A > S > Reset Lock

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





# 8 Enabling & Disabling Sensor Re-lock\*



To Enable	* 2 2 # <master pin=""> #</master>
To Disable	* 2 3 # <master pin=""> #</master>

<sup>\*</sup> By default, Sensor Re-lock is activated

# 9 Enabling & Disabling Timer Re-Lock\*



To Enable	* 2 0 # <master pin=""> # <duration (between="" 5-120="" seconds)=""> #</duration></master>
To Disable	* 21 # <master pin=""> #</master>

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

# 10 Adjusting Volume



To Adjust	* 3 0 # <master pin=""> # &lt;3/6 repeatable&gt; #</master>	
To increase the volume	Select key 3	
To decrease the volume	Select key 6	

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

# Adding & Deleting Key Card



Home > Select Lock Name >  $\bigcirc$  (Bluetooth Unlock) >  $\bigcirc$  >  $\bigcirc$  >

> Follow steps to add ID Card

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







#### **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.	



#### 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 > 7 > 1 > Choose who





to issue key to > Access Type : Bluetooth Key > Enter Access Details >

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

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 >



\* 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 (a) to unlock the door



#### **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
Mortise will lock upon door closure.		
Should the door be kept open after Timer is up, door will not lock until door is closed.	ON	ON
Should the door be kept closed after unlocking, door will lock after Timer is up.		
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
Manual lock mode: Door will not re-lock automatically	OFF	OFF

<sup>\*</sup> 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 Physical Key Open/Close Button Thumbturn Handle	Bluetooth Key Physical Key Open/Close Button Thumbturn 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**

# Po

#### 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